

Question: Is graffiti removal that is reported on private property included in the performance measure NI 195?

Response from Street Cleansing Section Head, Veolia Environmental Services (UK) Ltd

As stated in the DEFRA guidance (which established how this performance measure should be collected and reported), each transect grading includes all graffiti visible from any part of the transect no matter how distant or on whose land or property it is on, e.g. inaccessible graffiti high up on a railway viaduct would still affect the grade given. Where the methodology sometimes results in several transects being surveyed in close proximity to one another, such as occurs within Main Retail and Commercial lands use, then a single item of graffiti can occasionally affect the grading of several nearby transects. For example, any graffiti present on the corner of High Street/Kings Rd, visible as grade C in the actual transect and Grade C and B- from two other nearby surveyed transects would together then affect the overall quarterly graffiti result by 1.1 % and, at a more detailed level, report as 10% of the Town Centre's Main Retail and Commercial transects being adversely affected during that period.

The same principle applies when grading for the presence of fly posters.

Link to relevant section of DEFRA's guidance: <http://cleanliness-indicator.defra.gov.uk/manual.aspx?section=10#1>