HAF SUMMER IMPACT

coordinate.cloud

HIGHLIGHTS

🏢 **Nationwide delivery across multiple local authorites and organisations**

946
Providers worked with

67,080
Children Registered

497,333
Bookings Completed

296,386
Meals Served

21 days
Average Speed of Implementation

354,547
Total Attendance

545
Support Tickets Resolved

FEEDBACK

"Great customer service for when you do need help."
Client

"It's great and efficient."
Client

"Brilliant service."
Client

"It makes booking very simple."
Client

COORDINATE SHORT TERM ACTIONS

Streamline the participant registration process

Communication and Training

Expansion of our Help Centre

Expansion of our Train the trainer programme for project managers

HAF coordinators forums & events

Improvements to provider onboarding

APP DEVELOPMENT ROAD MAP

Enhanced Waiting List Features

Single Sign On For Parents across all Providers

Improved Journey for Users visiting Booking Sites

Shortcuts for creating Bookings

Giving Parents functionality to cancel own bookings

LESSONS LEARNT

Families requested functionality to only register once for all Providers

Waiting lists are important to keep families engaged

More Reminders - Many families booked but didn't show up

Providers need more time to prepare and market the offer to families

Clearer guidance to users on difference between registration and booking

Providers need more time to attend Academy

Usability for providers and participants is key

Provision for drop-in sessions would be beneficial

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