* **When will booking be launched to the public?**

Our aim is to launch the Every Move bookings for **13th June**. You will need all activities uploaded by **15th June**.

* **Why have you made improvements to Every Move?**

We are always looking for ways to improve the Big Norfolk Holiday Fun programme. Our main goal is to create a single booking solution for families. This change will make the process of signing up to activities both quick and simple for families, providing a better all-round experience. From the perspective of providers, we want to streamline and create an efficient process to administer the Big Norfolk Holiday Fun programme. The changes also assist with our reporting funding obligations.

* **I’m not sure if I’ll be able to integrate the new system into my existing processes. What are my options?**

We understand that each provider has their own operational processes. The new changes will allow for this flexibility, allowing you to tailor your profile to suit your needs.

The booking system component and the payment system component are separate to each other. This means a provider can use the booking functionality and choose to opt out of the payment function if preferred.

When setting up your activities on the Every Move website, upload your funded places only. For your paid for places, you can signpost to your own website to facilitate payment.

* **Do I have to use the booking system?**

You should be using Every Move to manage all of your Big Norfolk Holiday Fun activities. This enables you to manage all your bookings, assess eligibility for free places, and it gives us an up-to-date picture of uptake and spaces available so that we can support all providers to fill their spaces. It also makes fulfilling your reporting requirements for the programme easy as the information is provided directly from families and shared with us.

If it is not possible for you to use our booking system, we will still require the information we would get from our website from your own system for our records. This needs to be with us no later than **Friday 9th September 2022**. Please contact us at [bnhf@norfolk.gov.uk](mailto:bnhf@norfolk.gov.uk) by **Monday 11th July 2022** to discuss and agree the details of the transfer of this information.

If you are requesting an exemption as mentioned above, we will still want you to post up your activities for promotional and signposting purposes, in the same way you did at Easter.

* **How will my bank details be stored?**

We are using a third-party app called Stripe to manage the payment infrastructure of the website. Stripe is a global product used by millions of organisations small and large. Your banking details will be held on this system and not stored on the Every Move website. You can view Stripe’s [privacy policy](https://stripe.com/gb/privacy) for further information.

* **Do I have to pay for the Stripe account?**

No, you do not need to pay for the stripe account, any costs will be absorbed by the Big Norfolk Holiday Fun programme.

* **What questions do you gather from users who register for funded activities?**

Here are the questions that are gathered from users:

* + Attendee First name\*
  + Attendee Surname\*
  + Date of birth\*
  + Gender\*
  + Postcode\*
  + Dietary requirements (including allergies)\*
  + SEND\* - yes or no
  + Learning needs, personality, health notes and adjustments needed or any concerns
  + Select all the reasons for this child's HAF eligibility: free school meal recipient (FSM), home
  + Name of school
  + Special school – yes or no
  + Consent for photography
  + Emergency contact
* **What support will be available?**

A user guide and demo video is available. These resources can be accessed on the Knowledge Hub: [Big Norfolk Holiday Fun Knowledge Hub - Active Norfolk](https://www.activenorfolk.org/organisations/big-norfolk-holiday-fun-providers/bnhf-knowledge-hub/). We also have dedicated Every Move Provider Support. Please email: [everymove@activenorfolk.org](mailto:everymove@activenorfolk.org) if you have questions related to the set up of your activities.

* **What are the benefits**

The benefit to suppliers

* Automation: Once a booking is made, an email notification will be sent directly to your inbox, reducing the number of calls
* Minimise ‘no-shows’: Families are only able to book children onto one activity per slot, removing double booking issues
* Activity logging options: We have made changes to the way you set up your activities that allows greater flexibility on the day/times of your provision.
* Attendance sheets: You will be able to generate quick attendance summaries for administration purposes.
* Online payments: Paid Non-HAF placements can be made online and will go straight into your bank account.
* Less administration: Online bookings will be visible to the NCC team and reporting back will be reduced.

The benefit to users

* One solution: We have created a single booking solution for families so they can manage all of their children’s holiday activities in one place.
* Summary of activities: Users will be able to see a summary of their booked activities.
* Alerts and emails: Parents can receive an alert to their activities for the upcoming week.

The benefit to us

* Visibility: Gives us an up-to-date picture of uptake and spaces available, this will help us support you to fill your places.
* Streamline: The process creates efficiency to the process and allows us to better administer the Big Norfolk Holiday Fun programme.
* Funding requirements: Improved reporting to support our funding obligations.
* Data: The mandatory data required for the programme is collected automatically when parents book, making it easier and safer to share information.