

Volunteer Training Session

13 February 2020

A big thank you to those volunteers who attended the two-hour volunteer training sessions held at Linwood. The following provides a summary of what was covered.

If you would like any further information, please contact us. For those volunteers who attended, it would be helpful if you could provide us with feedback on how you thought the session went. As always this feedback and suggestions are really valued.

Please send to Belinda.barrett-walker@ccc.govt.nz or phone 9416655. Thanks.

Going forward with the following changes:

Previous reports were unable to provide us with sufficient information that accurately reflected just how much our volunteers were contributing.

We are now able to create a report that tells us how many graffiti incidents have been reported by our volunteers. From this, we are also able to calculate an approximate “time” that our volunteers are giving.

This means there is no longer a requirement for us to send out a monthly text request.

Tag Spotter Volunteers:

There will now be two categories of Tag Spotters –

- 1) Registered Tag Spotter Volunteers – these are volunteers who reside in Christchurch and will be required to report a minimum of 12 graffiti incidents per month. They will be provided with a vest and will be required to have an annual review with the Volunteer Coordinator.
- 2) Casual Tag Spotter Volunteers – these are volunteers who report less than 12 graffiti incidents per month and will only need to provide us with their name and email address. They will not be provided with a vest. Existing Tag Spotter volunteers who are sending in less than 12 graffiti reports per month will become casual volunteers.

Tag Remover Volunteers:

There will now be two categories of Tag Removers -

- 1) Existing Tag Removers - this role continues to stay the same. As previously requested, we ask that you provide us (on a monthly basis) with the location of any tags removed. This can be either emailed to graffitiprogramme@ccc.govt.nz or sent in by post. (Please contact us for some prepaid envelopes)
- 2) Directed Tag Removers – This role is in response to the many out of scope graffiti incidents that are unable to be completed by our contractors. Volunteers receive a brief message requesting their availability (within 5 days) to assist with the graffiti removal. Details of the graffiti incident are provided along with paint supplies and resources - preferably being uplifted from our office. The Graffiti Team will get permission and complete a health and safety assessment. As a member of the Graffiti Programme is not present during a directed clean up, volunteers are respectfully reminded to please wear their vest and provide us with an “after” photo so that we are able to generate a ticket to reflect your volunteer work. This can be sent to graffitiprogramme@ccc.govt.nz

Graffiti Art Mentors:

These volunteers are invited to share their artistic flair with schools and community groups as they complete mural projects around Christchurch. This is a casual role for when projects become available.

Graffiti Artists:

The Graffiti Programme hold a database of artists that they can call upon for projects with community, businesses and residents of Christchurch who request murals for their assets. A design project brief is provided, with artists being invited to tender for the mural. The asset owner is responsible for deciding who to allocate the project to. These projects are a mix of both community and commissioned murals throughout Christchurch.

Health and Safety:

All new volunteers will now receive a copy of our hazard sheet at their induction. This reinforces our priority to ensure your safety remains our number one concern. We ask that volunteers continue to provide us with feedback by identifying any additional risks and hazards together with outlining ways they can be minimised or eliminated. When we receive notification of any additional incident the hazard sheet will be updated accordingly and sent out annually to all volunteers.

Graffiti Trends and Hot Spot Areas:

We are now able to provide monthly graffiti statistics that identify hot spot areas. This includes the amount of graffiti removed; top 5 suburbs, the number of requests for service and the number of new murals. If you would like to receive a copy, please let us know.

[Stats for January are available now](#)

Graffiti and the New Zealand Police:

- Graffiti was described as a “feeder offence” for more serious offending
- Volunteers were described as being essential to contributing to building strong communities
- All offensive jobs received by CCC are sent weekly to Police

Snap Send Solve App:

This was an opportunity to address any Snap Send Solve (SSS) issues that volunteers were experiencing. It would appear that some SSS reports are not having the photos attached. If you are aware of this, we ask that you record in the additional information section on SSS, what the asset is that the graffiti is on. This ensures that the graffiti incident will be actioned. We have also been in contact with SSS who have advised us of the importance of completing weekly updates to the App.

Here are the links for Apple and Android updating applications:

<https://support.apple.com/en-us/HT202180>

<https://support.google.com/googleplay/answer/113412?hlen>

In and Out of Scope:



(Any property within arms-length of the legal road)



(On any Council property under 2.5m)

Penny gave an overview as to what was classified as “in” (as shown above) and “out” of scope.

In Scope

Graffiti that is:

- Offensive
- On footpaths
- On roads
- Traffic Signal cabinets
- On lamp posts (steel and concrete only)
- On boundary fences of
 - Schools
 - Parks
 - Property frontages and
 - Walkways
- On frontages of small business properties
- On the road underpass
- On Council facilities
 - Exterior only
 - Under 2.8m
- On properties sharing a boundary with council facilities
- On council owned public toilets
- On council backflow preventers/irrigation cabinets - roadside & parks
- Council Bus Shelters & Seats

Outside of Scope:

- Utility boxes
- Post Boxes
- Power Poles (wooden)
- Transit/ NZTA assets
- Bus shelters (Oooh Media)
- Private Lanes or property within private lanes.
- Vehicles
- Shop windows
- Graffiti on a second floor or higher
- Trees on private property
- Advertising posters
- Storage Containers outside property
- Inside property boundaries
- Murals
- Disposal tanks and portaloos
- Large corporate entities, (incl, Franchises (i.e. Subway, KFC, McDonalds, Burger King etc.), chain stores

When graffiti is out of scope & not owned by CCC or an external contractor the graffiti team will contact the asset owner with advice and/or solutions:

- Graffiti wipes at no expense
- A limited selection of different coloured paint at no cost to enable property owners to manage their own properties.
- A social enterprise to remove the graffiti at their expense
- If the site is suitable for a mural (a great deterrent for graffiti vandalism) we can work with them to find an artist & provide some materials
- The help of a community group/volunteer to paint over the graffiti, at no cost – dependant on available

Questions asked by Volunteers at the Session:

Q: What is meant by contractor?

A: *The Christchurch City Council's graffiti removal contractor is City Care.*

Q: Who is responsible for removing graffiti from bus shelters?

A: *Given there is more than one contractor for bus shelters, the Contact Centre staff will direct the request to the appropriate one.*

Q: Can volunteers be provided with an information sheet clarifying what is "in" and "out" of scope?

A: *Yes, please contact us.*

Q: Should we be reporting things like a slippery footpath?

A: *Yes. Any hazard(s), health and safety issue(s), accident(s) and near misses can be reported via Snap Send Solve or calling the Contact Centre on 9418999. These incidents are given priority when processed. If the incident relates directly to your volunteering please contact us.*

Graffiti Programme Artist – Jeremy Sauzier

Jeremy is an artist & shadow catcher. He has been making a living as an artist for 15 years. He takes the shadow of real people and brings them to life in his art.

Jeremy has worked on several projects around ChCh, and with the Graffiti Team. His most recent work is “Our Bright Town”

Jeremy is a local New Brighton artist who has a close connection with the community. This artwork is more than just a mural as it will include up to 100 shadows of locals.



With a palette of sunrise/sunset colours. The mural reflects the landscape and people of the area providing a sense of familiarity and connection for our local community and an artistic insight of our community to visitors.

A **New Brighton Project** initiative was supported by the Graffiti Programme to promote "Creating Community Together". The New Brighton Project see the mural as a snapshot of our wonderful and diverse community.



Parklands Chorus Cabinet – Graffiti Programme Project

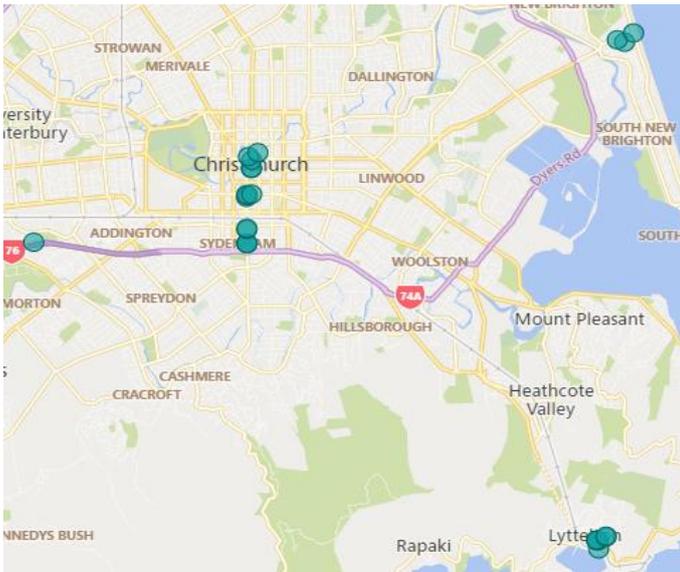


Riccarton Neighbourhood Police Project

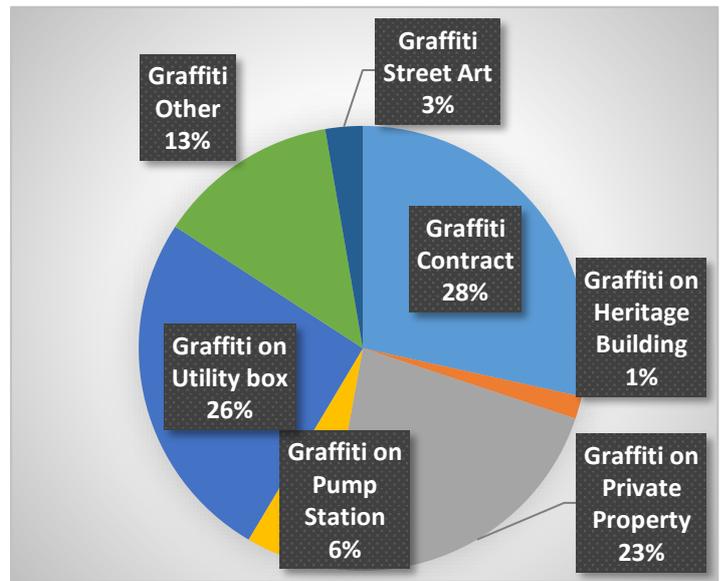
Graffiti Projects and the Street Art Landscape:

- Ranked by lonely planet as a Street Art Capital
- Christchurch has produced some stunning artists including Dcypher, Jacob Yikes, Wongi "Freak" Wilson, and Ikarus.
- **Watch this space** is a comprehensive guide to Christchurch street art & guided tours
- **Paint n' Pen** - The Commuting Book Celebrating Christchurch's rich street art scene by penning a poem, a song or a short story inspired by it.
- **Plain Sight** is an AR (augmented reality) app from Evans Taylor Digital that allows you to experience your favourite street artworks in a whole new way.
- **Fiksate** Studio & Gallery is New Zealand's only street art and urban contemporary gallery, and is focused on supporting and showcasing urban art.

Reports of graffiti on Street Art in ChCh are very low.



2019 Reports of graffiti on Street Art



Graffiti Landscape

Recently we received the photo below. Coincidentally this site was in the process of having a mural completed. Read the article [Mural brings splash of colour to central city](#) to find out the story behind the completed mural.



(Before)



Impact and Benefits of Volunteering

The following messages were reinforced in that volunteers contribute to a bigger picture by:

- Deterring further acts of graffiti by either reporting or removing graffiti
- Being able to be directed to target and monitor hot spot areas. Having graffiti-free and muralled areas contributes to the reduction in the incidence of associated crime and improves perceptions of community safety which benefits both residents and visitors to our city
- Reducing graffiti incidents contributes to reducing the cost of graffiti vandalism removal to the ratepayer

Volunteers have contributed to the success of the Graffiti Programme, which has a major impact on keeping “Christchurch beautiful”.