

## Holiday Hubs Guidance Document

### **What are Holiday Hubs?**

Holiday Hubs are for children and young people who cannot access any other form of provision during school holidays due to the level of their disability or support needs.

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.

Holiday Hubs run Monday - Thursday from 9am to 3pm during October, February, Easter and Summer holidays, and are delivered by external activity providers who each hold contractual responsibility for the management, planning and delivery of the Hub they run.

We have a webpage dedicated to the Holiday Hubs provision 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**

The following eligibility has been agreed for holiday hub provision:

Children and young people who reside in the City of Edinburgh and for whom the Council hold a duty of education and/or care.

Children and young people with a disability that, as a result, prevents access to mainstream provisions.

### **Applying for a Holiday Hub space**

A link to the holiday hubs application form can be found on our website. The form is built using MS Forms and we have tried to make completing it as straight forward as possible.

We anticipate a high volume of applications. There is no need to reach out to us to confirm we received your application unless you experienced issues completing and/or submitting your application.

We aim to contact all applicants in July to notify if they will be allocated holiday hub spaces within the 2026-27 provision.

More information is available on the holiday hubs page on our website, which can be accessed via the hyperlink below

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

### **Allocations**

New criteria for the holiday hubs were developed in 2025, and we have worked with the holiday hubs parent/carer steering group to refine and update this for 2026-27.

Full information about this can be found on our website.

We will use the updated criteria to allocate spaces within the 2026-27 holiday hubs provision.

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

All families will be allocated the same number of weeks, and we try to distribute summer availability as fair as possible.

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

### **Appeals**

If your application for the holiday hubs is assessed to be ineligible or you have not been allocated any provision and you would like to dispute this decision, you can request a link to our appeals form by contacting [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk)

### **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 families allocated provision for 2026-27 will then be sent a Full Year Allocation Letter in August. This letter will be sent digitally to the email address that you provide in the application form, and it will confirm to you the following information;

- Which Holiday Hub you have been allocated to, including the venue's address.
- Which weeks you have been allocated to attend throughout the year.
- Which payment rate you have been assigned and how much you need to pay for each week.
- Payment deadline dates for all holidays during the academic year.

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

We recommend you keep this document safe to refer to throughout the year. If you lose or cannot access your Full Year Allocation Letter for any reason, you can contact us at [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk) to request it be re-sent to you.

## **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. 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.

It may be necessary that holiday hubs move venue during the academic year, often due to circumstances outside of our control. In the event of any change of venue, please note that we will not be able to provide transport or change your allocation.

## **Child's Needs / 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. Information provided by you will be shared with activity providers which will then direct the assembly of their planning and staffing arrangements.

Holiday hubs are delivered by external contracted activity providers, not by education staff that work within schools. You cannot rely on any familiarity that exists from attending term-time school provision. Please make sure information regarding any diagnosis or medication, support or care requirements is detailed in full.

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

## **Re-Allocations**

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

We work with the activity providers ahead of each holiday to assess how many spaces can be re-allocated at each hub, 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 outside of 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 week 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.

If you are offered an extra re-allocated week, your acceptance or rejection of that extra week will not have any impact on other weeks that are already allocated to you.

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.

### **Payment Rates**

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

The payment rate assigned to you will be based on information that you provide in the application form. The payment rate allocated to you will be listed in your full-year allocation letter which you will receive by email after we have completed the process of moderating applications and allocating all available spaces.

Officers may contact applicants to request evidence to demonstrate their payment rate is accurate. These requests may be conducted at random throughout the provision.

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 change during the academic year and you would like to request a change of your assigned payment rate, please contact us at [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk) to discuss.

### **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 communication from you before the stated holiday 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.

We must apply strict application of payment cut off dates so that we can determine how many spaces that are declined and available to re-allocate at each Hub.

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

If you think you need to discuss your Holiday Hub payment, please contact us by email at [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk)

### **Refunds**

We recognise there may be times when you cannot attend sessions that you have paid for due to reasons outside of your control.

If you need to cancel or decline a space that you have already paid for, please contact [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk) to do so.

Once processed, refunds may take up to six days to arrive back in your bank account.

### **Zero Tolerance**

The City of Edinburgh Council and each of the activity providers contracted within the holiday hub provision all operate a zero-tolerance policy towards abusive and unacceptable behaviour.

We reserve the right to remove weeks that have been allocated to anybody who demonstrates unacceptable conduct to any member of staff within the holiday hubs provision.

### **Complete One Form Per Child**

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

### **Children Must Already Be Enrolled School**

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

### **No WiFi Available at the Holiday Hubs**

There is no WiFi available inside the holiday hubs. If your child needs a portable device to watch or listen to content to aid their behavioural regulation, please ensure that content or data are pre-loaded to your device.

### **Lunch Is Required**

You should prepare a packed lunch, or equivalent, for your child attending the holiday hubs each day. Free lunch meals are not provided as part of this provision.

### **Easter Scheduling**

The holiday hubs run Monday-Thursday as standard throughout the holidays. Occasionally, during weeks where a potential clash exists with Easter Bank Holiday Monday, the scheduling of the holiday hubs will change as appropriate and will instead run Tuesday – Friday during that week.

We will communicate any necessary scheduling changes with subscribed families.

### **Double Check Your Details Before Submitting**

Contact information provided by you within the application form are what we will use to inform you of spaces allocated to you, and to provide you with any other relevant updates throughout the year.

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

For your own records, it is recommended that you save a copy of the application form before submitting it.

### **Data Sharing**

By submitting an application form you agree to us sharing relevant information between relevant schools, social work and activity providers. We do this so that activity providers can access accurate information so that they can adequately prepare to accommodate your child.

More information about our information sharing and privacy policies can be found on our website via the hyperlink below

[Privacy and data protection – The City of Edinburgh Council](#)

### **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](mailto:office@branchouttogether.org) or [complete and submit a form on their website](#).

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

The Action Group. Call 0131 285 5207, email [info@actiongroup.org.uk](mailto: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](mailto:info@theyardscotland.org.uk).

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

### **Holiday Hubs Parent/Carer Steering Group**

The Holiday Hubs Parent/Carer Steering Group was set up to ensure that parents can contribute their views towards how the overall provision is run. The Steering Group meet monthly online to discuss successes and challenges of the provision, and where improvements can or need to be made.

A 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 the holiday hubs page our website and the Holiday Hubs Parent/Carer Steering Group maintains an open membership.

For more information or to request an invite to a meeting, please contact [holidaysupport@edinburgh.gov.uk](mailto:holidaysupport@edinburgh.gov.uk)

### **Other available inclusive 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](#).