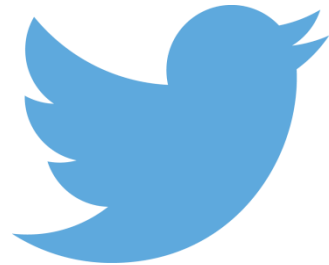


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**@apsenews**



**@APSE - Association for  
Public Service Excellence**

# Know your facts!

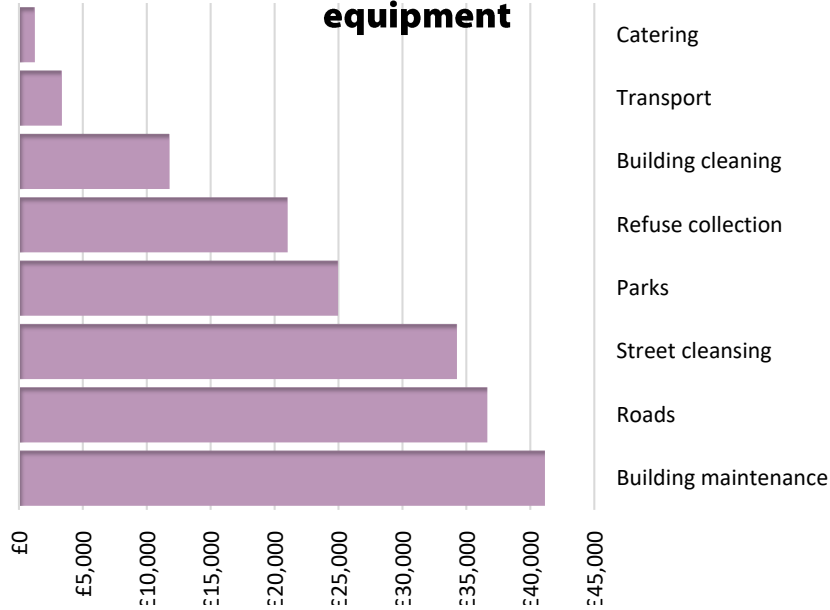
Debbie Johns, Head of Performance Networks

[www.apse.org.uk](http://www.apse.org.uk)



# Spend

## Additional spend on Covid-19 related equipment



<b>Refuse additional cost of agency/overtime to cover</b>	£37,728
<b>Additional vehicles hired in by the Transport section</b>	8.50

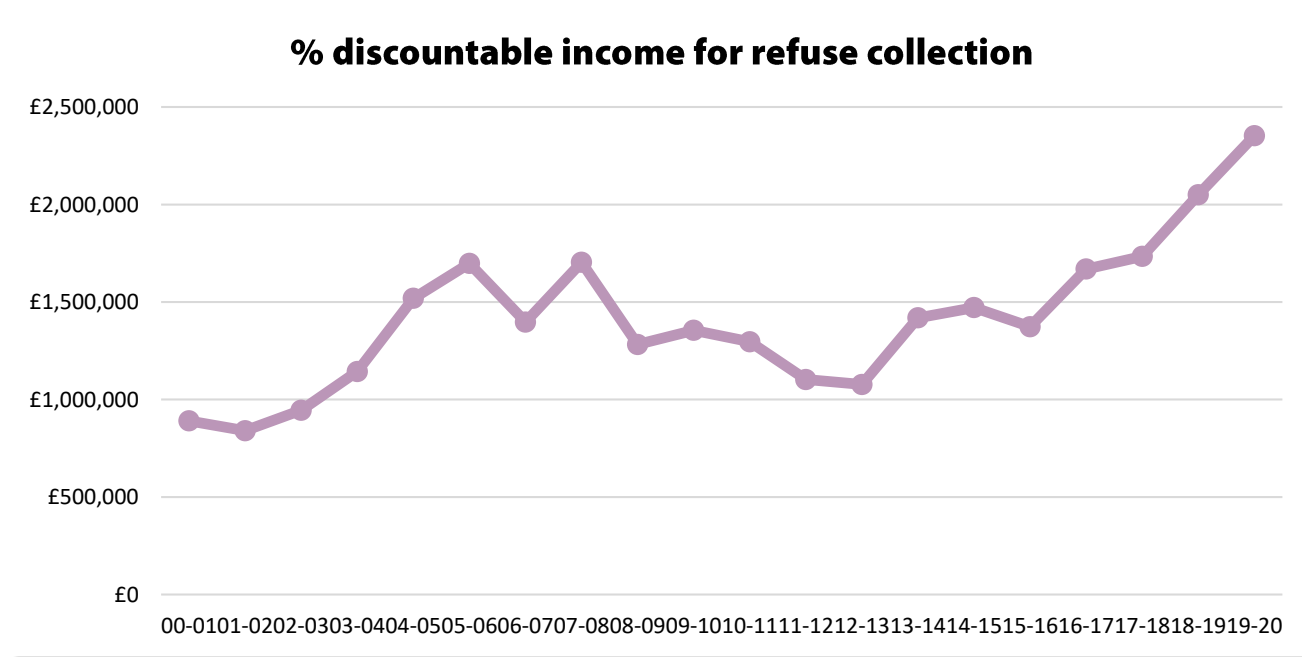


# Income

	<b>Average revenue income collected for the first quarter</b>	<b>25% of average annual budget estimate for 2020/21</b>	<b>Difference</b>
<b>Parks and Open Spaces</b>	£354,811	£473,901	-£119,090
<b>Refuse Collection</b>	£248,635	£341,053	-£92,417
<b>Income loss compared to budget estimate from private MOTs</b>			64%
<b>Income loss compared to budget estimate from taxi testing</b>			65%

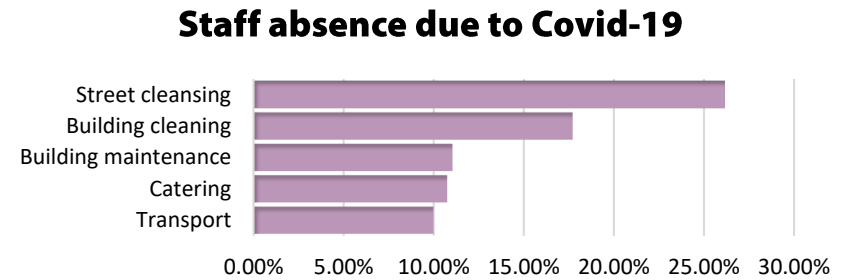
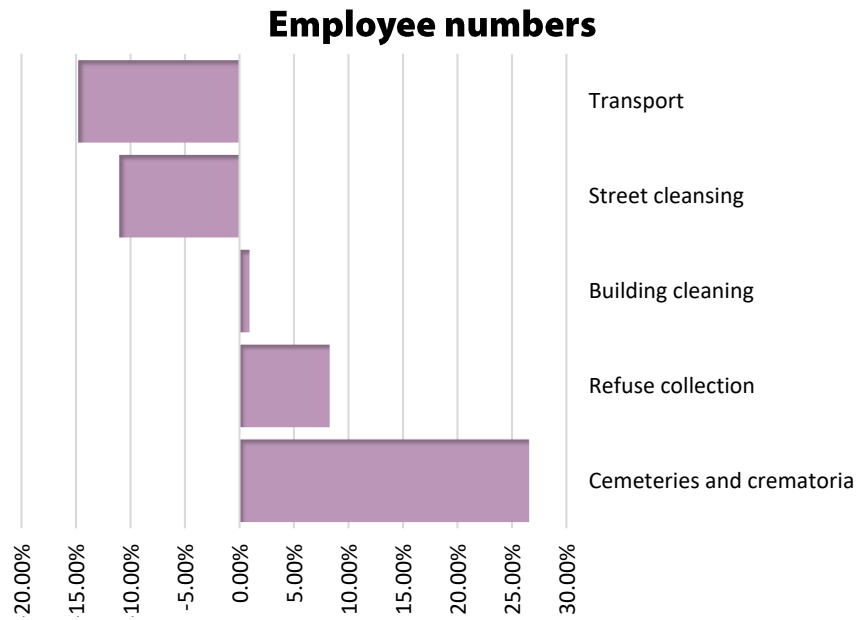


# Refuse Collection





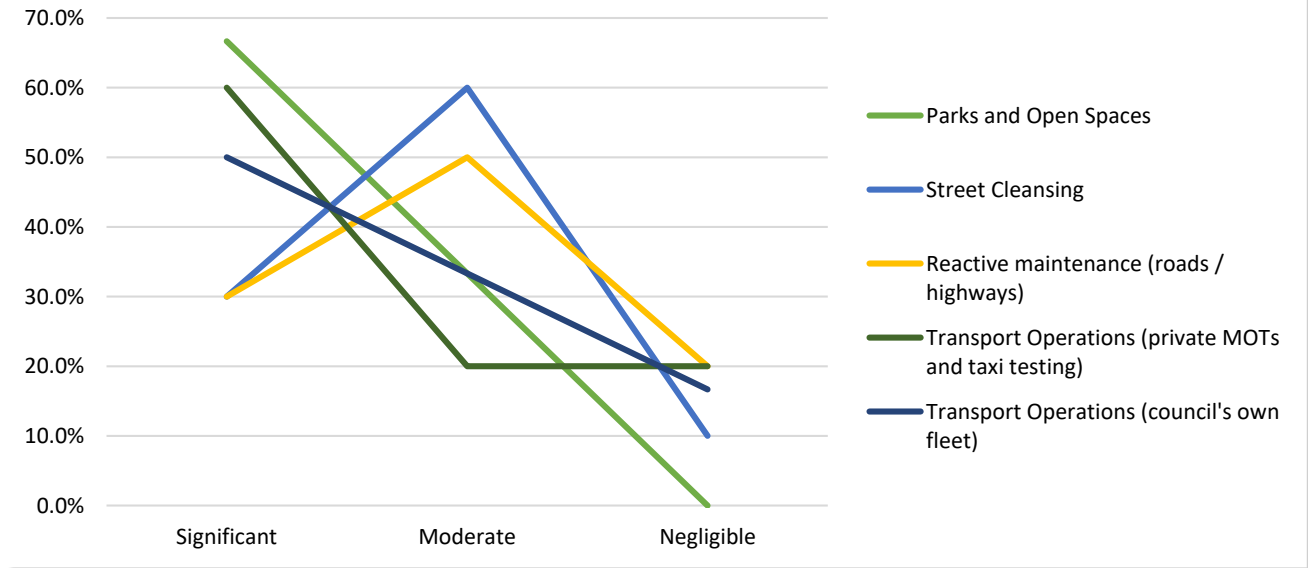
# Impact on employees





# Service Standards

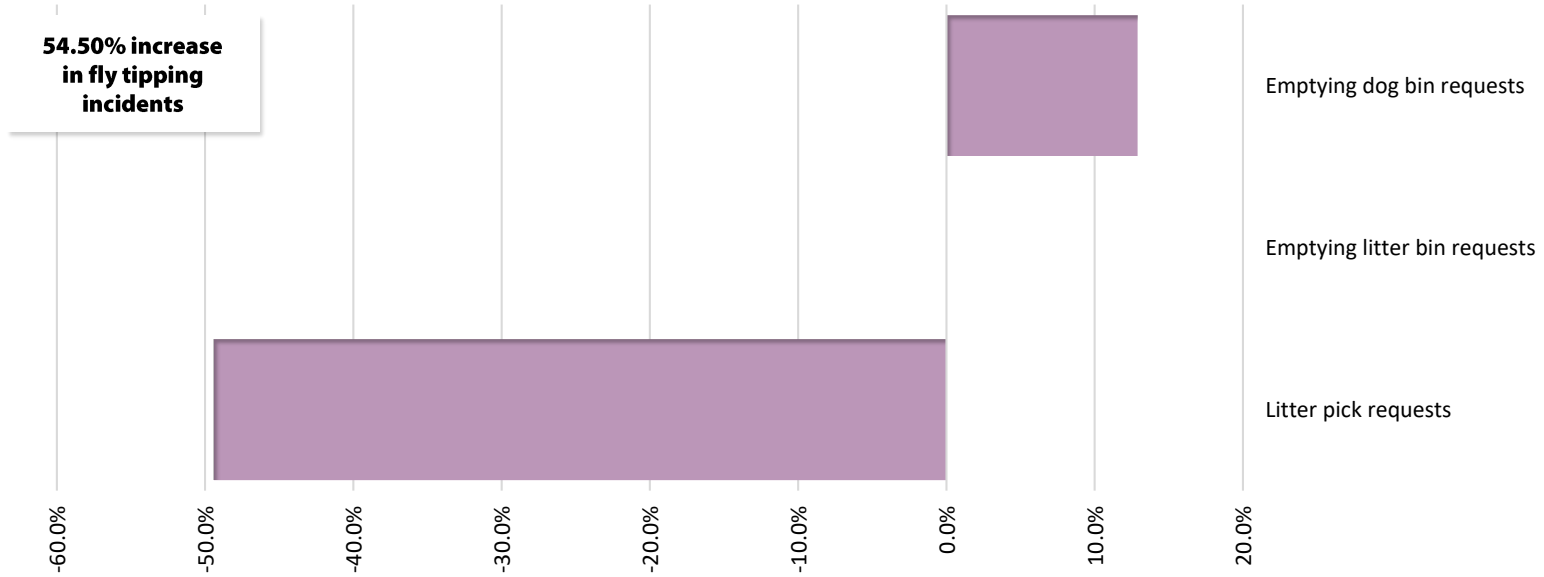
**Impact at the end of the first quarter**





# Service Requests

## Street cleansing: service requests compared with the same period last year







**Estimated requirements in the second quarter to bring the maintenance standards back up to normal levels by the end of the second quarter**

**Employee Numbers**

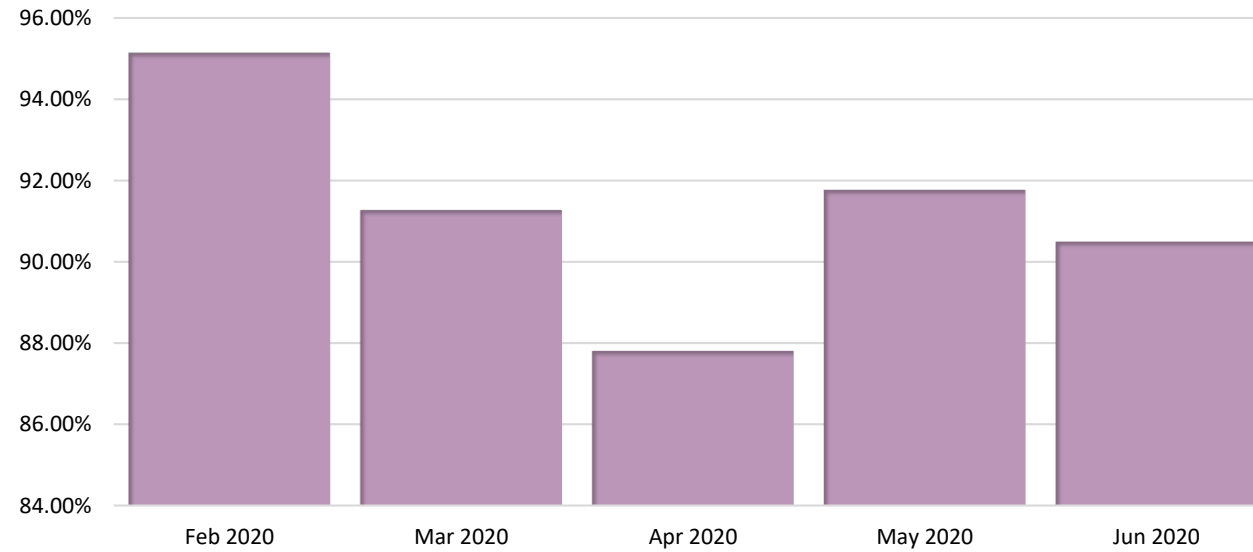
<b><u>Service area</u></b>	<b>Average number in post (March 1)</b>	<b>Estimated required (July - Sept)</b>	<b>Increase</b>
<b>Parks and Open Spaces</b>	95.0	113.4	19.41%
<b>Street Cleansing</b>	39.5	42.0	6.33%

**Staff Costs**

<b><u>Service area</u></b>	<b>Average cost of staff (April - June)</b>	<b>Estimated required (July - Sept)</b>	<b>Increase</b>
<b>Parks and Open Spaces</b>	£584,238	£666,529	14.09%
<b>Street Cleansing</b>	£303,362	£317,046	4.51%

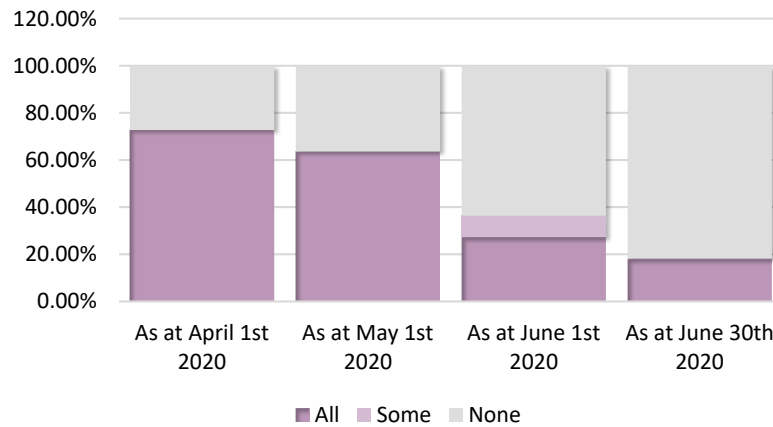


### % quality inspection surveys above Grade B

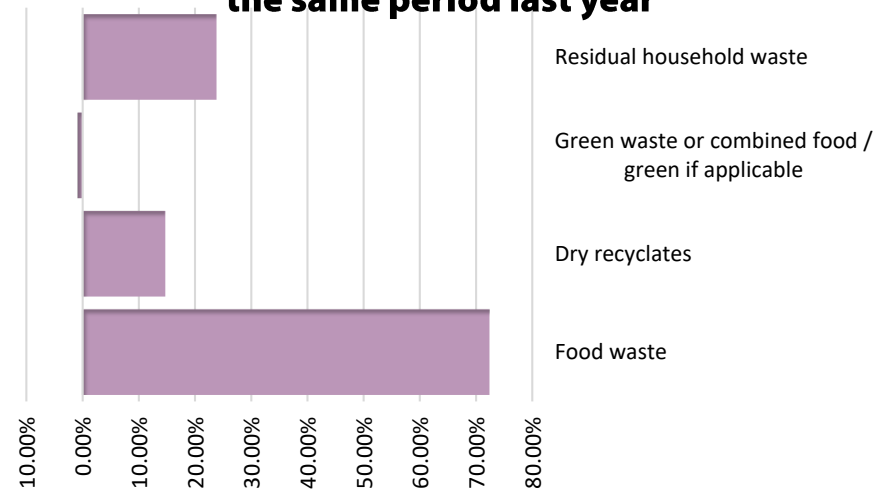




### Percentage of Household Waste Recycling Centres which were closed to the public



### Tonnage of waste collected/sent for recycling or disposal – compared with the same period last year



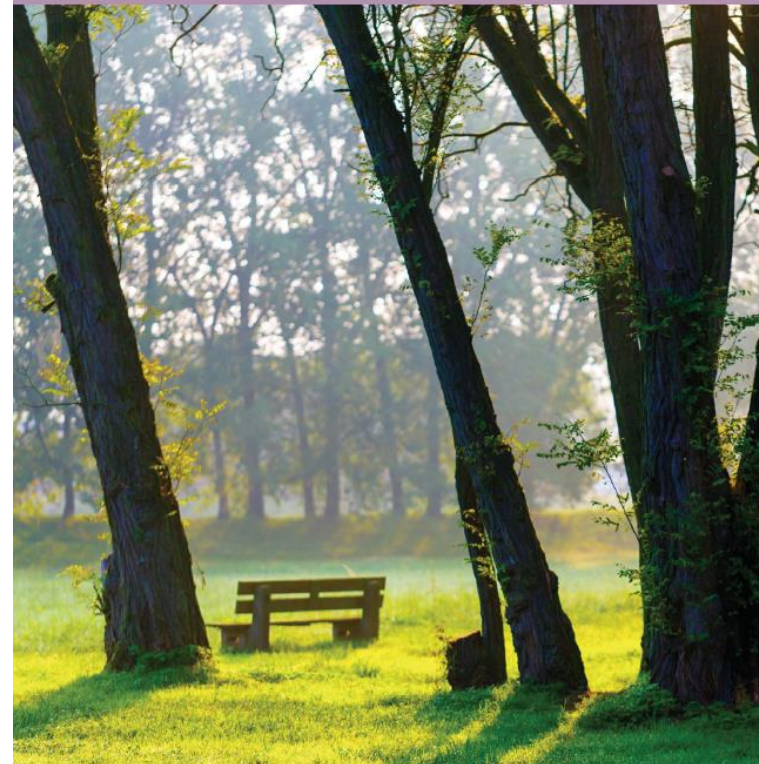
## LAMS is

- ❖ Land Audit Management System
- ❖ Developed in Scotland and rolled out on a UK wide basis
- ❖ Monitor grounds maintenance, also be applied to street cleansing for a total street scene quality score.
- ❖ Simple and effective performance measuring system
- ❖ Can be used for cemetery land
- ❖ Can be used by volunteers
- ❖ 'what the public would see' rather than requiring a technical inspection
- ❖ App has been developed and is being used by LA staff and volunteers

[www.apse.org.uk](http://www.apse.org.uk)

### APSE Land Audit Management System (LAMS)

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



# Performance measurement

- Collects data source for comparative Performance Indicators at national level (real time & annual)
- Contributes to annual performance awards
- Available to all PN members for relevant services

## What does it monitor?

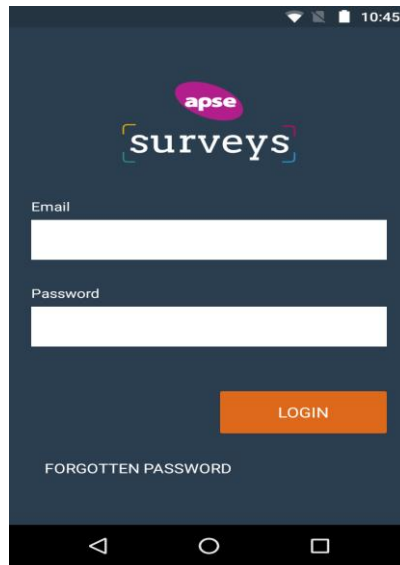
	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure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

## When?

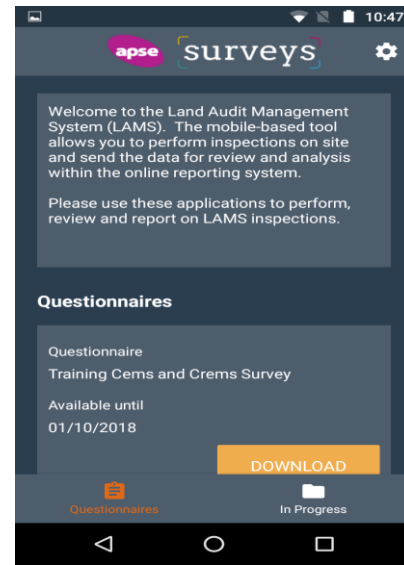
<b>Inspections completed for</b>	<b>Results to APSE by</b>	<b>Report back to authorities by</b>
April & May	05 June 2020	19 June 2020
June & July	07 August 2020	21 August 2020
August & September	09 October 2020	23 October 2020
October & November	11 December 2020	23 December 2020
December & January	05 February 2021	19 February 2021
February & March	09 April 2021	23 April 2021

# App Layout

## USING THE APSE LAMS APP

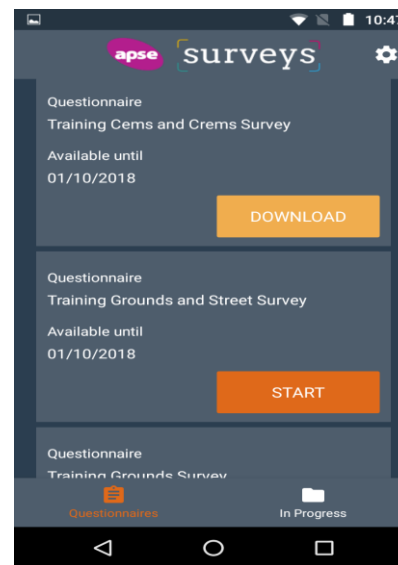


On opening the app, login with the email and password you have been set up with.



After login, the Welcome message displays from both APSE and your LA. See Admin Panel use for where to create the LA Welcome Message.

The Questionnaires list populates with the LAMS Inspections assigned to you.



Clicking the 'Download' button downloads that survey to your device for completion, changing to a 'Start' button on completion of the download.

Select the 'Start' button to commence your inspection.

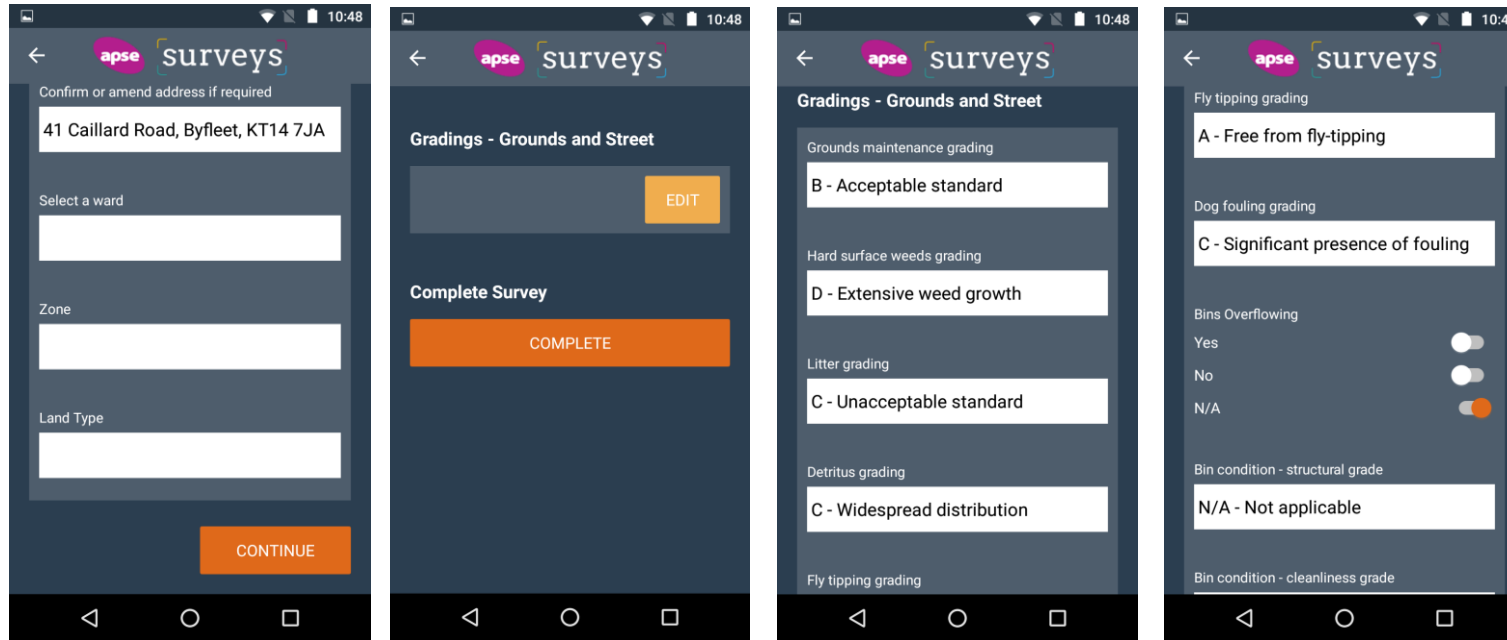


Notes on completing the Inspection and definition of the Zones in your LA display first.

Address is populated by your device – you must have location services on and accept the apps use of them.



# App Layout



Scroll down if necessary and complete the other fields related to the location of the inspection.

Select 'Continue'

The grading section is listed for completion.

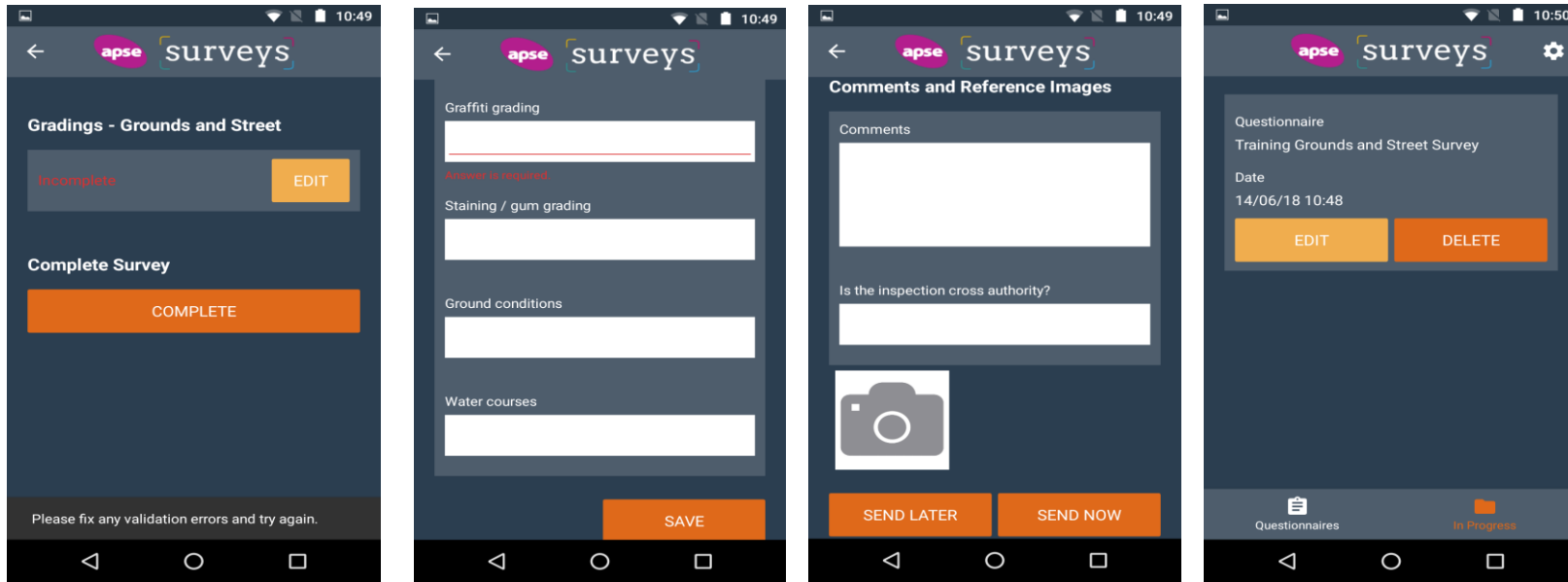
Select 'Edit'

Answer the questions as required.

Scroll down and continue the inspection.

Click 'Save' at the bottom of the screen.

# App Layout



All done, Click the 'Complete' button.

If you haven't completed everything that is required it tells you so. Then click 'Edit' to review your answers.

Anything that is incomplete is highlighted within the page. Clear all the red highlighted fields by answering the questions and click 'Save' again.

Then click 'Complete' again.

Complete your Inspection with adding comments and images if desired.

Clicking 'Send Later' saves your inspection for sending later – over Wifi maybe.

Clicking 'Send Now' sends your completed Inspection off to the LA for Review.

To Send Later or finish In Progress Inspections, tap the 'In Progress' tab from the Welcome & Surveys screen.

Any unsent Inspections are listed here.

Click 'Edit' to go through to Complete and Send.

Click 'Delete' to remove it completely.

## The Randomiser

### **Issues raised at LAMS training and working group;**

- Inclusion of a randomiser to automatically allocate inspection lists to inspectors.
- Inclusion of a map of planned inspections on the App.

## Would you like some help in actually completing your data?

Free support available to performance networks members

[Click here to book online](#)

Due to the Covid-19 pandemic, APSE is offering free support for those councils who have not yet sent in their data for 2019-20. This will help you to complete your data for the next round of reports –





# Reports

## Family group comparison

### Street Cleansing PI standings 2018/19

**Name of authority**  
**PIN**  
**Family group**

**Sample Authority**  
**40999**  
**C3**

### Performance indicator

#### Key performance indicators

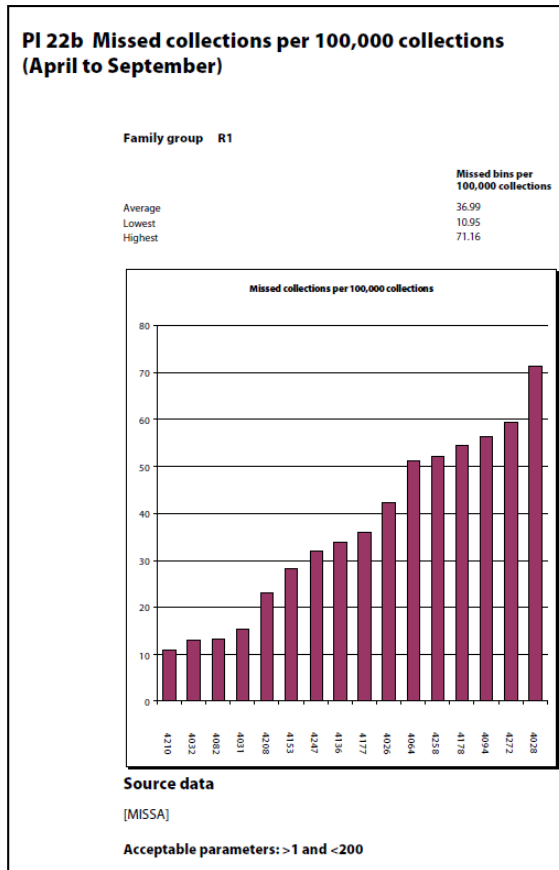
Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 03 - Cost of cleansing service per household (including CEC)	14	£53.89	£30.69	£16.22	<b>£17.76</b>	<b>4</b>	£17.76	<b>1</b>	£17.20	L
PI 04 - Cost of cleansing service per household (excluding CEC)	18	£44.73	£26.02	£10.32	<b>£16.06</b>	<b>4</b>	£16.06	<b>1</b>	£14.29	L
PI 20 - Customer satisfaction performance	1	73.07%	73.07%	73.07%			-		73.07%	H
PI 39 - Community / customer surveys undertaken	9	98.30%	68.05%	25.00%	<b>98.30%</b>	<b>1</b>	78.50%	<b>1</b>	97.32%	H
PI 37a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	3	6.64%	3.43%	1.25%			-		1.48%	L
PI 37b - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced numbers or other survey type)	2	13.27%	9.39%	5.50%	<b>5.50%</b>	<b>1</b>	-	-	6.28%	L
PI 37e - LEAMS cleanliness index score assessed by Keep Wales Tidy	2	72.32	69.13	65.94			-		71.68	H
PI 37g - LEAMS cleanliness index score from self inspections (Wales only)	2	81.35	76.16	70.96			-		80.31	H
PI 37h - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)	2	90.70	80.85	71.00			-		88.73	H
PI 37i - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)	2	89.60	80.30	71.00			-		87.74	H
PI 37j - LEAMS cleanliness index score from self inspections (Scotland only - Rural/mixed)	2	93.60	84.30	75.00			-		91.74	H
PI 37k - LEAMS cleanliness index score from self inspections (Scotland only - Urban)	1	89.60	89.60	89.60			-		89.60	H
PI 37l - Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)	2	98.88%	96.24%	93.60%			-		98.35%	H
PI 37m - Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)	4	94.40%	91.60%	89.60%			-		93.74%	H
PI 44a - Quality Indicator (England)	11	160.00	90.00	1.50	<b>132.50</b>	<b>3</b>	132.50	<b>1</b>	155.00	H
PI 44b - Quality Indicator (Scotland) Rural / mixed	3	45.00	37.50	30.00			-		43.50	H
PI 44c - Quality Indicator (Scotland) Urban	2	29.00	28.00	27.00			-		28.80	H
PI 44d - Quality Indicator (Wales)	3	35.00	24.67	10.00			-		33.80	H

#### Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.



# Reports



## Refuse collection performance at a glance

### Sample Authority

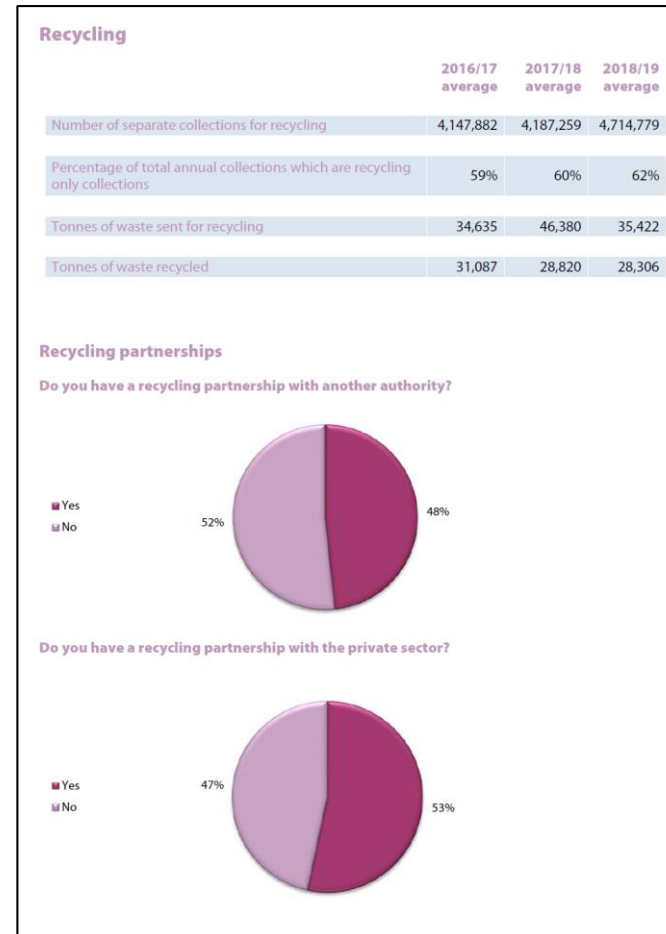
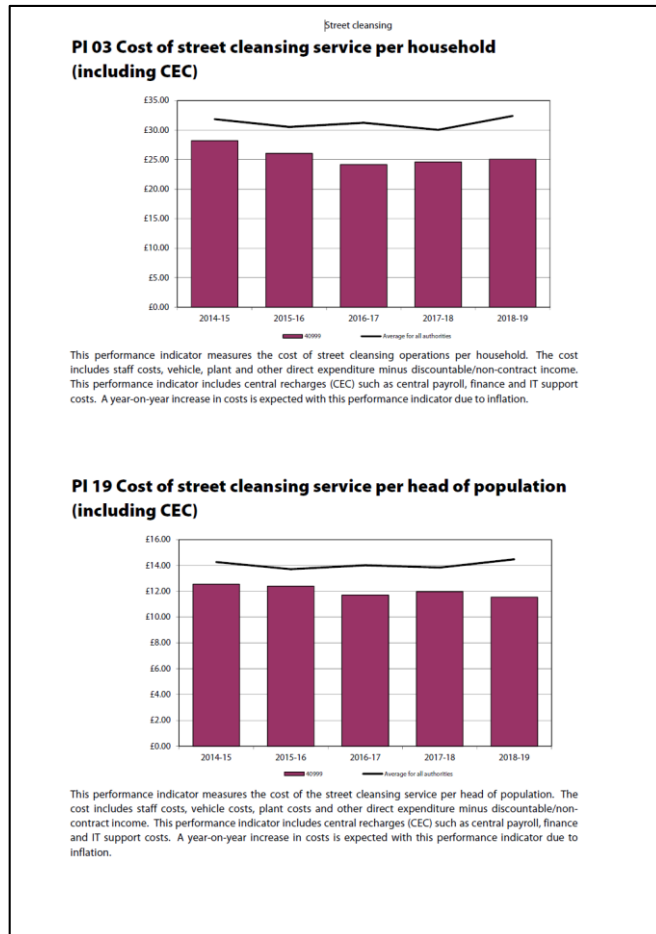
4999

These pages show your authority's performance for each performance indicator against the 2018/19 average performance of your family group. Whether your result has improved or not from 2017/18 is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Performance indicators	Performance in 2018/19	Improved since 2017/18?^
<b>Key performance indicators</b>		
PI 01c Cost of refuse collection service per household (excluding landfill tax & waste disposal)	▲	—
PI 02c Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	◆	—
PI 03a Net cost of recycling per household	◆	—
PI 03b Tonnes of domestic waste sent/collected for recycling per household (Scotland only)		▼
PI 03g Tonnes of domestic waste sent/collected for recycling per 1000 head of population (Scotland only)		▼
PI 03d Cost of recycling per household covered by kerbside recycling collections (including CEC)	◆	—
PI 03e Tonnes of domestic waste recycled per household	●	▼
PI 03f Kg of domestic waste recycled per head of population	●	▼
PI 03h Tonnes of domestic waste recycled per 1000 head of population (Scotland only)		▼
PI 03i Net cost of recycling per household (excluding CEC)	◆	—
PI 11 Percentage of households covered by kerbside recycling collections	●	—
PI 12a Percentage of total domestic waste collected which is sent for recycling (Scotland only)		—
PI 12b Percentage of household waste collected which is actually composted	●	▲
PI 12c Percentage recovery of energy from household waste collected (excluding Scotland; Unitary only)		
PI 12g Percentage recovery of energy from total waste collected (Wales only)		



# Reports





**apse** performance networks

## Case study report 2019

Best and most improved performer award finalists and winners



**apse** performance networks

## Street cleansing services customer satisfaction survey

For each question please place a cross X within the box that best represents what you think.

**Section one : what is important to you?**  
Please tell us how important to you each of the following things are

	<i>Extremely important</i>	<i>Very important</i>	<i>Important</i>	<i>Not very important</i>	<i>Not at all important</i>	<i>Not applicable</i>
<b>Staff and information</b>						
Attitude of cleaners/operatives .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information supplied by the street cleansing office ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of the office staff .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer complaints procedure .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Services provided</b>						
Mechanical road sweeping .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footway cleansing .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleansing of grass areas, etc .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of litter bin emptying .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road gully emptying .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town Centre cleansing .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# Awards ceremony

The prestigious performance networks awards are a high profile occasion where both the best performing authorities and the most improved are awarded for their achievements.



This years awards will be held in spring 2021 and will include second batch participants.

# **NEW MUNICIPALISM**

Delivering for local people and local economies

# Contact details

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**GB 14074**