

Active Partnerships

Engaging Communities, Transforming Lives



Helping Budehaven School with a digital solution to organise their community bookings





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Budehaven Community School

Budehaven Community School is located in the very North of Cornwall, by the coast. Previously a locally maintained school, in November 2012 Budehaven became a foundation trust school as part of the Bude Communities' Schools' Trust.

The trust includes Bude Infant School, Bude Junior School, Jacobstow Community Primary School, Kilkhampton Junior and Infant School, Marhamchurch CE Primary School, St Marks CE Primary School, Stratton Primary School and Whitstone Community Primary School.

As well as this, St Petrocs, Stratton and Bude Primary School all sit within the local area and are feeder schools for Budehaven. The school also have a sixth form provision too.



The school's sports facilities are used by the local community. They are operated by Budehaven Community Leisure, an organisation managed by the school. Sports development at over 20 local primary schools is supported using these facilities and the expertise of staff.

The school have strong local connections with the community they serve and value these relationships enormously. For them, it is important their facilities are being used and servicing the local community.

The latest Ofsted report in 2017 deemed the school 'good'. They had appointed a new senior leadership team which injected energy and enthusiasm into the teaching staff.

New methods of reporting on pupil's development and progress was being tracked more effectively to demonstrate impact and improvement/ areas that need work, The report also stated that there were a small minority of pupils that were persistently absent.

The Rational

Initial surveying at the beginning of this project showed that there was a trend emerging that schools mainly used offline methods of hiring out their facilities. They claimed that site security and staffing the site after hours could be problematic and this was part of the reason they did not open out of school hours. We then followed this up by having meetings with business managers with the aim to understanding the barriers they felt schools faced when opening up their facilities for community use.

This re-affirmed that schools struggled to provide a digital solution to their bookings and that staffing the site was a problem out of hours. After engaging Cornwall's SGOs to help find out if any schools wanted to pilot a digital solution for their community bookings, Budehaven came forward to engage with Active Cornwall to set this up for their school.

It was important for us to offer something that all schools could engage with eventually and after researching the market, it was apparent that there was very few options that served schools with exceptional customer service and

experience. It was important that we made sure schools were working with a company that valued their thoughts and wanted to work with them collaboratively to offer something bespoke to remove their individual barriers.

Budehaven were keen to find a solution to manage the admin from community bookings so that it was easier to organise the data, report and store information. They are busy with community bookings and it falls down to one member of staff to organise all the bookings through calls, emails and word of mouth. Because of this, strong relationships with customers are already established and this was something that the staff at Budehaven were keen not to lose by going onto a digital platform. It was important to engage a company that would respect this and endeavour to work with the school to come up with a solution that would allow them to have control of the system, the autonomy to choose a solution that works for them, reporting functionality, whilst holding onto the personal touch they already have with their existing customers.





The Partnerships

After researching the market, we found Vivify. They are a company still in their infancy and are continually developing their product. This was perfect for the stage we were in with the Opening Up School Facilities project. We had initial conversations to outline the aim of the project and understand more about their company.

There were various selling points, mainly because they were keen to work to develop and create a bespoke offer where they could for schools. We were keen for schools to want to come on board and use this to it's full potential -creating solutions for existing problems. Budehaven school were keen to pilot this product to see if it would be a solution for their school.

After preliminary talks with Vivify, we wanted to test the market by hosting a webinar to introduce Vivify to Cornish schools. **You can watch this webinar now.**



During the webinar, a representative from Budehaven school talked about why they were going to be at the fore front of this new partnership and how it would help them to organise the admin side of community bookings more effectively as well as being able to give customers a better service by always being able to offer a helpline when they need it via phone or online chat. These small things will make a huge difference to the school and the site team because there will be extra capacity and less demand of the school staff.

As well as this, we have also discussed how in the future we will look to provide the school with key pad technology on their external gating to offer a solution for site security at evenings and weekends. Although this is a long term goal, Active Cornwall, Budehaven School and Vivify are keen to explore new possibilities to provide solutions to existing barriers.

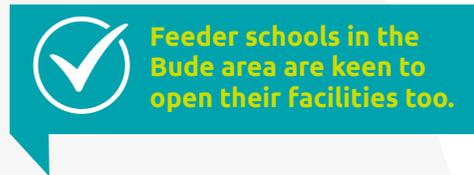
By having a school like Bude, who want to pilot this technology, they can lead the way for other schools to take steps in developing their current facilities and the way they organise community bookings to maximise use of facilities and the potential of digital systems to minimise admin time.

The Learning

It was important to engage with a company that understood this and shared the same purpose for community lettings.

The success of the collaboration with Vivify is down to this shared ethos. During 2021, Active Cornwall will be open to more schools coming on board with Vivify and utilising the booking system after Budehaven pilots this technology.

Feeder schools in the Bude area are keen to open their facilities too. With the open data functionality of Vivify's platform, there is potential to unlock all the facilities in the surrounding area to maximise community engagement in school facilities.



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