

Case Study

Chesterfield Borough Council: SpirePride

The Department

SpirePride is Chesterfield Borough Council's campaign to refine, transform and enhance the local environment through community involvement, local council support and personal responsibility. Under the remit of Environmental Services, the SpirePride team are responsible for the maintenance of local parks and recreation areas and town centre street cleaning.

The Challenges

The Department already has an ongoing desire to build on and improve their performance where they can, recognising people, skills and work. To take this to a new level they want to be able to operate as a single efficient team: a team that supports one another to get the job done, and one where everyone takes real pride in what they do.

Objectives

- Change procedures that do not work for the team
- Create a team spirit that allows flexibility in how and when things are done
- Be the best at what they do
- Create a wider sense of pride in what the team does
- Be judged on their success by making a difference that people notice

The Results

- Structures reviewed and changed as appropriate to meet the needs of the council
- Communications improved between staff, managers and clients
- Barriers to trust between management and employees removed to improve effectiveness
- Budget management and monitoring systems improved
- Flexible working practices extended
- Management and supervisory training implemented
- Employee awareness of public perception improved
- Full maintenance programme developed
- Procurement and deployment system improved
- More enjoyable customer experience programme created
- Provision of play areas reviewed
- Events expanded across all parks to increase revenue
- Recycling increased
- Procedures for staff parking and vehicle safety reviewed

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- Improve productivity
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- To deliver the change to a financial outcome

Contact Us

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