Parks, Grounds & Streets Advisory Group Aug 2021

Technological Developments & Updates

Ian Jones, APSE Solutions Associate

Technological development update

- *LAMS App developments*
- *LAMS Scotland pilot*
- *Memorial safety inspections*
- *Play area inspections*
- *API (Application Programming Interface)*

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.

What LAMS monitors

	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		✓	

The reports

apse 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 - proposed further "
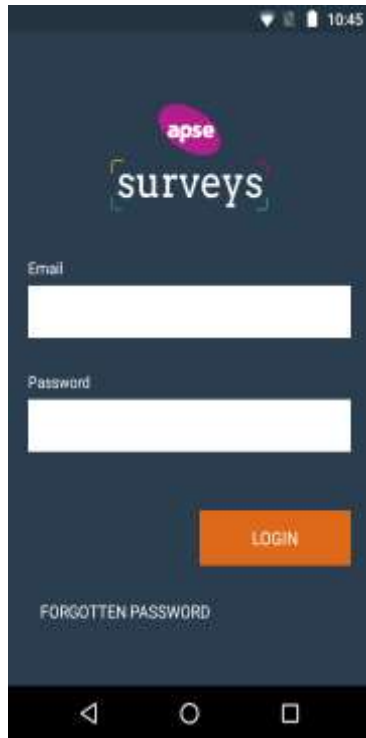
The Randomiser

The Randomiser
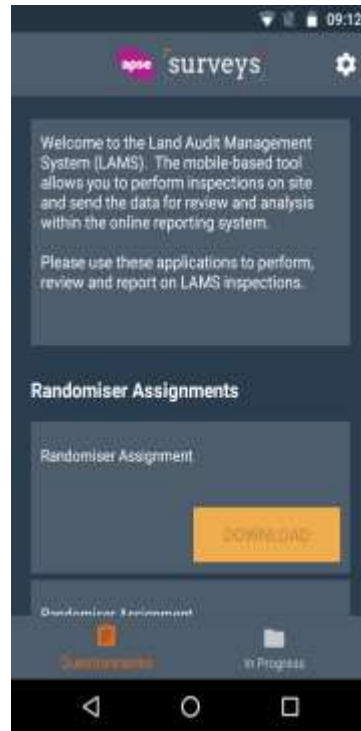
Requests raised at LAMS training and working group;

- Inclusion of a randomiser to automatically allocate inspection lists to inspectors.
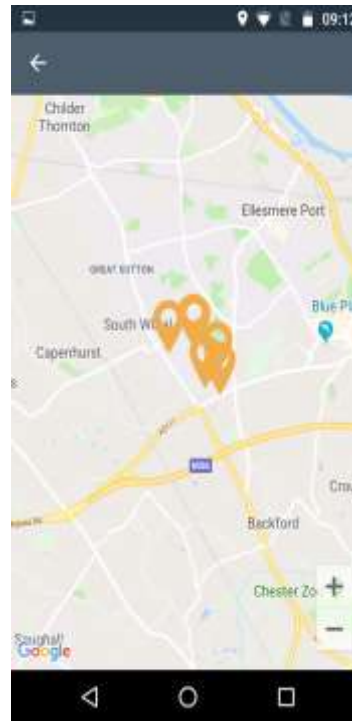
- Inclusion of a map of planned inspections on the App.

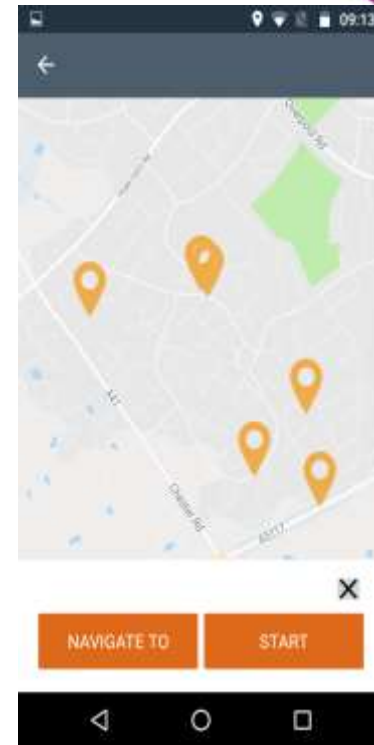On opening the app, login with the email and password you normally do.

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.

Developments in Apps to support inspections

The Scotland Pilot

- Highlands Council

- West Lothian Council

- Running until September 2021

- Feedback to working group

- Individual report (climate)?

Developments in Apps to support inspections

1. A Memorial Safety Inspection Application (MSI App)

2. LAMS app for Children's playgrounds - PIMS (Playground Inspection Management System).

3. API (Application Programming Interface)

Developments in Apps to support inspections

1. A Memorial Safety Inspection Application (MSI App)

- There is an expectation that all burial authorities test all memorials over a 5-year cycle to comply with safety requirements, there may to be a simple way to assist the responsible authorities.

- Which would be a simple App installed on a tablet or phone in the field.

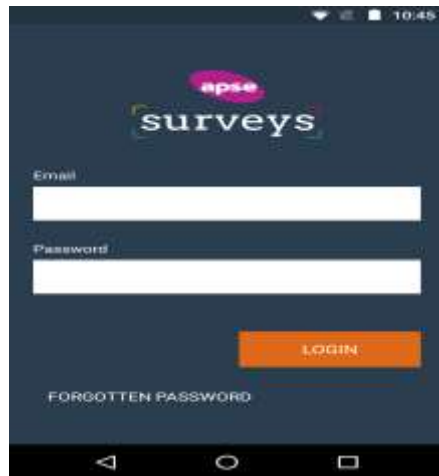# Developments in Apps to support inspections

A Memorial Safety Inspection Application (MSI App) would require a simple approach to assess the safety of the memorial such as;

- Fulfil its duty to inspect every 5 years.
- Could plot memorials using GPS data.
- Take photo of each memorials condition - allow comments on observations.
- Have more reliable/ accessible data.
- Be able to report performance better - evidenced based approach.
- There would be a recognised national system - uniformity of inspection.
- Monitor performance - national benchmarking.
- Provide results in simple database view.
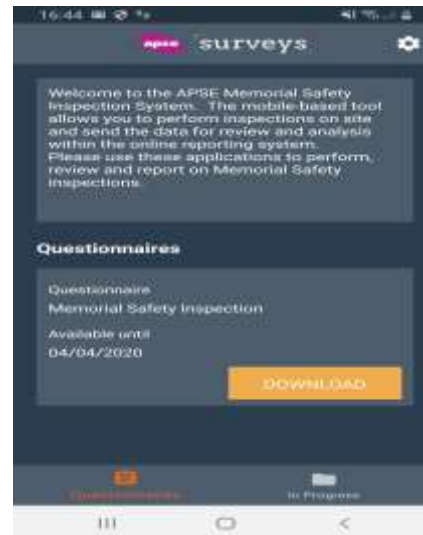- Export data into excel for reporting.

Developments in Apps to support inspections

On opening the app, login with the email and password for the Memorial Safety Inspections system.

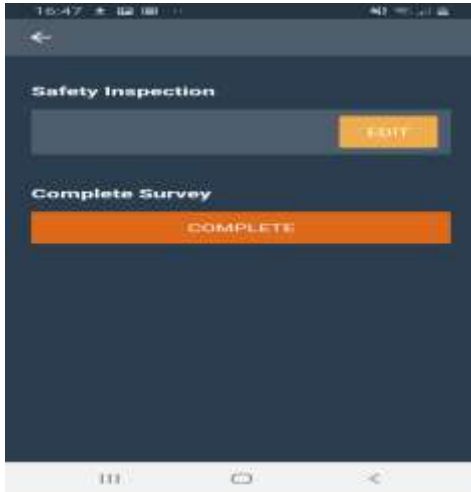First page shows the available surveys. Select the Memorial Safety Inspection

Location coordinates, time & date all captured automatically.

Address populated but can be amended if required.
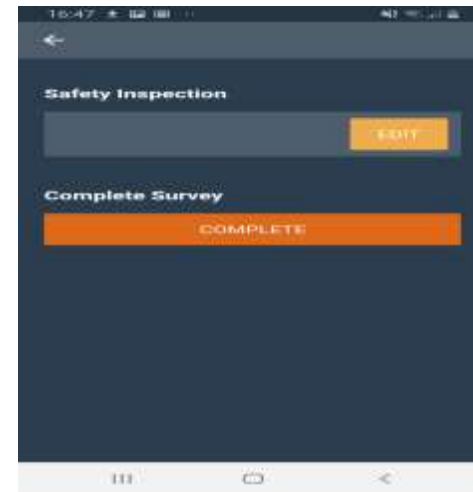
Select continue to move on.

Developments in Apps to support inspections

Tap edit it complete the inspection.

Complete the safety inspection (visual and hand) and save

Tap complete to add images and general comments

Add any images and general comments, save to send later or send now to submit.

Developments in Apps to support inspections

Next steps:

The MSI is an agenda item at the next C&C A/G in September.

The main point to confirm is around members availability to support the development of the MSI App.

We'll keep you informed on progress.

Developments in Apps to support inspections

2. LAMS app for Children's playgrounds to assess;

The group suggested the app should capture;

- Condition of play equipment
- Play value
- Replacements
- Safety inspections

Developments in Apps to support inspections

LAMS app for Children's playgrounds to assess;

PIMS App working group meeting to discuss the findings from the recent survey Friday 20ᵗʰ August .

- PIMS survey update.

- PIMS survey outcome on data fields e.g. Play Value, Quality Surveys, Equipment Inspections, and Assets.

- PIMS App question 'mock-up' and to establish a practical solution on how to accommodate the list of 'crucial' functions required.

We're looking to launch the App over the next couple of months!

Developments in Apps to support inspections

3. API (Application Programming Interface)

- Throughout the life of the LAMS App, we have received a number of enquiries about the possibility of the syncing the system with the existing back-office systems currently in place at the respective authority.

- Predominantly the requests received have been around the capability to 'sync' the App into other back-office systems to create job sheets if an unacceptable inspection grade had been awarded (C or D) through an API.

- To create an export from the App which basically provides all the data you will require to import into your existing system (the L/A will carry this out themselves from the export we supply to you).

Developments in Apps to support inspections

API (Application Programming Interface)

This option has a development cost which will be covered jointly between APSE & BBits.

Following the development, the local authority would be required to pay an annual maintenance fee based on the surveys set up and utilised.

Ranging from:

- £25 for an authority using only one individual survey
- £100 for an authority using all 4 survey types

We have great news as this development proposal has now been approved.

We are currently working with the App developer to have this function ready and available for members to use asap, with a possible launch date during September.

This additional system feature is optional and isn't mandatory.

Contact details

Debbie Johns, Head of Performance Networks

Email: djohns@apse.org.uk

Mobile: 07834 334193

INVESTOR IN PEOPLE

ISO 14001 REGISTERED FIRM GB 11409

ISO 9001 REGISTERED FIRM GB 11132

ISO 27001 REGISTERED FIRM GB 14074