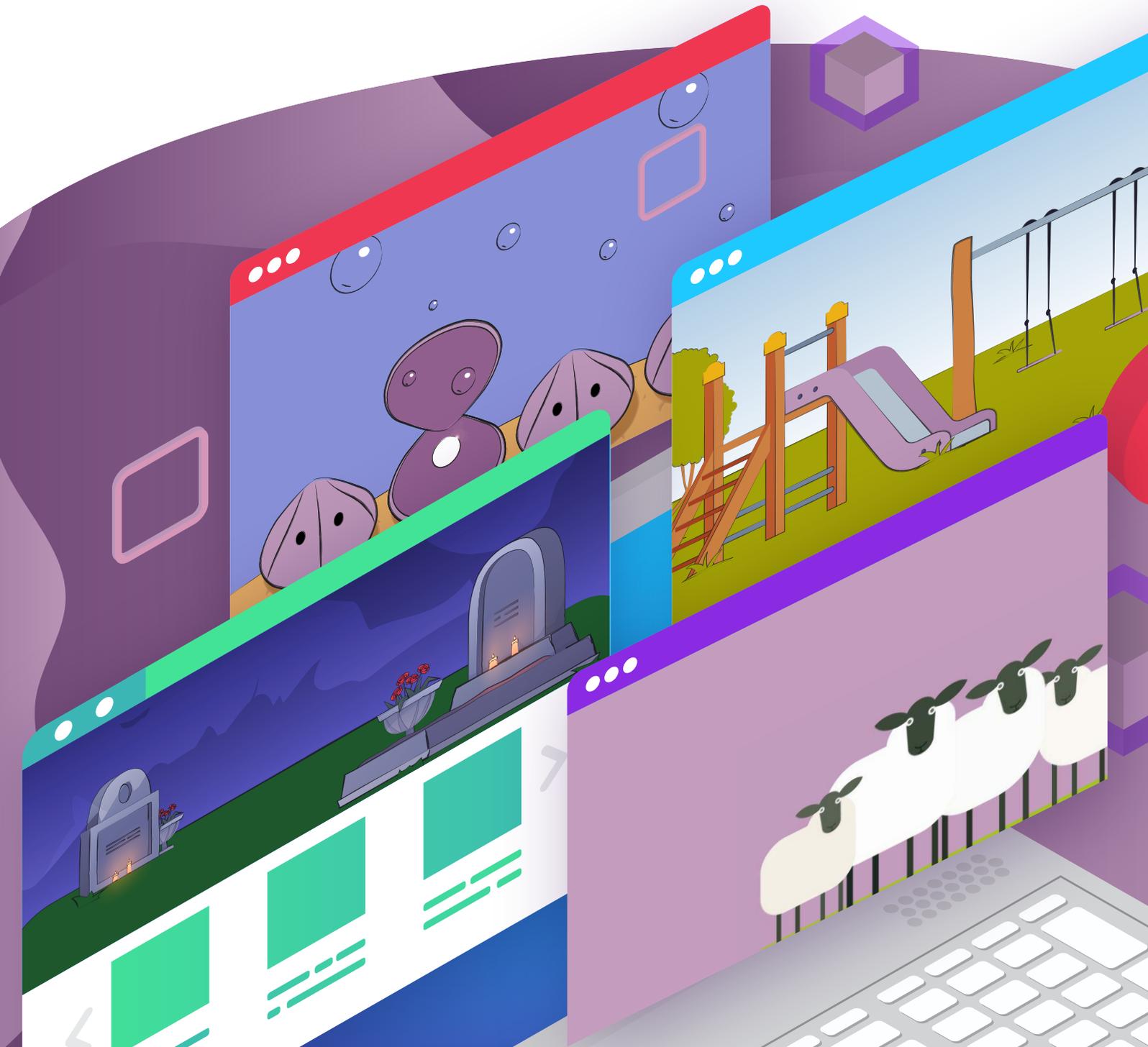


# Network News

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Welcome to the Spring edition of Network News. Delivered to your inbox every quarter, bringing you information on the latest developments in performance networks.



# Developments



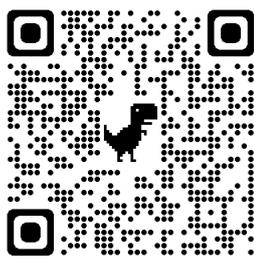
## QR Codes

We are introducing QR codes into our marketing collateral for performance networks, enabling you to access information quicker and easier.

QR codes are “**Quick Response**” codes that allow members to get access to lots of information much faster than ever before. All you need to do is read the code with your mobile device by opening your camera and hovering above the code. Once you click the link that appears, you will be directed to the relevant web page.



[bit.ly/APSELAMS](https://bit.ly/APSELAMS)



[bit.ly/APSECLAMS](https://bit.ly/APSECLAMS)

## Reports going out

Following on from the production of the second batch of data sets and new participating authorities now added to the data sets, the PI standing reports (issue 2) have now sent out. The following reports will be sent out over the coming months:

- Performance Indicator Graphical report (issue 2)
- Performance at a Glance report (issue 2)
- Direction of travel report
- Profile report
- Summary report
- Case study report

These will also be available to download from the new web portal.

## Inspection Apps

Performance Networks are now pleased to offer a suite of Apps to enable members to use modern and efficient ways to carry out inspections. Compared to paper-based systems, the Apps reduce the duration of inspections, automatically identify the inspection location through GIS, include a photo facility and allow inspections to be submitted by the click of a button.

The results from participating authorities can be benchmarked throughout the year, so that you can compare the quality of service, thus becoming an invaluable management tool producing meaningful data. This can be used to prove value for money and to promote how effective your service is. Not only is this data available ‘live’ via the cloud but also feeds into the performance indicator reports and can contribute to the awards criteria.

Apps have been developed in the following areas:

### LAMS – Land Audit Management System

The LAMS (Land Audit Management System) is a quality inspection system to monitor grounds maintenance, street cleansing and/or cemetery land. 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 app also features a randomiser; it randomly selects sites to be inspected and also has a mapping and route planning facility for the inspections. There is also the option of adding on the API so that inspection scores from LAMS can feed into back-office scheduling systems.

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.

### **CLAMS – Cleaning Audit Management System**

CLAMS is a quality inspection system to benchmark your building cleaning. The App includes surveys to inspect cleaning in the following buildings:

- Educational establishments
- Leisure centres
- Offices
- Public conveniences
- Residential Properties (New in 2022)

Apps are currently being finalised for the following:

### **PIMS – Play Inspection Management System (to be piloted spring 2022)**

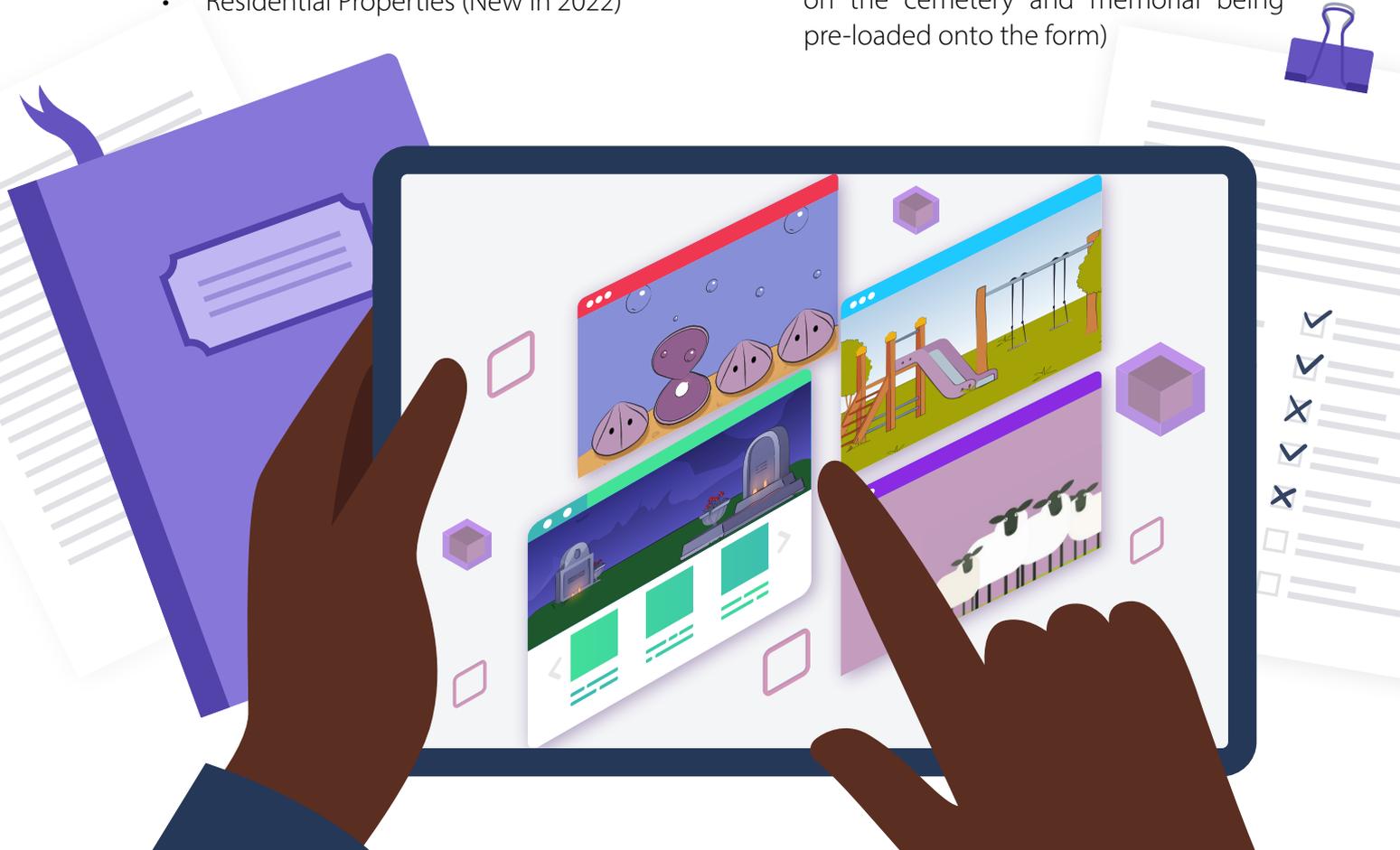
Inspection system for play equipment. To measure

- Play Value
- Quality Surveys
- Equipment Inspections
- Asset

### **MIST – Memorial Inspection Safety Tool (to be piloted summer/autumn 2022)**

Inspection system for memorials. The App will allow for the following options:

- Option 1 – Complete an overall inspection of the burial ground (including gates pathways, signage, bins, access etc.)
- Option 2 – Complete a detailed individual inspection of each memorial scheduled.
- Option 3 – Complete a simplified memorial survey (with some information on the cemetery and memorial being pre-loaded onto the form)



# Updates

# WHAT'S NEW?



## Year 24 (2021-22) data collection

The next set of data collection templates will be issued during April and May 2022 and you will be emailed once these are ready. You will also receive the full data collection pack which includes guidance manuals in the post during May 2022. To gear you and colleagues up to the process this year, we will be again offering free training (details below). This is particularly beneficial to new staff and there is no limit to the number of colleagues who can benefit from this training.

The return deadlines for this year are as follows:

<b>Service</b>	<b>Target date</b>	<b>Return date for your data to be included in the validation meetings</b>
Building cleaning	31-Jul	02-Sep
Building maintenance	31-Jul	02-Sep
Catering	31-Jul	02-Sep
Cemetery and crematorium services	31-Jul	02-Sep
Environmental health	31-Jul	02-Sep
Roads / Highways	31-Jul	02-Sep
SCOTS	22-Jul	15-Jul
Core highways	22-Jul	15-Jul
Market operations	31-Jul	02-Sep
Parks	31-Jul	02-Sep
Refuse collection	31-Jul	02-Sep
Sports and leisure	31-Jul	02-Sep
Street cleansing	31-Jul	02-Sep
Street lighting	31-Jul	02-Sep
Trading standards	31-Jul	02-Sep
Transport	31-Jul	02-Sep

## Training (free of charge)

Week commencing 23 May 2022 and Week commencing 20 June 2022

[Click here to book online now!](#)



## About the training

To enable as many members as possible to attend, we will be holding two sessions per day. Morning sessions will take place between 10am and 12pm and afternoon sessions between 2pm and 4pm.

Our expert trainers will be able to share training materials to ensure you are fully up to date on all aspects of data completion training.

Just book online and we will be in touch with you directly to confirm arrangements. We will set up the virtual meeting, invite you all along, and then you simply click on the web link at the specified time and that's it!

## What will the training cover?

The data completion training will cover the following items:

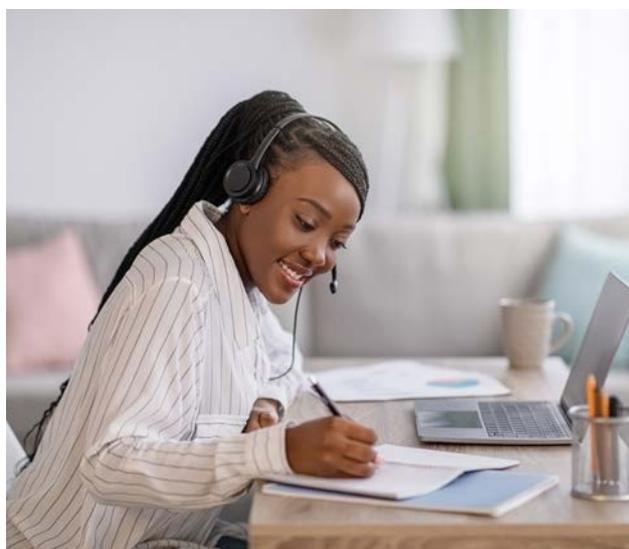
- Introduction to APSE and performance networks
- Why we need performance data
- Familiarity with the reports
- Explanation of 'family groups'
- Customer satisfaction surveying
- Performance awards
- Introduction to the website
- Introduction to the data collection templates and how to use them
- Do's and don'ts
- Further support and involvement

## Why join this training session?

Data completion training is free of charge to performance networks members and helps in both understanding the performance networks reports and activities as well as more technical training on completing the data templates.

This training course will enable you to:

- Gain an understanding of APSE performance networks and how we can offer further support and involvement
- Complete the data templates as accurately as possible



## Web portal update

We have now introduced 2 factor authentication to the signing in process for the web portal. This adds an extra layer of security to the system. From now on once you log in an email will be automatically be sent to you with a random 6 digit code that needs to be entered into the box below.

Enter the code you received by email. Then click on the Submit button below.

Six Digit Code

[Submit](#) [Log Out](#)

Once the code has been entered, click Submit and you will be taken to the web portal Home page. If you are having trouble receiving the emails please contact us at [performance.networks@apse.org.uk](mailto:performance.networks@apse.org.uk)

## Northern Ireland Project

The working group meetings have now been held for the project and changes are being made to the data templates as a result of these discussions. The timetable for the project for this year is as follows:

- Data templates for 2021/22 issued April 2022
- Data support/training –May 2022 (off site)
- 2021/22 data to be returned by July 1st, 2022 – (deadline for full error checking)
- Report production August 2022
- Deadline for 2nd batch reports – 31 January 2023

## Performance Networks Team

### Update

We welcome Julie Cook back into the team this week after Alistair Holcroft's sabbatical with us has come to an end. Alistair has been a valued member of the team for the last 21 months and we would like to thank him for his hard work over this time. Alistair has returned to his role within the admin team and although he remains in our head office, we will miss him in PN!

# Save the date!

## APSE Performance Networks Seminar 2022

The APSE performance networks seminar will be held on Thursday 1 December 2022 to Friday 2 December 2022 at the Village Hotel, Blackpool. The seminar will also feature the best and most improved performer awards.

Further information will be available closer to the event and a report back of last year's event is available in our [December/January 2022 APSE Direct](#).