

APSE Parks Advisory Group - 29 Feb 2024

Inspecting your assets and service quality

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Monitoring performance data 2024

Today's topics

- Monitoring the quality of grounds maintenance and street cleansing.
- Developments in inspecting playgrounds.
- New Power BI reports

Land Audit Management System

‘The Need’

- Cost and efficiency performance of local service delivery so closely scrutinised!
- Reductions in service resource but still expected to continually deliver lower cost, yet high value quality services!
- Never been a consistent quality audit covering the day-to-day maintenance approach of the Grounds/Parks service area.
- Removal of NI 195 Street Cleansing quality audit in England.

The Journey so Far

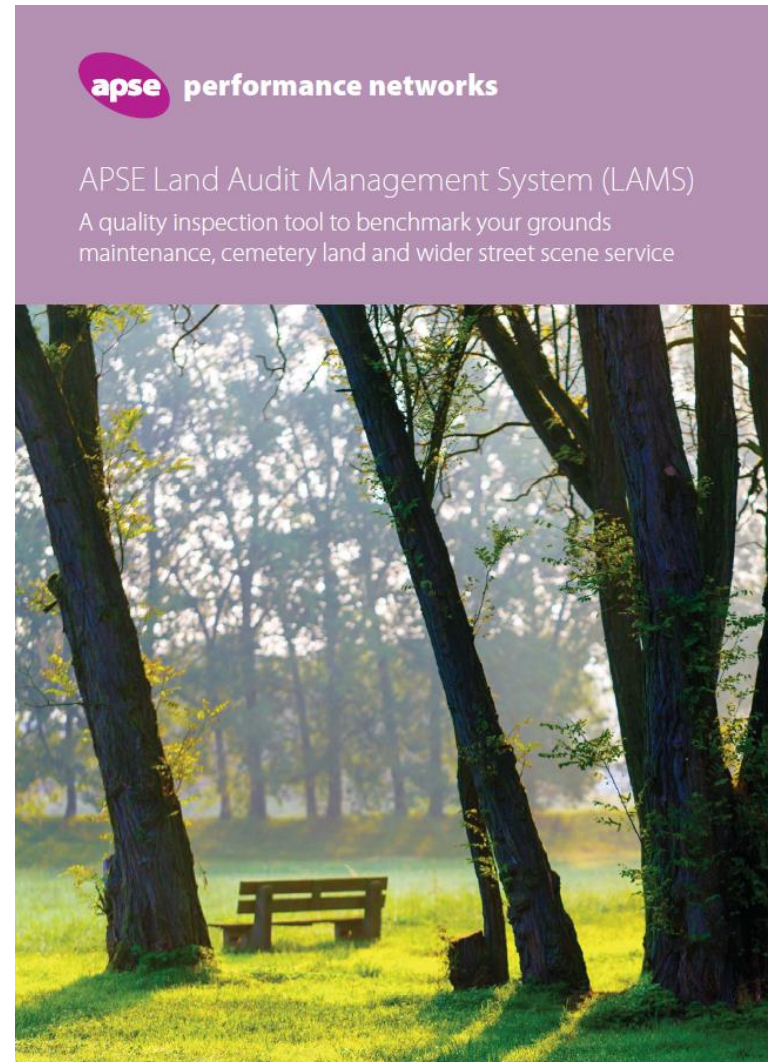
Land Audit Management System

- **Initial idea created by PN membership in Scotland.**
- **Working group formed 2013/14.**
- **System introduced 2015 - paper based**

Working group are constantly looking to improve the system.

- **Digitised in 2018 – game changer.**
- **Validation Process introduced 2019**
- **Randomiser introduced 2020**
- **API introduced 2021**

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To summarise;

- A large amount of this success story is down to the very active working group.
- We now have 50 active users on LAMS (including most of the core cities).
- The LAMS app was the first of our inspection apps and has opened the door to other app developments such as CLAMS, PIMS & MIST.
- We will be holding regular Working Groups for all the apps in the new year - please let us know if you'd like to be involved.

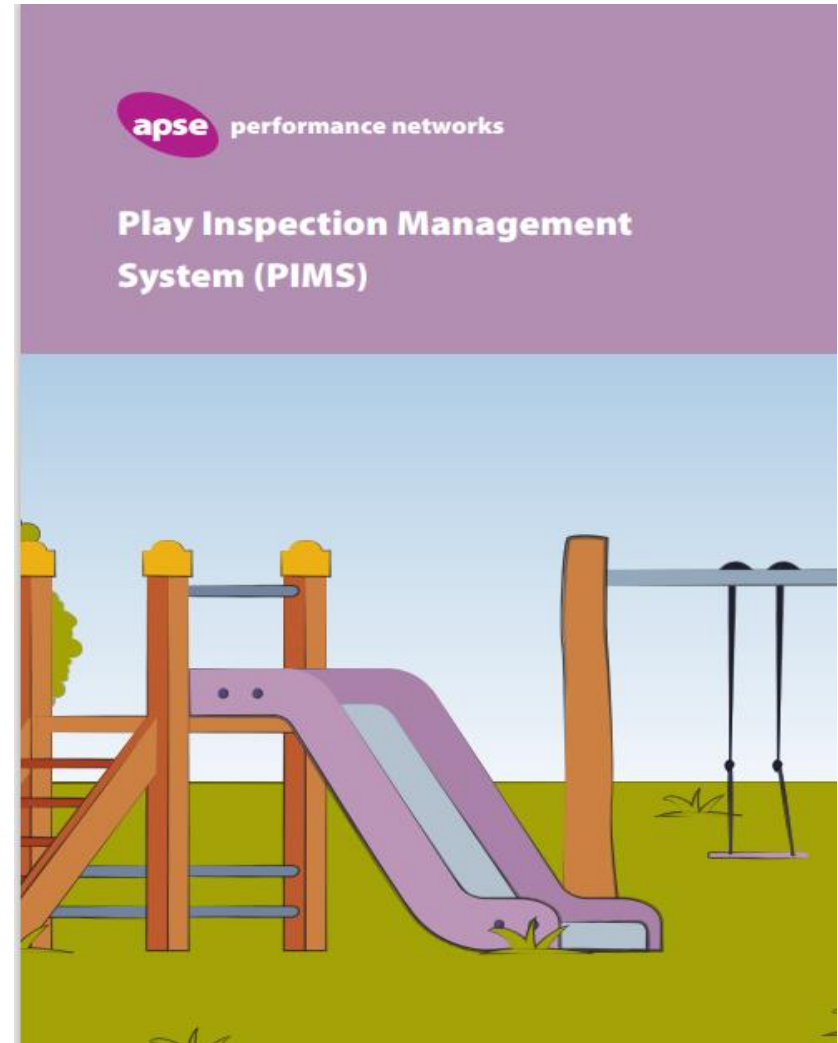
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Developments in inspecting playgrounds.

Play Inspection Management System

- Initiated following requests from members.
- Developed and designed by APSE member authorities.
- Monitors: Playground Equipment/Asset, Play Value, Play Quality and Playground Sites.
- Simple and effective inspection system.

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Play Inspection Management System (PIMS)

How It Works

- Any permutation of the four templates is acceptable from 1 to 4.
- Follow the scrip within each of the chosen templates & input data.
- Only include play areas that the section has a responsibility to inspect.
- Set your own repair/response times locally

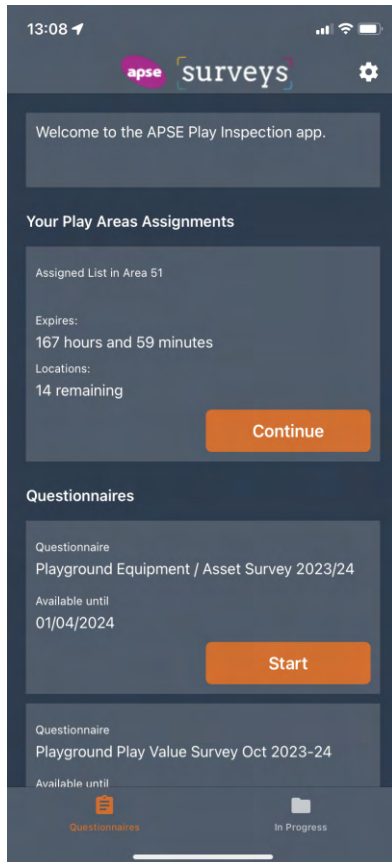
Always looking to improve - You 'said' we 'listened'.

So, we have;

- Reworked the 'Playground asset survey' and 'Playground equipment inspection survey' to create a new **Playground Equipment / Asset Survey** section - this has created a clearer route through the template.
- This new survey tab will allow the upload to autofill the location and provide a list of equipment/assets for the individual sites. *Once assigned you have 7 days to complete – in line with the weekly inspection regime.*
- Introduced additional comments boxes to enable supplementary information capture.
- Designed a 'user guide' (step by step approach) to assist with the autofill process.

Assignments - the auto fill approach

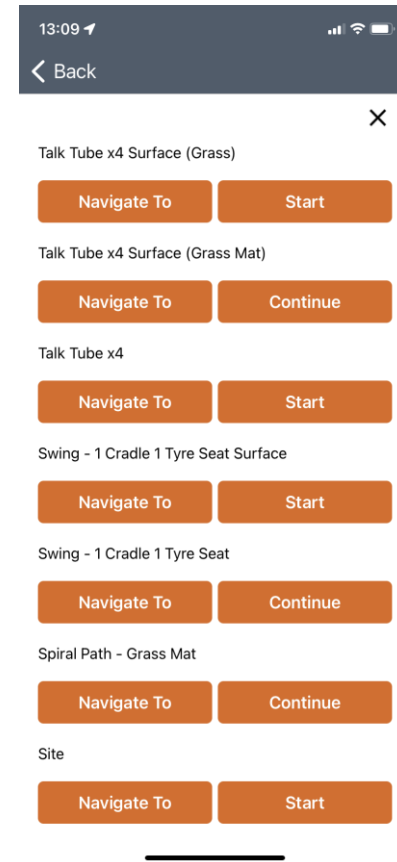
Once the information has been uploaded the process is;



Click on the assignments



Touch on the map pin



Work your way through each piece of equipment on the site upload template.

New PIMS developments for PN Year 26.

- Defect identified Y/N.
- If Y what's the level of defect - 'Minor' (on – site repair) or 'Major' (planned works required).
- Email alert – The 'Y' will trigger an auto alert sent at the end of each working day, listing all outstanding defects recorded the previous day.

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New Power BI reports



Development to other types of report

Building Cleaning Profile Report



- Type of Authority**
- Select all
 - Borough Council
 - County Council
 - District Council
 - London Borough
 - Metropolitan Borough
 - Other
 - Unitary Council

Financial Year

- Select all
- 2018/19
- 2019/20
- 2020/21
- 2021/22
- 2022/23

Households

0 762000

Population

22540 1811000

Region/Area



Family Group

C1

C2



New Interactive report - content

Count of gradings by surface type

Grade	Hard Floors - Mopped/scrubbed	Hard Floors - Polished/Burnished	Sanitary Fittings - Deep Cleaned	Sanitary Fittings - Wiped/Washed	Vertical surfaces
A	5	1	7	45	0
B	80	1	0	42	0
C	0	0	0	0	3

Image	Room/Area Name	Were all soap dispensers/hand towels/toilet cubicles fully stocked?	Comments	Date of inspection
	All PC cubicles	Yes	cleaner not been in yet today. All walls starting to go black again.	29 September 2022
	tougal	Yes		21 June 2022
	tougal	Yes		21 June 2022

Total Toilet Cubicle Gradings by location

95.49%

Toilet Cubicles Pass Rate

Toilet Cubicles - Total Grade A, B, C

Name	Toilet Cubicles Pass Rate	A	B	C	Total Toilet Cubicles Gradings	Number of pictures	Number of inspection
Toilet 9	100.00%	2	10	0	12	3	
Toilet 8	83.33%	1	9	2	12	4	
Toilet 7	100.00%	3	9	0	12	4	
Toilet 6	100.00%	3	9	0	12	2	
Toilet 5	83.33%	3	7	2	12	4	
Toilet 4	100.00%	1	11	0	12	4	
Toilet 3	100.00%	4	8	0	12	3	
Total	95.49%	58	196	12	266	81	8

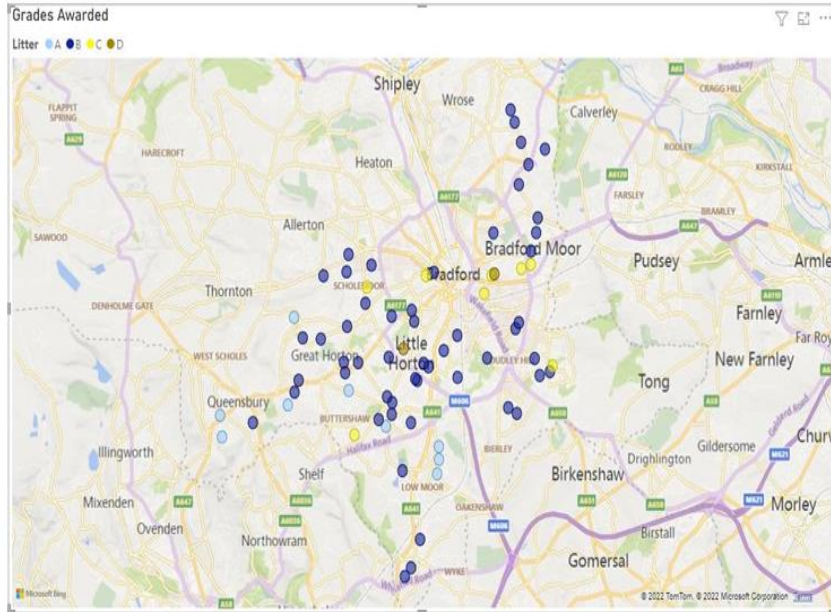
Pass rate by surface type

Surface Type	Pass Rate
Hard Floors - P...	100.00%
Sanitary Fittings...	100.00%
Sanitary Fittings...	100.00%
Vertical surfaces	100.00%
Hard Floors - M...	96.59%
Total	96.6%



LAMS example (working group member)

Data Sub-set Slicer



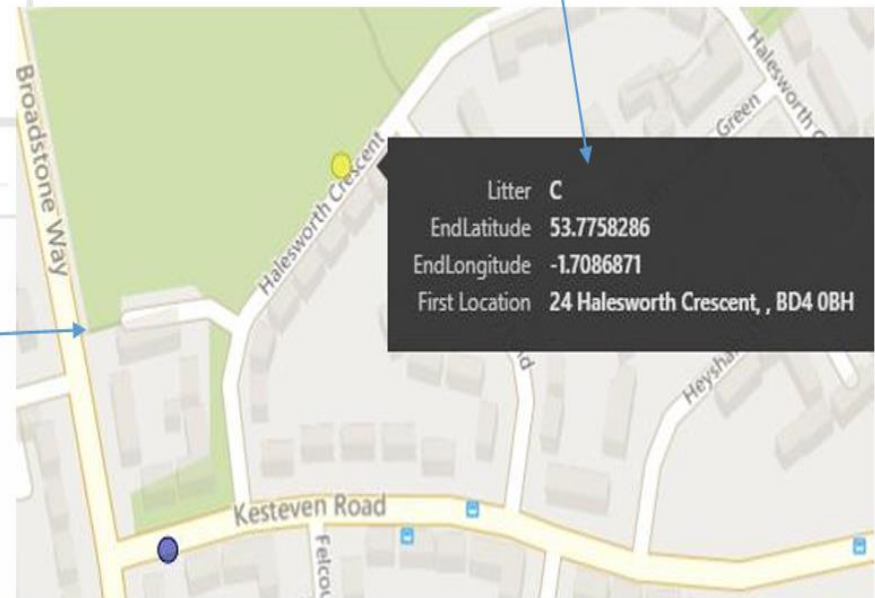
- Which Survey?
- Litter
 - Detritus
 - Graffiti
 - Fly Posting
 - Dog Fouling
 - Bin Structural
 - Bin Cleanliness
 - Vandalism
 - Fly Tipping
 - Staining
 - Weeds
 - Grass Cutting
 - Grounds Maintena...
 - Flower bed mainte...
 - Shrub bed mainte...
 - Water

Customisable Data Point Information



Date Slicer

'Zoomable' Map



Litter C
EndLatitude 53.7758286
EndLongitude -1.7086871
First Location 24 Halesworth Crescent , BD4 0BH

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New Power BI reports

- More information will be provided by the PN team as we progress with the development of Power BI.



The Hub is now complete – providing the full suite of performance & safety information.

Interested in finding out more?

Please leave your contact details before you leave

Alternatively

Contact the office

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