

HH Guidance Document

What are Holiday Hubs?

Holiday Hubs are for children who cannot access any other form of activity provision during school holidays due to the level or complexity of their needs.

The Holiday Hubs provide a fun, safe and supported environment for children to attend during holidays who are otherwise unable to access mainstream activities elsewhere.

Holiday Hubs run in the same cycle as the academic year. Each year there is a new annual intake and the first holiday term each year is October.

Applications open between Easter and Summer each academic year and we work to assess/moderate applications and allocate spaces during summer holidays.

Holiday Hubs run Monday - Thursday from 9am to 3pm during school holidays and are delivered by five external organisations who each hold contractual responsibility for management, planning and delivery of the Hub they run.

The five activity providers currently contracted to deliver Holiday Hubs are listed below

The Action Group

Barnardos

Branch Out Together

Capability Scotland

The Yard

There is a limited number of spaces available to distribute throughout the academic year. Families will each be allocated ___ weeks per child as agreed at committee.

If your child attends holiday activities delivered somewhere else by other organisations, we recommend that you prioritise attending there before you consider applying for a Holiday Hub space.

We have a webpage dedicated to the Holiday Hubs on the City of Edinburgh Council website; this can be accessed by following the hyperlink below

[Inclusion and wellbeing for children and young people – The City of Edinburgh Council](#)

Eligibility

[update after March committee]

The Holiday Hubs criteria can be viewed on our website by following the hyperlink below

[Inclusion and wellbeing for children and young people – The City of Edinburgh Council](#)

Appeals

If your application for the holiday hubs is assessed to be ineligible and you would like to dispute this decision, please contact holidaysupport@edinburgh.gov.uk to request a link to our appeals form.

Complete One Form Per Child

One registration form must be completed for each individual child wishing to attend the Holiday Hub provision.

You will receive an automated email when you complete and submit a 2026-27 application form. This is confirmation that we have received your application.

Children Must Already Be Enrolled School

Children must already be enrolled in school to be eligible to participate at holiday hubs.

[Add – School-Leaver eligibility]

Transport

Parents/Carers must make their own arrangements if transport is required to attend Holiday Hubs.

Parents/Carers are responsible for the management of their own transport arrangements and should contact any assigned social worker or transport providers directly in the event of any change, lateness, or cancellations.

We try to allocate participants to their most appropriate, local Holiday Hub as much as we can, but this is unfortunately not always possible due to high demand. Sometimes your nearest Holiday Hub might not be appropriate due to support needs of a child or the capacity of the activity provider.

Care Plan Information

This information is important, both for families looking to access the holiday hubs for the first time and for repeat participants in case of any update or change to existing care plans.

Holiday hubs are delivered by external contracted activity providers, not by education staff that work within schools. You cannot rely on any familiarity that may exist from attending term-time school provision.

You must provide all necessary information regarding the care and support needs of your child. Information provided by you will be shared with activity providers which will then direct the assembly of their care plans and staffing arrangements to safely accommodate your child.

Activity providers may reach out to you directly in the weeks leading up to holidays to discuss or confirm necessary arrangements. It is the responsibility of parents/carers to engage fully with activity providers during this process. Failure to respond to activity providers' requests for information will mean they may not be able to accommodate your child during the holiday.

Allocations

We aim to distribute full 2026-27 allocations in approx. late August 2026.

We try to accommodate allocation requests as much as possible but unfortunately this is not always possible due to high demand.

Full Year Allocation Letter

Once we have completed the moderation of applications, we will notify all applicants of their (in)eligibility to access the provision as soon as possible.

All eligible families will be sent a Full Year Allocation Letter. This will be sent digitally to the email address provided in the application form, and it will confirm to you the following information;

- Which Holiday Hub you have been allocated to, and the venue's address.
- Which weeks you have been allocated to attend throughout the year.
- Which payment rate you have been assigned.
- Payment deadline dates for all school holidays in the academic year.

Your Full Year Allocation Letter will also contain a link to pay for allocated spaces via our secure online payment portal.

If you lose or cannot access your Full Year Allocation Letter for any reason, you can contact us at holidaysupport@edinburgh.gov.uk to request it be re-sent to you.

Re-Allocations

We politely ask parents/carers to give us as much notice of cancellation as possible so that any spaces within the provision might be re-allocated.

We will liaise with activity providers ahead of each holiday to assess how many spaces can be re-allocated and we will offer these to families as soon as practically possible.

When spaces become available to re-allocate, we will be guided by the following principles when prioritising who to offer available extra weeks to;

- Anybody who could not attend a week allocated to them due to emergency or exceptional circumstances and/or due to reasons outwith their control.
- Children currently supported with Section 23 plans.
- Beyond this, additional weeks will be re-allocated on a case-by-case basis with consideration of who has requested the holiday period in question, and whether a child is already familiar or not to the contracted activity provider to whom they are assigned.

To ensure fairness throughout the provision, unless in emergency or urgent circumstances, no participant at each hub should be offered more than one additional week.

Due to the strong likelihood that the holiday hubs are oversubscribed, you will not be re-allocated another week if you decline one which has been allocated to you unless due to emergency or exceptional circumstances.

If you are offered an extra re-allocated week, your choice to accept or reject that offered week will not have any impact on weeks that are already allocated to you.

Payment Rates

The Holiday Hub payment rates are designed to try to make the Holiday Hub provision as accessible and inclusive as possible.

Payment rates have are frozen for the 2026-27 provision but likely will be subject to review after that point.

The payment rate you have been assigned will be based on information that you provide in the application form. Your designated payment rate will be included within the full-

year allocation letter which you will receive by email after we have completed the process of moderating applications and allocating all available spaces.

More information about the different payment rates is available on [the Holiday Hub page on the City of Edinburgh Council website](#).

If you think you have been assigned to the wrong payment rate or if your circumstances have changes and you would like to discuss review of existing payment rates, please contact us at holidaysupport@edinburgh.gov.uk.

Payment Cut Off Dates

Payment cut off dates for each holiday will be listed in your full year allocation letter.

If we do not receive any payment or any communication from you by the stated payment deadline, we will interpret that the space allocated to you is no longer required and we will look to re-allocate that space to somebody else if possible.

Due to high demand, any spaces cancelled or declined for non-emergency/exceptional reasons will not be replaced or re-allocated to other holiday periods.

We must apply strict application of payment cut off dates so that we can determine how many spaces at each Hub that are declined or not paid for might be available for re-allocation.

We aim to accommodate reasonable requests for payment flexibility or exceptionality and anybody experiencing financial anxiety or concerns is encouraged to communicate these with us. Requests for adjustment or flexibility must be communicated to us before the payment cut-off date.

If you have any questions or you think you need to discuss your Holiday Hub payment, please contact us by email at holidaysupport@edinburgh.gov.uk

Refunds

If you need to cancel or decline a space that you have already paid for, please contact holidaysupport@edinburgh.gov.uk to request a refund.

[suggested position to tackle lack of need - Unless more than 50% of an allocated week is missed due to health reasons or emergency/exceptional circumstances outwith your control, refunds will not be valid for individual days missed.]

Refunds can take up to six days to process and arrive back in your account.

Easter Scheduling

The holiday hubs run during the Easter holidays but, during years when the Easter Monday is a public holiday, the hubs will instead run Tuesday – Friday on the week that week.

Double Check Details Before Submitting

Contact information provided in the application form are what will be used to inform you of allocated spaces to you, and to provide any other relevant updates.

Please make sure that your contact information is accurate and correct so that you receive all future updates.

Please do not rely on familiarity - you must make sure information regarding any care requirements and any assigned social workers are detailed in full.

It is recommend that you save a copy of your completed form before submitting for your own record keeping.

Data Sharing

[update with formal statement / link to relevant pages]

By submitting an application form you agree to us sharing relevant information with activity providers. We do this so that activity providers can adequately prepare to accommodate your child.

More information about our privacy policy can be found on our website via the hyperlink below

Commented [EM1]: replace with formal statement, or link to data privacy policy, but keep purpose of sharing for info

Commented [EM2]: confirm / include hyperlink before finalising

Making a Complaint

Working together with contracted activity providers, we try hard to provide the best possible provision. Despite this, we recognise that things don't always go as well as planned and mistakes will be made.

If you wish to record formal dissatisfaction with any aspect of the service which you receive at one of our Hubs, we advise that you first contact the activity provider in question directly to discuss or to register your dissatisfaction formally.

Contact and complaints information for each contracted activity provider are listed below

Barnardos. Call 0131 446 7000, or [complete and submit a form on their website](#).

Branch Out Together. Call 0131 661 3834, email office@branchouttogether.org or [complete and submit a form on their website](#).

Capability Scotland. Call 0131 337 9876, email hello@capability.scot or [complete and submit a form on their website](#).

The Action Group. Call 0131 285 5207, email info@actiongroup.org.uk or [complete and submit a form on their website](#)

The Yard. Call 0131 476 4506, or email info@theyardscotland.org.uk.

Complaints regarding the service provided from the City of Edinburgh Council [can be made on our website](#).

Parent/Carer Steering Group

The Holiday Hub Parent/Carer Steering Group was set up to ensure that parents can contribute to how the overall provision runs. The Steering Group meets monthly online to discuss successes and challenges of the provision, and where improvements can or need to be made.

Terms of Reference for the Parent/Carer Steering Group were co-designed with parents in October 2025 and will be reviewed as appropriate going forward.

Meeting dates are displayed on our website and the Parent/Carer Steering Group maintains an open membership. For more information, please contact holidaysupport@edinburgh.gov.uk

Other available Holiday Hubs / Playschemes

A range of other local children's ASN activities and inclusive providers can be [found on City of Edinburgh Council's Website](#).