

## **BABERGH DISTRICT COUNCIL**

**FROM:** Corporate Support Manager

**REPORT NUMBER** **E237**

**TO:** Strategy Committee

**DATE OF MEETING** 12 January 2006

### **BABERGH MATTERS! RESIDENTS' QUESTIONNAIRE**

#### **1. SUMMARY**

- 1.1 The Council held a State of the District Debate on 18 October where the results of the consultation conducted throughout the summer were debated. It was recommended that Babergh Matters! be used to conduct any further consultation needed to inform the 2006/07 Corporate Plan and Budget process
- 1.2 The autumn edition of Babergh Matters! included a questionnaire asking residents their views on a number of priority areas where Members agreed that more information was needed. The questionnaire was circulated to all 37,000 homes in the district and nearly 5,800 were returned – a response rate of nearly 16%. The data has been weighted against the 2003 mid year population figure to give a data set that is demographically accurate for age against the population of the district.
- 1.3 This has provided useful information on issues such as customer access, Hadleigh Pool and Council Tax levels that can be used in the decision-making process.

#### **2. RECOMMENDATION**

- 2.1 That Members discuss the issues that have been raised through the Babergh Matters! Consultation Exercise and, bearing in mind inclusions already made to the draft 2006/07 Corporate Plan, decide whether any further action is required.

The Committee is able to resolve this matter

#### **3. FINANCIAL IMPLICATIONS**

- 3.1 There are no further direct financial implications. A number of the issues raised already form part of the draft 2006/07 Budget.

#### **4. KEY INFORMATION**

- 4.1 As part of the State of the District Debate, Report E166 set out the information that had been obtained from the consultation exercises conducted over the summer of 2005. Following on from that, the Strategy Committee approved a number of actions (Report E187) arising from the Debate and resolved that, where appropriate the 2006/07 Corporate Plan should incorporate these actions.
- 4.2 The Babergh Matters! (BM) questionnaire explored further, areas where more information was required to inform the Corporate Plan and Budget process.
- 4.3 A good response rate of nearly 16% was achieved. This produced a large, robust data set that has provided a wealth of detailed information. It is felt that the data has not produced any further items

that affect the Corporate Plan for 2006/07 but has provided useful information on issues such as customer access, Hadleigh Pool and Council Tax levels.

- 4.4 The data set has been weighted for age to provide a data set that matches the demographics of the district's population. The younger age groups were under represented in the responses and the weighting provides a more accurate reflection of the results had all the population responded proportionately.
- 4.5 A full analysis of the questionnaire is shown at Appendix 1

#### **Priority 1 – Promote healthy living and reduce health inequalities**

- 4.6 There were two questions asked on this priority. Both concerned Hadleigh Pool and were the same questions as asked in previous consultation. Residents were asked if they would be prepared to pay extra Council Tax of £5.20 a year for a Band D property for a pool in Hadleigh. 25% said yes, but 75% said no. In the previous exercise, the Hadleigh Pool public meeting gave a 91% response agreeing to pay extra Council Tax; for the Hadleigh Residents' Forum this figure fell to 61%, whilst at Sudbury and Stutton the figure was 36% and 21% respectively.
- 4.7 Looking at the detail of the BM exercise, those aged under 30 were far less likely (18%) to want to fund a new pool, with the highest category being the 31 to 40 year olds (30%).
- 4.8 Only 19% of BM respondents agreed that the money for a new pool should be raised by reducing the amount of money available for other service priorities. In the previous exercise, 61% agreed at the Pool meeting, 34% at the Hadleigh Forum, but only 13% and 9% at Sudbury and Stutton respectively.
- 4.9 The previous exercise raised the future of Hadleigh Swimming Pool and its funding as an area for further consideration. This is reinforced by the BM exercise and a provisional action has been added to the draft 2006/07 Corporate Plan. Discussions are taking place with partners about funding and it is intended that a report will come to the committee in February.

#### **Priority 3 – Maintain a safe, clean and sustainable Environment**

- 4.10 Crime was not seen as a serious problem at any of the forum meetings and this was reflected in the BM exercise. With regard to anti social behaviour, only 17% of BM respondents saw it as a serious problem, and this is even lower than at the forums where the average was 28%. This pattern is also reflected for graffiti and vandalism.
- 4.11 23% of BM respondents felt that rubbish and litter was a serious problem and 52% that it was a slight problem. This is slightly lower than the forum average (88% in total), but litter and rubbish is an issue. The previous exercise also raised the need to looking at the way the Council maintains the 'street scene', and this has been strengthened in the draft 2006/07 Corporate Plan.

#### **Priority 4 – Give easy, convenient access to quality services**

- 4.12 This priority was the area where the need for additional information was greatest. So additional questions to those asked at the forums were included.
- 4.13 An average of 67% of people at the forums felt they could contact the Council at a time and in a way that suited them, compared to 48% of BM respondents. It should also be noted that when the BM exercise is analysed by age, only an average of 41% of the public up to the age of 51 felt they

could contact the Council at a time and in a way that suited them. This increased to an average of 60% for people aged 61 and over.

- 4.14 At the forums, 86% said they were likely to contact the Council by telephone, 28% by email or through the website, 22% by letter and 27% would come to the offices. It was stressed at the forums that the public did not wish to necessarily contact the Council through a computer, but would prefer to speak to or see someone in person.
- 4.15 With regard to young people, 60% would still contact the Council by phone, but 54% would wish to contact by email or through the website, 27% by letter and only 15% felt they would visit the offices.
- 4.16 In line with the forums, BM respondents overwhelmingly (88%) want to contact the Council by telephone in the future. Only a very small percentage of the public aged 61 and over would contact the Council by website, and this again reflected the forum findings.
- 4.17 The forums were sometimes critical of the Council's plans for more electronic service delivery. However the responses from BM suggest that the plans for more electronic services alongside existing methods are what is required in the future. 21% of people aged under 50 would want to contact by email and 11% through the website in the future. When these figures are put with those of the young peoples' survey where 32% would want to contact by email and 22% through the website, the case is even stronger.
- 4.18 A subsequent question asked if people would contact the Council from a computer located at: their home/work, a street kiosk, or a public library. An average of 73% of those under 60 would make contact from home or at work. For all ages, only 4% would make contact from a street kiosk, and 10% from a library. The older age groups were significantly less likely to use a computer at any location (17% from home, 1% at a kiosk, 5% at a library).
- 4.19 All of these responses would seem to confirm the importance of the electronic access work being carried out. However they also highlight the need to ensure that the current high standards of dealing with enquiries received by telephone, and dealing with people visiting the offices are maintained and even enhanced. There is a need to ensure that the public has a number of efficient and effective ways of contacting the Council.
- 4.20 The questions on the times people would want to contact the Council were refined between the forum meetings and the BM questionnaire. This prevents a direct comparison, but the further refinement in timings provides useful information for any future proposed changes in service provision.
- 4.21 92% of those aged over 60 would still want to contact us between 9-5 on weekdays. However, those in younger age groups are less likely to want to contact us then; 63% for those under 40, and 75% of those aged 40-60. These groups would also like to contact us earlier in the morning between 8-9 am (between 15-20%) and even more so between 6-9pm (32%).
- 4.22 All groups would like to be able to contact us at weekends. By far the most likely time is between 9am and noon.
- 4.23 Residents were asked if they would like one point of contact for all Councils. Overall the response rate to this was that 58% would, and there was very little difference between age groups. When asked if they would then expect this first point of contact to be able to answer all their enquiries, across all age groups only 23% expected this. The comments made on questionnaires would

suggest people would not expect the first person to be able to answer all the enquiries but they would want to be transferred to the relevant person and not be passed around departments.

#### **Priority 5 – Raise individual and community ambition and encourage active citizenship**

- 4.24 At the forums only 32% to 46% of people strongly agreed or agreed that they could influence decisions. The BM figure was slightly lower at 28%, but reflected the same pattern.
- 4.25 People attending the Hadleigh Forum had the greatest sense of being able to volunteer (89%). The Sudbury and Stutton forums reported an average of 67%. The BM figure was lower at 56%.
- 4.26 The BM and forum exercise results were almost identical when the question was asked whether the Council should provide some financial support for the University Campus Suffolk. Around 32% said yes and 50% said no. In the BM exercise, higher percentages of older age groups tended to feel that the Council should not support the university financially, whilst the under 40s were more supportive. When 220 school students were asked, 70% said yes.
- 4.27 It should be noted that a significant percentage of both forum and BM respondents replied that they didn't know enough about the university issue to make a response. Through the previous exercise, it was agreed that greater clarification of the University Campus Suffolk issue was needed and this has been strengthened in the draft 2006/07 Corporate Plan.

#### **Overall satisfaction**

- 4.28 The size of the sample from BM gives a useful barometer of likely satisfaction levels for the 2006/07 BVPI satisfaction surveys to be conducted in the late summer of 2006. This Council scored well during the last survey in 2003/04 and is seeking to increase the number of people who are very satisfied with the services provided.
- 4.29 BM asked respondents for their overall satisfaction on the services Babergh provides. Overall 67% of respondents were satisfied with services, less than the forums at 78%. Equally BM respondents were more likely to be dissatisfied with services at 11% compared to 7% of forum members. The BM exercise also highlights that satisfaction increases in line with the age group, with the eldest the most satisfied.

#### **Council Tax**

- 4.30 The BM questionnaire asked which approach to future Council Tax levels would be most favoured. 29% favoured an increase slightly above the rate of inflation that would allow services to be maintained and improved. 44% would favour an increase at the rate of inflation, even if that meant some reduction in services. 27% wished to see no increase in Council Tax levels and reductions in services. This final percentage was more than double that of the forums (12%).
- 4.31 Interestingly, the willingness for Council Tax to rise slightly above the rate of inflation to maintain and improve services increased with age.

### **5. APPENDICES**

- (a) Babergh Matters! Resident's Questionnaire

**BABERGH MATTERS! RESIDENTS' QUESTIONNAIRE**

<b>1 Would you be willing to pay extra Council Tax (estimated at £5.20 per year per Band D property) for 60 years to pay for a new Hadleigh Pool?</b>								
	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>62375</b>	<b>7171</b>	<b>10893</b>	<b>11562</b>	<b>12578</b>	<b>9200</b>	<b>10972</b>	
		<b>11%</b>	<b>17%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Yes	25%	18%	30%	27%	26%	24%	21%	
No	75%	82%	70%	73%	74%	76%	79%	

<b>2 Do you think Babergh should raise the money for a new Hadleigh Pool by reducing the amount of money available for its other service priorities?</b>								
	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>61711</b>	<b>7041</b>	<b>10663</b>	<b>11436</b>	<b>12544</b>	<b>9087</b>	<b>10940</b>	
		<b>11%</b>	<b>17%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Yes	19%	24%	22%	19%	19%	17%	15%	
No	81%	76%	78%	81%	81%	83%	85%	

**3 How big a problem in your area do you consider the following to be?**

		Base	Age					
			Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age
<b>Crime</b>	<b>Weighted</b>	<b>57651</b>	<b>6815</b>	<b>10732</b>	<b>11184</b>	<b>11847</b>	<b>7988</b>	<b>9085</b>
			<b>12%</b>	<b>19%</b>	<b>19%</b>	<b>21%</b>	<b>14%</b>	<b>16%</b>
	Serious problem	10%	10%	8%	9%	11%	10%	10%
	Slight problem	53%	47%	53%	55%	55%	55%	48%
	Not a problem	38%	43%	39%	36%	34%	35%	42%
<b>Antisocial behaviour</b>	<b>Weighted</b>	<b>58961</b>	<b>6880</b>	<b>10847</b>	<b>11420</b>	<b>12128</b>	<b>8234</b>	<b>9453</b>
			<b>12%</b>	<b>18%</b>	<b>19%</b>	<b>21%</b>	<b>14%</b>	<b>16%</b>
	Serious problem	17%	22%	17%	17%	17%	17%	13%
	Slight problem	40%	37%	40%	39%	43%	43%	37%
	Not a problem	43%	41%	44%	44%	40%	41%	50%
<b>Graffiti</b>	<b>Weighted</b>	<b>56698</b>	<b>6751</b>	<b>10755</b>	<b>11011</b>	<b>11588</b>	<b>7818</b>	<b>8775</b>
			<b>12%</b>	<b>19%</b>	<b>19%</b>	<b>20%</b>	<b>14%</b>	<b>15%</b>
	Serious problem	4%	3%	2%	3%	4%	5%	5%
	Slight problem	34%	37%	38%	34%	34%	32%	31%
	Not a problem	62%	60%	59%	63%	62%	63%	64%
<b>Vandalism</b>	<b>Weighted</b>		<b>6718</b>	<b>10801</b>	<b>11200</b>	<b>12162</b>	<b>8382</b>	<b>9935</b>
			<b>11%</b>	<b>18%</b>	<b>19%</b>	<b>21%</b>	<b>14%</b>	<b>17%</b>
	Serious problem	14%	13%	8%	12%	16%	18%	16%
	Slight problem	46%	44%	47%	43%	48%	49%	46%
	Not a problem	40%	43%	45%	46%	36%	33%	38%
<b>Litter/rubbish</b>	<b>Weighted</b>	<b>60699</b>	<b>7041</b>	<b>10870</b>	<b>11420</b>	<b>12342</b>	<b>8855</b>	<b>10172</b>
			<b>12%</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>17%</b>
	Serious problem	23%	20%	19%	22%	24%	28%	24%
	Slight problem	52%	49%	53%	55%	52%	52%	50%
	Not a problem	25%	31%	28%	23%	23%	20%	27%

**4 Do you agree people can currently contact Babergh at a time and in a way that suits them?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>62937</b>	<b>7203</b>	<b>11030</b>	<b>11609</b>	<b>12757</b>	<b>9193</b>	<b>11144</b>	
		<b>11%</b>	<b>18%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Strongly agree	7%	5%	6%	6%	6%	8%	10%	
Agree	41%	38%	33%	35%	39%	49%	52%	
Neither agree or disagree	26%	27%	34%	29%	26%	22%	19%	
Disagree	8%	10%	10%	9%	9%	6%	3%	
Strongly disagree	2%	2%	2%	2%	3%	1%	0%	
Don't know	16%	17%	15%	18%	17%	14%	15%	

**5 How are you most likely to want to contact Babergh in the future?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>63339</b>	<b>7300</b>	<b>11030</b>	<b>11687</b>	<b>12859</b>	<b>9221</b>	<b>11242</b>	
		<b>12%</b>	<b>17%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
By telephone	88%	84%	86%	88%	90%	90%	89%	
In writing	15%	16%	13%	14%	15%	14%	16%	
In person at the offices	12%	11%	10%	10%	12%	16%	14%	
By text	1%	2%	1%	1%	1%	0%	0%	
Email	16%	17%	25%	22%	18%	10%	4%	
Use of website	8%	9%	15%	10%	10%	4%	1%	

6		Would you contact the Council from a computer located in?							
		Base	Age						
			Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
		Weighted	60144	6783	10893	11451	12555	8756	9706
Your home/work	Yes	55%	70%	82%	67%	58%	36%	17%	
	No	45%	30%	18%	33%	42%	64%	83%	
	<b>Weighted</b>	<b>47340</b>	<b>6040</b>	<b>8640</b>	<b>8746</b>	<b>9509</b>	<b>6733</b>	<b>7672</b>	
Street Kiosk	Yes	4%	7%	5%	4%	3%	2%	1%	
	No	96%	93%	95%	96%	97%	98%	99%	
	<b>Weighted</b>	<b>47502</b>	<b>6105</b>	<b>8755</b>	<b>8683</b>	<b>9363</b>	<b>6761</b>	<b>7835</b>	
Public Library	Yes	10%	16%	18%	10%	9%	6%	5%	
	No	90%	84%	82%	90%	91%	94%	95%	
	<b>Weighted</b>		<b>13%</b>	<b>18%</b>	<b>18%</b>	<b>20%</b>	<b>14%</b>	<b>16%</b>	

7		In the future when would you be most likely to want to contact Babergh?							
		Base	Age						
			Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
		Weighted	60712	6977	10640	11027	12297	8946	10825
Weekdays	8am-9am	14%	23%	17%	14%	16%	9%	7%	
	9am-5pm	78%	59%	68%	72%	78%	91%	94%	
	5pm-6pm	12%	19%	19%	16%	14%	6%	3%	
	6pm-9pm	20%	32%	33%	27%	18%	7%	3%	
Weekends	9am-12 noon	81%	70%	78%	83%	84%	86%	85%	
	12 noon - 5pm	25%	37%	31%	24%	22%	18%	19%	
	5pm-8pm	10%	14%	12%	11%	10%	7%	4%	

**8 Would you prefer one point of contact for all Council services (county, district, town and parish)?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>62949</b>	<b>7106</b>	<b>11076</b>	<b>11640</b>	<b>12814</b>	<b>9193</b>	<b>11119</b>	
		<b>11%</b>	<b>18%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Yes	58%	56%	59%	61%	61%	58%	54%	
No	24%	27%	18%	21%	25%	29%	26%	
Don't know	18%	17%	23%	19%	14%	14%	20%	

**9 When you contact the Council would you expect the first person you speak to to be able to answer your enquiry in full?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>63286</b>	<b>7203</b>	<b>11053</b>	<b>11687</b>	<b>12847</b>	<b>9228</b>	<b>11266</b>	
		<b>11%</b>	<b>17%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Yes	23%	31%	24%	23%	21%	20%	23%	
No	74%	62%	74%	75%	77%	78%	74%	
Don't know	3%	6%	2%	2%	2%	2%	3%	

**10 Do you agree or disagree that you can influence decisions affecting your local area?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>63344</b>	<b>7300</b>	<b>11099</b>	<b>11672</b>	<b>12870</b>	<b>9236</b>	<b>11168</b>	
		<b>12%</b>	<b>18%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Strongly agree	3%	4%	4%	2%	3%	3%	3%	
Agree	25%	23%	22%	26%	26%	25%	26%	
Neither agree or disagree	23%	24%	25%	21%	20%	23%	25%	
Disagree	29%	26%	31%	30%	31%	32%	25%	
Strongly disagree	13%	17%	12%	14%	14%	13%	8%	
Don't know	8%	7%	7%	7%	6%	5%	13%	

**11 To what extent would you agree or disagree with the statement below?**

**There are opportunities for me to get involved with voluntary groups in my area**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>62420</b>	<b>7106</b>	<b>11030</b>	<b>11609</b>	<b>12712</b>	<b>9137</b>	<b>10825</b>	
		<b>11%</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>17%</b>	
Strongly agree	8%	5%	9%	9%	10%	9%	5%	
Agree	48%	37%	46%	50%	54%	54%	44%	
Neither agree or disagree	22%	29%	28%	21%	17%	18%	19%	
Disagree	4%	12%	2%	3%	4%	4%	5%	
Strongly disagree	1%	3%	1%	1%	1%	1%	1%	
Don't know	16%	15%	14%	16%	13%	15%	25%	

**12 Do you think that Babergh should provide some financial support to establish a university in Suffolk?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>62769</b>	<b>6912</b>	<b>11030</b>	<b>11640</b>	<b>12802</b>	<b>9207</b>	<b>11177</b>	
		<b>11%</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Yes	32%	39%	41%	38%	28%	24%	25%	
No	50%	40%	41%	46%	57%	62%	53%	
Don't know	18%	21%	19%	16%	15%	14%	22%	

**13 Overall how satisfied are you with the services provided by Babergh District Council?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>63034</b>	<b>7203</b>	<b>10961</b>	<b>11609</b>	<b>12802</b>	<b>9200</b>	<b>11258</b>	
		<b>11%</b>	<b>17%</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>18%</b>	
Very Satisfied	13%	10%	6%	9%	12%	14%	25%	
Fairly Satisfied	54%	50%	52%	55%	54%	62%	54%	
Neither satisfied or dissatisfied	19%	24%	26%	20%	19%	13%	13%	
Fairly dissatisfied	9%	9%	12%	11%	11%	7%	5%	
Very dissatisfied	3%	4%	4%	4%	3%	3%	2%	
Don't know	1%	2%	1%	2%	1%	1%	1%	

**14 Which of the following would you favour in relation to Council Tax?**

	Base	Age						
		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
<b>Weighted</b>	<b>56773</b>	<b>6363</b>	<b>9698</b>	<b>10445</b>	<b>11667</b>	<b>8453</b>	<b>10147</b>	
		<b>11%</b>	<b>17%</b>	<b>18%</b>	<b>21%</b>	<b>15%</b>	<b>18%</b>	
No increase in Council Tax, but with reductions in services	27%	36%	30%	25%	24%	24%	24%	
Council Tax increase at the rate of inflation, with possibly some reduction in services	44%	44%	46%	44%	45%	47%	40%	
Council Tax increase slightly above the rate of inflation to maintain and improve services	29%	20%	24%	31%	30%	28%	36%	

About you		Base	Age						
15	Gender		Up to 30 years of age	31 to 40 years of age	41 to 50 years of age	51 to 60 years of age	61 to 70 years of age	Over 70 years of age	
	Male	47%	7%	14%	17%	23%	19%	21%	
	Female	53%	14%	21%	20%	18%	11%	15%	

16	Age	
	Up to 30 years of age	11%
	31 to 40 years of age	17%
	41 to 50 years of age	18%
	51 to 60 years of age	20%
	61 to 70 years of age	15%
	Over 70 years of age	18%