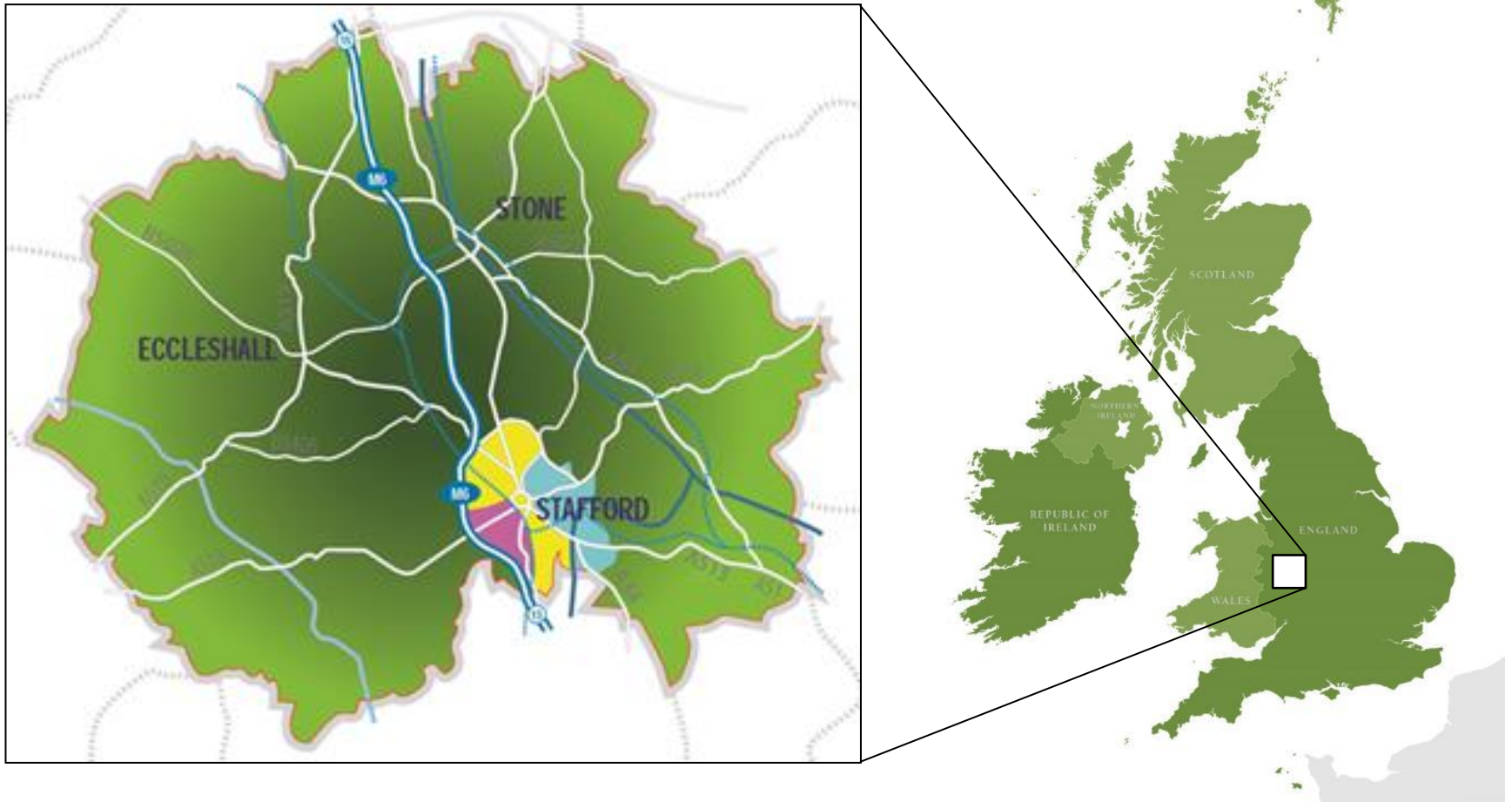


LAMS – Stafford's Journey

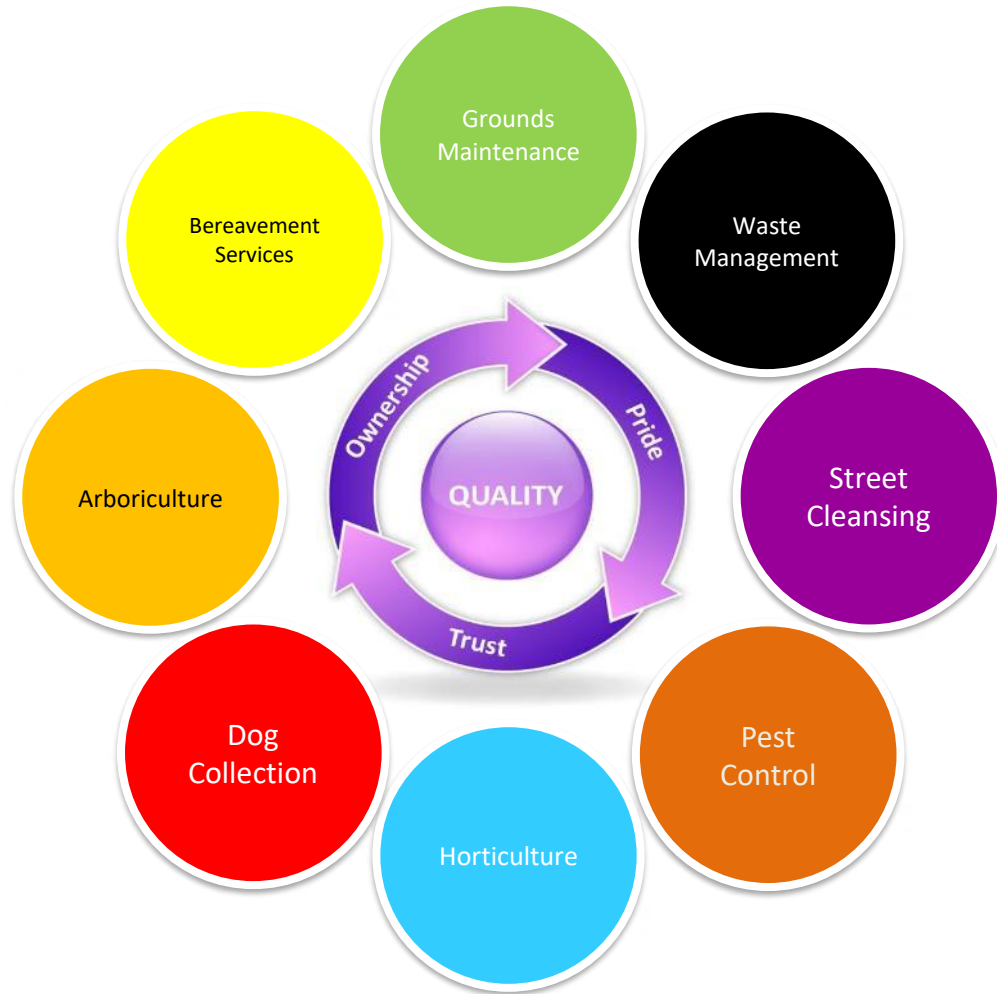
Phil Bates
Quality and Performance



Stafford Borough Council



Operational Services



Land Audit Management Systems (LAMS)

- Stafford Borough Council were members of the pilot scheme started in 2014
- 8 local authorities were involved
- Quality inspection system based on NI195
- Monitor Street Cleansing (S) or Grounds Maintenance (G) or Both (B)
- Measure the quality of your own localities and at the same time, benchmark these against other local authorities through APSE

Pilot Scheme - Stafford

- 4 Streetscene Senior Operatives carried out 10 inspections each in June, August and October 2014 to prove the concept
- A variety of different locations/land types including town centres, main roads and industrial/residential estates were observed
- Both Street Cleansing and Grounds Maintenance areas inspected

LAMS (Land Audit Management System)													June 2014	
Authority name:		Stafford Borough Council												
Authority ref:		419												
Grade count (automatically calculated)					Grounds maintenance scores									
					A	B	C	D					Total	Average
Grounds maintenance					0	0	0	0					0	(excludes 'S' only)
Hard surface weeds					0	0	0	0					0	
Litter					0	0	0	0					0	
Detritus					0	0	0	0					0	
Fly tipping					0	0	0	0					0	
Graffiti					0	0	0	0					0	
									Zone 1	0.00				
									Zone 2	0.00				
									Zone 3	0.00				
Date of inspection	Inspector	Site reference	Type of area (G/S/B)	Zone (1/2/3)	Grounds Mtce Grade (A/B/C/D)	Hard surface weeds grade (A/B/C/D)	Litter grade (A/B/C/D)	Detritus grade (A/B/C/D)	Fly tipping grade (A/B/C)	Dog fouling (count)	Bins over flowing (Y/N)	Graffiti grade (A/B/C/D)	Grounds conditions (1/2/3/4/5)	Grounds Mtce score

1 year on – Stafford

- Streetscene Area Coordinator carried out on average 50 inspections per calendar month
- Pre-defined locations across the borough – mainly town centres, arterial routes and rural areas
- Additional information obtained including vandalism, staining/gum and land type designation
- Quarterly benchmarking reports provided by APSE

Name of authority													Inspector									
LAMS (Land Audit Management System) Inspection Sheet													Sheet No.									
													Inspection date(s)									
													Are the inspections 'cross authority' (circle)									
													Yes					No				
Street/site	Town/district	Site ref	LA Area	Ward	G/S/B	Time	Photo ref	Zone	Land type	Grounds Mtce grade	Hard surface weeds	Litter grade	Detritus grade	Fly tipping grade	Dog fouling	Bins over flowing	Vandalism	Graffiti grade	Staining/gum	Ground conditions	Water courses	
								1/2/3	Code	A, B, C, D	Y / N	A, B, C, DA, B, C, D	A, B, C, D	A, B, C, D	A, B, C	Y / N	Y / N	A, B, C, D		1,2,3,4,5	1,2,3,4,5	
Comments																						
Comments																						
Comments																						

2 years on – Stafford

- Monthly inspections still being carried out by Area Coordinator
- Additional inspections being carried out by Regulatory Services (Enforcement Team and Environmental Health Officers)
- Regular Working Group meetings at APSE
- Quarterly benchmarking reports provided by APSE

LAMS (Land Audit Management System) - site by site input sheet

Authority name: Stafford Borough Council First 01 December 2017
 Authority ref: 419 Parks PIN: 2287 Street cleansing PIN 40266 Last 31 December 2017

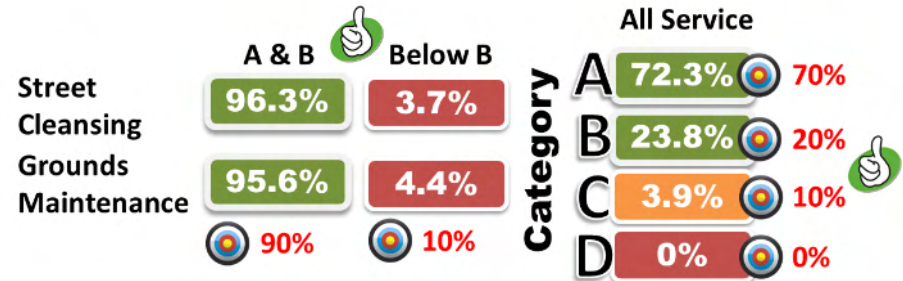
Total grade count for period (automatically calculated)					Colour key	
	A	B	C	D	Total	
Grounds maintenance	0	0	0	0	0	- data not required based on type of area entered
Hard surface weeds (if applicable)	0	0	0	0	0	
Litter	0	0	0	0	0	
Detritus	0	0	0	0	0	
Fly tipping Graffiti	0	0	0	0	0	

When columns are to be used depending on the "type of area" entered -

Date of inspection	Inspector	Type of area (G,S,B)	Site reference / street name / photo reference	Authority area (optional)	Ward (optional)	Zone 1/2/3	195 Land type	Grounds mite grade (A,B,C,D)	Hard surface weeds grade (A,B,C,D,N/A)	Litter grade (A,B,C,D)	Detritus grade (A,B,C,D)	Fly tipping grade (A,B,C)	Dog fouling grade (A,B,C,D,N/A)	Bins over flowing (Y,N,N/A)	Bin condition - structural grade (A,B,C,U,N/A)	Bin condition - cleanliness grade (A,B,C,D,N/A)	Graffiti grade (A,B,C,D)	Staining / gum (A,B,C,D,N/A)	Grounds conditions (1,2,3,4,5)	Water courses (1,2,3,4,5)	Loc class (00)

How do Stafford use LAMS?

- KPI's Monthly / Quarterly Reports
- Senior Operatives
- Screen in Streetscene Mess Room
- Management Reports
- “Hot Spot Mapping” for deployment of both Operational and Enforcement teams



Land Audit Management System

	May-17										Jun-17									
	Grounds										Grounds									
	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D	
North	4	1	1	0	6	66.7%	16.7%	16.7%	0.0%		9	7	0	0	16	56.3%	43.8%	0.0%	0.0%	
South	8	8	2	0	18	44.4%	44.4%	11.1%	0.0%		9	7	6	0	22	40.9%	31.8%	27.3%	0.0%	
Rural	5	1	0	0	6	83.3%	16.7%	0.0%	0.0%		6	0	0	0	6	100.0%	0.0%	0.0%	0.0%	
TOTALS	17	10	3	0							24	14	6	0						
	Cleansing										Cleansing									
	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D	
	North	103	28	5	0	136	75.7%	20.6%	3.7%	0.0%		72	13	3	0	88	81.8%	14.8%	3.4%	0.0%
South	65	9	2	0	76	85.5%	11.8%	2.6%	0.0%		60	23	1	0	84	71.4%	27.4%	1.2%	0.0%	
Rural	116	17	1	0	134	86.6%	12.7%	0.7%	0.0%		158	32	4	0	194	81.4%	16.5%	2.1%	0.0%	
TOTALS	284	54	8	0							290	68	8	0						

Stafford "HOT SPOT" Mapping



Litter Service Requests



LAMS Inspections



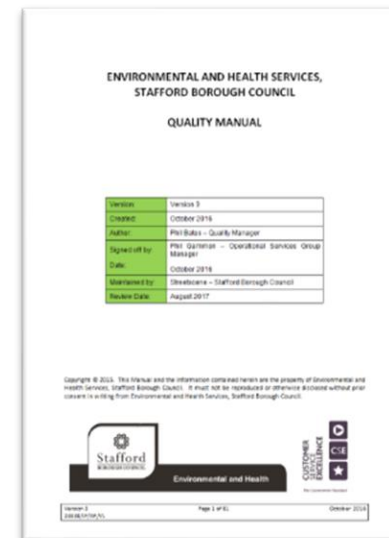
Fixed Penalty Notice Issued

Other areas Stafford use LAMS

- We are now able to carry out a greater review of the whole borough report at individual ward level, which has highlighted those wards that require additional investigation
- We can now program in LAMS surveys inspections across all wards for the year – ensuring all wards are surveyed
- Currently reviewing all operational scheduling – information from reports allows us to identify the key areas of concern e.g. sweeping/detritus
- Provides a more detailed level of reporting to raise concerns with senior management over the issues that are being highlighted

Other areas Stafford use LAMS

- Annual APSE Performance Networks benchmarking submission
- ISO9001:2008 Quality Management Systems Operational Procedures



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Stafford
BOROUGH COUNCIL