Coventry HAF Booking system

Supported Bookings

User-Guide

Contents

To access the HAF booking system, click on to the link below:

https://coventrycc-dash.achieveservice.com/service/Coventry_HAF

1. Supported bookings – Booking children from the same family

1.1. Click *Supported bookings*

Coventry HAF bookings

Bookings and system administration

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

If you would like to cancel a booking or make other system changes, click admin.

If you would like to view and manage incoming bookings that need matching, click dashboard.

What would you like to do?

Supported bookings	Admin
Dashboard	

1.2. 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 ›**

1.3. 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

1.4. 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)

1.5. 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

1.6. 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 ❯

1.7. 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

1.8. 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

1.9. Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please look it up for the parent using the HAF code search, found here: https://coventrycc-dash.achieveservice.com/service/Coventry_HAF____Code_searcher

| 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

Department for Education

1.10.   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.

1.11.   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.**

1.12.   Select the required activity 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

1.13. Select the session that is being booked. You can repeat 1.12 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

1.14. 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

1.15. 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

1.16.	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

1.17.	If you have more children to add, click *Add Child* again and repeat the above steps (from 1.7 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

2. Supported bookings – Booking children from different families

Coventry HAF bookings

Bookings and system administration

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

If you would like to cancel a booking or make other system changes, click admin.

If you would like to view and manage incoming bookings that need matching, click dashboard.

What would you like to do?

Supported bookings	Admin
Dashboard	

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 ▶

2.3 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

2.4 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

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○ 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)

2.5 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

2.6 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

2.7 Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please look it up for the parent using the HAF code search, found here: https://coventrycc-dash.achieveservice.com/service/Coventry_HAF___Code_searcher

| 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

2.8 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.

2.9 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.**

Department for Education

2.10 Select the activity 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

2.11 Select the session that is being booked. You can repeat 2.10 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

2.12 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

2.13 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

2.14 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

2.15 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 ›

2.16 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

2.17 If you have more children to add, click *Add Child* again and repeat the above steps. Once all children have been added, click S*ubmit*

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

3. Cancelling bookings

3.1 Click *Admin*

Coventry HAF bookings

Bookings and system administration

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

If you would like to cancel a booking or make other system changes, click admin.

If you would like to view and manage incoming bookings that need matching, click dashboard.

What would you like to do?

| Supported bookings | | Admin |

| Dashboard | |

3.2 Select *View or Cancel bookings*

View or cancel bookings

3.3 Select the club and the session for which you wish to cancel a booking 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 ✓

3.4 Click the *pen and paper icon* of the booking you wish to cancel

Bookings *

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

3.5	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

3.6	Click *Submit* to process the cancellation and the child will no longer appear in the 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

Department for Education