

# Performance Networks



## Seminar 2018

Land Audit Management System (LAMS)

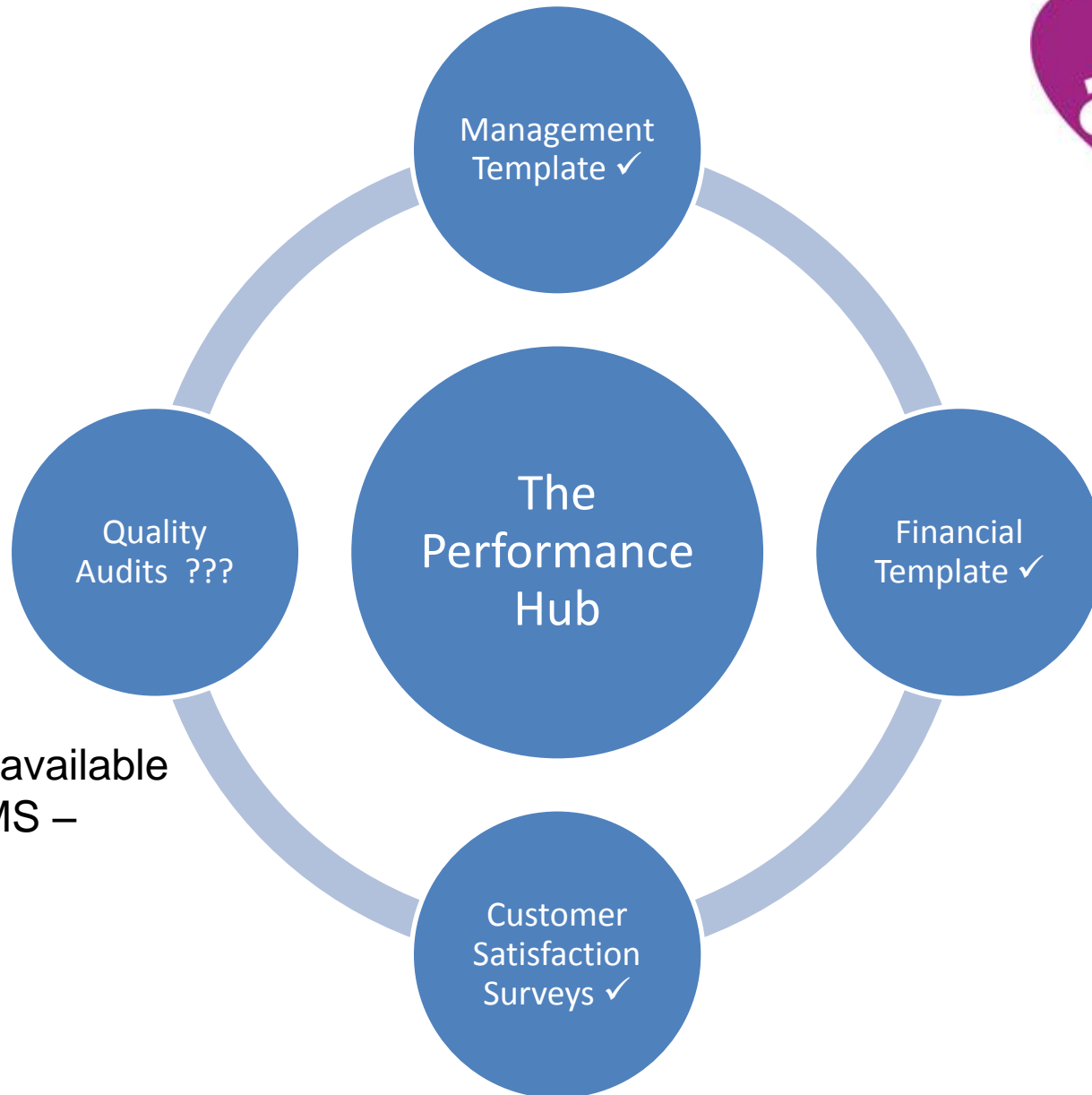
**‘Two Years On’**

Ian Jones, APSE associate

# Challenges to Service



- 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!
- So how do we evidence quality of our services?



No quality information available without LAMS – incomplete!

# Overview of the Land Audit Management System' (LAMS)



## Previous Situation;

No comparative Performance Indicators at national level as a result of:

- Lack of a consistent quality audit of Grounds/Parks Street Cleansing & Cems/Crems service standards.

## Current Situation;

- Following a pilot year during 2014 LAMS was introduced 2015

# Land Audit Management System (LAMS)



## WHAT IS IT?

- A consistent quality audit of measuring the quality of grounds maintenance within cemeteries and crematoria
- Trigger for immediate intervention at local level
- Data source for comparative Performance Indicators at national level (real time & annual)
- Simple to undertake & administer *'What the public would see'* rather than requiring a technical inspection.
- Will contribute to annual performance awards

# Developments Agreed Through the Working Group

The logo for APSE (Association of Public Service Employees) is located in the top right corner. It consists of the word "apse" in a white, lowercase, sans-serif font, set against a purple, horizontally-oriented oval background.

## Revised inspection form and guidance manual for 2016-17;

1. Removal of the drugs/paraphernalia column
2. Removal of the vandalism column
3. Land types – now includes a category for ‘rural roads’
4. Dog fouling – now has an A, B, C, D and N/A option
5. Staining/gum – now has an A, B, C, D and N/A option
6. Bin condition – grading on the ‘structural’ and ‘cleanliness’ condition of the bin (A, B, C, D and N/A option)
7. Site and photo reference columns have been combined.

# Developments Agreed Through the Working Group

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## Revised inspection form and guidance manual for 2016-17;

- ❑ For reporting purposes, the group have requested that the cleanliness index score is removed and instead for APSE to report on the % A, B, C or D instead.

Grade A

Grade B (↑ acceptable standard)

Grade C (↓ unacceptable standard)

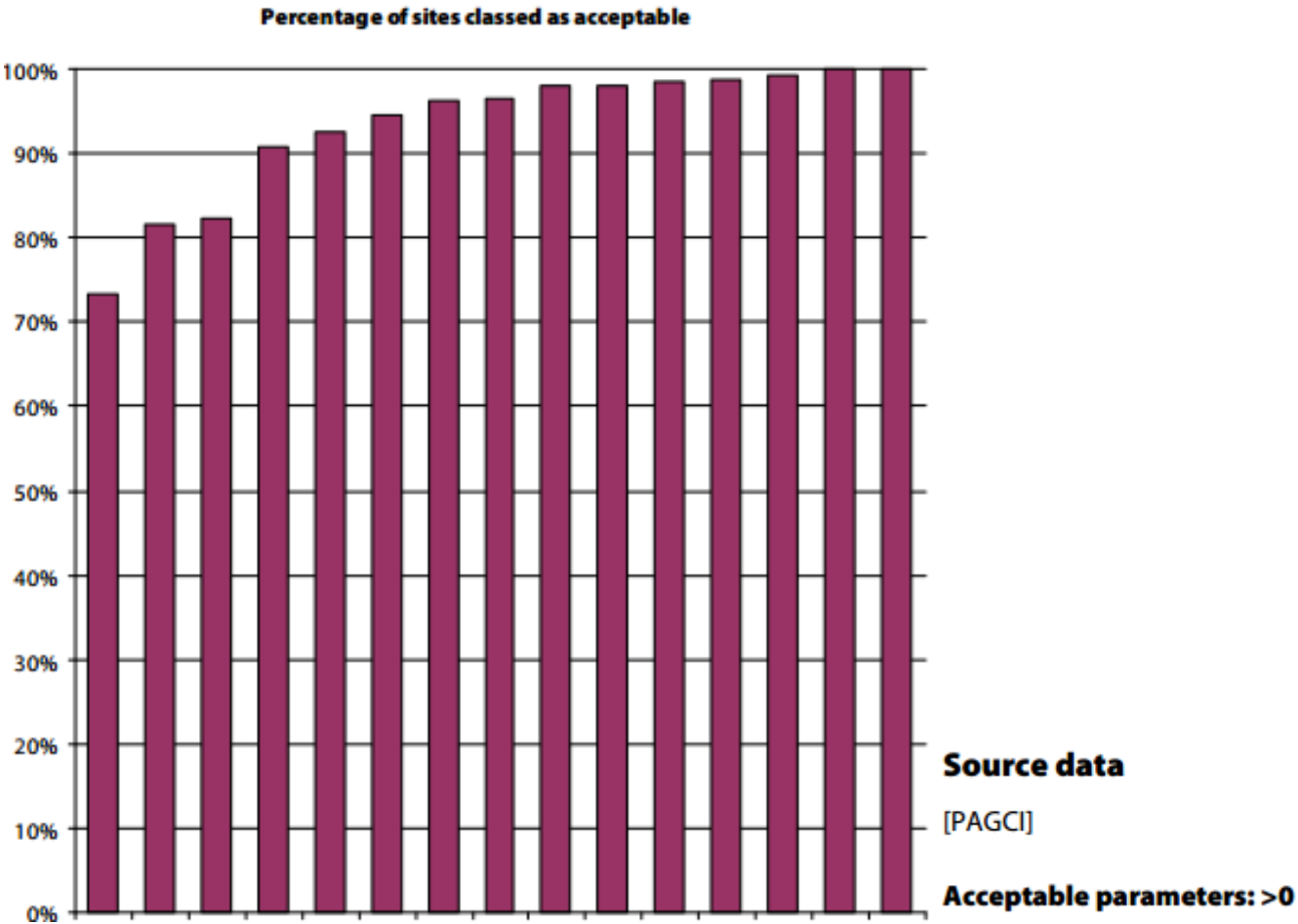
Grade D

- ❑ This was be implemented for the reports from April 2017.

# Developments Agreed Through the Working Group



## PI L02 Percentage of sites classed as acceptable (grounds maintenance)





# Developments Agreed Through the Working Group



## PI L02 data table

| <b>PIN</b> | <b>Grounds maintenance inspections</b> | <b>Grade A percentage</b> | <b>Grade B percentage</b> | <b>Percentage classed as acceptable</b> | <b>Inspections acceptable</b> | <b>Percentage classed as unacceptable</b> | <b>Inspections unacceptable</b> |
|------------|----------------------------------------|---------------------------|---------------------------|-----------------------------------------|-------------------------------|-------------------------------------------|---------------------------------|
| 49         | 4.08%                                  | 93.88%                    | <b>97.96%</b>             | 48                                      | 2.04%                         | 1                                         |                                 |
| 30         | 20.00%                                 | 53.33%                    | <b>73.33%</b>             | 22                                      | 26.67%                        | 8                                         |                                 |
| 213        | 20.66%                                 | 75.59%                    | <b>96.24%</b>             | 205                                     | 3.76%                         | 8                                         |                                 |
| 602        | 1.16%                                  | 81.23%                    | <b>82.39%</b>             | 496                                     | 17.61%                        | 106                                       |                                 |
| 113        | 37.17%                                 | 59.29%                    | <b>96.46%</b>             | 109                                     | 3.54%                         | 4                                         |                                 |
| 197        | 3.05%                                  | 91.37%                    | <b>94.42%</b>             | 186                                     | 5.58%                         | 11                                        |                                 |
| 98         | 7.14%                                  | 90.82%                    | <b>97.96%</b>             | 96                                      | 2.04%                         | 2                                         |                                 |
| 320        | 20.63%                                 | 78.75%                    | <b>99.38%</b>             | 318                                     | 0.63%                         | 2                                         |                                 |
| 76         | 40.79%                                 | 50.00%                    | <b>90.79%</b>             | 69                                      | 9.21%                         | 7                                         |                                 |
| 126        | 0.00%                                  | 100.00%                   | <b>100.00%</b>            |                                         |                               |                                           |                                 |
| 34         | 55.88%                                 | 44.12%                    | <b>100.00%</b>            |                                         |                               |                                           |                                 |
| 205        | 23.41%                                 | 58.05%                    | <b>81.46%</b>             | 167                                     | 18.54%                        | 38                                        |                                 |
| 683        | 0.15%                                  | 98.24%                    | <b>98.39%</b>             | 672                                     | 1.61%                         | 11                                        |                                 |
| 76         | 63.16%                                 | 35.53%                    | <b>98.68%</b>             | 75                                      | 1.32%                         | 1                                         |                                 |
| 158        | 12.66%                                 | 79.75%                    | <b>92.41%</b>             | 146                                     | 7.59%                         | 12                                        |                                 |

# Developments Agreed Through the Working Group



## Cemeteries & Crematoria Template

- Previous templates were based around Grounds and Street cleansing.
- Increased interest from Cems/Crematoria services led us to develop a specific template for the service.
- The template and guidance notes have now been drafted.
- Looking to have system in place for data returns next year

# Developments Agreed Through the Working Group

The logo for APSE, consisting of the lowercase letters 'apse' in white, set against a purple oval background.

## 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.

# Developments Agreed Through the Working Group

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## New Approach to Training;

- Overview option; revised approach based on trainees comments
- Onsite scoring/grading exercise
- Revised training guidance document available through web portal
- Bespoke onsite option; implementing the system

# Developments Agreed Through the Working Group

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## Volunteers Involvement;

- Member authority Telford and Wrekin are currently working on a procedure to include 57 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.

# Developments Agreed Through the Working Group

## The Much Requested App!

The APSE logo, consisting of the word "apse" in white lowercase letters inside a purple oval.The bbits logo, featuring the word "bbits" in a dark blue font with light blue brackets on either side.The APSE logo, consisting of the word "apse" in white lowercase letters inside a purple oval.The "love my housing" logo, with "love" in red, "my" in purple, and "housing" in purple, all in a rounded font.The "love clean streets" logo, with "love" in red, "clean" in green, and "streets" in green, all in a rounded font.

## Using the APSE app for LAMS Survey

- We are developing a dedicated app for APSE professional members to perform LAMS surveys
  - Simple and quick to use
  - Built on the established and reliable Love Clean Streets platform
  - Contains images and location data automatically
  - Full support for all survey fields
  - Customizable by each authority (e.g. Zone descriptions)
  - Data is automatically sent to the “cloud” for processing (no manual upload needed)
  - Data is available to download directly into Excel or other tools
  - Web Admin Panel to manage users and surveys
  - Training from APSE on using the app
  - App available on iPhone and Android through the App Stores and limited to authenticated users.

The Keep Scotland Beautiful logo, featuring a stylized 'S' and the text "Keep Scotland Beautiful".

Part of the bbits group of companies

The bbits logo, featuring the word "bbits" in a dark blue font with light blue brackets on either side.

# Further Developments



- ❑ LAMS/LEAMS, practitioners working on a collaboration of the two quality frameworks to provide both efficiency in completion of audits and greater value of the benchmarked data (UK wide)
- ❑ Cross boundary inspections; four member authorities engaging in this process
- ❑ An authority in the north west of England is looking to use the LAMS process as a quality audit on one of their outsourced Ground maintenance contracts'

# Benefits of the LAMS Initiative



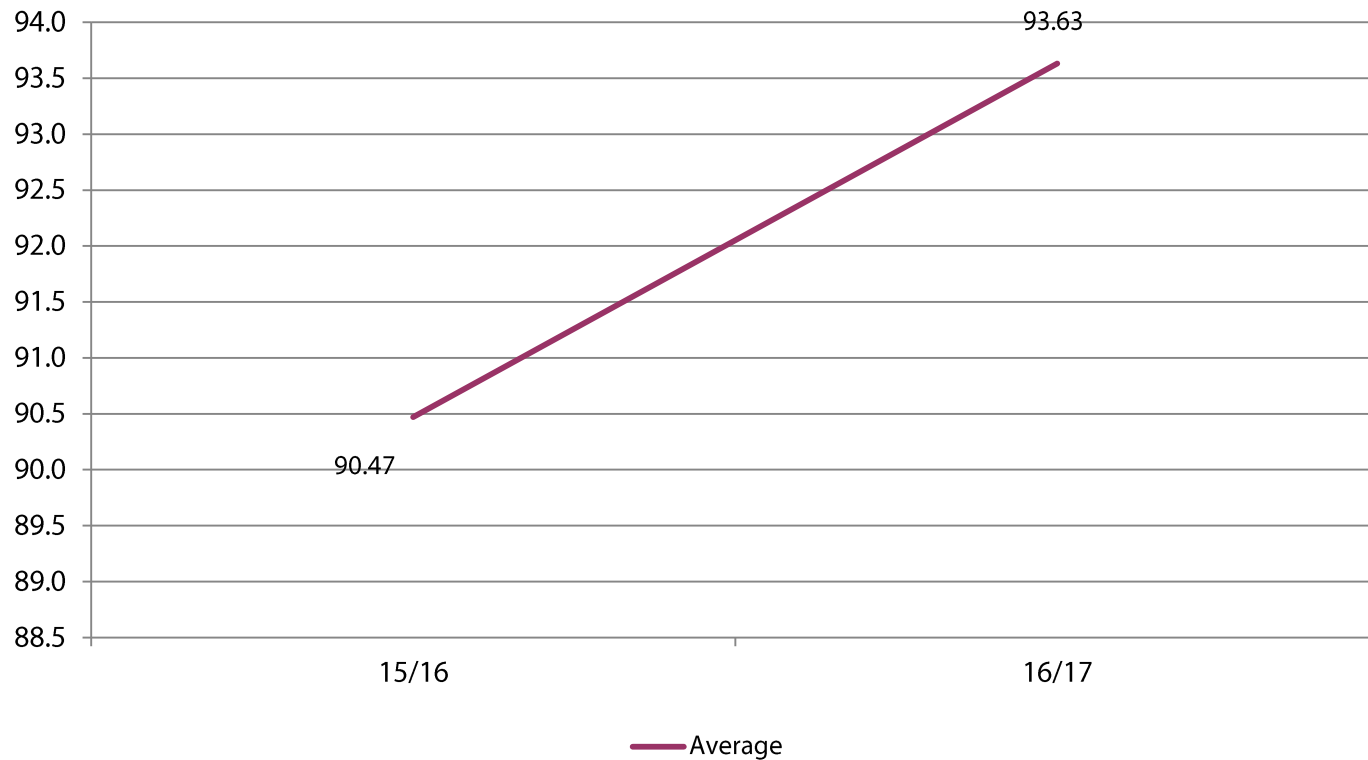
- ❑ A simple and effective performance measuring system
- ❑ LAMS can be a useful tool to senior managers who have to justify greenspace and street scene budgets,
- ❑ A great way to publicise the work the council does in maintaining its local environment to residents and businesses.
- ❑ Be able to use LAMS to measure the quality of your own localities and at the same time, benchmark these against other local authorities.
- ❑ “40% catastrophe!!!” – if only LAMS had been in place!!!

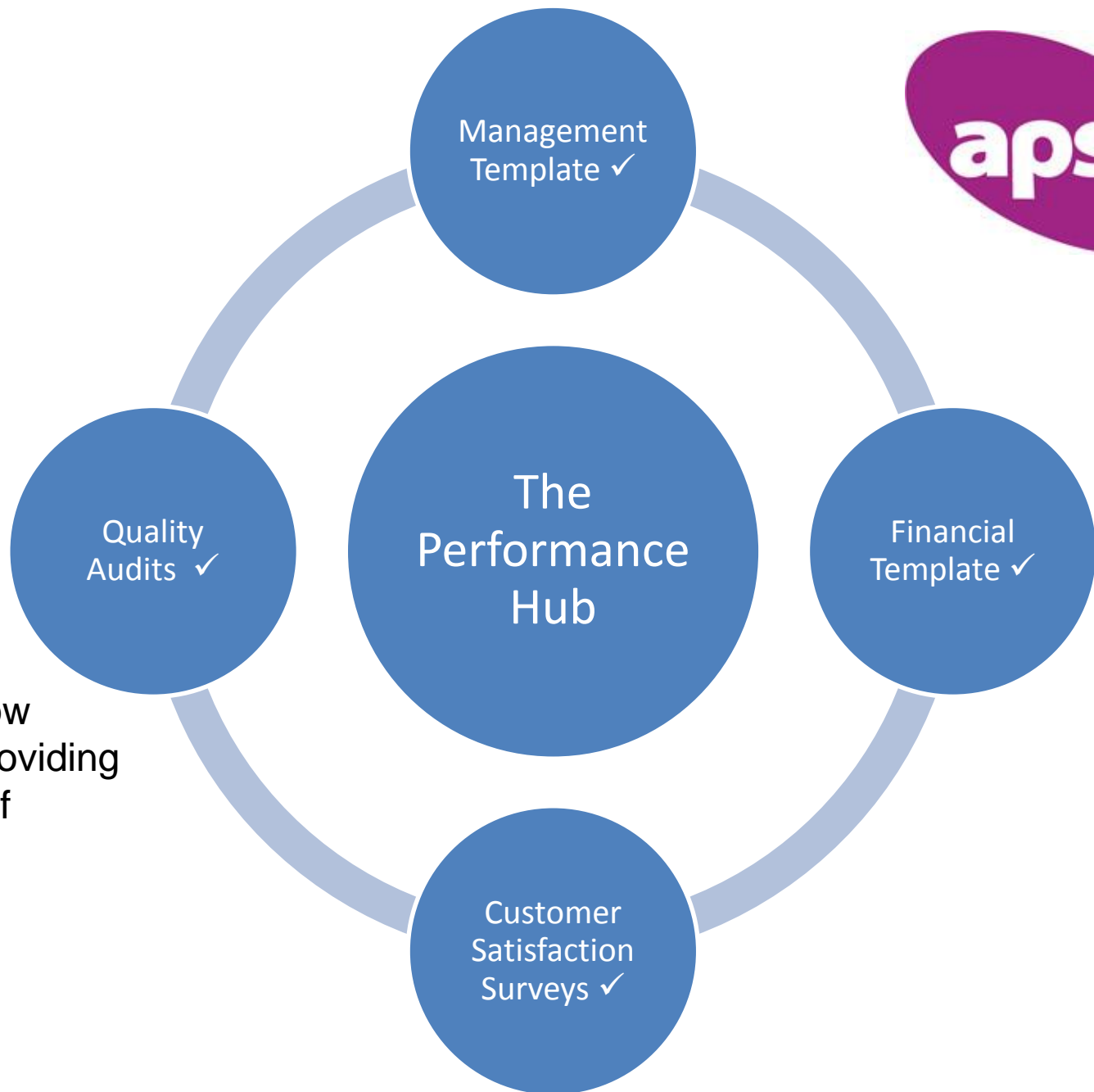


# Benefits of the LAMS Initiative



LPI 02 LAMS percentage of sites classed as acceptable





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



# 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



| Category | Actual | Target |
|----------|--------|--------|
| 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*
- *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.*

# Performance Networks



Land Audit Management System (LAMS)

**‘Two Years On’**

With your support we will continue to review and revise the process as we take LAMS into the years ahead

Thank you and I'll now take your questions

Ian Jones, APSE associate



## Contact details

**Debbie Johns, Head of Performance Networks**

**Email: [djohns@apse.org.uk](mailto:djohns@apse.org.uk)**

**Mobile: 07834 334193**

**Association for Public Service Excellence**

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,  
Old Trafford, Manchester M32 0FP.

**telephone:** 0161 772 1810

**fax:** 0161 772 1811

**web:** [www.apse.org.uk](http://www.apse.org.uk)



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