

Performance networks



Performance networks and
LAMS developments

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Performance networks



apse performance networks Parks performance at a glance

Sample

These pages show your authority's performance for each key performance indicator against the 2013/14 average performance of your family group. Whether your result has improved or not from 2012/13 is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator. The key to the icons are displayed below each table.

Performance indicators	Performance in 2013-14	Improved since 2012-13? ^A
PI 30 Hectares of maintained public open space per 1,000 head of population	◆	—
PI 12 Number of hectares maintained per FTE front line employee	◆	—
PI 13a / 13c Staff absence - all staff	●	▼
PI 15 Quality assurance and consultation process score	●	▲
PI 16 Human resources and people management	●	▲
PI 38 Community/customer surveys undertaken	▲	—
PI 23 Output specification	●	▲
PI 34 Environmental practices indicator	▲	—
PI 18a LA playgrounds per 1,000 children	●	▲
PI 18b LA and community playgrounds per 1,000 children	▲	—

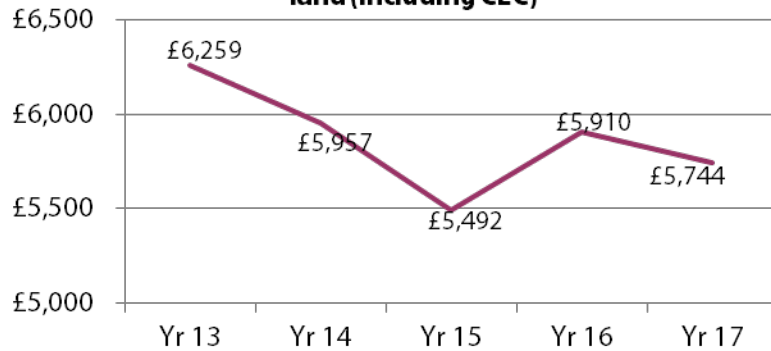
- Performance for 2013-14 is better than the family group average
- ▲ Performance for 2013-14 is within 25% of the family group average
- ◆ Performance for 2013-14 is not as good as the family group average range above
- Performance for 2013-14 has improved from the 2012-13 result
- Performance for 2013-14 is within 5% of the 2012-13 result
- ▼ Performance for 2013-14 has not improved from the 2012-13 result

^A Please note that the cost performance may be affected by inflation and this should be taken into account

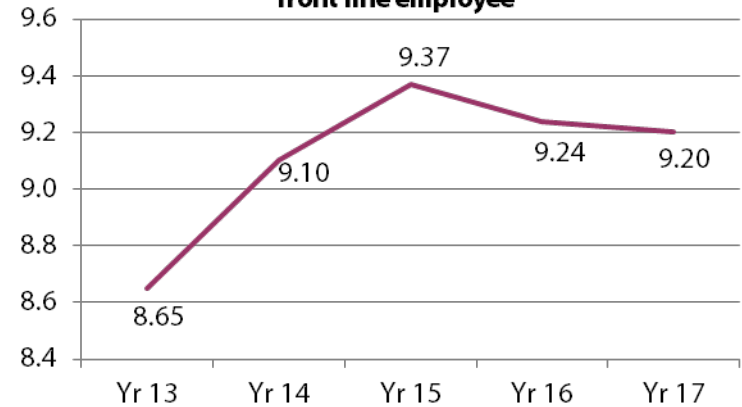
Key trends - Parks



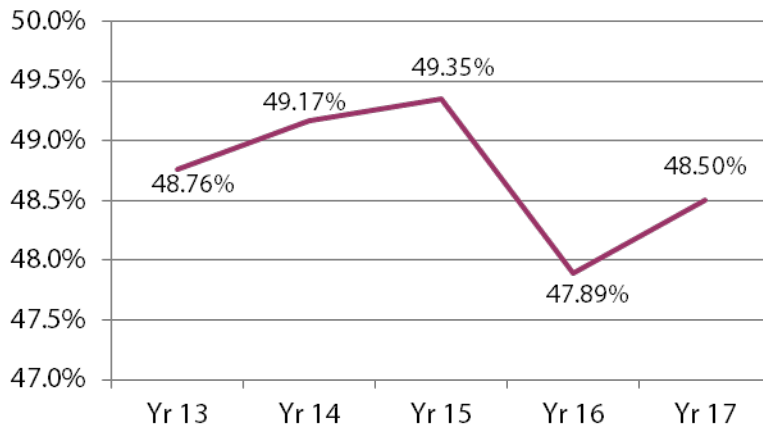
PI 02 Cost of service per hectare of maintained land (including CEC)



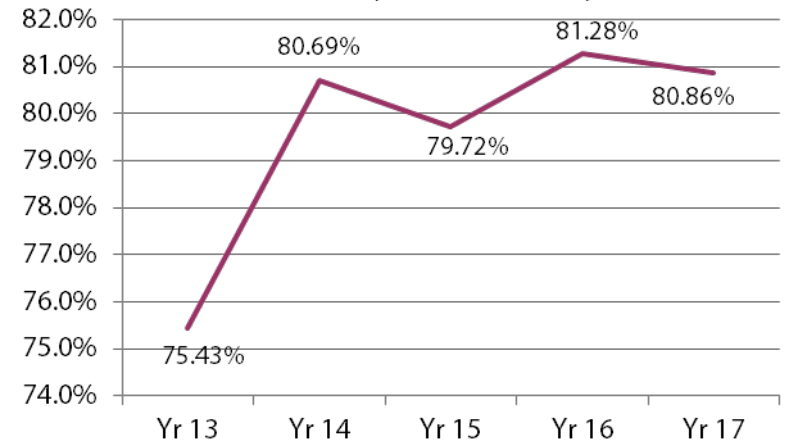
PI 12 Number of hectares maintained per FTE front line employee



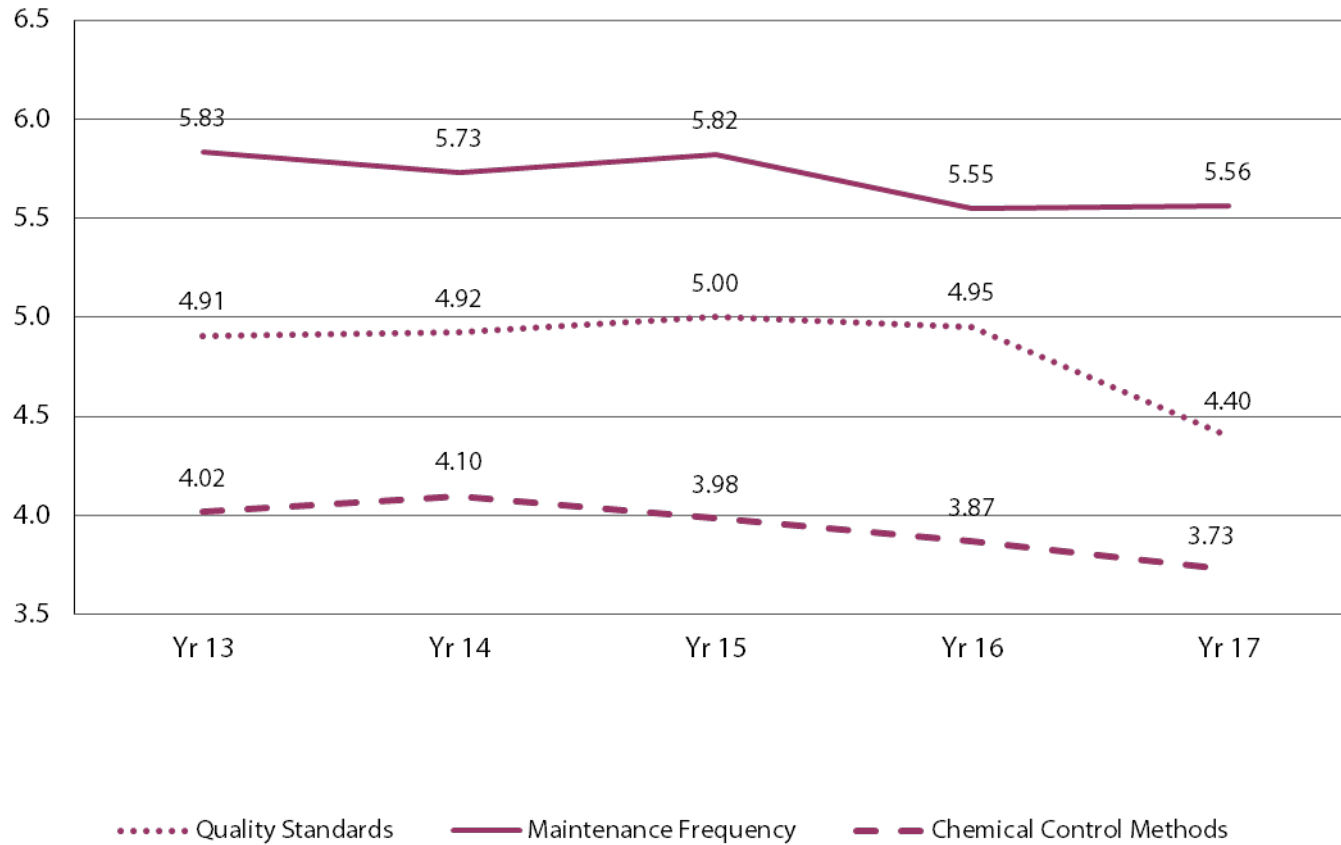
PI 23 Output specification



PI 38 Community/customer surveys undertaken



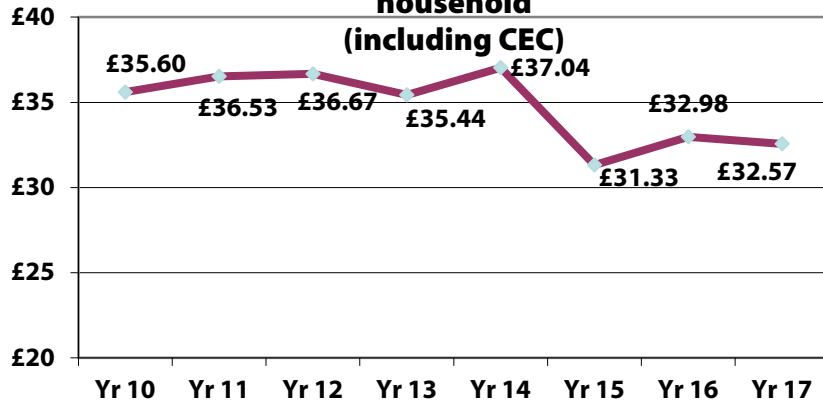
Analysis of output specification score



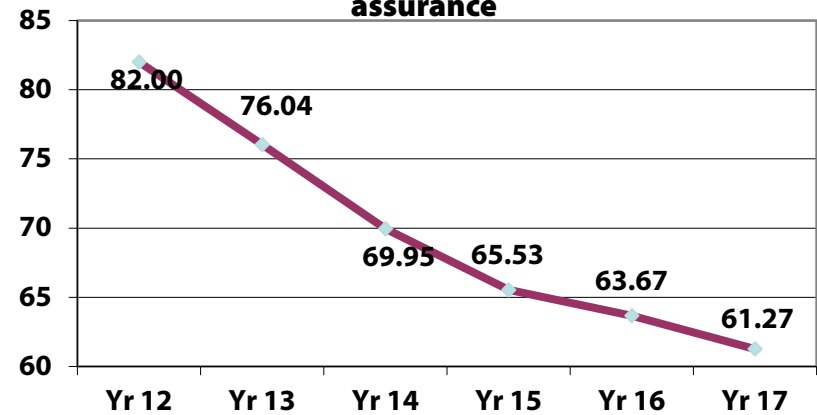
Key trends – Street cleansing



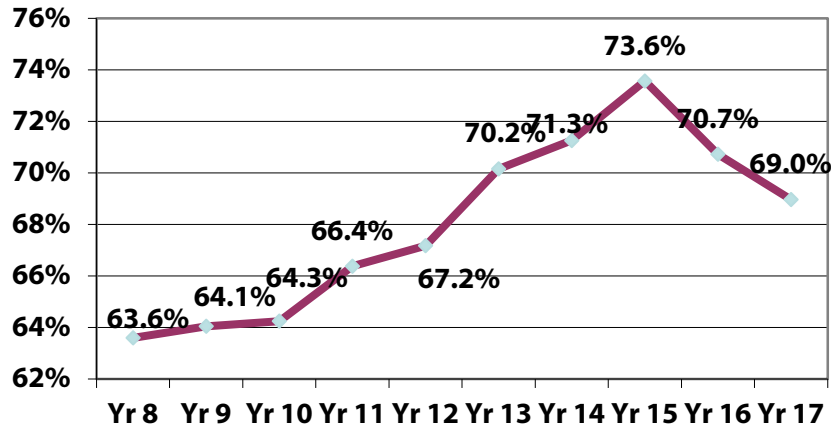
PI 03 Cost of cleansing service per household (including CEC)



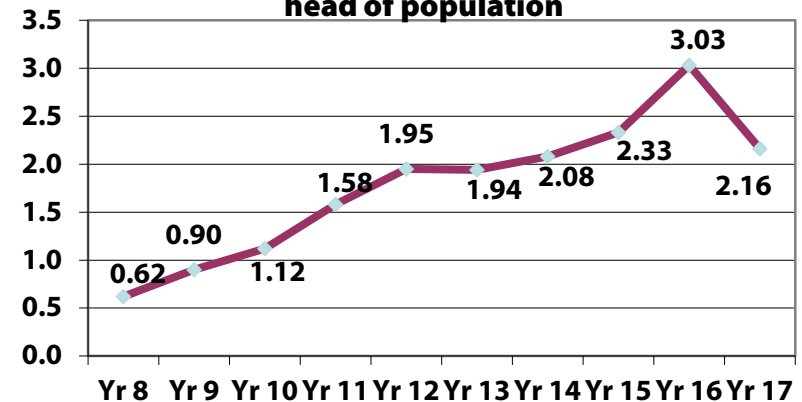
PI 17 Community consultation and quality assurance



PI 39 Community / customer surveys undertaken satisfaction levels



Fixed penalty notices issued per 1,000 head of population



Land Audit Management System (LAMS)



WHAT IS IT?

- A consistent quality audit of grounds maintenance standards
- Trigger for immediate intervention at local level
- Data source for comparative Performance Indicators at national level (real time & annual)
- Balance against cost & productivity PIs
- Simple to undertake & administer
- Will contribute to annual performance awards

Land Audit Management System (LAMS)



- Aberdeen City Council
- East Riding of Yorkshire Council
- Glasgow City Council
- Hull City Council
- Kirklees Council
- Knowsley MBC
- North Ayrshire Council
- Oxford City Council
- Perth & Kinross Council
- Stafford Borough Council
- Telford & Wrekin Council
- Tendring District Council
- Wakefield MBC

Land Audit Management System (LAMS)



Grading and Zones

All areas maintained are allocated a zone type

Zone 1 – High amenity (high maintenance)

Zone 2 – General/medium amenity (standard maintenance)

Zone 3 – Low amenity (low maintenance)

Land Audit Management System (LAMS)



Grading and Zones

Areas to inspect are randomly selected and 'transects' identified (50m – 100m). These are graded & points awarded

Grade A – 3 points

Grade B – 2 points (acceptable standard)

Grade C – 1 points

Grade D – 0 points

Consistency is 'key'. The grade is based on the inspectors perception of the maintenance standard of the site – it does not demand detailed examination of technical standards.

Land Audit Management System (LAMS)



The following are now available to download from the web portal:

- [Guidance manual](#)
- [Inspection scorecards](#)
- [Inspection form](#) - lists all the sites to be inspected. Authorities will receive a standard 'Inspection Form' and an editable version which they can add their own elements to.
- [LAMS input spreadsheet](#)
- *Training sample presentation*

Land Audit Management System (LAMS)



Inspections

The standard 'Inspection Form' includes:

Date

Street / site name

Town / district

Site reference

Authority area (e.g. Area 1 / North - optional)

Ward (optional)

Zone type (1, 2 or 3)

Land Audit Management System (LAMS)



Inspections

The inspector then completes the following:

Time

Photo ref (if applicable)

Grades awarded for standards of grounds maintenance

Grades awarded for presence of hard surface weeds (if applicable to the type of inspection)

Grades awarded for presence of litter

Indication of presence of dog fouling

Indication of overflowing bins on site

Indication of vandalism on site

Grades awarded for presence of graffiti

Indication of prevailing ground conditions at the time of inspection

Indication of the condition of any water courses on site

Land Audit Management System (LAMS)



Scoring

Inspectors simply indicate the grade that each transect is assessed at. This is input to the '[LAMS Input spreadsheet](#)' which will allocate the points and calculate the overall score

Example: 45 transects inspected on one period

Grade A	6	6 x 3	18
Grade B	36	36 x 2	72
Grade C	2	2 x 1	2
Grade D	1	1 x 0	0
Total score			92
Possible maximum score		45 x 3	135
Actual score for period		$92 \div 135 \times 100$	68.1

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	Agreed minimum requirement of 10 inspections per period
Intervention levels / times	Grading standards using Guidance Manual

Land Audit Management System (LAMS)



Outputs

- Immediate intervention triggers
- Bi-monthly published comparative performance data
- Annual PI suite forming part of annual Parks PN reports (including award PIs) :
 - Overall performance score (QI/CI) for year
 - % of areas falling below 66.6 (B) for year
 - % of Zone 1 areas falling below 66.6 (B) for year
 - % of inspections per annum which are Grade A
 - % of sites inspected per annum which are acceptable
 - Table of Grades A – D

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Getting started

- Decide how many areas you have got and name/number them
- Identify inspectors and train them (training slides & pack available from APSE webportal)
- Index all sites (ideally by transect) and allocate appropriate zones (1, 2 or 3)
- Only include areas that the section is responsible for maintaining
- Recommended that photographs are taken to support grading (especially C & D)
- Set your own intervention/response times locally

Land Audit Management System (LAMS)



Inspections completed for	Inspections completed by	Results to APSE by	Report back to authorities by
October & November	30 November 2015	4 December 2015	11 December 2015
December & January	31 January 2016	5 February 2016	12 February 2016
February & March	31 March 2016	8 April 2016	12 April 2016
April 2015 to March 2016	31 March 2016	8 April 2016	Results published in 2015-16 PI Reports



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INVESTOR IN PEOPLE



ISO 14001
REGISTERED FIRM

GB 11409



ISO 9001
REGISTERED FIRM

GB 11132



ISO 27001
REGISTERED FIRM

GB 14074