



GovBook | Family Hubs Booking Service.

A Booking Platform Built For Local Gov.

We've worked with our local government community to co-create a product that helps to improve the delivery of Family Hubs services by:

- Automating time-consuming processes
- Improving access & uptake
- Simplifying day-to-day management
- Improving communication with families &
- Reducing the cost to serve

An all-in-one platform.

From scheduling & resourcing to payments & comms — you'll have everything you need to manage your service effectively.

Improve the user experience.

Meet modern expectations with 24/7 self-service, real-time communications & personalised experiences at scale.

Increase operational efficiency.

With custom booking rules & payment options, you can automate menial processes & fairly manage access to multiple session types across various channels & locations.

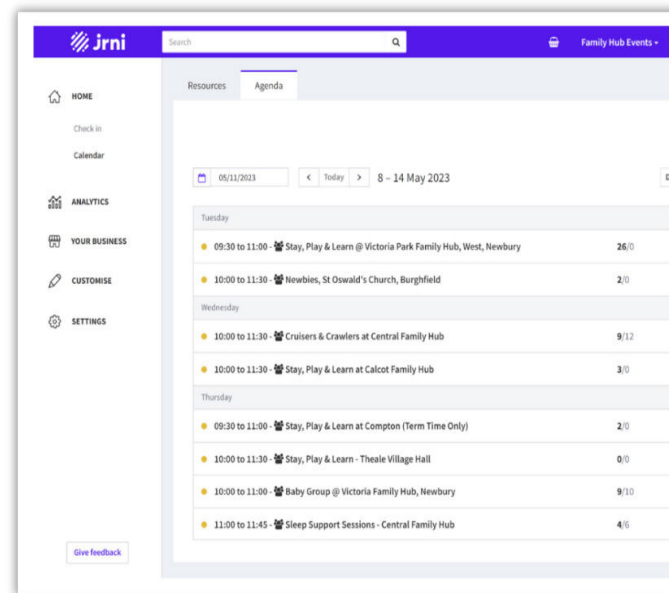
Give your staff the tools they need.

Increase efficiency & cut costs.

Improve processes.

Increase the efficiency of your Family Hubs service & reduce the cost to serve with an easy-to-use admin portal that helps to:

- Automate menial admin tasks
- Manage multiple sessions & payment types
- Provide staff with real-time visibility
- Reduce wasted capacity & costs
- Optimise scheduling & resourcing
- Collect & visualise operational data



Simplify & automate your admin.

Set rules around booking restrictions, pricing, ticketing & waiting lists. Then, let the system handle scheduling, resourcing, payments & comms.

Use data to improve delivery.

Monitor usage, collect feedback & continually adapt your service to increase uptake, align resources with demand & improve the experience for families.

Make your service more efficient.

Get a real-time view of your service, cut back on costly service channels & save staff time by automating the collection & validation of information.

You're in control.

Easily create, manage, market & host in-person, virtual, free, paid, single or recurring sessions for multiple dates & locations in an easy-to-use admin portal.

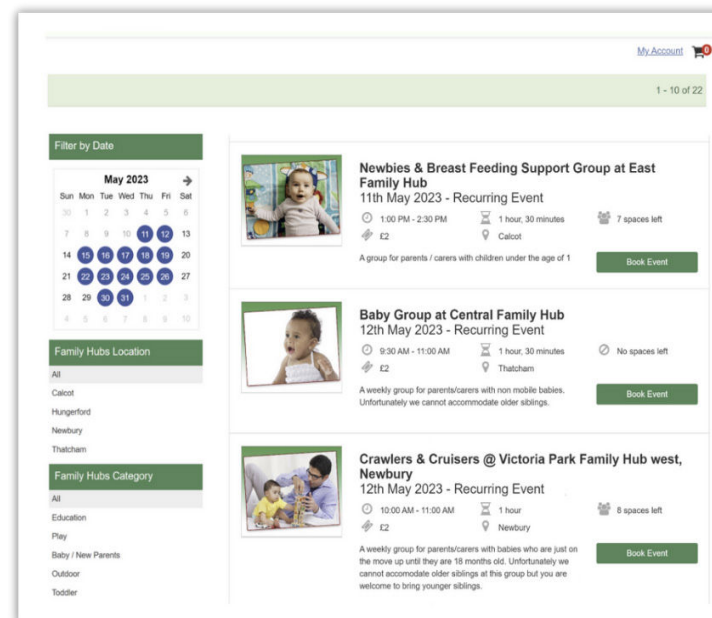
Meet modern expectations.

A better experience for families.

Do more with less.

Improve the user experience with a purpose-built booking platform that:

- Offers (instant) 24/7 access
- Enables seamless end-to-end self-service
- Improves access & increases uptake
- Provides real-time service updates
- Enables families to provide feedback
- Meets WCAG 2.1AA, ISO27001 & more



Improve access to your service.

With session filters, location optimisation, multi-basket bookings & more, families can find, book & pay for appropriate sessions at any time on any device in 60 seconds or less.

Built for councils & their citizens.

Your booking platform will follow the GDS Design Principles. So, you can rest assured that families will get a simple, fully accessible experience from start to finish.

Everything in one place.

Make it easy for families to regularly access the support they need with a My Account feature that allows them to manage upcoming bookings, view past bookings, edit their information & communicate with staff.

Keep families in the loop.

Set up automated communication flows for trigger events like booking confirmation, periodic reminders & pre-and-post-session guidance.

These are just a few of the features you'll have access to.

System features:

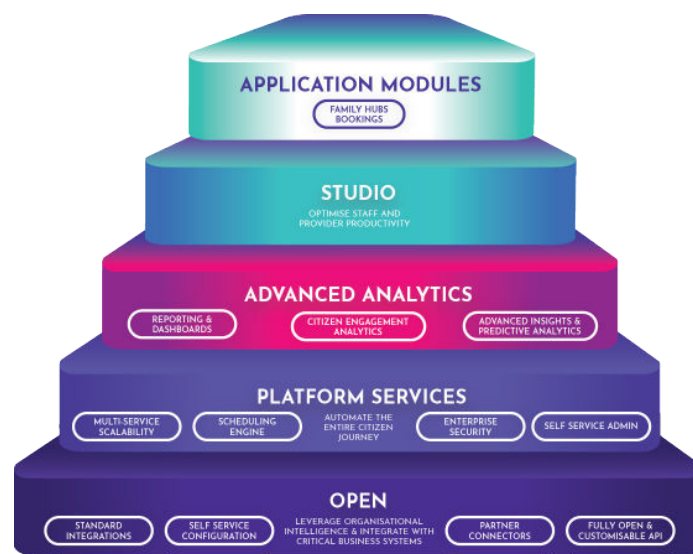
Feature	Description
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of staff, resources, and slots to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.
Create New Bookings	Citizens and staff can create a session booking, add information, select availability, and confirm a booking from within the admin portal or the front-end booking journey.
View and Cancel Bookings	Both citizens and staff can view and cancel an upcoming booking from within the Admin Portal or via a unique booking link. The other party be automatically notified of any changes to a booking.
White-Label Branding	Use your council's branding across the entire end-to-end booking journey to deliver a consistent user experience.
Waiting Lists	For fully booked sessions, users can add (and remove) themselves to (or from) a waiting list.

Multiple Session Types	Citizens & staff can schedule and manage bookings for in-person & virtual sessions. Our session modules also support free sessions, paid sessions, single sessions & recurring sessions that occur regularly at set times, days, weeks or months.
Self-service Amendments	Citizens will receive unique links to cancel their booking.
Payment Integration	Ability to pay for bookings via either of the following payment gateways: <ol style="list-style-type: none">1. Civica2. Capita3. HeyCentric4. Stripe5. WorldPay
Ticketing	Ability to manage multiple complex ticket types (PDF tickets, bar codes, eTickets & more).
Notifications	Automated emails and texts can be sent to citizens to confirm and/or remind them of a booking. The content of each notification is customisable and can include an embedded link to cancel or amend the booking.
Session Filters	Users can apply different filters to find suitable sessions.
Find My Nearest	Users can search for the sessions nearest to them.
Multi Baskets	Users can book multiple sessions at once.

Login / My Account / Registration	<p>Users can register for an account, log in with an email and password, and make a booking or edit their account information. Access is automatic post registration.</p>
Past Bookings	<p>Users can view past bookings.</p>
Follow-up Surveys	<p>Templated follow-up surveys can be used as a baseline for survey creation. The templates support multiple question types and answers to enable flexibility in attendee responses. Questions can be edited, added or deleted from the templates.</p>
Register via a Granicus Form (Add-on)	<p>Ability to register as a user for the booking solution via Granicus, be approved by an admin and then auto-created in the booking system.</p>
Analytics Module (Add-on)	<p>Collect and visualise actionable operational data with configurable dashboards & customisable reports.</p>
Non-Standard Payment Integration (Add-on)	<p>A tablet-ready check-in app for marking event bookings as arrived.</p>
GOV Notify Integration (Add-on)	<p>Send email and SMS notifications via your GOV. Notify account.</p>

Connect your workflows.

Integrations & add-ons.



Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils improve the delivery of their Family Hubs service.

Connect with payment providers.

Integrate your booking system with payment platforms like Capita, Civica, GovPay & more to connect your workflows & save staff time.

Connect with on-site check-in apps.

Integrate your booking platform with our purpose-built QR-code check-in app to streamline access & improve reporting.

Connect with notification services.

Connect your system with notification services like GOV. Notify to automate the process of communicating with citizens.

Connect with digital platforms.

Combine your booking platform with digital experience software like Granicus & Goss to deliver a joined-up online experience.

We've facilitated ~20 million bookings & helped ~60 council departments improve the citizen experience, increase efficiency & cut costs with an all-in-one citizen engagement platform.

To find out more, check out our listings on **G-Cloud**.

Let's talk bookings:

 info@bookinglab.co.uk

 www.bookinglab.co.uk

 [@bookinglab](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

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