Review of Community Access to Schools (CATS)

Online Survey Feedback

149 people responded to the CATS survey .

1. The main reasons **why respondents use school facilities** as opposed to others are: the location, value for money and the quality of the facilities on offer.

    <u>Response</u>

    - In spite of positive feedback we are aware that there are aspects of community use of schools that require to be improved and that the customer experience can be enhanced and this amongst other things is what the CATS review is aiming to address.

2. 90% of respondents say their **experience of using school facilities** is positive whilst 10% say it is negative.
    The main positive reasons are: helpful staff, easy to book, good facilities and good school/community relationships.
    The main negative reasons are: lack of cleanliness, communications problems within schools, some negative staff attitudes and unsuitable facilities.

    <u>Response</u>

    - Feedback from the survey has been provided to all secondary schools and CATS coordinators to ensure they are aware of the positive and negative feedback received and to inform improvements where possible.

3. 83% think **current charges are fair** whilst 17% do not. 55% agreed that a **consistent approach to charging a**cross the city is important, whilst 27% didn't think it was important.

    <u>Response</u>

    - The existing range of charges across the secondary school estate is considerable and can be prohibitive for some groups and organisations. A revised scale of charges has been developed and approved by the Council's Finance and Resources Committee for implementation in August 2015. The revised charges can be found at: http://www.edinburgh.gov.uk/info/20195/venues/490/hire_school_facilities

4. 79% of respondents **rate their current experience of booking school facilities** as 'good', 'very good' or 'excellent', citing helpful staff, good communication, easy to use processes and good working relationships.
    Those who rated their current experience as unsatisfactory (6%) cited unhelpful staff, glitches, communication problems and complicated systems.

5. 49% of respondents would use an **online booking system** if it was available, 15% wouldn't and 36% were not sure. Respondents thought the best way to book school facilities would

be through the individual school. Many respondents stressed the importance of the relationship they have with the school.

Response to 4&5

- The online booking and payment system for the citywide adult education programme and engagement with current users of schools is informing the development of an online booking and payment system for the use of school facilities. The public will however continue to have different options to access and pay for use of schools.

6. 58% of respondents would like to be **offered the same facility in an alternative school** if they were unable to book their chosen school. 42% wouldn't – many said they were using the only school they could use because of the location or the facilities on offer.

Response

- Currently, the only way for users and potential users of school facilities to find out availability of similar amenities in other schools is for them to make contact with the schools themselves. The development of the online booking and payment system for school lets will also give users the opportunity to see the availability of similar facilities nearby.