

Session 4:



Inspecting Your Assets and Service Quality.

- Land Audit Management System (LAMS)
- Play Inspection Management System (PIMS)

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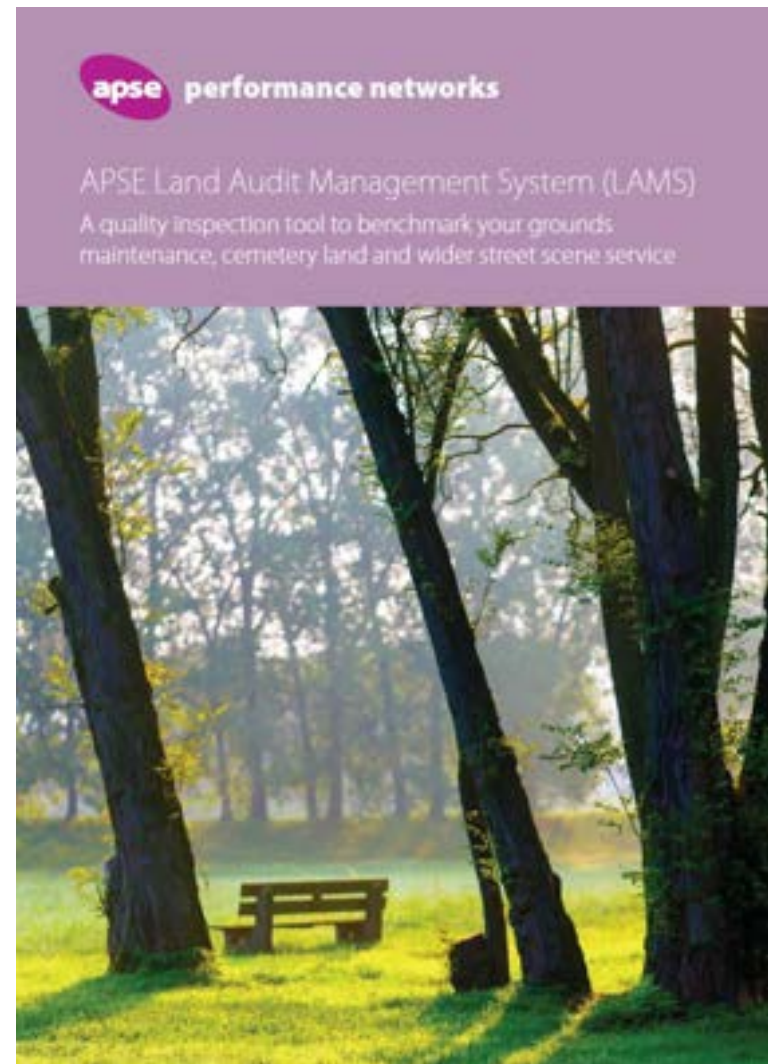
Monitoring performance data

- 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?

1. Land Audit Management System (LAMS)



- Simple and effective quality performance measuring system.
- Monitor grounds maintenance, street cleansing and cemetery land.
- Used by c50 member L/A's (including several 'Core Cities').
- Collects data source for comparative Performance Indicators at national level (real time & annual).
- Contributes to annual performance awards.
- Available to all PN members for relevant services **£750** per year (unlimited users and includes training)



What does it monitor and the new PI's for this year.



	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		✓	

Live reports (real time data from the dashboard)



D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
		Grounds Maintenance Grading	Grass Cutting Grade	Shrub bed maintenance grade	Flower bed maintenance grade	Hard surface weeds grading	Litter Grading	Fly posting grading	Fly tipping grading	Dog fouling grading		Bin structural grading	Bin cleanliness grading	Vandalism Grading
		0.00%	20.00%	0.00%	N/a	90.00%	90.00%	100.00%	100.00%	100.00%		20.00%	20.00%	100.00%
		80.00%	70.00%	33.33%	N/a	10.00%	10.00%	0.00%	0.00%	0.00%		80.00%	80.00%	0.00%
		20.00%	10.00%	N/a	N/a	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%
		0.00%	0.00%	33.33%	N/a	0.00%	N/a	0.00%	N/a	0.00%		0.00%	0.00%	0.00%
		80.00%	30.00%	33.33%	N/a	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%
		20.00%	10.00%	66.67%	N/a	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%

Site Type	Zone	Grounds Maintenance Grading	Grass Cutting Grade	Shrub bed maintenance grade	Flower bed maintenance grade	Hard surface weeds grading	Litter grading	Fly posting grading	Fly tipping grading	Dog fouling grading	Bins overflowing?	Bin structural grading	Bin cleanliness grading	Vandalism Grading	
Park	2	B	B	N/A	N/A	A	A	A	A	A	No	B	B	-	https://bbtssurveylive.blob.core.wind
retery/C rchyard	2	B	B	N/A	N/A	A	A	-	A	A	N/A	-	-	A	https://bbtssurveylive.blob.core.wind
Park	1	B	A	B	N/A	B	A	A	A	A	No	A	A	-	https://bbtssurveylive.blob.core.wind
ilic open space	2	C	C	N/A	N/A	A	A	A	A	A	No	-	-	-	https://bbtssurveylive.blob.core.wind
ry area	2	B	A	C	N/A	A	A	A	A	A	N/A	-	-	-	https://bbtssurveylive.blob.core.wind
retery/C rchyard	2	B	B	N/A	N/A	A	A	-	A	A	N/A	-	-	-	https://bbtssurveylive.blob.core.wind
ry area	2	B	B	N/A	N/A	A	A	A	A	A	No	B	B	-	https://bbtssurveylive.blob.core.wind

Updates on unacceptable grades through the Auto Generator (3 am)



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.

analyst@apse.org.uk	1 Chester Road, Stretford, M32 0RS	Training Grounds Survey 2024/25761cfeb3-efd2-4711-9094-369a1828bbeb	Litter Grading, Flower bed maintenance grade, Grass Cutting Grade, Grounds Maintenance Grading, Shrub bed maintenance grade, Fly Tipping Grade	df79b64e-154c-4efe-bcdd-035b7b59eff7
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Bi-monthly reports from Performance Networks (taken from the cloud) evidencing strengths and weaknesses.



Whole service comparison

LAMS grounds maintenance PI standings

Performance indicator

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

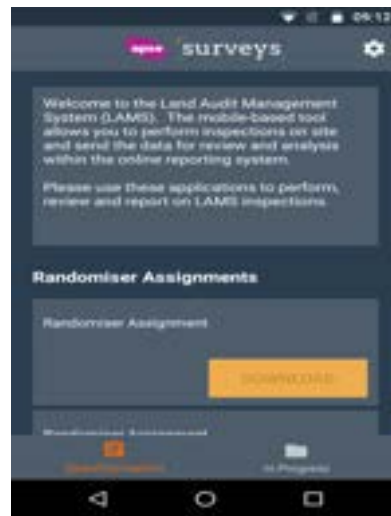
Option of a robust site selection approach



USING THE APSE RANDOMISER IN THE APP

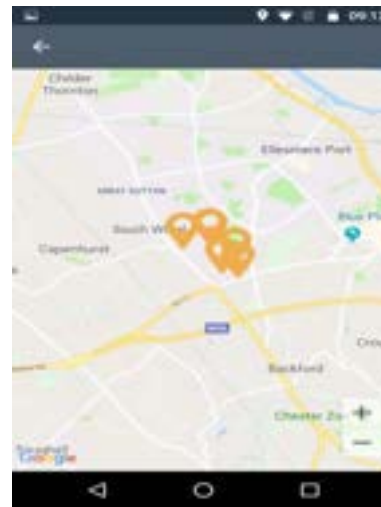


On opening the app, login with the email and password you normally do.



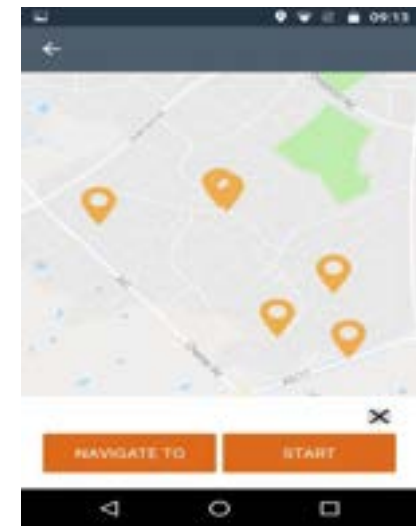
If you have been assigned any randomiser sets of locations they will show above your Questionnaires.

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.

2. Play Inspection Management System (PIMS)



- Initiated following requests from members.
- Developed and designed by APSE member authorities.
- Monitors: Playground Equipment/Asset, Play Value, Play Quality and Playground Sites.
- Simple and effective inspection system.
- Available to all PN members for Parks/Grounds services, **£700** per year (unlimited users and includes training)



Play Inspection Management System (PIMS)



How It Works

- Any permutation of the four templates is acceptable from 1 to 4.
 - # 1 **Playground Equipment / Asset Survey** - Equipment type, sliding, rocking, swinging etc.
 - # 2 **Play Value Survey** - Site Features, Equipment Features (type of play), Play Co-operation (play types – educational etc).
 - # 3 **Playground Quality Survey** - Maintenance quality score (LAMS scorecard), Cleanliness score (LAMS scorecard), Photographs.
 - # 4 **Playground Site Survey** - Type of site, Ownership, Faults/pending faults & risk rating
- Only include play areas that the section has a responsibility to inspect.

Always looking to improve - You 'said'

we 'listened' new survey tab to allow the upload to autofill the location and provide a list of equipment/assets for the individual sites.



Click on the assignments



Touch on the map pin



Work your way through each piece of equipment on the site upload template.

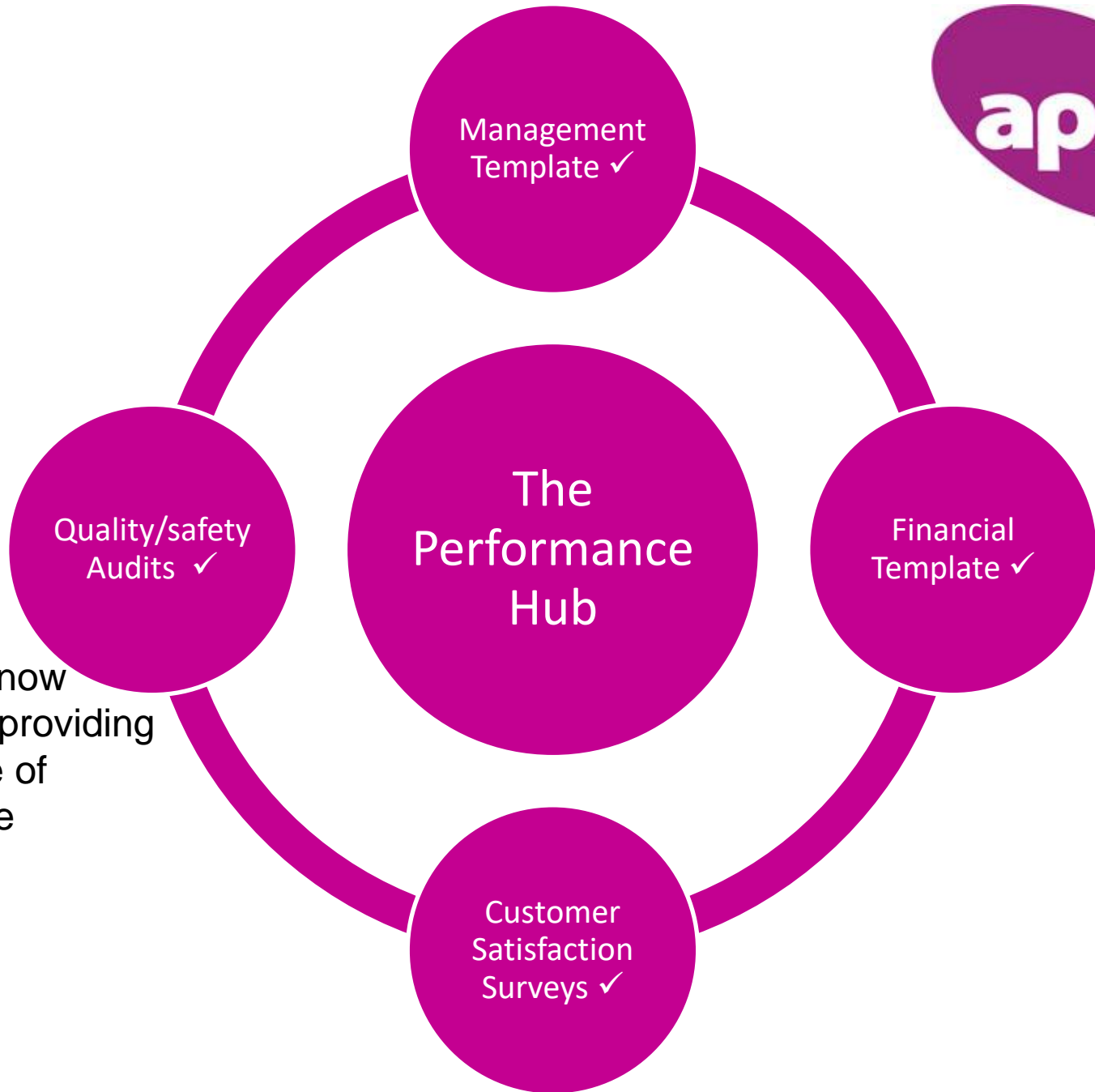


Auto – Alerts

From April 2024

Auto – generated email to all approvers at 03:00 am the following morning for:

- **PIMS – Defect Identified**
- The system will auto generate an email to the admin panel users that a ‘defect’ has been identified at the end of each day when inspections were undertaken (highlighting play sites where actions maybe required).



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

Interested in finding out more?



Just let us know before you leave today.

Alternatively

Contact the office

- General e-mail : performance.networks@apse.org.uk
- Telephone : 0161 772 1810

www.apse.org.uk



Contact details

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