Coventry HAF Booking system

Provider

User-Guide

UpdatedNovember 2022

Contents

To access your bookings, you will need to set up a Coventry myaccount and then click the link below:

https://myaccount.coventry.gov.uk/service/Coventry_HAF

Access to the bookings is set up against the grant applicant's myaccount. If others in the organisation need access, grant applicants should email haf@coventry.gov.uk.

1. Reviewing club details

1.1. Click *Provider admin*

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

| Supported bookings | Provider admin |

1.2. Select *Update club details*

What would you like to do? *
- ● Update club details
- ○ Update session details
- ○ View or cancel bookings

1.3. Select the club you wish to review or update

Provider *
Feeding Coventry ✓

Club *
Foleshill Gardening Sessions ✓

Select... ✓
Foleshill Gardening Sessions

1.4. Review the clubs details

Provider *

Feeding Coventry ▾ ✓

Club *

Feeding Coventry – Grow Kids ▾ ✓

Name *

Feeding Coventry – Grow Kids ✓

Description *

| File ▾ | Edit ▾ | Insert ▾ | View ▾ | Format ▾ | Tools ▾ |

↶ ↷ **B** *I* U̲ ☰ ☰ ☰ ☰ 🔗 ⇥ ⇥ Verdana ▾ 11pt ▾ ✓

Come and join us and the Grow Kids team for a day packed with festive themed craft activities, singing, exciting games and interactive multi-sport sessions, including gymnastics!

Minimum age *

4 ✓

Maximum age *

11 ✓

Venue name *

Foleshill Community Centre ✓

Venue postcode *

CV6 5HS ✓

1.5. If you are happy with the club details, select the next club to review, *Previous* to go back or *Cancel* to return to the home page. If you make any amends, click *Submit* and drop a courtesy e-mail haf@coventry.gov.uk to let them know what's changed so that the team are up to date.

❮ Previous   ✖ Cancel   ✔ Submit

2. Reviewing session details

2.1. Click Provider admin

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

| Supported bookings | Provider admin |

2.2. Select *Update session details*

What would you like to do? *
- ○ Update club details
- ● Update session details
- ○ View or cancel bookings

2.3. Select the club with the sessions you wish to update

Provider *
Feeding Coventry ✓

Club *
Foleshill Gardening Sessions ✓

Select... ✓

Foleshill Gardening Sessions

2.4. Click on the pen and paper icon next to the session you wish to review or update

Sessions *

Add session

	Start	End	Hours
	21/02/2022 10:00:00	21/02/2022 12:30:00	3.00
	11/04/2022 09:00:00	11/04/2022 18:00:00	9.00

2.5. If you are happy with the session details, click *Cancel Edit* to review the next session. If you wish to make any changes, click *Update Record* and drop a courtesy e-mail to haf@coventry.gov.uk to let them know what's changed so that the team are up to date.

✖ Cancel Edit   ✔ Update Record

3. Supported bookings – Booking children from the same family

3.1. Click Supported bookings

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

| Supported bookings | Provider admin |

3.2. Select your *Type of Organisation*

Your details

Please note: This should be the name and email address of the person completing this form.

Your name *

James Courtney ✓

Your email address *

james.courtney@coventry.gov.uk ✓

Type of organisation *
- ○ Council
- ○ Provider
- ○ School

Provider *

Select... ▾

Do you want to use the same parent and emergency contact details for all children on this form? *
- ○ Yes
- ○ No

❮ Previous   ✖ Cancel   Next ❯

3.3. Select *Yes*

Do you want to use the same parent and emergency contact details for all children on this form? *

● Yes
○ No

✓

Preview provider availability

Provider

3.4. Select a *Provider* to be able to see all the sessions on offer. This will also tell you how much capacity remains in a session or even if it is fully booked. If the sessions that the parent/guardian would like to book are full, you should at this stage inform them.

Preview provider availability

Provider

| Coventry Rugby Community Foundation | ▾ | ✓ |

Current provider availability

This is shown for information only - bookings can be made on the next page.

○ Nelly's RFC - Thursday, 21 April 2022 - 09:30am to 03:30pm (Child only) - 18 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 12 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 19 April 2022 - 09:30am to 03:30pm (Child only) - 48 space(s) remaining - 1.00 credit(s)
○ Project:500 - Wednesday, 20 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
○ Project:500 - Thursday, 23 June 2022 - 01:47pm to 01:47pm (Children only (parents do not need to attend)) - 20 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 26 July 2022 - 09:30am to 03:30pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s)

3.5. Enter the parent's details, using the postcode to search for their address and click *Next*

Parent/carer details

First name *

| Anya | ✓ |

Last name *

| Aardvaark | ✓ |

Relationship to child *

| Mother | ▾ | ✓ |

Do you have parental responsibility for this child? *

● Yes
○ No

✓

Phone number *

| 07654 123123 | ✓ |

Does the customer have an email address? *

● Yes
○ No

✓

Email address *

| Anya@aardvaark.com | ✓ |

Address

Postcode

| |

Find Coventry address   or enter address manually

3.6. Enter the details for a second emergency contact and click *Next*

Your details | Parent/carer details | Emergency contacts ❶ | Children and bookings

Emergency contacts

Emergency contact #1

Contact name *

Anya Aardvaark ✓

Relationship to child *

Mother ✓

Phone number *

07654 123123 ✓

Emergency contact #2

Contact name *

Relationship to child *

Select...

Phone number *

‹ Previous   ✕ Cancel   Next ›

3.7. Click *Add Child* to add the a booking for the first child in the family

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

Add child

Department for Education

3.8. Read out the summary privacy notice and ask for their consent for the use of their data in this way.

| Privacy notice | Child's details | Bookings | Additional needs | Consent |

Privacy notice

Please read the summary privacy notice and let us know if you are happy for us to use your data in this way:

Coventry City Council's HAF team will use your/ your child's personal information to book your child on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our **website**.

☐ I consent to the use of my personal information in this way

3.9. Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please state unavailable.

| Privacy notice | Child's details ❶ | Bookings | Additional needs | Consent |

Child's details

HAF code *

e.g. HAFXYZ

[   ]

If the parent is unable to provide this, please state 'unavailable'.

First name *

[   ]

Last name *

[   ]

Date of birth *

[   ]

Postcode *

[   ]

Check details

3.10.   If you see this message, you can be confident the booking will be confirmed. Click *Next*

Status

Details matched

✔   **We have found and matched this child on our database.**
Please click next to continue the form.

3.11.   If you see this message, please double check the details and click *Check Details* again. If you still recieve this message, please advise the parent that the details will be checked by the HAF team before the booking is confrmed and click *Next*

Status

Details not matched

❗   **Unfortunately, we couldn't find this child on our database using these details.**

3.12.   Select the session by typing in the name of the club – you can see the number of credits a child has to book at the top. The maximum is 16 in summer and 4 in winter and Easter

Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining.

Bookings *

Check bookings

3.13. Select the session that is being booked. You can repeat 3.12 to book other sessions, for all clubs and providers available, until all the childs credits have been used up. The number of credits a session costs is listed at the end of each session.

CV Life - Alan Higgs Centre - Tuesday, 12 July 2022 - 10:00 am to 12:00 am (Children must be accompanied by a parent/carer) - 3 space(s) remaining - 1.00 credit(s)

CV Life - The Wave Easter Splash Event - Saturday, 23 July 2022 - 01:15 pm to 01:15 pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s)

CV

3.14. Click on check bookings to verify that the sessions can be booked for the child. You will receive an error message if there are any problems.

Check bookings

3.15. Enter any additional needs that the child may have. When all are entered, click *Next*.

Privacy notice   Child's details   Bookings   Additional needs ❶   Consent

Additional needs

Does your child have any special needs or disabilities? *
○ Yes
○ No

Does your child have any medical needs that the provider should be aware of? *
○ Yes
○ No

Does your child suffer from any food or drink allergies? *
○ Yes
○ No

Does your child have any other dietary requirements? *
○ Yes
○ No

Does your child have access to the internet to be able to take part in online provision? *
○ Yes
○ No

Department for Education

3.16. Ask the parent these questions related to the use of the data in the form and click *Add Child*

Consent

Would you be happy for Coventry City Council and the holiday club or activity provider to use any photographs/videos of yourself and your child captured at these events for use in press, publicity or on social media channels? *

● Yes

○ No   ✓

Would you be happy for Coventry City Council and the holiday clubs and activity providers to contact you about potential holiday clubs and activities that you and your family may be eligible for in the future? *

● Yes

○ No   ✓

‹ Previous   **✖ Cancel**   **✔ Add child**

3.17. If you have more children to add, click *Add Child* again and repeat the above steps (from 3.7 onwards). Once all children have been added, click *Submit*

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

Add child

	HAF code	First name	Last name	Status	Bookings
✖ ✎	HAF001	Aaron	Aardvaark	Details not matched	Project:500 - Wednesday, 20 April 2022 - 09:30 am to 03:30 am (Child only) - 50 space(s) remaining - 1.00 credit(s)

‹ Previous   **✖ Cancel**   **✔ Submit**

Department for Education

4. Supported bookings – booking children from different families

4.1. Click Supported bookings

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

Supported bookings	Provider admin

4.2. Select your Type of Organisation

Your details

Please note: This should be the name and email address of the person completing this form.

Your name *

James Courtney ✓

Your email address *

james.courtney@coventry.gov.uk ✓

Type of organisation *
- ○ Council
- ○ Provider
- ○ School

Provider *

Select... ▾

Do you want to use the same parent and emergency contact details for all children on this form? *
- ○ Yes
- ○ No

‹ Previous	✗ Cancel		Next ›

4.3. Select *No*

Do you want to use the same parent and emergency contact details for all children on this form? *
- ● Yes
- ○ No ✓

Preview provider availability

Provider

4.4. Select a *Provider* to be able to see all the sessions on offer. This will also tell you how much capacity remains in a session or even if it is fully booked. If the sessions that the parent/guardian would like to book are full, you should at this stage inform them.

Preview provider availability

Provider

Coventry Rugby Community Foundation ✓

Current provider availability

This is shown for information only - bookings can be made on the next page.

○ Nelly's RFC - Thursday, 21 April 2022 - 09:30am to 03:30pm (Child only) - 18 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 12 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 19 April 2022 - 09:30am to 03:30pm (Child only) - 48 space(s) remaining - 1.00 credit(s)
○ Project:500 - Wednesday, 20 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
○ Project:500 - Thursday, 23 June 2022 - 01:47pm to 01:47pm (Children only (parents do not need to attend)) - 20 space(s) remaining - 1.00 credit(s)
○ Project:500 - Tuesday, 26 July 2022 - 09:30am to 03:30pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s)

4.5. Click *Add Child* to add the a booking for the first child

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

Add child

4.6. Read out the summary privacy notice and ask for their consent for the use of their data in this way.

Privacy notice | Child's details | Bookings | Additional needs | Consent

Privacy notice

Please read the summary privacy notice and let us know if you are happy for us to use your data in this way.

Coventry City Council's HAF team will use your/ your child's personal information to book your child on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our **website**.

☐ I consent to the use of my personal information in this way.

4.7. Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please state unavailable.

Privacy notice | Child's details ❶ | Bookings | Additional needs | Consent

Child's details

HAF code *

e.g. HAFXYZ

If the parent is unable to provide this, please state 'unavailable'.

First name *

Last name *

Date of birth *

Postcode *

Check details

4.8. If you see this message, you can be confident the bookng will be confirmed. Click *Next*

Status

Details matched

✔ **We have found and matched this child on our database.**
Please click next to continue the form.

4.9. If you see this message, please double check the details and click *Check Details* again. If you still recieve this message, please advise the parent that the details will be checked by the HAF team before the booking is confrmed and click *Next*

Status

Details not matched

❗ **Unfortunately, we couldn't find this child on our database using these details.**

4.10. Select the session by typing in the name of the club – you can see the number of credits a child has to book at the top. The maximum is 16 in summer and 4 in winter and Easter

Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining.

Bookings *

Check bookings

4.11. Select the session that is being booked. You can repeat 4.10 to book other sessions, for all clubs and providers available, until all the child's credits have been used up. The number of credits a session costs is listed at the end of each session.

<u>CV</u> Life - Alan Higgs Centre - Tuesday, 12 July 2022 - 10:00 am to 12:00 am (Children must be accompanied by a parent/carer) - 3 space(s) remaining - 1.00 credit(s)

<u>CV</u> Life - The Wave Easter Splash Event - Saturday, 23 July 2022 - 01:15 pm to 01:15 pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s)

CV

4.12. Click on check bookings to verify that the sessions can be booked for the child. You will receive an error message if there are any problems.

Check bookings

4.13. Enter any additional needs that the child may have. When all are entered, click *Next*.

| Privacy notice | Child's details | Bookings | Additional needs ❶ | Consent |

Additional needs

Does your child have any special needs or disabilities? *
○ Yes
○ No

Does your child have any medical needs that the provider should be aware of? *
○ Yes
○ No

Does your child suffer from any food or drink allergies? *
○ Yes
○ No

Does your child have any other dietary requirements? *
○ Yes
○ No

Does your child have access to the internet to be able to take part in online provision? *
○ Yes
○ No

Department for Education

4.14. Enter the parent's details, using the postcode to search for their address and click *Next*

Parent/carer details

First name *

Anya ✓

Last name *

Aardvaark ✓

Relationship to child *

Mother ✓

Do you have parental responsibility for this child? *

● Yes
○ No ✓

Phone number *

07654 123123 ✓

Does the customer have an email address? *

● Yes
○ No ✓

Email address *

Anya@aardvaark.com ✓

Address

Postcode

Find Coventry address   or enter address manually

4.15. Enter the details for a second emergency contact and click *Next*

Emergency contacts

Emergency contact #1

Contact name *
Anya Aardvaark ✓

Relationship to child *
Mother ✓

Phone number *
07654 123123 ✓

Emergency contact #2

Contact name *
[   ]

Relationship to child *
Select... ▾

Phone number *
[   ]

[‹ Previous] [✖ Cancel]   [Next ›]

4.16. Ask the parent these questions related to the use of the data in the form and click *Add Child*

Consent

Would you be happy for Coventry City Council and the holiday club or activity provider to use any photographs/videos of yourself and your child captured at these events for use in press, publicity or on social media channels? *
● Yes   ✓
○ No

Would you be happy for Coventry City Council and the holiday clubs and activity providers to contact you about potential holiday clubs and activities that you and your family may be eligible for in the future? *
● Yes   ✓
○ No

[‹ Previous] [✖ Cancel]   [✔ Add child]

Department
for Education

4.17. If you have more children to add, click *Add Child* again and repeat the above steps (from 4.5 onwards). Once all children have been added, click *Submit*

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

[Add child]

▾	HAF code	First name	Last name	Status	Bookings
✖ ✎	HAF001	Aaron	Aardvaark	Details not matched	Project:500 - Wednesday, 20 April 2022 - 09:30 am to 03:30 am (Child only) - 50 space(s) remaining - 1.00 credit(s)

[‹ Previous] [✖ Cancel]   [✔ Submit]

5. Viewing bookings

5.1. Click Provider admin

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

| Supported bookings | Provider admin |

5.2. Select *View or Cancel bookings*

What would you like to do? *
- ◯ Update club details
- ◯ Update session details
- ◉ View or cancel bookings

5.3. Select the club and the session for which you wish to view the bookings and the bookings will load underneath.

Provider *

Feeding Coventry ✓

Club *

Foleshill Gardening Sessions ✓

Session *

Apr 11 2022 9:00AM to Apr 11 2022 6:00PM ✓

Department for Education

6. Cancelling bookings

6.1. Follow steps 3.1 - 3.3. Click the *pen and paper icon* of the booking you wish to cancel

Bookings *

	Child's HAF code	Child's name
✎	HAF000	Amanda Aardvaarks

6.2. Select 'Yes, please cancel this booking', note a reason for the cancellation and click *Update record*.

Do you want to cancel this booking?
☑ Yes, please cancel this booking ✓

Reason for cancellation *

Parent request ✓

✗ Cancel Edit   ✔ Update Record

6.3. Click *Submit* to process the cancellation and the child will no longer appear in your list of bookings. You can advise the parent the booking is cancelled (NB: They will not receive a cancellation email but will be able to see the booking has been removed when logging in to their bookings account)

nation	Do you want to cancel this booking?	Reason for cancellation
	Yes, please cancel this booking	Parent request

✔ Submit

7. Download Bookings

7.1. Click Provider admin

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

Supported bookings	Provider admin

7.2. Select *Download bookings*

What would you like to do? *
- ○ Update club details
- ○ Update session details
- ○ View or cancel bookings
- ○ Register attendance
- ● Download bookings

7.3. Select the club and the session for which you wish to download attendance. There are a few options for downloading the spreadsheet. You can choose to download every booking you have, every booking for each club, or each individual session. For each of these options, you can choose to download basic information (Download Register) or all the details (Download Full Details)

Provider *

Canley Community Centre ▼ ✓

Club *

Canley Easter Fun ▼ ✓

Session *

Jul 19 2022 10:00AM to Jul 22 2022 2:30PM ▼ ✓

Download register for provider	Download full details for provider
Download register for club	Download full details for club
Download register for session	Download full details for session

8. Logging attendance – 1 day sessions

8.1. Click Provider admin

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

Supported bookings	Provider admin

8.2. Select *Register attendance*

What would you like to do? *

- ○ Update club details
- ○ Update session details
- ○ View or cancel bookings
- ● Register attendance
- ○ Download bookings

8.3. Select the club and the session for which you wish to log attendance and the bookings will load underneath along with a list of check boxes underneath. Put a tick in the check box for every child that has attended and click 'Submit'.

Provider *

Feeding Coventry ✓

Club *

Foleshill Gardening Sessions ✓

Session *

Apr 11 2022 9:00AM to Apr 11 2022 6:00PM ✓

Department for Education

9. Logging attendance – 1 week of sessions

9.1. Click Provider admin

Coventry HAF bookings

We are excited to see you here!

If you would like to make a booking on behalf of a parent, click supported bookings.

If you would like to viewing your bookings, cancel a booking or amend your cub details, click provider admin.

What would you like to do?

| Supported bookings | Provider admin |

9.2. Select *Register attendance*

What would you like to do? *
- ◯ Update club details
- ◯ Update session details
- ◯ View or cancel bookings
- ⬤ Register attendance
- ◯ Download bookings

9.3. Select the club and the session for which you wish to log.

Provider *

Feeding Coventry ✓

Club *

Foleshill Gardening Sessions ✓

Session *

Apr 11 2022 9:00AM to Apr 11 2022 6:00PM ✓

9.4. Click on *Download register for session*

Uploading attendance information

To register attendance, select the club and session, then download the register for it. Open the register and add a column to the end titled "Number of days attended". Add the number of days each child attended the session and then save the register.

Select the go to Teams channel button, and save the register there.

Go to Teams channel

Download register for provider	Download full details for provider
Download register for club	Download full details for club
Download register for session	Download full details for session

9.5. Open the downloaded register.

	A	B	C	D	E	F	G	H	I
1	Booking II	Provider	Club	Session st	Session er	Child HAF	Child name		
2	77	Canley Co	Canley Ea:	6/21/2022	6/21/2022	Hafyyy	Aaron Aardvark		
3	90	Canley Co	Canley Ea:	6/21/2022	6/21/2022	HAF012	Amanda Aardvaark		
4									
5									

9.6. In column H, add the number of days each child attended this session. Once done save the document.

	A	B	C	D	E	F	G	H
	Booking II	Provider	Club	Session st	Session er	Child HAF	Child name	Attendance
	77	Canley Co	Canley Ea:	6/21/2022	6/21/2022	Hafyyy	Aaron Aardvark	3
	90	Canley Co	Canley Ea:	6/21/2022	6/21/2022	HAF012	Amanda Aardva	0

Department for Education

9.7. Return to the attendance page on the booking system and select the button labelled *Go to Teams channel*

Uploading attendance information

To register attendance, select the club and session, then download the register for it. Open the register and add a column to the end titled "Number of days attended". Add the number of days each child attended the session and then save the register.

Select the go to Teams channel button, and save the register there.

Go to Teams channel

Download register for provider   Download full details for provider

Download register for club   Download full details for club

Download register for session   Download full details for session

9.8. In the Teams channel click into the folder labelled attendnce and upload the register

Documents > **The Canley Community Centre**

Name ∨

📁 1. Grant Aid Agreement

📁 10. Attendance

📁 2. Evidence of Insurance

📁 3. Delivery Plan and associated Risk Assess...

📁 4. COVID specific risk assessment

📁 5. Emergency Procedures

📁 6. Invoices

📁 7. Statement of Expenditure

📁 8 - Policies

Department for Education