



Specification

2026 (V11)



**Funded by
UK Government**



Contents

Section 1 – About HAF

1.1	Background	Page 3
1.2	Aims of the Programme	Page 3
1.3	Who is the programme for?	Page 4
1.4	Can children attend who are not FSM?	Page 4
1.5	When should sessions run?	Page 5
1.6	How many sessions can children attend?	Page 5

Section 2 – HAF Framework Standards

2.1	Healthy Food Provision	Page 5
2.1.1	Registration as Food Provider	Page 6
2.2	Awareness of healthy eating, healthy lifestyles, and positive behaviours	Page 7
2.3	Signposting and Referrals and Supporting Families	Page 7
2.4	Enrichment Activities	Page 8
2.5	Physical Activities	Page 8
2.6	Environmental Sustainability	Page 8
2.7	Policies and Procedures	Page 9
2.7.1	Registering with Ofsted	Page 9

Section 3 - Other Important Aspects of the programme

3.1	Expectations on SEND provision	Page 9
3.2	Financial support for SEND	Page 10
3.3	Short Breaks and HAF	Page 10
3.4	Community Safety / Youth Provision	Page 10
3.5	Training and Development	Page 11
3.6	Solihull HAF Provider Hub	Page 11
3.7	Promotion and Marketing	Page 11
3.8	Data Protection and GDPR	Page 12
3.9	Costs and Pricing	Page 13
3.10	Eligibility Checks	Page 13
3.11	Children who attend school outside of Solihull	Page 13
3.12	Bookings and 'no shows'	Page 13
3.13	Waiting Lists	Page 14
3.14	Primary or Secondary Provision	Page 14
3.15	Tax-Free Childcare and Paid Provision	Page 15
3.16	Reporting and Monitoring	Page 15
3.17	Service Levels	Page 16
3.18	Key Performance Indicators	Page 16
3.19	Payments and Invoicing	Page 19
3.20	Council Key Personnel	Page 19
3.21	Other Support	Page 19
3.22	Parent's and Children's Feedback	Page 20
3.23	Safeguarding	Page 20

Appendices

A Safeguarding Requirements	Page 21-25
B Solihull Quick Reference Signposting Info Sheet	Page 26-29

Section 1 – About HAF

1.1 Background

The Holiday Activities and Food (HAF) Programme is funded by the Department for Education (DfE). The programme provides free holiday club places to support children and young people (CYP) from low-income families during the school holidays, recognising that these periods can place additional pressures on household finances, access to nutritious food, and opportunities for safe and enriching activities.

The core purpose of the HAF programme is to support school-age children by providing:

- access to healthy and nutritious food
- enriching and physical activities
- opportunities to maintain social connections, improve wellbeing, and support readiness to learn

National evidence shows that children from low-income households are more likely to experience food insecurity, social isolation, reduced physical activity and gaps in enrichment opportunities during school holidays. The HAF programme is a direct response to this, with evaluation demonstrating that well-designed holiday provision can have a positive impact on children's health, wellbeing and engagement.

The programme is targeted at school-age children (Reception to Year 11) who are in receipt of benefits-related free school meals (FSM). In line with Department for Education guidance, local authorities have discretion to use up to 15% of programme funding to provide free or subsidised places for other children who are not in receipt of benefits-related FSM but who the local authority believes could benefit from HAF provision, for example due to vulnerability or additional need.

In August 2025, the government announced a three-year funding settlement for the HAF programme, providing local authorities with funding certainty through to 2028–29. This enables longer-term planning, stronger partnerships with providers and improved quality and sustainability of holiday provision at a local level. The HAF programme forms part of the Children, Youth and Families Grant and is delivered with a high degree of local flexibility to ensure it meets the needs of communities.

Further information about the national programme, eligibility criteria and delivery expectations can be found in the Department for Education guidance:

[Holiday activities and food programme 2026 to 2027](#)

1.2 Aims of the programme

There are many benefits for children who attend the HAF programme. We want to encourage all HAF providers to ensure a high quality experience that will result in children:

- receiving healthy and nutritious meals
- maintaining a healthy level of physical activity
- being happy, having fun and meeting new friends
- developing a greater understanding of food, nutrition and other health-related issues
- taking part in fun and engaging activities that support their development
- feeling safe and secure
- getting access to the right support services
- returning to school feeling engaged and ready to learn

We also want to ensure that the families who participate in this programme:

- develop their understanding of nutrition and food budgeting through cookery classes
- are signposted towards other information and support, for example, health, employment, and education

1.3 Who is the programme for?

HAF places are for school-aged children from Reception to Year 11 (inclusive) who receive benefits-related **Targeted Free School Meals**. From September 2026, children who are eligible for free school meals will be split into two categories and parents will be notified which they are entitled to.

- Those that are entitled to **Targeted Free School Meals** will continue to be eligible for a HAF place as they will continue to qualify under the current benefits criteria.
- Those that are entitled to **Expanded Free School Meals** will be entitled to a free school meal but **not** a HAF place. This is because these families will be in receipt of Universal Credit but have a net household annual income of more than £7400.

Children receiving universal infant free school meals (UIFSM) must also be eligible for Targeted Free School Meals to access a HAF place from September 2026.

Provision funded through the Solihull Holiday Activities and Food (HAF) Programme is intended for children who go to school or live in Solihull and meet the eligibility criteria.

Children who neither live nor attend school in Solihull are not eligible for Solihull HAF-funded places. Further detail on residency and school attendance eligibility is set out in Section 3.11 – Children who attend school outside of Solihull.

1.4 Can children attend who are not FSM?

HAF funded places can be offered alongside parent paid for places. We would encourage providers to have this blended approach where possible, so that provision is inclusive and accessible to all.

Children who are not eligible for free school meals may still be referred by a professional, provided they meet one of the core criteria outlined below.

For the 2026–29 programme, the core eligibility criteria are:

- Children on a Child Protection Plan (CPP)
- Children in Need (CIN)
- Children on a Targeted Help Plan

In addition, referrals may also be made for children in the groups listed below, but only where the child's family is in receipt of Universal Credit:

- Children with Special Educational Needs and Disabilities (SEN Support, EHCP, or EHCP under assessment)
- Young carers
- Home-educated children
- Looked after children (excluding those in residential care arrangements)

All referrals must be submitted by a professional using the designated referral form, which can be accessed here: [Professional Referral Webform](#).

Referral codes issued for approved children under this process will begin with “smbc” followed by six digits. Please note that previous professional referral codes ending in “S” are no longer valid and will not be accepted.

1.5 When should sessions run?

As a minimum, we expect providers to offer a 4-hour session, which is classed as one session. However, we are aware that some providers are able to deliver more than the minimum requirement by extending the sessions and days within the funding.

- Easter: at least 4 days (≈ 16 hours) of face-to-face provision.
- Summer: at least 16 days (≈ 64 hours) of face-to-face provision.
- Christmas: at least 4 days (≈ 16 hours) of face-to-face provision.

Subject to budget, Solihull may also support additional delivery during October and February half-terms. Where this is offered, hours and days will be agreed at Stage 2.

1.6 How many sessions can children attend?

Within the minima above, to maximise reach, where you offer more than the minimum, please prioritise unique children rather than repeat attendance by the same child (Example: If you run 8 Easter sessions for 20 places per session, plan to reach ~40 children by offering 4 sessions per child.)

We know that many providers will continue to provide sessions that run for more hours, days and weeks than our minimum expectation and we encourage this to continue where budget allows. Although, we are unable to support activities out of the HAF scope and this includes outside of holiday periods detailed above.

Section 2: HAF Framework Standards

This section sets out the standards we expect for all HAF providers which includes seven essential criteria:

1. Food provision
2. Enriching activities
3. Physical activities
4. Nutritional education
5. Signposting and referrals
6. Policies and procedures
7. Environmental Sustainability

It is an expectation that all eligible children and their families should benefit from all aspects of the programme above. Therefore, we will work with providers to either develop your offer or add to your offer from other partners. This will ensure that children and families can access different aspects of the programme through different providers.

2.1 Healthy Food Provision

For each four-hour session, children must receive at least one meal (breakfast, lunch or tea).

All food provided as part of the programme must:

- Meet School Food Safety Standards

- Pass food hygiene requirements
- Comply with regulations on food preparation, including Natasha's Law From 1 October 2021. Please read should read the [guidance on the Food Standards Agency website](#).
- Take into account allergies and dietary requirements (see the [allergy guidance for schools](#))
- Take into account any religious or cultural requirements for food.

There is flexibility in the design of the food provision which should always be tailored to ensure that all food meets the dietary needs of the children and families who attend. The food served should also be appropriate for the nature of the session, for example, offering cold packed lunches for parks or outdoor venues or for day trips.

We would expect for you to:

- provide an opportunity to involve children in the preparation of food
- provide an opportunity to engage children in sharing information about nutrition
- involve children in designing menus
- encourage children to try new and healthier food.

SMBC will be working with providers to develop this area of work as the research shows that such a developmental approach is key to effecting long-term change in engagement with food and nutrition.

The [HAF HUB for provider](#) has useful links to meal ideas and current HAF food standards.

2.1.1 Registration as Food Provider

The Food Standards Agency and DfE require HAF providers to be registered as [food providers](#). Read more on [Food safety for businesses | Food safety | Solihull Metropolitan Borough Council](#).

You must register if your provision involves any form of food handling, including preparing, cooking, reheating, assembling, storing, portioning, or serving food. This applies even if food is supplied by a third party but you handle it in any way before giving it to children.

You may not need to register if food is fully pre packed and you only distribute it without opening, storing, or handling it.

Registration is generally required where food provision is planned and repeated, such as during HAF holiday programmes, even if this only occurs during school holidays.

Where food is prepared off site, the preparing organisation must be registered at that location. If you also handle food at your delivery site, you may need to register your site as well.

Providers using external caterers should ensure those suppliers are appropriately registered and hold a suitable food hygiene rating.

Please register using the link: [Register a Food Business](#). There is no fee for this registration. *If you are registered with a different Local Authority, you will be required to provide a confirmation of this to HAFSolihull@Solihull.gov.uk.*

A small number of providers may be exempt from registration. An approval to be sought from the Food and Safety Team by emailing pprotection@solihull.gov.uk.

2.2 Awareness of healthy eating, healthy lifestyles, and positive behaviours

Providers should incorporate nutritional education daily in an engaging, age-appropriate way, this need not be formal learning. Examples include involving children in preparation/cooking, taste tests, growing fruit and vegetables, and weaving food discussions into mealtimes and activities.

Offering positive learning and development through HAF activities creates stigma free opportunities to support children and young people in learning about healthy lifestyles and exercise. This could cover, for example, the use of vapes, cigarettes, drugs, and how this can lead to issues including:

- economic
- social
- personal safety
- exploitation
- criminality

2.3 Signposting and referrals and supporting families

HAF providers should be able to review the support needs of CYP and their families and provide information, signpost or refer families to other services and support that would benefit the children who attend their provision. This could include:

- Citizen's Advice
- school nurses, dentists or other healthcare practitioners
- family support services or children's services
- housing support officers
- Jobcentre Plus
- Food Banks
- organisations providing debt and money advice, and financial education
- Family Information Service – early years and childcare information including help with childcare costs (e.g. [Tax Free Childcare](#))

Providers should refer families in need to [Here 2 Help website](#). Local support services can be found via [My Solihull Map](#).

A list of key contacts is available in Appendix B.

Your Community Development Link worker can provide support with building useful contacts in Solihull. To contact Community Development Team please email cdt@solihull.gov.uk.

There are many ways that providers can meet this element of the programme, for example;

- Through trained and knowledgeable staff engaging with families during drop-off and pick-up times.
- Provide weekly training and advice sessions for parents, carers or other family members on cooking nutritious low-cost meals.
- By inviting children and their families to prepare and eat a meal together at a HAF session.
- By providing participating children with ingredients and recipes to take away and try at home with their families.

These sessions could provide advice on how to source, prepare and cook nutritious and low-cost food. This could be combined with the increasing awareness and understanding of healthy eating aspect of the programme, for example, by inviting children and their families to prepare and eat a meal together at a HAF session.

2.4 Enrichment activities

Holiday clubs must provide fun and enriching activities that provide children with opportunities to:

- develop new skills or knowledge
- consolidate existing skills and knowledge
- try out new experiences
- have fun and socialise.

This could include but is not limited to:

- physical activities, for example, football, swimming, table tennis or cricket
- creative activities, for example, putting on a play, junk modelling or drumming workshops
- experiences, for example, a nature walk or visiting a city farm
- free play, for example, fun and freedom to relax and enjoy themselves.

We expect all HAF providers to provide a balanced programme. For providers whose primary focus is set around a specific activity or sport, we expect them to ensure that children attending their provision benefit from a holistic and varied experience.

2.5 Physical activities

Holiday clubs must provide activities that meet the [physical activity guidelines](#) on a daily basis. In line with those guidelines, we expect:

- All children and young people participating in the HAF programme should engage in moderate-to-vigorous physical activity for an average of at least 60 minutes per day. It should be noted that this does not have to be in the form of a structured activity session, but can include active travel, free play and sports.
- Children and young people participating in the HAF programme should engage in a variety of types and intensities of physical activity to develop movement skills, muscular fitness, and bone strength.
- Children and young people should aim to minimise the amount of time spent being sedentary, and when physically possible should break up long periods of not moving with at least light physical activity.

The [HAF HUB for providers](#) is regularly updated with useful links to activities and ideas.

2.6 Environmental Sustainability

We are committed to sustainable development practices and we would like providers to consider sustainable practices and their impact on the environment. Some practices that providers may wish to consider are:

- minimising the use of single-use plastics
- where possible using locally sourced food and ingredients
- making use of food surplus organisations
- ensuring there is a wide range of recycling and compost facilities for waste
- growing fruit and vegetables and showing how they can be used and cooked
- encouraging uniform banks and exchange schemes to prevent goods going to landfill

This list is not exhaustive and HAF providers are encouraged to reflect on their settings and consider ways that their programmes can be more environmentally friendly and sustainable.

2.7 Policies and procedures

All providers must be able to demonstrate that they meet the minimum requirements and have in place relevant and appropriate policies and procedures for:

- Safeguarding, (Level 3) including the recruitment of staff and volunteers and DBS information (Appendix A)
- Health and Safety, policy and risk assessments which cover all locations, activities and preparation of food.
- Paediatric First Aid qualification that is held by at least one member of staff that will be present during sessions.
- Data Protection Policy and appropriate procedures and practices which ensure compliance. Information Security Self Assessment must be completed to demonstrate that adequate safeguards are in place to ensure the information is kept safe and secure.
- Equality and Diversity
- Relevant insurance policies for Public Liability (min cover £10m) and Employers Liability (min cover £5m)
- Hygiene certificates from food providers and third party suppliers
- Accessibility and inclusiveness policies
- Complaints Procedures

As part of your Safer Recruitment Policy, all staff must be aware of the safeguarding procedures, risk assessments, fire procedures and be suitably vetted through a DBS check.

It is mandatory that the designated member of staff for safeguarding is trained to Module 2 level and/or has undertaken an annual refresher course. Other staff should be trained in safeguarding awareness in which the refresher course should be taken every three years.

If you need support in developing any part of your organisation then please see section 3.21.

2.7.1 Registering with Ofsted

It is your responsibility to determine whether your provision must register with Ofsted. This depends on the type of provision, age of children and hours offered. Please refer [to Ofsted's clarification on HAF providers and childcare exemptions](#) and review your status whenever your offer changes. For advice, contact eyenquiries@solihull.gov.uk. See Section 3.14 about the benefits of becoming Ofsted Registered.

Section 3 - Other Important Aspects of the Programme

3.1 Expectations on SEND Provision

As per the Equality Act (2010) and the Public Sector Equality Duty (2011), it is expected that all holiday provision will be accessible to children and young people with special educational needs, disabilities, who are vulnerable or who have additional needs.

We will be working in partnership with experienced providers to develop a training package to support providers to improve accessibility. Some of these courses are mandatory for providers to attend.

Best practice for inclusion

- At the point of booking, ask parents if their child/ren has a special educational need or disability – families should be able to self-determine this

- It is also useful to understand if children have an EHCP in place
- Providers to communicate with the parents and carers of children with SEND prior to attendance, if possible through a face-to-face meeting
- To understand if any adjustments or accommodations can be made to meet the child's needs

3.2 Financial support for SEND

HAF providers are able to request additional funding to support children who have SEND or additional needs and require reasonable adjustments, additional equipment, or 1:1 staffing (or a higher staffing ratio). 1:1 funding is capped per holiday period to support budget management. Once the allocated funding has been fully spent, no further funding will be available for that holiday period. Providers must therefore seek confirmation from SMBC by emailing hafsolihull@solihull.gov.uk before accepting bookings or undertaking needs assessments to ensure sufficient funding is available.

To request additional SEND funding, please email hafsolihull@solihull.gov.uk to request the relevant form.

We will not pay for 1:1 staffing or other additional SEND-related costs retrospectively after the holiday period where this has not been agreed in advance.

3.3 Short Breaks and HAF

We aim to strengthen connections between the Short Breaks Grants Programme and the Holiday Activities and Food (HAF) Programme by jointly commissioning holiday activities that meet both sets of requirements.

Our intention is for specialist SEND provision during school holidays to be delivered exclusively through the Short Breaks Programme. Providers planning to offer holiday activities for children and young people with disabilities must apply via the Short Breaks Grants Programme.

When applications are reviewed by the Short Breaks Panel, the Council will determine whether providers are also able to deliver HAF-funded places alongside Short Breaks provision, where appropriate. Joint funding will help ensure that children and young people have access to holiday provision that meets their individual needs while maintaining clear commissioning routes.

Organisations receiving HAF funding will be required to meet the HAF Framework Standards, including the provision of a nutritious meal. Grant awards will be conditional on these requirements being met.

3.4 Community Safety / Youth Provision

Providers may also be able to access additional funding via Solihull's Community Safety Partnership (CSP) to support the delivery of holiday activities outside of the HAF funded programme and places, particularly in neighbourhoods where young people are disproportionately at risk of being drawn into crime or anti-social behaviour, either as victims or perpetrators. This funding would be targeted towards organisations able to offer positive, preventative activities during key periods of heightened risk. Availability of this support is subject to confirmation of external funding allocations for 2026–2027. Further information will be shared with providers once funding arrangements have been finalised.

3.5 Training and Development

As part of the legacy of the Solihull HAF programme we would like to develop and strengthen the services, organisations and groups around youth provision and family support. Therefore, we will be exploring a range of free training courses for providers to access to gain new skills, increase sustainability and higher the quality of provision. We will run, or make available, mandatory training for all providers. This will include Safeguarding training, Nutritional education, paediatric First Aid and courses around SEND and inclusion. There will also be optional courses that we will encourage providers to attend which will continue to grow the sector, staff and volunteers.

Why should I attend training?

Some training courses will be mandatory as we need to know that HAF providers meet the minimum standards around safeguarding and Inclusion. As HAF progresses we will develop a system which shows families what training providers have undertaken. This will help them to choose suitable settings and be assured on the quality of provision.

Available courses can be found on the [YourVoice HAF HUB](#) (see Section 3.6).

3.6 Solihull HAF Provider Hub

[Solihull HAF Provider Hub](#) is a platform for existing providers to access HAF resources, apply for HAF sessions, express interest in training sessions and complete end of holiday monitoring reports. All key documents and operational dates are added to the hub, alongside useful resources to develop your HAF programme.

To get access to the Hub, existing providers should register on [YourVoice Solihull](#) and request access permissions by contacting the HAF Team at hafsolihull@solihull.gov.uk.

3.7 Promotion and Marketing

We would encourage that when promoting and advertising your activities, great care is taken to ensure that the children and families who could benefit from the HAF programme do not feel stigmatised and that the language used is celebratory, aspirational and focuses on the positives.

Reaching out to FSM children

It is important that on your promotional materials you make clear reference to free places for children who are in receipt of benefit-related Free School Meals. Feedback from parents suggests that they will not book or enquiry into a place if this is not clear from the outset. As they would be embarrassed to ask or concerned about being asked for payment.

Logos

Providers must make it clear in their communications that the HAF programme is funded by the Department for Education and both the **DfE logo** and **Solihull HAF logo** should be used for this purpose. If a logo cannot be used on promotional activity such as in press releases, then please acknowledge the source of funding with reference to the DfE and SMBC.

Providers can download both logos from the [HAF Provider Hub](#) (See section 3.5).

Social Media

To raise the programme profile, please use #HAF2026 and #SolihullHAF in 2026–27. Providers must acknowledge DfE funding and use both the DfE and Solihull HAF logos in line with the DfE communications toolkit and local brand guidance.

Promote your activity offer

There are a number of methods you can use to let eligible families know about your activities. These include;

- social media
- emailing existing/new potential families where you have contact details
- producing a hard copy and/or electronic flyer
- on your website
- working directly with schools and other local organisations

Support and Training

Where possible we will support providers to promote their holiday activities. If this is required, please email HAFSolihull@Solihull.gov.uk to request support. We will also be exploring opportunities for providers to gain additional skills around marketing and promotion. Please check the [HAF HUB for providers](#) for up-to-date information on training courses available.

What SMBC are doing to promote the HAF programme

- A regular HAF Provider newsletter sent out to all providers to communicate on the programme and other related topics
- Communicating with schools through a variety of platforms including liaising with various school contacts
- A dedicated [Solihull HAF website](#) with information for all stakeholders
- An email containing each child's HAF code is sent directly to all eligible households with links to the HAF parent/carer information page and the directory of activities.
- A directory on the [Family Information Service \(FIS\) webpages](#) for parents that shows all activities
- Creation of a dedicated HAF Stay Connected bulletin – encouraging sign-up from eligible families so that we can inform more families about the programme and ongoing activities
- General and targeted social media awareness raising
- Communications to Solihull Council staff, which includes all Children's Services Directorate staff

3.8 Data Protection and GDPR

The UK General Data Protection Regulations will define you as a 'controller' for the personal information you collect and process. You are responsible for its use and must safeguard it. The following [guidance](#) can help you understand your data protection responsibilities:

As part of the reporting for HAF we will ask you to submit the following information after each holiday period.

- Child's unique HAF code (ALL CHILDREN MUST HAVE A CODE)
- child's name
- date of birth
- school
- postcode
- If they are in receipt of benefit related Free School Meals
- SEND
- Parents email address

When collecting personal information, you must explain how you will use the information, whom you may pass it to and why. This is achieved by including a statement on forms and is referred to as a **Privacy Notice**.

The HAF [Privacy Notice](#) to support the collection of this information can be downloaded from the [HAF Provider Hub](#) (existing providers only – see Section 3.5).

Photographs

We also expect providers to have in place a system to collect consent for photographs and videos.

3.9 Costs and Pricing

Most of the provision that we fund will be based on an agreed cost per child per session. Costs vary based on the venue, location or activities on offer. For mainstream provision, costs are expected to be no greater than £25 per child for sessions with hot meals and activities. You will be able to invoice based on the number of booked sessions (See section 3.11 for ‘no shows’).

We also support provision which is bespoke through a grant application process. This is in addition to the Flexible Contract Arrangement (FCA). This includes family activities, trips and days out, and activities for teenagers (11+). We realise that the costs of these activities will vary, and we will discuss and agree these prior to starting if you fall in any of these categories.

3.10 Eligibility Checks

It is critical that we can evidence that children who have attended the provision are all eligible. All FSM eligible children, who attend a school in Solihull, will have received an email OR letter which shows proof of entitlement to HAF provision and has a unique code for each child. Providers will need to have sight of this email and record the unique code at the time of booking or prior to the first session. This does not have to be checked face-to-face and can be checked through a screenshot, photograph or scanned copy. The names and address on the letter must match the names of the children attending.

All funded children must have a Solihull HAF code. If you are unsure on this then please get in touch prior to the holiday period.

3.11 Children who attend school outside of Solihull

Children attending a Solihull school and eligible for Free School Meals (FSM):

These children will receive their booking code via email. Providers should ask parents for sight of this code at the point of booking. Record the code along with the child’s details, as this must be included on the returned register.

Children attending a school outside of Solihull:

They can attend only if they live in Solihull and are eligible for FSM. Parents must apply for a booking code, which will be issued by Solihull. Providers should check this code before the first session and record it on the register. The form parents must complete is here [Application for a Solihull Holiday Activities and Food Programme Code \(HAF Code\)](#)

Children who do not attend school or live in Solihull:

These children are not eligible, even if they receive FSM, unless there are mitigating circumstances. Such cases will be reviewed individually and approved on a case-by-case basis.

3.12 Bookings and ‘no shows’

We suggest that you have several options for parents to book sessions, as online only bookings can be a barrier for some families to attend. Making it easy for potential attendees to see what activities you are offering, on which days and how to book, will help you fill your places more easily. It is

useful to publish a phone number or email address for parents to contact you if they have issues booking online to ensure this is not a barrier to booking a place.

Limiting 'no shows'

It is best practice to send reminders to families in the weeks and days before sessions are due. Also, providing a simple system for parents to cancel places, particularly if you have waiting lists with children ready to attend in their place.

If a child does not arrive for a pre-booked session, it is the expectation that providers will make contact with parents or carers to understand the reason for the 'no show'. This will allow you to understand if the family require additional support to attend or if the place needs to be allocated to someone else. Spaces for HAF and funding is limited and we encourage communication with parents to ensure that 'no shows' are limited as much as possible.

Costs for non-attendance

We will not pay for any session which has not been filled or booked. We will then only pay a maximum of 25% of non-attended sessions. These are sessions which have been booked and either; not attended or cancelled without sufficient notification.

For Example, you have 4 sessions/days running over the Easter holiday and have agreed, at Stage 2, to provide 25 places per day. In total, you have 100 sessions agreed. All of the 100 sessions were booked prior to the holiday starting but every day 10 children did not show, despite sending reminders and attempts to contact the families. This means that 40 (40%) of sessions were 'no shows'. In this situation we would pay full costs for 60 sessions but would only pay 25% of the non-attendance sessions which would be 25. In total, costs for 85 sessions have been awarded.

3.13 Waiting Lists

There is likely to be a high demand for HAF spaces and we encourage providers to start a waiting list once all their HAF funded spaces are full. Having a waiting list will allow children to access provision if another child cancels or if other providers have spaces, we may be able to refer and signpost.

3.14 Primary or Secondary Provision

Feedback from children and families consistently shows that children and young people prefer to attend holiday provision with others of a similar age, where activities, environments and staffing approaches are tailored to their developmental stage and interests. Providers must ensure that their offer is age-appropriate, inclusive and safe.

Early Years provision (4–6 years)

We are keen to increase the availability of HAF provision for Early Years children aged 4–6, particularly for children in Reception and Year 1. Providers planning to deliver activity for this age group must ensure that sessions are developmentally appropriate and reflect the needs of younger children.

Providers considering Early Years provision should seek advice on regulatory requirements and Ofsted registration by contacting eyenquiries@solihull.gov.uk prior to delivery.

Primary provision

Provision for primary-aged children should continue to offer a balance of fun, enriching, physical and creative activities that are suitable for their age, interests and abilities. Where sessions cover a broad age range, providers must clearly set out how activities and supervision will be differentiated to meet children's needs.

Youth provision (13 years plus)

We are keen to increase youth-focused HAF provision for young people aged 13 and over. Youth provision must be clearly distinct from provision for younger children and designed in a way that is attractive, relevant and appropriate for older young people.

To support engagement, youth provision is expected to operate at times that better suit older young people, such as:

- late afternoon or early evening sessions
- evening provision
- weekend sessions

Providers interested in delivering or expanding youth provision should discuss ideas, models and support options with Charlotte.Slater@solihull.gov.uk prior to applying.

3.15 Tax-Free Childcare and Paid Provision

Some families attending HAF activities may be eligible to use the Tax-Free Childcare scheme to help pay for additional childcare or paid sessions delivered by Ofsted-registered providers outside of HAF-funded hours.

Where providers are registered with Ofsted and offer paid places alongside HAF-funded provision, families may be able to use Tax-Free Childcare to reduce the cost of care. This can support families to extend attendance beyond HAF hours, access additional sessions, or combine free and paid provision in a way that better meets their needs.

Providers are encouraged to consider how Tax-Free Childcare can support affordability for families and to clearly communicate to parents and carers where this option is available.

3.16 Reporting and Monitoring

After each holiday period, submit:

- (1) the HAF Attendance Register (with code recorded for every funded child),
- (2) End of Holiday Report,
- (3) photographs (with consent), and
- (4) parent/child feedback.

All columns in the register must be completed to enable eligibility verification against the FSM database.

The main part of the reporting is the attendance register, which includes the details in the table below. All the columns must be completed including the child's school, as this will allow us to check the FSM database. A code is required for all children that attend, please see section 3.10 and 3.11 on eligibility checks and children from outside of Solihull. This will need to be returned before the given deadline.

Unique and Individual children that have attended funded places										
HAF Code (if applicable)	First Name	Surname	DOB	Postcode of home address	School attending	Primary or Secondary age	FSM or Non-FSM eligible	SEND	How many sessions have they attended	How many sessions booked BUT did not attend?

Monitoring of provision will also take place through:

- Monitoring meetings will be held regularly between provider and the Council, either 1:1 or through Network meetings
- At least one Assurance Visit per year by the council to activity sessions
- An annual review meeting between the providers Senior Officer and the council.

3.17 Service Levels

Service activity/requirement	To be implemented by
To confirm to SMBC prior to each holiday period your proposed number of places, sessions and if there are any changes to your provision. You can apply for sessions before each holiday period via a stage 2 form.	3 months prior to each holiday period.
To promote and market your service to reach eligible children acknowledging funding from both the DfE and Solihull HAF. Providers must include the DfE & Solihull HAF logos on all promotion material. DfE and the Council guidelines should be followed - please refer the DfE HAF Communication Toolkit and Sections 40-44 – “Acknowledgement and Publicity” of the Grant Terms & Conditions attached.	At each holiday period
Delivery of HAF sessions	At all or any of the holiday periods- Christmas, Easter and Summer

3.18 Key Performance Indicators

Outcome area	Outcome	Evidence and Measures	Threshold
Delivery	Children in receipt of benefits-related FSM are provided sessions during Easter (≥4 days), Summer (≥16 days), and Christmas (≥4 days).	Complete register including codes name, Date of Birth, Postcode and School of all funded children	85-100% (of funded places)
Delivery	Children identified as vulnerable are provided sessions within the local discretion (up to 15%).	Complete register including codes name, Date of Birth, Postcode and School of all funded children	0-15% (of funded places)
Delivery	There must be a maximum of 25% non-attendances. SMBC will not pay for more than 25% of non-attendances. Places should not be booked without a code.	Complete register and include number of days funded children attended and did not attend	75%
Reporting	A monitoring report form & attendance register must be completed and submitted at the end of each holiday period.	All children details should be recorded in the attendance registers, without any missing codes.	100%

Outcome area	Outcome	Evidence and Measures	Threshold
	All children have a valid code recorded.		
Activities	Providers should deliver a rich and varied mix of fun, enriching and physical activities which are appropriate to age and ability. Physical and Enrichment Activities should meet the HAF Framework Standards (Section 2).	Monitoring reports and visits	100%
Policies and Procedures	The provider meets all of the Safeguarding Level 3 (Schedule 8 - Safeguarding) criteria	Monitoring reports and visits Safeguarding Policy	100%
Policies and Procedures	Safer recruitment procedures are in place. All relevant staff & volunteers have an up-to-date Criminal Records Bureau check (DBS)	Monitoring reports and visits	100%
Policies and Procedures	Health & Safety Policy is in place and all activities and venues have relevant and appropriate risk assessments	Monitoring reports and visits Health & Safety Policy Risk Assessments	100%
Policies and Procedures	The organisation understands their obligations under the UK General Data Protection Regulations and Data Protection Regulations data protection legislation and have in place Data Protection Policy and appropriate procedures and practices which ensure compliance.	Monitoring reports and visits Data Protection Policy Information Security Self-Assessment	100%
Policies and Procedures	The organisation has adequate insurance at renewal which is £10 million for Public Liability & £5 million for Employers Liability	Copies of up-to-date insurance certificates	100%
Training and Development	Providers have attended all SMBC mandatory training sessions.	Training registers	100%
Training and Development	At least one member of staff to hold a Paediatric First Aid qualification and will be present during sessions	Monitoring reports, visits and training registers	100%

Outcome area	Outcome	Evidence and Measures	Threshold
Food Provision	All funded children must receive one hot meal that meets school food standards for each 4 hour session attended	Monitoring reports and visits	100%
Food Provision	Food Hygiene standards/requirements must be in place whether providing food in-house or using a sub-contractor	Monitoring reports and visits	100%
Nutritional Education	Providers deliver an element of nutritional education each day aimed at improving the knowledge and awareness of healthy eating for children. Nutritional Education Provision should meet the HAF Framework Standards (Section 2).	Monitoring reports and visits	100%
Signposting and referrals	HAF providers to provide information, signpost or refer families to other services and support that would benefit the children who attend their provision. Signposting and Referrals provision should meet the HAF Framework Standards (Section 2).	Monitoring reports and visits	100% (where need is identified)
Inclusion and accessibility	As per the Equality Act (2010) and the Public Sector Equality Duty (2011), all holiday provision will be accessible to children and young people with special educational needs, disabilities (SEND)	Complete registers Attendance to training Monitoring reports and visits Equality and Diversity Policy Accessibility Statement	100%
Financial	Spend is as agreed	Register and invoice	100%
Customer Satisfaction	Children and families that attend complete a survey to share views and opinions on the service received	Survey	80%
Customer Satisfaction	Providers send at least one case study per year. If you share photographs of children, you need to attach evidence of consent.	Monitoring reports	100%

Outcome area	Outcome	Evidence and Measures	Threshold
Customer Satisfaction	Children and families that complete the survey express that they are happy with the service received	Survey	90%

3.19 Payments and Invoicing

Payment for the service is made on successful delivery at each holiday period. Firstly, you will need to return all your monitoring as detailed above. Once your monitoring information has been checked and your registers verified, we will send you confirmation and details of the final amount. You can then send your invoice. Your invoice must reference the PO number in order to be paid. Please be aware that payments can take up to 30 days to process.

Payments in advance will only be approved if your organisation does not have sufficient cashflow to bankroll the project. If you think this is required, you must submit your latest set of accounts, bank statements and financial forecasting to HAFSolihull@Solihull.gov.uk for this to be approved.

3.20 Council Key Personnel

Named contact	Job title	Contract role(s)	Contact details
Emma McKay	Projects and Programmes Manager	Lead Programme Manager	emma.mckay@solihull.gov.uk 07799 519996
Tom Eley	Programme Support Officer	Operational Lead / Monitoring Officer	tom.eley@solihull.gov.uk 07554306645
Elvira Wilson	Contract, Grants and Projects Officer	Grants and Contract Manager	Elvira.wilson@solihull.gov.uk 07771 035228
Gehan Raslan	Management Support Assistant	Support	gehan.raslan@solihull.gov.uk

3.21 Other support

Community Development Team (CDT)

SMBC has a team of Community Development Officers who are able to support with making community connections and links to other services and providers. To contact your local Community Development Officer and/or sign for a CDT newsletter please email cdt@solihull.gov.uk . Download the [CDT map here](#).

YO Solihull

Young Opportunities (YO) Solihull supports local Voluntary and Community Sector organisations working with children and young people in Solihull.

If you are not engaged in YO Solihull, then please get in touch for further details:

Email: yobsolihull@gmail.com

Website: www.yobsolihull.com

Community and Voluntary Action (CAVA)

[Warwickshire & Solihull CAVA](#) are the local VCS Infrastructure Organisation for Warwickshire & Solihull. They provide vital, free to access, support to the volunteers, groups, organisations, CICs, enterprises and charities who are working across Solihull communities.

For further information please contact by email solihullinfo@wcava.org.uk, or telephone 07966380213 or visit the [website](#).

For more information on the VCFSE Infrastructure Support Services in Solihull go to [Support for the voluntary and community sector | Solihull Metropolitan Borough Council](#).

3.22 Parent's and Children's Feedback

We welcome feedback from parents, children and families that have received HAF provision. We have an [online survey](#) for parents which can be found on the website. Please share this with parents.

3.23 Safeguarding

Safeguarding resources, training opportunities and information to support with reporting a concern are all available of the [HAF provider webpage](#).

As a person who works (paid or unpaid) with children and young people, you have a duty to refer any concerns you may have regarding the welfare of a child or young person in accordance with [Solihull LSCP Multi-agency Procedures](#).

You must refer your concerns to Solihull Children's Social Work Services using the multi-agency referral form below and if you are concerned about the immediate safety of a child or young person you should contact the **Police** on **999**

You can access the multi-agency referral form by via Reporting Safeguarding [here](#)

More information

[Safeguarding children and young people in Solihull](#)

[Solihull Local Safeguarding Children Partnership \(LSCP\)](#)

[Keeping children safe in education 2023](#)

[After-school clubs, community activities and tuition: safeguarding guidance for providers](#)

[How we support the Voluntary and Community sector | Solihull Metropolitan Borough Council](#)

Appendix A

SMBC Safeguarding Requirements

Table 1 – HAF Providers must meet Level 3 of the Safeguarding requirements based on the level of contact with children, young people or adults with care and support needs.

Level	Level of contact with adults, children & young people	Safeguarding Requirements
1	All services where the general day to day activities does NOT bring them into contact with the public	• Advised of the commissioning organisation's safeguarding responsibilities and requested to raise any issues re: safety of vulnerable individuals with Contract Manager • In the event of any one-off contact this should be managed via the organisations/ settings safeguarding policy e.g. visitor's book and no unsupervised contact with children and young people.
2	Services that have contact with the public but do NOT provide a direct service to them e.g. electricians, refuse collections OR services that have access to sensitive information e.g. ICT contractors.	• Code of Conduct • Safeguarding policy • Disciplinary Policy • Safe recruitment procedures • Staff and volunteers receive regular safeguarding training
3	Services that have frequent contact with the public and are providing direct, unsupervised and/or support services. All contracts in Health, Social Care, Public Health, Education, and Housing & Social Inclusion. This includes regulatory services.	• Code of Conduct • Safeguarding policy and procedure • Disciplinary Policy • Safe recruitment procedures & compliance with DBS • Domestic Abuse policy • Organisational safeguarding training plan • Appointed safeguarding lead to respond to concerns • Range of supporting procedures e.g. Supervision, whistle blowing, complaints etc. • Compliance with relevant regulatory requirements • Safe use of digital technology- (should include personal devices and social media use within or linked to work environment)



Solihull Local Safeguarding Children Board Safeguarding Standards (as referred to in Table 1)

Standard 1 – All partner organisations/services have a senior manager/individual with lead responsibility for safeguarding and promoting welfare activities

Standard 2 – All partner organisations/services have a clear statement of their responsibilities towards children and young people available for all

Standard 3 – All partner organisations/services have an accountability structure that ensures that all staff, management and governance committees are aware of their accountability to safeguard and promote the welfare of children and young people

Standard 4 – All partner organisations/services ensure they have a culture of listening to children young people and families and taking account of their wishes and feelings, both in individual decisions and the development of service to safeguard and promote the welfare of children and young people

Standard 5 – All partner organisations/services ensure personnel receive an induction which includes familiarization with child protection responsibilities and the procedures to be followed if anyone has any concerns about a child's safety or welfare and are trained and updated in safeguarding and promoting the welfare of children and young people.

Standard 6 – All partner organisations/services ensure that all staff with access to children and young people are properly recruited, selected and vetted to ensure inappropriate individuals do not gain access to children or young people.

Standard 7 – Partner organisations/services demonstrate effective inter-agency working to safeguard children and young people, and the ability to use the dispute resolution/ escalation procedures effectively when a disagreement between professionals occurs

Standard 8 – Partner organisations/agencies have arrangements in place for secure and effective record keeping and information sharing.

Standard 9 - All partner organisations/service address issues of diversity in their work to safeguard children and young people.

Standard 10 - All partner organisations/service work closely and effectively with Solihull LSCP through agreed mechanisms to monitor their performance in safeguarding and promoting the welfare of children and young people and evaluate effectiveness of the standards in this document.

Standard 11 - All partner organisations/service have in place written procedures for handling complaints and allegations against staff or people in a “position of trust” and make it clear that your organisation will refer to the DBS and Local Designated Officer (LADO) when appropriate.

Standard 12 - All partner organisations/service have health & safety, managing difficult behaviour, whistleblowing, intimate care, digital safety and anti-bullying processes and procedures and a code of conduct in place so a safe working environment is created and maintained for staff and children & young people accessing services.



Solihull Safeguarding Adults Board Safeguarding Standards (as referred to in Table 1)

All partner organisations/agencies:-

Standard 1 – Identify a senior manager/individual responsible for ensuring safeguarding adult arrangements are in place and the promotion of independence, wellbeing and choice.

Standard 2 – Demonstrate their organisations/agencies responsibilities under the Care Act 2014.

Standard 3 – Have a robust safeguarding adult's procedure, which are compatible with national guidance, legislation and Multi Agency procedures used in Solihull and detail clear lines of accountability.

Standard 4 – Have robust policies and procedures to prevent abuse and harm including vigorous recruitment practices.

Standard 5 – Are committed to the “Making Safeguarding Personal” approach which means all care and support is person-led and outcomes focused.

Standard 6 – Ensure staff working with adults at risk have the relevant qualifications, knowledge, skills and experience to carry out their role.

Standard 7 – Have arrangement in place for effective information sharing and partnership working.

Standard 8 – Recognise and respond appropriately to issues of diversity in their safeguarding practices.

Standard 9 – Are committed to maximising dignity, choice, control and inclusion and protecting individual's human rights.

Standard 10 – Follow the 5 principles of The Mental Capacity Act 2005.

Standard 11 – Have in place procedures for handling complaints, allegations against staff and whistleblowing.

Standard 12 – Ensure service development takes account of the need to safeguard adults with care and support needs, promote independence, wellbeing and choice, and is informed by the views of people who use the service.

West Midlands Domestic Violence and Abuse Standards 2015

Standard 1: Organisations address domestic violence & abuse within their policies

Standard 2: Organisations have pathways and procedures to respond to domestic violence & abuse

Standard 3: Staff are trained, supervised and supported in domestic violence & abuse commensurate with their role

Standard 4: Information about domestic abuse is public spaces and via websites and the access to a safe and confidential space for victims to discuss their experience and information

Standard 5: Avoid unsafe responses such as mediation, conciliation and family therapy

Standard 6: Respond to Diversity

Standard 7: Domestic abuse perpetrators are held accountable for their actions

Standard 8: Organisations providing direct services to domestic violence and abuse victims undertake multi-agency working

Standard 9: Agencies providing direct services have systems in place to generate data and information on domestic violence & abuse

Standard 10: Workplace Policy

Standard 11: Agencies take account of these Domestic Violence & Abuse Standards when commissioning, contracting or designing services which may impact upon domestic violence & abuse victims and children.

Table 2 – Safeguarding Training Levels

This table details the minimum requirement of the safeguarding training required as detailed in Table 1.

Children Training Level	Adults Training levels	Who	Minimum requirement	How	How Often
Single Agency	Induction/ Foundation	For all employees	Must include – what is abuse (types), where abuse can happen, who abuses and how to report concerns.	Minimum of 30mins briefing OR leaflet.	To be undertaken within first month of employment.
	Level 1	For staff who have infrequent contact with children/young people/ adults with care and support needs or are employed by an organisation with a statutory duty to safeguard.	Must include – what is abuse (types), where abuse can happen, who abuses and how to report concerns.	Minimum of 2 hours course attendance or an On-line learning programme.	To be undertaken within 6 months of employments – updated every 3 years
Module 2	Level 2	For staff who have contact with children, young people or adults with care and support needs but do NOT provide a direct service to them/carry out assessments, have designated or named responsibilities for safeguarding or contribute to safeguarding investigations.	Topic based training that is specific to the job role, responsibilities and legislative updates (specific subjects relevant to service covered in modules 5-9 of Solihull LSCB training programme).	Classroom/course or conference attendance, reading, reflective practice.	Within 6 months of employments – updated every 3 years
	Level 3	For staff who have frequent contact with children, young people or adults with care and support needs and provide direct services to them/ the service may fall within a regulatory framework of CQC, Ofsted/managers and senior staff supporting Level 2 staff.	Topic based training that is specific to the job role, responsibilities and legislative updates. Specific Domestic Abuse training.	Classroom/course or conference attendance, periodic or other evidence based reading, reflective practice.	Within 6 months of employments – updated every 3 years
LSCB Training – ‘Managing Allegations Against Staff’	Level 4	For senior managers within organisations.	Areas specific to the job role and legislative updates.	Classroom/course, conference attendance, periodic or other evidence based reading or research.	Updated every 3 years

Appendix B

Solihull Quick Reference Signposting Info Sheet

This is only a guide; it does not cover every support service available. Please research online for alternatives

Housing

Solihull Community Housing – 0121 717 1515 or <https://www.solihullcommunityhousing.org.uk/tenants/money-advice/>

Housing Benefit – 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Citizens Advice - 0300 330 9026

Debt and Money Advice

Act On Energy - help with fuel bills, meters and oil supplies for households experiencing hardship. Phone 0800 988 2881

Age UK Solihull Winter Warmth and Emergency Funds provides one-off funding for emergency items, fuel bills and meters, electrical items and blankets for the over 60s and vulnerable groups. 0121 709 7590 or email admin@solihullcommunityhub.org.uk

Council Tax Reduction - 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Free Schools Meals – call the Family Information Service on 0800 389 8667 or email familyinfo@solihull.gov.uk

Housing Benefit – 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Solihull Council's Discretionary Crisis Fund provides help with food, fuel and items like white goods and beds for households experiencing financial hardship. Phone 0121 704 8264.

Solihull Council's Discretionary Housing Payments provides help with rent for households in receipt of housing benefit and experiencing financial hardship. Phone 0121 704 6202.

Solihull Community Housing Hardship Fund provides emergency help for tenants with urgent financial needs. 0121 717 1515 or moneyadvice@solihullcommunityhousing.org.uk

Universal Credit Helpline – 0800 144 8444

Income and Employment Advice

Citizens Advice Solihull - help with volunteering. 0121 788 6527 kturmer@casb.org.uk or for employment advice - 0808 2787976

Colebridge Trust help with employment and skills. 0121 448 0720

Solihull Council - help with employment. People under 30 years old - 07468 354929. People 30 years and over - 07468 354928. Email - Employmentandskillsteam@solihull.gov.uk

Jobcentre Plus - 0800 055 6688

Universal Credit helpline - 0800 144 8444

ACAS helpline (advice for employees) - 0300 123 1100

Substance Misuse and Addiction

SIAS Solihull - 0121 301 4141 or enquiries@sias-solihull.org.uk

Talk to Frank (advice for young people or parents) – 0300 123 6600

Drinkline (advice about your own or someone's drinking) – 0300 123 1110

DrugFAM (support for people affected by someone's addiction) – 0300 888 3853

GamCare (24-hour helpline for people affected by gambling) – 0808 8020 133

Domestic Abuse

Birmingham & Solihull Women's Aid - 0808 800 0028

Talk it over (For men) - 0808 801 0327

Women's Aid (24-hour helpline) - 0808 2000 247

National Domestic Abuse Helpline (24-hour helpline) - 0808 2000 247

Safeguarding Concerns

If you feel a child is in immediate danger, please call 999.

Multi Agency Safeguarding Hub - 0121 788 4300 (outside office hours in an emergency: 0121 605 6060)

Reporting a concern - Solihull Children's Social Work Services by calling the MASH Team on 0121 788 4300.

If you need to report concerns out of office hours, then please contact the Emergency Duty Team (EDT) on 0121 605 6060

Guidance on reporting can be found on the Solihull Safeguarding Children Partnership website: <https://www.safeguardingsolihull.org.uk/lscp/>

NSPCC - 0808 800 5000

ChildLine - 0800 1111

LADO – (Local Authority Designated Officer) – managing allegations of abuse made against someone who works with children in Solihull.

Designated Officer: Lesley Hudson

The LADO service is based at: Child Protection and Review Unit Bluebell Centre Chelmsley Wood B37 5TN (B37 5EX-Sat Nav)

LADO referrals: should be made via Telephone: 07795128638 Email: lado@solihull.gov.uk (please put 'LADO referral' in subject line)

Mental Health

Mental Health Helpline - 0121 262 3555 or 0800 915 9292

Samaritans (24-hour helpline) – 116123

Food and Wellbeing

Solihull Connect - 0121 704 8001 can provide details on food banks

Community Advice Hub - 0121 709 7590

Parenting and Family Advice

Solihull Parenting Team - 0121 301 2773 or via email bsmhft.parenting@nhs.net

Solihull Family Information Service - 0800 389 8667 or email familyinfo@solihull.gov.uk

Healthcare

For non-emergency information and advice call - 111 or your GP practice

Healthwatch Solihull - 0808 196 3912 or enquiries@healthwatchsolihull.org.uk