

Use Our School - Measuring Success Tool

This checklist provides some recommendations on the key elements of a successful community use model. Our Resource Bank section provides tools, templates and guidance to support you in achieving these.



Infrastructure - checklist

Having the robust systems and procedures in place to protect both the school and their community users.

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
A pricing policy that is appropriate and reflects different user groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bookings forms and a Lettings Policy which address safeguarding, insurance and health and safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A clear and effective system for invoicing and receiving payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Appropriate staff to do the job – with someone whose main role is Community Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Customer care - checklist

Delivering a quality service which meets the expectations of community users.

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
Providing clean and safe facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Providing appropriate ancillary services such as changing, storage and refreshments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Providing clear systems for feedback and complaints with a process for addressing issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Access - checklist

Ensuring both the physical design and accompanying policies provide an accessible service

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
There are clear, safe and logical routes for community users from when they arrive on site, through reception to the changing and practical spaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is a Lettings Policy in place which supports equitable access to facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The community users reflect the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Commitment - checklist

There is a strong commitment to community use at a high level within the organisation

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
The Head Teacher, Governors/ Trustees and Senior Leadership Team are committed to and support community use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is a long term vision for community use at the school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Development - checklist

There is a commitment to developing and nurturing relationships with community groups and clubs.

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
There is an aim to improve the quality and quantity of activities through a development plan and marketing strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The school/or third party provider understand their users and develop new audiences where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The school/ or third party provider develop meaningful long term relationships with clubs and groups which benefit the students and teaching and learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Sustainable - checklist

Ensuring community use is sustainable by forward planning and managing resources effectively

Success measures	In place	In place (but needs improving or updating)	Planned for future	No or not available	Comments/ Actions and review date
There is appropriate financial planning to monitor and balance the costs of outgoings, seasonal variations etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is a 'sinking fund' in place for larger repairs and maintenance etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There are systems in place to monitor and manage energy consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
School specific:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	