



The need to measure street scene and greenspace quality through the use of APSE's Land Audit Management System (LAMS)

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Today's Points;



- The importance of maintaining the quality of street scene and greenspace quality
- What is LAMS?
- Additional benefits of the LAMS approach.



Challenges to Service



- ❑ Never before has the cost and efficiency of local service delivery been so closely scrutinised!
- ❑ Grounds Maintenance and street scene service areas are no stranger to these tough times!
- ❑ Reductions in service resource but still expected to continually deliver lower cost, yet high value services!



Challenges to Service



- The constant cutting of local environmental quality related services is in direct contrast with public opinion
- Need for an established easy to use quality audit for the quality measurement of all street scene and green spaces
- HLF says need to make collection of data a statutory duty with regards to parks
- So how do we evidence quality of our services?

Previous Quality Monitoring Arrangements



❑ CCT

- ❖ monitoring through contract requirements – **effective but costly**

❑ KPI'S

- ❖ Bureaucratic and heavily paper-based

❑ Empowerment approach ownership of local areas –

- ❖ Team Leader's with individual perceptions.
- ❖ Inconsistent service delivery.
- ❖ Members issues on standards and frequencies varying from Ward to Ward.
- ❖ Management through complaint - **ineffective!!**

LAMS IS;

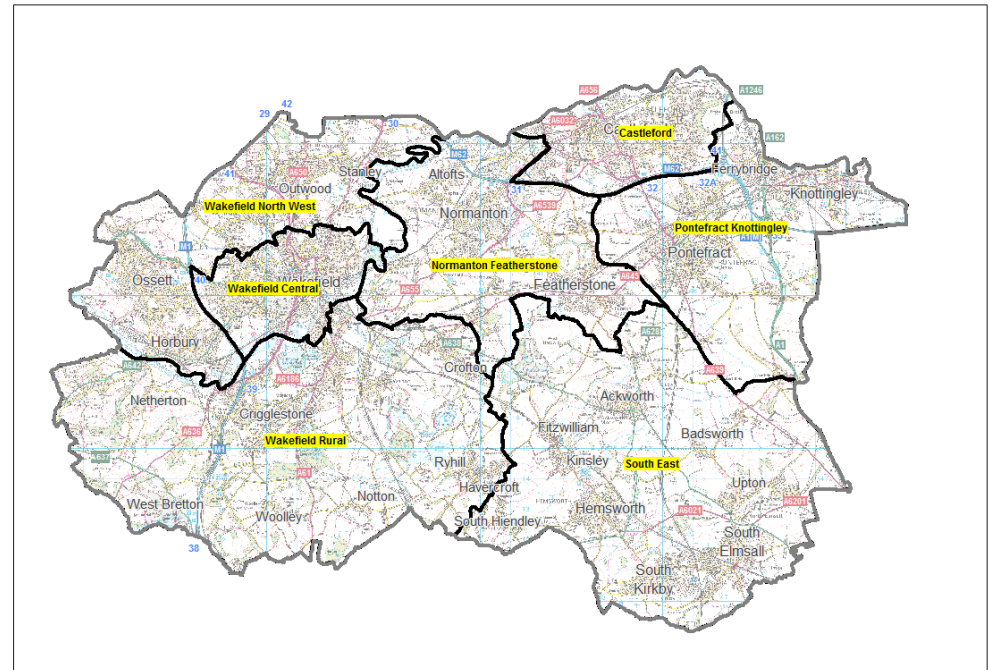


- Land Audit Management System.
- Developed in Scotland and now rolling out on a UK wide basis.
- Monitor grounds maintenance, also be applied to street cleansing for a total street scene quality score.
- Users to identify a number of transects which must include a number of different amenity types or 'zones'
- Simple and effective performance measuring system
- 'What the public would see' rather than requiring a technical inspection.

District Approach to LAMS



- ❑ 7 Areas
- ❑ 10 inspections per area
- ❑ Random selection
- ❑ 50 metre transect
- ❑ Officers/Supervisors
- ❑ 2 hours per Officer
- ❑ Photographic evidence



Approach to Zones (examples)



3 Zone types:

- 1 - High Amenity** - *Civic Buildings, Bedding Schemes, Bowling Greens, Cemeteries*
- 2 - Standard Amenity** - *Parks/Roadside verges Features/Play Areas, Public Open Spaces*
- 3 - Low Maintenance** - *All features 7 cuts or less, Woodlands*



Grading & Scoring Mechanism



Grade	Description	Score
A	Excellent Standard	3 points
B	Acceptable Standard	2 points
C	Unacceptable Standard	1 point
D	Poor Standard	0 points

Grading & Scoring Mechanism



Land Audit Management System (LAMS)				
Scorecard (Grounds Maintenance Standards)				
Zone	A Excellent	B Acceptable	C Unacceptable	D Poor (intervention required)
1	Excellent overall presentation Grass cut to high standard Virtually weed free Cultivated soil areas No arisings on paths/roads/beds Hand cut / defined edges – soil banked up Evidence of regular pruning and deadheading No accumulation – leaves/branches/arisings No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Low presence of weeds Cultivated soil areas No arisings on paths/roads/beds Hand cut edges Some evidence of regular pruning and deadheading Low accumulation of leaves/branches on footpaths or roads No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium standard Medium presence of weeds Weathered soil surface Some arisings on paths/roads/beds Accumulation of leaves/branches on footpaths or roads Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Weed growth (high presence) Weathered soil surface Arisings on paths/roads/beds Undefined edges No evidence of regular pruning and deadheading Decomposing accumulations of leaves/branches/arisings Overgrown vegetation Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)
2	Excellent overall presentation Grass cut to high standard Arisings collected or evenly spread No arisings on paths/roads/beds Defined edges No presence of weeds No accumulation – leaves/branches Evidence of regular pruning Evidence of a successful weed kill (summer) Good overall presentation Cultivated soil (winter) No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Grass areas tidy; i.e. strimming work done on last cycle Beds cleared of arisings Low or only fresh accumulation of arisings on paths/roads Defined edges; mechanical or herbicide Low presence of weeds / Evidence of successful weed kill Weathered soil surface Some evidence of regular pruning No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium standard Arisings on paths/roads/beds Undefined edges Medium presence of weeds Medium accumulation of leaves/branches No evidence of regular pruning Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Tails left after last cut Arisings on paths/roads/beds Cuttings left in beds High accumulations of leaves/branches Decomposing accumulations of leaves Access paths obstructed by growth Undefined edges High presence of weeds Overgrown vegetation forming obstructions Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)
3	Excellent overall presentation Amenity grass cut to standard No arisings on paths/roads/beds No accumulation – leaves/branches Evidence of regular pruning Access paths clear of vegetation Overhead clearance No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Good overall presentation Amenity grass cut to standard Minimal arisings on paths/roads/beds Low accumulations – leaves/branches Some evidence of regular pruning Access paths clear of vegetation Overhead clearance No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds Medium presence weeds in visible areas / paths Medium accumulations – leaves/branches No evidence of regular pruning Access paths overgrown Poor overhead clearance (tree/shrub branches) Some evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds High presence weeds in visible areas / paths Heavy accumulations – leaves/branches No evidence of pruning Poor overhead clearance (tree/shrub branches) Access paths overgrown Overgrown vegetation forming obstructions Significant evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)

Score Example



Month	No. of Inspections	Highest Achievable Score	Actual Score	Breakdown
June	70	210 (3pts *70 inspections)	62.38%	62 x B(2) =124 Pts 7 x C (1) = 7 Pts 1 x D (0) = 0 Pts 131/210 = 62.38%
August	70	210	65.71%	68 x B (2) = 136Pts 2 x C (1) = 2 Pts 138/210 = 65.71%
October	70	210	66.19%	69 x B (2) = 138Pts 1 x C (1) = 1 Pt 139/210 = 66.19%
Summary	210	630	64.76%	199 x B (2) = 398 pts 10 x C (1) =10 Pts 1 x D (0) = (0 Pts) 408/630 = 64.76%

66.6 % and above is the benchmark score

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Intervention Time Lines



Set locally – its up to you!!

	GRADE A	GRADE B	GRADE C	GRADE D
ZONE 1	No action	Restore to A in 2 weeks	Restore to B in 3 days / A in 2 weeks	Restore to B in 1 day / A in 2 weeks
ZONE 2	No action	No action	Restore to B in 2 weeks	Restore to B in 1 week
ZONE 3	No action	No action	Restore to B in 3 weeks	Restore to B in 2 weeks

Benefits of the LAMS Initiative



- ❑ A simple and effective performance measuring system
- ❑ LAMS can be a useful tool to senior managers who have to justify greenspace and street scene budgets,
“40% catastrophe!!!” – if only LAMS had been in place!!!
- ❑ Marketing tool when applying for new contract work (tenders often scored against cost and quality)
- ❑ A great way to publicise the work the council does in maintaining its local environment to residents and businesses.

Benefits of the LAMS Initiative



- Be able to use LAMS to measure the quality of your own localities and at the same time, benchmark these against other local authorities.

- An overall picture can be established as to the quality and cleanliness of a local authority's environment and as stated previously, scores can be benchmarked against other local authorities.

Other potential benefits

- Grounds maintenance can be about more than carrying out scheduled cuts and planting.
- LAMS inspections can identify new maintenance opportunities
- Cemeteries, particularly old ones, may have areas which have laid undisturbed/unvisited for decades.
- Balance between wild and manicured.
- Potential for reduced maintenance costs.
- Links to biodiversity strategies e.g. Pollinator strategy



LAMS Details



apse performance networks

Benchmark your grounds maintenance and wider street scene services through the use of APSE's Land Audit Management System (LAMS)





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