

7. QUARTERLY SUMMARY OF GRAFFITI COMPLAINTS

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The purpose of this report is provide the Board with a breakdown of the “request for service” relating to graffiti received by the Council for the three months from January 2003 to March 2003.

The Board will recall requesting a quarterly report on complaints received through the Council's Customer Service Requests system for the two wards with particular reference to graffiti. Attached is a table which lists the numbers of requests for service received by Council either through the Call Centres, including the Service Centres, or the Graffiti Hot Line.

The table shows the graffiti calls received and logged broken down into various subcategories which have an incident and by ward. It can be assumed with relative certainty that the graffiti calls can be classified as contacts advising of an incident.

At this time it is not possible to differentiate between a first request for service and a repeat call without going into each individual record. Similarly the location of the request cannot be determined without checking each request. The difficulties in doing this can be evidenced by the column “None” in the table which generally means there was insufficient information in the location details. For example, the information given may have been that the incident was at the intersection of Marshland Road and Shirley Road.

It is possible to map the requests showing locations and trends. These are available from the Council's Geodata Services on request at a price, depending on detail and amount of information wanted.

The above issues are currently under review and are part of the fine tuning of the process.

Staff

Recommendation: That the information be received.

Chairperson's

Recommendation: That the staff recommendation be adopted.