REPORT TO: **EDUCATION COMMITTEE - 14 JUNE 2010**

REPORT ON: **PPP INTERIM REVIEW: POST-OCCUPANCY EVALUATION**

REPORT BY: **DIRECTOR OF EDUCATION**

REPORT NO: **326-2010**

1.0 PURPOSE OF REPORT

1.1 This report is an interim review of the PPP programme across each of the new Dundee schools. The report provides an analysis of the post occupancy evaluation based on consultation with a range of key stakeholders.

2.0 RECOMMENDATIONS

2.1 The Education Committee is recommended to note and approve the contents of this report.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications arising from this report.

4.0 MAIN TEXT

4.1 As part of the evaluation of the PPP project, the Scottish Government provided guidance on the timing and methodology for the post-occupancy evaluation of new schools. The intention was to carry out an evaluation within one year after each school became fully operational. The following Dundee PPP schools form this evaluation:

- Craigowl Primary;
- Claypotts Castle Primary;
- Downfield Primary;
- Fintry Primary;
- Rowantree Primary;
- St Andrew's Primary;
- St Paul's Academy; and
- Grove Academy.

4.2 The evaluation involved a number of activities including:

- a 'walk through' of each new school by a key stakeholder focus group comprising the Head Teacher and representatives from the teaching staff, support staff and Parent Council, all accompanied by a Project Manager and a senior education manager.
- completion of a questionnaire by the focus group (appendix 1);
- completion of a questionnaire by a random group, selected by the school, of parents from each year group (appendix 2);
- completion of a staff questionnaire (voluntary) (appendix 3);

- completion of a pupil questionnaire (sample) (appendix 4); and
- discussion with pupils and the Pupil Council.

4.3   Appendix 5 indicates the number of questionnaire returns.

4.4   **Physical Environment**

4.4.1   The initial area for discussion and within the questionnaires was the general physical environment in the immediate environs of the school. Core aspects for consideration included:

- visual impact
- building materials (internal/external)
- roads/path Infrastructure
- relationships of areas within the building
- landscaping

4.4.2   There was a consistently strong consensus that the general physical environment was a positive feature of each school. The design, structure and layout were described as attractive and vibrant. The use of external colour to highlight buildings and identify entrance areas was regarded as aesthetically pleasing by staff, parents and pupils. Almost every questionnaire return identified the general physical environment as excellent or good. In all cases, the collective view was that the new schools were significantly better than the previous buildings.

4.4.3   The quality of landscaping and groundworks around each school was regarded as good, although additional work had been carried out to remedy drainage issues on the grass surface at Craigowl Primary and St Paul's RC Academy.

4.4.4   A number of staff and parental questionnaire returns in the primary schools made reference to road safety concerns at pick up and drop off times, although the focus group discussions highlighted parental satisfaction with the emerging impact of the Council's policy to promote considerate parking.

4.5   **Internal Accommodation**

4.5.1   The quality of the internal accommodation was an area of focus in questionnaires and during the 'walk through' activity. Core aspects for discussion and evaluation included the quality of:

- classrooms
- storage
- activity areas
- Support for Learning areas
- meeting/interview rooms
- library areas
- gym hall(s)
- changing facilities

4.5.2   In comparison with the previous buildings, the consensus across all stakeholders was that the new buildings were of a significantly higher standard and were achieving

the intention of enabling staff to deliver high quality learning and teaching experiences.

4.5.3   Pupils were very positive about all aspects of the internal accommodation. As appropriate, primary and secondary pupils expressed their satisfaction with modern features such as the spacious and well equipped gym halls, dance studios, drama studios, computer suites and music rooms. They agreed that classrooms were bright and attractive areas for learning and they felt that the computer provision in classrooms and around each school was very good.

4.5.4   Staff in almost all schools spoke positively about the quality of the internal accommodation and the extent to which the new buildings were such an improvement on the original schools. Positive responses in the staff questionnaires made reference to teachers having classrooms and teaching areas which were of a sufficient size and layout to allow them to provide pupils with a range of flexible learning experiences.

4.5.5   One feature of the original design was the location of cloakroom areas inside classrooms. As a result of comments made by staff at Craigowl Primary, this feature was changed and improved in subsequent primary projects.

4.5.6   The quality of sporting facilities in primaries and in the two secondary schools was highlighted by staff and parents.

4.5.7   The conference room in Grove Academy was being redesigned to provide additional floor space.

4.5.8   Staff made reference to storage space being good in most classrooms. There was a view that each school was developing the storage arrangements to ensure that staff and subject departments had easy access to storage facilities.

4.5.9   Senior pupils in each secondary school expressed a desire to have a dedicated common room although it was noted that the schools had made provision for pupils in the senior school to meet socially during the course of the school day.

4.6   **Ancillary Areas**

4.6.1   The quality of ancillary areas around the school was a further area for discussion. The view of all stakeholders was that the quality and provision of ancillary areas was very good and had been designed well to meet the needs of pupils, staff and visitors to each school. Areas for discussion included the quality of:

- entrance/reception areas
- the school office
- toilet facilities (for pupils and staff/visitors, including disabled)
- cloakroom areas
- staffroom/bases
- dining areas
- management offices
- medical facilities

4.6.2   Almost all staff questionnaire returns made reference to the improvements from the previous schools. Office staff were positive about the size, scale and layout of office

accommodation. They valued having dedicated areas for activities such as photocopying and reprographics.

4.6.3   All stakeholders recognised that the design and layout of the buildings were access friendly and that disabled facilities were of a high standard.

4.6.4   The layout of the dining areas was commented on by each group in a number of different ways. Pupils enjoyed the size and design of dining areas with particular reference made by secondary pupils to the modern layout and furniture being used. Parents viewed the dining areas as modern and attractive. Secondary schools made very good use of the dining areas during the day to enable pupils to mix and take part in a range of social activities.

4.7   **External Facilities**

4.7.1   The external facilities were included in the post-occupancy evaluation. The walk through activity and subsequent discussion provided a useful forum for staff and parents to express views on areas such as:

- pedestrian access provision
- vehicular access provision
- car parking provision
- site security
- playground facilities

4.7.2   Questionnaire returns and the discussion around the issue of pedestrian and vehicular access were largely positive. As stated above (paragraph 4.3.3), the main concerns from staff and parents in a few primary schools related to parking congestion outside of the school at the start and end of the school day. The general consensus among staff was that the level of parking provision was adequate. It was pointed out during the focus group discussions that each school had developed a travel plan to ease parking congestion and that schools worked closely with parents to remind them of the need to park with consideration.

4.7.3   No concerns were raised about site security by any group of stakeholders.

4.7.4   Pupils and parents felt that access arrangements in the area around each school were very good.

4.8   **General Issues**

4.8.1   General issues raised in the questionnaires related to specific features of each school such as:

- lighting (natural and artificial)
- thermal comfort
- air quality
- hot and cold water services
- stage lighting and sound
- furniture and equipment
- communications systems (fire alarm and school bell)
- accessibility
- signage
- acoustics

- facilities management/operational issues

4.8.2 The parent/carer questionnaire was not as detailed in this area but direct reference was made to the various issues as part of the walk through activity. The consensus across all groups was that the schools had been designed to maximise natural light and to enable equality of access for all users.

4.8.3 Staff were generally positive about most aspects of the new schools. They recognised that there were clear procedures in place to report snagging issues and were aware of the contact member of staff should an issue require to be reported. They were positive about the quality of furniture and equipment particularly since this was all new.

4.8.4 Larger scale snagging issues such as the replacement of faulty heating components in Grove Academy and repairs to the gym hall flooring in St Andrew's Primary School and St Paul's RC Academy had been or were being addressed.

4.8.5 Staff in schools were developing a good working relationship with facilities management staff. Protocols had been or were being introduced and the PPP Helpdesk was used to highlight emerging issues in individual schools so that prompt action could be taken to address them.

5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any implications in respect of sustainability, strategic environment assessment, anti-poverty, equality impact assessment and risk management.

5.2 There are no major issues.

6.0 CONSULTATIONS

6.1 This report has been subject to consultation with the Chief Executive, Depute Chief Executive (Support Services) and Director of Finance.

7.0 BACKGROUND PAPERS

7.1 None

Jim Collins
Director of Education

28 May 2010
JC/MW/DD

326-2010

DUNDEE CITY COUNCIL SCHOOLS PPP PROJECT

POST OCCUPANCY EVALUATION

FOCUS GROUP QUESTIONNAIRE

NAME OF SCHOOL: Master - n = 8

	Excellent	Good	Fair	Poor
General physical environment:				
Visual impact (how does the school look on the site)	**6**	**2**		
Building materials, colours, etc. (external)	**6**	**2**		
Building materials, colours, etc. (internal)	**5**	**3**		
Roads / paths infrastructure (safe routes to school)	**5**	**1**		**2**
Relationship of areas to each other within the building	**5**	**3**		
Internal accommodation				
Teaching areas:				
Classrooms	**6**	**2**		
Classroom storage	**4**	**3**	**1**	
Activity Spaces	**5**	**1**		**1**
General storage	**3**	**3**	**2**	
GP rooms	**4**	**2**		
Support for Learning Areas	**7**	**1**		
Meeting/Interview Rooms	**6**	**1**		**1**
Library	**7**	**1**		
Gym Hall	**6**	**2**		
Changing facilities	**7**	**1**		
Disabled changing facilities	**7**	**1**		
Hall storage	**6**	**2**		
Ancillary areas:				
Entrance/Reception/ School Office	**6**	**2**		
Office storage	**4**	**3**		**1**
Pupil toilets	**6**	**2**		
Disabled toilet (pupils)	**7**	**1**		
Pupil cloaks areas	**3**	**4**		**1**
Staffroom	**5**	**3**		
Staff toilets	**5**	**2**	**1**	
Disabled toilet (staff)	**7**	**1**		
Dining Area	**5**	**2**	**1**	
Community Facilities	**7**	**1**		
Dining storage	**4**	**2**	**1**	
Head Teacher's room	**5**	**2**	**1**	
Depute Head Teacher's room	**5**	**2**	**1**	
Medical room / Visiting services	**5**	**1**	**1**	**1**
External facilities:				
Pedestrian access provision	**3**	**4**	**1**	
Vehicular access provision	**2**	**3**	**1**	**2**
Car parking provision	**3**	**4**		**1**
Site security:				
Perimeter fencing	**6**	**1**	**1**	
CCTV	**6**	**1**	**1**	
External lighting	**6**	**2**		
Playground area (grass)	**2**	**1**	**1**	**3**
Playground area (tar)	**3**	**4**	**1**	
Potential for environmental education provision (e.g. wildlife garden, habitat area, etc.	**5**	**1**	**1**	**1**
Landscaping/Planting	**4**	**1**	**1**	**2**

	Excellent	Good	Fair	Poor
Other Issues:				
Internal lighting (natural/artificial)	5	3		
Thermal comfort	3	3	1	1
Air quality	4	3		1
Hot and cold water services	4	4		
Stage lighting and sound system	6	2		
Furniture and equipment (including pinboarding)	6	2		
Communications Systems (e.g. fire alarm, School bell)	5	3	1	
Accessibility	4	3		
Signage	6	2		
Flexibility (e.g. use of rooms)	5	2		
Acoustics	6	2		
Facilities management / operational issues	5	3		
Fire Strategy	5	3		
Door entry systems / controlled access	4	4		
Phone system	5	3		
ICT provision	5	3		
Pupil flow / ease of movement around building	2	4	1	

Appendix 2

DUNDEE CITY COUNCIL SCHOOLS PPP PROJECT

POST OCCUPANCY EVALUATION

PARENT/CARER QUESTIONNAIRE

NAME OF SCHOOL: Master - n = 189

Please tick box as appropriate	Excellent	Good	Fair	Poor
General physical environment:				
Visual impact (how does the school look on the site)	**61%**	**35%**	**2%**	**2%**
Roads / paths infrastructure (safe routes to school)	**39%**	**48%**	**7%**	**6%**
Internal accommodation:				
Teaching areas:				
Classrooms	**76%**	**24%**	**0**	**0**
Activity Spaces	**81%**	**19%**	**0**	**0**
Ancillary areas:				
Entrance/Reception/School Office	**63%**	**37%**	**0**	**0**
Dining Area	**74%**	**23%**	**3%**	**0**
Community Facilities	**67%**	**29%**	**4%**	**0**
External facilities:				
Pedestrian access provision	**37%**	**41%**	**10%**	**12%**
Vehicular access provision	**46%**	**29%**	**14%**	**11%**
Car parking provision	**52%**	**36%**	**10%**	**2%**
Site security:				
Fencing	**78%**	**22%**	**0**	**0**
CCTV/Security Lighting	**84%**	**16%**	**0**	**0**
Playground area (grass)	**48%**	**51%**	**1%**	**0**
Playground area (tar)	**64%**	**36%**	**0**	**0**
Landscaping/Planting	**59%**	**37%**	**4%**	**0**
Other Issues:				
Accessibility	**81%**	**12%**	**7%**	**0**
Signage	**64%**	**36%**	**0**	**0**
Door entry systems / controlled access	**88%**	**12%**	**0**	**0**

326-2010

DUNDEE CITY COUNCIL SCHOOLS PPP PROJECT

POST OCCUPANCY EVALUATION

STAFF QUESTIONNAIRE

Name of School: Master - n = 161

Please tick box as appropriate	Excellent	Good	Fair	Poor
General physical environment:				
Visual impact (how does the school look on the site)	**57%**	**37%**	**4%**	**2%**
Roads / paths infrastructure (safe routes to school	**42%**	**47%**	**7%**	**4%**
Relationship of areas to each other within the building	**55%**	**32%**	**11%**	**2%**
Internal accommodation:				
Teaching areas:				
Classrooms	**51%**	**42%**	**4%**	**3%**
Classroom storage	**34%**	**57%**	**4%**	**4%**
Activity Spaces	**46%**	**47%**	**3%**	**4%**
General storage	**37%**	**53%**	**6%**	**4%**
GP rooms	**47%**	**46%**	**4%**	**2%**
Support for Learning areas	**42%**	**53%**	**4%**	**2%**
Meeting/Interview Rooms	**67%**	**24%**	**7%**	**2%**
Library	**68%**	**29%**	**3%**	**0**
Gym Hall	**79%**	**17%**	**2%**	**2%**
Changing facilities	**74%**	**20%**	**4%**	**2%**
Disabled changing facilities	**73%**	**23%**	**3%**	**1%**
Hall storage	**39%**	**53%**	**8%**	**0**
Ancillary areas:				
Entrance / Reception/School Office	**48%**	**52%**	**0**	**0**
Pupil toilets	**42%**	**47%**	**9%**	**2%**
Disabled toilet (pupils)	**67%**	**31%**	**2%**	**0**
Pupil cloaks areas	**34%**	**55%**	**9%**	**2%**
Staffroom	**46%**	**47%**	**4%**	**3%**
Staff toilets	**41%**	**52%**	**4%**	**3%**
Disabled toilet (staff)	**63%**	**29%**	**8%**	**0**
Dining Area	**65%**	**31%**	**2%**	**2%**
Community Facilities	**41%**	**53%**	**6%**	**0**
Medical room / Visiting services	**66%**	**27%**	**6%**	**0**
External facilities:				
Pedestrian access provision	**46%**	**34%**	**14%**	**6%**
Vehicular access provision	**34%**	**47%**	**12%**	**7%**
Car parking provision	**43%**	**46%**	**5%**	**6%**
Site security:				
Fencing	**54%**	**46%**	**0**	**0**
CCTV/Security Lighting	**81%**	**19%**	**0**	**0**
Playground area (grass)	**33%**	**56%**	**7%**	**4%**
Playground area (tar)	**52%**	**39%**	**5%**	**4%**
Potential for environmental education provision (e.g. wildlife garden, habitat area, etc.	**27%**	**54%**	**14%**	**5%**
Cycle storage provision	**62%**	**27%**	**11%**	**0**
Landscaping/Planting	**42%**	**43%**	**13%**	**2%**
Other Issues:				
Internal lighting (natural/artificial)	**53%**	**32%**	**8%**	**7%**
Thermal comfort	**64%**	**27%**	**5%**	**4%**
Air quality	**72%**	**21%**	**4%**	**3%**
Hot and cold water services	**62%**	**38%**	**0**	**0**
Stage lighting and sound system	**68%**	**32%**	**0**	**0**
Furniture and equipment (including pinboarding)	**57%**	**34%**	**9%**	**0**
Communications Systems (e.g. fire alarm, school bell)	**68%**	**28%**	**4%**	**0**
Signage	**72%**	**27%**	**2%**	**0**
Flexibility (e.g. use of rooms)	**41%**	**55%**	**3%**	**2%**
Acoustics	**67%**	**33%**	**0**	**0**
Ambience and atmosphere	**62%**	**29%**	**11%**	**0**
Facilities management / operational issues	**52%**	**27%**	**15%**	**6%**
Fire Strategy	**81%**	**14%**	**5%**	**0**
Door entry systems / controlled access	**51%**	**43%**	**6%**	**0**
Phone system	**37%**	**51%**	**9%**	**3%**
ICT provision	**42%**	**47%**	**11%**	**0**
Pupil flow / ease of movement around building	**38%**	**49%**	**7%**	**6%**
Accessibility	**81%**	**19%**	**0**	**0**

DUNDEE CITY COUNCIL SCHOOLS PPP PROJECT

POST OCCUPANCY EVALUATION

PUPIL QUESTIONNAIRE

NAME OF SCHOOL: Master - n = 196

Please tick one box	Excellent	Good	Fair	Poor
My School looks ……………………………………………..	**54%**	**38%**	**7%**	**0**
My Classroom is ……………………………………………	**62%**	**34%**	**4%**	**0**
The Activity Areas are …………………………………………	**51%**	**39%**	**6%**	**4%**
The Library is	**65%**	**30%**	**2%**	**3%**
The gym hall is ……………………………………………	**62%**	**34%**	**4%**	**0**
The dining area is……………………………………………	**57%**	**36%**	**7%**	**0**
The pupil toilets are……………………………………………	**43%**	**37%**	**12%**	**8%**
My playground area (tar) is …………………………………..	**54%**	**35%**	**9%**	**2%**
My playground area (grass) is ………………………………	**41%**	**35%**	**11%**	**13%**

3 things I like best about my new school

_____

_____

_____

Up to 3 things that would improve my new school

_____

_____

_____

326-2010

DUNDEE CITY COUNCIL SCHOOLS PPP PROJECT

POST OCCUPANCY EVALUATION

NUMBER OF QUESTIONNAIRE RETURNS

School	Focus Group	Parents	Staff	Pupils
Craigowl	1	8	33	20
Claypotts Castle	1	15	33	25
Downfield	1	40	14	15
Fintry	1	12	14	12
Rowantree	1	23	14	32
St Andrew's	1	33	13	10
St Paul's	1	18	14	15
Grove	1	40	26	67
	8	189	161	196