

Update on Performance Networks

Yr.22



- Results of APSE's second resilience survey (how parks services have been affected by the current pandemic).
- Update on LAMS and the randomiser.
- LAMS working group - taking place on the 17th (discussion on whether to develop an App for play areas and memorial inspections).
- DCT training week the w/c 11 January.
- If you submit your annual data for 2019-20 in by 31 January, then you will get the full set of reports and qualify for the awards.

Ian Jones, APSE Solutions Associate

Results of APSE's second resilience survey



How local authorities are dealing with the on-going impacts of COVID-19 and further / ongoing restrictions placed on services such as parks and greenspace.

This recent survey highlights how services have been affected since May 2020.

Received over 50 local authority responses in just over a week. What follows are the main findings of the survey.

Results of APSE's second resilience survey



What has been the impact of the additional COVID-19 restrictions in your service area since the Autumn?

- **83%** have felt further cost pressures on their service.
- **15%** have not noticed any real difference.
- **2%** of respondents felt that their service would be unsustainable as a result of the COVID-19 restrictions imposed upon local authorities and their effects.

Further comments received stated that the major problem was the loss of income from franchises, cafes, sports pitches and so forth, whilst increased costs have been encountered through measures such as social distancing.

Results of APSE's second resilience survey



What have been the ongoing impacts on staffing levels due to COVID-19?

- **61%** of respondents stated that staff numbers have remained at a reasonable and manageable level.
- **17%** stated that they now had more staff self-isolating or unable to work.
- **11%** said they had noticed an increase in staff absence levels.
- **30%** stated that staff are being redeployed differently to cope with the impacts of further restrictions and the pandemic across other council services.

Results of APSE's second resilience survey



Have services recovered to pre-COVID-19 levels?

- **14%** stated that their service had not been impacted severely by either the first or second wave of the pandemic.
- **27%** reported that they had recovered their service to pre-pandemic levels and the further restrictions have had no impact on this recovery.
- **52%** replied that they were still to recover their service levels and that the further restrictions had hindered their recovery.

The main comments received again referred to the impact of the loss of income and the increased costs of meeting government guidance requirements on social distancing.

Results of APSE's second resilience survey



APSE Comment.

It is quite clear from the results that many Parks and Greenspace Managers have been working very successfully to combat the effects of the pandemic.

In doing so they have supported the delivery of both,

- The Government's public health requirements.
- Whilst continuing to offer recreational and leisure facilities during a time when most other such outlets have been closed or access severely restricted.

Land Audit Management System (LAMS)



In 2015 APSE introduced LAMS: a consistent quality audit approach, measuring the level of service delivery for grounds parks and streets.


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.

The reports



 performance networks								
Whole service comparison LAMS grounds maintenance PI standings								
Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved
PI L02 - Percentage of sites classed as acceptable (grounds maintenance)	28	100.00%	95.49%	87.41%	100.00%	1	99.18%	1
PI L10 - Percentage of sites classed as acceptable (grass cutting)	26	100.00%	96.10%	87.07%	100.00%	1	99.55%	1
PI L11 - Percentage of sites classed as acceptable (shrub bed maintenance)	23	100.00%	88.86%	61.54%	96.97%	8	97.65%	2
PI L12 - Percentage of sites classed as acceptable (flower bed maintenance)	18	100.00%	95.01%	84.78%			100.00%	
PI L03 - Percentage of sites classed as acceptable (litter)	28	100.00%	95.85%	81.82%	100.00%	1	98.85%	1
PI L04 - Percentage of sites classed as grade A (fly tipping)	28	100.00%	94.27%	80.88%	97.40%	10	98.85%	2
PI L13 - Percentage of sites classed as grade A (fly posting)	27	100.00%	99.81%	98.68%	98.68%	27	100.00%	4
PI L05 - Percentage of sites classed as acceptable (dog fouling)	28	100.00%	99.55%	96.92%	100.00%	1	100.00%	1
PI L06 - Percentage of sites where bins were overflowing	27	13.04%	4.30%	0.00%	5.41%	20	0.93%	3
PI L07 - Percentage of sites containing bins classed as acceptable (bin structure)	25	100.00%	96.20%	78.72%	93.94%	19	100.00%	3
PI L08 - Percentage of sites containing bins classed as acceptable (bin cleanliness)	25	100.00%	96.30%	78.72%	87.50%	24	100.00%	4
PI L09 - Percentage of sites classed as unacceptable (hard surface weeds)	28	42.54%	12.18%	0.00%	4.41%	8	4.41%	2

“Constantly looking to improve the system”



The Randomiser

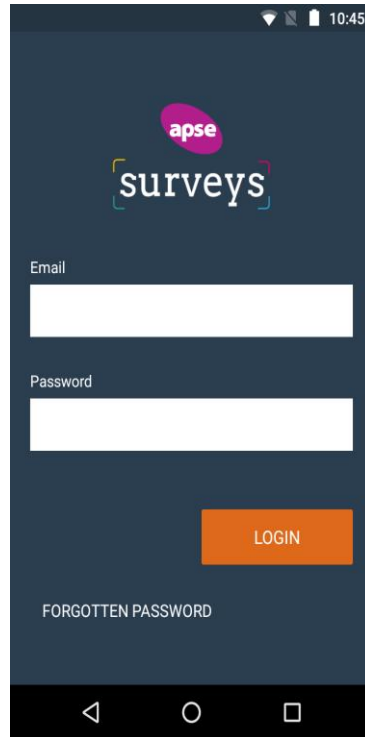
Request raised at LAMS training and working group;

Inclusion of a randomiser to automatically allocate inspection lists to inspectors.

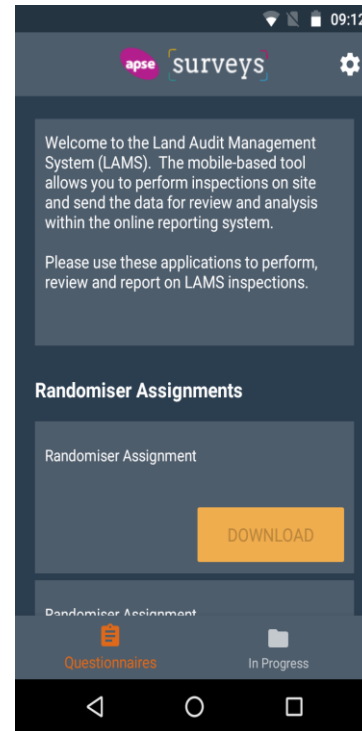
Inclusion of a map of planned inspections on the App.



USING THE APSE RANDOMISER IN THE APP



On opening the app, login with the email and password you normally do.



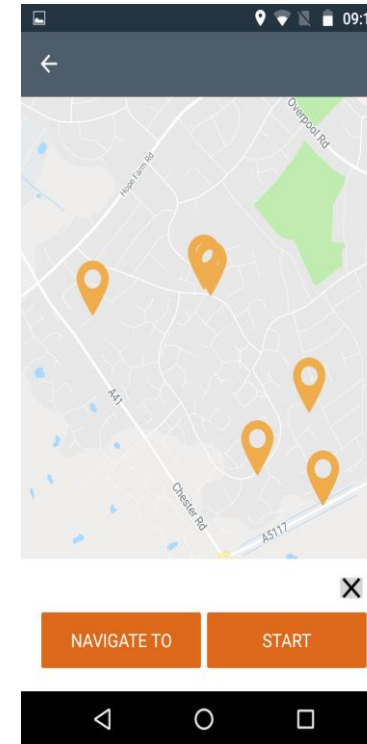
If you have been assigned any randomiser sets of locations they will show above your Questionnaires.

Click the Download opens the map displaying all your locations – it also starts the timer for 48 hours to complete the list.



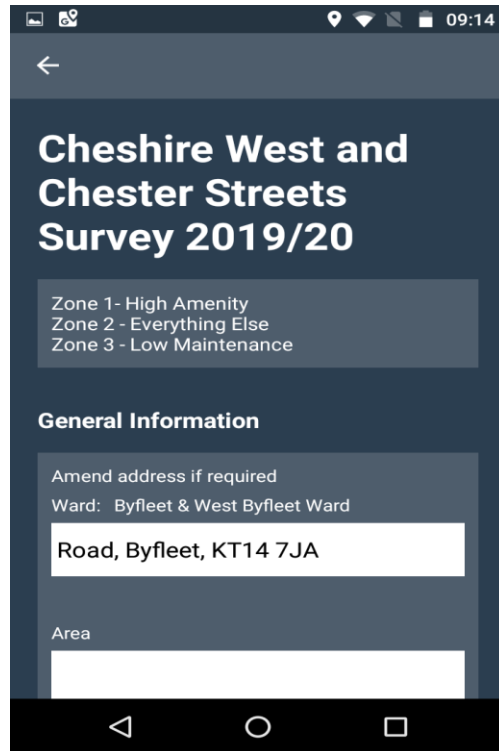
A randomiser list opens the map with all the locations in the list plotted.

Select a pin, the nearest to your location (shown as a blue dot). And you get a Navigate and Start button.



Navigate – takes you out to your native mapping application and directions.

Start – starts and opens (as if from the front screen) the relevant survey for the location you selected to complete the inspection.



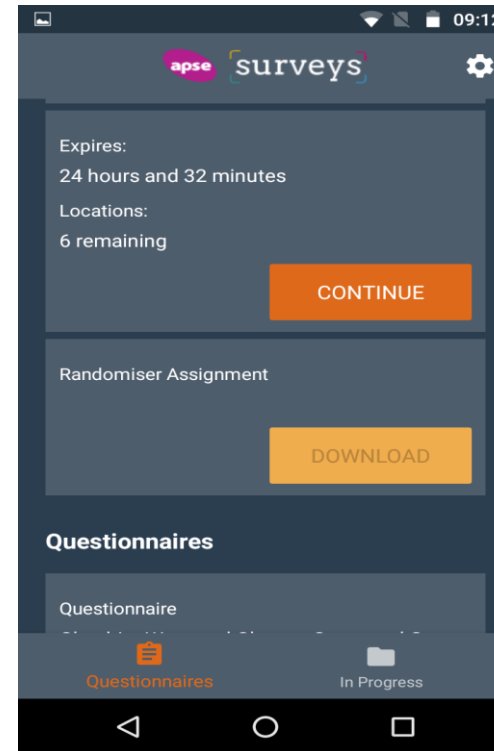
Complete your survey as usual and save or send when done.

If you don't complete it the Start button on the map screen will be Continue.

If you complete it then the pin will go from your map and the Randomiser panel will update – see next slide.

A countdown appears against the Randomiser assignment you have in progress with the number of locations still to do.

When the 48 hours is up the card will display for you with 'Expired' and you will be unable to complete any more.



If there are outstanding locations completed but not sent you will have 24 hours from opening the app after expiry to send those completed surveys against the list.

If a list expires with uncompleted locations the list of locations will be emailed to the admin users.



New Field – Site type



vodafone UK 12:27 89%

< Back

Zone 3 – Low maintenance (All features 7 cuts or less, woodlands)

General Information

Amend address if required
Ward: Hemsworth Ward

3B Tun Lane, Barnsley, S72 9BZ

Area

Zone

Site type

Highway verge ×

Continue

New Field – Site type



Park
Town / village centre
Bowling green
Sports facility
Golf course
Public open space
Housing site
Education site
Highway verge
Crematorium grounds
Cemetery/Churchyard
Play area
Civic building
Memorials/Formal garden

Information Menus



vodafone UK 12:28 89%

< Back

Bins overflowing?

Yes

No

N/A

Bin condition - structural grade ⓘ

Bin condition - cleanliness grade ⓘ

Ground conditions

Firm, dry

Suitable

Soft (light marking)

Heavy (surface marking)

Waterlogged

Information Menus - Cleanliness



Bin condition - cleanliness grading examples

Grade A
Excellent condition



Grade B
Fair condition



Grade C
Poor condition



Grade D
Urgent cleaning required



The Scotland LAMS Pilot



- Highland Council
- West Lothian Council
- Running until September 2021
- Feedback to working group
- Individual report (climate).
- Compliment the Zero Waste Scotland COPLA

Dates to remember



- LAMS working group - taking place on the 17th (discussion on whether to develop an App for play areas and memorial inspections on the agenda).
- DCT training week the w/c 11 January.
- If you submit your annual data for 2019-20 in by 31 January, then you will get the full set of reports and qualify for the awards.

Please contact performance.networks@apse.org.uk or 0161 7721810 for further information.