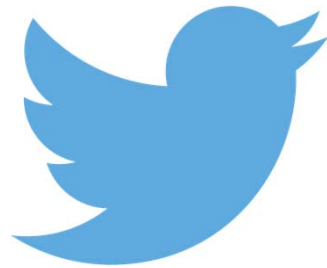


**Be part of the conversation!
Follow APSE on Twitter and LinkedIn**



**@apseevents
@apsenews**



**@APSE - Association
for Public Service
Excellence**

The increasing importance of benchmarking within the National Litter Strategy

Thursday 16 May 2019

Debbie Johns, Head of Performance Networks

Funding for street cleansing

Street cleansing total operational expenditure excluding CEC



 **31%**

Street cleansing	88	51	42%
Refuse collection	101	98	3%
Parks	93	68	27%

 **-4%**

 **-3%**

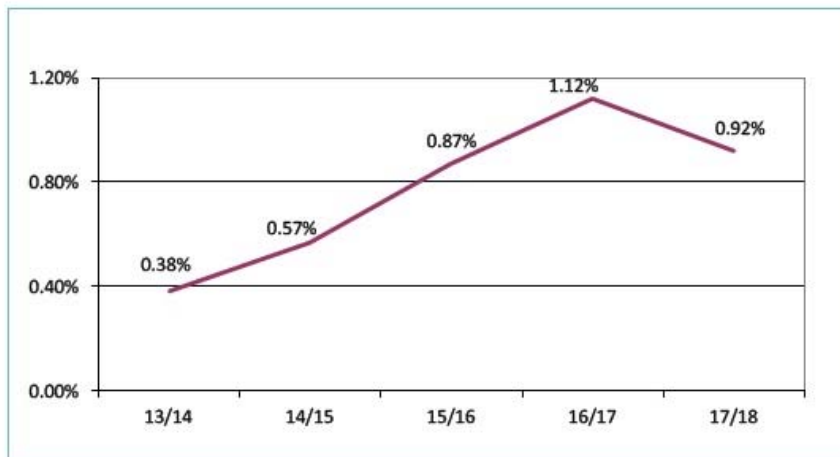


Standards of cleanliness

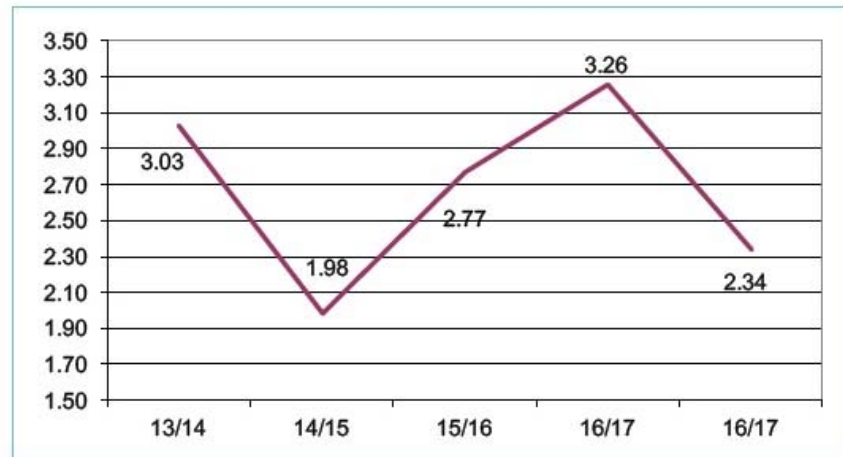
	2019	2018
Improved	20%	29%
Stayed the same	55%	43%
Decreased	25%	29%

Managing demand

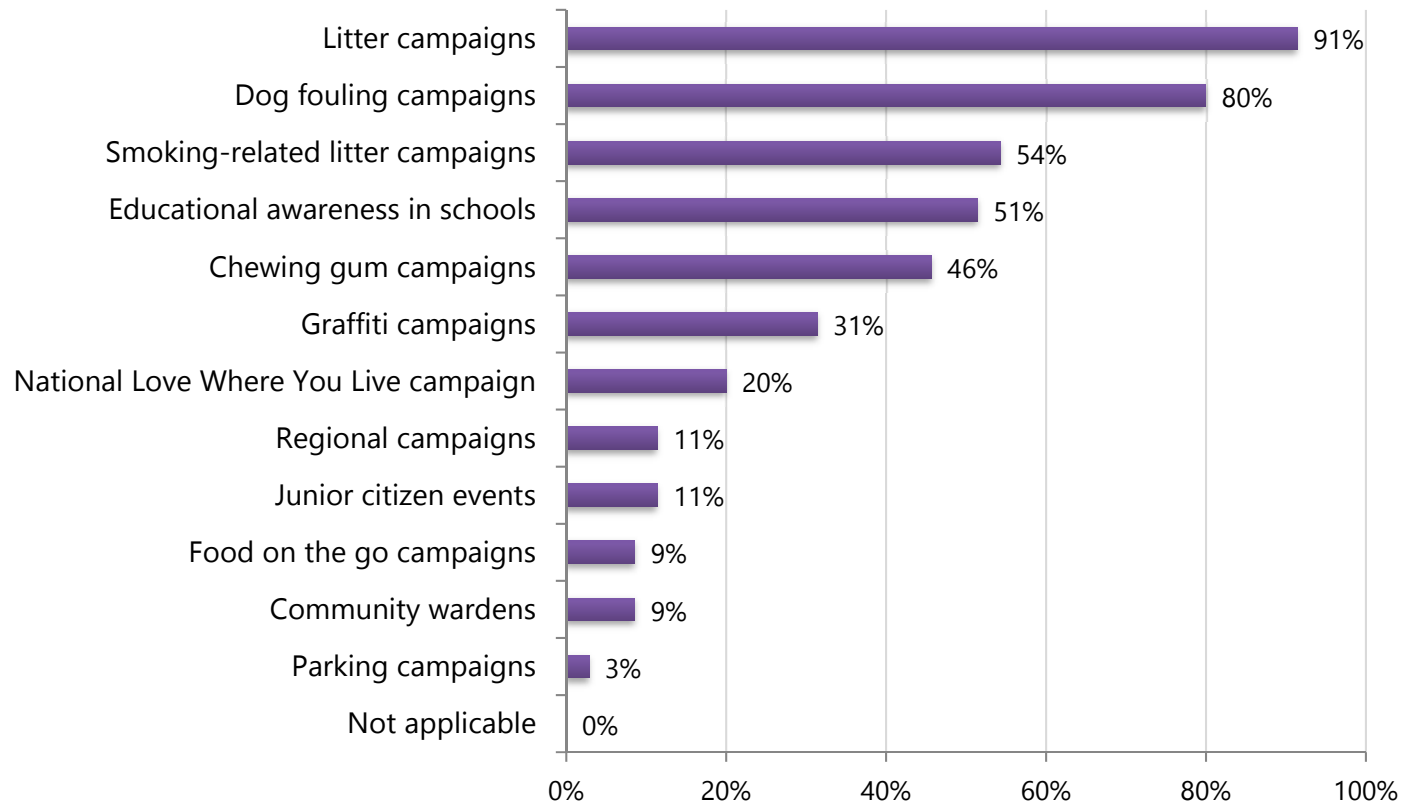
PI 40 Percentage of street cleansing budget allocated to education/publicity



PI 25a Fixed penalty notices issued per 1000 head of population



Are you planning any education campaigns in the next 2 years? If yes, what are these?

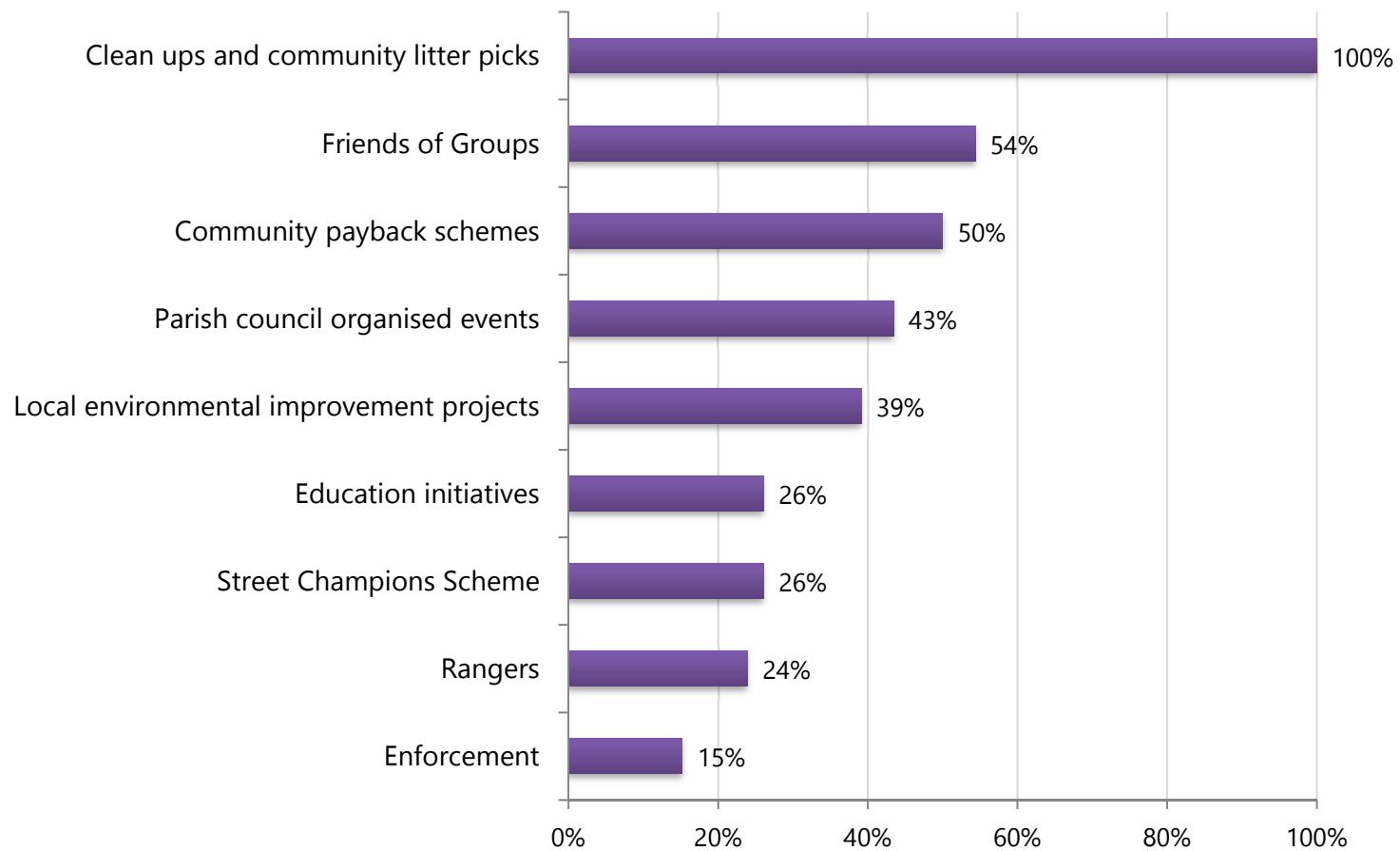


Engagement

- 14% have individual street cleansing agreements with supermarkets, retailers and other businesses (10% in 2018).
- 22% of respondents have a partnership with large supermarkets/retailers/businesses on community clear-ups/public realm improvements such as Community Champions schemes with organisations like ASDA, Tesco and McDonalds. 2018 no such agreements were recorded.
- 73% of respondents stated that community sector involvement in street cleansing was increasing in their service.



How are volunteers involved in the street cleansing service?



Why monitor data?

- ✓ Prove value for money to elected members, SMT and the public
- ✓ Identify problem areas
- ✓ Trigger for immediate intervention at local level
- ✓ Deploying resources
- ✓ Enable intelligence-led solutions
- ✓ Engaging and working with communities
- ✓ A consistent measure of performance
- ✓ Compare performance at a national level – is there a problem?
- ✓ *You need to for the National Litter Strategy!*



Intervention 9. Research and monitoring

Effective information gathering and analysis means that everyone can understand which measures work most effectively, and will help to prioritise and develop targeted interventions accordingly.

We will continue to develop an evidence-based approach based on problem materials. This will include: where issues occur, why, and how these might be prevented. We will also develop an approach to quantifying the scale of problems, and the impacts of actions to tackle them.

We will work with delivery partners to develop this further. This will:

- Define the outcomes more precisely and the best way to track them - taking account of quality: what matters most to the public, the impact on behaviour, the environment and the quantity of litter and flytipped material.
- Establish baselines and key performance indicators for the strategy and for specific interventions and pilots.

We will take into account the evidence and monitoring systems that already exist.

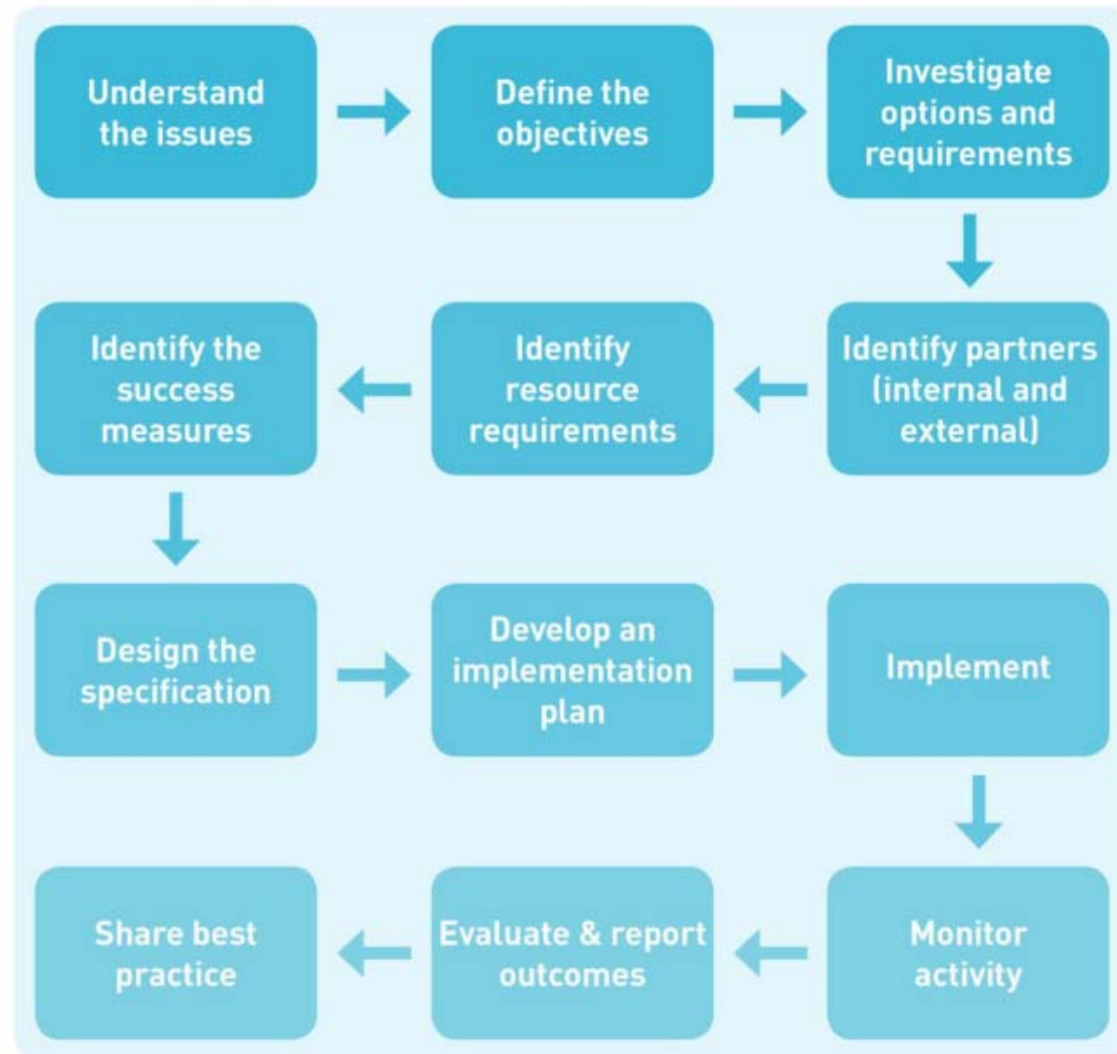
We will review the strategy in 2016/17 and 2020.

COPLAR review

- Focus on prevention
- Importance of monitoring:
 - Identify how often areas being monitored are likely to need to be restored*
 - Identify what action will help areas being monitored to meet or maintain the standard*
 - Measure the level of deterioration from the standard – using the grades*
 - Restore areas being monitored to the standard within the appropriate response time*
- Response times linked to prevention spend
- Evidence needed on investment and standards met!

Code of Practice on Litter and Refuse (Scotland) 2018

Statutory guidance on keeping land free of
litter and refuse, and roads clean



Preventative Action The principle behind CoPLAR 2018, Zero Waste Scotland
June 2018

Providing you with evidence

- Quality standards monitored through new monitoring system
- Need to monitor prevention measures/spend
- Process benchmarking on prevention
- Considerations:
 - Reducing duplication
 - Validation/data checking
 - Piloting
 - Collectability
 - Success of interventions/sharing best practice



Corporate litter prevention

Street Cleansing (Corporate Litter Prevention) template (002) [Read-Only] - Excel

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Clipboard Font Alignment Number Styles Cells

G3

	A	B	C	D	E	F	G	H
1	Corporate litter prevention							
2	Year 21 management data 2018 / 2019							
3			Back					
4	Home							
5	Data input sheet 5 of 8 - optional data input sheet. Data is required from other Departments / Sections involved in litter prevention			Range code	Data input		Notes for your own reference only	Workings and calculations
7	Enter Y (Yes) in this box when you have completed all data input required for this sheet. Answer U (Unavailable) if other Dep[artments cannot provide the required data.				<input type="text" value="N"/>			
10	Corporate litter prevention initiatives							
11	NB. Some data (required for the APSE Street Cleansing reports) will automatically be brought through to this tab from the Profile, Enforcement and Education tabs. This data should be supplemented with data from other Departments / Sections within the local authority to provide a complete picture of corporate litter prevention initiatives and resources. If you do not wish to provide this information or it is not available from other Departments / Sections then you may leave this tab incomplete and mark the cell above as U (Unavailable).							
14	Provision of bins (litter prevention)							
16	Number of litter bins provided / maintained by Street Cleansing / Waste Section (from Profile tab)		NOBIN			0		
18	Number of litter bins provided / maintained by Parks & Open Spaces / Countryside Sections		XXXXX	▶	<input type="text" value="0"/>			
20	Number of litter bins provided / maintained by any / all other sections		XXXXX	▶	<input type="text" value="0"/>			
22	Number of litter bins provided / maintained by authority to aide litter prevention		XXXXX			0		
24	Number of litter bins (maintained by all sections) that were replaced during the year		XXXXX	▶	<input type="text" value="0"/>			
26	Percentage of litter bins (maintained by all sections) that were replaced during the year	See note	XXXXX	▶	<input type="text" value="0.00%"/>	X.X		
28	Number of dog bins provided / maintained by Street Cleansing / Waste Section (from Profile tab)		DGBIN			0		

Legend:
 ▶ Red flag = high priority
 ● Amber circle = medium priority
 ■ Green square = lower priority

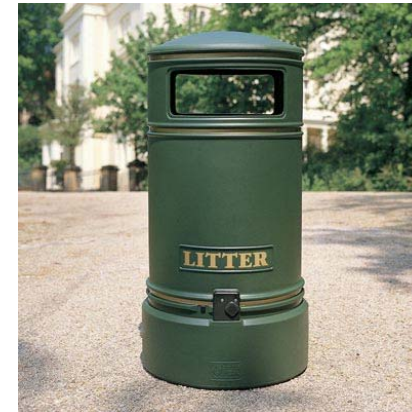
Style Legend:
 Normal, Bad, Good, Neutral, Calculation, Check Cell, Explanatory..., Followed..., Hyperlink, Input

Worksheet Tabs: Welcome | Instructions | Home | Profile | Enforcement | Education | **Prevention** | Performance | HR | QA | Staffing Calc | Staff Absence Calc | Guidance

Initial draft to be considered

Binrastructure

- Types of bins (litter/dog/dual/recycling)
- Smart bins
- Asset register
- Litter bin strategy
- DRS?



Spend

- Proportion of street cleansing budget
- Prevention spend by department
- Total council spend



Initial draft to be considered

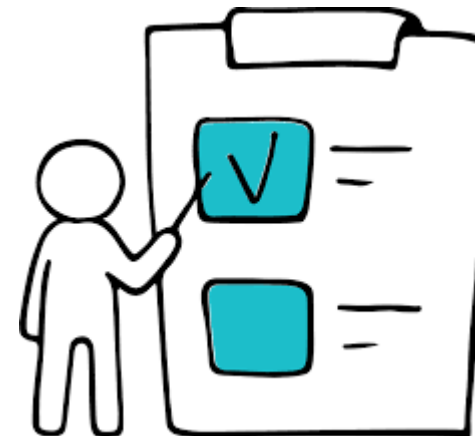
Prevention staff

- Front line staff
- Management/admin
- Other departments



Plans and strategies

- Litter prevention strategy
- Event management strategy
- Training/upskilling on prevention
- Leasing/contract agreements



Initial draft to be considered

Communication/campaigns

- Council-wide or community
- Litter picks – how many and number of participants
- Level of support in community clean ups
- Volunteer hours
- Visits to schools
- Street champions
- Social media
- Litter related enquiries



Initial draft to be considered

Partnership working

- Street cleansing agreements with businesses
- Partnerships with large supermarkets, retailers, businesses on community clear-ups





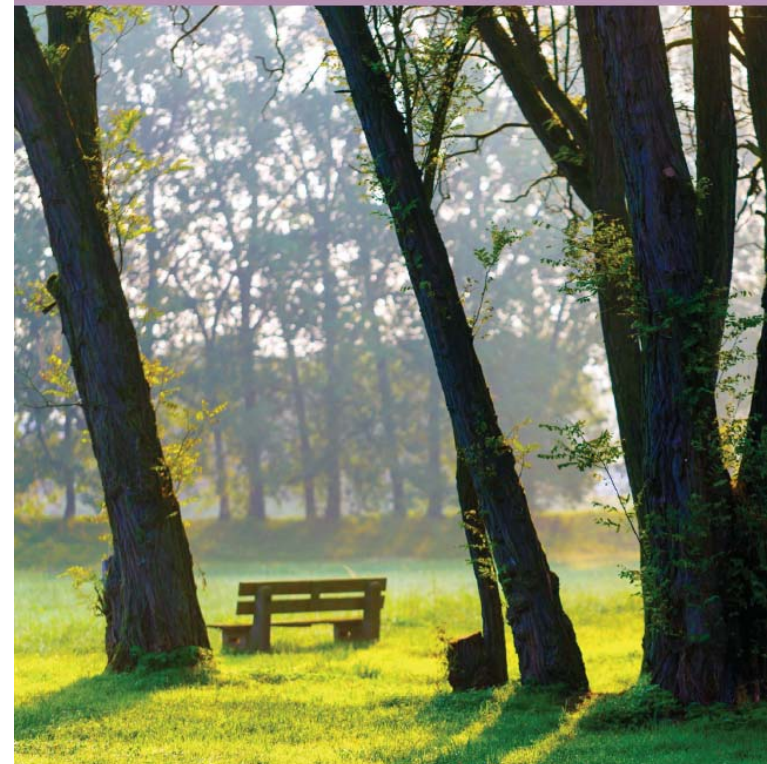
LAMS is

- ❖ 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
- ❖ Can be used for cemetery land
- ❖ Can be used by volunteers
- ❖ 'what the public would see' rather than requiring a technical inspection
- ❖ App has been developed and is being used by LA staff and volunteers

www.apse.org.uk

APSE Land Audit Management System (LAMS)

A quality inspection tool to benchmark your grounds maintenance, cemetery land and wider street scene service



Land Audit Management System

LAMS

A quality inspection system for
land management



What does it monitor?

	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffiti		✓	
Staining/ gum		✓	

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 2018
- ❖ Train the trainer
- ❖ Start date – was launched at annual seminar in September last year and over 30 local authorities are on it.

LAMS App Surveys

EE 4G 11:44 71%

< Back

Grading - Streets

Hard surface weeds grade
A - No weed growth X

Litter grade
B - Acceptable standard X

Detritus grade
B - Mainly detritus-free X

Fly tipping grade
A - Free from fly-tipping X

Dog fouling grade
C - Significant presence of fouling X

Bins overflowing?
Yes
No
N/A



EE 4G 11:47 71%

< Back

Comments and Reference Images

Comments
Only if you want to type

Is the inspection cross authority?
Yes
No

 X 

Send Later **Send Now**

Land Audit Management System (LAMS)

Important dates

Inspections completed for	Results to APSE by	Report back to authorities by
April & May	07 June 2019	14 June 2019
June & July	9 August 2019	16 August 2019
August & September	04 October 2019	11 October 2019
October & November	13 December 2019	20 December 2019
December & January	07 February 2020	14 February 2020
February & March	10 April 2020	17 April 2020

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.

Benefits of LAMS

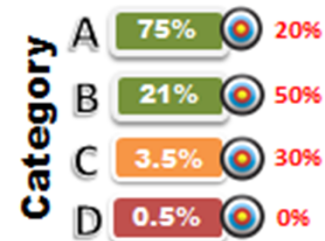
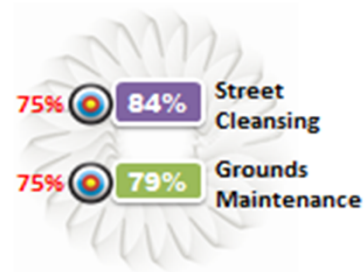
- *Reduction in administration time to set inspections*
- *Reduction in time when submitting inspections*
- *Reduction in inspections*
- *Reduction in inspectors time due to a more cross department approach (Streets and Grounds)*
- *All the reduction in time produces more data than previous inspections*
- *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.



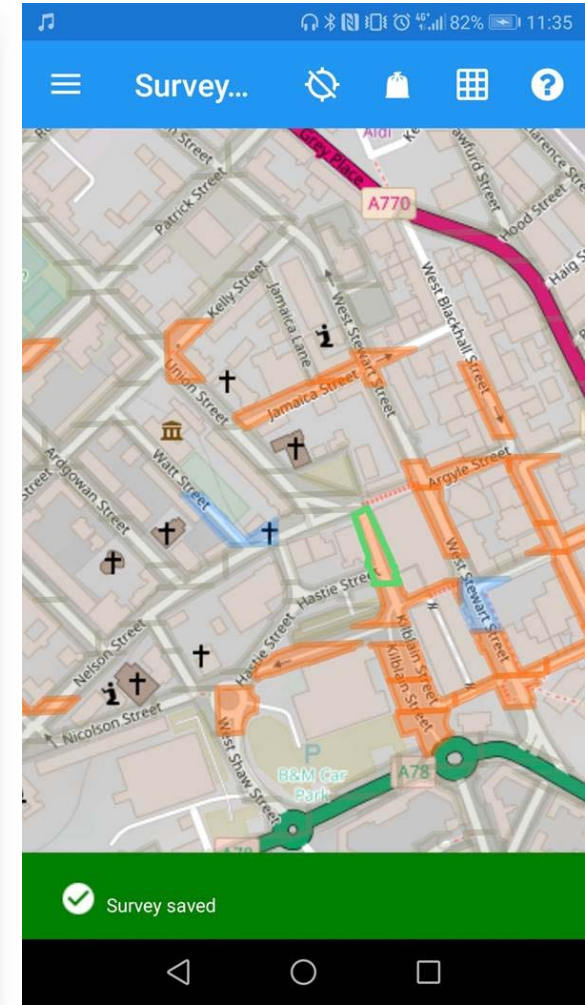
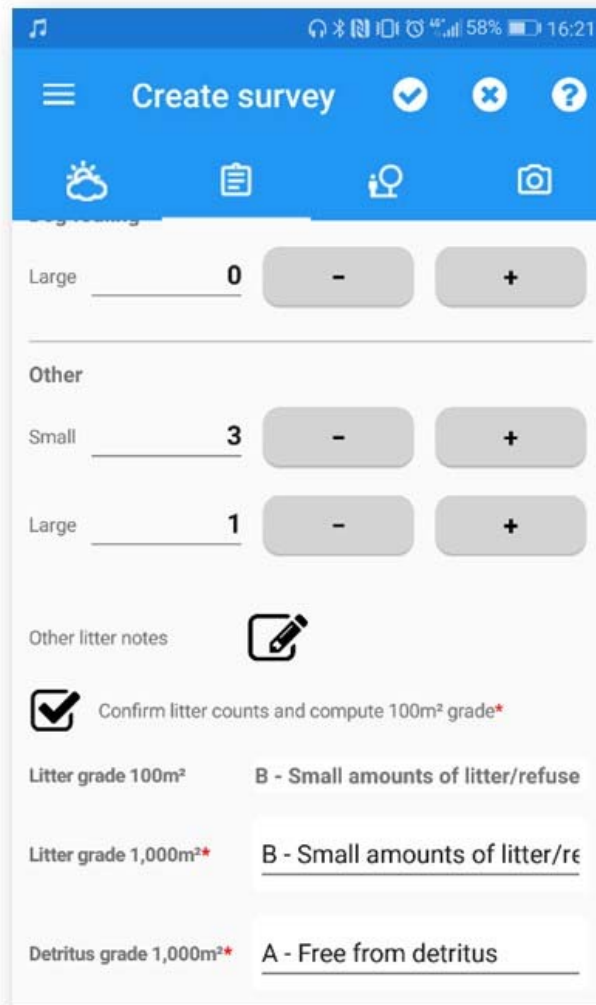
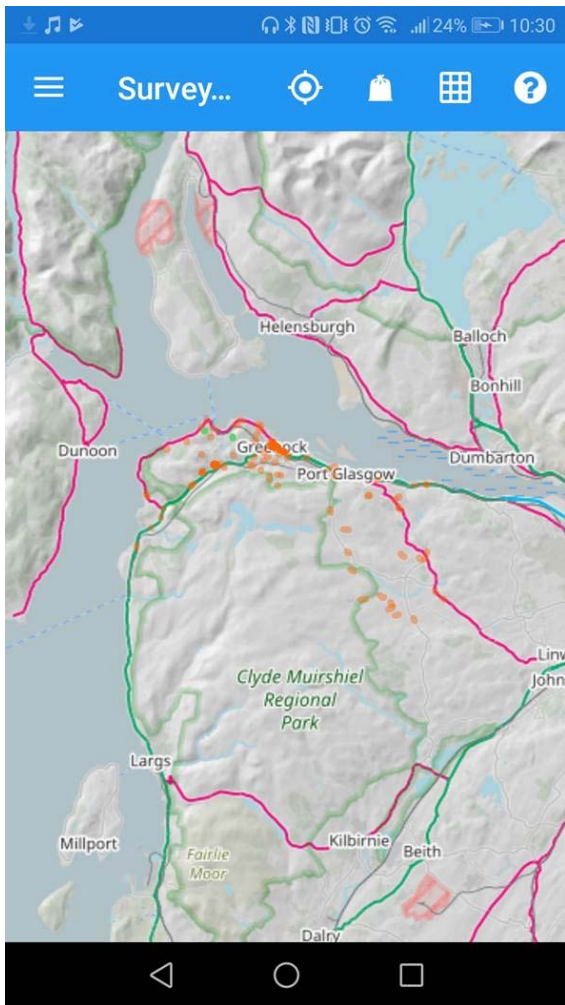
How Stafford Use LAMS

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



Measuring quality in Scotland

- APSE have been working with Zero Waste Scotland, Keep Scotland Beautiful and Local Authorities on the development of the Litter Monitoring System.
- Capture of litter surveys and flytipping incidents.
- LAMS monitors a wider range of issues and assesses the quality of grounds maintenance standards, street cleansing and cemetery land to complement the litter monitoring system
- LAMS categories are included as an optional element in the new software but it does not allow a LAMS-only survey to be logged at the moment.
- Gauge interest from LAMS authorities in a dedicated LAMS survey within the app to make best use of existing software.
- An alternative to the development within the Litter Monitoring System is that the BBits software is made available to Scottish authorities.
- Gauging interest on the software options. Meeting in Hamilton on 18 June 2019.



Moving forwards

- Monitoring and evaluation
- Identifying the source of the problems
- Targeting hot spots
- Identifying the solutions
- Data and knowledge rich
- Get involved!

NEW MUNICIPALISM

Delivering for local people and local economies

Contact details

Debbie Johns, Head of Performance Networks

Email: djohns@apse.org.uk

**Association for Public Service Excellence
3rd Floor, Trafford House, Chester Rd, Stretford,
Manchester M32 0RS**

telephone: 0161 772 1810

fax: 0161 772 1811

web: www.apse.org.uk

