

How Apps can aid performance improvement

7 October 2025

Debbie Johns, Head of Performance Networks



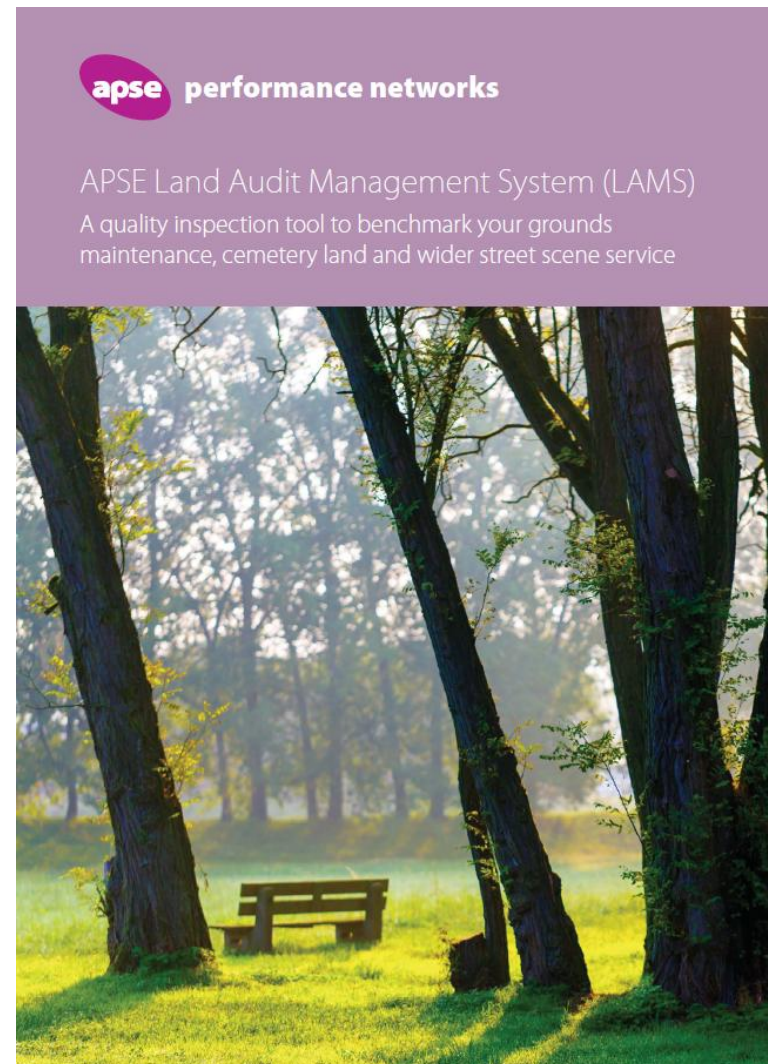
Monitoring performance data

- 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 quality 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.
- Introduced 2015 – digitised 2018.
- Monitor grounds maintenance, also be applied to street cleansing for a total street scene quality score.
- Can be used for cemetery/crematoria grounds.
- Simple and effective performance measuring system.
- ‘what the public would see’ rather than requiring a technical inspection.
- May be used by volunteers.
- Around 50 member L/A’s using the system (including several Core Cities)

www.apse.org.uk





What does it monitor?

	Grounds Maintenance	Street Cleansing	Cemetery Land Maintenance
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Overall grounds maintenance	✓		✓
Number of flowers occurring naturally in a 1 sqm area	✓		✓
Pollinators within shrub bed	✓		
Pollinators within meadow	✓		
Surface weeds	✓	✓	✓
Detritus	✓	✓	✓
Litter	✓	✓	✓
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins overflowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Graffiti	✓	✓	
Vandalism	✓		✓
Staining / gum		✓	

Performance measurement



Collects data source for comparative Performance Indicators at national level at 'real time' & 'annual'

Real time report

General Information - Address	General Information - Area	General Information - Site type	Grade	Grade	Grade	Grade	Grade	Grade	Grade	Grade	Grade	Grade	Grade	Images	Comments and References	Date/Time	User/Email	Organisation	Ward Name	Start Latitude	Start Longitude	End Latitude
															All sites cut with mulch deck ride ons							
															Hedges yet to be trimmed							
Halewood	North	Education site	B	C	A	A	A	N/A	Yes	No	A	A	A	https://bbitssurveylive.	Tree bases are ok	15/05/2024 10:52:12	ian.jones	APSE	Halewood	53.36092	-2.84186	53.36205
SEA	North	Education site	A	A	A	A	A	N/A	No	-	-	-	A	https://bbitssurveylive.	-	15/05/2024 09:57:12	ian.jones	APSE	Whiston &	53.41604	-2.78323	53.416
SEA	North	Education site	A	A	A	A	A	N/A	Yes	No	B	B	A	https://bbitssurveylive.	-	15/05/2024 09:46:46	ian.jones	APSE	Whiston &	53.41633	-2.78318	53.41624
SEA	North	Education site	B	A	A	A	A	N/A	No	-	-	-	A	https://bbitssurveylive.	-	15/05/2024 09:52:16	ian.jones	APSE	Whiston &	53.41602	-2.78321	53.41601
															Tree work all good							
SEA	North	Education site	A	A	A	A	A	N/A	Yes	No	A	B	A	https://bbitssurveylive.		15/05/2024 10:03:30	ian.jones	APSE	Whiston &	53.41643	-2.78545	53.41637

Performance measurement



Annual report (accumulative through the year)



performance networks

Whole service comparison

LAMS grounds maintenance PI standings

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved
PI L02 - Percentage of sites classed as acceptable (grounds maintenance)	28	100.00%	95.49%	87.41%	100.00%	1	99.18%	1
PI L10 - Percentage of sites classed as acceptable (grass cutting)	26	100.00%	96.10%	87.07%	100.00%	1	99.55%	1
PI L11 - Percentage of sites classed as acceptable (shrub bed maintenance)	23	100.00%	88.86%	61.54%	96.97%	8	97.65%	2
PI L12 - Percentage of sites classed as acceptable (flower bed maintenance)	18	100.00%	95.01%	84.78%			100.00%	
PI L03 - Percentage of sites classed as acceptable (litter)	28	100.00%	95.85%	81.82%	100.00%	1	98.85%	1
PI L04 - Percentage of sites classed as grade A (fly tipping)	28	100.00%	94.27%	80.88%	97.40%	10	98.85%	2
PI L13 - Percentage of sites classed as grade A (fly posting)	27	100.00%	99.81%	98.68%	98.68%	27	100.00%	4
PI L05 - Percentage of sites classed as acceptable (dog fouling)	28	100.00%	99.55%	96.92%	100.00%	1	100.00%	1
PI L06 - Percentage of sites where bins were overflowing	27	13.04%	4.30%	0.00%	5.41%	20	0.93%	3
PI L07 - Percentage of sites containing bins classed as acceptable (bin structure)	25	100.00%	96.20%	78.72%	93.94%	19	100.00%	3
PI L08 - Percentage of sites containing bins classed as acceptable (bin cleanliness)	25	100.00%	96.30%	78.72%	87.50%	24	100.00%	4
PI L09 - Percentage of sites classed as unacceptable (hard surface weeds)	28	42.54%	12.18%	0.00%	4.41%	8	4.41%	2

Land Audit Management System (LAMS)



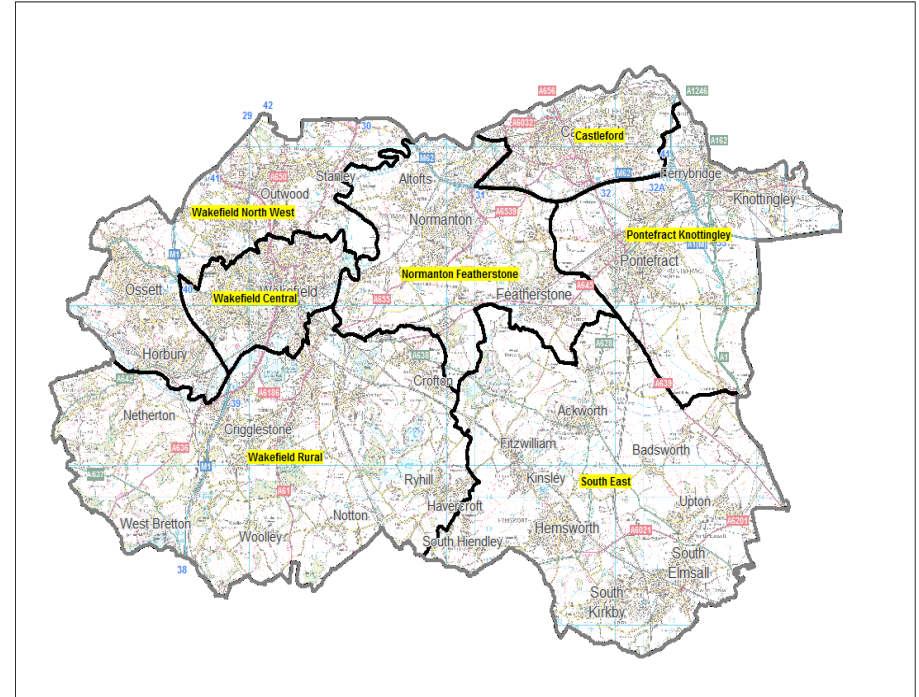
Getting started

- Decide how many areas you have got and name/number them.
- Identify inspectors and train them (covered in annual subscription).
- Allocate appropriate zones 1, 2 or 3 (for Grounds and Cems/Crems templates only).
- Only include areas that the section is responsible for maintaining.
- Photographs must be taken to support grading validation.
- Set your own intervention/response times locally.

Approach to LAMS



- Geographical Areas (M) - example
- 10 inspections per area - advisory
- Random selection (M)
- 50/100 metre transect (M)
- Inspectors, Officers/Supervisors
- Inform frontline operatives
- Possibly include volunteers
- N.B. 5-7 mins per survey, 2-3 mins per approval.





Approach to Zones (examples)

Zones

Should reflect the maintenance regimes at your individual authority.

- **Zone 1 – High amenity (high maintenance)** bowling greens, seasonal bedding schemes.
- **Zone 2 – General/medium amenity (standard maintenance)** grass areas of 8 to 16 cuts, general specification beds/borders (12 visits or less).
- **Zone 3 – Low amenity (low maintenance)** woodlands, rural road verges, wildflower meadows.

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

Land Audit Management System (LAMS)



Grading

Areas to inspect are randomly selected and 'transects' identified (50m – 100m). A minimum number of 10 inspections per geographical area take place. These are graded

Grade A

Grade B (↑ acceptable standard)

Grade C (↓ unacceptable standard)

Grade D

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

Detailed standards for each grade for each zone are produced in a Guidance Manual & on [Inspection Scorecards](#) for inspectors to use on site.

Land Audit Management System (LAMS)



Grading Auto Alert

The following submissions had an unacceptable grade.

To find out the full details of the below, you can find these via logging into the admin panel (<https://apse.bbitssurveys.com/>) and finding through the review panel using the user to filter the results and then searching for the unique inspection code quoted through the web browser search function (CTRL F) to find.

Alternatively, it could have already been reviewed and a decision made, so the results can be extracted through the "Export Data" option for that day with again using the unique code.

ian.jones@ij-assocs.co.uk	3B Tun Lane, Barnsley, S72 9BZ	Training Grounds Survey 2025/26761cfeb3-efd2-4711-9094-369a1828bbeb	Shrub bed maintenance grade, Grounds Maintenance Grading, Litter Grading, Flower bed maintenance grade, Bin Cleanliness Grade, PollinatorGradeInMeadow, Grass Cutting Grade	2fe5f54b-44af-4740-842e-1b3e001bcb21
ian.jones@ij-assocs.co.uk	3B Tun Lane, Barnsley, S72 9BZ	Training Grounds Survey 2025/26761cfeb3-efd2-4711-9094-369a1828bbeb	Weed Grading, Litter Grading, PollinatorGradeInMeadow	276a6b4d-b9a4-4b9d-be0b-27925457bc8f

The request to digitise the process



“We need a mobile device”!!!

The LAMS App



- Partnered with BBITS (Love Clean Streets).
- Start date – launched at annual seminar in September 2018, available to all interested authorities.
- Available to all PN members for relevant services.
- £775 per authority – unlimited users.



Two parts to the process for all our systems



Part 1 - Inspections – using the App - out in the field.

10:45

apse surveys

Email

Password

LOGIN

FORGOTTEN PASSWORD

10:28

apse surveys

Available until 01/04/2026

Download

Questionnaire Training Grounds and Streets Survey 2025/26

Available until 01/04/2026

Start

Questionnaire Training Grounds Survey 2025/26

Available until 01/04/2026

Start

Questionnaire Training Streets LEAMS Survey

Questionnaires In Progress

10:27

< Back

frequency (standard maintenance)
Zone 3 – Low frequency (low maintenance)

General Information

Amend address if required
Ward: Hemsworth Ward

3B Tun Lane, Barnsley, S72 9...

Area
North

Zone
1

Site type
Public open space

Continue

Two parts to the process for all our systems



Part 1 - Inspections – using the App - out in the field.

10:20

< Back

Pollinator grade (within meadow)

A - Excellent standard ×

Are there any hard surfaces/paths within your inspection area?

Yes ☒

No ☐

Hard surface weeds grade ⓘ

C - Significant weed growth ×

Detritus grading ⓘ

A - No detritus present ×

Litter grade ⓘ

A - Excellent standard ×

Was today a refuse collection day? ☐

Fly tipping grade




10:22

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Comments - 2025/26

Comments

Add further background information if required



Send Later Send Now

Two Parts to the Process

Part 2. Approvals – reviewing and exporting the data – using the dashboard at your workspace.



surveys

Surveys ▾ Organisation ▾

Hello Helen Taylor

Logout

Survey data for approval

Review your answer sets for your surveys below. Expand each answer set to view answers and take appropriate action

+/- Show or hide answer set

+/- Show or hide answer set

Actions	Location	Select a ward -	Zone	Land Type	Grounds Maintenance Grading	Hard surface weeds grading	Litter Grading	Detritus Grading	Fly Tipping Grade	Dog Fouling Grade	Bins Overflowing	Bin structural Grade	Bin Cleanliness Grade	Graffiti Grade	Staining Grade	Ground Condition Grade	Wat Grad
<input type="radio"/> Approve	3B Tun Lane,	Abram Ward	1	MR	C	C	A	A	A	A	N/A	-	-	A	C	-	-
<input type="radio"/> Not approved	Barnsley, S72 9BZ																

+/- Show or hide answer set

+/- Show or hide answer set

<

>

© 2018 - Bbits Survey v1.0.17

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).*
- *“Very **easy** to use with the app being very responsive” (Stafford Borough Council)*
- *“The app has been as described; very simple and **easy** to use” (Wigan Borough Council).*
- Key word = **EASY!**

Developments Agreed Through the Working Group



Validation Process;

- A validation process to ensure the scores returned are correct (this was raised as a number of authorities are returning 100% 'percentage of sites acceptable' of total sites inspected).
- Validations, we don't want to increase the resource input from members on this by doing peer reviews etc. so a preferred option is for APSE to carry out periodic validations using the photos provided.

Benefits of the LAMS Initiative



- Be able to use LAMS to measure the quality and cleanliness of your own localities and overall district.
- Scores can be benchmarked against other local authorities.
- Identify strengths and weaknesses of service delivery.
- Management tool for resource profiles.
- Auto alert of unacceptable levels of service delivery.
- Contributes to annual performance awards.



***“Constantly looking to improve the system -
proposed further ”***

The Randomiser

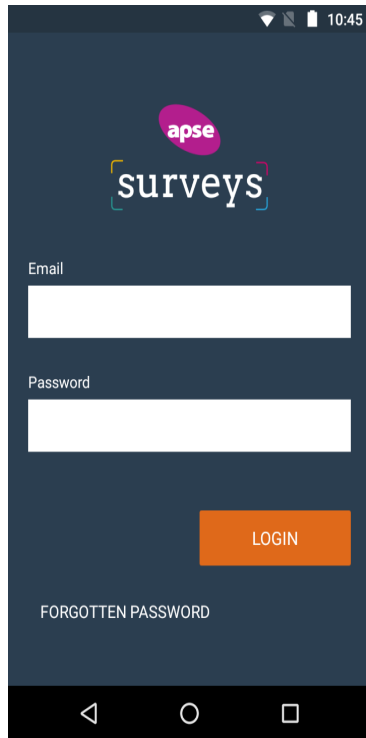


The Randomiser

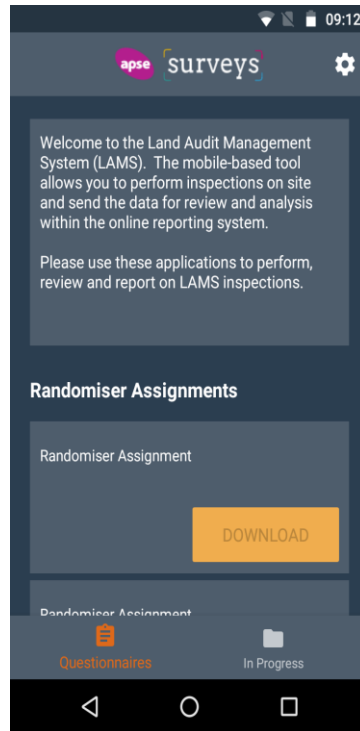
Issues raised at LAMS training and working group;

- Inclusion of a randomiser to automatically allocate inspection lists to inspectors.
- Inclusion of a map of planned inspections on the App.

USING THE APSE RANDOMISER IN THE APP



On opening the app, login with the email and password you normally do.



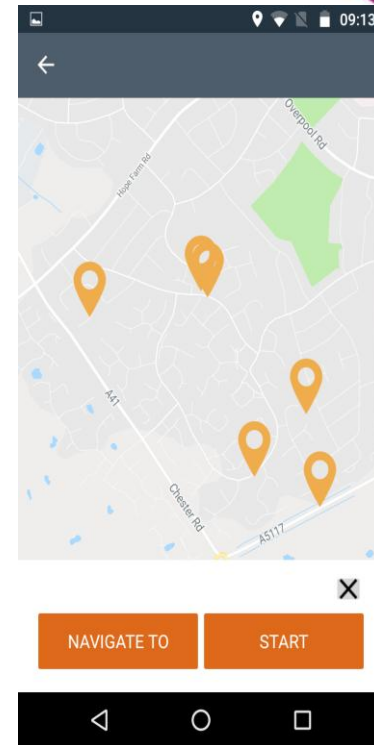
If you have been assigned any randomiser sets of locations they will show above your Questionnaires.

Click the Download opens the map displaying all your locations – it also starts the timer for 48 hours to complete the list.



A randomiser list opens the map with all the locations in the list plotted.

Select a pin, the nearest to your location (shown as a blue dot). And you get a Navigate and Start button.



Navigate – takes you out to your native mapping application and directions.

Start – starts and opens (as if from the front screen) the relevant survey for the location you selected to complete the inspection.

vodafone UK 11:26 84%

< Back

Training Grounds and Streets Survey 2019/20

Zone 1 – High Amenity (civic buildings, bowling greens)
 Zone 2 – Everything else
 Zone 3 – Low maintenance (All features 7 cuts or less, woodlands)

General Information

Amend address if required
 Ward: Gorse Hill Ward

Chester Road, Manchester, M32 0RS

Area

Land type

Complete your survey as usual and save or send when done.

If you don't complete it the Start button on the map screen will be Continue.

If you complete it then the pin will go from your map and the Randomiser panel will update – see next slide.

A countdown appears against the Randomiser assignment you have in progress with the number of locations still to do.

When the 48 hours is up the card will display for you with 'Expired' and you will be unable to complete any more.

apse surveys

Expires:
24 hours and 32 minutes

Locations:
6 remaining

CONTINUE

Randomiser Assignment

DOWNLOAD

Questionnaires

Questionnaire

Questionnaires In Progress

If there are outstanding locations completed but not sent you will have 24 hours from opening the app after expiry to send those completed surveys against the list.

If a list expires with uncompleted locations the list of locations will be emailed to the admin users.

Feedback Received

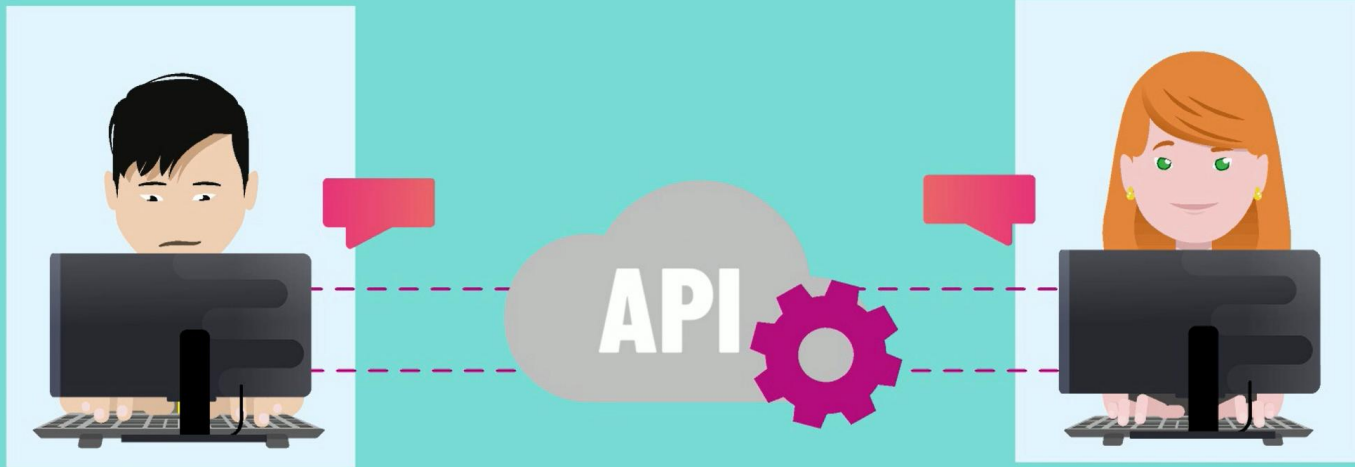


Great thanks Paul. How's it going with the randomiser?

“They all love it as it takes away the need to manually select streets and print maps etc”



Integrating with your existing systems

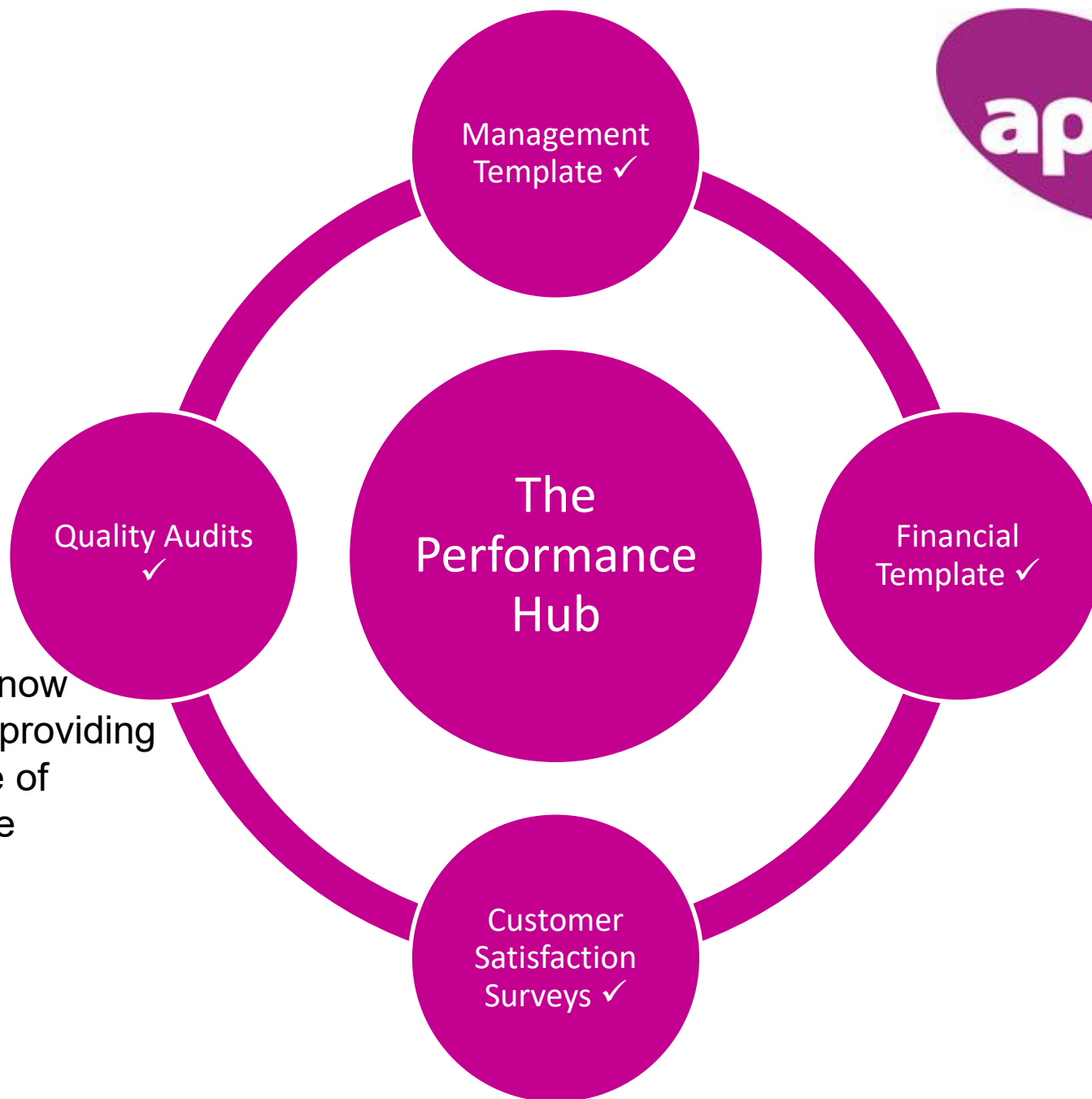


Land Audit Management System (LAMS)



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	Advisory minimum requirement of 10 inspections per geographical area per bi-monthly tranche
Intervention levels / times	Grading standards using Guidance Manual



The Hub is now complete – providing the full suite of performance information.



The small print...always seek advice

We hope that you have enjoyed learning from us on today's course...

As public servants, we suggest that you seek the appropriate level of advice within your own council procedures, rules or standing orders before acting on any material or content.



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