



Subject:	Online Pitch Bookings
Date:	20 February 2026
Reporting Officer:	Sharon McNicholl, Deputy Chief Executive and Director of Corporate Services
Contact Officers:	Paul Gribben, Head of Digital Services John-Paul McGonigle, Digital Portfolio Manager (Digital Services)

Restricted Reports

Is this report restricted?

Yes

☐

No

☒

Please indicate the description, as listed in Schedule 6, of the exempt information by virtue of which the council has deemed this report restricted.

Insert number ☐

1. Information relating to any individual
2. Information likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the council holding that information)
4. Information in connection with any labour relations matter
5. Information in relation to which a claim to legal professional privilege could be maintained
6. Information showing that the council proposes to (a) to give a notice imposing restrictions on a person; or (b) to make an order or direction
7. Information on any action in relation to the prevention, investigation or prosecution of crime

If Yes, when will the report become unrestricted?

After Committee Decision

After Council Decision

Sometime in the future

Never

Call-in

Is the decision eligible for Call-in?

Yes

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No

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1.0	Purpose of Report
1.1	To present a recommendation for delivering an online booking solution for outdoor pitches.
2.0	Recommendations
2.1	<p>The Committee is asked to approve the procurement of a standalone booking system for outdoor pitches as the first step in reviewing potential wider online booking requirements that will be needed in other areas of the council, including:</p> <ul style="list-style-type: none"> • Community Centres • Recycling Centres • City Hall events • Hot desks • Other Assets and resources.
3.0	Main Report
3.1	<p>During efficiency workshops, elected members expressed a strong desire for the prioritised delivery of an online booking system focussing on outdoor pitches. The City & Neighbourhood Services DMT has already outlined problems with the current management of outdoor pitch bookings impacting customer satisfaction, these include:</p> <ul style="list-style-type: none"> • Inability for members of the public and clubs to book and cancel pitches online, • Unnecessary CNS resource requirements to deliver the current manual processes (paper forms, phone calls, email confirmations, paper processing), • Lack of real time availability, automated confirmations and integrated payments.
3.2	<p>It should also be noted that previous research undertaken by Digital Services around the requirement for a corporate online bookings system indicated issues with fragmented legacy systems, inconsistent business processes, and opportunities for consolidation and efficiencies. Whilst the corporate solution remains strategically important, the complexity of organisational alignment has delayed delivery. Outdoor Pitches is a self-contained service with clearer ownership, making it suitable for a fast-track standalone solution. The recommendation is that the work on a corporate solution is paused to allow resources to concentrate on the delivery of Outdoor Pitch bookings as a pre-requisite to extending to other areas in the Council.</p>
3.3	<p>Digital Services has been working with City & Neighbourhood services to understand what is required to add the Outdoor Pitch booking system to the Digital Programme of work as soon as possible, and work has already started on the business case and requirements gathering. The Operational Director of Neighbourhood Services – Jim Girvan, has agreed to be appointed as the Senior Responsible Officer (SRO) and project managers have been provisionally agreed from City</p>

	& Neighbourhood Services and Digital Services to progress the project as soon as possible, if approved.
3.4	Members should note that there are pre-requisites required for the implementation of any IT system into council processes. One of the most important phases is making sure project discovery and requirements gathering are completed to the correct level of detail.
3.5	<p><u>Project Discovery</u></p> <p>Baselining current performance will be required to determine the success of the project following go live.</p> <p>As-is processes must be captured to highlight possible areas of efficiency and future processes must be agreed to feed into the development of requirements.</p> <p>This will be beneficial not only for this project but will provide understanding of how improved/streamlined processes can apply to other similar functions in the council - leading to further consolidation and efficiencies.</p>
3.6	<p><u>Requirements</u></p> <p>The successful delivery of this project is linked to completing a review of any booking policies in advance of the system being configured. This will help with delivering a well-defined requirements document signed off by the business area. The requirements document will include the following:</p> <ul style="list-style-type: none"> • Functional specification <ul style="list-style-type: none"> ○ Real-time availability search (by date, type, location). ○ Pricing & concessions (adult/youth/club rates; VAT handling). ○ Booking flows: single/recurring block bookings; amendments; cancellations; waitlists. ○ Season management and blackout dates (maintenance, events, sports club block booking). ○ Staff override/admin holds and conflict resolution. ○ Automated comms: confirmations, reminders, change notices. • Technical specification and integration requirements <ul style="list-style-type: none"> ○ Payments: Payment integration, PCI compliance, immediate card capture; options for monthly invoicing/DD. These must all map to and integrate with existing corporate finance processes and the corporate finance system. ○ Identity & account registration: Guest checkout + account creation; BCC identity integration for back office staff.

	<ul style="list-style-type: none"> ○ Scheduling/resources: Pitch inventory, slots, lighting, and buffer times. ○ GIS & location: Site maps, directions. ○ Reporting: Utilisation, revenue, cancellations, no-shows; export to finance. ○ Website and accessibility requirements. ○ Customer Hub – Onboarding the management of customer contact to the customer hub. • Non-Functional specification <ul style="list-style-type: none"> ○ Data privacy, security and records management requirements ○ Testing requirements ○ Training requirements ○ Go-Live and support requirements
3.6	<p><u>Procurement Approach and approvals</u></p> <p>A procurement approach has been agreed using the G-Cloud framework which offers the fastest route to market. A Tender Initiation Request can be completed for SP&R in March.</p> <p>Digital Services will work with Commercial & Procurement services to determine the best approach to extending the project to other areas should this project prove successful.</p>
	Financial & Resource Implications
3.7	<p><u>Capital & Revenue Financing</u></p> <p>One-off Project implementation costs and ongoing revenue financing will form part of the Outline Business Case that will be presented to the Finance Oversight board in March. If approved the project will be moved to the capital programme at SP&R in March.</p> <p>Based on G-Cloud pricing searches:</p> <p>One-off implementation costs of up to £30,000 may be required for setup and integration.</p> <p>Revenue growth of up to £30,000 will be required. This will be funded from CNS efficiencies achieved through the delivery of this project.</p>
3.8	<p>Resourcing:</p> <p>The Discovery phase will highlight impacts to job roles and staffing requirements as automated processes are mapped out. Management of staffing impacts must be built into the project plan.</p> <p>It should be noted that this project will require resources from CNS, Digital Services, The Online Experience Team, Corporate HR, Continuous Improvement and Finance. These resources must be co-ordinated alongside existing work plans.</p>

	Equality or Good Relations Implications/Rural Needs Assessment
3.9	No equality, good relations or rural needs implications have been identified at this stage. A screening will be undertaken as part of project initiation aligned with the screening already carried out for the Digital Programme of work.
	Communications Implications
3.10	Communications support will be required for public launch.
4.0	Appendices – Documents Attached
	Appendix 1 - Estimated Project timeline

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Procurement could take place sooner if discovery (Process design, Booking policy, Requirements sign-off) is fast-tracked.

		2026											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Outdoor Pitch Booking	Business Case and OBC development												
	Procurement and Financial Approvals												
	As-is and To-be processes												
	Bookng policy review												
	Specification of requirements												
	Staffing and Change management												
	G-Cloud Procurement and contract sign-off												
	System Implementation and Configuration												
	Finance system Integration												
	Website and Accessibility integration												
	Customer Hub onboarding												
	Go-Live												

Business sign-off of requirements

System implementation begins

Go-Live (Phased approach)