



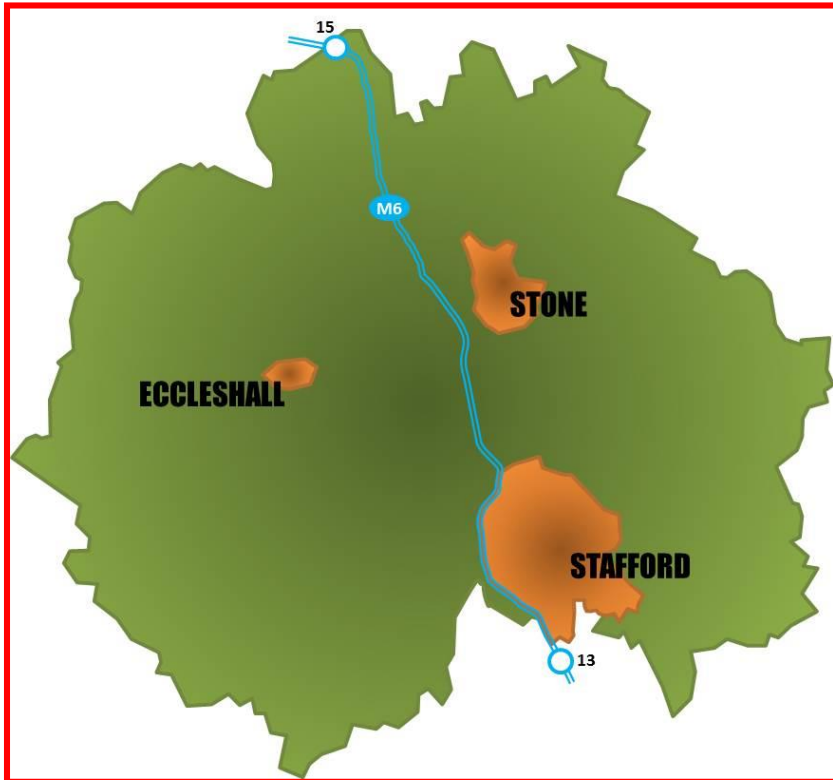
Stafford
BOROUGH COUNCIL

Land Audit Management Systems (LAMS)

Phil Bates – Stafford Borough Council

22nd March 2017

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

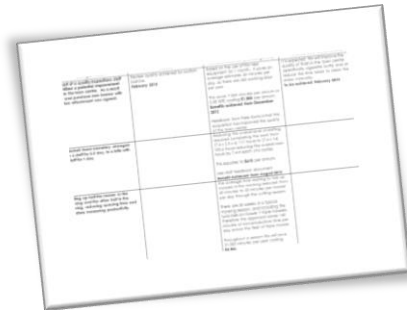
Transformation

- 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

Grading scores

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

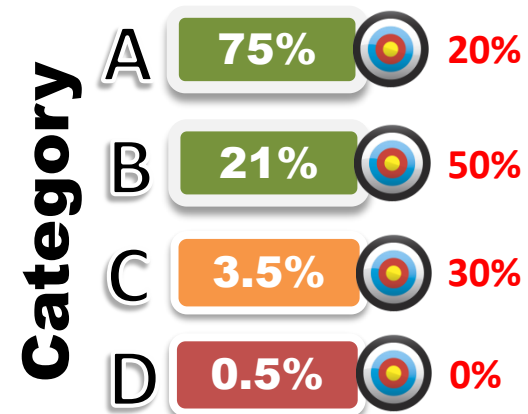
- Grade A – 3 points
- Grade B – 2 points (acceptable standard)
- Grade C – 1 point
- Grade D – 0 points

Example: 45 transects inspected on one period

| | | | |
|-------------------------------|--------------------------|---------------|------------|
| Grade A | 6 | 6 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 | |

How Stafford Use LAMS

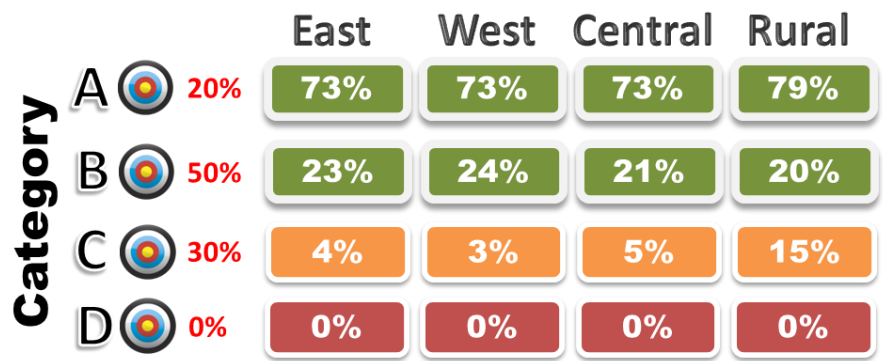
- Monthly / Quarterly Reports
- Senior Operatives
- Screen in Mess Room
- Management Reports
- Key Performance Indicators



Area Working – Reporting Outputs

| | Apr-16 | | | | | | | | | | May-16 | | | | | | | | | | Jun-16 | | | | | | | | | | Jul-16 | | | | | | | | | |
|---------------|------------|-----------|----------|----------|----|-------|-------|------|-------|------------|-----------|----------|----------|----|-------|-------|-------|------|------------|-----------|-----------|----------|----|--------|-------|-------|------|------------|-----------|----------|-----------|----|-------|-------|-------|-------|------|---|---|--|
| | Grounds | | | | | | | | | | Grounds | | | | | | | | | | Grounds | | | | | | | | | | Grounds | | | | | | | | | |
| | 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 | | 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 | 12 | 66.7% | 33.3% | 0.0% | 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 | 8 | 0.0% | 87.5% | 12.5% | 0.0% | | | | |
| 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 | 6 | 33.3% | 33.3% | 33.3% | 0.0% | | | | |
| 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 | 4 | 50.0% | 50.0% | 0.0% | 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 | | 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 | 40 | 65.0% | 25.0% | 10.0% | 0.0% | | | |
| 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 | 36 | 88.9% | 11.1% | 0.0% | 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 | 76 | 88.2% | 10.5% | 1.3% | 0.0% | | | | |
| 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 | 70 | 78.6% | 20.0% | 1.4% | 0.0% | | | | |
| TOTALS | 126 | 25 | 7 | 2 | | | | | | 126 | 24 | 8 | 0 | | | | | | 162 | 30 | 8 | 0 | | | | | | 180 | 36 | 6 | 0 | | | | | | | | | |

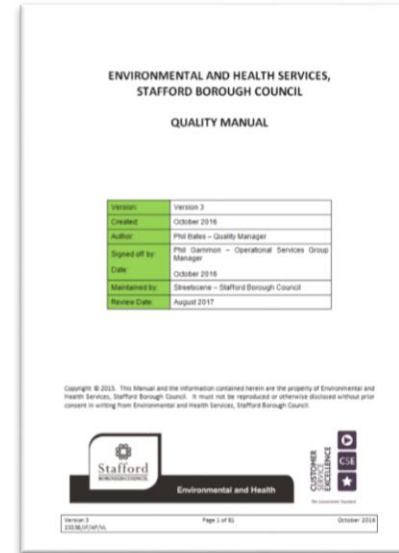
| | Grounds Maintenance | | Street Cleansing | | | | Q4 - 15/16 | Grounds | Cleansing |
|------------------------------------|---------------------|--------------|-------------------|----------------------|------------------------|---------------------------------------|------------|---------|-----------|
| | No. of Inspections | QJ 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 | | | |
| 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 | |
| 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 | |
| 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 | |
| December | 0 | 0 | 39 | 81.2 | 82.91 | 82.06 | | | |
| Cumulative/Average for Year | 226 | 67.08 | 536 | 86.50 | 78.43 | 82.46 | | | |



Street Cleansing & Grounds Maintenance

Other areas Stafford use LAMS results

- APSE Benchmarking
- ISO 9001 : 2008



Phil Bates – Streetscene Area Coordinator



01785 619520



07415 382972



pbates@staffordbc.gov.uk



CUSTOMER
SERVICE
EXCELLENCE

