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Public Service Excellence**

How clean are our streets?

Debbie Johns, Head of Performance Networks

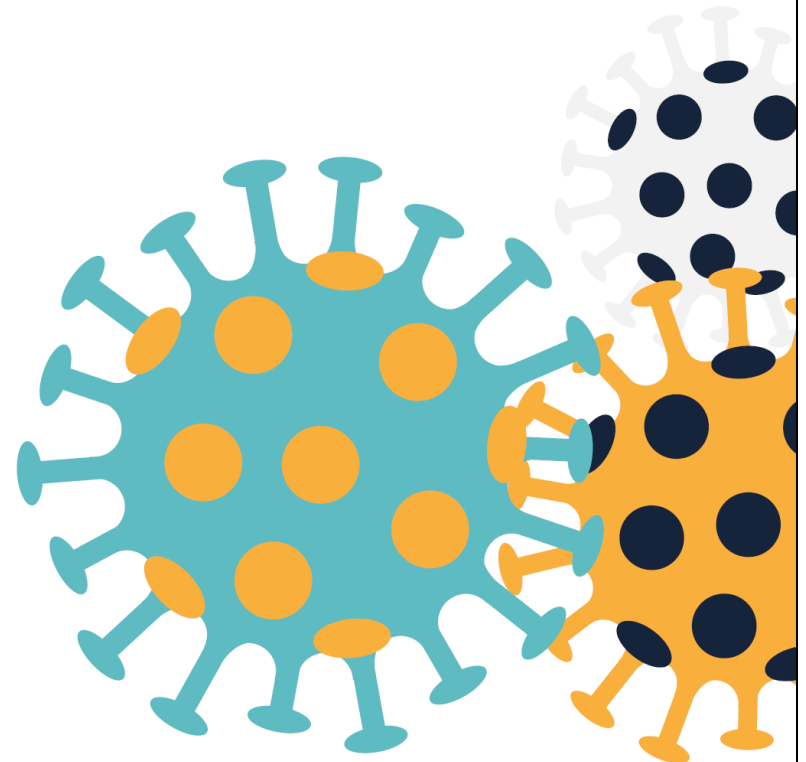
Street Cleanliness Report

Results of the 2018/2019 survey data sets



The impact of Covid-19 on performance management in UK local government

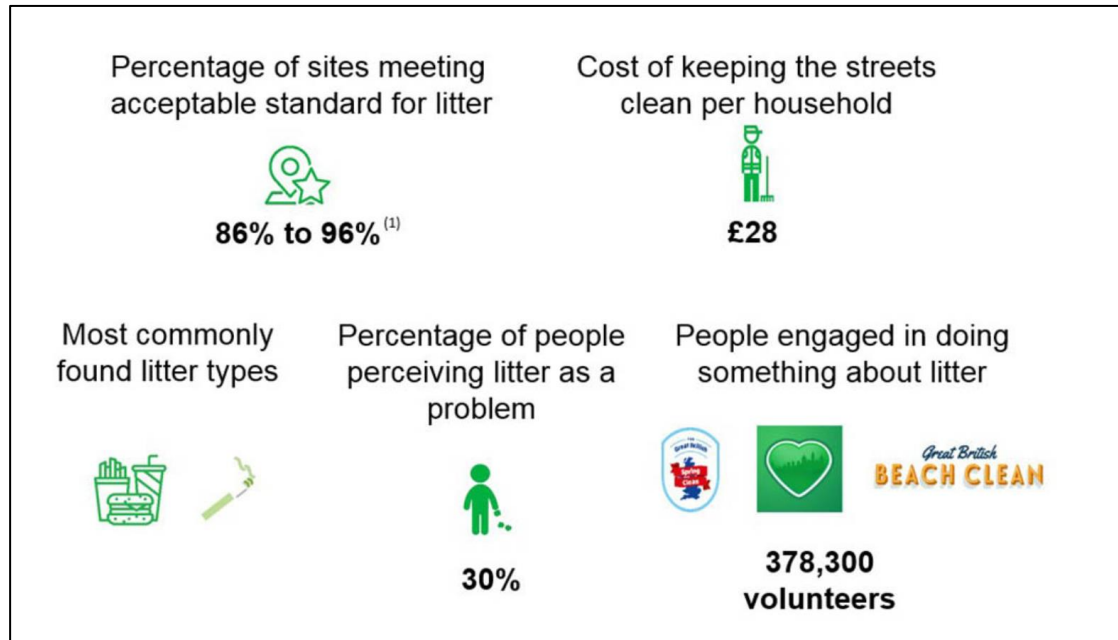
April – June 2020



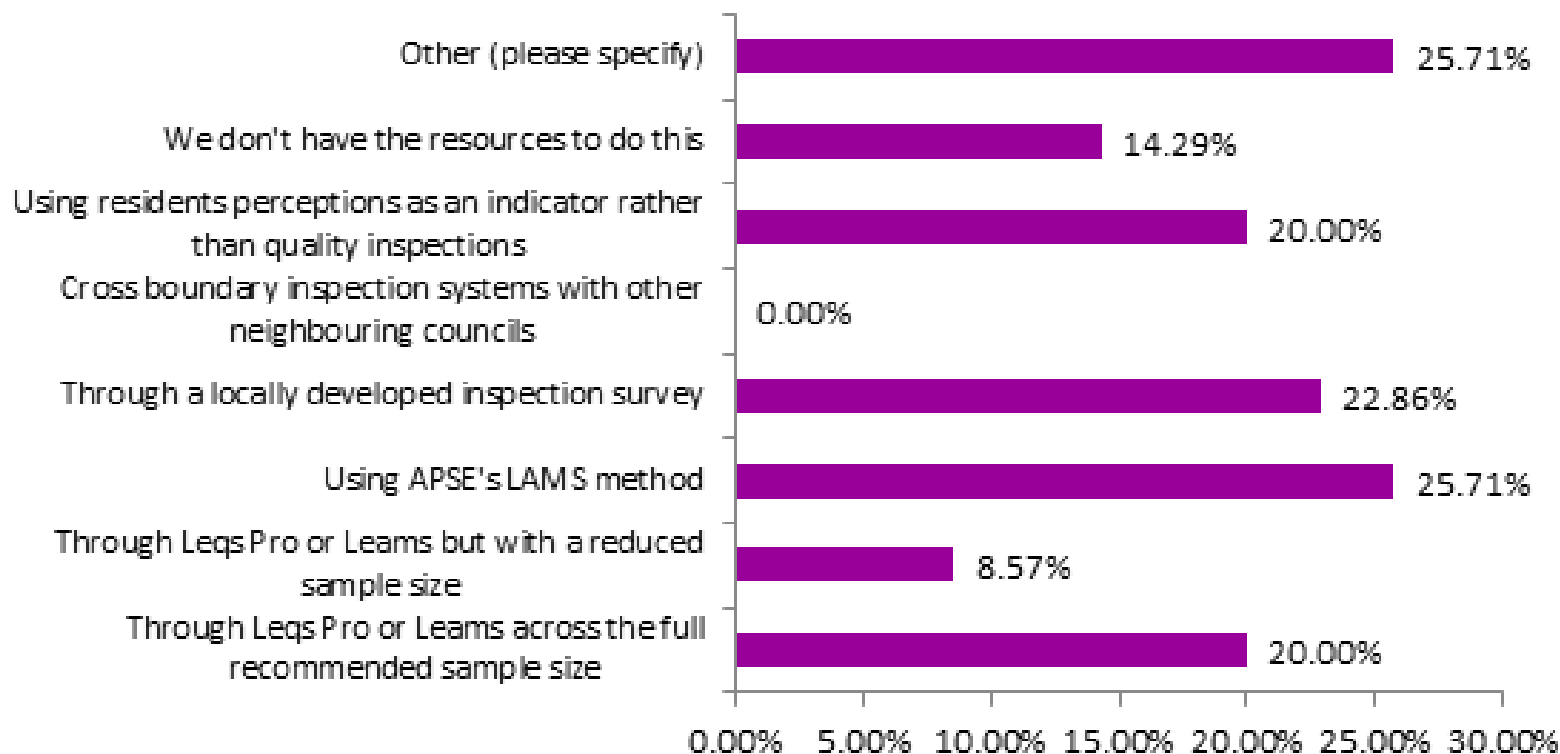


Origins to the cleanliness report

- Loss of the National Performance Indicator set in 2010 (England)
- LEAMS in Northern Ireland, Scotland and Wales
- APSE performance networks annual return
- Development of LAMS

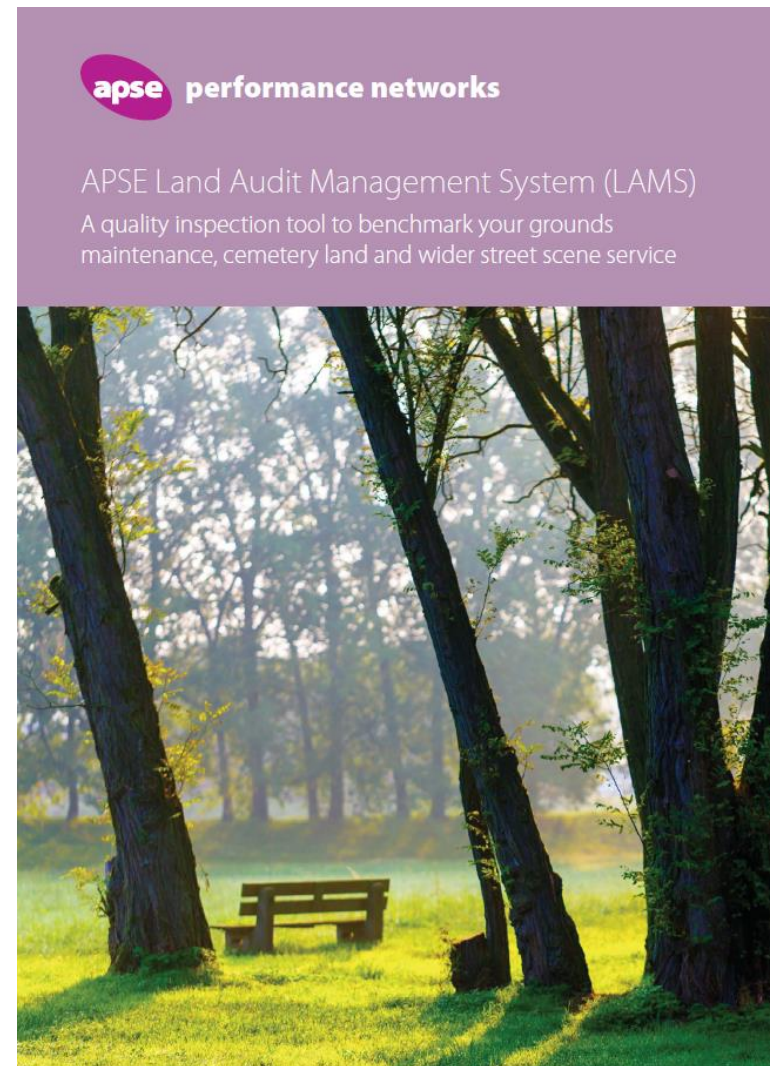


How do you intend to measure street cleanliness quality this coming year of 2021?



LAMS

- ❖ 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
- ❖ Reports every 2 months
- ❖ 'what the public would see' rather than requiring a technical inspection
- ❖ App has been developed and is being used by LA staff and volunteers

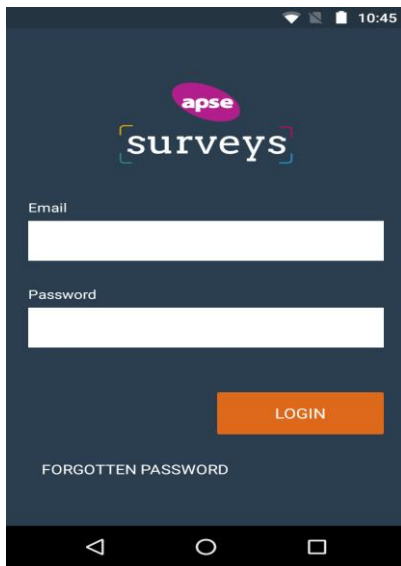


What does it monitor?

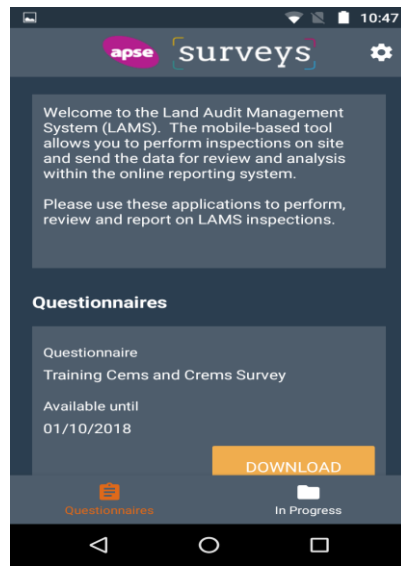
	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure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

App Layout

USING THE APSE LAMS APP

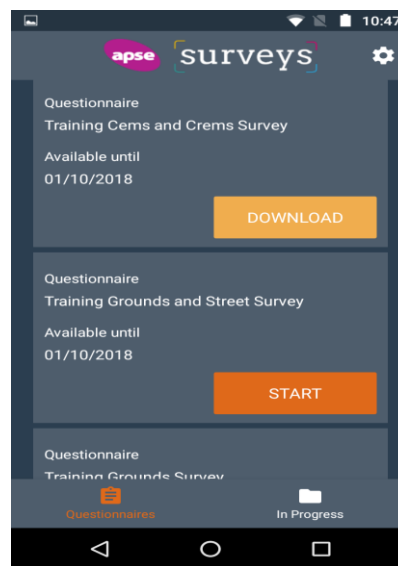


On opening the app, login with the email and password you have been set up with.



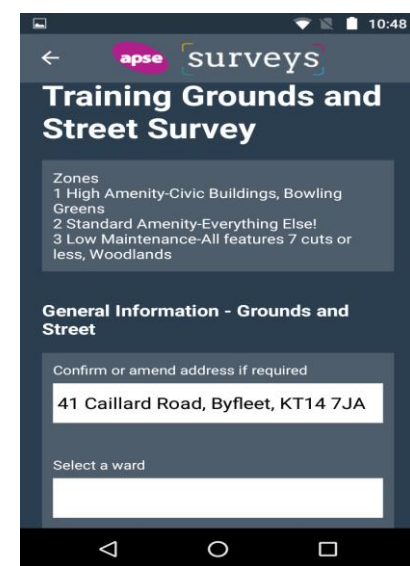
After login, the Welcome message displays from both APSE and your LA. See Admin Panel use for where to create the LA Welcome Message.

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.

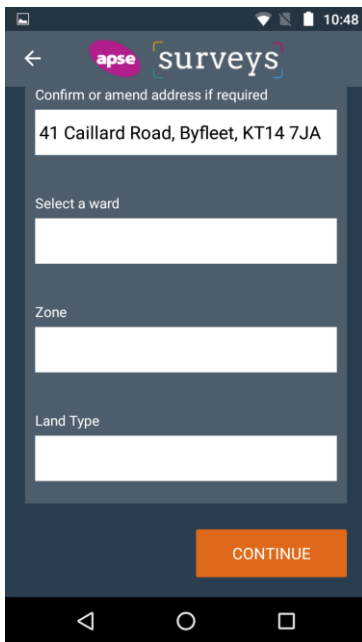
Select the 'Start' button to commence your inspection.



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

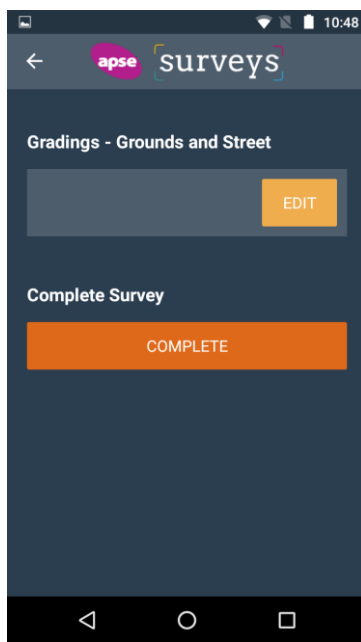
Address is populated by your device – you must have location services on and accept the apps use of them.

App Layout



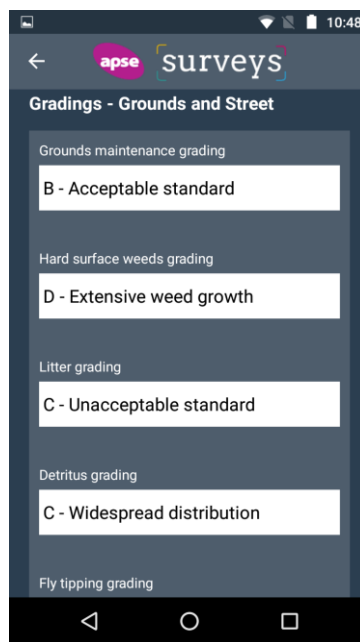
Scroll down if necessary and complete the other fields related to the location of the inspection.

Select 'Continue'

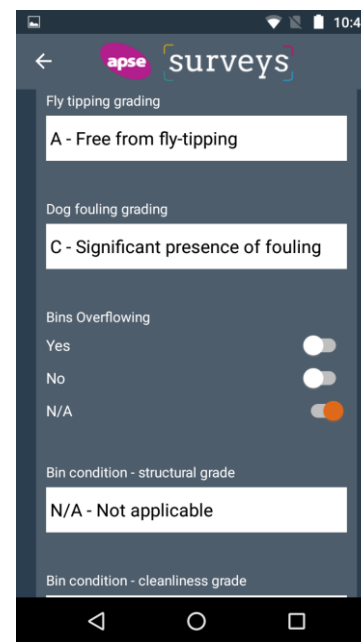


The grading section is listed for completion.

Select 'Edit'



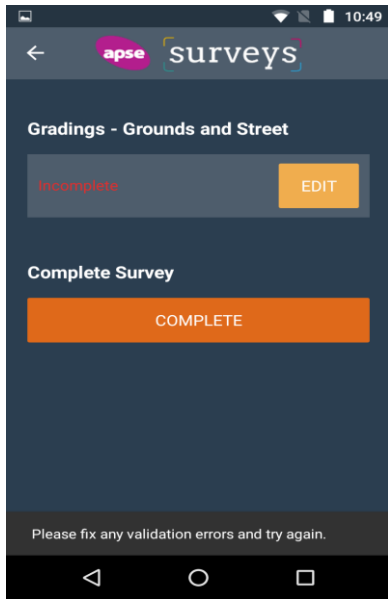
Answer the questions as required.



Scroll down and continue the inspection.

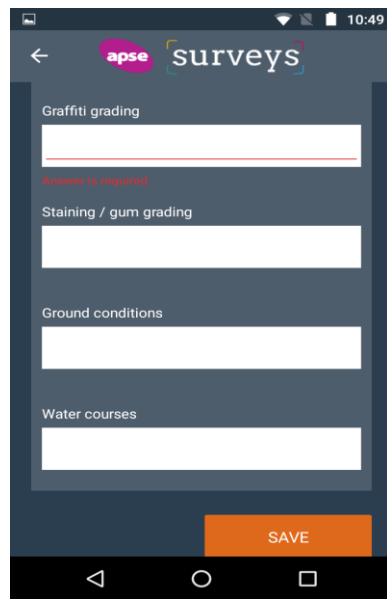
Click 'Save' at the bottom of the screen.

App Layout



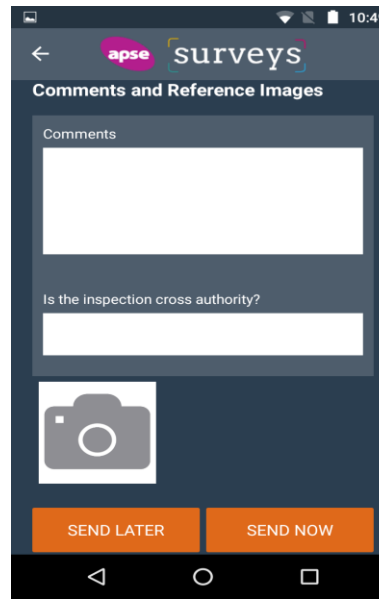
All done, Click the 'Complete' button.

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.

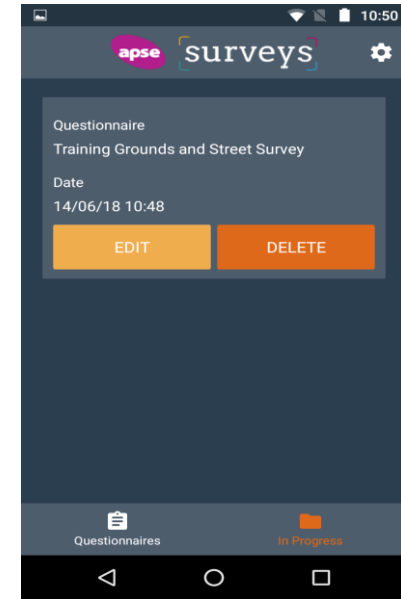
Then click 'Complete' again.



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.

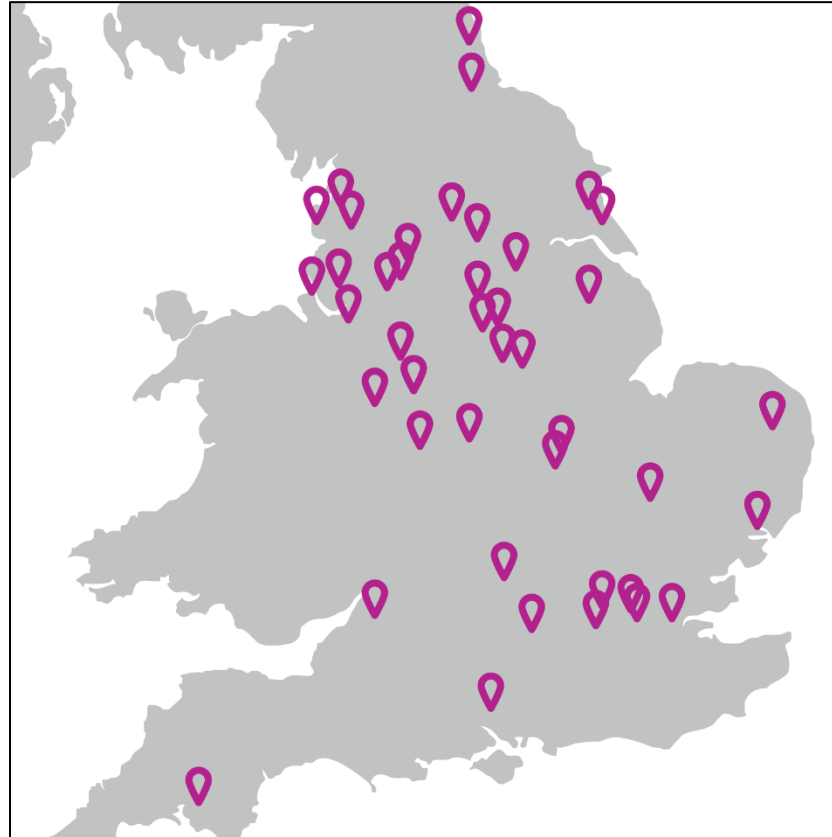
Street Cleanliness Report

Results of the 2018/2019 survey data sets





Survey participants



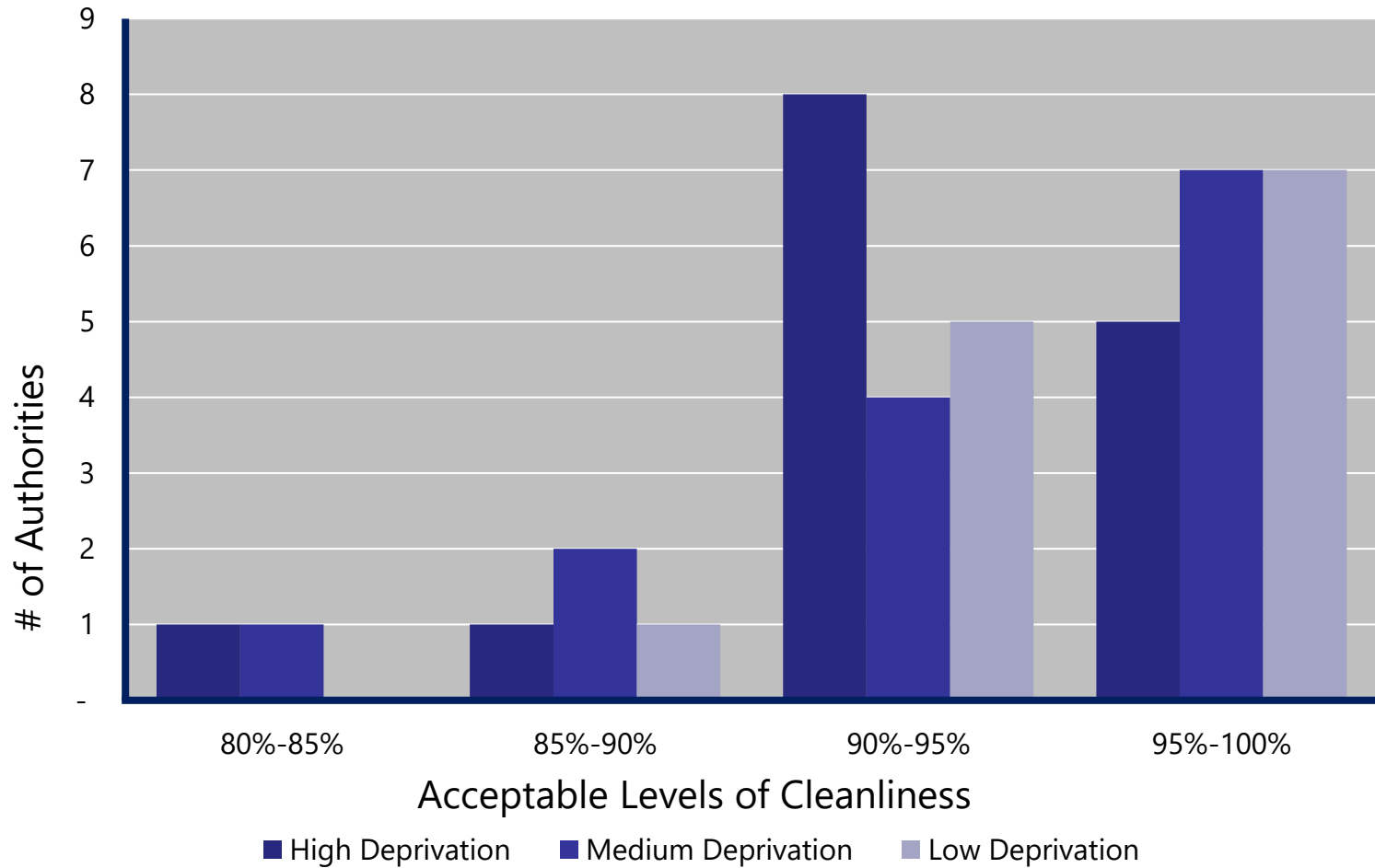


Acceptable levels of cleanliness 2018-19

Region	80%-85%	85%-90%	90%-95%	95%-100%	Total
Central	-	-	4	7	11
Northern	2	2	7	7	18
Southern	-	2	6	5	13
Total	1	4	17	19	42



Deprivation





Overall results

2017-18

95.91%



2018-19

94.33%



Scotland

Table One – Long-term trends in key local environmental quality indicators:
a picture of decline (March 2020 compared to 2014/15 data)

Indicator	National average	Most deprived	Most affluent
Litter	↓	↓	↓
Flytipping	↑	↓	↓
Graffiti	↓	↓	↓
Weeds	↓	↓	↓
Detritus	↓	↓	↓
Dog fouling	↑	↑	↓

Source: Time for a new approach to tackling litter, Towards a Litter-free Scotland 2020
Keep Scotland Beautiful



Scotland

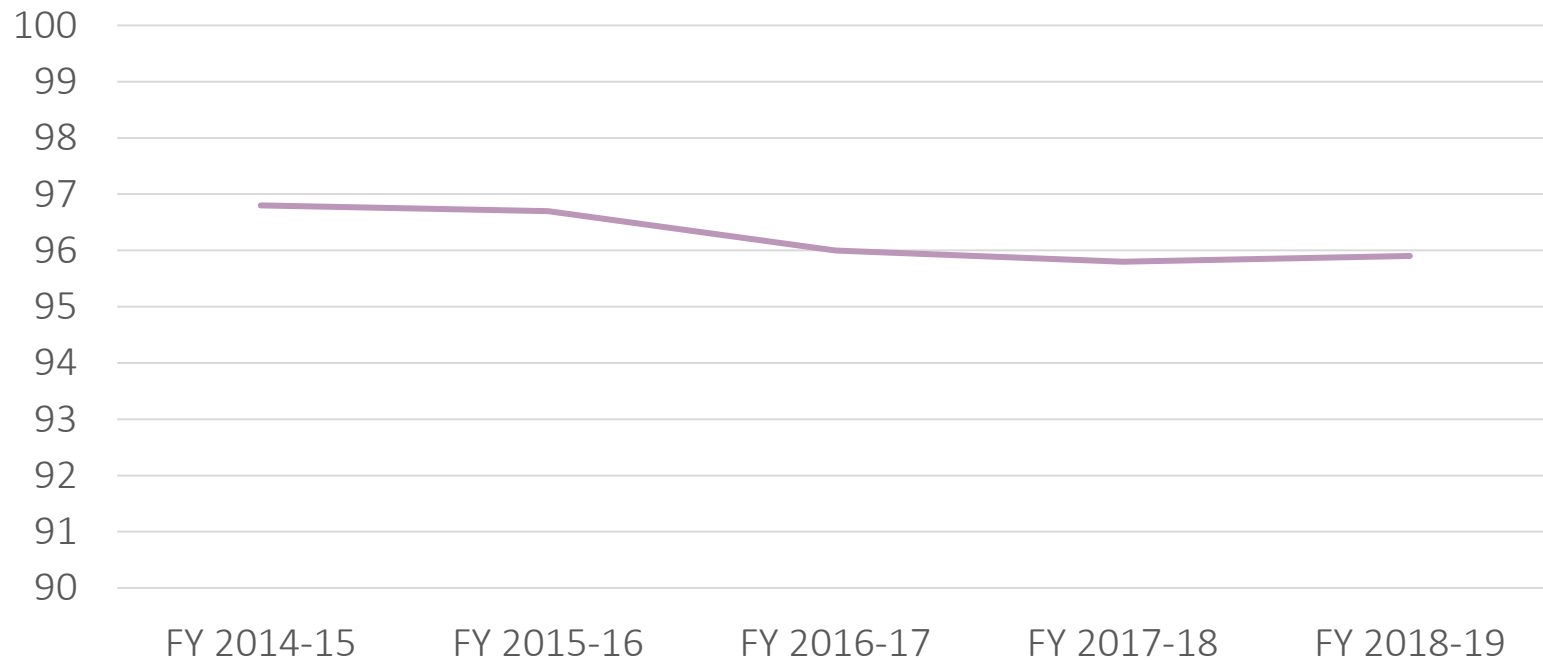
Table Two – Trends in local environmental quality indicators since 2017-18 low point: **some signs of improvement** (March 2020 compared to 2017/18 data)

Indicator	National average	Most deprived	Most affluent
Litter	↑	↑	↑
Flytipping	↑	↑	↑
Graffiti	↑	↑	↑
Weeds	↓	↓	↓
Detritus	↓	↓	↓
Dog fouling	↑	↑	↑

Source: Time for a new approach to tackling litter, Towards a Litter-free Scotland 2020
Keep Scotland Beautiful



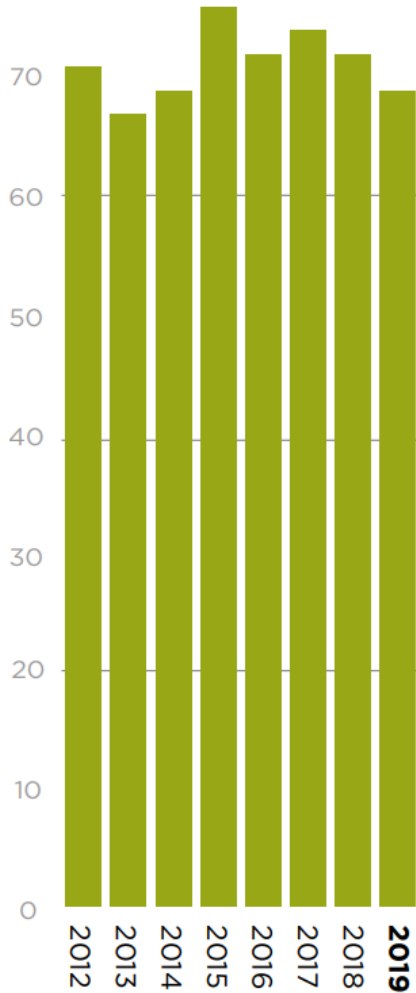
The percentage of highways inspected of a high or acceptable standard of cleanliness



Source: Local Government Data Unit ~ Wales

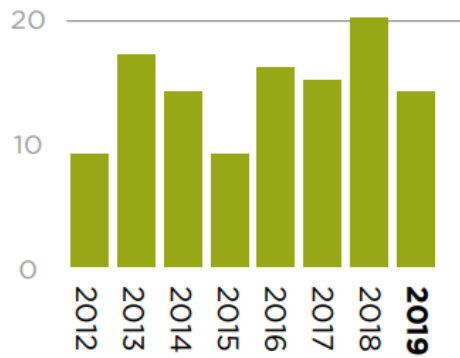


Northern Ireland



LEAMS

Average score out of 100 for all transects each year



LPI

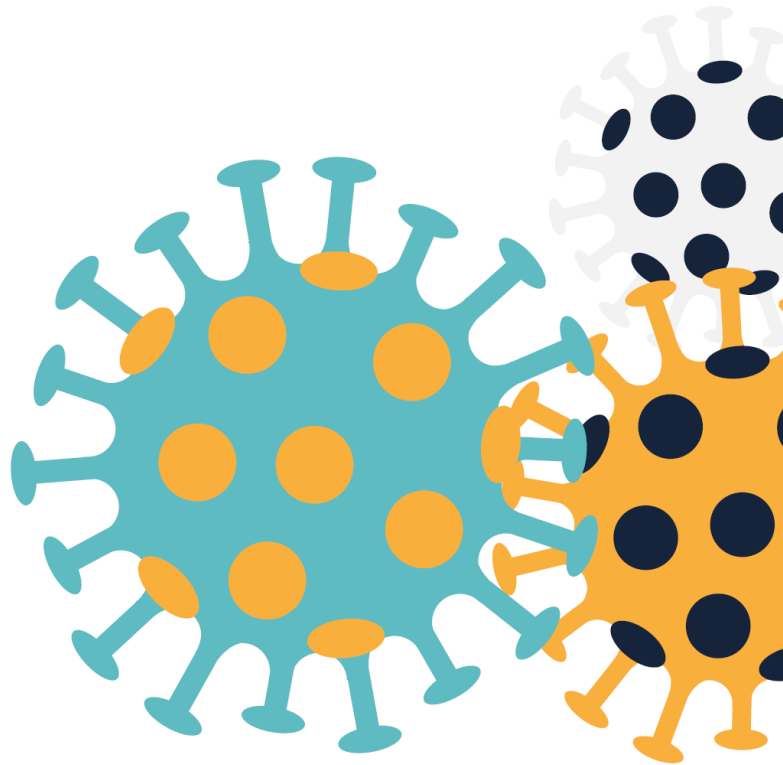
Percentage of transects failing

Source: Cleaner Neighbourhoods Report 2019/20 – Keep Northern Ireland Beautiful



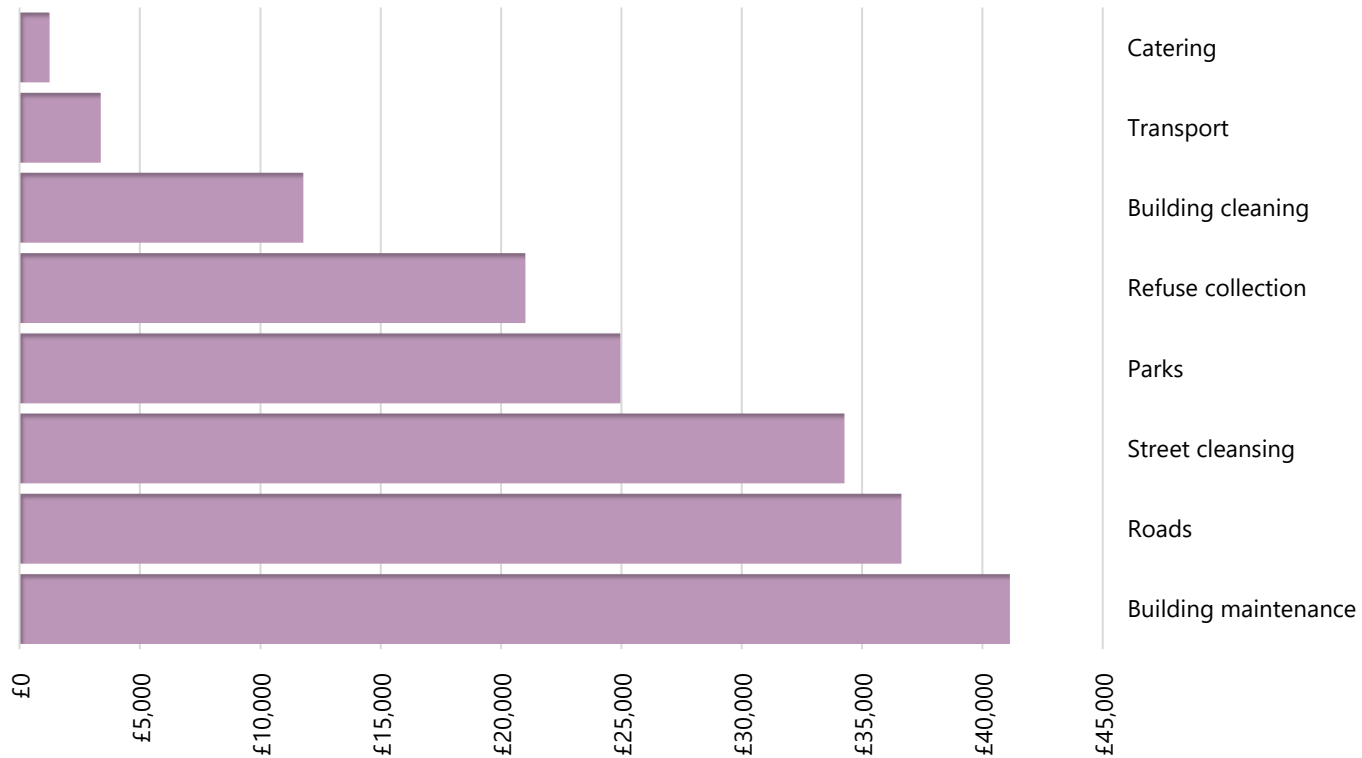
**The impact of Covid-19 on
performance management in
UK local government**

April – June 2020





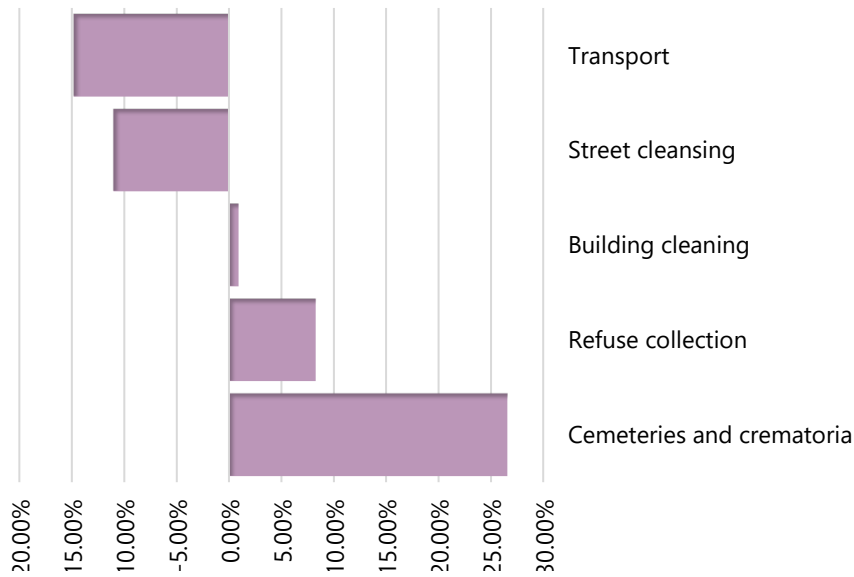
Additional spend on Covid-19 related equipment



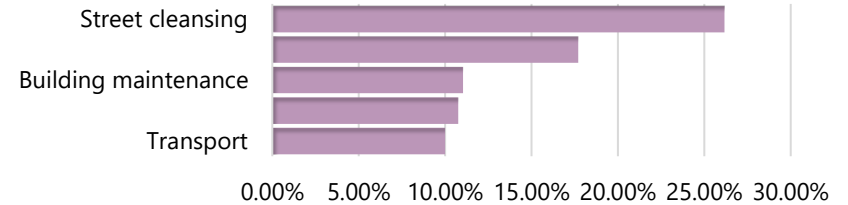


Impact on employees

Employee numbers



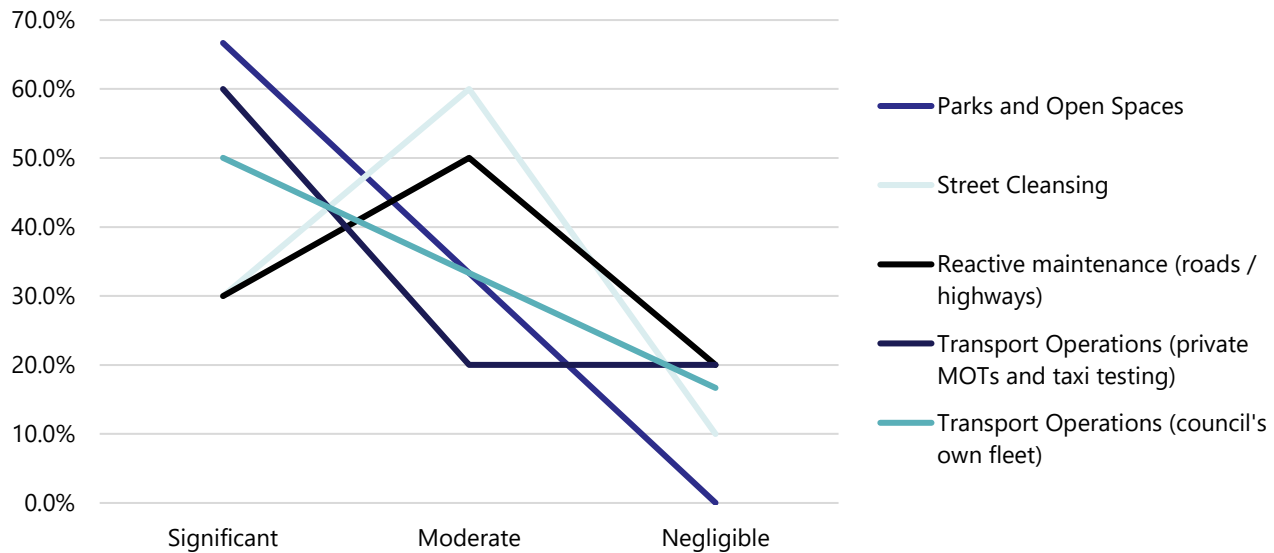
Staff absence due to Covid-19





Service Standards

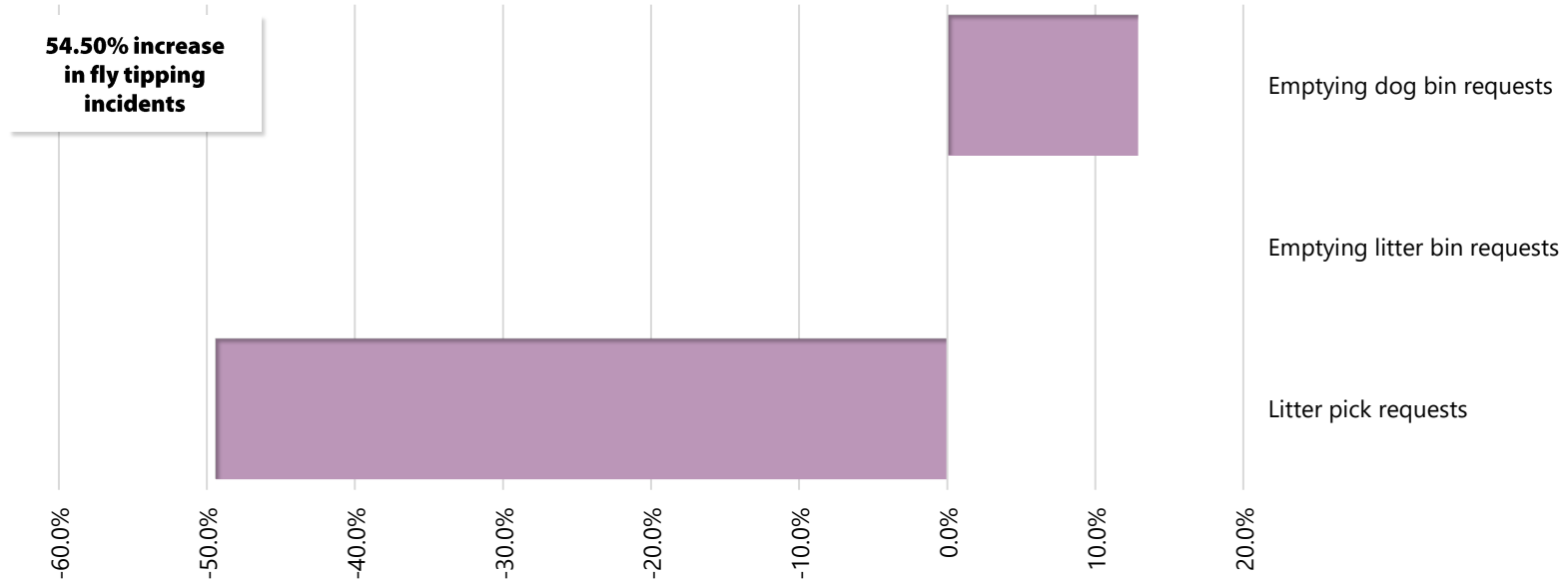
Impact at the end of the first quarter





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

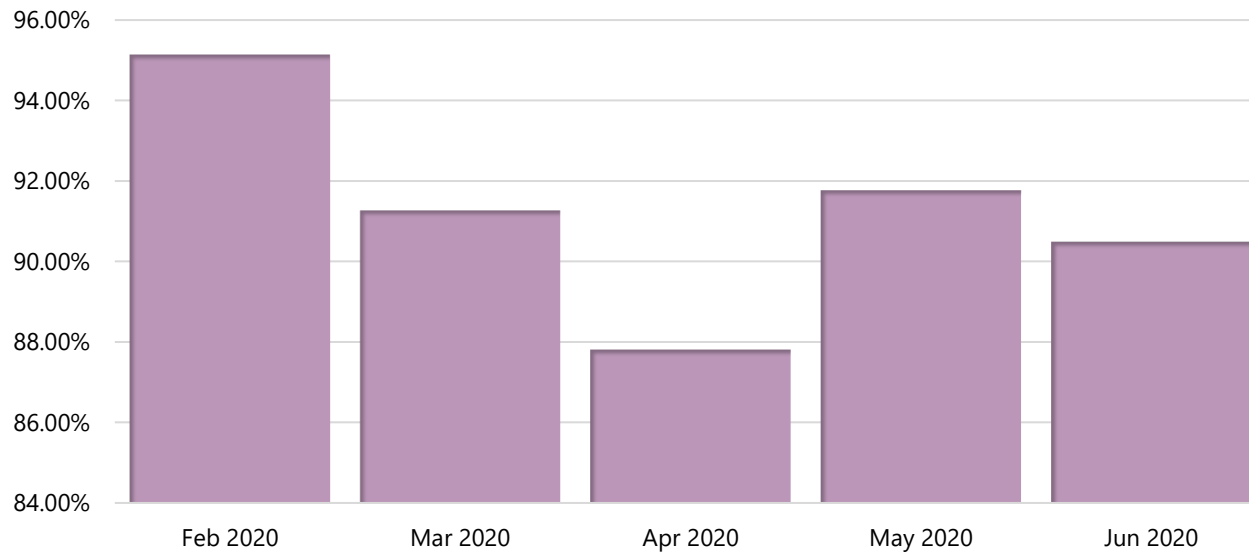
<u>Service area</u>	Average number in post (March 1)	Estimated required (July - Sept)	Increase
Parks and Open Spaces	95.0	113.4	19.41%
Street Cleansing	39.5	42.0	6.33%

Staff Costs

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



% quality inspection surveys above Grade B



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 –





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	£17.76	4	£17.76	1	£17.20	L
PI 04 - Cost of cleansing service per household (excluding CEC)	18	£44.73	£26.02	£10.32	£16.06	4	£16.06	1	£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%	98.30%	1	78.50%	1	97.32%	H
PI 37a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (Leq3Pro 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) (Leq3Pro survey with reduced numbers or other survey type)	2	13.27%	9.39%	5.50%	5.50%	1	-	-	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	132.50	3	132.50	1	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.

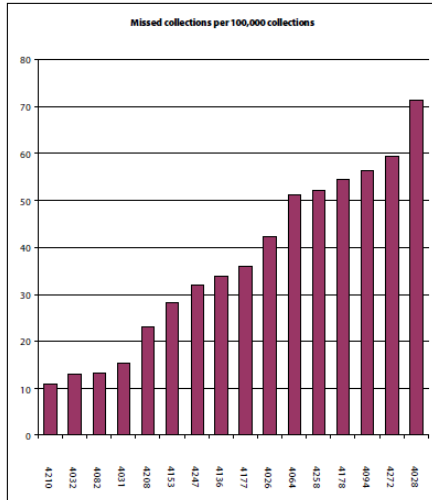


Reports

PI 22b Missed collections per 100,000 collections (April to September)

Family group R1

	Missed bins per 100,000 collections
Average	36.99
Lowest	10.95
Highest	71.16



Source data

[MISSA]

Acceptable parameters: >1 and <200



Refuse collection performance at a glance

Sample Authority

4999

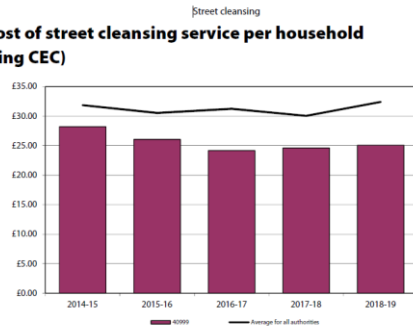
These pages show your authority's performance for each performance indicator against the 2018/19 average performance of your family group. Whether your result has improved or not from 2017/18 is also shown. Icons are used to display this information and the idea of this report is that authorities can 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?^
Key performance indicators		
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)		



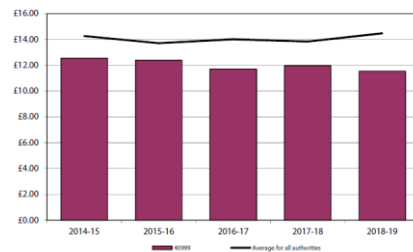
Reports

PI 03 Cost of street cleansing service per household (including CEC)



This performance indicator measures the cost of street cleansing operations per household. The cost includes staff costs, vehicle, plant and other direct expenditure minus discountable/non-contract income. This performance indicator includes central recharges (CEC) such as central payroll, finance and IT support costs. A year-on-year increase in costs is expected with this performance indicator due to inflation.

PI 19 Cost of street cleansing service per head of population (including CEC)



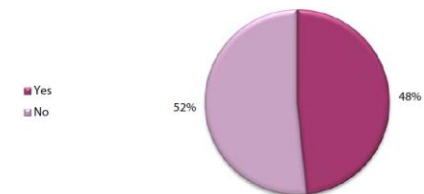
This performance indicator measures the cost of the street cleansing service per head of population. The cost includes staff costs, vehicle costs, plant costs and other direct expenditure minus discountable/non-contract income. This performance indicator includes central recharges (CEC) such as central payroll, finance and IT support costs. A year-on-year increase in costs is expected with this performance indicator due to inflation.

Recycling

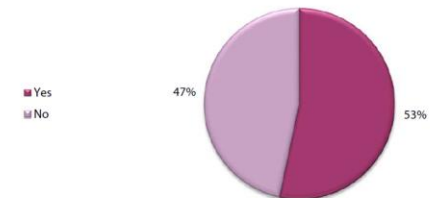
	2016/17 average	2017/18 average	2018/19 average
Number of separate collections for recycling	4,147,882	4,187,259	4,714,779
Percentage of total annual collections which are recycling only collections	59%	60%	62%
Tonnes of waste sent for recycling	34,635	46,380	35,422
Tonnes of waste recycled	31,087	28,820	28,306

Recycling partnerships

Do you have a recycling partnership with another authority?



Do you have a recycling partnership with the private sector?





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>
Staff and information						
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"/>
Services provided						
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

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GB 11409



GB 11132



GB 14074