



# Land Audit Management Systems (LAMS)

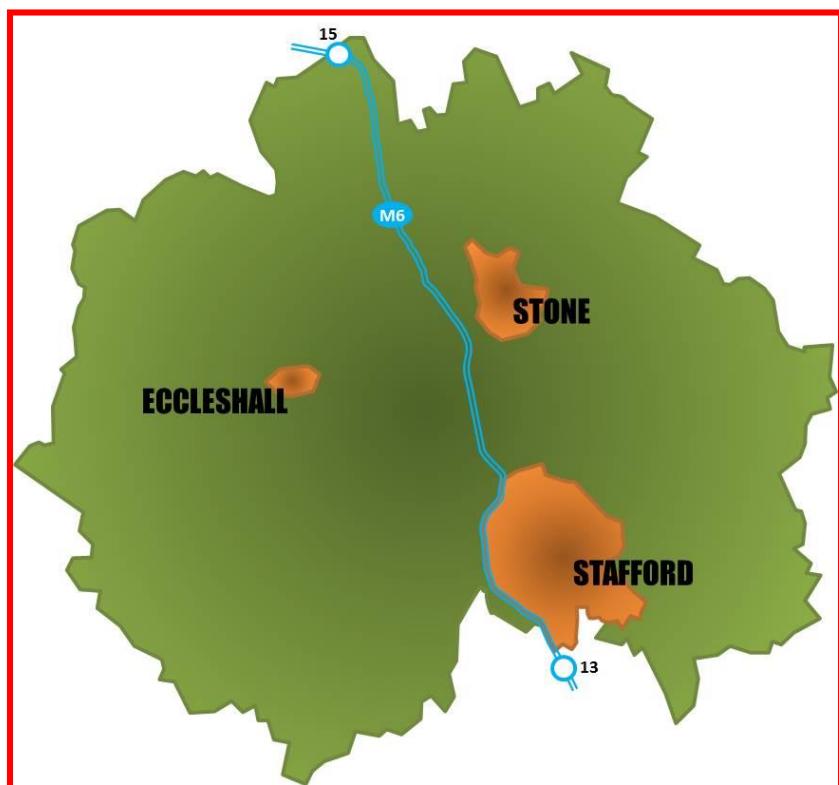
Phil Bates – Stafford Borough Council

22<sup>nd</sup> March 2017



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# Stafford – The County Town



# Interesting Facts about Streetscene

Stafford covers  
231 square miles

Population  
132,500

48 staff and  
1 apprentice

Horticulture and  
Arboriculture

Stafford Crematorium  
Eccleshall Road Cemetery  
Stone Cemetery

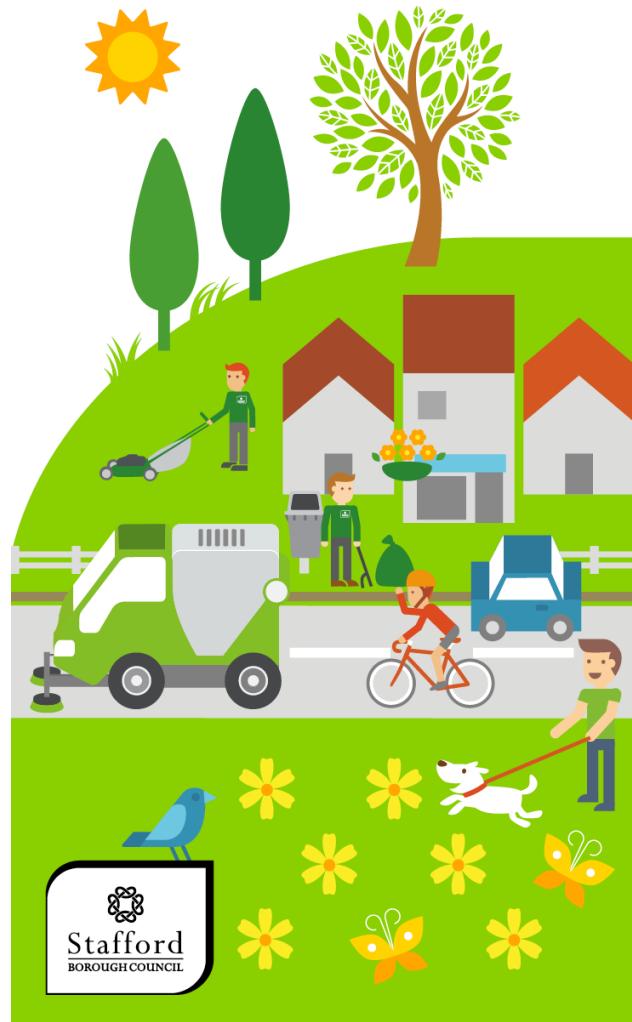
Maintain stock of  
33,000 trees

Annually grow over  
450,000 plants

1,500 litter bins

Annually collect  
2,000 tonnes of litter and  
3,000 tones of sweepings

Annually sweep over  
5,000 miles of  
adopted roads



# Transformation

- Association for Public Service Excellence (APSE) – Streetscene Review – 2011
- ICE Creates Consultants – 2012
  - Organisation
  - Job Roles and Responsibilities
  - Infrastructure
  - Potential Growth
  - Quality and Performance

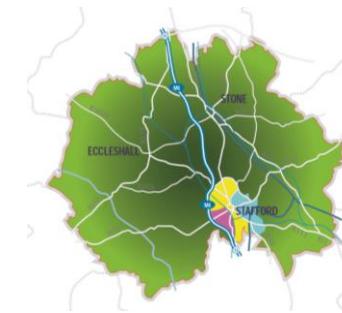
# Steps to Transformation



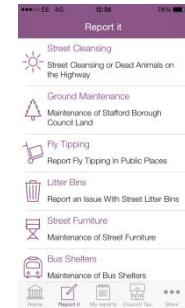
Working Groups



Benefits Tracker



Operating in Areas



Mobile Working



Fleet Procurement



Operational Structure



Route and Inspection  
Optimization

## NI195 - Environmental and Street Cleanliness



Litter



Detritus



Graffiti



Fly-posting

# WHAT ABOUT GROUNDS?

# Land Audit Management Systems (LAMS)

- Initially developed in Scotland
- Quality inspection system
- 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.
- Stafford were members of the pilot scheme – 2015

## What does LAMS monitor

- Litter levels
- Presence of detritus
- Fly-tipping occurrences
- Dog fouling count
- Bins overflowing
- Levels of graffiti
- Ground maintenance standards
- Presence of weeds

## Zone 1 – High Amenity (High)

- Town / village centres
- Bowling greens
- Golf courses
- Civic buildings
- Memorials and formal gardens
- Crematorium grounds and prestigious / high spec operational cemeteries
- Defined play areas (within high maintenance areas)
- County standard sports grounds



## Zone 2 – General/medium amenity (standard)

- Approaches to towns
- Road verges (except rural roads)
- Housing sites
- Open spaces
- Education ground
- Sheltered housing
- Recreation areas
- Other defined play areas (open space / housing sites)
- Standard spec operational cemeteries
- Closed cemeteries / churchyards



## Zone 3 – Low amenity (low maintenance)

- Areas of 7 cuts or less
- Woodlands
- Structure beds (soil based)
- Wild flower zones
- Rights of ways
- Rural road verges



## Land type (Street Cleansing 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 road
- OH - Other highway
- RS - Recreation site
- PT - Public transport area
- WS - Waterside



# Data Input Sheet

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	X	Y	Z	AA	AB	A	AO
LAMS (Land Audit Management System) - site by site input sheet																												
Authority name:													First 01 April 2016															
Authority ref:													Last 30 April 2016															
Grade count for period (automatically calculated)													Grounds maintenance															
Grounds maintenance													Total	Average	0	(Included 3 rows)												
Hard surface weeds (0)													0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Litter (0)													0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dentines (0)													0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Fly tipping (0)													0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Graffiti (0)													0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Date of inspection	Inspector	Type of area (G,S,B)	Site reference / street name	Authoris ty area (options) B	Mari tional status (0)	Photo ref (hyperlink)	Zone 1,2,3 (Grounds / both)	NB E95 Land type (Streets / both)	Grounds minor grade (A,B,C,D)	Hard surface weeds grade	Litter grade (A,B,C,D)	Dentines grade (A,B,C,D)	Fly tipping grade (A,B,C)	Dog fouling (count)	Bliss over flowing (Y/N)	Vandals (Y/N)	Graffiti grade (A,B,C,D)	Staining / gum (Y/N or grade)	Dog paraphernalia (Y/N)	Grounds condition S (1,2,3,4,5)	Water courses (1,2,3,4,5)	Local zone classification (optional)	Client / type of land (e.g. Housing)	Grounds score				
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	Welcome	Instructions	Home	April	May	June	July	August	September	October	November	December	January	February	March	April Total	May Total	June Total	July Total	August Total	September Total							

## Grading scores

Areas to inspect are randomly selected and ‘transects’ identified. These are graded and points awarded as detailed:

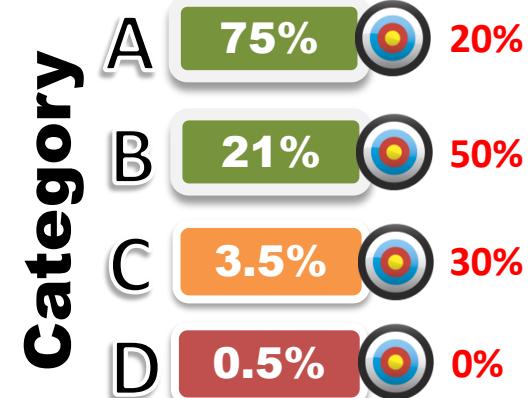
- Grade A – 3 points
- Grade B – 2 points (acceptable standard)
- Grade C – 1 point
- Grade D – 0 points

Example: 45 transects inspected on one period

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

# How Stafford Use LAMS

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



# Area Working – Reporting Outputs

	Apr-16								May-16								Jun-16								Jul-16							
	Grounds				Grounds				Grounds				Grounds				Grounds				Grounds				Grounds							
	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D				
East	3	3	0	0	6	50.0%	50.0%	0.0%	0.0%	5	1	0	0	6	83.3%	16.7%	0.0%	0.0%	4	0	0	0	4	100.0%	0.0%	0.0%	0.0%	8	4	0	0	
West	7	3	0	0	10	70.0%	30.0%	0.0%	0.0%	3	5	0	0	8	37.5%	62.5%	0.0%	0.0%	7	1	0	0	8	87.5%	12.5%	0.0%	0.0%	0	7	1	0	
Central	2	2	0	0	4	50.0%	50.0%	0.0%	0.0%	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	2	0	0	0	2	100.0%	0.0%	0.0%	0.0%	2	2	2	0	
Rural	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	3	1	0	0	4	75.0%	25.0%	0.0%	0.0%	2	2	0	0	
TOTALS	12	8	0	0						8	6	0	0					16	2	0	0					12	15	3	0			
	Cleansing								Cleansing								Cleansing								Cleansing							
	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D				
East	34	1	4	1	40	85.0%	2.5%	10.0%	2.5%	33	6	1	0	40	82.5%	15.0%	2.5%	0.0%	32	5	3	0	40	80.0%	12.5%	7.5%	0.0%	26	10	4	0	
West	31	8	1	0	40	77.5%	20.0%	2.5%	0.0%	31	7	0	0	38	81.6%	18.4%	0.0%	0.0%	32	7	1	0	40	80.0%	17.5%	2.5%	0.0%	32	4	0	0	
Central	26	11	2	1	40	65.0%	27.5%	5.0%	2.5%	23	10	7	0	40	57.5%	25.0%	17.5%	0.0%	31	8	1	0	40	77.5%	20.0%	2.5%	0.0%	67	8	1	0	
Rural	35	5	0	0	40	87.5%	12.5%	0.0%	0.0%	39	1	0	0	40	97.5%	2.5%	0.0%	0.0%	67	10	3	0	80	83.8%	12.5%	3.8%	0.0%	55	14	1	0	
TOTALS	126	25	7	2						126	24	8	0					162	30	8	0					180	36	6	0			

	Grounds Maintenance		Street Cleansing				CI Score (combined litter & detritus)	Grounds	Cleansing
	No. of Inspections	QI Score	No. of Inspections	Average Litter Score	Average Detritus Score	CI Score (combined litter & detritus)			
January	22	56.41	39	76.32	64.91	70.62			
February	13	74.36	40	86.67	83.33	85.00	Q4 - 15/16	65.81	80.48
March	11	66.67	40	98.33	73.33	85.83			
April	26	86.67	40	83.33	79.19	81.26			
May	19	90.48	39	86.32	79.49	82.91	Q1 - 16/17	89.91	83.06
June	25	92.59	50	90	80	85.00			
July	35	77.78	55	87.27	83.64	85.46			
August	24	80	38	83.33	80.7	82.02	Q2 - 16/17	79.26	83.60
September	24	80	38	83.33	83.33	83.33			
October	27	100	59	91.53	73.45	82.49			
November	0	0	59	90.4	76.84	83.62	Q3 - 16/17	33.33	82.72
December	0	0	39	81.2	82.91	82.06			
Cumulative/Average for Year	226	67.08	536	86.50	78.43	82.46			

Category



**20%**



**50%**



**30%**



**0%**



**73%**



**73%**



**21%**



**0%**



**4%**



**5%**



**0%**



**0%**



**0%**



**0%**



**79%**



**20%**



**15%**



**0%**

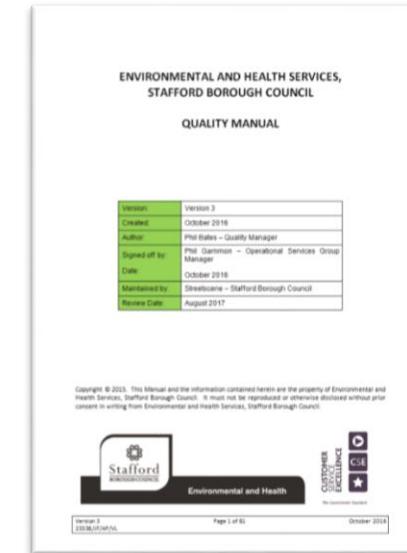
**Street Cleaning & Grounds Maintenance**



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## Other areas Stafford use LAMS results

- APSE Benchmarking
- ISO 9001 : 2008





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