



# GovBook | Short Breaks Booking Service.

## A Booking Platform For Council-Provided Short Breaks.

We've worked with our council community to co-create a booking platform that helps to improve the delivery of short breaks services by:

- Governing access for eligible families
- Fairly managing booking limits
- Improving communication with users
- Offering families 24/7 online access
- Simplifying day-to-day management

### **Improve access.**

Make it quick & easy for your citizens to self-serve at any time, on any device.

### **Increase admin efficiency.**

With booking rules & an AI-powered scheduling engine, you can easily manage availability for multiple resources across various locations.

### **An all-in-one platform.**

From scheduling & resourcing to payments & communications — you'll have access to everything you need to manage short breaks effectively.



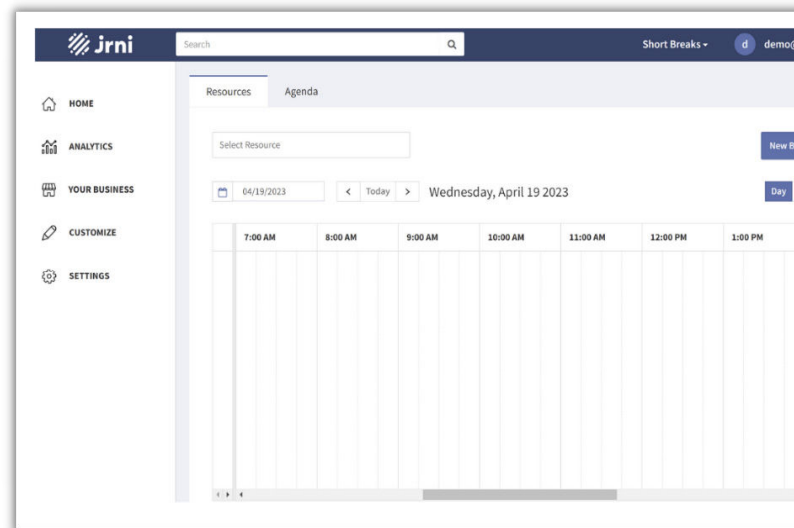
Reduce workloads & save staff time.

# Increase operational efficiency.

## Streamline processes.

Increase efficiency, save time & reduce the cost to serve with an easy-to-use admin portal that:

- Manages the entire citizen journey
- Provides control & visibility
- Increases first-time resolution rates
- Automates menial tasks
- Collects operational data
- Improves communication &
- Integrates into your workflows



1.1 The Administration Portal

## Simplify & automate your admin.

Easily manage availability, resourcing, payments & communications for multiple accommodation types & locations with an AI-powered scheduling engine.

## Configurable to your needs.

Add maps, video links, accessibility details & location information to different accommodation types & configure guidance messaging to display at various points in the booking journey.

## Save your staff time.

Set custom booking rules & configure dynamic pricing structures to easily manage access to caravans, beach huts, campsites, support huts & more.

## Keep your citizens in the loop.

Set up automated communication flows for booking confirmations, reminders, access info, payment reminders & more. These notifications can be sent from within the platform or via GOV.UK Notify.

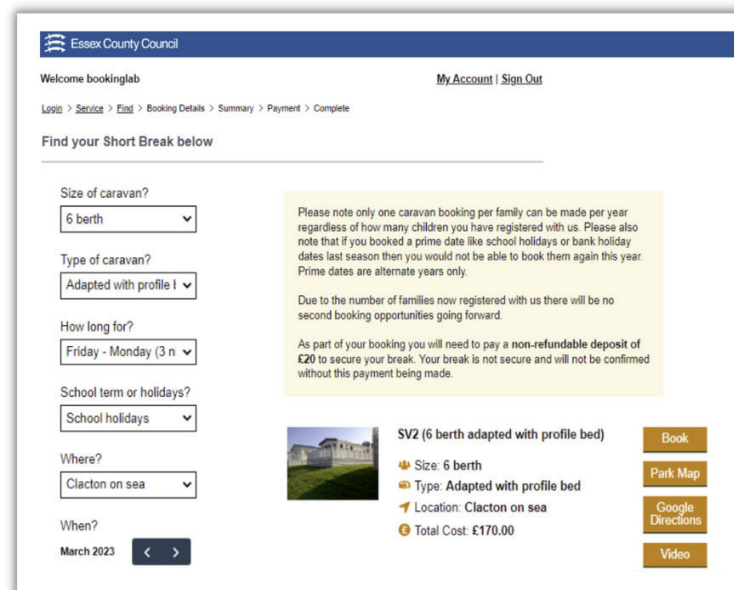
Meet the expectations of modern citizens.

# A better experience for users.

## Do more with less.

Meet the expectations of modern citizens by:

- Offering simple, 24/7 self-service
- Removing barriers to instant access
- Providing a seamless experience
- Creating two-way comms channels
- Offering multi-channel access &
- Personalising experiences



1.2 The Citizen Booking Journey

## Make it easy to self-serve.

With criteria-based search functionality, guidance messaging, video links, maps & more, your citizens can easily find, book & pay for accommodation that meets their needs.

## Register once & book forever.

Your citizens will have access to a MyAccount portal where they can easily:

- Pay for, edit & cancel bookings
- Make bookings for different services
- Amend account information & more.

## Ensure fair access for everyone.

Empower users to access & book services how, when & where they feel comfortable by integrating your in-person, virtual & over-the-phone channels.

## Stress-free end-to-end bookings.

Users can log in to their account with an email, password, or passport ID & book different services at once. These services include accommodation, activities, accessibility support & more.

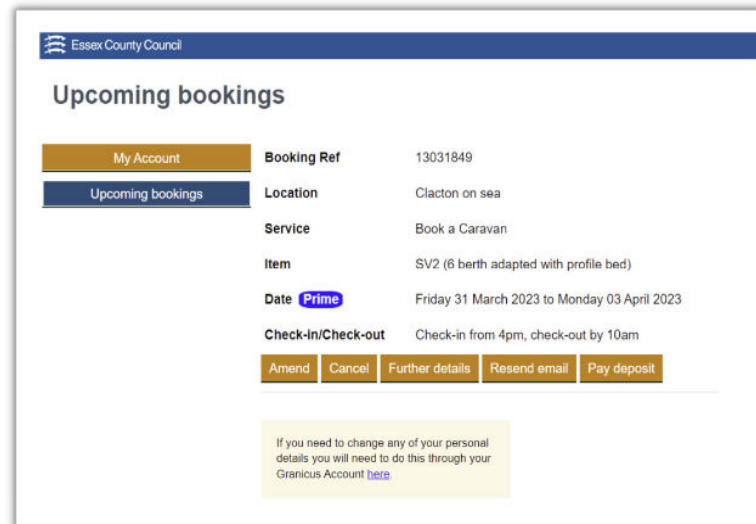
One platform for all of your stakeholders.

# Built for councils & their citizens.

## A purpose-built solution.

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

- Parents/Guardians
- Council Staff &
- Facility Managers



1.3 My Account Options

## Say goodbye to forms.

Provide instant access for citizens & save staff time by replacing inefficient form-based processes with an automated end-to-end booking journey.

## Accessible. Secure. Reliable.

Your booking system will meet the WCAG 2.1 AA & comply with ISO 27001, GDPR & more. You'll also benefit from a guaranteed up-time of 99.95% or higher.

## GDS Styling.

Improve the usability of your service with a citizen engagement platform built on the Government Digital Service Design Principles.

## Use data to improve delivery.

You'll have all the data & tools you need to improve the user experience, increase operational efficiency & reduce the cost to serve.

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

# System features:

| Feature                                  | Description  |
|--|--|
| Login                                    | Citizens can log into the booking solution with an email address and password/passport ID.   |
| Multi Services                           | Citizens can book multiple services at once. For example, booking a caravan and then booking a beach hut for the day.                                    |
| Dynamic Pricing                          | You can apply different prices to services at different times of the year (e.g., school term prices, school holiday prices, and bank holiday prices).    |
| Dynamic Date Ranges                      | You can apply different date ranges to book (e.g., school term, school holidays).  |
| Configurable Guidance Messaging and T&Cs | You can configure guidance messaging and terms and conditions across the booking journey.  |
| Configurable Resources                   | You can configure resources (e.g., caravans and beach huts) with location maps, video links, location, size and type, key codes, and Google Coordinates. |

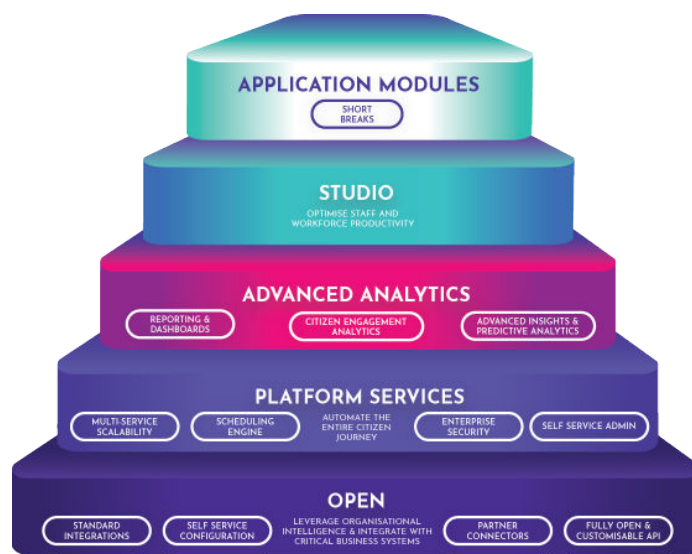
|                                     |   |
|-------------------------------------|---|
| <b>Online Payments</b>              | <p>Your citizens can pay for bookings via any of the following payment gateways:</p> <ul style="list-style-type: none"><li>• Capita 360</li><li>• Civica</li><li>• HeyCentric</li><li>• Stripe</li><li>• WorldPay</li></ul> |
| <b>Deposit Payments</b>             | <p>Citizens can pay a deposit to reserve their booking.</p>   |
| <b>Outstanding Payments</b>         | <p>Citizens can quickly pay any outstanding balances in the My Account portal.</p>  |
| <b>My Account</b>                   | <p>Citizens can view and edit account details.</p>  |
| <b>Limit Bookings</b>               | <p>You can limit users from making further bookings if they already have one.</p>   |
| <b>Custom CSV Reporting</b>         | <p>You'll have access to custom CSV reports for pulling specific customer and/or booking data.</p>  |
| <b>Payment Integration (Add-on)</b> | <p>If you use a payment gateway not listed above, we can configure a bespoke integration at an additional cost.</p>   |
| <b>GOV.Notify (Add-on)</b>          | <p>Send email and SMS notifications via your GOV. Notify account.</p>   |



|                                       |   |
|---------------------------------------|---|
| <b>Analytics module</b>               | Collect and visualise actionable operational data with configurable dashboards & customisable reports.  |
| <b>Notifications</b>                  | Automated emails & texts can be sent to citizens to confirm and remind them of a booking. The content of each notification is customisable & can include an embedded link to cancel or amend the booking.                                       |
| <b>Follow-up Surveys</b>              | 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. |
| <b>Service Profiles</b>               | Each service can have its own service profile, including a service calendar, service details, upcoming bookings, performance reporting & more.  |
| <b>Register via Granicus (Add-on)</b> | 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.  |
| <b>Single Sign-On (Add-on)</b>        | Allow users to book/manage appointments without logging in again with Single Sign-On (SSO) support.   |
| <b>Availability Reports</b>           | Generate real-time CSV reports that help you monitor resource availability across multiple locations and activities.  |

Connect your workflows.

# Get the most out of your system.



1.4 Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils get the most out of their booking platform.

## 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 online experience.

## Connect with notifications.

Connect your booking platform with services like GOV.Notify to automate the process of communicating with families & carers.

## Add translations.

Improve access to your short breaks service by integrating with applications like Google Translate to make the booking process easy & accessible 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](mailto:info@bookinglab.co.uk)

 [www.bookinglab.co.uk](http://www.bookinglab.co.uk)

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

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

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