APSE Advisory Group

Land Audit Management System (LAMS) app

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Todays Theme

❖ The story behind LAMS

❖ The request to digitise the process

❖ The LAMS app – benefits and uses

❖ LAMS/LEAMS development

Monitoring performance data

❖ Cost and efficiency performance of local service delivery is now so closely scrutinised!

❖ Reductions in service resource but still expected to continually deliver lower cost, yet high value services!

❖ Never been a consistent quality audit covering the day to day maintenance approach of the Grounds/Parks service area.

❖ So how do we evidence quality of our services?

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 and cemetery/crematorium maintenance for a total street scene quality score.

- ❖ Simple and effective performance measuring system

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

apse performance networks

Land Audit Management System

Period 5, April 2015 - January 2016

Periodic report

Land Audit Management System (LAMS)

❖ A consistent quality audit of measuring the quality of service delivery

❖ 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 for all subscribed services

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
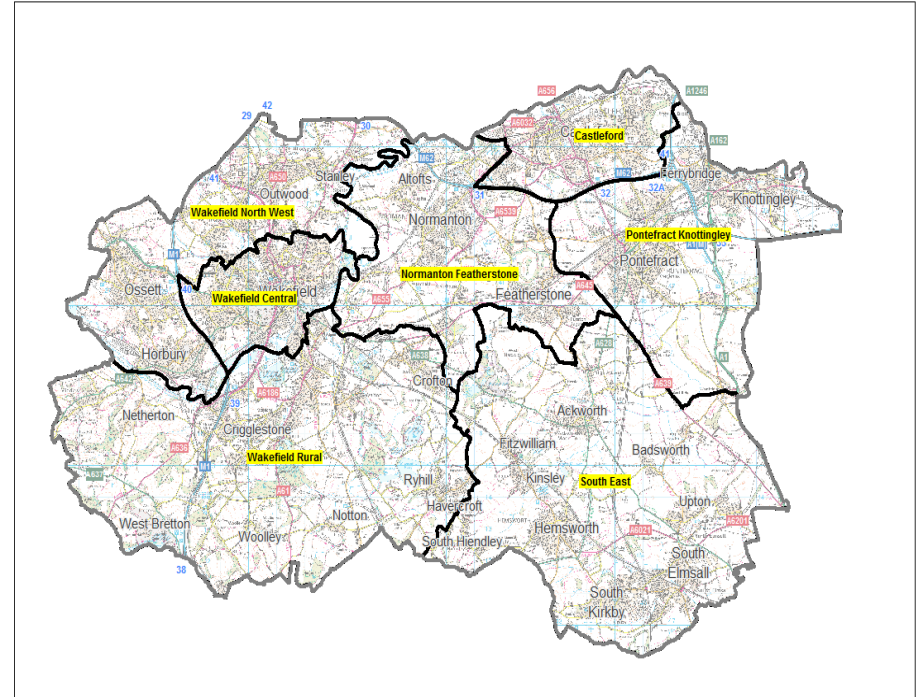
Approach to Zones (implemented example)

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*

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

Grading & Scoring Mechanism

Grade	Description	Score
A	Excellent Standard	3 points
B	Acceptable Standard	2 points
C	Unacceptable Standard	1 point
D	Poor Standard Desired minimum score of B and above (66.6% if quality index score is required)	0 points

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 Virtually weed free Cultivated soil areas No arisings on paths/roads/beds Hand cut / defined edges – soil banked up Evidence of regular pruning and deadheading No accumulation – leaves/branches/arisings No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Low presence of weeds Cultivated soil areas No arisings on paths/roads/beds Hand cut edges Some evidence of regular pruning and deadheading Low accumulation of leaves/branches on footpaths or roads No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium standard Medium presence of weeds Weathered soil surface Some arisings on paths/roads/beds Accumulation of leaves/branches on footpaths or roads Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Weed growth (high presence) Weathered soil surface Arisings on paths/roads/beds Undefined edges No evidence of regular pruning and deadheading Decomposing accumulations of leaves/branches/arisings Overgrown vegetation Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)
2	Excellent overall presentation Grass cut to high standard Arisings collected or evenly spread No arisings on paths/roads/beds Defined edges No presence of weeds No accumulation – leaves/branches Evidence of regular pruning Evidence of a successful weed kill (summer) Good overall presentation Cultivated soil (winter) No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Grass areas tidy; i.e. strimming work done on last cycle Beds cleared of 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/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium 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/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Tails left after last cut Arisings on paths/roads/beds Cuttings left in beds 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/detritus/dog fouling/fly tipping/bins overflowing)
3	Excellent overall presentation Amenity grass cut to standard No arisings on paths/roads/beds No accumulation – leaves/branches Evidence of regular pruning Access paths clear of vegetation Overhead clearance No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Good overall presentation Amenity grass cut to standard Minimal arisings on paths/roads/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/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds Medium presence weeds in visible areas / paths Medium accumulations – leaves/branches No evidence of regular pruning Access paths overgrown Poor overhead clearance (tree/shrub branches) Some evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds High presence weeds in visible areas / paths Heavy accumulations – leaves/branches No evidence of pruning Poor overhead clearance (tree/shrub branches) Access paths overgrown Overgrown vegetation forming obstructions Significant evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)

Zone 1 = Score A

Zone 3 = Score A

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 are now available.

What we monitor

	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		✓	

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 containing bins classed as acceptable (bin structure)

PI L09 Percentage of sites containing bins classed as acceptable (bin cleanliness)

PI L10 Percentage of sites classed as unacceptable (hard surface weeds)

PI L11 Percentage of sites classed as unacceptable (detritus)

LAMS street cleansing (period 5) 18-19.pdf

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)

LAMS grounds maintenance (period 5) 18-19.pdf

Land Audit Management System (LAMS)

Inspections for	Inspections completed by	Results input by	APSE report back to authorities by…
April & May	31 May 2019	07 June 2019	14 June 2019
June & July	31 July 2019	05 August 2019	12 August 2019
August & September	30 September 2019	04 October 2019	11 October 2019
October & November	30 November 2019	06 December 2019	13 December 2019
December & January	31 January 2020	07 February 2020	14 February 2020
February & March	31 March 2020	03 April 2020	10 April 2020

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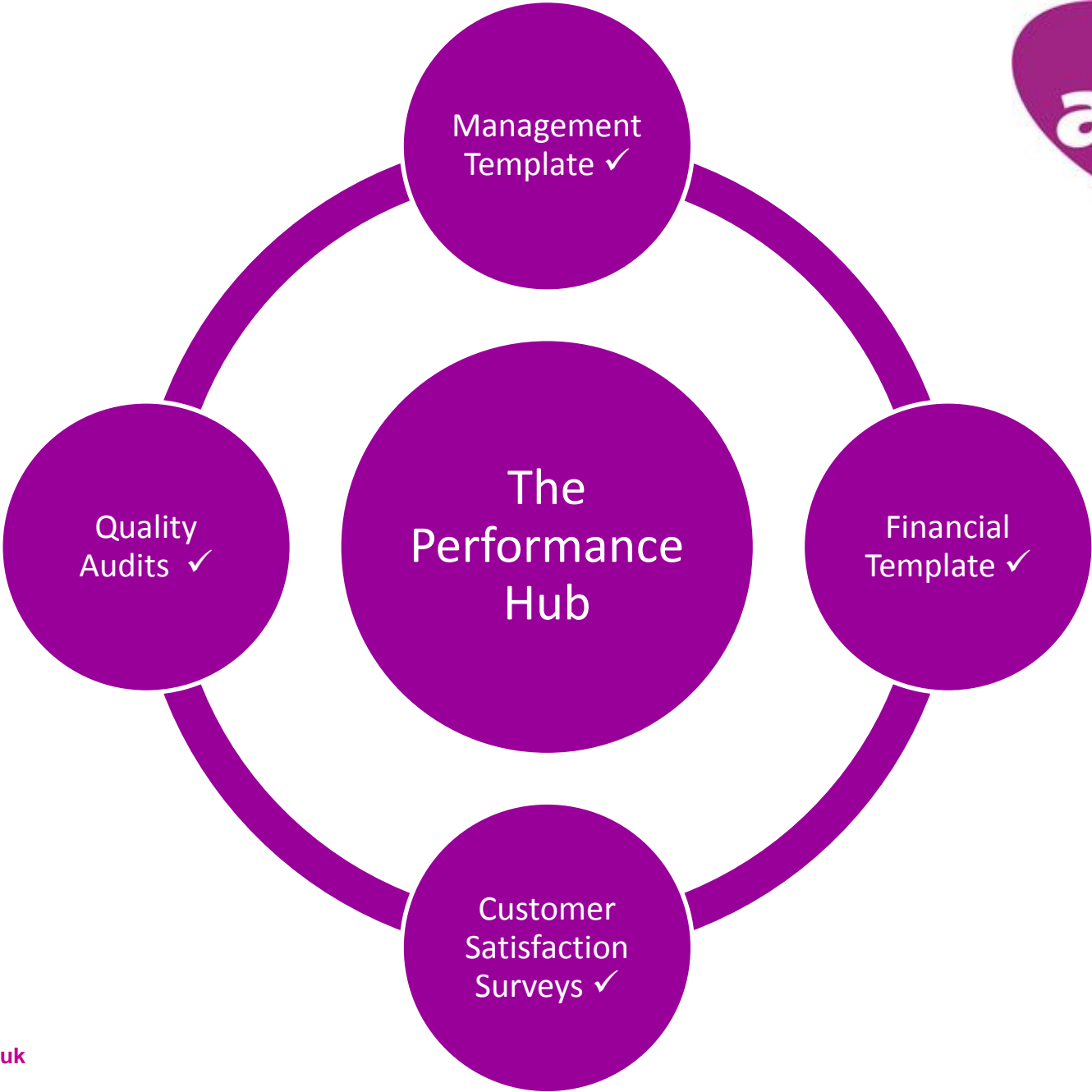
Case Studies

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.

Case Studies

How Stafford Use LAMS

- Monthly / Quarterly Reports
- Senior Operatives
- Screen in Mess Room
- Management Reports
- Key Performance Indicators

75% ◎ 84% Street Cleansing
75% ◎ 79% Grounds Maintenance

Category
A 75% ◎ 20%
B 21% ◎ 50%
C 3.5% ◎ 30%
D 0.5% ◎ 0%

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.

Quality scores - LAMS

PI L02 LAMS Parks - Percentage of sites classed as acceptable
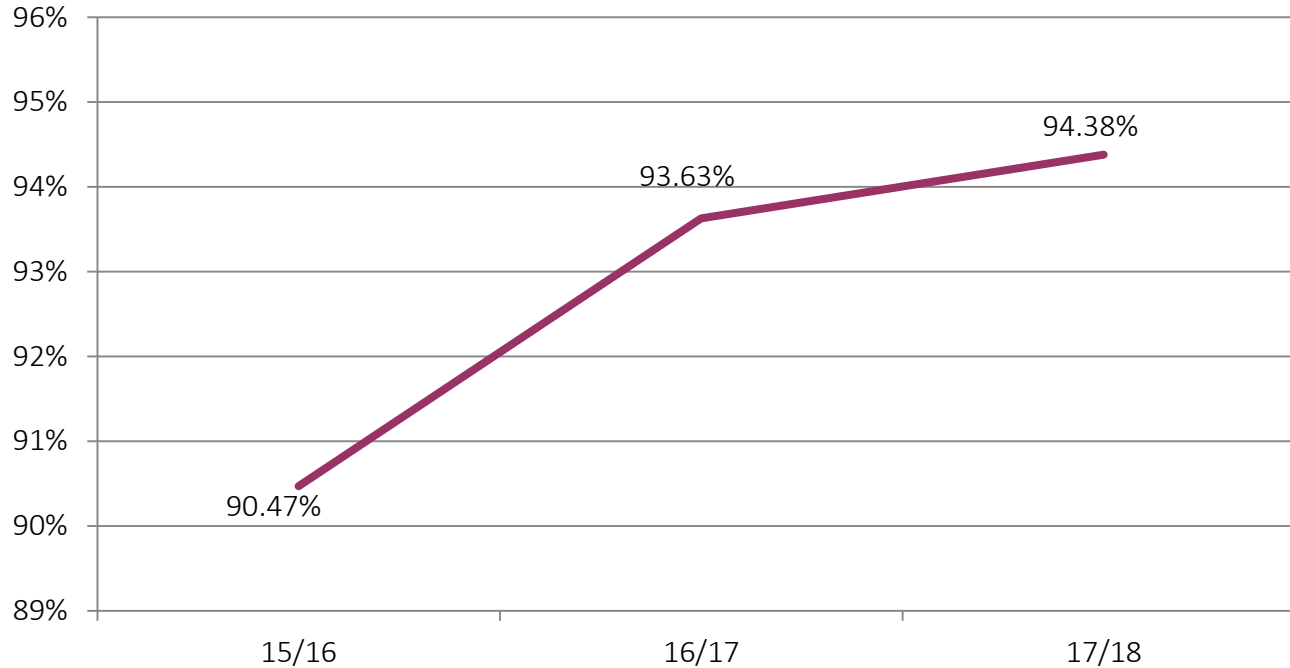
'Those expecting budgets cuts of 20% and above has noticeably risen, which suggest harder cuts are now being placed upon parks than was previously expected'. (2015/16 State of the Market Report)
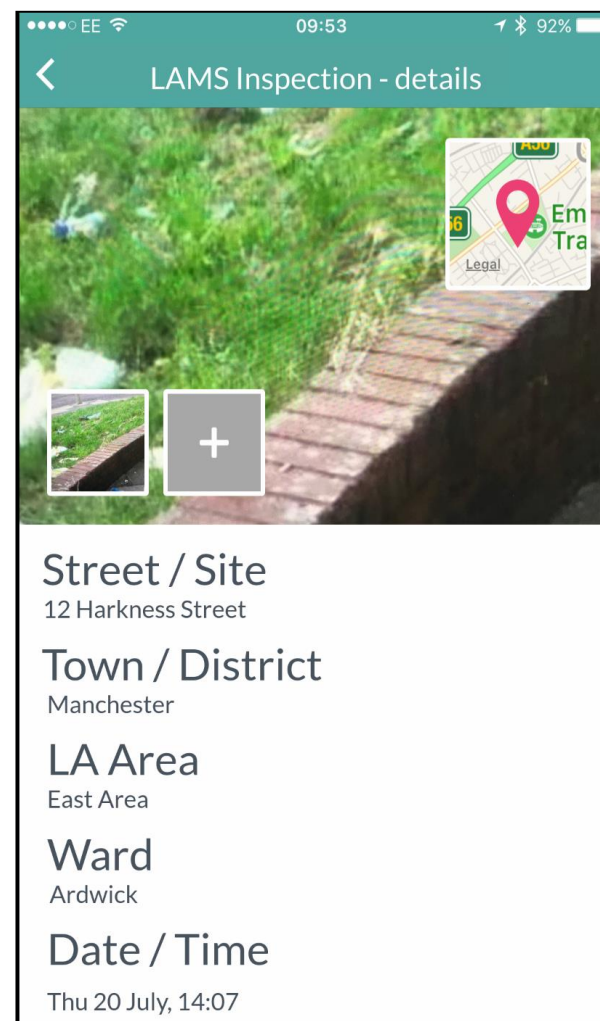
The request to digitise the process

"We need a mobile device"!!!

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.

Feedback from the App 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)

Feedback from the App 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).

❖ *"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" (*Kettering Borough Council).

Developments through the introduction of the App

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.

Further developments
LEAMS LAMS

❖ A Welsh member authority has been working closely with APSE over previous months.

❖ On the integration of the current Local Environmental Audit and Management Systems (LEAMS) in place across Wales

❖ With the Land Audit Management System (LAMS) across England.

❖ With a view to incorporate the two individual versions of the quality audits into one survey tool.

Further developments LEAMS/LAMS

❖ The intention of the tool is to provide information to populate both the LEAMS and LAMS templates in a more efficient way.

❖ This approach may well reflect the thoughts of other Welsh authorities.

❖ If possible then this approach may well increase the level of efficiencies in the collection of data plus the increased value of 'Wales only' quality data to 'Wales and UK based' data collected.

Further developments LEAMS/LAMS

GOOD NEWS!!

❖ Recent development work on the LAMS app has indicated the capability of the app could be aligned to capture the requirements of the LEAMS approach.

❖ Furthermore, it could indeed complete the current LEAMS pro-forma and return the completed quality audits direct to Keep Wales Tidy - to develop this reporting proposal we need to gauge level of interest within the Welsh authorities?

Denbighshire County Council

How using the APSE surveys mobile phone app has benefited LAMS inspections carried out by the authority.

Benefits of the 'Surveys' app to Denbighshire County Council

- Reduction of paperwork

- Time saved due to quicker inspections

- Clear audit trail to monitor consistency

- User friendly

- Photo's are linked to inspections and stored remotely

- Dashboard allows review of data before submission, useful with inspections carried out by voluntary organisations.

- LAMS and LEAMS inspections in one place (applicable to Welsh authorities)

Improvements Being Developed

- Link to google maps to allow planning of inspection route

Further developments LEAMS/LAMS

Here's how it works

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