

Performance networks



Cemeteries and Crematoria Seminar 2017

Introduction and update to the 'Land Audit Management System' (LAMS)

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Today's Programme



- Overview of the Land Audit Management System' (LAMS)
- Introduction to the new template

Challenges to Service



- ✓ Never before has the cost and efficiency of local service delivery been so closely scrutinised!
- ✓ Reductions in service resource but still expected to continually deliver lower cost, yet high value services!
- ✓ These measures may take on further impact when the sensitivity around the grounds at Cemeteries and Crematoria are taken into consideration
- ✓ So how do we evidence quality of our services?

Overview of the Land Audit Management System' (LAMS)



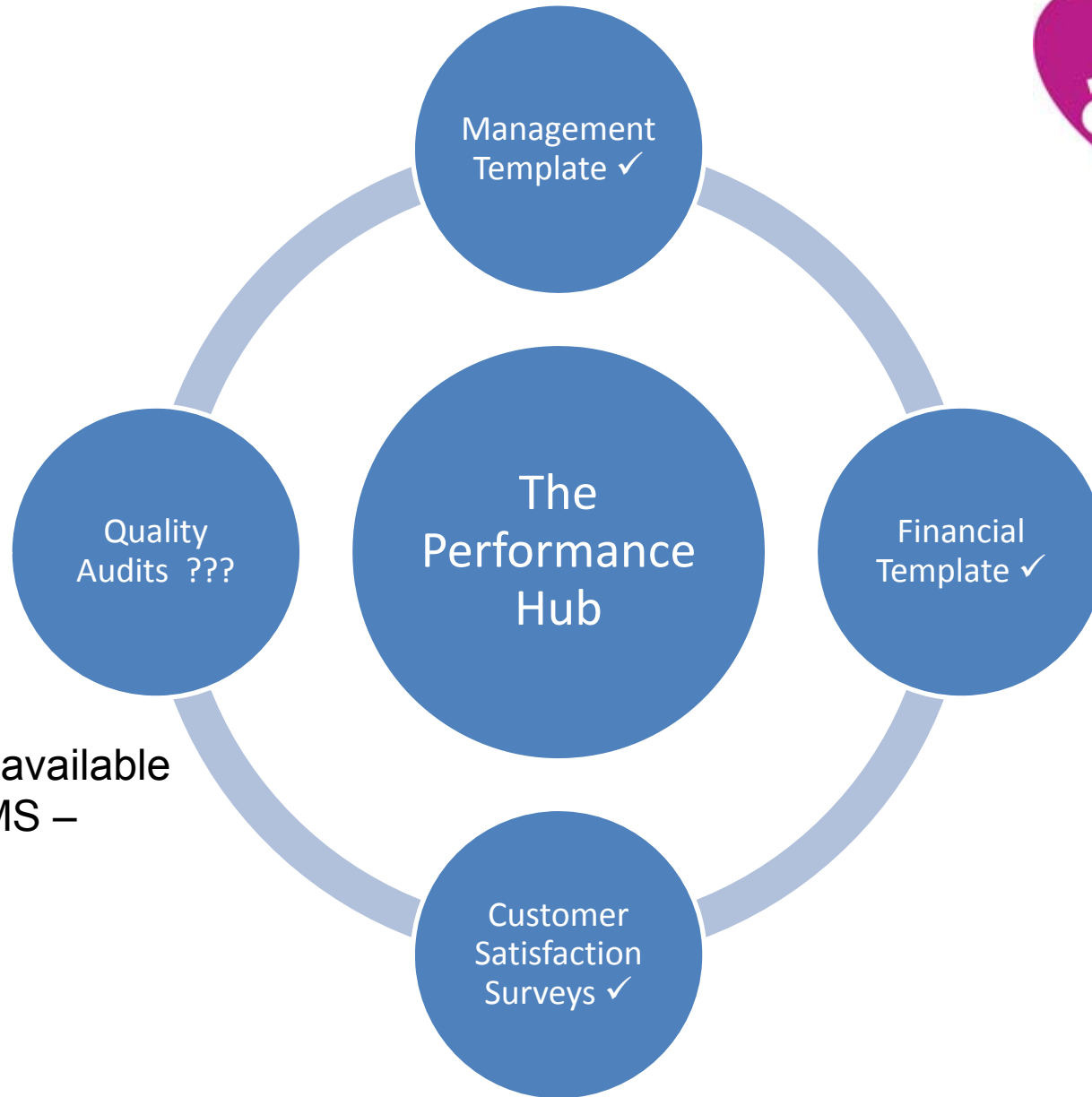
Previous situation;

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

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

The Current Situation;

- ✓ LAMS introduced 2015



No quality information available without LAMS – incomplete!

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

Approach to Zones (examples)



3 Zone types:

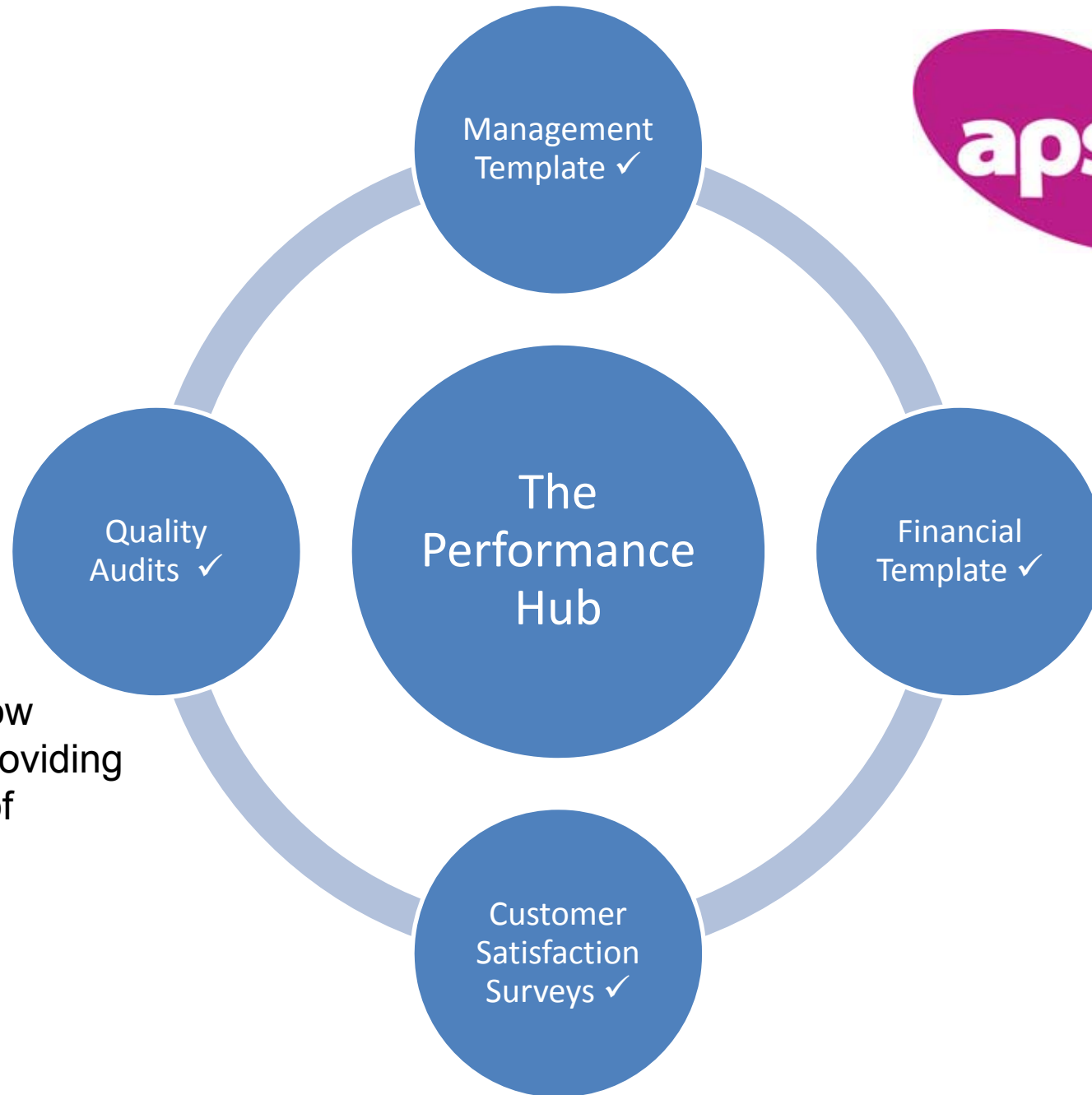
- 1 - High Amenity** - *Civic Buildings, Bedding Schemes, Bowling Greens, Crematoria and high standard Cemeteries*
- 2 - Standard Amenity** - *Parks/Roadside Features/Play Areas, POS and Cemeteries*
- 3 - Low Maintenance** - *All features 7 cuts or less, Woodlands*

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



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

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!!!

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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.

Cemeteries & Crematoria Template



- ✓ Previous templates were based around Grounds and Street cleansing.
- ✓ Increased interest from Cems/Crems 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
- ✓ But now - WE NEED YOU!



Cemeteries & Crematoria Template



We would appreciate feedback on the guidance notes and one of the sections as listed below;



6.0 Vandalism / damage grading examples

Grade A – Surrounding area is completely free of V & D

Grade B – Some V & D is visible in the public realm

Grade C – V & D is clearly visible in the public realm

Grade D – V & D is extensive over a large part of the area and obtrusive/offensive

Cemeteries & Crematoria Template



- ✓ We also seek assistance for the images required within the guidance manual for the Vandalism & Damage section.
- ✓ These are not huge tasks but as always your involvement and input are vitally important to the development of the LAMS Cems/Crems system
- ✓ Could all authorities wishing to assist please see Wayne or myself at the break to provide your contact details.



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