



2021

Client Brochure

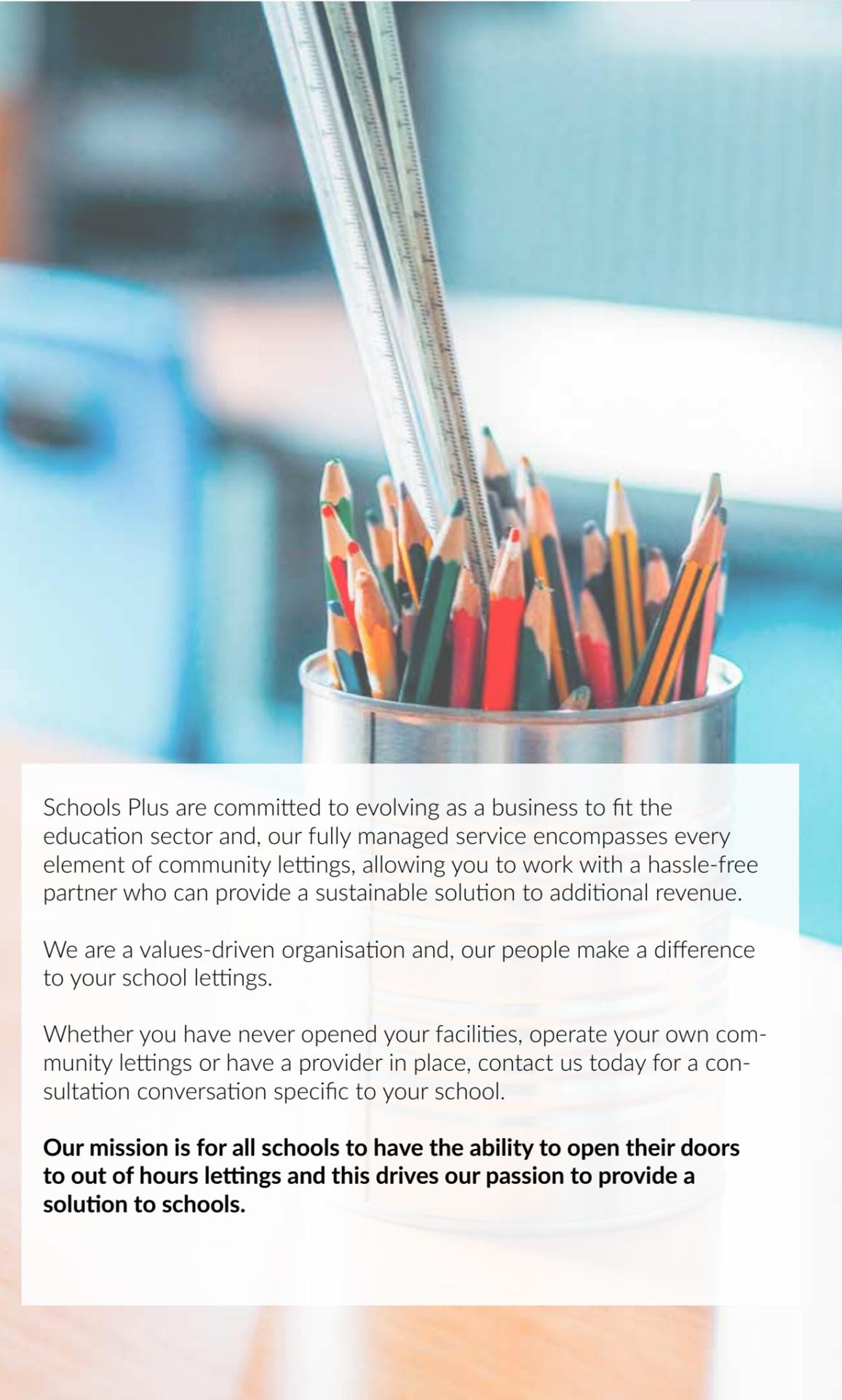


Maximising Educational Facilities

Schools Plus guarantees safe and secure community lettings every day.

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Schools Plus are committed to evolving as a business to fit the education sector and, our fully managed service encompasses every element of community lettings, allowing you to work with a hassle-free partner who can provide a sustainable solution to additional revenue.

We are a values-driven organisation and, our people make a difference to your school lettings.

Whether you have never opened your facilities, operate your own community lettings or have a provider in place, contact us today for a consultation conversation specific to your school.

Our mission is for all schools to have the ability to open their doors to out of hours lettings and this drives our passion to provide a solution to schools.

About Us

We are a visionary school letting and facility management organisation, delivering excellence in client service and revenue generation.

Schools Plus are the leading and longest-running school lettings company with over 17 years of experience professionally increasing flexible income for schools through out of hours letting of the facilities.

We have built up expertise, operating procedures and a professional body of personnel, all of whom are dedicated to transforming community use in schools.

Our core business is the fully managed service, in which we take full responsibility for every aspect of community lettings. We oversee the entire service; from staffing to sales and marketing, revenue collection to safeguarding.

Our comprehensive business model ensures that we run lettings safely and professionally every single day at every single school. We are experts in our niche and know exactly how to transform community use in schools.



Total Satisfaction Guarantee:

Although we strive to ensure this does not happen, if you are not satisfied with our partnership you can cancel your contract with three months' notice at any time during the contract period.

The Schools Plus Difference:

- We deliver service excellence with a consistent operational approach.
- Our staff are on site every minute, from before customers arrive until after they leave.
- We generate more income for schools than any other lettings provider - and we pay our schools monthly.

Business Model

There has never been a more pressing time for schools to capture opportunities for maximising additional revenue in order to maintain essential teaching and learning activities.

Our unique business model allows us to work with schools who have the potential to earn thousands or hundreds of thousands of pounds, offering our skills, experience and commitment to transform your empty facilities into thriving community spaces.



Weaving these components together gives us structure and focus, creating a safe and secure solution to revenue generation for education.

School Ethos

Schools Plus recognises that each school is unique, varying greatly in size, stage, location and objectives. Consequently, we don't have a one-size-fits-all solution. Instead, we approach every school on a case by case basis, first seeking to understand your context and priorities.

Unique Approach

We have a range of different services, and even within these there is ample scope to customise what we do to meet your requirements.

We fully understand that many stakeholders can be involved in making decisions about the administration of your school. You can be confident that you will benefit from our dedication to help transform school lettings into a professional venue management service.

Values

Values are at the core of our organisational framework. These are as follows:

- Integrity
- Commitment
- Accountability
- Being good with people

We aspire to apply our values pragmatically in all aspects of

our work and all our business relationships; with our colleagues, clients, customers and suppliers. We recruit, train and manage towards behaviour driven by our values and we expect every member of Schools Plus to have their actions guided by them.

School Ethics

We recognise how important ethics are to the foundation of a school. We believe ours are consistent and in line with the education sector, which by its very nature is working to develop the next generation of children and modelling exemplary behaviour and actions.

When opening your site for community lettings we require our customers to operate and behave in a manner that is consistent with the high expectation we set for ourselves and in line with the values and ethos of your establishment.

Income

As the highest paying provider in the school lettings industry, Schools Plus prides itself not only in paying our partner schools the most, but being able to do this on time, every month, at all our schools.

Management

Schools Plus exercises strict credit control, ensuring that we can pay our schools in full and on time, every month. This has been implemented by rigorous policies and procedures. We pay our partner schools an agreed percentage of gross venue hire, making no deductions for staff costs and taking on any bad debt risk from our customers. This guarantees a profitable partnership for our client schools.

Customers

Our enhanced financial discipline is partially down to our customers being contracted to pay in advance of use. All advanced payments are taken via debit or credit card for a one time booking or direct debit for repeat customers. We do not accept cash from our customers, eliminating cash handling and its associated risks. For large events we take a returnable damage deposit to ensure safe and respectful use of the facility.

Partner Schools

Our payment process is simple, straightforward and allows for additional revenue to be passed on to you just one month in arrears; we recognise the importance of this income and aim to pay our partner schools as quickly as possible.



Venue hire report sent within 15 days of end of the month



Clients to invoice with amounts agreed on the report



Invoice settled within days

We recommend taking tax advice relevant to your specific circumstances when considering school lettings.

Key Personnel

Senior Leadership Team

With their wealth of knowledge, skills and experience, the Directors oversee all clients and every department in Schools Plus. They work constantly to improve our services and strengthen our processes.

Area Manager

The Area Managers provide leadership, support and performance management to the Venue Managers. They are a senior point of contact for the client with a full understanding of our systems and developments.

Venue Manager

Every site has an allocated Venue Manager. They are the focal point of contact, oversee all activities and ensure that they have complete familiarity with the site, customers and operations.

Team Lead

The Team Lead supports the Venue Manager in the day to day delivery of operational excellence. Their duties include communication with school personnel, organising site staff and welcoming customers ahead of bookings.

Site Staff

Reporting to both the Team Lead and the Venue Manager, they supervise the site and customer bookings. All staff are vetted, DBS checked and trained in operations and safeguarding.

Operations

Schools Plus has an integrated approach to ensuring operational excellence; we get our operations right time and time again allowing lettings to take place day after day with the same levels of consistency each time.

Proven Process

We are able to achieve operational excellence through a rigorously defined set of policies and procedures, implemented in our recruitment, measurement, control and performance management systems.

We recognise that no operation is without risk but our experience of over 15 years of managed lettings allows us to operate a site in the safest way, continuously evolving and reacting to fit the developing education sector.

Operational Excellence Audit

An absolute priority for everyone at Schools Plus is to ensure that we provide safe, compliant and well run lettings.

Twice a year, every school that we are responsible for is audited for operational excellence. These audits are unscheduled and any member of our team can be tested and will be expected to pass. We are proud that we deliver the highest operational standards within our sector.

Staff on Site

We guarantee that a member of Schools Plus staff will be on site for every minute of every shift. They are a visible presence; in uniform and conducting regular patrols to ensure the safety of customers and the site.

Another core responsibility of our operational team is to be available for customers. They greet customers upon arrival and are available to assist with room set ups and queries as and when required. All operational staff have an enhanced DBS. They are trained in safeguarding, fire evacuation, prevention, safety and all of our operating procedures - making sure our sites and customers are in a safe environment.

We provide access to clean and tidy facilities for our customers presenting your school in the best way. Schools Plus guarantees to return the facilities to our schools in a comparable state, allowing the school day to continue without any interruption.

Marketing

Merging several elements, tactics and key messaging allows our marketing strategy to promote our school partnerships whilst increasing our brand awareness.

Process

We have set marketing processes for particular areas of our service including, onboarding and for schools that aren't reaching their performance potential. During onboarding, each of our schools receives a media pack, an online presence and a digital launch as standard. Our marketing strategy strives to keep in line with the school's aims, ethos and brand whilst promoting the facilities for hire. We also have a set of tactics that we can deploy for schools that aren't reaching revenue targets including, paid advertisements, GDPR compliant email campaigns and microsite updates.

Print Material

To enhance our customer experience at our schools and introduce our presence to the local community each of our schools will have a range of print materials deployed including; external signs, banners, postcards and posters.

Digital Marketing

Each of our schools has a dedicated microsite showcasing site information and facilities for hire. We have an online presence across all major social media channels, which we leverage to engage with potential new users for our schools, whilst increasing brand awareness.

Market Research

Throughout a schools time with Schools Plus, we regularly research the following criteria; pricing, utilisation, competitor analysis and client-led relationships. This allows us to confirm that we are pitching our service in the right way and to the right people at all times. Once all our set processes have been applied this research provides us with the intel to offer a flexible marketing approach. This, therefore, increases sales opportunities at our schools by creating bespoke marketing strategies unique to each school.

Sales

Schools Plus has a proven track record in generating additional revenue for the education sector, growing businesses and maximising sales opportunities.

Customer Contact Centre

Our centralised Customer Contact Centre is the focal point for all new and existing customers. Offering a personalised line of communication, aiming to facilitate all enquiries whilst adhering to site guidelines, they are operational Monday - Friday 9 am - 5 pm.

Sales Management Team

Each of our schools has a dedicated Sales Manager to aid with complex bookings, site-specific issues and account management. With site-specific targets unique to each of our schools, they will focus on the utilisation and the potential of a school. The Sales Managers will also liaise with our local partners and national players, to further increase revenue at our schools.

Pricing

Our pricing strategy is central to our mission of maximising school revenue. Using our wealth of experience, and by researching the local market, we are confident

that our pricing is competitive for our customers by also generous for our clients.

Events

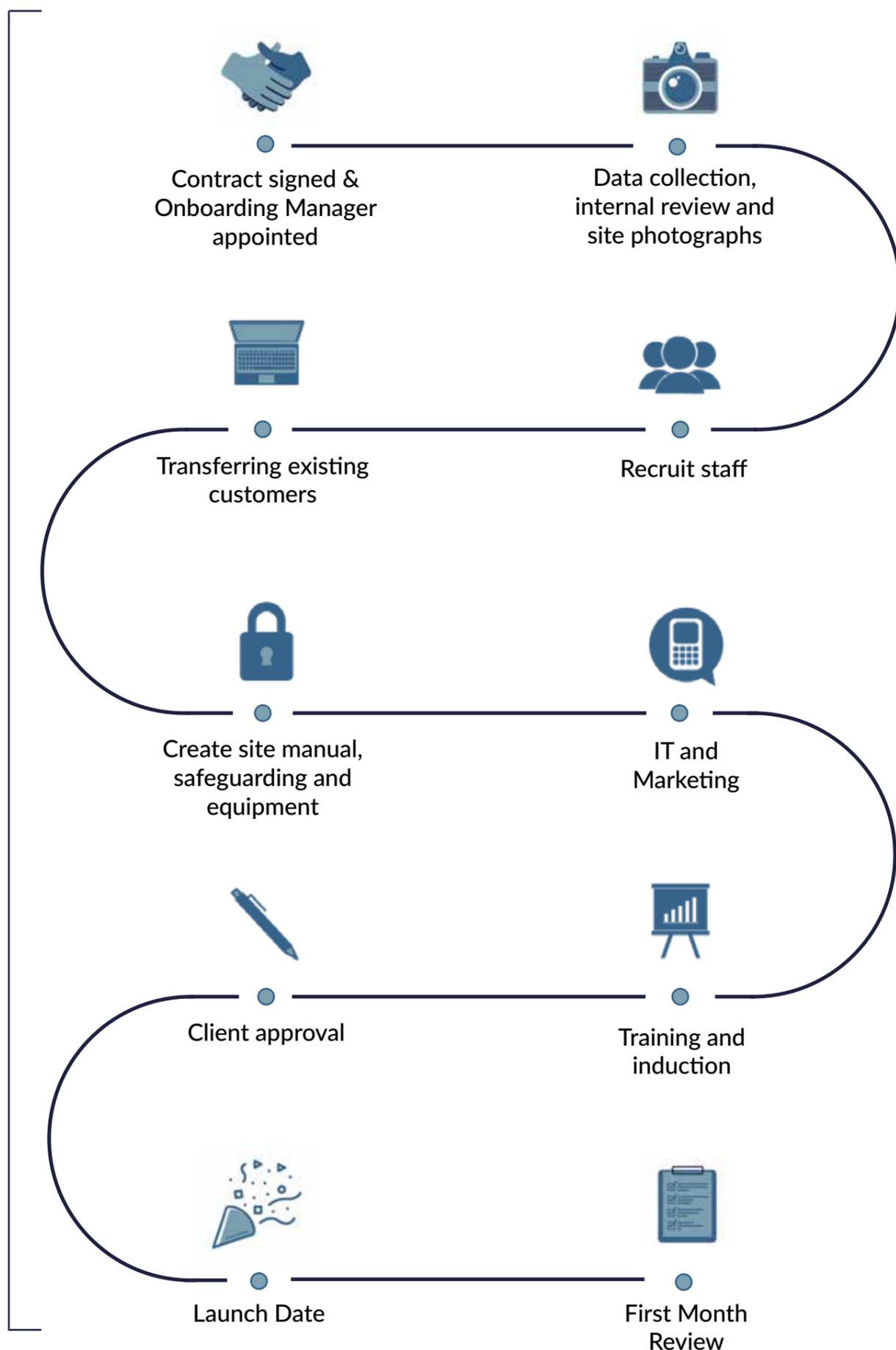
Events can generate a significant income and raise the profile of a school in a positive way. Working alongside the Department for Education we have established policies and procedures explicitly for our events booking process.

Partners

Schools Plus is a great advocate of relationship management on several different levels including, offering account management to multi-site users, partnering with organisations and strategic partners, allowing us to be in contact with all relevant leaders. We work with a wide range of partners from Governing Bodies to Local Councils as well as service partners who add additional benefits over and above facility lettings management including, sports construction specialists and online booking providers.

Transition Process

6 to 8 Weeks



Onboarding

Our streamlined onboarding process allows us to successfully onboard multiple schools at a time. Over the years we have refined and established protocol achieving impeccable results whilst continuing to provide safe and secure lettings.

We start by signing a mutually agreed contract, followed by appointing a Venue Manager who will be your point of contact. Schools Plus members from Operations, Sales and Marketing, will visit the premises to meet our key contacts and carry out a full site evaluation. This includes; producing risk assessments, noting fire safety procedures, gathering site plans, and assessing the site security. Photographs are taken of all the facilities as well as documenting further information for our booking system

This information is used to build an Operational Excellence Binder, a site-specific manual with unique detail of your school which is maintained, updated and used for staff training.

Staff are recruited to manage the lettings; one team lead and multiple onsite staff, depending on the size of the school.

Each staff member goes through vigorous checks as we prioritise referencing and DBS checks before hiring.

The School's details will be added to our database and any existing customers will be contacted to discuss the transition. We compile your media pack which consists of both digital and print material, designed to generate more leads for your school. We will also create a dedicated microsite for your school's facilities to be viewed online.

Once all is ready to go, we discuss the final sign off date and confirm everything falls in line with your expectations. We then implement staff and bookings can commence.

Schools Plus standards are high and we expect all our staff members to continue to uphold throughout our entire partnership after onboarding.

* An average representation. However, Schools Plus assess every site individually and an agreed transition time will be set during contract arrangements.

Safeguarding

Safeguarding is as much of a priority for us as it is for our client schools. We are committed to the implementation of a robust safeguarding procedure and our processes are designed to ensure that this is achieved at every school.

Method

The Schools Plus solution is simple; we do not ensure that every adult is safe with children. Instead we ensure that every child is under the care of a suitable adult. In this way we deliver a superior level of safeguarding ensuring that we meet our own and our clients' statutory obligations.

Firstly, we protect the existing safeguarding of the school during its normal operational hours. We do not have customers on site when there are school pupils present.

DBS Checked

All relevant Schools Plus staff have an enhanced DBS, are fully trained and watchful, and vigorously report any and all safeguarding "incidents", no matter how minor. In this way, we look to spot patterns which may need addressing.

We verify the safeguarding credentials of all adults working as supervisors and ensure that they are protecting the children in their care.

Although simple in principle, delivering the correct level of safeguarding is complex in practice, a challenge we are happy to take on board.

Reassurance

A detailed set of operating policies are implemented through extensive training, monitoring, reporting and involvement of senior staff, meaning that our clients can be reassured that safeguarding of children during lettings is central to our activities.

Please do not hesitate to ask for further information on this critical subject. We would be more than happy to go over any queries you may have.

Other Services

In addition to the core business, Schools Plus have been able to draw upon many years of experience running school lettings across the country to create a selection of other services.

Consultancy

As experts in our industry we have a wealth of knowledge which has allowed us to build a flourishing consultancy package. If you would like our support to tackle an opportunity or challenge, then this could be right for you.

Here are just some of the range of areas we can cover:

- Recruiting a new lettings manager
- Current staffing review advising on staffing levels to ensure customer service and site safety
- Site security assessment
- Safeguarding advice including how to meet your obligations under KCSIE and the GDPR
- Developing a marketing strategy
- Utilisation and occupancy analysis
- Current asset pricing evaluation

Delivering a consultancy project for a client school is always the responsibility of a member of our leadership team or one of our senior professionals with a deep understanding of school lettings.

Relief Staffing

With the responsibility to provide education and safeguarding for children, it is essential that unplanned staffed absences can be dealt with rapidly. Schools Plus recognises the importance of individual roles within a School and using our connections in the industry we were able to launch a relief staffing program. When you find yourself short of a key member of your admin, reception or premises team we may be able to help.

All relevant staff are subject to a full set of safeguarding checks including an enhanced DBS and are cleared to work in the UK. In addition they are friendly, professional, and experienced at working in schools.

Frequently Asked Questions

I'm an interested School, how do I get in contact with you?

You can contact our centralised office on 0345 222 2323 or email us at enquiries@schoolsplus.co.uk

What type of services do you offer?

We are pleased to offer a fully-managed lettings service, as well as relief caretaking, to our client schools.

We already run our own lettings in school will this matter?

If you are looking at how to increase your lettings, reduce the administrative burden, or have other changes on the horizon such as staffing changes, it would be an ideal time to talk to us.

My school is part of a trust; can we still work together?

Absolutely. We are happy to talk to the Trust as a whole, or to individual schools within the Trust.

Will you work around our school calendar?

Your school always comes first. We will work around your school calendar.

How do you address safeguarding on site?

There are a range of processes we undertake to address safeguarding, please refer to page 16 for more information.

My school has very particular guidelines on Sports/Worship/Events. Can you work within them?

We always work with our client schools to reflect their core values and ethos. We will be happy to discuss your guidelines.

Can I end our partnership outside the agreed contract terms?

Although we strive to ensure this does not happen, if you are not satisfied with our partnership you can cancel your contract with three months' notice at any time during the contract period.

I'm a PFI school, how does that work with Schools Plus?

PFI arrangements can be complex. An initial conversation will be required to find out more about your own school's arrangement.

How does the revenue share work?

We have a financial arrangement with you to ensure that you see strong income, free of risk. Each offer is dependent upon the facilities and other opportunities at the school.

Will we be made aware of who is on site?

We give you clear sight of all activities at your school. You also retain the power of veto over all groups, individuals and employees.

I'm only a small school / primary school, can this work at my site?

Small sites offer different challenges, we would be happy to discuss our options.



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