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and the award goes to...

Find out who has
been crowned our
inaugural **Open Your
Space Award** winner

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story for our next
issue? email us at:
hello@bookingsplus.co.uk



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A very happy 5th birthday to
BookingsPlus - Kajima Community's
bespoke online lettings software.

A warm welcome to our new
training and customer services
manager David Stubbs.

Check out our top tips for
promoting the hire of your
school facilities.



Welcome

For those of you who are not familiar with us, we are Kajima Community – a not for profit division of Kajima Partnerships Ltd (KPL).

Global construction and property investment company KPL, specialise in the construction of public buildings including libraries, hospitals and schools, hence the birth of Kajima Community to help maximise these facilities outside of normal hours of operation.

Launching some 15 years ago, managing the operations, staff and administration of lettings within four Kajima-built schools, the community department has gone from strength to strength and is now one of the leading providers in lettings solutions to the schools market, as well as other community venues. We're pleased, in 2018, to be partnering with over 400 schools across the UK.

We hope you find the first edition of the Key of interest and enjoy reading about some of the fantastic partnerships and community work that we have come across in the last 12 months.

This year we have introduced the inaugural Open Your Space Awards – acknowledging strong partnerships between schools and their local communities. You can find out more about a selection of the nominees and our overall Award winner of the £8,000 prize money on the pages opposite.

Pick up a host of 'top tips' on how to promote your school and build successful partnerships that benefit both your school and the community, on page 04.

You'll also have an opportunity to meet the experienced and dedicated team behind Kajima Community and learn a little more about the services we offer.

Head of community
Chris Smith

We're very excited to share with you some great community stories from across our network of school partners.



Liz Charleston

The principal, Pauline Quirke Academy of Performing Arts Amersham, nominating **The Amersham School, Amersham**



Open Your Space Awards

The Open Your Space Award is open to every secondary school in the country with the aim of recognising long-lasting partnerships between schools and their local communities. In its first year the awards received a real mix of worthy nominations from schools, hirers, users and members of the community involving grassroots sports clubs through to community events for over 500 people.



School Lettings Solutions (SLS) are the UK's number one provider of fully-managed lettings services in the school market. Kajima Community became partners with SLS in 2012 when they chose BookingsPlus as their preferred software to manage the lettings administration within their now 205 schools.

We recruited managing director, Paul Andrews, as our independent judge who was given the difficult task of selecting the winner. Having whittled the over 100 entries down to a shortlist of just five, Paul was presented with a tough task but chose the overall winner as Amersham School in Buckinghamshire for their outstanding partnership with the Pauline Quirke Academy. The school wins a cash prize of £8,000 which they will use to further benefit the school and its pupils.

Amersham School 2018 Winners

The Pauline Quirke Academy of Performing Arts is a dedicated performing arts school in Buckinghamshire. We hold classes for children and young adults in comedy & drama, musical theatre and film and television.

We are lucky enough to work in complete partnership with Amersham School. On Saturdays we hold performing arts classes in the school's studios, for members of the local community. We are able to offer the school work experience for its students who are interested in the performing arts, as well as running workshops dedicated to the school's drama students.

We also provide support and help to facilitate drama exams at the school for any students that are interested in taking part. The partnership works really well – we benefit from the use of excellent facilities, whilst supporting the school by providing classes that help students to develop vital communications skills, which, given the demands of the curriculum, the school might not otherwise have the capacity to teach.

"I am delighted that the school has been recognised for its purposeful and strategic engagement with the local community. With the resources that a school can offer, we believe that it is our duty and our responsibility to share our facilities with the local community. To enable this to happen we engage a company to best support us in managing the process. We host the Pauline Quirk Academy and love doing so as the engagement in the Performing Arts is so beneficial for the development of self esteem and self confidence of young people. The strength of these arrangements becomes even more powerful when both organisations can benefit from the relationship."

Head teacher at Amersham School
Sharon Jarrett

Our shortlisted nominees..

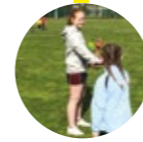


Jo Hardwick
Vice-captain for Hallam Hellcats Roller Derby, nominating **Forge Valley School, Sheffield**

I am vice-captain for the Hallam Hellcats Roller Derby team. We started the club in 2012 and since then our members have gone on to win several awards. We're determined to be the best, play competitively and have a blast along the way, and Forge Valley school provides us with the perfect environment to do this. The School has always gone the extra

mile to make us feel welcome and the staff are always incredibly friendly and accommodating. They host a number of training sessions on the school's site throughout the week for both our team and Sheffield's mens team - The Inhuman League. This year Forge Valley School demonstrated its commitment to us by putting down a permanent roller track, all

at no additional cost. It has meant that we have been able to deliver more effective and progressive training sessions for local people. This gesture is indicative of the school's dedication not only to the clubs that want to hire its facilities, but to its engagement with the local community.



Rob Orr
Community coordinator, nominating **Vale of York Academy, York**

At the Vale of York Academy, we like to think that our initials could stand for the Value of Youth! We have a fantastic team of young student leaders from Key Stage 4, who give up a large proportion of their time to give something back to their community. We hold events at the school such as sports days for the local primary

school children so that they are comfortable and familiar with the school, through to parties and concerts for elderly local residents. We recently held an Active Community Engagement Day, with local groups and services coming out to support our event. The kids enjoyed a whole range of activities, including dance

classes and graffiti art with the aim of inspiring students to try new hobbies and engage with their local community. We also run an outreach programme which sees our kids go out into the local community. Not only does this support our community, it gives the students involved a great sense of confidence.



Vicki Simpson
Springfield FC secretary, nominating **Ashton Community Science College Preston**

Springfield FC is a community club. We have been offering grassroots football for all in a fun, safe, secure environment since 1948 and currently have teams competing in a range of leagues throughout Lancashire. Being able to hire Ashton Community Science College's facilities has been a real lifeline for the local community where there is a

severe lack of pitches and a high density of social housing. Without access to the quality facilities provided by the school, it would be difficult to provide grassroots football to the local area. The 3G all-weather pitch means that we never have to skip a practice due to bad weather. Giving young people in our area access to sports has not only encouraged

them to be healthy and active but has also kept them out of trouble. Football engages them in something proactive; helping them to cultivate healthy, social connections with other kids and improve their self-esteem. We're so grateful to ACSC, it is a valuable contributor to our community.



Dylan Davis
Soft services manager, nominating **Cheney School Oxford**

At Cheney School, local community engagement is really important to us. This summer we were able to bring the whole community together on a scale we never thought possible. We worked in partnership with Eid Extravaganza to host what was described as the biggest and

best in Oxfordshire, with over 5000 people attending! It was a family fun day packed with lots of activities and stalls. We had a football tournament, a supercar surprise, a petting farm and falconry, zorbing and children's rides, arts and crafts, rickshaw and pony rides, face painting, henna,

market stalls, international food stalls and even a special Eid barbecue. It was really important to us that everyone in the local area was able to feel a part of the celebration so we offered free meal vouchers to homeless representatives.

The Open Your Space Awards 2019 launches in May to find the best of the country's school and community partnerships.

*Image credit: Jon Lewis and the Oxford Mail

Our Partners

Every member of the community department recently took part in a Mental Health Awareness training programme.

The training was supplied by iHasco, specialists in the delivery of health & safety and HR compliance online training courses. The course was ran in connection with Samaritans. A donation was given directly to the charity on the completion of each course. To find out more about iHasco's online training courses or the work of Samaritans visit www.ihasco.co.uk or www.samaritans.org

Kajima Community is proud to be approved partners of the Institute of School Business Leaders (ISBL) for the 3rd year running.

The Approved Partner programme is designed to help schools with important procurement decisions. Organisations wishing to apply for Approved Partner status are subject to a rigorous vetting process, so that schools can be confident they are buying from the best. Find out more about ISBL and the Approved Partner programme at www.isbl.org.uk/approved-partners-for-schools.



Top Tips

Samantha Nixon heads up community's marketing team and specialises in promoting the hire of school facilities and their activity timetables to local communities.

01 FACEBOOK PAGE
Social media is a great way to reach a large audience, absolutely free of charge. Create a Facebook page that showcases the facilities you have on offer by posting about activities, partnerships, new bookings, your lettings team and hirer reviews. Add interest and encourage engagement with photos, videos and sharing your hirer's posts

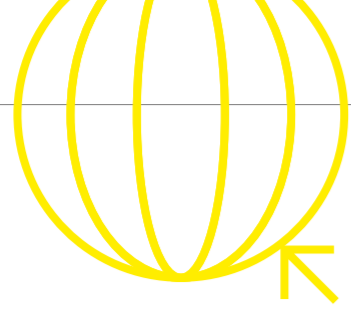
02 BANNER
Got a fence? Get a banner! Outdoor banners are an excellent way to encourage the passing community to enquire about hiring your facilities. Keep it simple with some eye-catching images of your venue and your contact details.

03 WEB LISTINGS
Add your lettings contact information and a link to the community hire section on your website to local business websites such as Google My Business, HallsHire.com, and NetMums.com who offer free listings for local venues.

04 SCHOOL NEWSLETTER
School newsletters are the perfect platform to promote special offers and discounts for parents, students, teachers and school staff. Build your community from within!

05 WEBSITE
Ensure you have a very obvious 'Community Hire' section on your school website and be sure to include plenty of keywords for the activities and types of events you want to attract. Let visitors know that your school is open to the community, produce a timetable of activities which they can take part in within your school and let them know how they can enquire about hiring your facilities.

■ For more information and tips on how to get the most out of your facilities, get in touch with Samantha on: samantha.nixon@kajima.co.uk



World-class support for Kajima

An insight into supporting the design and development of Kajima Community's BookingsPlus software

My name is Jared and I'm part of the team at Appfly, a boutique agile digital design and development agency based in London.

As a team we have about 20 collective years of experience working in the digital industry and we do our best to help our clients grow and cultivate their digital presence.

We work with various clients, with no two being the same, it certainly means there is never a dull moment! My favourite part of my job has to be seeing the positive impact the finished project has on the businesses we work with; connecting the unique services they offer to their customer base.

When we first met Kajima Community, we were taken by how forward-thinking and committed they were, so when we were asked to work with them to help develop their lettings software, BookingsPlus, we were more than happy to assist. Since starting our journey on the BookingsPlus project some five years ago, Kajima now employs its own team of in-house developers so our role today is to offer expert development and design advice,



during busy periods, and to assist with special project work, so that they can continue to offer a future-proof and innovative product to their customers.

Kajima's aim was to make BookingsPlus simple and user-friendly, making it as easy as possible for the schools using it to hire out their facilities, check room availability and view current bookings, and all the other admin functions involved with running a lettings programme. All the hard stuff like building the integrated website, the uploading of hireable spaces, prices and clients to the software is done for the schools by the BookingsPlus support team meaning that the schools can be left to focus on delivery, not the initial setup.

Overall it's been a great experience working with Chris and the Kajima team, thanks to their fresh, collaborative approach. The fact that Kajima Community has maintained an extraordinary level of innovation that normally only comes with a start-up culture, is what makes it so special.

CEO, Appfly
Jared Barr



More than just a lettings system

Manor Church of England Academy is an outstanding school based in York, with a reputation for academic excellence.

Our aim is that all students and staff, 'serve others, grow together and live life to the full.' A really important part of that is the role we play in the local community. We are extremely privileged to have state-of-the-art facilities which provide the best learning environment for our young people, and that we are able to offer for use by the local community.

We first started letting our facilities for community use nine years ago, and now have a huge range of clubs and organisations that enjoy them, from our AstroTurf and sports facilities to our purpose built theatre and large hall. As well as sports clubs and dance and theatre groups, we regularly host church meetings and larger events including parties and weddings. Once a year we even host the BBC's live 'The Big Questions' show.

Dealing with such a quantity and diversity of clients means that it is imperative that we have an efficient and effective lettings management system. We have been working with Kajima Community's BookingsPlus software for two years and it has transformed our lettings process. Not only do our clients find it quick and simple to use, but its in-built marketing website, complete with search engine optimisation tool, has helped us to maintain a strong web presence - targeted at the right audience. This has led to a significant increase in our enquiries and bookings, resulting in a revenue increase of more than £18,500. We now generate a gross annual income of £128,000, which we are able to reinvest in the school to deliver the best teaching and learning experiences for our staff and young people.

As well as marketing support, BookingsPlus provides us with regular software updates, ensuring that we are not only fully compliant

Q WHAT'S THE NATURE OF THE CLUB YOU RUN?

A I run Crystal Cats Line Dancing. I started my club exactly fourteen years ago with the aim of offering a friendly, lively dance class, and we're still going strong today!

Q HOW LONG HAVE YOU BEEN HIRING SCHOOL FACILITIES?

A We were the first ever hirers at Caroline Chisholm School fourteen years ago. I can remember going round the school just after it had been built and before it had opened, so the kids weren't even there yet! We started in the dance studio upstairs at the school with four or five dances and have since moved to the main hall in the school. It was a bit daunting when we first set up in there but I'm pleased to say we quickly filled it.

Q HAS HIRING FACILITIES HELPED YOUR CLUB TO GROW?

A When we ran our first class we had twenty-six members and we've gone from strength to strength since then to get to where we are today. We now have around seventy members on the books, including six founder members who were with me on the day I started.

Q TELL US ABOUT A SPECIAL EVENT OR OCCASION FOR THE CLUB:

A Every year we do something special for our anniversary, and this year we have a professional singer coming to perform for us who won Line Dance Artist of the Year. As soon as you become involved with line dancing you realise it's really quite popular here in the UK and also abroad. There's a real community feel to it, it's lovely.

Q WHAT IS YOUR EXPERIENCE OF WORKING WITH KAJIMA COMMUNITY?

A Our experience with the school and with Kajima Community has been absolutely brilliant from the outset. The team has changed a few times since we started but they've all been fantastic people, and they've always supported the club and set everything up right for us. Currently Dean and Rob look after the hall on a Monday, both of whom I cannot fault - we are very lucky!

Even the sixth form students from the school, who help with setting up before classes, are excellent - Kajima always seem to choose the best people! The main team at Kajima are also great, like Harry, who is always asking what we need and how they can help. I really can't say anything bad about them and I look forward to continue working with them in the future.

Crystal Cats Line Dancing
Gill Bradley, hirer at Caroline Chisholm School, Northampton



David Stubbs

A warm welcome to our new training and customer services manager

His role will see him train and support new and existing clients in how to use their online lettings software, BookingsPlus.

David comes from a software and training background, having graduated with a degree in Computer Science from Staffordshire University in 2008. He joined e-commerce company The Select upon graduation before moving to the Email Centre two years later where he worked as client support manager.

Similar to his previous role, David will specialise in training and supporting clients to use the

software and helping them to troubleshoot problems. In addition, David and his team are on hand to help clients maximise their lettings by offering assistance on; how to improve their website's design or engagement, increasing awareness of the facilities available or offering advice on marketing and other ways to engage with their clients and potential client base.

Outside of work, David enjoys spending time with his two sons attending Everton FC home games. He is a keen motorsport fan attending a number of British Touring Car Championship events around the country throughout the year.

On occasion he also takes his Ford Focus ST on track days around the country and has driven the Silverstone circuit among others.

David's other hobbies include Aquascaping, best described as in effect, gardening under water - he has a 60 gallon 40ft aquarium at home!

■ Get in touch with David at david.stubbs@kajima.co.uk



Laura Butler

Accounts coordinator, assists the community finance team in the day to day running of the department

In her spare time, Laura is a keen volunteer within the local community and here shares her experience of volunteering with 100 Ladles, a charity for the homeless.

100 Ladles is a charity who prepare and serve meals to the homeless in the centre of Northampton. Earlier in the year Laura and a friend took part in a cook-out, along with their children. The friends' six year old and ten year old daughters raised money ahead of the cook-out by selling loom bands to friends and family, as well as to Laura's community colleagues.

Using some of the money raised and personally donated, supplies were bought and given to a local food bank. The team purchased further ingredients from a local supermarket and spent their Saturday night serving almost 100 homeless people with the food they had cooked. 100 Ladles is always looking for donations and help to provide things like tents and sleeping bags and, of course, hot food for homeless people locally.

Laura would like to get a team together of local volunteers and community colleagues to help with another cook-out in the future.

If anyone is interested in getting involved they can either get in touch with Laura or they can go to the 100 ladles Facebook page.

■ Get involved with 100 ladles at www.facebook.com/100Ladles

Meet the team

■ Find out more about the rest of the BookingsPlus team at www.bookingsplus.co.uk/team

Innovative thinking and creativity are key to staying ahead in our marketplace and that's why we've invested in a team of in-house developers who are constantly working to improve our online lettings software, BookingsPlus.

Some key developments which have launched this year are helping to further streamline the lettings administration process for our customers as well as maximise exposure for schools who are offering their facilities for hire. Our upcoming developments include:

01 Get your hirers working for you by giving them the ability to link additional users to their account, meaning multiple members of the same group can access the same bookings, billing and payments information.

02 'Pay as you go' payments will allow administrators to process pre-authorised payments on behalf of the customer - instant payments at your finger-tips!

03 A fresh, new-look client account area, in-line with the integrated community websites, will create a more branded identity and sense of ownership for customers.

■ To keep up to date with all the new and exciting updates and developments coming in 2019 visit www.bookingsplus.co.uk/news or sign up to our e-newsletter by emailing hello@bookingsplus.co.uk



Investing in Innovation

GDPR COMPLIANT SOFTWARE

BookingsPlus underwent a full review of how the software handles personal data.

As the UK data protection policy changed earlier this year steps to implement improvements that would help our customers to manage their users data effectively and securely were implemented. The software now includes; opt-ins for hirers who wish to receive marketing communications, letting them tell you if and how they wish to receive this information, a Privacy Policy displayed within the hirer log in area and the ability to 'clean up' personal information within the system.

WEBSITE BLOG

The integrated community-focused website now comes with an option to include a simple online Blog.

Schools can use this tool to inform their community about events, what's been happening at the venue and any other interesting community news. Regularly adding fresh content to the website will help improve search rankings within Google and other web browsers.

AUTOMATED INVOICING

BookingsPlus now offers flexibility in generating invoices.

Raise all invoices at the click of a button or schedule invoices to generate automatically at a set time, on a set day for previous, current or the next calendar month and notify customers via automated email that they have a new invoice to pay. Invoicing in less than a minute!

Disco Fitness

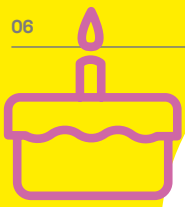
Thomas Leggott, owner of the Thomas Clubbercise Experience York and hirer at Manor Academy, entered the school in to our Open Your Space Awards for their support in bringing a new social and fitness class to the local community:

We offer a workout inspired by a night out! My fitness class incorporates a darkened room with disco music and glow sticks. I had approached several schools about the possibility of hiring out their facilities before I approached Manor Academy, but none were willing to let their halls out for our dance classes.

Manor Academy, however, instantly saw the health and social benefit that the classes would bring to the community. The only question that their lettings team asked was, 'How can we help?' With their support I have grown the class from just me and 10 people in a very small room to 167 people all partying with me on the second anniversary of my business! Manor Academy is simply the best, the attitude and can do thinking of the lettings team is absolutely wonderful.

■ Find out about the rest of our shortlisted Award nominees on pages 02/03





Happy 5th birthday!



BookingsPlus is Kajima Community's bespoke online lettings software, designed specifically for schools to help them maximise the use of their facilities out of hours.

In 2018, as we celebrate BookingsPlus's 5th birthday, development manager, Jo Doull, takes a look back at why and how the online lettings software was born and what its aims are for the next five years!

"In 2002 we started managing community activities in schools across the UK. In the early days, like many schools, we struggled to easily manage our lettings administration. We had separate systems for promoting our facilities, managing bookings, invoicing and recording payments. Over the years we moved from paper-based processes to electronic software but we still required lots of resource to carry out basic admin tasks and the process was cumbersome and time-consuming.

In 2011, community's parent company Kajima Partnerships Ltd ran an internal Dragon's Den style competition where departments were invited to put forward innovative ideas that would change and improve the business. We saw an opportunity to re-invent how we were working, making things easier to manage, working smarter and increasing productivity across our department. BookingsPlus, version one, was born.

We spent the next couple of years fine-tuning the software and in 2013 signed up our very first BookingsPlus customer.

The last few years have seen us focus on investing in our team. We now employ a team of ten, consisting of three full-time developers, two helpdesk operators, two training and marketing staff and two after-sales account managers – they're all here to ensure our customers not only receive a software package which is continually developing and growing with their needs, but that they also have access to an after-sales and support service which is second to none.

Our aim for the future is to continue to grow our customer base, using our knowledge and experience as school lettings specialists to help other schools benefit from hassle-free, profitable lettings. We are working hard to expand further into new markets such as; healthcare, libraries and museums, churches, community centres and more."

Development manager
Jo Doull



Durham Trinity School signs up with BookingsGuru

Durham Trinity School is to use Kajima Community's BookingsGuru lettings administration and marketing services to facilitate the hiring of its facilities for community use.

The school's sports hall, Multi Use Games Area (MUGA), swimming pool, sports field, cookery room, meeting rooms and classrooms will all be available for hire before and after school hours, at weekends and during school holidays. BookingsGuru provides a remote administration and marketing service with

dedicated administrators who handle all customer enquiries, vetting, booking amendments, billing and payment collection alongside an experienced team of marketers carrying out online and social media marketing to promote the school's facilities to potential hirers.

"The BookingsGuru service provides us with an experienced resource which is not available in-house. It also generates new revenue, which we intend to invest in outdoor play equipment and a wellbeing programme to ensure that we can provide the best possible learning environments and opportunities for our students. Everybody wins!"

Head teacher of Durham Trinity School
Rachel Grimwood



“

We have around 900 babies and toddlers in total attending our classes in the North East.

Waterbabies

Penny Gordon, hirer at Durham Trinity School & the Education Village, Darlington.

Q WHAT IS THE NATURE OF THE CLUB YOU RUN?

I run Waterbabies, the number one leading baby swim school in the world.

A

We teach 20 different Chapters for young swimmers, all the way from tiny babies and toddlers to children of around five years' old. All of our teachers are trained to diploma level.

Q HOW LONG HAVE YOU BEEN HIRING SCHOOL FACILITIES?

We've been hirers at The Education Village for over ten years now and more recently, Durham Trinity School - both are lovely places to be.

A

Q HAS HIRING FACILITIES HELPED YOUR CLUB TO GROW?

Absolutely yes, it's been invaluable! By hiring facilities from local schools we're able to use so many different things we wouldn't have had otherwise, including a hydrotherapy pool, which enables babies to swim instantly from birth. It's also given us opportunities to have both weekend and weekday classes, enabling us to run a real variety of different classes at various levels. We've really been able to take advantage of all the different options out there.

A

Q TELL US ABOUT A SPECIAL EVENT/OCCASION FOR THE CLUB:

One of our most special events is our termly underwater baby photoshoot for babies who have completed their Chapter 1 swimming course. We hire both the hydrotherapy pool and the school's dance hall at the weekend, which allows everything to happen in one venue. It's a really lovely event.

A

Q WHAT IS YOUR EXPERIENCE OF WORKING WITH KAJIMA COMMUNITY?

A The team at Kajima are always brilliant and they help us wherever they can. Everyone there is approachable, friendly and helpful and it's so easy to manage our bookings with them – we'd really recommend it.

A