

Land Audit Management System(LAMS)

Provides

- Inspection
- Quality based scoring system
- Scores easily understood
- Transparent
- Development
- Independent audits
- Benchmarking with other Authorities

Inspection

Provides inspection of horticultural areas on a random basis, to gauge the effectiveness and quality of the horticultural service.

The Surveyor is checking on the quality of the grounds work and if there is evidence of litter, dog fouling, graffiti, vandalism and overflowing litter bins on the areas being inspected. Inspection is carried out by the Environment Supervisors who survey areas outwith their own area of responsibility.

Areas for inspection are chosen at random, by the Performance and Development Team, who issue the Survey sheets (appendix A) and a map showing the area to be inspected (appendix B).

Quality based scoring system

Areas are scored according to the level of excellence achieved within given areas.

Areas that have an excellent standard are graded A

Areas that have an acceptable standard are graded B

Areas that have an unacceptable standard are graded C

Areas that have a poor standard are graded D

Each area is given a score dependant on which grade they have achieved.

A = 3 points

B = 2 points

C = 1 point

D = 0 points

At the end of each month, the quality index is calculated. This is done by calculating what the actual score is and dividing it by what the maximum score would be then multiplying by 100

For example:

If you inspected 90 sites, the maximum score would be 270

If 11 of those sites were graded A, you would get 33 points

If 70 of those sites were graded B, you would get a further 140 points

If 8 of those sites were graded C, you would get a further 8 points

If 1 of those sites was graded D, you would get no further points

Actual score is:

A = 33

B = 140

C = 8

D = 0

Total = 181

The quality index would be:

181 divided by 270 X 100 = 67

A score of 100 would show horticultural excellence, whilst a score of 0 would represent an area which is badly needing attention.

A quality index of 67 is the realistic target as this represents an average of B for each area inspected.

Transparent

The scoring system is easily understood and above all transparent. The areas are inspected by Supervisors with the areas being randomly chosen by Performance and Development and within areas other than the areas they are responsible for.

Development

The scoring system allows us to identify those areas that are consistently scoring low, which in turn allows us to redesign the service and work programmes to target those areas of greatest need.

Independent Audits

As mentioned above, the areas are identified by Performance and development and surveyed by a Supervisor from another area. This prevents the possibility of a Supervisor inspecting only the good areas within his own areas of responsibility to make his own area look good.

It is an independent and objective check on standards.

Benchmarking against other Authorities

The scoring allows us to gauge progress and comparison with other Authorities engaged in the LAMS process