

HAF SUMMER 2023 FREQUENTLY ASKED QUESTIONS - For PARENTS

What is the HAF Programme?

The Holiday Activities and Food (HAF) programme provides free holiday club spaces for children in receipt of benefits-related free school meals during the Easter, Summer and Christmas school holidays. Holiday clubs offer a range of exciting enriching activities and a healthy meal every day. General information about Croydon Councils HAF programme can be on the [Croydon Council website here](#).

Is my child eligible?

Children in receipt of benefits-related free school meals are eligible for a space on the HAF programme. If you don't currently receive benefit-related free school meals but think you might be eligible, please visit www.gov.uk/apply-free-school-meals

How do I sign my child up?

If your child is eligible for benefit-related free school meals, their school should automatically send you an E-voucher via email/text. Follow the link for each child to register onto the Holiday Activities platform and book a space at a holiday club next you.

I'm in receipt of Benefits-related Free School Meals for my child, but I did not receive an email/text from Holiday Activities. What should I do?

If you have not received a voucher email/text, please contact your school. Codes are administered by schools and they will be able to ensure you have been added on their list. There are a number of reasons why your child may not have received a voucher, such as an incorrect email address/telephone number, your child's school are yet to issue codes, or your child is not eligible. In all cases, contact should be made via the school.

Where can I find a list of Croydon holiday clubs?

Once you have registered your child(ren) onto the Holiday Activities platform, you will find a list of clubs near you. Additionally an interactive document will be listed on Croydon's holiday Activity and Food page in the coming days. Whilst this also outlines the list of clubs we have available this Summer, all sign ups should be done through the Holiday Activities website.

How many credits is my child eligible for?

Each child will be issued with 16 free credits to use at one of Croydon's approved activity camps. Each credit is worth one day/session of provision at a Croydon holiday club (each day/session will be a minimum of 4 hours duration but some clubs may offer longer sessions).

My child has special educational needs and/or a disability, what support is available for them?

During the registration process, you will be asked to provide detail on your child's needs.

All holiday clubs cater for children with low-medium levels of SEN and/or disability and children will be considered by each club on a case-by-case basis. We will have a specialist SEND provision this Summer which will specifically cater for children with medium/high levels of special educational needs. You can find details about our clubs on the booking platform.

I have booked my child onto a space however I need to cancel due to unforeseen circumstances. Is this allowed?

You may cancel a space via the Holiday Activities platform. Please ensure to do this is good time ahead of the programme starting so the club can offer up a place to another child. Please log into the platform using the link you originally received, select the activity and date, and cancel. This should be completed as early as possible to allow other young people spaces to book onto activities.

