

Evaluation of February 2026 Provision

An evaluation of February 2026 holiday hubs provision has concluded:

- In total, 83 of 92 available spaces were filled during the February 2026 provision.
- Overall, activity providers provided positive feedback regarding their allocation of spaces received from CEC.
- An evaluation survey was created and circulated to parents and carers of February 2026 attendees. In total 28 responses (out of 84) were received, and findings can be viewed below.

Question	No of responses	Very/Dissatisfied	Neutral	Very/Satisfied
How satisfied were you regarding your overall experience attending this holiday hub during summer 2025?	28	0	2	26
How satisfied were you regarding levels and quality of communication of the City of Edinburgh Council coordinating your allocation and attendance for the summer 2025 provision?	27	0	5	22
How satisfied were you regarding the levels and quality of communication of the activity provider accommodating your child's participation at the Holiday Hub that you attended in Summer 2025?	28	0	2	26
How satisfied were you regarding the quality and appropriateness of activities delivered by the activity provider at the Hub you attended?	27	1	3	23
How satisfied were you that your child was safe attending the Holiday Hubs during the summer?	28	0	0	28
If you had to raise a complaint, for any reason at all, how satisfied were you with the activity provider's handling of that complaint?	14	0	2	12

- 4.4. Reasons given for empty spaces during February include:
- One parent attended the wrong venue on Monday and cancelled their remaining allocation for the rest of the week.
 - One hub ran with an empty space due to a participant being re-allocated to different hub during the final days of term, too late to re-fill the space at short notice.
 - One Hub ran with two empty spaces as it became too late to re-allocate available spaces to unknown participants within the time available before the holidays.
 - One space was not re-allocated at a hub as the activity provider had a member of staff withdraw their availability during the final week of term.
 - Medical reasons.
- 4.5. Officers are aware of an incident that occurred outside a holiday hub venue in February involving two parents fighting over a parking space. Unacceptable conduct was demonstrated by a parent towards a member of staff as the activity provider attempted to diffuse the situation.
- 4.5.1. This type of behaviour will not be tolerated going forward, and all activity providers will deploy a zero-tolerance stance to any abuse, aggression, or behaviour of this nature in future.
- 4.6 The activity providers contracted to deliver this provision reported mixed experiences around staffing the holiday hubs.
- 4.6.1 Spaces declined spaces at one hub were not re-allocated due to the activity provider's concerns around staffing and safety, whilst another activity provider reported that they were able to staff their holiday hub for the first time without the need to advertise or recruit externally. One activity provider utilised an external staffing agency for the first time (Lothian Childcare Solutions) and reported to us that this was a positive experience.
- 4.6.2 Officers circulated information to CEC Education staff in January 2026 about the availability of extra work within the holiday hub provision. We understand that approx. 9-12 PSAs were onboarded by holiday hub activity providers and worked during February 2026 provision.