

Equality Analysis (EA)

Financial Year
2018/19

Section 1 – General Information (Aims and Objectives)

Name of the proposal including aims, objectives and purpose

(Please note – for the purpose of this doc, 'proposal' refers to a policy, function, strategy or project)

Tower Hamlets Graffiti and Street Art Policy

**See Appendix
A**

Current decision
rating



Conclusion - To be completed at the end of the Equality Analysis process

(the exec summary will provide an update on the findings of the EA and what outcome there has been as a result. For example, based on the findings of the EA, the proposal was rejected as the impact on a particular group was unreasonable and did not give due regard. Or, based on the EA, the proposal was amended and alternative steps taken)

Name:

(signed off by)

Date signed off:

(approved)

Service area:

Public Realm

Team name:

Operational Services

Service manager:

Richard Williams, Business Manager Operational Services

Name and role of the officer completing the EA:

Keiko Okawa, Senior Strategy and Policy Manager, Governance

Section 2 – Evidence (Consideration of Data and Information)

What initial evidence do we have which may help us think about the impacts or likely impacts on service users or staff?

- Population data (Census 2011 and GLA population data)
- Tower Hamlets Annual Residents Survey 2018
- Tranche Survey: 2017-18 Tranche 1 and 2 and 2018-19 Tranche 1 (Appendix A)
- Graffiti removal service requests captured by Siebel (Appendix B)
- FPN issued for graffiti – One FPN was issued for graffiti/flyposting in the last two years

Section 3 – Assessing the Impacts on the 9 Groups

Please refer to the guidance notes below and evidence how you're proposal impact upon the nine Protected Characteristics in the table on page 3?

For the nine protected characteristics detailed in the table below please consider:-

- **What is the equality profile of service users or beneficiaries that will or are likely to be affected?**

Use the Council's approved diversity monitoring categories and provide data by target group of users or beneficiaries to determine whether the service user profile reflects the local population or relevant target group or if there is over or under representation of these groups

- **What qualitative or quantitative data do we have?**

List all examples of quantitative and qualitative data available
(include information where appropriate from other directorates, Census 2001 etc)

- *Data trends – how does current practice ensure equality*

- **Equalities profile of staff?**

Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to Reflect the Community. Identify staff responsible for delivering the service including where they are not directly employed by the council.

- **Barriers?**

What are the potential or known barriers to participation for the different equality target groups? Eg- communication, access, locality etc.

- **Recent consultation exercises carried out?**

Detail consultation with relevant interest groups, other public bodies, voluntary organisations, community groups, trade unions, focus groups and other groups, surveys and questionnaires undertaken etc. Focus in particular on the findings of views expressed by the equality target groups. Such consultation exercises should be appropriate and proportionate and may range from assembling focus groups to a one to one meeting.

- **Additional factors which may influence disproportionate or adverse impact?**

Management Arrangements - How is the Service managed, are there any management arrangements which may have a disproportionate impact on the equality target groups

- **The Process of Service Delivery?**

In particular look at the arrangements for the service being provided including opening times, custom and practice, awareness of the service to local people, communication

Please also consider how the proposal will impact upon the 3 One Tower Hamlets objectives:-

- Reduce inequalities
- Ensure strong community cohesion
- Strengthen community leadership.

Please Note -

Reports/stats/data can be added as Appendix

Target Groups	Impact – Positive or Adverse What impact will the proposal have on specific groups of service users or staff?	Reason(s) <ul style="list-style-type: none"> • Please add a narrative to justify your claims around impacts and, • Please describe the analysis and interpretation of evidence to support your conclusion as this will inform decision making Please also how the proposal will promote the three One Tower Hamlets objectives? <ul style="list-style-type: none"> -Reducing inequalities -Ensuring strong community cohesion -Strengthening community leadership
Race	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough, as a graffiti free environment will help people feel safe.</p> <p>We have access to population data by ethnicity by ward. However, to fully evaluate the impact of removing graffiti on people by race will require a thorough study and analysis. Also, we need a framework for businesses’ equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Disability	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p>

		<p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough, as a graffiti free environment will help people feel safe. We do not have a framework for businesses’ equalities analysis.</p> <p>We have some information on people with disabilities. However, to fully evaluate the impact of removing graffiti on people with disabilities, a thorough study and analysis will be required. Also, we need a framework for businesses’ equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Gender	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough as a graffiti free environment will help people feel safe.</p> <p>We have access to population data by gender by ward. However, to fully evaluate the impact of removing graffiti on people by gender will require a thorough study and analysis. Also, we need a framework for</p>

		<p>businesses' equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Gender Reassignment	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people's fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that 'industry and warehouses' and small 'retail and commercial' property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people who had gender reassignment as a graffiti free environment will help people feel safe. We do not have a framework for businesses' equalities analysis.</p> <p>To fully evaluate the impact of removing graffiti on people by gender reassignment will require a thorough study and analysis. Also, we need a framework for businesses' equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Sexual Orientation	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people's fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the</p>

		<p>borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people in this group as a graffiti free environment will help people feel safe. We do not have a framework for businesses’ equalities analysis.</p> <p>To fully evaluate the impact of removing graffiti on people by sexual orientation will require a thorough study and analysis. Also, we need a framework for businesses’ equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Religion or Belief	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people in this group as a graffiti free environment will help people feel safe. We do not have a framework for businesses’ equalities analysis.</p> <p>To fully evaluate the impact of removing graffiti on people by religion and belief will require a thorough study and analysis. Also, we need a framework for businesses’ equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Age	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which</p>

		<p>can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough as a graffiti free environment will help people feel safe.</p> <p>We have access to population data by age by ward. However, to fully evaluate the impact of removing graffiti on people by gender will require a thorough study and analysis. Also, we need a framework for businesses’ equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
<p>Marriage and Civil Partnerships.</p>	<p>Positive</p>	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people’s fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that ‘industry and warehouses’ and small ‘retail and commercial’ property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people in this group as a graffiti free environment will help people feel safe. We do not have a framework for businesses’ equalities analysis.</p> <p>To fully evaluate the impact of removing graffiti on people by marriage and civil partnerships will require a</p>

		<p>thorough study and analysis. Also, we need a framework for businesses' equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Pregnancy and Maternity	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people's fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that 'industry and warehouses' and small 'retail and commercial' property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people in this group as a graffiti free environment will help people feel safe. We do not have a framework for businesses' equalities analysis.</p> <p>To fully evaluate the impact of removing graffiti on people by pregnancy and maternity will require a thorough study and analysis. Also, we need a framework for businesses' equalities analysis, to analyse equality impact on businesses.</p> <p>Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.</p>
Other Socio-economic Carers	Positive	<p>This policy is to reduce illegal, antisocial and offensive graffiti from the borough and protect street art, which can positively contribute to the appearance of an area, attract visitors and is good for business.</p> <p>It is said that graffiti, creating a negative perception of an area, contributes to people's fear of crime and increase worries about anti-social behaviour. The 2018 Annual Residents Survey shows that crime was the most pressing concern for the residents, which had 10 points increase from the previous year.</p> <p>The analysis shows that the Spitalfields and Banglatown ward is one of graffiti hotspots in the borough. It</p>

also appears that the scale of the issue has increased and areas blighted by graffiti have spread across the borough. The analysis also shows that 'industry and warehouses' and small 'retail and commercial' property are likely to be targeted by graffiti. Removing and reducing graffiti and protecting street art will give a positive impact on not only the residents near the hotspots but businesses, visitors, those who work and study in the borough including people in different socio economic status and carers as a graffiti free environment will help people feel safe. We do not have a framework for businesses' equalities analysis.

To fully evaluate the impact of removing graffiti on people in different socio economic status and carers will require a thorough study and analysis. Also, we need a framework for businesses' equalities analysis, to analyse equality impact on businesses.

Linked to this policy, it is expected that resources for graffiti enforcement will be increased. In the last two years, only one FPN was issued for graffiti and fly-posting and we do not have equalities data on people who left graffiti. We do not know who will be affected disproportionately by strengthened enforcement.

Section 4 – Mitigating Impacts and Alternative Options

From the analysis and interpretation of evidence in section 2 and 3 - Is there any evidence or view that suggests that different equality or other protected groups (inc' staff) could be adversely and/or disproportionately impacted by the proposal?

Yes? No?

If yes, please detail below how evidence influenced and formed the proposal? For example, why parts of the proposal were added / removed?

(Please note – a key part of the EA process is to show that we have made reasonable and informed attempts to mitigate any negative impacts. An EA is a service improvement tool and as such you may wish to consider a number of alternative options or mitigation in terms of the proposal.)

Where you believe the proposal discriminates but not unlawfully, you must set out below your objective justification for continuing with the proposal, without mitigating action.

Section 5 – Quality Assurance and Monitoring

Have monitoring systems been put in place to check the implementation of the proposal and recommendations?

Yes? No?

How will the monitoring systems further assess the impact on the equality target groups?

People's concern and the anti social behaviour including graffiti will continue being monitored by the annual residents' survey. Service requests for graffiti removal will also continue being monitored.

Does the policy/function comply with equalities legislation?
(Please consider the [OTH objectives](#) and [Public Sector Equality Duty](#) criteria)

Yes? No?

If there are gaps in information or areas for further improvement, please list them below:

How will the results of this Equality Analysis feed into the performance planning process?

Section 6 - Action Plan

*As a result of these conclusions and recommendations what actions (if any) **will** be included in your business planning and wider review processes (team plan)? Please consider any gaps or areas needing further attention in the table below the example.*

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress
Example				
1. Better collection of feedback, consultation and data sources	1. Create and use feedback forms. Consult other providers and experts	1. Forms ready for January 2010 Start consultations Jan 2010	1.NR & PB	
2. Non-discriminatory behaviour	2. Regular awareness at staff meetings. Train staff in specialist courses	2. Raise awareness at one staff meeting a month. At least 2 specialist courses to be run per year for staff.	2. NR	

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress
Monitoring complaints	Continue monitoring complaints, service requests and the annual residents survey results	Ongoing	Richard Williams	

Appendix A:

Tranche survey results: 2017-18 Tranche 1, Tranche 2 and 2018-19 Tranche 1

A Tranche survey is carried out by an external consultant 6 monthly to gauge cleanliness of the borough. The tables below show wards where graffiti was reviewed. The right column shows rates of transects whose cleanliness in terms of graffiti failed to meet the standard:

By ward

2018/19 Tranche 1

Wards	Number of transects	% of transects	% Graffiti Failure
St Katherines & Wapping	59	11.90%	1.69%
Mile End and Globe Town	58	11.70%	0.00%
Bow West	55	11.10%	0.00%
Whitechapel	63	12.70%	9.52%
Bethnal Green North	61	12.30%	3.23%
Spitalfields and Banglatown	63	12.70%	30.16%
Mile End East	57	11.50%	12.28%
St Dunstan's And Stepney Green	63	12.70%	4.84%
Other	17	3.10%	0.00%
Total	496	100%	-

2017/18 Tranche 2

Wards	Number of transects	% of transects	% Graffiti Failure
Millwall	56	10.10%	0%
Mile End & Globe Town	60	10.80%	4.90%
Bow East	62	11.20%	12.90%
Bethnal Green South	61	11.00%	1.60%
Weavers	63	11.40%	23.80%
Shadwell	63	11.40%	6.30%
Mile End East	57	10.30%	3.50%
Bromley by Bow	63	11.40%	4.80%
East India & Lansbury	63	11.40%	6.30%
Other	7	1.30%	14.30%
Total	555	100%	-

2017/18 Tranche 1

Wards	Number of transects	% of transects	% Graffiti Failure
St Katherines & Wapping	54	11.00%	1.90%
Blackwall & Cubitt Town	61	12.40%	4.90%
Bow West	51	10.40%	0%
Whitechapel	63	12.90%	1.90%
Bethnal Green North	63	12.90%	0%
Spitalfields & Banglatown	63	12.90%	25.40%
Limehouse	66	13.50%	3.30%
St Dunstans & Stepney Green	60	12.20%	3.30%
Other Wards	9	1.80%	33.30%
Total	490	100%	-

Over 5% of transects surveyed in the following wards failed to meet the set standards:

- 2018/19 T1: Spitalfields and Banglatown, Mile End East, Whitechapel
- 2017/18 T2: Weavers, Bow East, Shadwell, East India & Lansbury
- 2017/18 T1: Spitalfields and Banglatown.

Spitalfields and Banglatown had high graffiti failure rates in the tranche surveys 2017/18 T1 (25.4%) and 2018-19 T1 (30.16%). This ward is believed to be one of key graffiti hotspots in the borough, which is supported by not only the surveys but the observation of the council officers.

As different wards were reviewed by the three surveys, it is difficult to identify other continuing graffiti hotspots in the borough from the results above. However, the surveys show that some of the other wards across the borough had a certain level graffiti as above. Although the wards reviewed in 2017/8 T1 and 2018/19 T1 have some differences, there is an upward trend of graffiti failure in general (e.g. Spitalfields and Banglatown 25.4% to 30.16% Whitechapel 1.9% to 9.52%; St Dunstons & Stepney Green 3.3% to 4.84%). That may suggest that the borough has become prone to graffiti in addition to known hotspots in Spitalfields and Banglatown and others.

By Land use

2018/19 Tranche 1

Land Use	Number of transects	% of transects	% Graffiti Failure
High Obstruction Housing	55	11.10%	0%
Industry and Warehouse	56	11.30%	16.90%
Low Obstruction Housing	55	11.10%	4%
Main Retail/Commercial	51	10.30%	0%
Main Roads	56	11.30%	2%
Medium Obstruction Housing	55	11.10%	8.50%
Other Highways	55	11.10%	5%
Other Retail/Commercial	57	11.50%	10.30%
Recreational	56	11.30%	0%
Total	496	100%	-

2017/18 Tranche 2

Land Use	Number of transects	% of transects	% Graffiti Failure
High Obstruction Housing	63	11.40%	0%
Industry and Warehouse	62	11.20%	18.70%
Low Obstruction Housing	62	11.20%	0%
Main Retail/Commercial	60	10.80%	6.70%
Main Roads	62	11.20%	5.60%
Medium Obstruction Housing	59	10.60%	3.70%
Other Highways	62	11.20%	6.60%
Other Retail/Commercial	62	11.20%	4.60%
Recreational	63	11.40%	0%
Total	555	100%	-

2017/18 Tranche 1

Land Use	Number of transects	% of transects	% Graffiti Failure
High Obstruction Housing	56	11.40%	1%
Industry and Warehouse	56	11.40%	14.70%
Low Obstruction Housing	56	11.40%	2.80%
Main Retail/Commercial	52	10.60%	1%
Main Roads	54	11.00%	4.90%
Medium Obstruction Housing	55	11.20%	4.80%
Other Highways	55	11.20%	2%
Other Retail/Commercial	50	10.20%	9%
Recreational	56	11.40%	1%
Total	490	100%	-

The survey results show that Industry and Warehousing consistently had high graffiti failure. Other Retail/Commercial followed Industry and Warehousing in the 2017/18 Tranche 1 and 2018/19 Tranche 1 surveys.

Appendix B: Graffiti removal service requests capture by Siebel

The tables below show the number of graffiti removal service requests to the council in 2018-19 (up to Jan 2019) and 2017-18. The wards with 15 or above requests are highlighted. The number of requests increased in 2018/19 compared to the previous year. The increase of the service requests may correspond with the 2018 Annual Residents Survey results. Concern about vandalism, graffiti and criminal damage had been on a broadly downward trend in recent years, but concern levels increased by 6 points compared to the previous year (35% to 41%).

The service request data do not necessarily reflect the scale of graffiti issues. Where graffiti is cleaned successfully and swiftly, residents do not have to make a service request.

Graffiti SR by Wards 2018-19

Ward	Reported
Bethnal Green	17
Blackwall and Cubitt Town	2
Bow East	10
Bow West	9
Bromley North	11
Bromley South	1
Canary Wharf	3
Island Gardens	3
Limehouse	3
Lansbury	8
Mile End	5
Poplar	4
Shadwell	10
Spitalfields and Banglatown	35
St Dunstan's	12
St Katharine's and Wapping	4
St Peter's	15
Stepney Green	1
Weavers	20
Whitechapel	11
Unknown	7
Grand Total	191

Graffiti SR by Wards 2017-18

Ward	Reported
Bethnal Green	14
Blackwall and Cubitt Town	2
Bow East	4
Bow West	8
Bromley North	12
Canary Wharf	6
Island Gardens	1
Limehouse	4
Mile End	10
Poplar	1

Shadwell	18
Spitalfields and Banglatown	13
St Dunstan's	5
St Katharine's and Wapping	8
St Peter's	33
Stepney Green	3
Weavers	23
Whitechapel	11
Grand Total	176