	Operation and Management of Sports Pitch Bookings and Changing Rooms
	Service Standards

Definitions:

- Service Standards – the principles for the management of sports pitch bookings
- Sports pitches – all youth/adult football pitches and cricket wicket
- Changing rooms – spaces made available to sports clubs/organisations including scope for officials/umpires, as defined in Appendix B, Statement of Requirements
- Concessionaire – winning bidder of the Invitation-to-Tender

A) The Concessionaire will:

1. Provide, publicise and administer a booking service for the sports pitches and changing rooms for all parties that wish to utilise these facilities, including sports pitch bookings that do not require changing room provision e.g. youth football. A KPI of 2 business days from enquiry to confirmation will be implemented and monitored.

2. Implement its own invoicing system and conditions of hire for all bookings received and disseminate to the hirer upon confirmation of each booking. Links and references will be made to this booking system on the BCP Council website.

3. Invoice all hirers directly and receive and hold all monies for the bookings; the concessionaire will be the single point of contact for all bookings.

4. Maintain a record of all sports pitch and changing room bookings throughout the financial year and submit usage (bookings received) for sports pitches to BCP Council quarterly.

5. Pay 70% of income from bookings for sports pitches to BCP Council following receipt of invoice after submission of quarterly usage figures.

6. Inform all hirers of key conditions of hire including access to the changing rooms and toilets, retention and handback of keys, state of cleanliness, use of showers, use of toilets, access to food and drink, etc.

7. Ensure that the changing rooms and public toilets are accessible during the booking period for the sports pitches, providing access to changing rooms 1 hour prior to and 1 hour following a sports match.

8. Ensure the changing rooms and toilets are regularly inspected and maintained in a clean and tidy condition.

9. Provide details surrounding a hirers' obligation to provide their own goal nets, corner flags, footballs, cricket ball, cricket stumps, etc. when hiring the sports pitches. This information should be provided as part of the confirmation of booking.

10. Develop business relationships with sports clubs/organisations in the local area to protect and improve sport and casual play on Whitecliff Recreation Ground.

11. Prioritise sports clubs/organisations seeking to utilise the sports pitches and changing rooms above other interested parties.

12. Request in writing, at their discretion, additional maintenance of the sports pitches to improve their quality. Any improvements to the sports pitches are to be solely at the cost of the concessionaire and undertaken by BCP Council.

13. Refuse bookings, in so far as is reasonable, that could bring the Council in to disrepute or cause nuisance to neighbouring properties.

B) BCP Council will:

1. Maintain the sports pitches to a fair, reasonable and fit-for-purpose standard.

2. Provide a schedule of maintenance for the sports pitches, for information purposes.

3. Invoice the concessionaire quarterly for monies owed to the Council in respect of the sports pitch bookings.

4. Remove the goals from the sports pitches at the end of the season and store, as appropriate.

5. Operate business as usual processes surrounding maintenance of all areas of Whitecliff Recreation Ground.

6. Manage all event bookings on Whitecliff Recreation Ground and inform the concessionaire as a stakeholder of all events to be held. If an event organiser wishes to utilise Whitecliff Pavilion, the booking process should be followed directly with the concessionaire. The concessionaire will not be able to accept bookings for the sports pitches on occasions that events are to be held, unless otherwise agreed.

C) The Concessionaire and BCP Council will:

1. Agree fees and terms and conditions for sports pitch and changing room hire annually in advance. Fees should match those at other BCP Council venues unless otherwise agreed.

2. Agree a communication process for the cancellation of matches/fixtures on the sports pitches, ensuring all parties are duly informed.

3. Meet annually to review progress, as required.

4. Review the Service Standard for Sports Changing periodically.

Further detailed information is contained within the Property Management Agreement – Appendix D3, enclosed in the tender pack.

Management of Sports Pitch Bookings and Changing Rooms
Process for the Hire of Facilities

Initial enquiry received in relation to booking sports pitches, changing rooms and community space via telephone, email or face-to-face.

Concessionaire to check booking calendar and times for pitch availability.

Sports pitches & Changing rooms

Sports pitches – all football pitches and cricket wicket.

Changing rooms – spaces made available to sports clubs/organisations including scope for officials/umpires.

The concessionaire shall provide details surrounding a hirer's obligation to provide their own goal nets, corner flags, cricket stumps etc.

The concessionaire shall guarantee provision of toilet facilities throughout hire.

The concessionaire, using its booking service, shall invoice all hirers directly and receive monies in a single transaction.

The concessionaire shall provide dates and times of pitch bookings to BCP Council in good time to allow for the preparation of pitches. For cricket, a minimum of 3 working days notice will be required and for football, a minimum of 5 working days.

Optional maintenance 'top up' available

BCP Council to mark out sports pitches.

Groundsman to assess pitch conditions the morning of pitch hire.

Sports clubs to play their matches or to reschedule match due to cancellation.

Community space

Community space – facility/room for community groups/organisations to hire.

The concessionaire shall guarantee provision of toilet facilities throughout hire.

The concessionaire, using its booking service, shall invoice all hirers directly and receive monies in a single transaction.

The concessionaire shall maintain a record of all sports pitch and changing room bookings throughout the financial year. They will also operate an open booking system and declare bookings to the BCP Council upon request.

BCP Council shall invoice the concessionaire quarterly for monies owed in respect of the sports pitch portion of the bookings owed to the Council only (*the concessionaire will retain all monies from hires of changing rooms and community space*).

	Operation and Management of Public Toilets
	Service Standards

Definitions:
Service Standards – the principles for the management of public toilet facilities
Public Toilets – means male, female, disabled and family
Concessionaire – winning bidder of the invitation-to-tender

The Concessionaire will:

1. Ensure the public toilets are available for public use no less than the minimum operating hours of the concession and available at all times during these hours as detailed in Appendix B, Statement of Requirements. NB. The public toilet facilities are for all users of Whitecliff Recreation Ground and cannot be restricted to customers of the Whitecliff pavilion only.

2. Ensure the public toilets are accessible during the period of use of the sports pitches, providing access 1 hour prior to and 1 hour following a sports match.

3. Ensure any temporary variations to opening times are communicated and agreed prior to commencement with the Council.

4. Provide external signage to notify the public that there are toilets available for public use.

5. Ensure the facilities are inspected daily (at regular intervals) and maintained in a clean and tidy condition, recording the frequency of the inspections. This includes adequate stocking of the facilities with consumables.

6. Keep all footpaths directly adjacent to the public toilets clear at all times.

7. Be responsible for all repairs and maintenance.

8. Ensure proper signage is posted should the toilets become Out of Order, signposting users to nearest, alternative facilities.

9. Ensure repairs are undertaken within a reasonable and practical timeframe, subject to the nature of the repair. Ensure the Council are notified at the earliest opportunity if the toilets are unable to be opened for any reason, and the Council are kept informed of the progress of the repair.

10. Be responsible for payment of all rates, electricity, water and sewerage charges and consumables in association with the facilities.

11. Abide and provide adequate training to staff to ensure the health and safety of the public using the facilities. This includes, but is not limited to, working practices in compliance with relevant COSHH requirements. All cleaning materials should be used in strict accordance with manufacturers or suppliers instructions and at the dilution rates and application rates appropriate to the task carried out.

Further detailed information is contained within the Property Management Agreement – Appendix D3, enclosed in the tender pack.