

**APSE Waste Management, Refuse
Collection & Street Cleansing
Advisory Group (Southern Region)**



Land Audit Management System (LAMS) app

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Today's Theme



- ❖ The story behind LAMS
- ❖ The request to digitise the process
- ❖ The LAMS app – benefits and uses

LAMS is

- ❖ Land Audit Management System
- ❖ Developed in Scotland and rolled out on a UK wide basis
- ❖ Monitor grounds maintenance, also be applied to street cleansing for a total street scene quality score.
- ❖ Simple and effective performance measuring system
- ❖ 'what the public would see' rather than requiring a technical inspection.



Land Audit Management System (LAMS)



- ❖ A consistent quality audit of measuring the quality of grounds maintenance
- ❖ Trigger for immediate intervention at local level
- ❖ Data source for comparative Performance Indicators at national level (real time & annual)
- ❖ Will contribute to annual performance awards
- ❖ Available free of charge to all PN members





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.

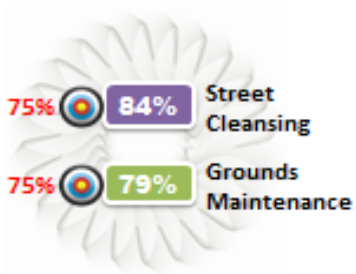
Case Studies





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

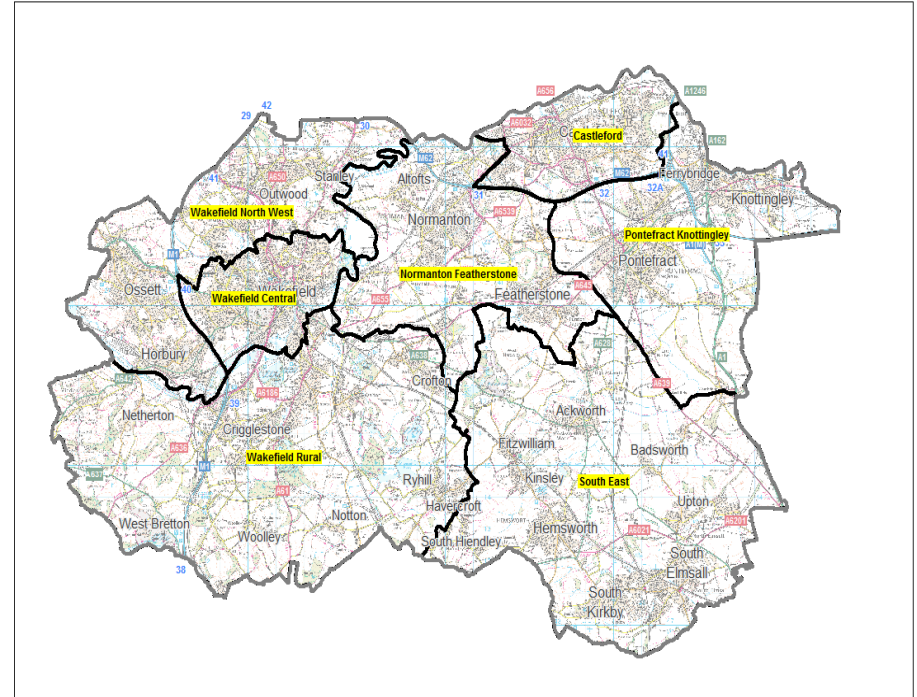
- *Reduction in administration time to set inspections*
- *Reduction in time when submitting inspections*
- *Reduction in inspections*
- *Reduction in inspectors time due to a more cross department approach (Streets and Grounds)*
- *All the reduction in time produces more data than previous inspections*
- *System is user friendly so training new staff is more efficient benchmarking opportunities*
- *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.

Approach to LAMS



- ❖ Geographical Areas (M) - example
- ❖ 10 inspections per area (M)
- ❖ Random selection (M)
- ❖ 50/100 metre transect (M)
- ❖ Inspectors, Officers/Supervisors
(Frontline Operatives)
- ❖ Possibly include volunteers
- ❖ N.B. 2 hours per Officer per 10 inspections



Approach to Zones (implemented example)



Three Zone Types:

- ❖ **1 - High Amenity** - *Civic Buildings, Bowling Greens*
- ❖ **2 - Standard Amenity** - *Everything else!!!*
- ❖ **3 - Low Maintenance** - *All features 7 cuts or less, Woodlands*



Land Types

- 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

Grading & Scoring Mechanism



Grade	Description	Score
A	Excellent Standard	3 points
B	Acceptable Standard	2 points
C	Unacceptable Standard	1 point
D	Poor Standard Desired minimum score of B and above (66.6% if quality index score is required)	0 points

Grading & Scoring Mechanism



Land Audit Management System (LAMS)				
Scorecard (Grounds Maintenance Standards)				
Zone	A	B	C	D
	Excellent	Acceptable	Unacceptable	Poor (intervention required)
1	<p>Excellent overall presentation Grass cut to high standard Virtually weed free Cultivated soil areas No arisings on paths/roads/beds Hand cut / defined edges – soil banked up Evidence of regular pruning and deadheading No accumulation – leaves/branches/arisings No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Good overall presentation Grass cut to standard Low presence of weeds Cultivated soil areas No arisings on paths/roads/beds Hand cut edges Some evidence of regular pruning and deadheading Low accumulation of leaves/branches on footpaths or roads No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Poor overall presentation Grass only cut to medium standard Medium presence of weeds Weathered soil surface Some arisings on paths/roads/beds Accumulation of leaves/branches on footpaths or roads Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Poor overall presentation Grass not cut to standard Weed growth (high presence) Weathered soil surface Arisings on paths/roads/beds Undefined edges No evidence of regular pruning and deadheading Decomposing accumulations of leaves/branches/arisings Overgrown vegetation Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>
2	<p>Excellent overall presentation Grass cut to high standard Arisings collected or evenly spread No arisings on paths/roads/beds Defined edges No presence of weeds No accumulation – leaves/branches Evidence of regular pruning Evidence of a successful weed kill (summer) Good overall presentation Cultivated soil (winter) No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Good overall presentation Grass cut to standard Grass areas tidy; i.e. strimming work done on last cycle Beds cleared of arisings Low or only fresh accumulation of arisings on paths/roads Defined edges; mechanical or herbicide Low presence of weeds / Evidence of successful weed kill Weathered soil surface Some evidence of regular pruning No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Poor overall presentation Grass only cut to medium standard Arisings on paths/roads/beds Undefined edges Medium presence of weeds Medium accumulation of leaves/branches No evidence of regular pruning Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>	<p>Poor overall presentation Grass not cut to standard Tails left after last cut Arisings on paths/roads/beds Cuttings left in beds High accumulations of leaves/branches Decomposing accumulations of leaves Access paths obstructed by growth Undefined edges High presence of weeds Overgrown vegetation forming obstructions Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)</p>
3	<p>Excellent overall presentation Amenity grass cut to standard No arisings on paths/roads/beds No accumulation – leaves/branches Evidence of regular pruning Access paths clear of vegetation Overhead clearance No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)</p>	<p>Good overall presentation Amenity grass cut to standard Minimal arisings on paths/roads/beds Low accumulations – leaves/branches Some evidence of regular pruning Access paths clear of vegetation Overhead clearance No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)</p>	<p>Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds Medium presence weeds in visible areas / paths Medium accumulations – leaves/branches No evidence of regular pruning Access paths overgrown Poor overhead clearance (tree/shrub branches) Some evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)</p>	<p>Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds High presence weeds in visible areas / paths Heavy accumulations – leaves/branches No evidence of pruning Poor overhead clearance (tree/shrub branches) Access paths overgrown Overgrown vegetation forming obstructions Significant evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)</p>

Zone 1 = Score A



Zone 3 = Score A



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Cemeteries & Crematoria Module



- ✓ Previous templates were based around Grounds and Street cleansing.
- ✓ Increased interest from Cemeteries & Crematoria services led us to develop a specific template for the service.
- ✓ The template and guidance notes have now been designed.



What we monitor



	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance standard	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffiti		✓	
Staining/ gum		✓	
Grounds conditions	✓		✓
Water courses	✓		

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



Street Cleansing Performance

Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (combined litter and detritus)

PI L04 Percentage of sites classed as acceptable (litter)

PI L05 Percentage of sites classed as grade A (fly tipping)

PI L06 Percentage of sites classed as acceptable (dog fouling)

PI L07 Percentage of sites where bins were over flowing

PI L08 Percentage of sites classed as acceptable (bin structure)

PI L09 Percentage of sites classed as acceptable (bin cleanliness)

PI L.. Percentage of sites classed as acceptable (detritus) to be added

Grounds Maintenance Performance



Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (G/Maintenance)

PI L03 Percentage of sites classed as acceptable (litter)

PI L04 Percentage of sites classed as grade A (fly tipping)

PI L05 Percentage of sites classed as acceptable (dog fouling)

PI L06 Percentage of sites where bins were over flowing

PI L07 Percentage of sites containing bins classed as acceptable (bin structure)

PI L08 Percentage of sites containing bins classed as acceptable (bin cleanliness)

PI L09 Percentage of sites classed as unacceptable (hard surface weeds)

Land Audit Management System (LAMS) Important dates



Inspections completed for	Results to APSE by	Report back to authorities by
April & May	08 June 2018	15 June 2018
June & July	10 August 2018	17 August 2018
August & September	05 October 2018	12 October 2018
October & November	14 December 2018	21 December 2018
December & January	08 February 2019	15 February 2019
February & March	05 April 2019	12 April 2019

Developments agreed through the working group



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.



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'

Street Cleansing - Measuring litter grades

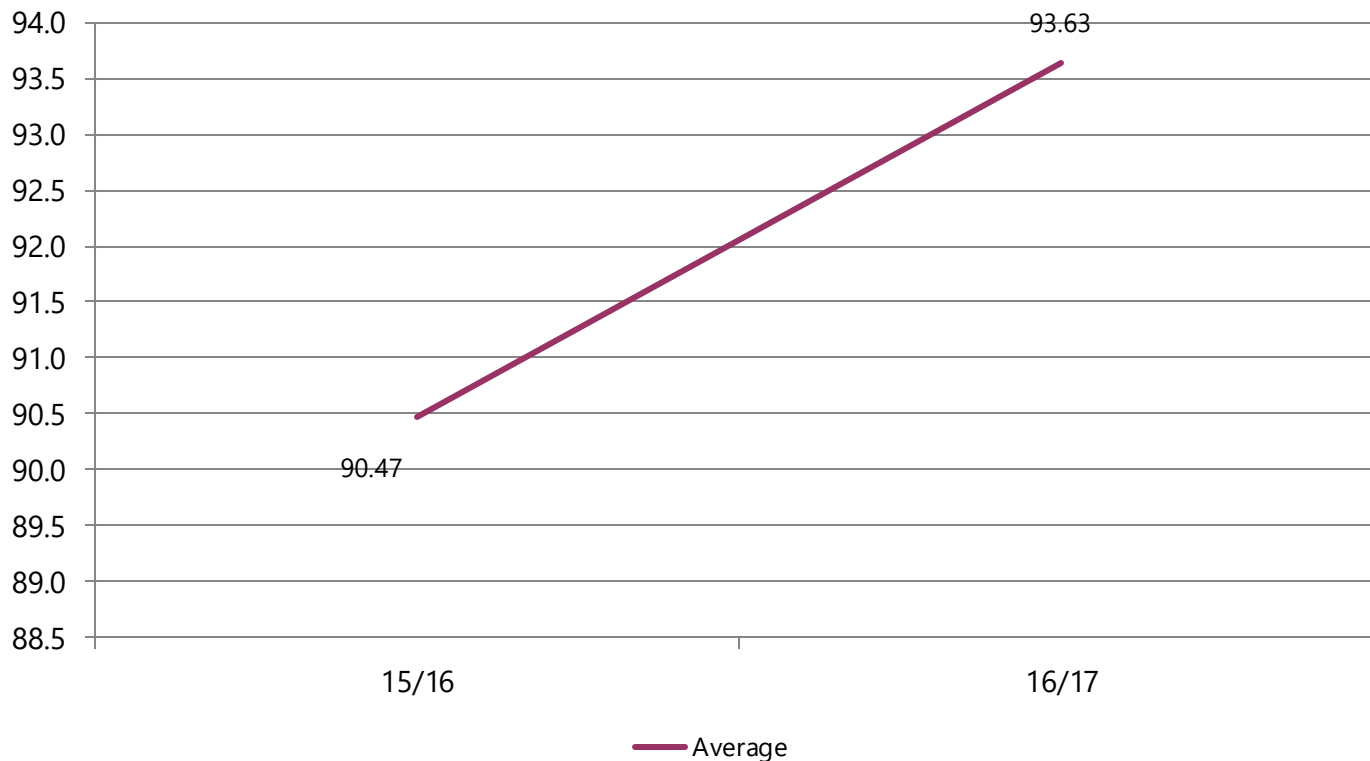


- Defra have used APSE performance networks data in the dashboard for the key indicator on the percentage of sites at an acceptable standard for litter reporting.
- APSE is currently meeting with Defra to discuss the use of APSE's Land Audit Management System (LAMS) in future dashboards and also the Parks Action Group.

Benefits of the LAMS Initiative



LPI 02 LAMS percentage of sites classed as acceptable



The request to digitise the process

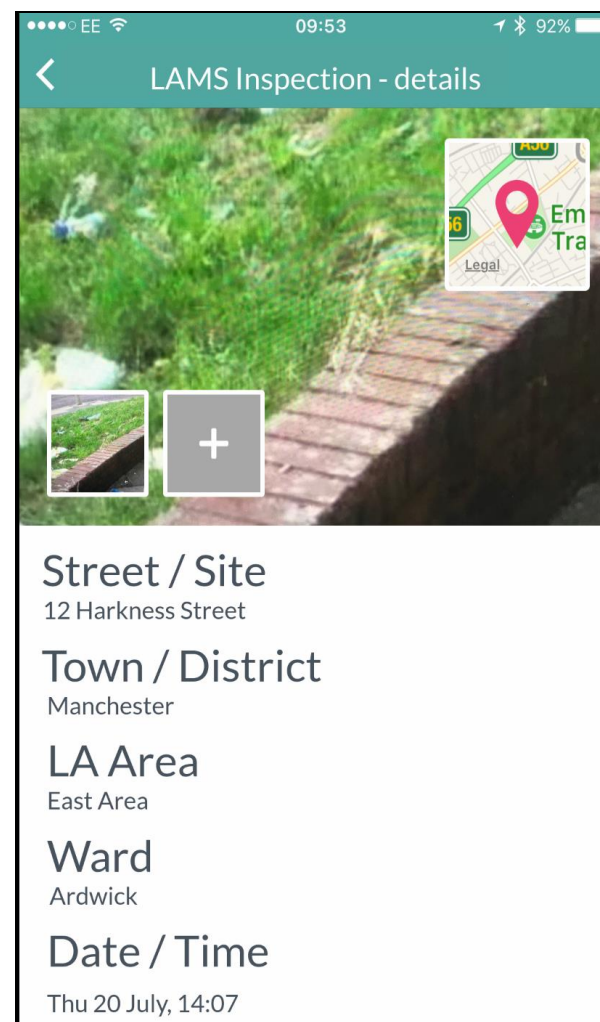


“We need a mobile device”!!!

The New LAMS App



- ❖ Partnered with BBITS (Love Clean Streets) to develop an App for LA's to collect the data
- ❖ Training / testing / pilots during June, July and August
- ❖ Train the trainer
- ❖ Start date – was launched at annual seminar in September and is now available to all interested authorities.



Feedback from the working group



- ❖ *“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” (Kettering Borough Council).*
- ❖ *“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).*
- ❖ *“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, so we are not restricted by cost in order to obtain a truer analysis of their data” (Oxford Direct Services).*

Feedback from the working group



- ❖ *“Having done about 100+ surveys it’s a thumbs up from me”* (Bradford Council)
- ❖ *“Very easy to use with the app being very responsive”* (Stafford Borough Council)
- ❖ *“Didn’t witness any lag with the app and inspections seemed to upload without any hitch”* (Stafford Borough Council)
- ❖ *“The app has been as described; very simple and easy to use”* (Wigan Borough Council).



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