

Crawley Borough Council – Business Improvement District

Baseline Service Document – Graffiti Removal

Page 1 of 3

| | |
|---|-------------------------|
| Activity | Graffiti Removal |
| Head of Service (Document sign off) | Kate Wilson |
| Contact | Justin Roberts |
| Date | 05/09/2022 |
| Review | As required |
| Renewal Date | TBA |

Overview of Service

Five day per week reactive provision of graffiti removal services within Manor Royal (see performance measures) including:

- Graffiti removal
- Dealing with urgent cleansing problems i.e. spillages, vomit, blood, human and animal fouling.
- Removal of flyposting.

When priority reactive works are completed, the service moves to a proactive regime, including inspection.

Number of staff

There is currently one full time member of staff who provide a service across the whole of Crawley, and they are utilised proportionally within Manor Royal as required.

Vehicles and equipment

A purpose-built Transit sized vehicle is provided. This is used across the whole of Crawley utilised proportionally within The Manor Royal Business District as required. This is equipped with a generator powered jet wash system and fixed water tank.

The vehicle complies with COSHH regulations and is self-bunded to contain any potential chemical spillages.

Performance Measures

We aim to remove any racist or other hate related graffiti within one working day of it being either reported or observed.

This includes the removal of race and hate graffiti only from WSCC Highway owned property

The removal of offensive graffiti will always take priority. Neighbourhood Services will lead on enforcement action where this is deemed appropriate through liaison with the Police and the Councils enforcement teams as required.

Service requests, complaints and compliments are reported through the Council's Contact Centre or website '[tell us about a problem](#)' page. Our contact Centre is open Monday to Friday from 8.30am to 5pm on 01293 438000. Service requests are dealt with where possible within 10 working days.

Urgent matters occurring outside of these hours can be reported via the Council's out of hours service on 01293 438000.

Non-Compliance Procedure

Complaints are passed to the appropriate manager who will investigate and respond within 10 working days.

The Graffiti Removal staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care.

Existing Value of Contract Service

Whilst the service will prioritise works as per performance measures, the existing budget is allocated over the Town proportionately.

Budgetary Process

The level of service provided will be dependent upon the availability of funds through the Council's annual budgeting process including contributions from WSCC. Should there be any reduction in service levels, these will not be shared disproportionately or unfairly to the BID area.

Changes to the services are made in accordance with demand, survey results, development and changes in equipment.

Crawley Borough Council – Business Improvement District

Baseline Service Document – Graffiti Removal

Page 3 of 3

I, the undersigned agree that the contents above reflect the service which is provided to The Manor Royal Business District today. We are committed to providing a continuous service with similar service levels to the BID Area during the period of the BID (5 years). Any changes made to the service during the period of the BID will be in response to external influences and will be discussed with the BID Company.

Date 14/09/2022

Signed 

Name (Capital letters) DARREN STANDING

Date 20/9/2022

Signed 

Name (Capital letters) STEVE SAWYER
EXECUTIVE DIRECTOR
MANOR ROYAL BID
