HolidayActivities

Service Definition Document

G-Cloud 15



1. Overview

Holiday Activities is a cloud-based platform designed and built to support local authorities, schools, activity providers and families in the delivery of the UK Government's Holiday Activities and Food (HAF) programme. The platform centralises management, voucher distribution, activity listings and booking workflows to simplify HAF programme administration and improve accessibility for eligible families.

2. Purpose and Scope

The service enables local authorities and schools to engage eligible families, distribute digital HAF vouchers, provide searchable listings of approved activities, and monitor bookings and attendance. It supports activity providers to publish and manage their provision and allows parents/recipients to book sessions directly through a secure online interface

3. Key Features

- **Centralised programme management:** Manage activities, providers, eligibility and bookings from a single platform.
- **Voucher distribution:** Digital issuance of HAF vouchers via email or SMS, linked to eligibility data.
- **Activity discovery and booking:** Parents/carers can search, filter and book activities by type, date, location and suitability (including SEN).
- **Provider self-service:** Providers create and manage profiles, upload activity details, manage capacity and attendance.
- **Eligibility integration:** Securely access live eligibility data to support compliant targeting.
- **Reporting and oversight:** Local authorities can view programme uptake, bookings and activity metrics in real time.
- **Secure access:** Role-based access controls and secure authentication for all user types.

4. Intended Users

- **Local authorities:** For administration, voucher distribution and reporting.
- **Schools:** To procure and issue vouchers to eligible families.
- **Activity providers:** To create and manage activity listings and bookings.
- **Parents and carers:** To receive vouchers and book sessions for eligible children.

5. User Onboarding and Support

Users have a dedicated account manager who will support them through online training, structured onboarding guidance, self-service help articles and live support options. Providers

and administrators receive dedicated setup assistance to configure programme parameters and integrate eligibility data where required. Parents and carers access intuitive booking interfaces and step-by-step help for browsing and booking activities.

6. Hosting and Security

Holiday Activities is delivered as a multi-tenant public cloud service with logical separation between customers. It complies with relevant data protection standards and integrates secure authentication and role-based access. Data access and security policies are aligned with industry best practices.

7. Service Metrics

The platform provides operational metrics for voucher issuance, activity availability, bookings, attendance, provider participation and uptake trends. Administrative dashboards and exportable reports help local authorities monitor programme performance.

8. Availability and Maintenance

The service is accessible via standard web browsers with internet connectivity. Routine maintenance is conducted outside core usage hours, with notifications to users where appropriate. High availability and failover mechanisms are in place to support continuity of service.

9. Service Constraints

Use of the platform is subject to local authority programme rules and Department for Education (DfE) requirements for HAF delivery. Eligibility criteria and voucher issuance parameters are configured per local authority guidance.