Ian Jones and Stuart Russo

APSE Northern Region Forum

Land Audit Management System (LAMS) App

Ian Jones, APSE Associate

Stuart Russo, Technical Officer,
Neighbourhoods and Customer Services,
Bradford Metropolitan District Council

Todays Theme

- **The story behind LAMS**
- **The request to digitise the process**
- **The LAMS app – benefits and uses**
- **The user experience**
- **Short video**

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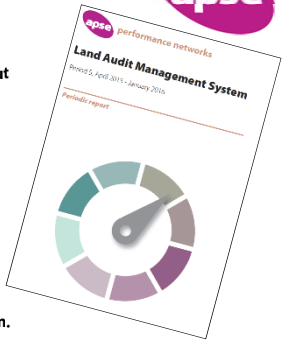
LAMS is

- **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**
- **'what the public would see' rather than requiring a technical inspection.**



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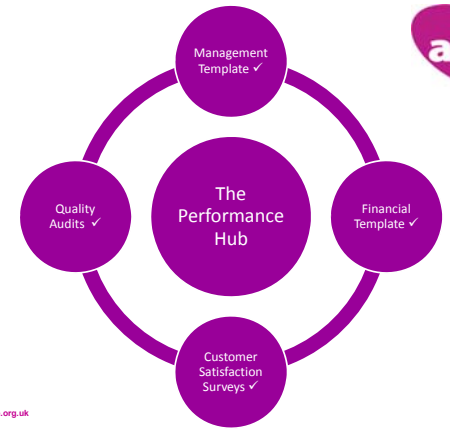
Land Audit Management System (LAMS)

- A consistent quality audit of measuring the quality of grounds maintenance
- Trigger for immediate intervention at local level
- Data source for comparative Performance Indicators at national level (real time & annual)
- Will contribute to annual performance awards
- Available free of charge to all PN members



Case Studies

It's free, we do not have to purchase chargeable bolt on extras to the system to measure these extra inspection elements and run reports.

Therefore Authorities are not restricted by cost in order to obtain a truer analysis of their data.

Oxford City Council

Initially LAMS is useful to highlight - forgotten areas or areas with a history.

areas that could/should be managed differently.

Longer term benefits of LAMS - Adds evidence to anecdotal reports of maintenance issues for example quality of weed spraying.

Highlights positives of areas.

Reports to elected members.

Aberdeen City Council has been carrying out LAMS since 2012.

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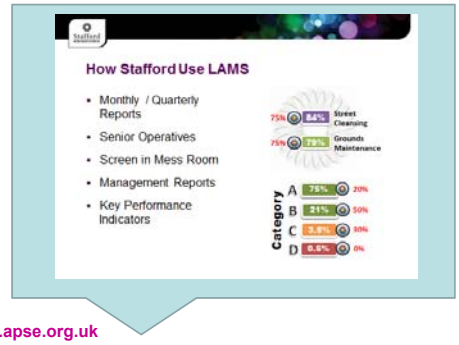
Case Studies



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Case Studies

Benefits of LAMS

- ***Reduction in administration time to set inspections***
- ***Reduction in time when submitting inspections***
- ***Reduction in inspections***
- ***Reduction in inspectors time due to a more cross department approach (Streets and Grounds)***
- ***All the reduction in time produces more data than previous inspections***
- ***System is user friendly so training new staff is more efficient benchmarking opportunities***
- ***Inspections cover only land which are authorities responsibility***

LAMS have produced us a huge saving in time but with more data and information gained, we love LAMS here at Kettering Borough!!! And welcome new developments with a new app which will save us more time in admin and officer time, but with more results.

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Approach to LAMS

- **Geographical Areas (M) - example**
- **10 inspections per area (M)**
- **Random selection (M)**
- **50/100 metre transect (M)**
- **Inspectors, Officers/Supervisors (Frontline Operatives)**
- **Possibly include volunteers**
- **N.B. 2 hours per Officer per 10 inspections**

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Approach to Zones (implemented example)

Three Zone Types:

- **1 - High Amenity - *Civic Buildings, Bowling Greens***
- **2 - Standard Amenity - *Everything else!!!***
- **3 - Low Maintenance - *All features 7 cuts or less, Woodlands***

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Land Types

Grading against land and feature types you are responsible for maintaining only!

- MR - Main retail
- OR - Other retail
- TF - Transport facility
- HH - High obstruction housing
- MH - Medium obstruction housing
- LH - Low obstruction housing
- IR - Industrial, warehousing, retail
- MA - Main roads
- OH - Other highways
- RR - Rural roads
- RS - Recreation site
- PT - Public transport area
- WS - Waterside

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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
	Desired minimum score of B and above (66.6% if quality index score is required)	

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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 Well defined edges Cultivated bed areas No arisings on paths/roads/beds Shrubs pruned to show natural beauty Evidence of regular pruning and deadheading No accumulation – leaves/branches/arisings No defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/dens overflowing)	Good overall presentation Grass cut to standard Well defined edges Cultivated bed areas No arisings on paths/roads/beds Shrubs pruned Some evidence of regular pruning and deadheading Low or only fresh accumulation of leaves/branches or footpaths or roads No (or only minor) defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/dens overflowing)	Poor overall presentation Grass does not to standard Undefined edges / weeds Weathered soil surface Some arisings on paths/roads/beds Medium accumulation of leaves/branches on footpaths or roads Evidence of defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/dens overflowing)	Poor (intervention required) Grass not cut to standard Undefined edges / encroachment Weathered soil surface Arisings on paths/roads/beds Shrubs overgrown No evidence of regular pruning and deadheading Dens/spreading accumulations of leaves/branches/arisings Overgrown vegetation Evidence of defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/dens overflowing)
2	Excellent overall presentation Grass cut to standard Arisings collected or evenly spread No arisings on paths/roads/beds Well defined edges No presence of weeds No accumulation – leaves/branches Evidence of regular pruning Evidence of a successful weed kill (summer) Shrubs pruned to shape Cultivated soil (earth) No defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/dens overflowing)	Good overall presentation Grass cut to standard Grass areas tidy – i.e. strimming work done on last cycle Well defined edges/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/dirt/dusting/fouling/fly tipping/dens overflowing)	Poor overall presentation Grass does not to 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/dirt/dusting/fouling/fly tipping/dens overflowing)	Poor overall presentation Grass not cut to standard Tufts left after last cut Arisings on paths/roads/beds Undefined edges 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/dirt/dusting/fouling/fly tipping/dens overflowing)
3	Excellent overall presentation Amenity grass cut to standard Well defined edges to paths/beds No accumulation – leaves/branches Evidence of regular pruning No presence of weeds / vegetation Overhead clearance No defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/overflowing bins)	Good overall presentation Amenity grass cut to standard Well defined edges to paths/verges/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/dirt/dusting/fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Undefined edges to paths/beds Medium presence of weeds in visible areas / paths Medium accumulations – leaves/branches No evidence of regular pruning Access paths overgrown Poor overhead clearance (trees/shrubs encroaching) Some evidence of defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Undefined edges to paths/beds High presence of weeds in visible areas / paths High accumulations – leaves/branches No evidence of pruning Poor overhead clearance (trees/shrubs encroaching) Paths becoming overgrown Overgrown vegetation forming obstructions Significant evidence of defects (graffiti/vandalism/litter/dirt/dusting/fouling/fly tipping/overflowing bins)

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Zone 1 = Score A

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Zone 3 = Score A

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Cemeteries & Crematoria Module

- Previous templates were based around Grounds and Street cleansing.
- Increased interest from Cemeteries & Crematoria services led us to develop a specific template for the service.
- The template and guidance notes have now been designed.

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What we monitor

	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance standard	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffitti		✓	
Staining/ gum		✓	
Grounds conditions	✓		✓
Water courses	✓		

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Land Audit Management System (LAMS)

LAMS requirements and local options

Local	National
Frequency of inspections set locally	Bi-monthly data input timetable must be met
Number of inspections (transects) per period/annum	Minimum requirement of 10 inspections per geographical area per bi-monthly tranche
Intervention levels / times	Grading standards using Guidance Manual

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Street Cleansing Performance

Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (combined litter and detritus)
PI L04 Percentage of sites classed as acceptable (litter)
PI L05 Percentage of sites classed as grade A (fly tipping)
PI L06 Percentage of sites classed as acceptable (dog fouling)
PI L07 Percentage of sites where bins were over flowing
PI L08 Percentage of sites classed as acceptable (bin structure)
PI L09 Percentage of sites classed as acceptable (bin cleanliness)
PI L.. Percentage of sites classed as acceptable (detritus) to be added

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Grounds Maintenance Performance

Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (G/Maintenance)
PI L03 Percentage of sites classed as acceptable (litter)
PI L04 Percentage of sites classed as grade A (fly tipping)
PI L05 Percentage of sites classed as acceptable (dog fouling)
PI L06 Percentage of sites where bins were over flowing
PI L07 Percentage of sites containing bins classed as acceptable (bin structure)
PI L08 Percentage of sites containing bins classed as acceptable (bin cleanliness)
PI L09 Percentage of sites classed as unacceptable (hard surface weeds)

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Land Audit Management System (LAMS) Important dates

Inspections completed for	Results to APSE by	Report back to authorities by
April & May	08 June 2018	15 June 2018
June & July	10 August 2018	17 August 2018
August & September	05 October 2018	12 October 2018
October & November	14 December 2018	21 December 2018
December & January	08 February 2019	15 February 2019
February & March	05 April 2019	12 April 2019

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Developments agreed through the working group

Volunteers Involvement;

- Member authority Telford and Wrekin are currently working on a procedure to include 100 + volunteers on LAMS quality audits (will utilise the LAMS App).
- Numerous member authorities have registered an interest in this approach
- Volunteer involvement enabled by the '*Simple to undertake & administer 'What the public would see' rather than requiring a technical inspection'* approach.

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Further developments

- LAMS/LEAMS, practitioners working on a collaboration of the two quality frameworks to provide both efficiency in completion of audits and greater value of the benchmarked data (UK wide)
- Cross boundary inspections; four member authorities engaging in this process
- An authority in the north west of England is looking to use the LAMS process as a quality audit on one of their outsourced Ground maintenance contracts'

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Street Cleansing - Measuring litter grades

- Defra have used APSE performance networks data in the dashboard for the key indicator on the percentage of sites at an acceptable standard for litter reporting.
- APSE is currently meeting with Defra to discuss the use of APSE's Land Audit Management System (LAMS) in future dashboards and also the Parks Action Group.

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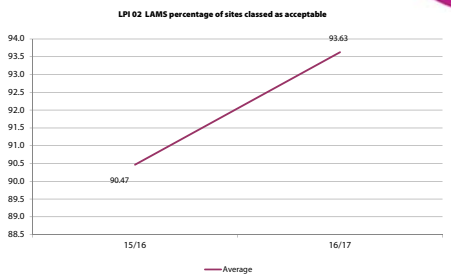
Benefits of the LAMS Initiative



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The request to digitise the process

"We need a mobile device"!!!

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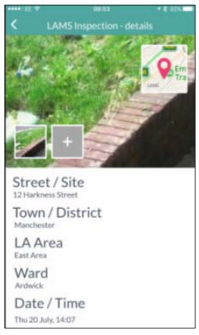
The New LAMS App

- Partnered with BBITS (Love Clean Streets) to develop an App for LA's to collect the data
- Training / testing / pilots during June, July and August
- Train the trainer
- Start date – was launched at annual seminar in September and is now available to all interested authorities.



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Feedback from the working group

- *"It's easy to use and a lot quicker than paper, you get the exact location, and pictures to back the grading up"* (Telford and Wrekin Council).
- *"Having done about 100+ surveys it's a thumbs up from me"* (Bradford Council)
- *"Very easy to use with the app being very responsive"* (Stafford Borough Council)

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Feedback from the working group

- *"Didn't witness any lag with the app and inspections seemed to upload without any hitch"* (Stafford Borough Council)
- *"The app has been as described; very simple and easy to use"* (Wigan Borough Council).

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LAMS Surveying With The App: The User Experience

Stuart Russo
Senior Technical Officer

Neighbourhood Services

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Accessibility

- ✓ Easily downloaded
  - Just look for "Surveys BBits"
- ✓ Any Android or Apple device
- ✓ Not limited to works-issued device
- ✓ Umbrella-license allows use on multiple devices

Usability

- ✓ Intuitive flow through process - fast
- ✓ No typing required (option to at end)
- ✓ No signal problems with GPS on site
  - *District is 63% rural / 37% urban*
  - *'Holding tank' <u>if</u> signal drops or survey not completed by user*
- ✓ Does not clutter phone with pictures

Surveying

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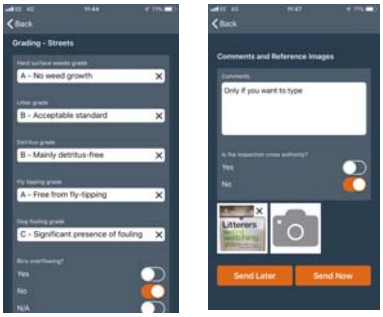
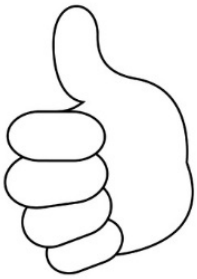
Surveying

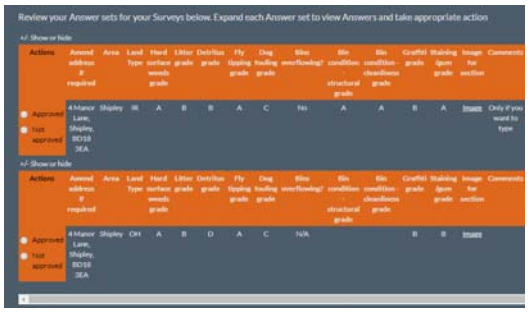


HUGE WIN



No re-keying of data

Reviewing Data



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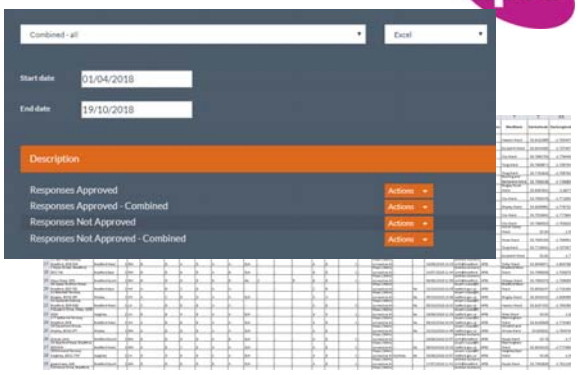
Exporting Data



Using Data

Summary

- ✓ Piloted by other LA's - new starters get a field-tested product
- ✓ Speed of surveying process
- ✓ No re-keying
- ✓ No photo management
- ✓ Data download accessible immediately

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Contact details

Debbie Johns, Head of Performance Networks

Email: djohns@apse.org.uk

Mobile: 07834 334193

Association for Public Service Excellence
2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester M32 0FP.
telephone: 0161 772 1810
web: www.apse.org.uk