

Parks, Horticulture and Grounds Maintenance Advisory Group

Developments in performance networks

Debbie Johns, Head of Performance Networks,
APSE

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

APSE Land Audit Management System (LAMS)

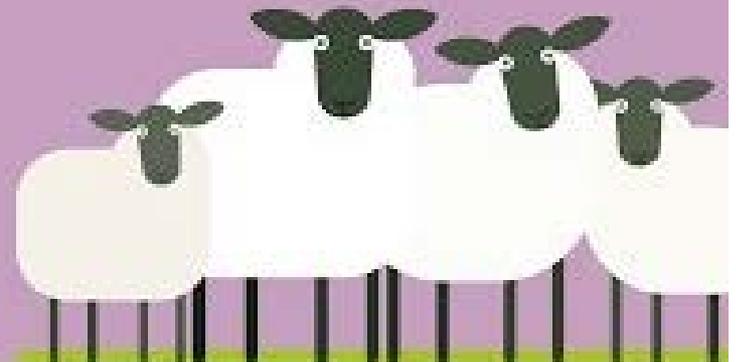
A quality inspection tool to benchmark your grounds maintenance, cemetery land and wider street scene service



Land Audit Management System

LAMS

A quality inspection system for
land management



Performance measurement

- 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

What does it monitor?

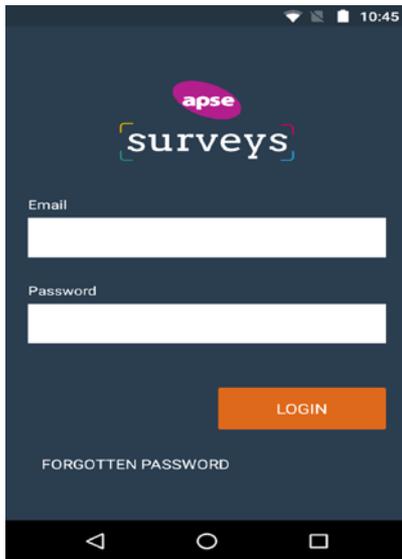
	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure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

When?

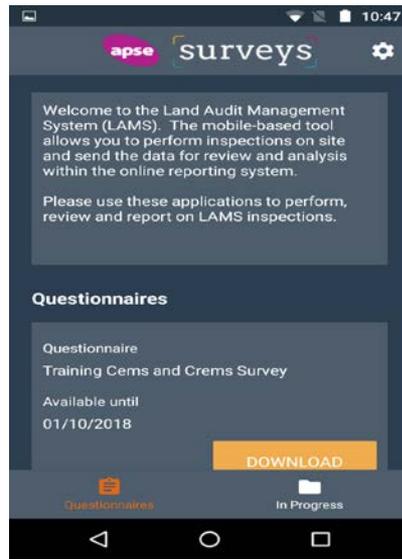
Inspections completed for	Results to APSE by	Report back to authorities by
April & May	05 June 2020	19 June 2020
June & July	07 August 2020	21 August 2020
August & September	09 October 2020	23 October 2020
October & November	11 December 2020	23 December 2020
December & January	05 February 2021	19 February 2021
February & March	09 April 2021	23 April 2021

App Layout

USING THE APSE LAMS APP

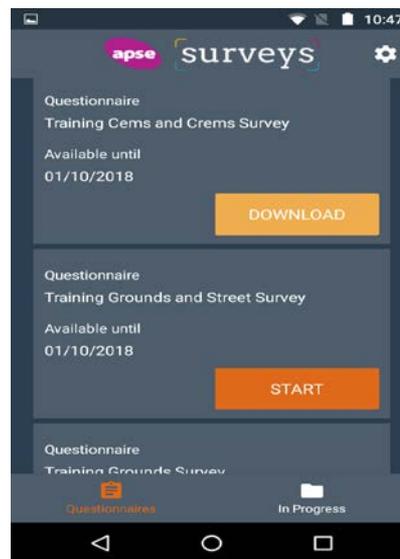


On opening the app, login with the email and password you have been set up with.



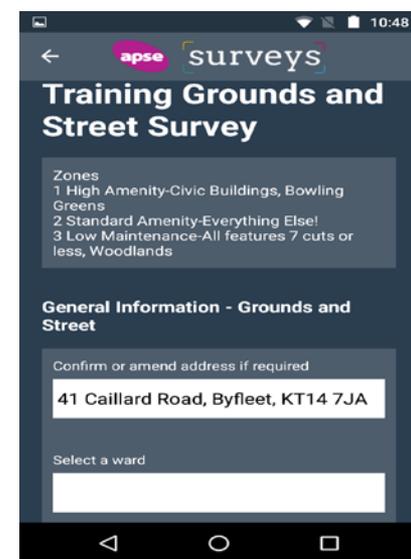
After login, the Welcome message displays from both APSE and your LA. See Admin Panel use for where to create the LA Welcome Message.

The Questionnaires list populates with the LAMS Inspections assigned to you.



Clicking the 'Download' button downloads that survey to your device for completion, changing to a 'Start' button on completion of the download.

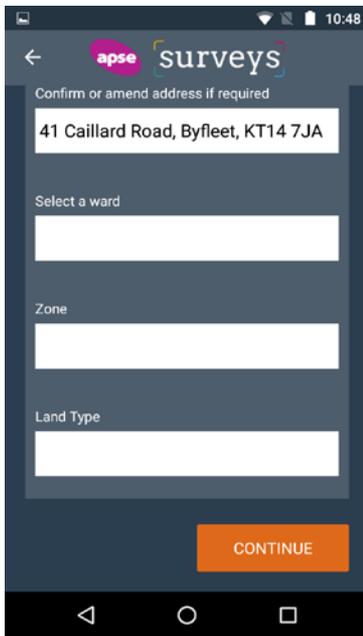
Select the 'Start' button to commence your inspection.



Notes on completing the Inspection and definition of the Zones in your LA display first.

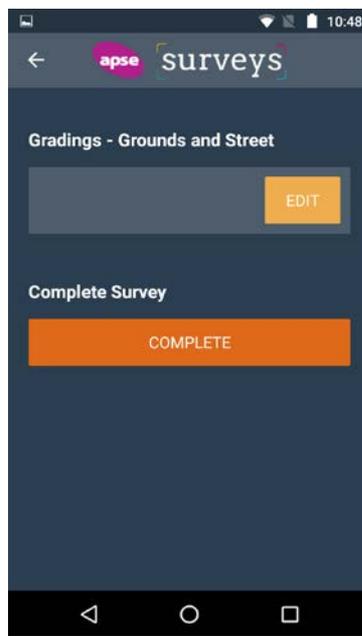
Address is populated by your device – you must have location services on and accept the apps use of them.

App Layout



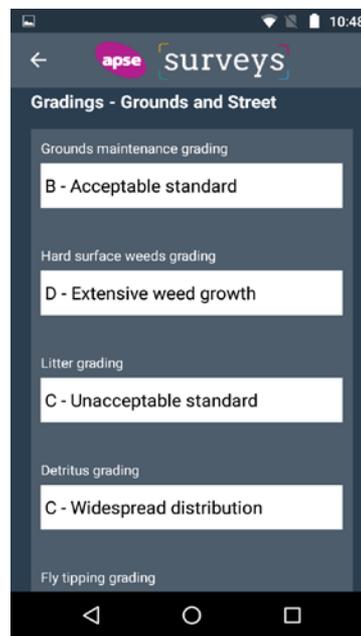
Scroll down if necessary and complete the other fields related to the location of the inspection.

Select 'Continue'

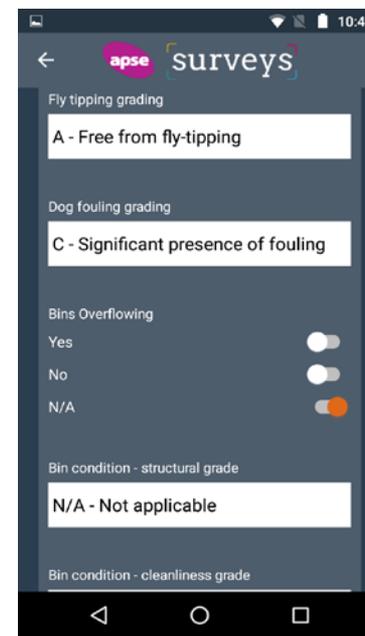


The grading section is listed for completion.

Select 'Edit'



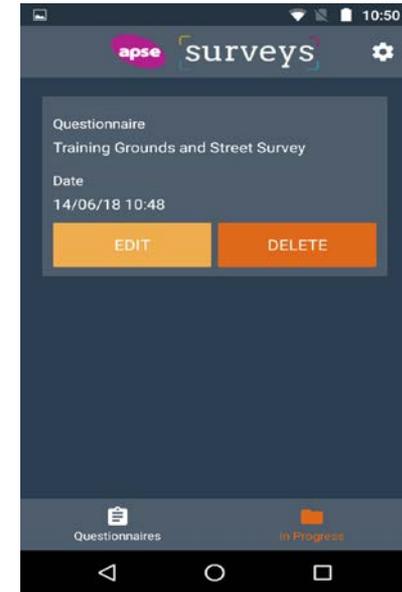
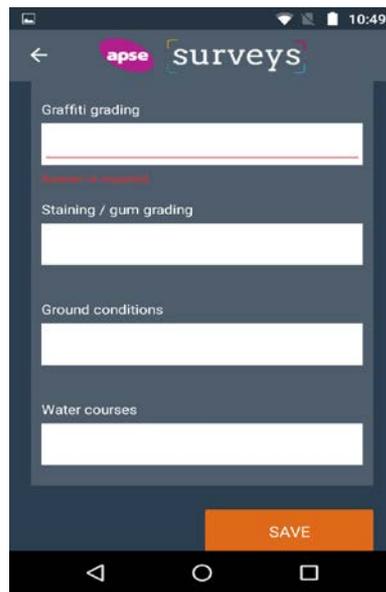
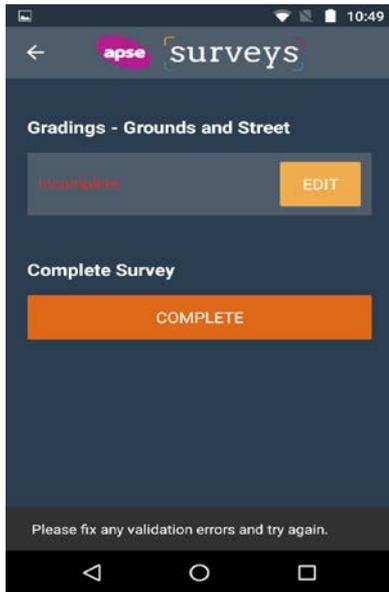
Answer the questions as required.



Scroll down and continue the inspection.

Click 'Save' at the bottom of the screen.

App Layout



All done, Click the 'Complete' button.

If you haven't completed everything that is required it tells you so. Then click 'Edit' to review your answers.

Anything that is incomplete is highlighted within the page. Clear all the red highlighted fields by answering the questions and click 'Save' again.

Then click 'Complete' again.

Complete your Inspection with adding comments and images if desired.

Clicking 'Send Later' saves your inspection for sending later – over Wifi maybe.

Clicking 'Send Now' sends your completed inspection off to the LA for Review.

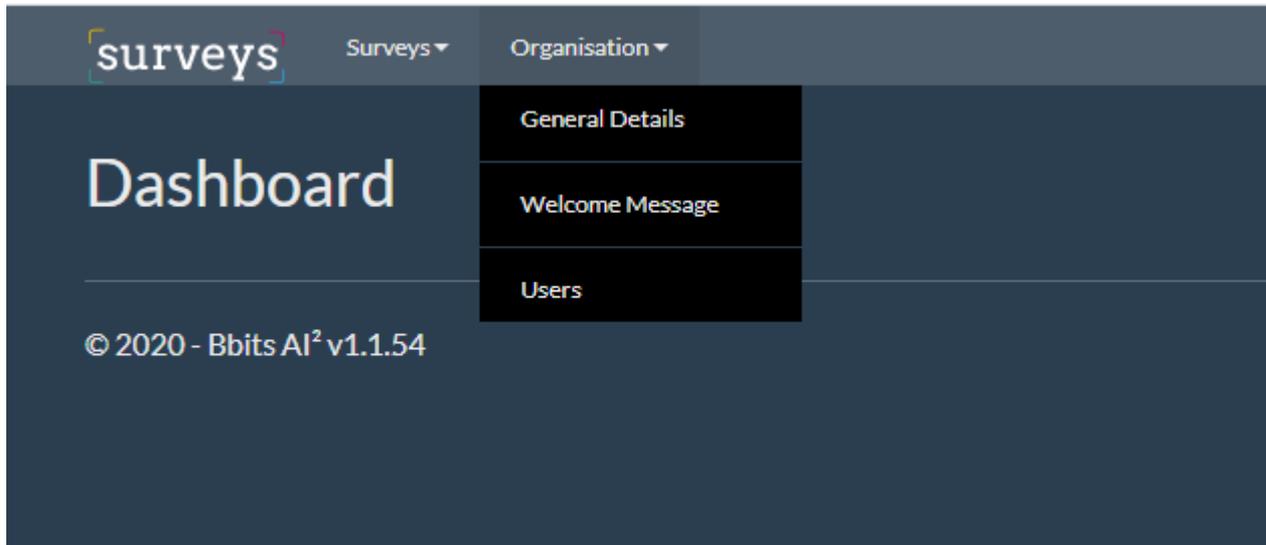
To Send Later or finish In Progress Inspections, tap the 'In Progress' tab from the Welcome & Surveys screen.

Any unsent Inspections are listed here.

Click 'Edit' to go through to Complete and Send.

Click 'Delete' to remove it completely.

Administrator Screen



- On Login the Dashboard displays the Welcome message for your LA if there is one.
- Top right your name and a logout button
- Two Menus appear.
- The **Organisation** Menu gives 'General Details', 'Welcome Message' and 'Users names'.
- The **Surveys** Menu gives 'Review Data' and 'Export Data'

Administrator Screen

surveys Surveys Organisation

Survey data for approval: Training Grounds Survey 2019/20

Filter by User: Please select

Review your Answer sets for your Surveys below. Expand each Answer set to view Answers and take appropriate action

+/- Show or hide

+/- Show or hide

+/- Show or hide

Actions	Amend address if required	Area	Zone	Grounds mtce grade	Grass cutting grade	Shrub bed maintenance grade	Flower bed maintenance grade	Hard surface weeds grade	Litter grade	Fly tipping grade	Fly posting grade	Dog fouling grade	Bins overflowing?
<input checked="" type="radio"/> Approved <input type="radio"/> Not approved	18-24 North Bridge Road, Doncaster, DN5 9AN	North	3	A	B	N/A	N/A	N/A	C	A	A	C	N/A

+/- Show or hide

+/- Show or hide

- Open each answer set, set it to **Approved** or **Not Approved**. Green toasts appear on the right when a status is set on the answer set.

The reports

Whole service comparison

LAMS grounds maintenance PI standings

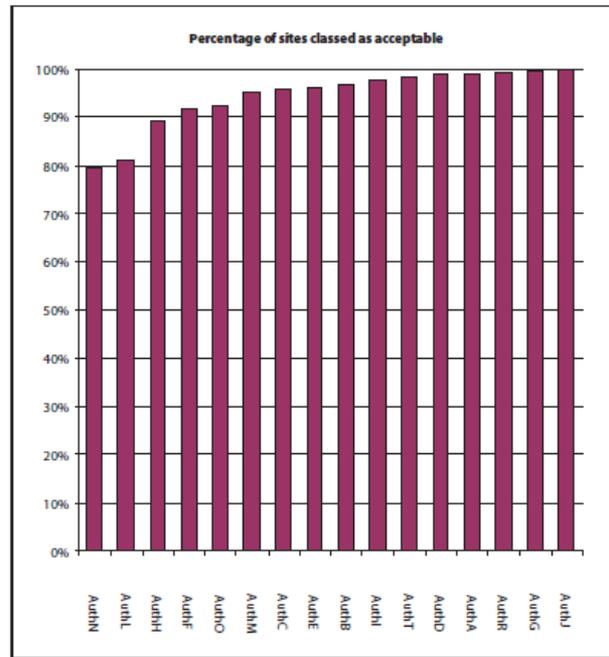
Performance indicator

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

PIN	Grounds maintenance inspections	Grade A percentage	Grade B percentage	Percentage classed as acceptable	Inspections acceptable	Percentage classed as unacceptable	Inspections unacceptable
AuthA	98	3.06%	95.92%	98.98%	97	1.02%	1
AuthB	471	13.38%	83.23%	96.60%	455	3.40%	16
AuthC	160	10.00%	85.63%	95.63%	153	4.38%	7
AuthD	89	53.93%	44.94%	98.88%	88	1.12%	1
AuthE	336	2.08%	94.05%	96.13%	323	3.87%	13
AuthF	349	32.38%	59.31%	91.69%	320	8.31%	29
AuthG	320	20.63%	78.75%	99.38%	318	0.63%	2
AuthH	1,503	0.60%	88.56%	89.16%	1,340	10.84%	163
AuthI	271	33.21%	64.58%	97.79%	265	2.21%	6
AuthJ	246	0.00%	100.00%	100.00%			
AuthL	90	22.22%	58.89%	81.11%	73	18.89%	17
AuthM	187	36.90%	58.29%	95.19%	178	4.81%	9
AuthN	326	24.85%	54.60%	79.45%	259	20.55%	67
AuthO	158	12.66%	79.75%	92.41%	146	7.59%	12
AuthR	1,271	0.08%	99.06%	99.13%	1,260	0.87%	11
AuthT	137	37.96%	60.58%	98.54%	135	1.46%	2

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

	Percentage of sites acceptable
Average	94.38%
Lowest	79.45%
Highest	100.00%



Source data

[PAGCI]

Acceptable parameters: >0

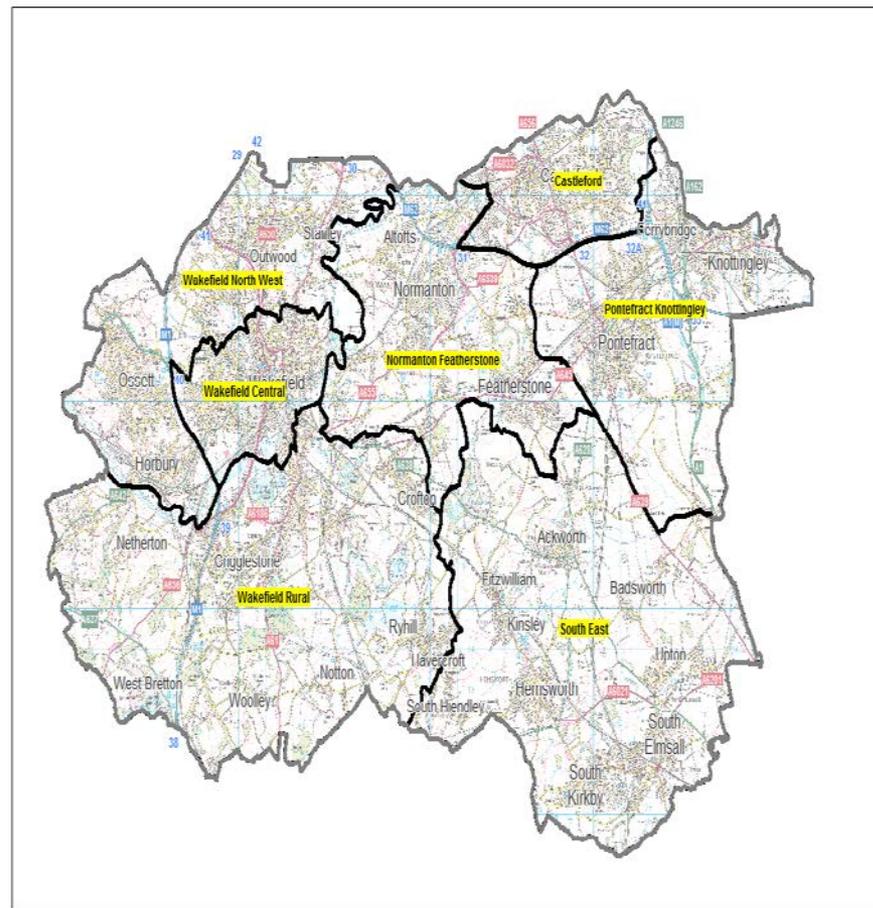
***“Constantly looking to improve the system -
proposed further ”***

The Randomiser

The Randomiser

Current situation;

- Geographical Areas (M) - example
- 10 inspections per area (M)
- Random selection (M)



The Randomiser

Issues raised at LAMS training and working group;

- Inclusion of a randomiser to automatically allocate inspection lists to inspectors.
- Inclusion of a map of planned inspections on the App.

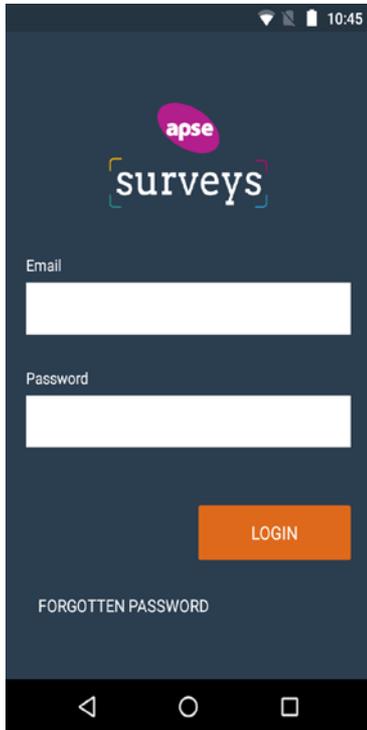
The Randomiser

- Pilot authorities are: East Riding, Trafford, Nottingham, Cheshire West and Chester, Kirklees and Wigan.
- Trial started on 1 December and the pilot LAs will gather the data on a spreadsheet to import prior to the trial.
- Updates provided as we progress.

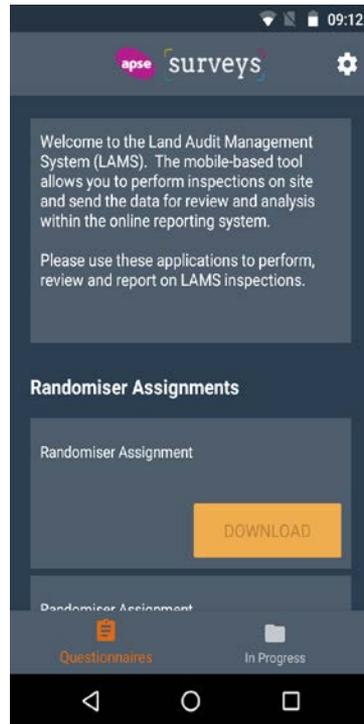
Site visit to Cheshire West and Chester



USING THE APSE RANDOMISER IN THE APP



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



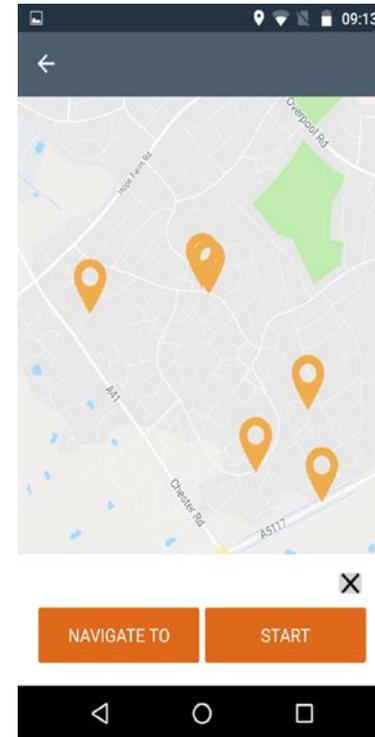
If you have been assigned any randomiser sets of locations they will show above your Questionnaires.

Click the Download opens the map displaying all your locations – it also starts the timer for 48 hours to complete the list.



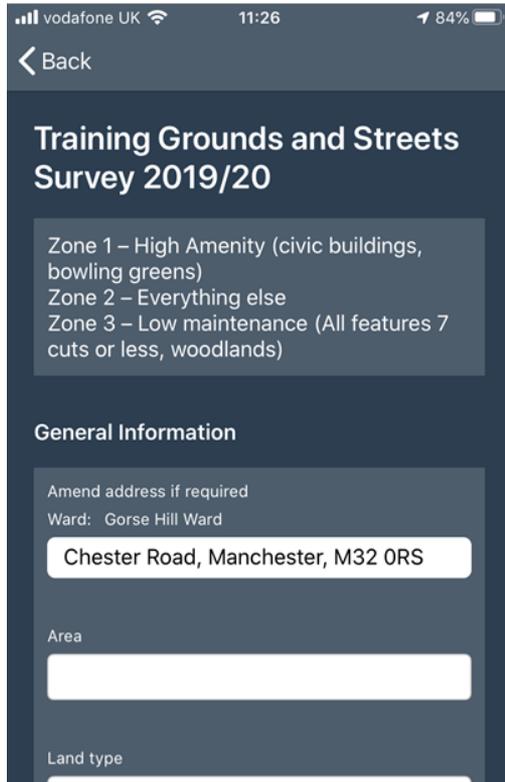
A randomiser list opens the map with all the locations in the list plotted.

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.



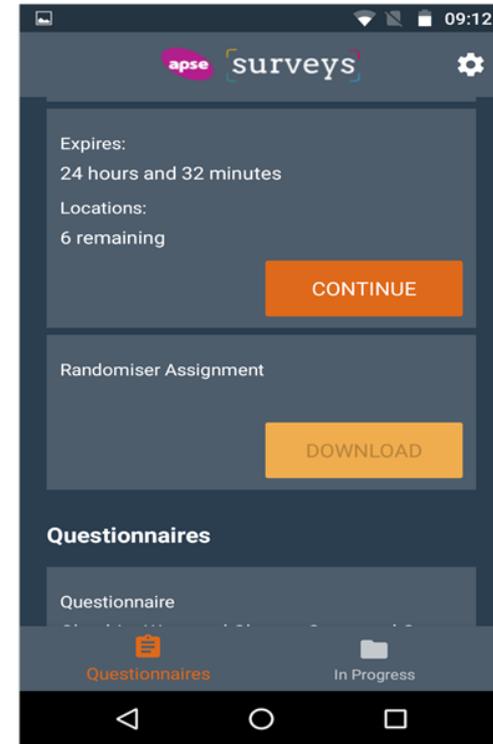
Complete your survey as usual and save or send when done.

If you don't complete it the Start button on the map screen will be Continue.

If you complete it then the pin will go from your map and the Randomiser panel will update – see next slide.

A countdown appears against the Randomiser assignment you have in progress with the number of locations still to do.

When the 48 hours is up the card will display for you with 'Expired' and you will be unable to complete any more.



If there are outstanding locations completed but not sent you will have 24 hours from opening the app after expiry to send those completed surveys against the list.

If a list expires with uncompleted locations the list of locations will be emailed to the admin users.

***“Constantly looking to improve the system -
further developments
proposed!”***

Items for Consideration

Comments from member authorities

- *Could a 'trigger' alert could be incorporated to inform the administrator when a survey had been completed particularly on grades C & D.*
- *Interested in the developments around a memorial safety template.*
- *Very interested in any further developments around the 'linking LAMS app to scheduling systems'. Discussions being held.*
- *Interested in using the App for Building Cleaning audits.*
- *Workshop to explore the reports and good practice in September.*

All such suggestions are taken to the working group and then the app developer for confirmation/development if approved.

Other developments

- Parks and street scene working group meeting – 18 March, Manchester
 - Review the reports and discussion to create an optional reduced data collection template for parks
 - Discussion on collecting aggregate data for costs and employee resources in relation to those members who are unable to split data into separate functions (i.e. parks, street cleansing etc)
 - Review of quality PIs including LAMS

Questions

Contact details

Debbie Johns, Head of Performance Networks

Email: 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



Paul Palmer Project Manager Grounds & Forestry



Transformation of Grounds Maintenance





Grounds maintenance



Grounds maintenance

A background image showing a group of grounds maintenance staff in orange high-visibility clothing standing next to a white and blue tractor. In the foreground, a man in a dark jacket and tie stands with his hands clasped. The scene is outdoors on a paved area with trees in the background.

76 full time staff

37 seasonal staff

1,400 hectares of grass

22 hectares of shrubs

2 acres of flower beds

Background

CCT charges



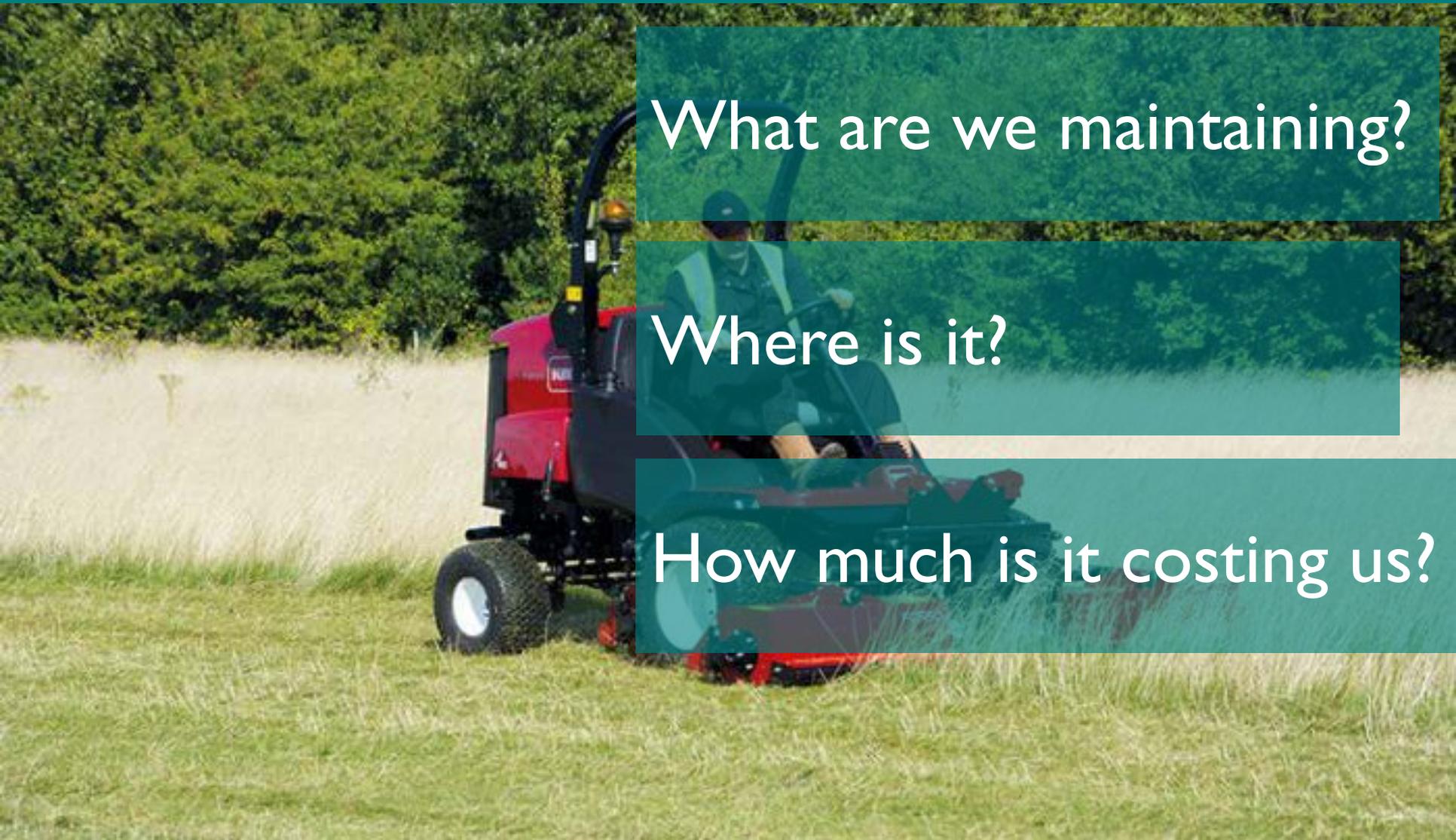
CCT charges

Outdated working practices

Limited cost and performance monitoring

Vulnerable to budget cuts

First Steps



What are we maintaining?

Where is it?

How much is it costing us?

First Steps

SUPPORTING INFORMATION

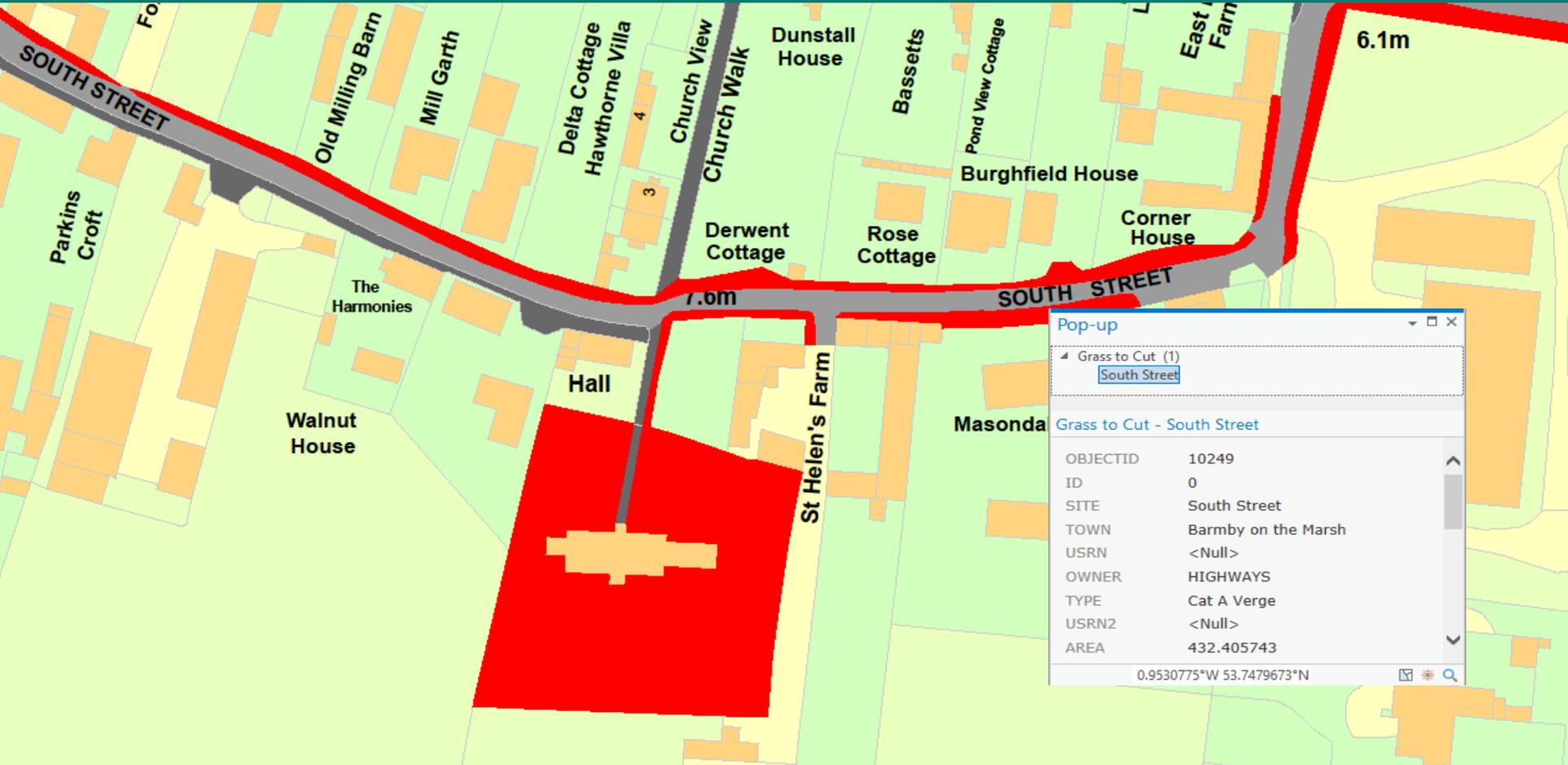
NOT AVAILABLE AT TIME

OF TENDER

First Steps



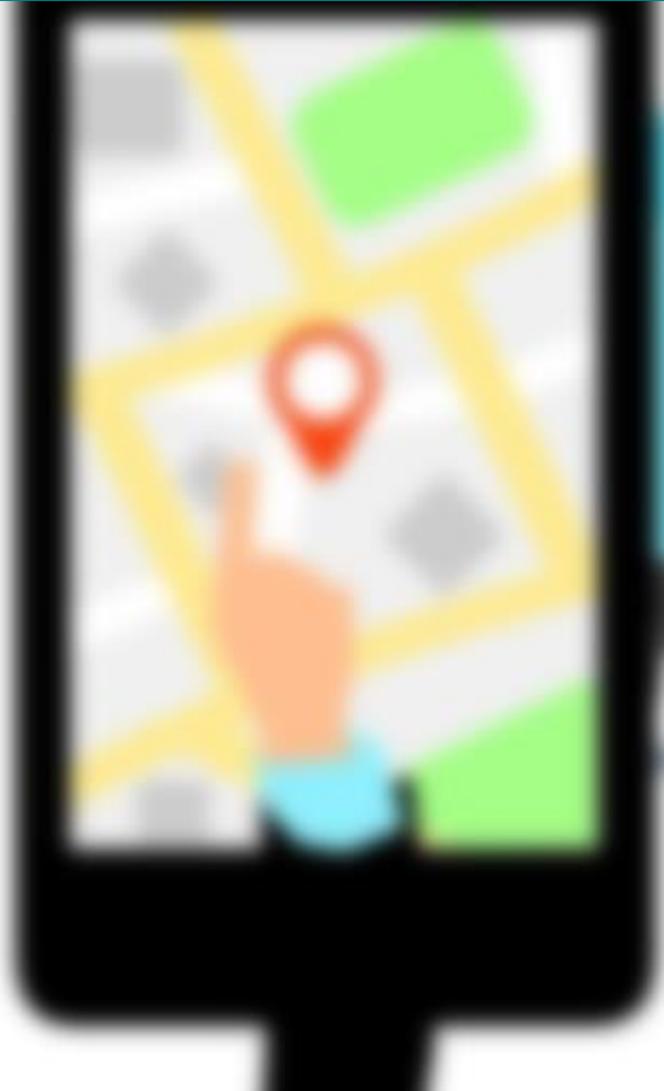
First Steps



Tracking software



Tracking software



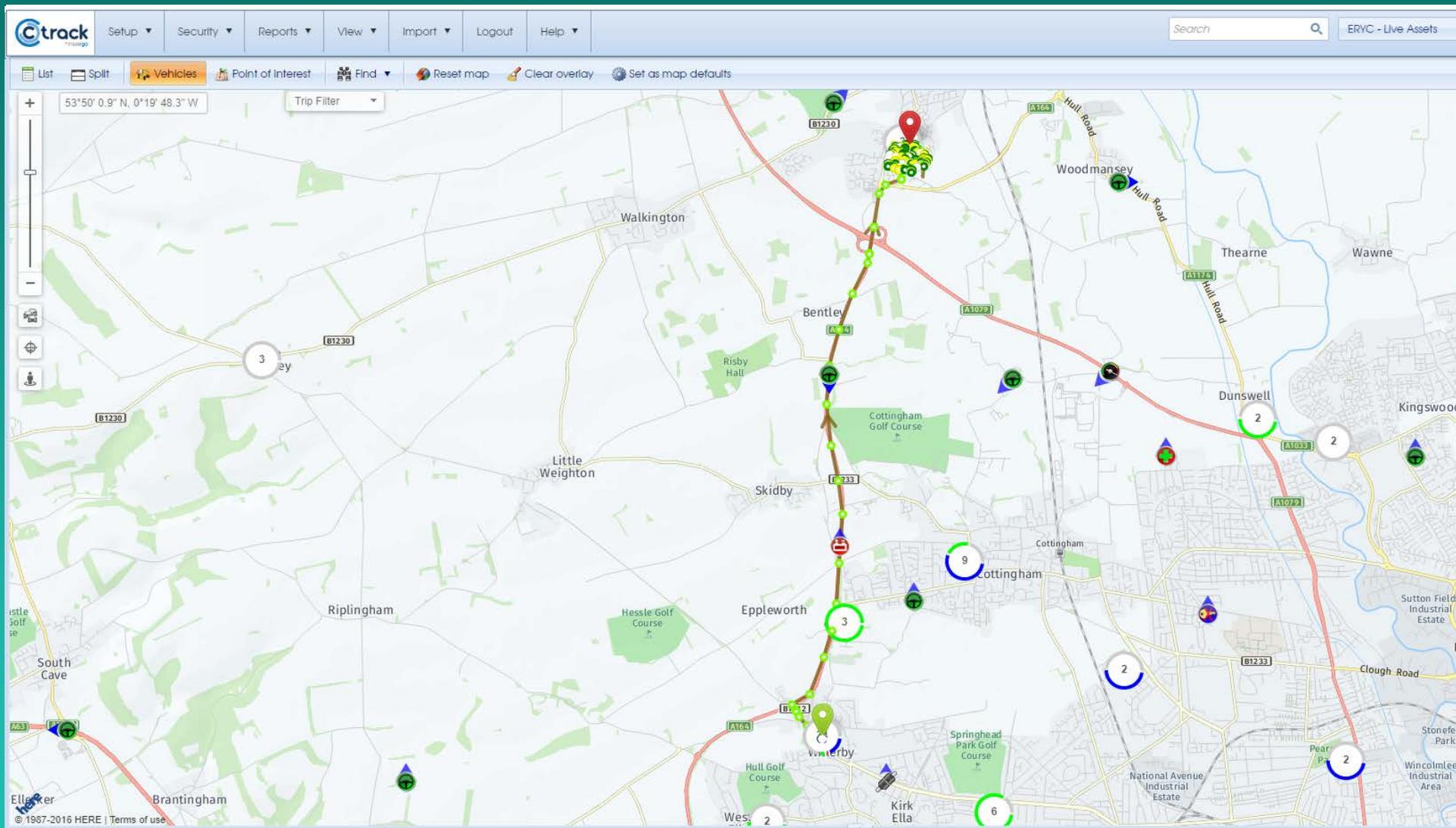
Corporate tracking software purchased

Tracking device fitted to every vehicle

Device linked to vehicle's PTO

The initiative

The initiative



The initiative

The screenshot displays the ArcGIS Pro interface. The main map area shows a red polygon with several blue points inside it. The interface includes a ribbon with various toolbars (Project, Map, Insert, Analysis, View, Edit, Imagery, Share, View, Appearance, Labeling, Data), a Contents pane on the left, and a Pop-up window on the right. The Pop-up window shows details for a feature named 'CHERRY DRIVE'.

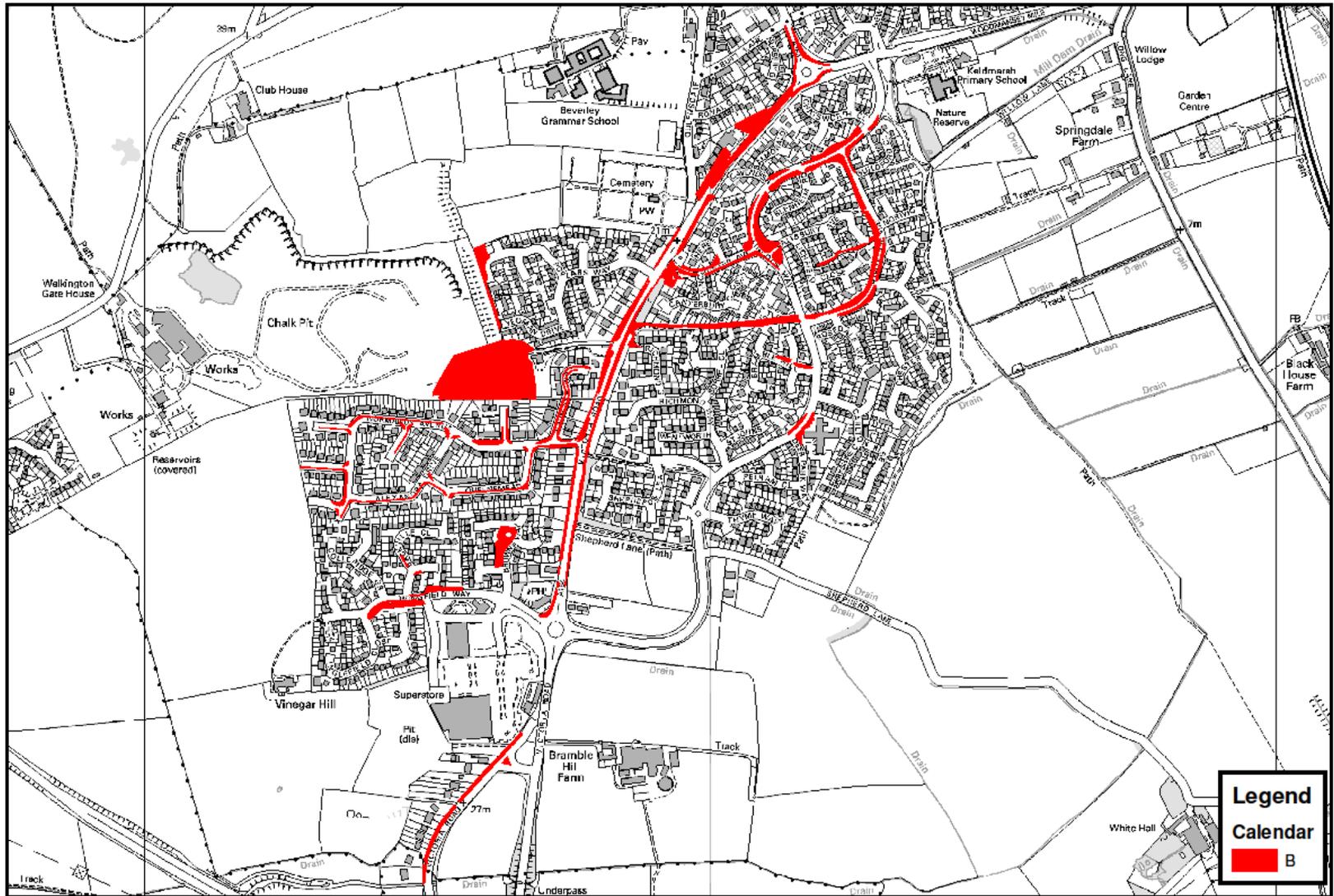
Pop-up Window Data:

Field	Value
OBJECTID	13167
ID	<Null>
SITE	CHERRY DRIVE
TOWN	HOLME ON SPALDING MOOR
USRN	<Null>
OWNER	HIGHWAYS
TYPE	Cat A Verge
USRN2	<Null>
AREA	1632.27207

Data Table (c97227July_XYTableToPoint):

OBJECTID	Shape	Date	Vehicle	Activity	Easting	Northing
3523	Point	07/05/2019 10:43	97227 - YX15CTO	Cutting:(No Driver Id...	480258	438228
3524	Point	07/05/2019 10:43	97227 - YX15CTO	Cutting:(No Driver Id...	480255	438225
3525	Point	07/05/2019 10:43	97227 - YX15CTO	Cutting:(No Driver Id...	480278	438224
3526	Point	07/05/2019 10:44	97227 - YX15CTO	Cutting:(No Driver Id...	480240	438218
3527	Point	07/05/2019 10:44	97227 - YX15CTO	Cutting:(No Driver Id...	480241	438184
3528	Point	07/05/2019 10:45	97227 - YX15CTO	Cutting:(No Driver Id...	480246	438186
3529	Point	07/05/2019 10:45	97227 - YX15CTO	Cutting:(No Driver Id...	480254	438190
3530	Point	07/05/2019 10:45	97227 - YX15CTO	Cutting:(No Driver Id...	480267	438209
3531	Point	07/05/2019 10:46	97227 - YX15CTO	Cutting:(No Driver Id...	480251	438218
3532	Point	07/05/2019 10:46	97227 - YX15CTO	Cutting:(No Driver Id...	480244	438181
3533	Point	07/05/2019 10:47	97227 - YX15CTO	Cutting:(No Driver Id...	480254	438190
3534	Point	07/05/2019 10:47	97227 - YX15CTO	Cutting:(No Driver Id...	480236	438209
3535	Point	07/05/2019 10:48	97227 - YX15CTO	Driving:(No Driver Id...	480230	438208
3536	Point	07/05/2019 10:48	97227 - YX15CTO	Driving:(No Driver Id...	480230	438208

The initiative



WMOW1 Calendar B

The outcomes

Performance



Performance



25% productivity
increase

Increased cutting
frequency

Feedback



Feedback



Reduction in
complaints



Increase in
compliments

Savings



Savings

A white piggy bank is positioned on a light-colored wooden surface. The piggy bank is slightly out of focus, with its head and front legs visible. The background is a warm, natural wood grain.

Vehicle reallocation

Service costs reduced -
£297,147

Reduced seasonals -
£66,000

Apportioned budgets

Savings continued...



Gang mowing contract -
£348,160

Invest back into the
service

Smarter procurement -
£75,000



Daily Usage Report

East Riding of Yorkshire Council

Selection : 97250 - YJ19DHE(355926091762994) **Vehicle Perspective**
From Date : 01/07/2019 00:00:00 **To Date :** 05/07/2019 23:59:59 ****Only trips for selected vehicles are included****

Vehicle ID	Date	First Start	Last Stop	Drive Time	Stop Time	Distance (mi)	Over Rev	Over Rev Duration	Max RPM	Over Speed	Over Speed Duration	Max Speed (mph)	Green Band	HB	XI	XI Duration
Cost Centre : 212H07 - Willerby: Rural																
97250 - YJ19DHE	Mon, 01/07/2019	06:29:35	14:27:32	07:01:39	00:56:18							11				
97250 - YJ19DHE	Tue, 02/07/2019	06:40:12	15:51:51	06:15:34	02:56:05							20				
97250 - YJ19DHE	Wed, 03/07/2019	06:36:48	15:41:41	06:17:31	02:47:22							35				
97250 - YJ19DHE	Thu, 04/07/2019	06:41:38	14:41:46	05:49:37	02:10:31							60				
97250 - YJ19DHE	Fri, 05/07/2019	06:33:33	14:52:34	05:29:38	02:49:23							40				
Vehicle Totals :				30:53:59	11:39:39			00:00:00			00:00:00	60	00:00:00			00:00:00
Grand Totals :				30:53:59	11:39:39			00:00:00	0		00:00:00	60	00:00:00			00:00:00

END OF REPORT

Additional Applications

The screenshot shows a GIS application interface. The main map area displays a detailed map of the Stamford Bridge region, including features like hedges, farms, and roads. A yellow line highlights a specific feature, and an 'Identify Results' panel is open on the right side of the map.

Identify Results

Feature	Value
▼ Hedges	
▼ SITE_NA...	MOOR LANE
> (Deri...	
> (Acti...	
PRI...	673.75960150
SITE...	MOOR LANE
TOWN...	FULL SUTTON
FEA...	HEDGE
Shap...	673.75960150300
Type	Single
TEAM	
NOTES	
LOT	LOT_6
Hedge	

At the bottom of the application, there is a status bar with the following information: Coordinate: 478373,456347; Scale: 1:23316; Magnifier: 100%; Rotation: 0.0°; Render; EPSG:27700.

Additional Applications

Tools Help

©2019 HERE

Lat: 53° 55' 55.8" N Long: 0° 46' 30.6" W

Replay Traps

Vehicle ID	Driver ID	Date	Status	Speed	Location	Delta O...	Total Replay O...	Longitude	Latitude	Heading
10067 - YY12...	David Bullamore	2019/10/23 07:48:03...	Sweeping Mode; (...	3/30	near 95 Market Street; Poc...	0.621	8.078	0° 46' 40.6"...	53° 55' 56.3...	
10067 - YY12...	David Bullamore	2019/10/23 07:48:33...	Sweeping Mode; (...	4	near Church Lane; Pocklin...	0.000	8.078	0° 46' 40.1"...	53° 55' 55.5...	
10067 - YY12...	David Bullamore	2019/10/23 07:49:03...	Sweeping Mode; (...	3/30	near 76 Market Street; Poc...	0.000	8.078	0° 46' 39.1"...	53° 55' 54.1...	
10067 - YY12...	David Bullamore	2019/10/23 07:49:33...	Sweeping Mode; (...	2	near Union Street (B1246); ...	0.000	8.078	0° 46' 39.5"...	53° 55' 52.6...	
10067 - YY12...	David Bullamore	2019/10/23 07:50:03...	Sweeping Mode; (...	3/30	near St Peter's Square (B12...	0.000	8.078	0° 46' 40.7"...	53° 55' 51.5...	
10067 - YY12...	David Bullamore	2019/10/23 07:50:33...	Sweeping Mode; (...	3/30	near Market Place (B1246); ...	0.000	8.078	0° 46' 41.9"...	53° 55' 50.3...	
10067 - YY12...	David Bullamore	2019/10/23 07:51:03...	Sweeping Mode; (...	2/30	near Market Place (B1246); ...	0.000	8.078	0° 46' 43.3"...	53° 55' 49.3...	

Show Tracks
 Connect Tracks
 Lock Tracks
 DMM Data

[Load new period](#) [Save as route](#) [Export](#) [Print](#)
[Zoom to tracks](#) [Display Route](#)

Time Navigation: [<](#) [>](#)
 Trip Navigation: [<](#) [>](#)

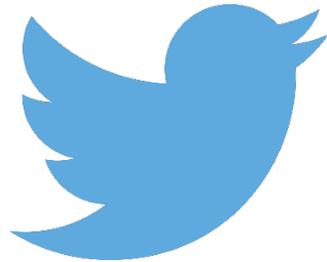
Time: 23/10/2019 04:22:42 23/10/2019 05:06:35 23/10/2019 05:50:28 23/10/2019 06:34:21 23/10/2019 07:18:13 23/10/2019 08:02:06 23/10/2019 08:45:59 23/10/2019 09:29:52 23/10/2019 10:13:44 23/10/2019 10:57:37 23/10/2019 11:41:30 23/10/2019 12:25:23 23/10/2019 13:09:16 23/10/2019 13:53:08
 Speed
 RPM
 Positions
 Trips

Connected

Questions



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What will sustainable waste collection look like in parks after declaring a climate emergency?



What will sustainable waste collection look like in parks after declaring a climate emergency?

- Optimised routes?
- Reduced frequency collections?
- Greater recycling?
- Electric vehicles?
- Multiple channels- DRS?

What sustainable waste collection often looks like after declaring a climate emergency...



What sustainable waste collection should look like after declaring a climate emergency:

- Effective collection of recyclables.
- Source segregation.
- Interactive code scanning.
- Reduced vehicle movements.

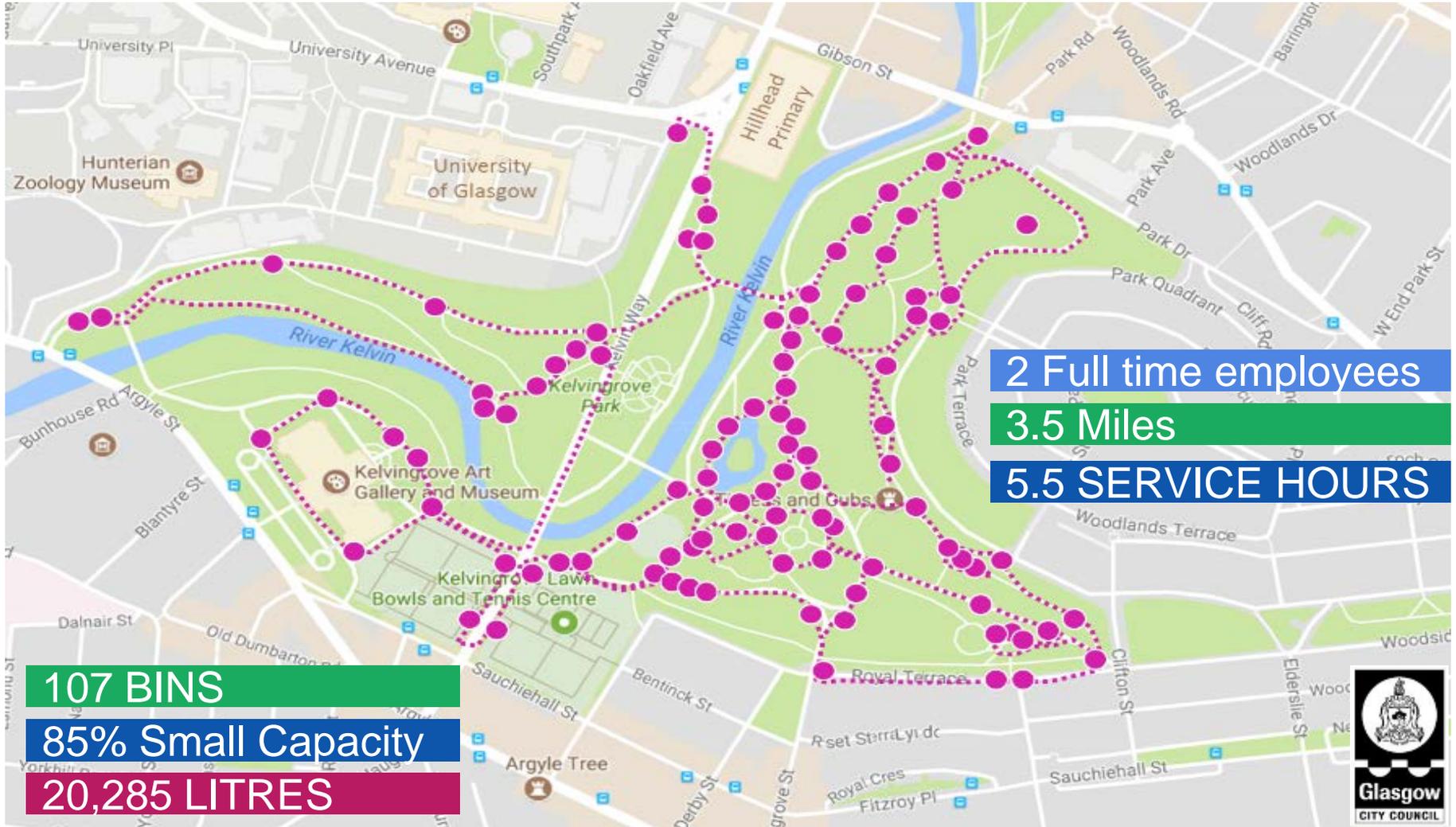
Type – (Crane Lift) (Semi Underground)



Silo-bin

Crain lift URS's being used in Princess Street Gardens, Edinburgh & Kelvingrove Park, Glasgow





2 Full time employees

3.5 Miles

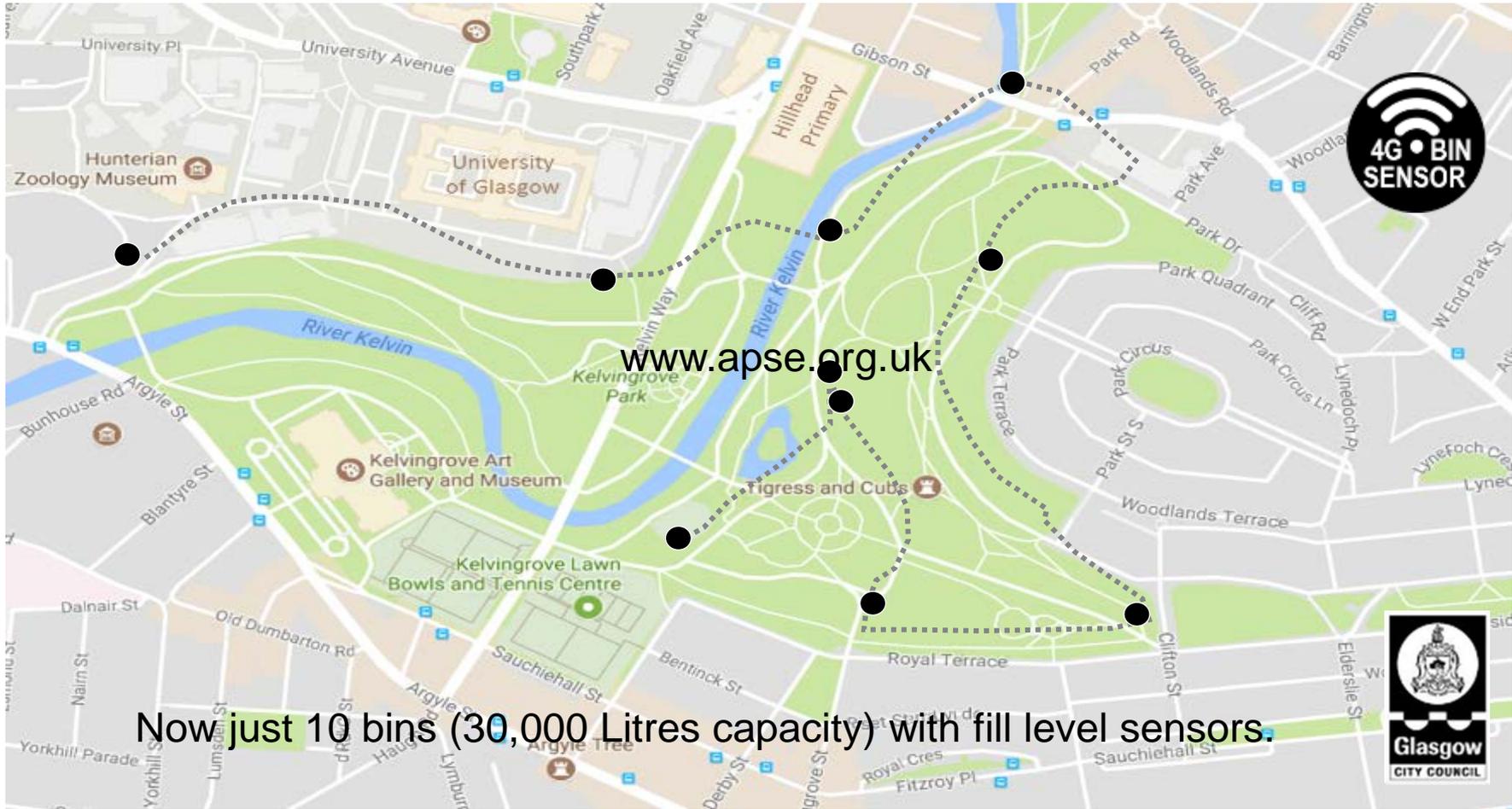
5.5 SERVICE HOURS

107 BINS

85% Small Capacity

20,285 LITRES





Now just 10 bins (30,000 Litres capacity) with fill level sensors.

**PRINCESS STREET GARDENS
EDINBURGH FROM 200 LITTER BINS
TO
16 SILO BINS**



Some emptying options



Emptying in Glasgow



Semi-underground options:



Temporary, events, mobile solution





Contenur

Hydraulic URUs being used at Edinburgh University

Type – (Crain Lift)



Sulo

Crain lift URSs being used on Poplar Harker Estate, L.B. Tower Hamlets



What sustainable waste collection could look like after declaring a climate emergency:

- Reduced carbon foot print; fewer vehicle movements, collection on demand. Saving 60 labour hours a week on previous example.
- Code scanning, electronic interaction with park users.
- Higher recycling rates / less contamination / less capacity issues.
- Separate collection / wider range of materials.
- Adaptable as materials / volumes change. (Deposit Return Scheme)
- Less litter dispersed into the environment.
- Less bags, no liners to go missing, bin locks / repairs.
- Commercial waste integration.

We can assist; not only with underground bins, but also...

Interim management

Hands-on marketing

Workforce strategy

Survey-based work

Commercial development

Diagnostic health check

Coaching and mentoring

Service improvement planning

Comprehensive service review

Bespoke process benchmarking



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Contact details

Ben Parsons, Senior Consultant

Email: bparsons@apse.org.uk

Association for Public Service Excellence

3rd floor, Trafford House, Chester Road,
Old Trafford, Manchester M32 0RS.

telephone: 0161 772 1810

web: www.apse.org.uk



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