

## Appendix One

### Current Levels of Digital Activity in Ealing

This report provides an overview of current levels of digital activity with the London Borough of Ealing, drawing on a range of sources to gain insight into current usage, availability and skills, and to identify ways in which digital is being imbedded in the borough. It considers the work of other boroughs and draws regional and national comparisons where appropriate.

#### Broadband Speed

Data from Cable suggests that broadband speeds vary across the borough, with Southall experiencing the slowest average download speed (12Mbps); the only area in the borough to fall below the national average (19Mbps). Ealing Broadway and Ealing Common have the fastest average download speeds (28Mbps); 4Mbps higher than the overall borough average of 24Mbps. The areas where the fastest download speeds are experienced are Acton, East Acton and West Acton (172Mbps). Upload speeds in the borough range from 3Mbps to 5Mbps, with all areas in line with or faster than the national average (3Mbps).

Table 1: Broadband Speeds in Ealing

Area	Average download speed (Mbps)	Average upload speed (Mbps)	Fastest download speed (Mbps)
Acton	20	4	172
Bedford Park	25	4	103
Ealing Broadway & Ealing Common	28	4	119
East Acton	22	4	172
Greenford	19	4	92
Hanwell	19	4	91
Northolt	17	3	85
Southall	12	3	154
West Acton	23	5	172
West Ealing	20	3	97
<b>Ealing (borough average)</b>	<b>24</b>	<b>4</b>	<b>172</b>
<b>UK</b>	<b>19</b>	<b>3</b>	<b>Not available</b>

Data from Broadband Delivery UK (BDUK), the team responsible for managing the Government's broadband funding, provides broadband speeds by constituency area. It shows that superfast broadband availability in Ealing constituencies (ranging from 92.5% to 96.4%) is greater than the national average (83.7%) and is in line with the rest of London (94%); a pattern mirrored in the average download speeds.

Table 2: Broadband Speeds by Constituencies and Area Averages

Constituency	Superfast broadband availability	Ultrafast Broadband availability	Average Download Speed Mbps	% of connections < 2 Mbps	% of connections < 10 Mbps	% of connections > 30 Mbps
Ealing Central & Acton	93.1%	1.1%	35.2	1%	23%	44%
Ealing North	96.4%	3.1%	32.3	3%	33%	44%
Ealing Southall	92.5%	0.3%	25.5	3%	43%	32%
<b>Ealing average</b>	<b>94.0%</b>	<b>1.5%</b>	<b>31.0</b>	<b>3%</b>	<b>33%</b>	<b>40%</b>
<b>London average</b>	<b>94.0%</b>	<b>1.5%</b>	<b>31.0</b>	<b>3%</b>	<b>33%</b>	<b>40%</b>
<b>UK average</b>	<b>83.7%</b>	<b>2.3%</b>	<b>29.4</b>	<b>4%</b>	<b>36%</b>	<b>35%</b>

\* This data is included in a report published by the House of Commons Library<sup>1</sup> that also includes a map of low speed areas by region. Please see Appendix A for the London regional map.

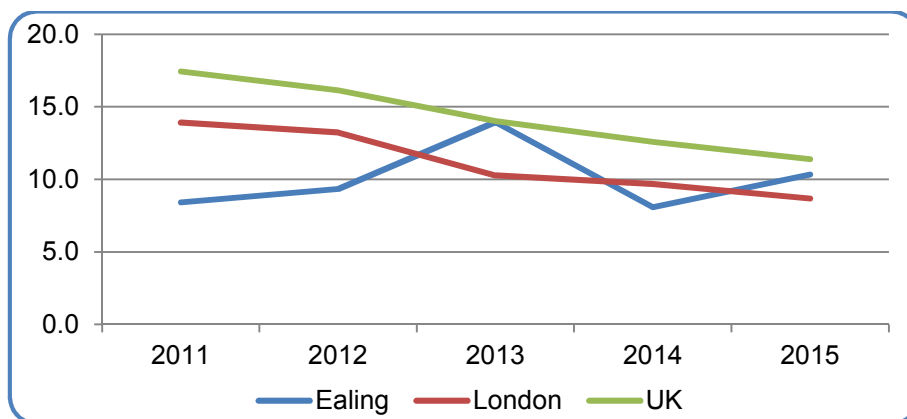
## Internet Usage

At a national level, the latest ONS figures show that over 5.9million people don't have the knowledge, tools or will to go online. Of these, it is estimated over four million are living in social housing and a proportion are disabled or do not have English as a first language.

A report the Tinder Foundation, '[Improving Digital Health Skills in Communities](#)' proposes there is significant crossover between those groups who are digitally excluded and those at risk of poor health. People experiencing digital exclusion tend to be older, poorer, and more likely to be disabled than the rest of the population. In other words, health inequalities and digital inequalities overlap, and those who are digitally excluded tend to be those who rely most on the NHS.

Data on internet usage from the Office for National Statistics (ONS) shows a fluctuating amount of Ealing residents aged 16+ who have never used the internet, whereas the London and UK percentages have steadily declined in recent years.

**Figure 1: Percentage of Residents who have Never Used the Internet (Jan – Mar 2015)**



At both London and UK level, ONS data provides an insight into the demographic makeup of people aged 16+ who have never used the internet.

**Table 3: Age, Sex & Disability by Percentage of People who have Never Used the Internet (National data; Jan – Mar 2015)**

	London	UK
<b>All adults</b>	8.7%	11.4%
<b>Age group (years)</b>		
<b>16-24</b>	0.7%	0.4%
<b>25-34</b>	0.5%	0.8%
<b>35-44</b>	1.8%	1.7%
<b>45-54</b>	5.3%	4.4%
<b>55-64</b>	12.2%	10.3%
<b>65-74</b>	22.7%	24.2%
<b>75+</b>	63.5%	60.6%
<b>Sex</b>		
<b>Men</b>	6.5%	9.7%
<b>Women</b>	10.8%	12.9%

<sup>1</sup> Hirst, D, (2016), Fixed Broadband: Policy & Speeds; (<http://researchbriefings.files.parliament.uk/documents/SN06643/SN06643.pdf>, accessed April 2016)

Disability <sup>2</sup>		
Disabled	25.4%	27.4%
Not Disabled	4.2%	6.6%

For example: 8.7% of all adults aged 16+ in London have never used the internet; and 27.4% of disabled people in the UK have never used the internet.

ONS data on internet users at both national and regional levels can also be broken down by ethnic group.

**Table 4: Ethnic Groups by Percentage of People who have Never Used the Internet  
(National data; Jan – Mar 2015)**

Ethnicity	London	UK
White	8.4%	11.7%
Mixed/multiple ethnic background	3.4%	2.2%
Indian	10.5%	10.4%
Pakistani	7.4%	11.8%
Bangladeshi	9.7%	14.1%
Chinese	11.4%	5.9%
Other Asian background	7.4%	7.1%
Black/African/Caribbean/Black British	10.8%	9.6%
Other ethnic group	8.9%	6.9%
<i>BAME</i>	9.3%	8.8%

8.4% of white 16+ year olds in London have never used the internet, compared with 9.3% of BAME 16+ year olds. This is the reverse of the UK overall, where 11.7% of white 16+ year olds have never accessed the internet, compared with 8.8% of BAME 16+ year olds.

## Digital Exclusion

Research carried out by GO ON UK into UK digital exclusion levels, suggests that the ‘likelihood of overall exclusion’ in Ealing is low. It reports that 5.4% of households in the borough do not receive broadband speeds of at least 2 megabits per second; the same across all boroughs in the West London Alliance (WLA). Similarly, the percentage of adults who have never been online is 10.5% in all WLA boroughs except Hammersmith and Fulham (8.8%).

Ealing’s performance (79%), in terms of adults in the borough who have all five ‘Basic Digital Skills’ (managing information; communicating; transacting; creating; and problem solving) is in line with other WLA boroughs (78%-81%) with only Hammersmith and Fulham experiencing a noticeably higher level of performance (85%). The national level is 77% for this measure, suggesting that Ealing and west London as a whole are performing well against other local authority areas.

There is a similar pattern with the percentage of adults who have used all five Basic Digital Skills in the last three months, with Ealing scoring 31% and the rest of the WLA (excluding Hammersmith and Fulham with 46%) ranging from 29%-35%. However, there is no national data available for this measure.

<sup>2</sup> The UK data breaks down internet users by ‘Equality Act disabled’ (who self-assess that they have a disability in line with the Equality Act definition of disability) and those who are ‘Not Equality Act disabled’. The London level data splits residents by ‘DDA Disabled’, ‘Work limiting disabled only’ and ‘Not disabled’.

The research also considers a range of social measures that might contribute to higher levels of digital exclusion. This includes: the percentage of adults aged 65+, where Ealing is below the WLA average (11.6% compared with 12.2%); adults in the borough who have no qualifications and/or no Level 1 qualifications, where Ealing is also below average (26.4% compared with 27.3%); the average income per taxpayer in the borough, where Ealing is below the WLA average (£22,700 compared with £23,757); and adults in the borough who have a long-term illness or disability, where Ealing is marginally above average (14.1% compared with 14.0%).

It is anticipated that this digital exclusion data will be uploaded to LG Inform shortly, enabling a national-level average to be calculated and allowing comparisons to be made against it.<sup>3</sup>

## Internet User Classification 2014 (IUC)<sup>4</sup>

Under IUC methodology, 39.3% of Ealing LSOAs are categorised as falling in the ‘young and mobile’ group; where the prevailing type of internet user has an interest in the internet for entertainment and information above the national average and lower than average tendencies to purchase online.<sup>5</sup> This is closely followed by ‘next generation users’ group (35.2% of Ealing LSOAs), “characterised by high levels of engagement across all applications of the internet”, with general interest in the Internet that is above the national average and the second most heavily engaged group within the IUC.<sup>6</sup> The data for Ealing is summarised in the following table.

**Table 5: Percentage of Ealing LSOAs in IUC Groups (2014)**

Ward	E-rural & Fringe Supergroup		E-professionals & Students Supergroup		Typical Trends Supergroup		Ward totals
	E-fringe	Low Density but High Connectivity	Totally Connected	Next Generation Users	Uncommitted and Casual Users	Young and Mobile	
Acton Central	-	-	44.44%	44.44%	-	11.11%	100.00%
Cleveland	-	22.22%	11.11%	44.44%	11.11%	11.11%	100.00%
Dormers Wells	-	-	-	-	-	100.00%	100.00%
Ealing Broadway	-	-	37.50%	62.50%	-	-	100.00%
Ealing Common	-	-	55.56%	33.33%	-	11.11%	100.00%
East Acton	-	-	20.00%	70.00%	-	10.00%	100.00%
Elthorne	-	12.50%	-	87.50%	-	-	100.00%
Greenford Broadway	-	-	10.00%	-	10.00%	80.00%	100.00%
Greenford Green	-	12.50%	-	37.50%	-	50.00%	100.00%
Hanger Hill	-	11.11%	11.11%	77.78%	-	-	100.00%
Hobayne	-	11.11%	-	55.56%	11.11%	22.22%	100.00%
Lady Margaret	-	-	-	-	12.50%	87.50%	100.00%
North Greenford	-	12.50%	-	62.50%	-	25.00%	100.00%

<sup>3</sup> LG Inform is the LGA's online benchmarking data service: <http://lginform.local.gov.uk/>

<sup>4</sup> Research carried out by the University of Liverpool; based on a large range of measures, to provide a profile of the majority of internet users in that area. It includes 4 supergroups: 1)E-unengaged; 2)E-professionals &Students; 3)Typical Trends; 4)E-rural & Fringe; and 11 supergroups: 1a)Too old to engage; 1b) E-marginals: Not a Necessity; 1c) E-marginals: Opt Out; 2a)Next Generation Users; 2b) Totally Connected; 2c) Students Online; 3a) Uncommitted & Casual Users; 3b) Young & Mobile; 4a) E-fringe; 4b) Constrained by Infrastructure; 4c) Low Density but High Connectivity.

<sup>5</sup> Riddlesden, D, (2014), 'Internet User Classification (IUC) User Guide', ([https://files.datapress.com/london/dataset/the-2014-internet-user-classification-iuc--isoa/2015-10-07T13:39:42/IUC\\_User\\_Guide.pdf](https://files.datapress.com/london/dataset/the-2014-internet-user-classification-iuc--isoa/2015-10-07T13:39:42/IUC_User_Guide.pdf), downloaded April 2016), p.16.

<sup>6</sup> Ibid, p.12.

Northfield	-	12.50%	75.00%	12.50%	-	-	100.00%
Northolt Mandeville	-	-	-	22.22%	-	77.78%	100.00%
Northolt West End	-	-	-	11.11%	-	88.89%	100.00%
Norwood Green	12.50%	-	-	25.00%	-	62.50%	100.00%
Perivale	-	-	-	44.44%	-	55.56%	100.00%
South Acton	-	-	22.22%	55.56%	-	22.22%	100.00%
Southall Broadway	-	-	-	-	-	100.00%	100.00%
Southall Green	-	-	-	-	-	100.00%	100.00%
Southfield	-	-	75.00%	25.00%	-	-	100.00%
Walpole	-	-	75.00%	25.00%	-	-	100.00%
<b>Ealing (overall)</b>	<b>0.51%</b>	<b>4.08%</b>	<b>18.88%</b>	<b>35.20%</b>	<b>2.04%</b>	<b>39.29%</b>	<b>100.00%</b>

\* No Ealing LSOAs fall into the groups 'too old to engage'; 'e-marginals: not a necessity'; 'e-marginals: opt out' (which form the 'E-unengaged' supergroup) or the 'e-fringe'; 'constrained by infrastructure'; and 'student' groups; and are therefore not represented in the table.

## Information on Internet Access & Usage from the Ealing Residents' Survey 2014 Results

### - Methods of obtaining information

Ealing Council's 2014 Residents' Survey showed that the most popular 'preferred' method for obtaining information about council services was the Ealing Council website, closely followed by 'other leaflets delivered to your home' and the *Around Ealing* and *Ealing Gazette* publications. Yet the most cited methods by which respondents currently obtain information about council services were 'other leaflets delivered to your home' (39%) and the *Ealing Gazette* (35%), followed by the Ealing website (34%) and *Around Ealing* (31%); suggesting that digital methods might be the preference of respondents, but that non-digital methods still play a considerable role in providing information.

### - Access to the Internet

The survey results showed a 4% increase from 2012 in the number of respondents accessing the internet. 90% of respondents said that they have access to the internet, including 91% of male respondents and 90% of female respondents. The 18-54 age groups saw between 95%-98% of respondents having access; decreasing to 88% amongst the 55-64 age group and then by a large, statistically significant, drop to 57% amongst the 65+ age group. Results showed that 94% of the Mixed ethnic group have access to the internet, compared with 88% of the Black ethnic group. The White, Asian and Other ethnic groups' access to the internet ranges from 90-92%. Though there are differences in these ethnic group figures, they are not statistically significant.

The results also showed that 100% of respondents who have lived their 'whole life in the UK but 1+ year abroad' have access to the internet; a statistically significant proportion above those who have lived in the UK '21+ years but not whole life' (79%). All other groups have at least 91% access rates.

Looking at the Acorn<sup>7</sup> categories, the group of categories 'rising prosperity'<sup>8</sup> saw 93% of respondents with access to the internet, presenting a statistically significant gap between them and three other groups: the 'financially stretched'<sup>9</sup> and 'urban adversity'<sup>10</sup> groups both scored an average of 89%, while the 'comfortable communities'<sup>11</sup> group had an average of 85% of respondents reporting access to the internet. The 'affluent achievers' group<sup>12</sup> also saw 93% of

<sup>7</sup> Acorn is a socio geodemographic classification tool

<sup>8</sup> Rising Prosperity group includes the following affluence categories: City Sophisticates; Career Climbers.

<sup>9</sup> Financially Stretched group includes the following affluence categories: Modest Means; Student Life; Poorer Pensioners.

<sup>10</sup> Urban Adversity includes the following affluence categories: Young Hardship; Struggling Estates; Difficult Circumstances.

<sup>11</sup> Comfortable Communities includes the following affluence categories: Successful Suburbs; Steady Neighbourhoods.

<sup>12</sup> Affluent Achievers group includes the following affluence categories: Lavish Lifestyles; Executive Wealth; Mature Money.

respondents with access to the internet, with a statistically significant difference between it and the 'comfortable communities' group.

In terms of access to the internet broken down by town locations, Ealing scored the highest with 95% of respondents reporting that they have access to the internet; closely followed by Northolt (93%), Acton (91%) and Greenford (91%). The towns with the lowest rate of respondents who have access to the internet were Perivale (80%), Southall (86%) and Hanwell (87%); statistically significant rates lower than the top performers.

At ward level, the average number of respondents who have access to the internet is 90%. There are statistically significant differences between those with the highest proportions of access, compared with those with the lowest. The highest levels of access were in the Hanger Hill and Northfield wards (both 98%), whereas those with the lowest were Perivale (80%), Southall Broadway (80%) and Lady Margaret (81%).

*\* A full breakdown of results for the question on access to the internet is provided in Appendix B.*

### **- Devices for Accessing the Internet**

The 2014 Survey also saw significant increases in numbers of respondents accessing the internet using smartphones (7% in 2012; 38% in 2014) and tablets (3% in 2012; 23% in 2014). Laptops and MacBooks remain the most used devices for accessing the internet in 2014 (64%).<sup>13</sup>

### **- Contacting the Council**

The number of respondents who had contacted the Council about its services within the last six months showed little change, with 41% in 2012 and 40% in 2014. The percentage of respondents who had used the telephone to contact the council increased slightly, from 60% in 2012 to 61% in 2014; whilst the proportion of respondents contacting the council through the website increased significantly, from 15% in 2012 to 25% in 2014. When asked how they would prefer to contact the council in the future, 59% cited the telephone (compared with 61% in 2012); online scored 22% (compared with 13% in 2012) and email 17% (compared with 14% in 2012).

### **- Democratic Participation**

When asked about participation in democracy, only 4% of all respondents gave 'being able to vote electronically' as a response for something that what would make them more likely to vote in future elections, while 5% responded that an 'email or text reminder of the election date' would make them more likely to vote. This would suggest that despite the prevalence of technology in everyday life, there is still some progress to be made in imbedding it into the democratic process.

## **West London Alliance (WLA) work on Digital**

With the exception of Hounslow, which has a 'web and digital communications strategy', none of the WLA boroughs have a clearly published a digital strategy, though some refer to the creation of one and outline the approach to be taken in developing it. All WLA boroughs have established online resident accounts, allowing varying levels of self-service. Harrow has a developed pop-up webchat help function and Hounslow has established a cloud-based infrastructure content platform, which allows staff, partner agencies and residents collaborate with each other, using secure file sharing.

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<sup>13</sup> 2015 data from Ofcom suggests that 33% of internet users "see their smartphone as the most important device for going online, compared to 30% who are still sticking with their laptop", suggesting that Ealing might be above the national average for smart phone access to the internet. (<http://media.ofcom.org.uk/news/2015/cmr-uk-2015/>, accessed April 2016).

## Examples of Developing Digital Skills within the Community

- Current Adult Learning courses in the borough include the following: Computing for beginners/Intermediates; Internet; Internet Security, Email & Shopping On-line; Lego Robotics; Hack the Libraries (including 3D printers and CAD); MS Office Skills; Perfect Pictures (digital photography); Book Keeping; and SAGE 50.
- Acton High School has a 'Digital Schoolhouse', working with feeder schools to develop the IT and digital skills of Y6 pupils, to help prepare them for the transition to high school.
- North Ealing Primary has a *Code Club*; a nationwide network of free volunteer-led after school coding clubs for children aged 9-11.
- Hanwell and Northolt Libraries host LEGO Education sessions, which helps teach how technology plays an active role in everyday life and across different subjects at primary level, such as Computing, Science, Social Studies, Language, Technology and Engineering. The sessions also involve coding.



## Appendix A: Slow Broadband Connections in London Policy & Speeds



Copied from House of Commons Library Briefing Paper:

Hirst, D. (2016), Fixed Broadband: Policy & Speeds; (<http://researchbriefings.files.parliament.uk/documents/SN06643/SN06643.pdf>, accessed April 2016)



**Appendix B: Ealing Residents' Survey 2014 – Results: Breakdown by Sex, Age, Ethnicity, Location, Length of Time in UK and Acorn Categories**

**Q25. Do you have access to the internet?**

Base: All Respondents

**Gender & Age**

	Total	Gender		Age					
		Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
<b>Base</b>	2306	1144	1162	277	595	475	369	272	318
<b>Yes</b>	2080	1037	1043	267	576	465	352	240	180
	90%	91%	90%	97%	97%	98%	95%	88%	57%
<b>No</b>	224	107	117	8	18	10	17	32	138
	10%	9%	10%	3%	3%	2%	5%	12%	43%
<b>Don't know/NA</b>	2	-	2	1	1	-	-	-	-
	-	-	-	-	-	-	-	-	-

**Ethnicity**

	Total	Ethnic group				
		White	Mixed	Asian	Black	Other Ethnic group
<b>Base</b>	2306	1130	101	685	251	138
<b>Yes</b>	2080	1019	96	616	222	128
	90%	90%	94%	90%	88%	92%
<b>No</b>	224	109	6	69	29	10
	10%	10%	6%	10%	12%	8%
<b>Don't know/NA</b>	2	2	-	-	-	-
	-	-	-	-	-	-

**Town**

	Total	Town						
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall
<b>Base</b>	2306	434	639	297	183	183	91	479
<b>Yes</b>	2080	396	605	269	158	170	73	410
	90%	91%	95%	91%	87%	93%	80%	86%
<b>No</b>	224	37	33	28	25	13	18	70
	10%	9%	5%	9%	13%	7%	20%	14%
<b>Don't know/NA</b>	2	1	1	-	-	-	-	-
	-	-	-	-	-	-	-	-

## Appendix B: Ealing Residents' Survey 2014 – Results: Breakdown by Sex, Age, Ethnicity, Location, Length of Time in UK and Acorn Categories

### Wards

	Ward																							
	Total	Acton Central	Cleveland	Dormers Wells	Ealing Broadway	Ealing Common	East Acton	Eithorne	Greenford Broadway	Greenford Green	Hanger Hill	Hobbayne	Lady Margaret	North Greenford	Northfield	Northolt Mandeville	Northolt West End	Norwood Green	Perivale	South Acton	Southall Broadway	Southall Green	Southfield	Walpole
<b>Base</b>	2306	114	114	91	114	114	114	91	114	91	114	91	91	91	91	91	91	91	91	114	114	91	91	91
<b>Yes</b>	2080	107	105	79	107	103	100	80	103	85	112	78	74	81	90	87	83	82	73	103	91	84	85	87
	90%	93%	92%	87%	94%	91%	88%	88%	90%	93%	98%	85%	81%	89%	98%	95%	91%	89%	80%	91%	80%	92%	94%	95%
<b>No</b>	224	8	7	12	7	11	13	11	11	7	2	14	17	10	2	5	8	10	18	11	23	8	6	4
	10%	7%	7%	13%	6%	9%	11%	12%	10%	7%	2%	15%	19%	11%	2%	5%	9%	11%	20%	9%	20%	8%	6%	5%
<b>Don't know/NA</b>	2	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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### Length of Time in UK

	Total	Length of time in UK					
		Whole life	Whole life, but 1+ year abroad	2 years or less	2-5 years	6-20 years	21+ years but not whole life
<b>Base</b>	2306	1095	20	57	135	532	465
<b>Yes</b>	2080	1001	20	56	129	507	366
	90%	91%	100%	98%	96%	95%	79%
<b>No</b>	224	93	-	-	6	25	98
	10%	9%	-	-	4%	5%	21%
<b>Don't know/NA</b>	2	1	-	1	-	-	-
	-	-	-	2%	-	-	-

### Acorn Categories

	Total	Affluent Achievers				Rising Prosperity		
		Total	Lavish Lifestyles	Executive Wealth	Mature Money	Total	City Sophisticates	Career Climbers
<b>Base</b>	2306	271	16	239	17	861	479	382
<b>Yes</b>	2080	254	16	222	16	800	452	348
	90%	93%	100%	93%	91%	93%	94%	91%
<b>No</b>	224	18	-	16	1	59	27	33
	10%	7%	-	7%	9%	7%	6%	9%
<b>Don't know/NA</b>	2	-	-	-	-	1	-	1
	-	-	-	-	-	-	-	-

	Comfortable Communities			Financially Stretched			
	Total	Successful Suburbs	Steady Neighbourhoods	Total	Student Life	Modest Means	Poorer Pensioners
<b>Base</b>	486	294	192	259	47	204	8
<b>Weighted base</b>	471	280	190	271	47	217	8
<b>Yes</b>	401	230	171	241	43	190	8
	85%	82%	90%	89%	93%	88%	100%
<b>No</b>	69	50	19	30	3	27	-
	15%	18%	10%	11%	7%	12%	-
<b>Don't know/NA</b>	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

**Appendix B: Ealing Residents' Survey 2014 – Results: Breakdown by Sex, Age, Ethnicity, Location, Length of Time in UK and Acorn Categories**

***Acorn Categories cont.***

	Urban Adversity			
	Total	Young Hardship	Struggling Estates	Difficult Circumstances
<b>Base</b>	431	6	376	50
<b>Yes</b>	384	4	334	46
	89%	61%	89%	92%
<b>No</b>	47	2	41	4
	11%	39%	11%	8%
<b>Don't know/NA</b>	1	-	1	-
	-	-	-	-