



GovBook | Family Hubs Booking Service.

Product Overview Pack.

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Who we are.

We're a team of tech-enthusiasts on a mission to use booking technology to improve access to public services & accelerate change across local government, central government, and healthcare.

Our experience.

With our industry-leading GovBook automation platform, we've facilitated over 20 million citizen interactions & helped over 100 public sector departments improve the citizen experience, reduce costs & increase operational efficiency.

Accreditations.



Our solutions meet the WCAG 2.2 AA & we hold accreditations for ISO27001 & Cyber Essentials Plus. We also guarantee an up-time of 99.95% or higher. For more information, click [here](#).

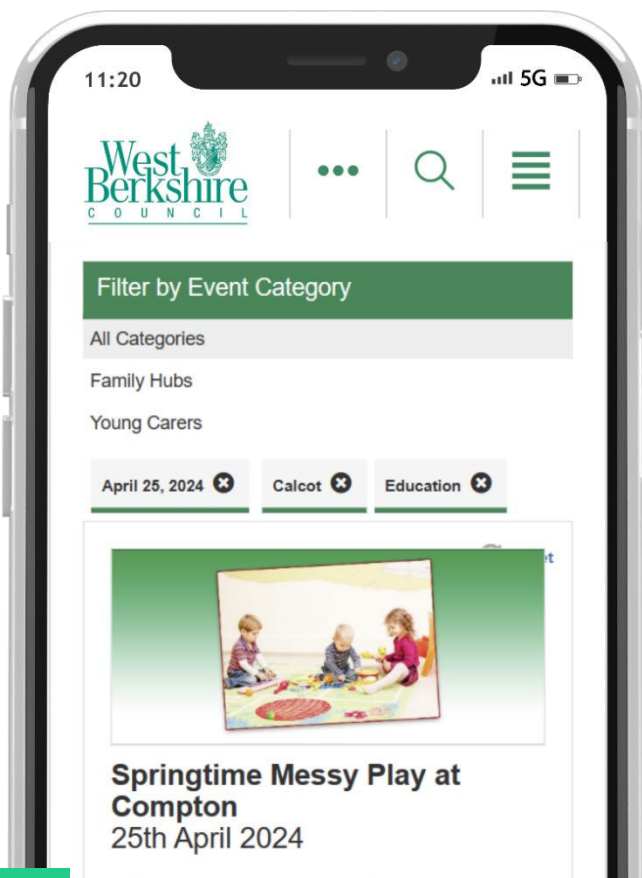
Product Overview.

We've partnered with some of the UK's largest and most progressive councils to develop an innovative, all-in-one Family Hubs Booking Service that:

- Streamlines admin processes and increases operational efficiency
- Improves access, delivers end-to-end self-service, and increases service uptake
- Enhances reporting and provides real-time visibility
- Improves communication with families and reduces failure demand

Automate your admin.

Configure tailored booking rules, limits, and workflows for eligibility, availability, pricing, sessions, compliance, and ticketing. Then, let the system handle approvals, scheduling, resourcing, payments, reporting, and communications.



Improve access to your service.

Utilising session filters, location optimisation, multi-basket bookings, and My Account functionality, families can find, book, and pay for suitable sessions in 60 seconds or less, any time of day.

Better understand your service.

Real-time dashboards and customisable reports provide insights into usage, performance, and demographic information. These data points help you pinpoint areas for improvement, align resources with demand, and supply evidence for funding applications.

Product Overview (2).

Simplify your eligibility workflows.

Seamlessly manage access using automated or approval-based registration workflows, user-friendly data migration tools, streamlined account management, and eligibility-based pathway restrictions.

Multiple session types.

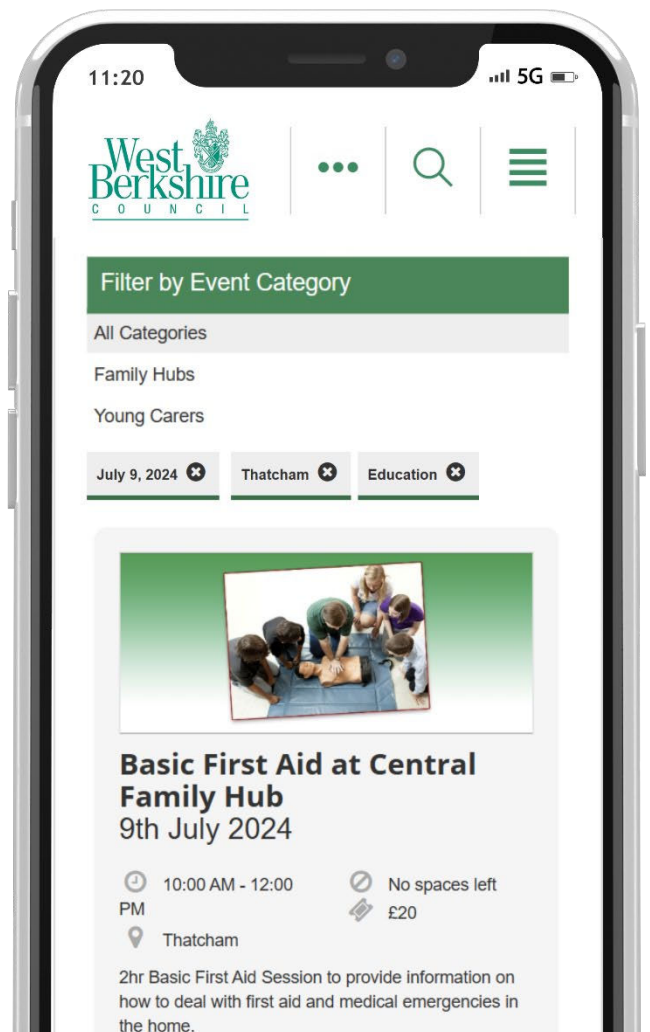
Effortlessly create and manage free, paid, virtual, in-person, one-time, and recurring sessions across multiple locations with intuitive configuration tools and AI-powered scheduling.

A stress-free experience for providers.

Providers can access a dedicated admin portal to create activities, monitor real-time registers, manage bookings, generate reports, access health and safety information, process payments, and check in participants. Unlike council staff, providers are restricted to viewing only their activities, ensuring the security of all non-essential data.

A one-stop-shop for families.

MyAccount allows users to book, amend, or pay for multiple services simultaneously. Families can also contact a preferred staff member, view bookings, see additional support options, and update information in real-time.



Product Overview (3).

Improve how you communicate with families.

Keep families informed with automated notifications for confirmations, reminders, updates, and instructions. Extend your reach through signposting to additional services and more effective marketing. Gather valuable feedback with automated follow-up surveys to continually enhance your program delivery.

Compliance made easy.

With access to real-time parent/child info, reservation holds for complex bookings, additional needs flags, provider profiles, and configurable question sets for compliant data collection, you'll have all the tools needed for seamless compliance management.

Ensure fair access for everyone.

Empower users to book activities how, when and where they feel comfortable by integrating your in-person, virtual, and over-the-phone booking channels. You can also offer the online journey in multiple languages.

Accessible. Secure. Reliable.

Your booking system will adhere to WCAG 2.2 AA standards and comply with ISO 27001, GDPR, and other relevant regulations. You'll also benefit from a guaranteed up-time of 99.95% or higher.

GDS styling.

Improve the usability of your service with an industry-leading Family Hubs Booking System built on the Government Digital Service Design Principles.

Unrivaled connectivity.

Connect your booking system with payment gateways, digital platforms, calendar tools, content management systems, notification services, and platforms like Capita eStart to automate your workflows and break down silos.

Product features.

Feature	Description
Registration	Ability for parents/guardians to register for a Family Hubs account. The registration process can be set up to either capture unique IDs or generate the IDs once the registration request is approved.
Eligibility Workflows	Users only see services they are eligible for based on the information supplied during the registration process.
My Account	Users can create an account to view and amend upcoming bookings and add/edit personal information. This allows for end-to-end self-service.
Provider Access	Access-controlled areas allow providers to view and manage bookings. They can also search for registered families, book them onto sessions via the back office, or set up accounts and book on behalf of users who cannot access the system.
Reservation Holds & Payment Links	Users can request to book certain services that require additional planning to ensure safety/suitability. Once the booking has been approved by staff, users will receive booking confirmation with a secure payment link to complete the booking.

Product features (2).

Feature	Description
Payment Integration	Families can pay for a booking via Civica, Capita, HeyCentric, Stripe & WorldPay.
Ticketing	Ability to manage multiple ticket types (PDF tickets, bar codes, eTickets & more).
Session Pages	Ability to search for sessions nearest to you. Provider contact details such as their email, phone number, and website link can be made available on these activity pages.
Filters	Ability to apply different filters to find suitable sessions.
Multi Baskets	Ability to book multiple sessions across multiple providers for multiple (registered) children.
Waiting Lists	For fully booked sessions, users can add (and remove) themselves to (or from) a waiting list.
Limit Bookings	Ability to limit users from making further bookings if they've already reached the usage limit or do not meet the eligibility criteria.

Product features (3).

Feature	Description
Self-service Amendments	Families and staff can make, view, and cancel an upcoming booking from within the Admin Portal or via a unique booking link. The other party will be automatically notified of any changes.
Past Bookings	Ability to view past bookings and see recommendations.
Ring-Fenced Access	Providers will be able to log in to their own areas to create activities and view their bookings. Providers will only have access to data related to their bookings.
Notifications	Automated Emails/SMS notifications can be sent to confirm or remind users of a booking. The content of each notification is customisable and can include an embedded amendment link.
Analytics Module	Collect and visualise data with dashboards and customisable reports that automate the Family Hubs reporting schedule.
Registration Approvals	This feature supports complex registration workflows with automated approvals. Users' answers to registration questions dictate which activities they can see based on their eligibility. Staff can either review registrations or automate approvals. If one child lacks a valid ID, the account will need admin review before approval. Once approved, the parent or guardian will receive an email with login details.

Product features (4).

Feature	Description
Additional Needs Flags	The attendee list will show flags against attending children who have medical conditions, allergies, food intolerances, or SEND needs. Additional info flags are also displayed on activity widgets to inform users what the activity accommodates.
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.
Multiple Session Types	Citizens and 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
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.
Scheduling	Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to manage elements such as the booking timeframe, cancellation timeframe. and max bookings within a simple interface.

Product Add-ons & Integrations.

Product add-ons & integrations (not included as standard).

Feature	Description
Granicus	Ability to register as a user via Granicus, be approved by an admin, and then be auto-created in the booking platform.
Payments	Integration to your chosen payment gateway (if your preferred payment gateway isn't included as standard).
Gov.Notify	Ability to send Email and SMS notifications via your GOV. Notify account from within the platform.
Google Translate	Ability to translate the entire booking journey using the Google Translate integration (customer to provide Google Translate API).
bookinglab days (x5, x10, x15)	bookinglab days provide call-off days to enable further system integration, training, configuration and development. bookinglab days are priced using the SFIA rate card & discounts are provided for bulk purchases.

Product Add-ons & Integrations (2).

Product add-ons & integrations continued.

Feature	Description
Forms	Our forms connector app delivers seamless integration between bookings and existing forms products.
Analytics +	An enhanced level of reporting provided by JRNIs in-product business intelligence tool.
SMS (JRNII)	Send SMS messages directly from the system via Twilio.
Mobile Check-in Apps	Our mobile check-in apps enable staff to check in users upon arrival. This can be done online via any internet-connected device or via a QR code.
Kiosk Check-in Apps	Our Kiosk Check-In app enables users to self-check-in when arriving at your facility.

Support.

Hours of operation:

Standard support hours are 8:30 - 5:00 GMT, excluding weekends and public holidays. However, in business-critical cases, we offer a 24/7 telephone helpline.

Types of support:

Support is provided from our UK-based offices via the following channels:

1. Ticket Support Helpdesk
2. Your dedicated Account Manager
3. Our User Manual
4. Our Community Forum

<div style="background-color: #808080; color: white; padding: 10px; text-align: center; border-radius: 10px 10px 0 0;"> <h2 style="margin: 0;">Support</h2> </div> <div style="text-align: center; margin: 10px 0;">  </div> <p>Included with product:</p> <ul style="list-style-type: none"> ✓ 20 hours of support ✓ Dedicated Zendesk account ✓ 12 months support ✓ Dedicated Account Manager <p><small>*Annual subscription. Support can be purchased separately to the core product.</small></p>	<div style="background-color: #e6c040; color: white; padding: 10px; text-align: center; border-radius: 10px 10px 0 0;"> <h2 style="margin: 0;">Support +</h2> </div> <div style="text-align: center; margin: 10px 0;">  </div> <p>Additional support can be purchased, this includes:</p> <ul style="list-style-type: none"> ✓ X hours of extra support ✓ Dedicated Zendesk account ✓ 12 months support ✓ Dedicated Account Manager <p><small>*Annual subscription. See price list for more details.</small></p>
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Hosting, Security & Accessibility.

Hosting:

bookinglab has a number of hosting options. JRNI operates a dedicated multi-tenant platform for public sector use. This platform has been designed to work effectively and securely and be deployed quickly. Its flexibility means it can meet the very specific needs of different use cases. Each department is given its own dedicated portal and database engines in a shared set of application servers. This means a single department can adopt JRNI quickly and cost effectively.

The application servers are security hardened and are used only for UK public sector organisations, meaning all data protection and GDPR requirements have been implemented and considered.

Open Architecture:

JRNI is a flexible platform providing extensive APIs for further integration and development. All data is completely exportable and transferable. JRNI does not believe in lock-ins or proprietary gates that prevent your access to data.

Accessibility & Security:

Our solutions comply with the following regulations & standards: The Data Protection Act (1998), Cyber Essentials Plus, GDPR, ISO27001, ISO 27017, ISO 27018, NHS IGT/N3, PCI DSS, and WCAG 2.2 AA. We host our data in AWS and encrypt it with the AES 256 encryption algorithm to ensure maximum security.

Security Principles.

We are compliant with the 14 principles of cloud security listed below.

Area / Question	Description
<p>Principle 1: Data in transit protection</p>	<p>All customer data is encrypted both at rest and in transit with frequent back-ups. These back-ups are regularly tested to ensure the availability of your data. bookinglab processes all data in transit under TLS (1.2 at a min) or SSH (AES256) encryption over HTTPS.</p>
<p>Principle 2: Asset protection and resilience</p>	<p>bookinglab has highly resilient systems and processes. The company preserves equipment redundancy for all critical devices and hardware, and practices asset management in line with ISO27001 and Cyber Essentials Plus.</p>
<p>Principle 3: Separation between customers</p>	<p>A malicious or compromised user cannot affect the service. bookinglab ensures a logical separation is maintained. All data is segregated into per-customer databases.</p>
<p>Principle 4: Governance framework</p>	<p>bookinglab has Security Governance covered by its Information Security Policy.</p>

Security Principles Continued.

Cloud security principles continued:

Area / Question	Description
Principle 5: Operational security	bookinglab operates in compliance with its ISO 27001 accreditation.
Principle 6: Personnel security	bookinglab applies standard background security checks on all employees. Additional levels of screening for more senior and higher access roles include credit checks, director background checks and criminal record checks.
Principle 7: Secure development	bookinglab has a Software Development Lifecycle policy in place that defines coding standards and uses a branched development methodology. All development is done in isolation on local development computers before it is submitted for peer review.
Principle 8: Supply chain security	bookinglab assess all third-party providers and periodically update these assessments. Any providers whose services are above the bookinglab third Party threat appetite are assessed to a deeper level, either via inspection of their certifications or via a third-party assessment questionnaire.

Security Principles Continued.

Cloud security principles continued:

Area / Question	Description
<p>Principle 9: Secure user management</p>	<p>bookinglab has the following in place to prevent unauthorised access: 2 factor authentication, identity federation with existing provider (Azure AD), limited access network (for example PSN), and username or password.</p>
<p>Principle 10: Identity and authentication</p>	<p>bookinglab maintains a well-defined Access Control Policy that is in line with security standards and reviewed at least once annually.</p>
<p>Principle 11: External interface protection</p>	<p>bookinglab operates in compliance with its Cyber Essentials Plus certification. External and less trusted interfaces are appropriately defended.</p>
<p>Principle 12: Secure service administration</p>	<p>Servers are built and attached to configuration management systems before being tested and permitted to access data or the internet.</p>

Security Principles Continued.

Cloud security principles continued:

Area / Question	Description
Principle 13: Audit information and alerting	Our booking services have capability to audit trail all actions on systems and processes, users and other system entities. Logs are monitored with real-time IDS for red-flag events.
Principle 14: Secure use of the service	Our booking services are hosted by Amazon Web Services (AWS). Their data centres provide a secure private cloud offering.

