GovBook | HAF Booking Service.

A Booking Platform For The Holiday Activities & Food Programme.

We've worked with our local government community to co-create a product that supports the delivery of the HAF programme by:

- Governing access for eligible children
- Fairly managing booking limits
- Making it easy to manage activities
- Offering families 24/7 online access
- Simplifying day-to-day management

bookinglab

Improve access & impact.

Your citizens & staff can self-serve at any time, on any device, in 60 seconds or less.

Increase admin efficiency.

Easily manage bookings for multiple activities/providers with booking rules & an AI-powered scheduling engine.

An all-in-one platform.

From scheduling & resourcing to comms & stakeholder management — you'll have everything you need to manage your HAF programme effectively.

Reduce workloads & focus on what matters.

Increase operational efficiency.

Streamline processes.

Increase efficiency, save time & reduce the cost to serve with a centralised, easy-to-use admin portal that:
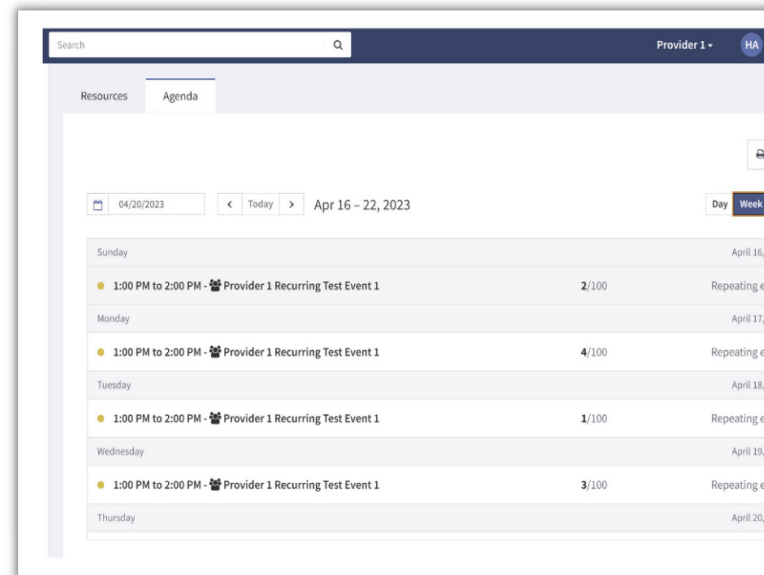
- Manages the entire citizen journey
- Provides control & visibility
- Increases first-time resolution rates
- Automates menial admin tasks
- Collects operational data &
- Improves communication

Simplify & automate your admin.

Easily manage scheduling & resourcing across multiple activities, locations & channels with booking rules, waiting lists & an AI-powered availability engine.

Full control & visibility.

Manage bookings in real time & set rules around approvals, booking limits, drop-in provisions & more to manage access to your activity & food programmes.

Use data to improve delivery.

You'll have all the data you need to align resources with demand, reduce the cost to serve, deliver personalised experiences & manage compliance.

Keep your citizens in the loop.

Generate automated comms for booking confirmations, reminders, additional information, marketing & surveys from within the platform or via GOV.UK Notify.

Meet the expectations of modern citizens.

A better experience for users.

Do more with less.

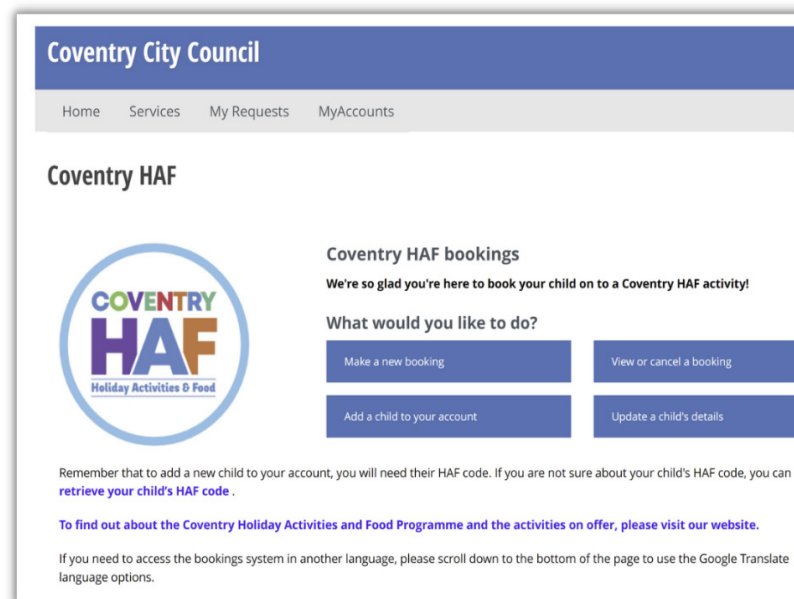Meet the expectations of modern citizens by:

- Offering 24/7 access

- Enabling full self-service

- Providing a seamless experience

- Communicating regularly

- Creating two-way comms

- Personalising experiences &

- Offering multi-channel access

A simple end-to-end process.

With in-built guidance & criteria-based search functionality, parents & guardians can easily register for, find & book suitable activities in one place in 60 seconds or less.

Ensure fair access for everyone.

Empower parents & guardians to access, book & use activities how, when & where they feel comfortable by integrating in-person, virtual & over-the-phone channels.

Register once & book forever.

Once registered, families will have access to a MyAccount portal where they can easily view, edit & cancel bookings, make multiple bookings for any provider, add or amend account information & view past bookings.

Accessible. Secure. Reliable.

Your booking system will meet the WCAG 2.1 AA & be available in multiple languages. It will also comply with ISO 27001 & GDPR. And you'll benefit from a guaranteed up-time of 99.95% or higher.
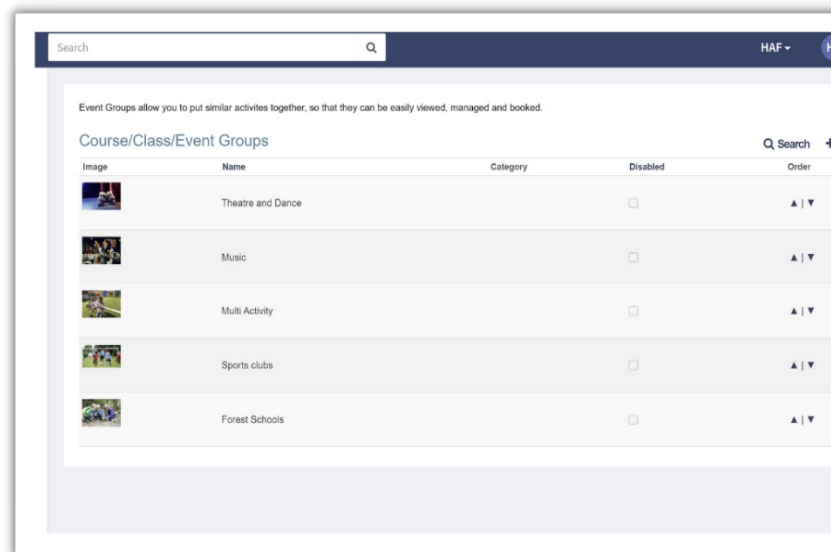
One platform for staff, citizens & providers.

Simplicity for providers.

Support activity providers.

From the features & functionality to the UX design & styling, this system is designed to help councils improve the delivery of their HAF Programme for a range of stakeholders, including:

- Parents/Guardians
- Council Staff &
- Activity Providers

Easy admin for providers.

Providers can log in to their own areas within the admin portal to create activities, edit service details & view bookings.

Simple reporting.

With on-site check-in & automated attendance reporting, providers & councils benefit from improved visibility.

Manage provider access.

Providers will only have permission to view their own activities. All data apart from essential booking data for the specified service will be protected.

Comprehensive training.

We offer training for council staff & activity providers to ensure that all stakeholders are getting the most out of the system.

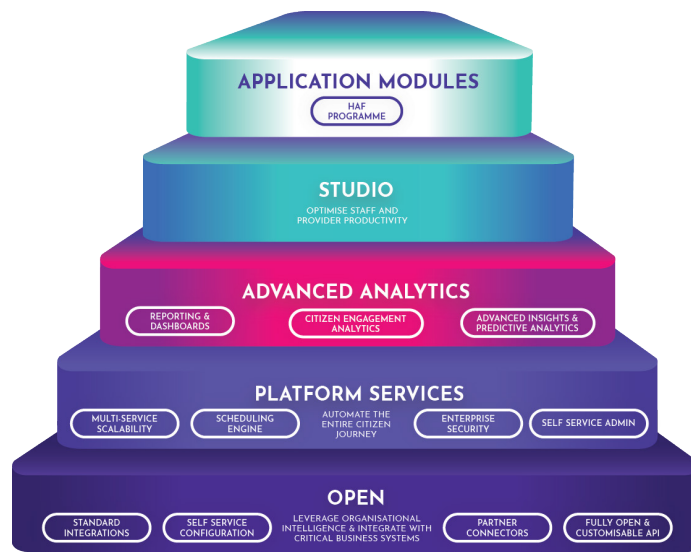These are just a few of the features you'll have access to.

System features:

Feature	Description
Registration	Ability for Parents/Guardians to register for an activities account. The registration process can be set up to either capture HAF IDs (unique identifiers) or generate HAF IDs once the administration team approves the registration request.
Login	Ability for Parents/Guardians to login and book activities for approved HAF IDs which are available against a user's login.
Activity Pages	Ability to search for activities nearest to you.
Filters	Ability to apply different filters to find suitable activities.
Multi Baskets	Ability to book multiple activities across multiple providers, including multiple HAF IDs.
HAF IDs	Ability to choose HAF ID (child) that you would like to add to the booking.
My Account	Ability to view and edit account details.

Upcoming Bookings	Ability to view and cancel an upcoming booking.
Past Bookings	Ability to view past bookings.
Register via Granicus (Add-on)	Ability to register as a user for the booking solution via Granicus, be approved by an admin and then auto-created in JRNI.
Registration Approval	A central admin team can review and approve accounts. Once an account is approved, the Parent/Guardian receives an email with their login details.
Limit Bookings (Credits)	Ability to limit HAF IDs from making further bookings if they've already reached the holiday limit.
Provider Access	Providers will be able to log in to their own areas to create activities & view their bookings. Providers will only have access to data related to their bookings.
Payment Integration (Add-on)	Payment integration is not included by default but can be added.
GOV.Notify Integration (Add-on)	Ability to send email and SMS notifications via your GOV. Notify account.
Notifications	Automated emails & texts can be sent to attendees to confirm or remind them of a booking. The content of each notification is customisable & can include an embedded link to cancel or amend the booking.

Analytics Module	Collect and visualise actionable operational data with configurable dashboards & customisable reports.
Block Time	Users can block periods of time within calendars to prevent them from being booked by providers, staff or citizens. Typically used to allow time for activities to be set up.
Follow-up Surveys	Templated follow-up surveys are available to 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.
Multiple Service Types	Manage multiple service types, including fixed time, variable time, single duration & more.
Check-in Interface	Staff can mark bookings as "attended" or "did not attend" with our mobile & tablet responsive check-in interface to aid reporting between your council and activity providers.
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible and comprehensive booking rules enable users to manage elements such as the booking timeframe, cancellation timeframe and max bookings within a simple interface.

Connect your workflows.

Integrations & add ons.

APPLICATION MODULES
HAF PROGRAMME

STUDIO
OPTIMISE STAFF AND PROVIDER PRODUCTIVITY

ADVANCED ANALYTICS
REPORTING & DASHBOARDS | CITIZEN ENGAGEMENT ANALYTICS | ADVANCED INSIGHTS & PREDICTIVE ANALYTICS

PLATFORM SERVICES
MULTI-SERVICE SCALABILITY | SCHEDULING ENGINE | AUTOMATE THE ENTIRE CITIZEN JOURNEY | ENTERPRISE SECURITY | SELF SERVICE ADMIN

OPEN
STANDARD INTEGRATIONS | SELF SERVICE CONFIGURATION | LEVERAGE ORGANISATIONAL INTELLIGENCE & INTEGRATE WITH CRITICAL BUSINESS SYSTEMS | PARTNER CONNECTORS | FULLY OPEN & CUSTOMISABLE API

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 HAF programme.

Connect with payments.

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

Connect with digital platforms.

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

Connect with notifications.

Connect your booking platform with notification services like GOV.Notify to automate the process of communicating with parents & guardians.

Add translations.

Integrate your booking platform with applications like Google Translate to make accessing your HAF programme quick & easy for everyone.

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

in /bookinglab

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