

# **Ackworth Parish Council**

## **Customer Contract**

We want you to get the most from Sport and so as part of our commitment to achieving value for money we have developed the following Customer Contract.

The Customer Contract sets out how we intend to meet the expectations from you, and what is expected from you, the customer in return.

## **Bookings**

Pitch bookings can be made by phone through the Parish Council Office, Monday to Friday during office hours. See contact details for the telephone number and details of the office hours.

Seasonal bookings for football and rugby taken between May and July each year. Casual bookings are taken any time throughout the season (September to April).

## **Accommodation**

There are two sites in the village, which have facilities.

Changing rooms at Carr Bridge playing field which have been graded in conjunction with the Wakefield MDC criteria and are - 4\* Well maintained with hot and cold showers.

Brackenhill centre can be used by junior teams this has kitchen facilities, toilets and a small meeting room. A hiring charge over and above the cost of the pitch fees would be payable to Friends of Brackenhill and a separate booking must be made on 07954814325

## **Cleaning**

It is the responsibility of each team to make sure its changing room is cleaned after each match. Sweeping brushes are provided at each facility. In addition to this, the Parish Council's staff will clean the facility regularly, usually on a Friday. In addition, periodic cleaning is carried out throughout the season if required. If the changing facility is not cleaned satisfactorily please report this to the Parish Council Office.

## **Conduct**

The Council, in conjunction with the West Riding Football Association, BARLA and all other Local Authorities within West Yorkshire, is committed to the Racial Equality Charter for Association Football Clubs. Players or officials who are found to have been engaging in racist abuse or harassment will face disciplinary action from the West Riding County Football Association or

BARLA and may face appropriate action from the council, which could include the withdrawal of facilities.

### **Help us to help others**

For your safety and enjoyment, as well as that of others, please make sure that you, your members, supporters and officials:

- Observe the information on safety signs and notices
- Follow the rules and regulations regarding the use of Council Pitches
- Help to keep the playing fields clean and free from litter
- Report any hazard or obvious damage, especially the equipment, to the Parish Council office so it can be repaired
- Report any unauthorised use of pitches
- Do not carry out any maintenance on the pitch ie putting sand down etc

### **Problems and Complaints**

Occasionally things do go wrong. If there is a problem or you are dissatisfied in any way with the service please let us know. You can speak to the Clerk and/or fill in a Customer comments form, available from the address below.

From time to time the Parish Council may carry out a customer satisfaction survey. Please take a little time to complete the survey form as the information you provide can lead to improvements in the service.

### **Safety and Equipment**

All posts and sockets are checked regularly by Council staff to make sure they conform to Health and Safety regulations.

Pitches are checked for objects and debris prior to pitches being marked out. Any object/debris found is removed prior to marking. Clubs are responsible for checking pitches prior to kick off.

The goal posts provided are in a good state of repair. They are inspected regularly and maintained according to the manufacturers recommendations, to make sure they meet or exceed the relevant safety standards.

### **Contact details:**

Ackworth Parish Council  
The Parish Council Community Centre  
Bell Lane  
Ackworth  
Pontefract WF7 7JH

**Office Hours:**  
Monday to Thursday  
09.00 to 16.00  
Friday 09.00 to 12.00

Tel: 01977 611583  
Email: [clerk@ackworthparishcouncil.gov.uk](mailto:clerk@ackworthparishcouncil.gov.uk)