

Pinnacle Facilities Management **Castle Point – Street Cleansing Case Study**

Pinnacle took over the Grounds Maintenance / Street Scene service at Castle Point Borough Council in June 2006 following a competitive tendering exercise. The Street Scene element was in a particularly bad way and we implemented some immediate actions.

Back-edge detritus

14 main roads, 60 miles of residential roads. Not properly done for over six years. Combination of mechanical and 'by-hand' clearance and sweeping to bring the entire Borough up to a high standard. We now have an annual programme in place to maintain this high standard.

Re-organised operatives routes

Re-organised operatives routes – prior to Pinnacle, operatives delivered Street Scene services in a very ad-hoc / reactive manner. Pinnacle immediately structured operatives routes so they clean areas on a 3-week cycle and are more pro-active in maintaining the standard. Performance has increased. BVPI 199 score was 14% prior to Pinnacle starting but was immediately reduced to 13% in the first quarter, currently stands at 12% in second quarter and is likely to be 10% in third quarter (inspection taking place Feb 07)

Staff development

All managers on two-day away-day to develop managerial techniques. All staff on 1 day off-site team-building exercise. They had never done this before.

Road sweeping

In our bid, we promised to buy a second Johnston Road Sweeper. Within 5 months of the contract starting we had purchased the machine (£40k) and reduced mechanical road sweeping cycles from 6 to 3 weeks.

Thorney Bay Foreshore Clearance

residents and Councillors had been asking CPBC to clear this beach area of weeds, needles, dog faeces and rats for many years. Within 6 months Pinnacle had set this as a management challenge to our local staff. The beach was cleared and an attractive rockery built with the waste materials. Feedback from local residents and Councillors is very positive.

Further information and clarification from:

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