



GovBook | Children's Services Platform.

Product Overview Pack.

Product(s) available
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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: Children's Services Platform.

We've partnered with some of the UK's largest and most forward-thinking councils to develop a suite of transformative products for Children's Services. These solutions are proven to revolutionise service delivery by improving access for families, automating admin processes, and enhancing reporting capabilities.

The platform comprises of three versatile products that can be used together or individually, depending on your local authority's needs.

Here's an overview of the three products included within the offering.

1: Short Breaks Digital Service.

Approve and review registrations, access real-time parent/child information, edit service details, and manage accommodation bookings, vouchers, activities, max cards, resources, communications, provider relations, and reporting — all in one place.

11:20

Essex County Council

My Account [Sign Out](#)

My Account

Registered child details

Nathan Grey (HAF-222960)

Child first name *

Nathan

Child last name *

Grey

Name child is known by, if different to above

Nate test 1

Cancel

2: HAF Booking Service.

Approve and review registrations, access real-time parent/child information, edit service details, and manage bookings, activities, resources, communications, compliance, and reporting — all from a single platform.

3: Family Hubs Booking Service.

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

Product Overview: Short Breaks Digital Service.

We've collaborated with some of the largest and most progressive councils in the UK to create an innovative, all-in-one Short Breaks Digital service that is proven to:

- Streamline registration workflows, automate admin, and reduce failure demand.
- Enhance visibility with consolidated reports, real-time records, and audit trails.
- Deliver 24/7 self-service with a simple end-to-end experience that includes My Account functionality, automated communications, and guidance messaging.

A centralised local offer platform.

Approve and review registrations, access real-time parent/child information, edit service details, and manage accommodation bookings, activities, resources, vouchers, communications, provider relations, and reporting — all in one place.

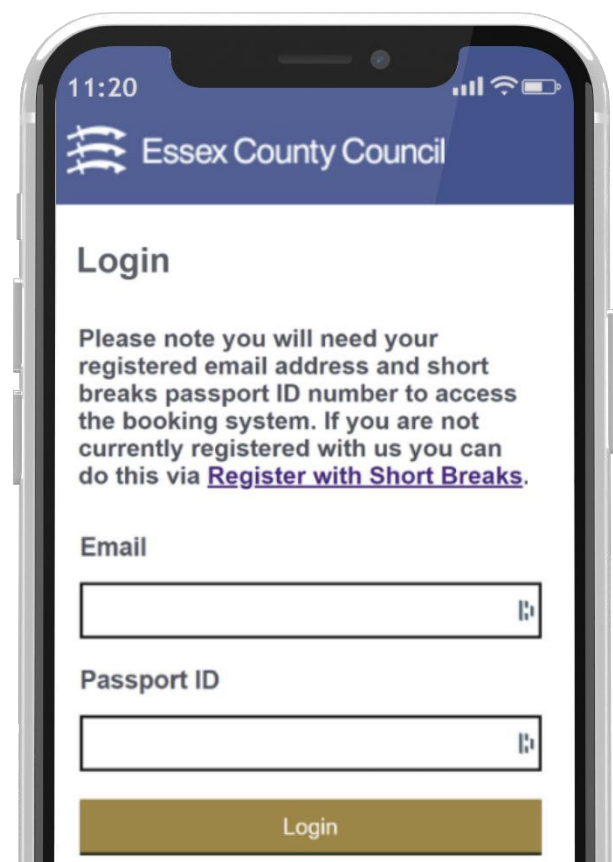
Simplify your eligibility workflows.

Effortlessly manage access and reduce human error with automated (or approval-based) registration workflows and data-based pathway limiters.

Save your staff time.

Configure custom booking rules and workflows, and easily create availability schedules, service profiles, activities, resources, notification templates, pricing structures, and reporting schedules to autonomously manage service access.

[Click here to read the full product pack.](#)



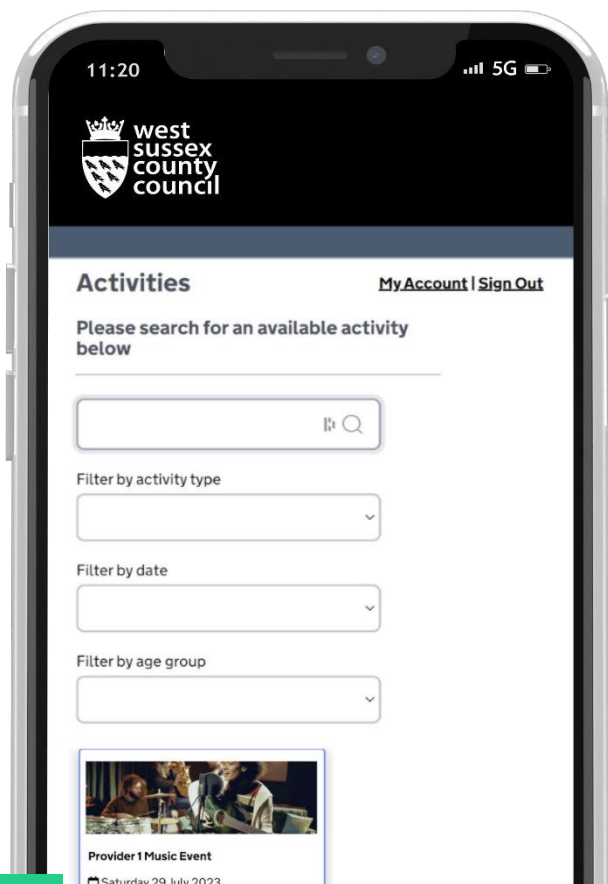
Product Overview: HAF Booking Service.

Collaborating with forward-thinking councils like West Sussex County Council, Worcestershire County Council, and Dudley Metropolitan Borough Council, we've crafted an innovative, all-in-one HAF Booking Service that:

- Simplifies the registration process, automates admin, and minimises failure demand.
- Boosts visibility with custom reports, dashboards, and real-time records.
- Offers round-the-clock self-service with My Account functionality, automated PUSH notifications, and end-to-end guidance messaging.

All the tools you need to enhance programme delivery.

Approve and review registrations, access real-time parent/child information, edit service details, and manage bookings, activities, resources, communications, provider compliance, and reporting — all from a single platform.



Simplify your eligibility workflows.

Effortlessly manage access and minimise errors with automated or approval-based registration workflows and eligibility-based pathway limiters.

Save your staff time.

Autonomously manage your provision with customisable booking rules and workflows. Effortlessly create service profiles, activities, resources, notifications, reports, and pricing structures tailored for parental contributions and non-FSM children.

[Click here to read the full product pack.](#)

Product Overview: Family Hubs Booking Service.

We've worked with our local government community to develop a market-leading Family Hubs Booking Service that is proven to help councils:

- Streamline admin processes and increase operational efficiency
- Improve access, deliver end-to-end self-service, and increase service uptake
- Enhance reporting and provide real-time visibility
- Improve 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.

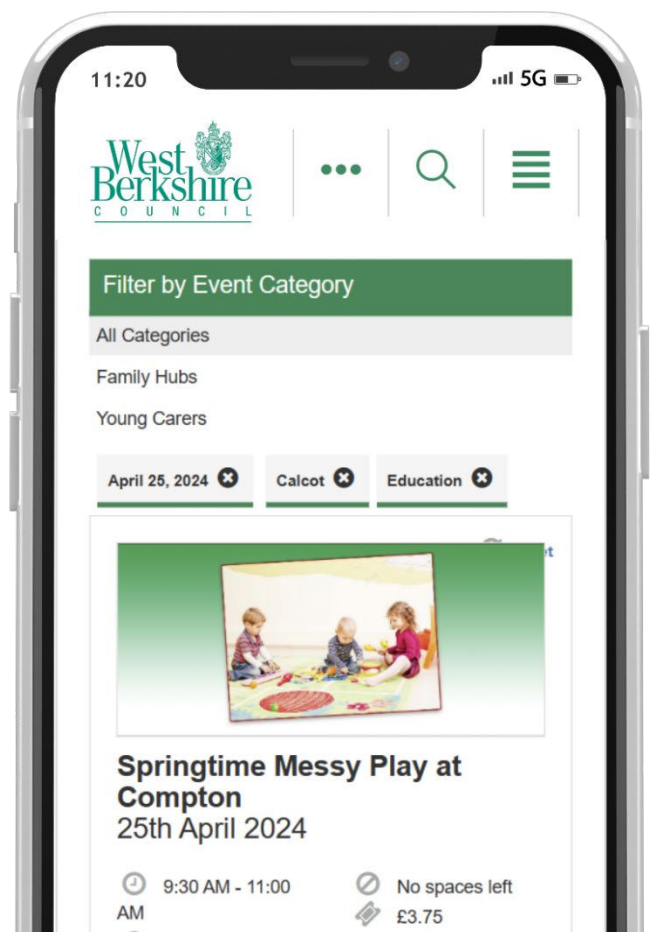
Improve access to your service.

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.

[Click here to read the full product pack.](#)



Early Case Study: Essex County Council (ECC).

We've worked with ECC to develop an end-to-end Short Breaks Digital Service that consolidates their entire provision by:

- Streamlining registration workflows, automating admin, and reducing failure demand
- Improving reporting and increasing visibility with audit trails and real-time records
- Improving the UX with 24/7 self-service, multi-channel access, and automated comms
- Improving access with a simple end-to-end experience & My Account functionality

79% reduction.

Essex County Council saw a 79% reduction in emails from customers upon go-live due to an improved user experience and a seamless integration between back-office systems.

520 hours+

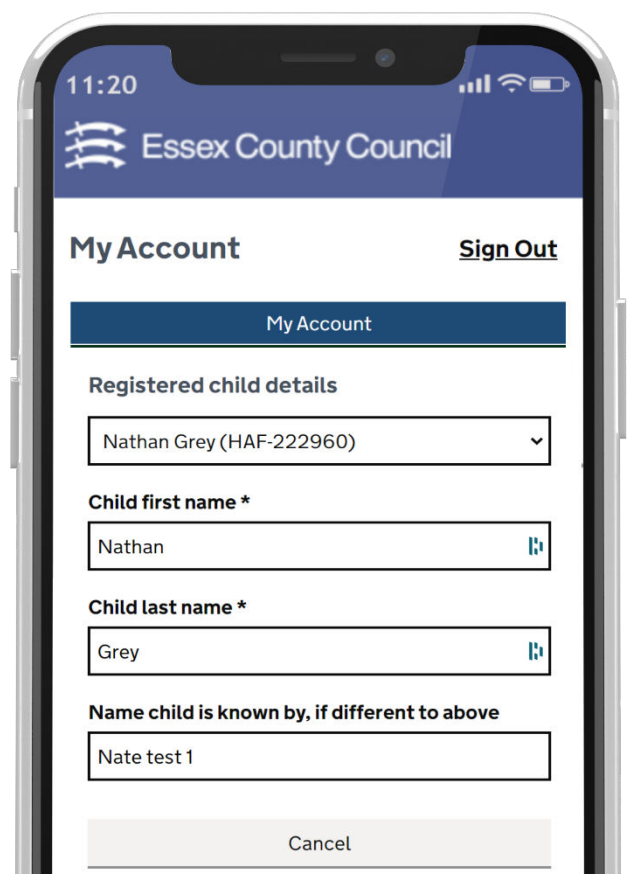
Previously, commissioners spent over 520 hours helping users with registration and booking. The short breaks digital service eliminates this need, saving significant time and boosting efficiency.

2%.

The council has seen a 2% increase in uptake for its caravans & beach hut service since rolling out booking tech.

*More detailed information will be added to this case study as time progresses.

[Read the \(early\) case study here.](#)



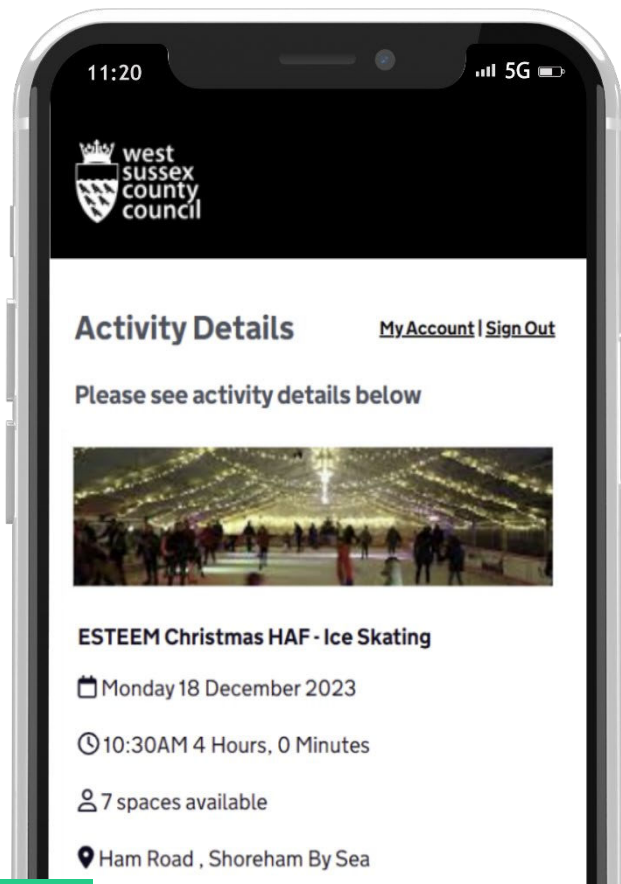
Case Study: West Sussex County Council.

We've worked with West Sussex County Council to develop a purpose-built HAF Booking Service that has:

1. Simplified access with eligibility workflows, credit allocations, and booking limits
2. Improved and automated mandatory reporting processes
3. Streamlined admin processes and reduced costs through process automation
4. Made it easy for providers to manage their activities with a dedicated admin area
5. Enabled 24/7 self-service and provided MyAccount functionality

£185,000 saved per year.

Based on SOCITM's CPT ratio, we estimate WSCC will save over £185,000 per annum by digitising HAF Programme bookings.



20,000+

Since going live, WSCC has automated over 20,000 bookings, saving staff countless hours and improving service access.

2,500+

In the time the system has been live, over 2,500 children have benefited from thousands of free activities run by 50+ providers.

[Read the full case study here.](#)

