

## APSE Land Audit Management System (LAMS)

A quality inspection tool to benchmark your grounds maintenance, cemetery land and wider street scene service



## What is LAMS?

The LAMS (Land Audit Management System) is a quality inspection system, initially developed by local authorities in Scotland and now rolled out on a UK wide basis, to monitor grounds maintenance, which can also be applied to street cleansing and cemetery land for a total street scene overview. If you are a member of APSE's performance networks you will be able to use LAMS to measure the quality of your own localities, and at the same time benchmark these against other local authorities.

The LAMS system has already been proven to be a simple and effective performance measuring system, which has benefits far beyond simply showing the cleanliness and quality of green spaces and the street scene. LAMS can be a useful tool to senior managers who have to justify green space and street scene budgets; it can be used as a marketing tool when applying for new contract work; and is also a great way to publicise the work the council does in maintaining its local environment to residents and businesses.

## No additional resources needed

LAMS inspections can be carried out by any officer as part of their normal daily work routines when visiting an area "without creating a demand on officer time", as the inspection is based on 'what the public would see' rather than requiring a technical inspection.

## What does LAMS monitor?

There are currently three areas which LAMS covers - grounds maintenance, street cleansing and cemetery and crematorium services. Within each area is a list of items to inspect and are detailed in the table below.

	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffiti		✓	
Staining/ gum		✓	

To enable a validation process to take place, photographic examples of the monitored issues are provided in the LAMS guidance notes to help inspectors and training can be given to ensure uniformity of scoring.

## How can you start to use the LAMS system?

APSE performance networks are inviting members to sign up to use the LAMS system so they can monitor their own greenspace, street cleanliness and/or cemetery and crematorium service quality levels. To get involved, local authorities need to be fully subscribed members of APSE performance networks for parks, cemeteries and crematorium and/or street cleansing.

This system allows APSE performance networks members to receive regular reports on the quality of grounds maintenance, street cleansing and/or cemeteries and crematorium services compared to other authorities free of charge and the overall scores will be included in the main APSE performance networks performance reports.

Register your interest on the form attached and we will send you the LAMS Guidance Manual, together with details about training courses in your area.

## The LAMS App

One of the areas for improving the system, suggested by a local authority working group, was to allow inspections to be recorded within an app, in order to avoid the need to input data later on. By allowing data to be loaded onto an app, this would also allow APSE to access the data centrally, thereby removing the need to resend data to APSE after each round of inspections. As a result, APSE has assisted BBits / Love Clean Streets in the development of an app for LAMS, which was launched in September 2018.

Please note the use of the LAMS app is not essential to the use of LAMS (the current paper-based system can still be utilised), but in line with members requests, it would provide a much easier and less time consuming approach to inspections and would allow for a wider base of officers/public who could use the LAMS methodology. In addition it was also felt that the introduction of an app could potentially assist those councils who are considering using volunteers to record inspection data. The use of the app does come at a small single extra cost alongside the membership costs for the three service areas.

If you are interested in knowing more about the app, please indicate on the form overleaf.

## Not a member of performance networks?

To get involved in LAMs you will need to subscribe to performance networks.

APSE's performance networks benchmarking service is used by over 190 local authorities throughout the UK, to identify cost savings, demonstrate value for money and identify innovative approaches to service delivery.

As local authorities continue to face drastic funding cuts, services have to prove their worth more than ever. There is a growing need to identify the value for money services bring by showing the quality they deliver, and by association, the benefits of the local authority and the people they serve.

Those local council services that subscribe to performance networks receive detailed reports on cost, quality and productivity as well as customer satisfaction levels with free surveys provided.

If you need any further information please do not hesitate to contact a member of the performance networks team on 0161 772 1810, or visit our website [www.apse.org.uk](http://www.apse.org.uk)



I am a member of APSE performance networks for parks, cemeteries and crematorium and/or street cleansing, and I would like to register my interest for LAMS

First name	Surname
Job title	
Authority	
Address	
	Postcode
Email	
Telephone	

**I'm interested in knowing more about the app**

Please return form to [performance.networks@apse.org.uk](mailto:performance.networks@apse.org.uk) or call 0161 772 1810 for more information.

For the purposes of GDPR your details will be added to our database. Please confirm your agreement. Your details will be used as per APSE's GDPR policy, for more information please visit the APSE website. We will store your contact details until such time as you notify APSE that you wish to be removed from our database

Please confirm your consent to APSE storing your contact details. If you do not consent we will not be able to add you to our systems to ensure you receive APSE services such as our briefings service, network queries, research and other information.

I agree

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