

## DEMOS survey analysis Appendix 2

### Breakdown of respondents by gender and age group

	18 to 64	%	65+	%	Unknown	%	Grand Total
Female	45	79%	9	16%	3	5%	57
Male	45	71%	8	13%	10	16%	63
Unknown	2	67%		0%	1	33%	3
<b>Grand Total</b>	<b>92</b>	<b>75%</b>	<b>17</b>	<b>14%</b>	<b>14</b>	<b>11%</b>	<b>123</b>

### Breakdown of respondents by ethnicity and age group

	18 to 64	%	65+	%	Unknown	%	Grand Total
Any other Asian background		0%		0%	1	100%	1
Indian	6	86%	1	14%		0%	7
Pakistani	11	92%	1	8%		0%	12
White & Asian	1	100%		0%		0%	1
White British	73	73%	15	15%	12	12%	100
White Irish	1	50%		0%	1	50%	2
<b>Grand Total</b>	<b>92</b>	<b>75%</b>	<b>17</b>	<b>14%</b>	<b>14</b>	<b>11%</b>	<b>123</b>

### Breakdown of respondents by name of council and age group

Name of council	18 to 64	%	65+	%	Unknown	%	Grand Total
Blackpool	5	83%	1	17%		0%	6
Blank	28	64%	6	14%	10	23%	44
Chorley	1	100%		0%		0%	1
Hyndburn	1	100%		0%		0%	1
Lancashire County Council	22	85%	3	12%	1	4%	26
Lancaster	4	67%		0%	2	33%	6
Preston city council	28	82%	5	15%	1	3%	34
South Ribble Borough council	3	60%	2	40%		0%	5
<b>Grand Total</b>	<b>92</b>	<b>75%</b>	<b>17</b>	<b>14%</b>	<b>14</b>	<b>11%</b>	<b>123</b>

### Q3 What are the major needs that you need help with?

	18 to 64	%	65+	%	Unknown	%	Grand Total
Physical impairment	44	80%	5	9%	6	11%	55
Learning disability	39	76%	6	12%	6	12%	51
Older person	8	40%	11	55%	1	5%	20
Sensory impairment	9	69%	2	15%	2	15%	13
Visual impairment	21	91%	1	4%	1	4%	23
Mental health condition	24	89%	1	4%	2	7%	27
Other need	10	33%	2	7%	18	60%	30

Of those who stated "other need" the following were listed: Dyslexia, Epilepsy, Getting dressed, I need help to understand the words that people use. I may need help with my insulin if I am poorly, Incontinence - bowel and bladder, Longterm health condition, Pacemaker, left side affected by stroke, Parkinson disease, Physical disability, Poor balance and Reading & writing.

**Q4 If you receive any help to deal with these needs, how do you get it? Please tick all that apply to you.**

	18 to 64	%	65+	%	Unknown	%	Grand Total
The local council pays for support services	29	71%	6	15%	6	15%	41
The NHS pays for support services	5	50%	3	30%	2	20%	10
The local council gives me a direct payment to pay for support	12	71%	2	12%	3	18%	17
The local council gives me a personal budget/individual budget	2	50%	1	25%	1	25%	4
The local council pays for my support services, but I am charged for some things	13	68%	1	5%	5	26%	19
I pay for support myself	12	75%	2	13%	2	13%	16
My family or friends pay for support	6	60%	2	20%	2	20%	10
People support me, but they are not paid to do this	10	67%	4	27%	1	7%	15
Someone else pays for the support I use	3	43%	2	29%	2	29%	7
I don't know who pays for the support I use	10	77%	2	15%	1	8%	13

**Q5 Your local council might have given you a “needs assessment” or a “Community Care Assessment”. If they did, what level of eligibility did your local council say you have?**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Critical	4	67%	1	17%	1	17%	6	5%
Substantial	8	80%	1	10%	1	10%	10	8%
Moderate	22	81%	3	11%	2	7%	27	22%
Low	3	50%		0%	3	50%	6	5%
Don't know	47	80%	8	14%	4	7%	59	48%
Blank	8	53%	4	27%	3	20%	15	12%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Q6 What is important for you to achieve in your life? Please tick the three that are most important to you.**

	18 to 64	%	65+	%	Unknown	%	Grand Total
Health and well-being	65	74%	11	13%	12	14%	88
Making a positive contribution to your local community	34	79%	3	7%	6	14%	43
Freedom from discrimination and harassment	38	72%	8	15%	7	13%	53
Economic well being	43	72%	6	10%	11	18%	60
Quality of life	57	74%	11	14%	9	12%	77
Choice and control over what you do in your life	28	67%	9	21%	5	12%	42
Personal dignity and respect	41	79%	6	12%	5	10%	52
Anything else	4	7%	1	2%	55	92%	60

Anything else listed are as follows: Earning my own money and supporting myself, Having the right to do what I want and More heating allowance needed

**Q7 How happy are you with each of these aspects of your life at the moment?**

**Health and well-being**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	21	84%	1	4%	3	12%	25	20%
Happy	36	68%	8	15%	9	17%	53	43%
OK/Neither happy nor unhappy	22	71%	7	23%	2	6%	31	25%
Unhappy	12	92%	1	8%		0%	13	11%
Very unhappy	1	100%		0%		0%	1	1%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Making a positive contribution to your local community**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	13	72%	1	6%	4	22%	18	15%
Happy	42	81%	4	8%	6	12%	52	42%
OK/Neither happy nor unhappy	25	69%	8	22%	3	8%	36	29%
Unhappy	7	88%		0%	1	13%	8	7%
Very unhappy	4	100%		0%		0%	4	3%
Blank	1	20%	4	80%		0%	5	4%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Freedom from discrimination and harassment**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	15	71%	1	5%	5	24%	21	17%
Happy	32	68%	9	19%	6	13%	47	38%
OK/Neither happy nor unhappy	27	84%	4	13%	1	3%	32	26%
Unhappy	14	88%	1	6%	1	6%	16	13%
Very unhappy	3	75%	1	25%		0%	4	3%
Blank	1	33%	1	33%	1	33%	3	2%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Economic well being**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	9	60%	2	13%	4	27%	15	12%
Happy	31	70%	9	20%	4	9%	44	36%
OK/Neither happy nor unhappy	27	82%	3	9%	3	9%	33	27%
Unhappy	16	80%	2	10%	2	10%	20	16%
Very unhappy	8	89%		0%	1	11%	9	7%
Blank	1	50%	1	50%		0%	2	2%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Quality of life**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	19	70%	2	7%	6	22%	27	22%
Happy	35	76%	7	15%	4	9%	46	37%
OK/Neither happy nor unhappy	23	74%	5	16%	3	10%	31	25%
Unhappy	11	79%	2	14%	1	7%	14	11%
Very unhappy	1	100%		0%		0%	1	1%
Blank	3	75%	1	25%		0%	4	3%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Choice and control over what you do in your life**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	20	74%	2	7%	5	19%	27	22%
Happy	30	71%	5	12%	7	17%	42	34%
OK/Neither happy nor unhappy	26	90%	3	10%		0%	29	24%
Unhappy	12	63%	5	26%	2	11%	19	15%
Very unhappy	1	100%		0%		0%	1	1%
Blank	3	60%	2	40%		0%	5	4%
Grand Total	92	75%	17	14%	14	11%	123	100%

#### Personal dignity and respect

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Very happy	26	84%	2	6%	3	10%	31	25%
Happy	36	68%	9	17%	8	15%	53	43%
OK/Neither happy nor unhappy	20	83%	3	13%	1	4%	24	20%
Unhappy	6	86%		0%	1	14%	7	6%
Very unhappy	1	50%	1	50%		0%	2	2%
Blank	3	50%	2	33%	1	17%	6	5%
Grand Total	92	75%	17	14%	14	11%	123	100%

Anything else listed is as follows: I am really enjoying going to lessons etc, I have help from my family, More support from social services, My children, Religious beliefs - Islam, Staff & family, The answers denote perspective more than severity and my answers would differ depending on the given day

Q8 Please look at this list of areas of your life. Can you tick each area of your life that you really want to change in the next year?

	18 to 64	%	65+	%	Unknown	%	Grand Total
The home I live in	22	73%	5	17%	3	10%	30
The neighbourhood I live in	16	73%	4	18%	2	9%	22
Who I live with	9	75%	1	8%	2	17%	12
The money I get	45	76%	6	10%	8	14%	59
What I do during the weekdays	19	70%	1	4%	7	26%	27
Paid work	24	73%	2	6%	7	21%	33
Volunteering	22	71%	2	6%	7	23%	31
Helping my local community	14	61%	3	13%	6	26%	23
What I do in the evenings	30	91%		0%	3	9%	33
What I do at weekends	24	75%	4	13%	4	13%	32
Holidays	42	82%	5	10%	4	8%	51
Relationships with my family	17	71%	4	17%	3	13%	24
Close relationships	21	78%	1	4%	5	19%	27
Relationships with friends	20	71%	4	14%	4	14%	28
My physical health	33	72%	7	15%	6	13%	46
My mental health	19	83%	2	9%	2	9%	23
The control I have over my life	15	68%	2	9%	5	23%	22
Who supports me to do things	13	62%	4	19%	4	19%	21
Something else important	4	50%	4	50%		0%	8

Something else important listed are as follows: Aim to be in a serious relationship with a woman, Better quality of life, Keep my independence, Keeping people out of my bedroom when I'm not there, My finance for quality of life needs improvement, Pushing my wheelchair to church, Would like to understand English and More self esteem with able bodied

Q9 What specific things would allow you to make these changes? Please tick as many as you would

like

	18 to 64	%	65+	%	Unknown	%	Grand Total
I would like more control over what assistance I get	28	82%	4	12%	2	6%	34
Less bureaucracy	42	79%	6	11%	5	9%	53
Improved transport	33	77%	5	12%	5	12%	43
More help from the council to let me do things with other people	28	70%	4	10%	8	20%	40
More face-to-face help and advice	51	78%	7	11%	7	11%	65
More information about things I can do	45	73%	6	10%	11	18%	62
Knowing who I can speak to if I need something urgently	38	75%	6	12%	7	14%	51
Help with planning my support from other people that have the same difficulties as me	27	73%	3	8%	7	19%	37
Other	4	57%	3	43%		0%	7

For other the following were listed: For all laws/policies/procedures to work in practice, Help if your first language is not English for example Punjabi or Urdu speaking staff, It would be good to have "talking" leaflets and tapes to help people who can't read, More information on healthy eating, Someone to take me out in my wheelchair, Way local people leave me and other disabled people out of things

## Part 2: You Arrange Your Own Support

Q10 What services and assistance do you use at the moment? Please tick as many as you would like

	18 to 64	%	65+	%	Unknown	%	Grand Total
Short term breaks in a registered home	1	17%	2	33%	3	50%	6
Leisure activities	11	58%	4	21%	4	21%	19
Public transport or taxis	18	55%	10	30%	5	15%	33
Day centre	6	43%	5	36%	3	21%	14
Someone to help you in your house	13	62%	5	24%	3	14%	21
Family members to help	20	59%	9	26%	5	15%	34
Things provided by the NHS	14	67%	5	24%	2	10%	21
Education or training	9	69%	1	8%	3	23%	13
Holidays	8	53%	5	33%	2	13%	15
Adaptations in your home	7	54%	3	23%	3	23%	13
I live in a residential/care home	3	33%	2	22%	4	44%	9
Personal assistants/home carer	7	58%	2	17%	3	25%	12
Friends to help	10	59%	5	29%	2	12%	17

Anything else - the following were listed: Access to work assist me with transport and equipment for work, Catholic caring and Preston Disc, Help from blind society, My sister takes me on holiday otherwise I would not get a break

Q11 If you had greater choice and more options over what services and assistance you use, would you change what you get?

	18 to 64	%	65+	%	Unknown	%	Grand Total
No, I wouldn't change anything	10	56%	6	33%	2	11%	18
Yes, I would change a little	20	74%	4	15%	3	11%	27
Yes, I would change a lot	8	80%	2	20%		0%	10
Don't know	8	67%	1	8%	3	25%	12
Grand Total	46	69%	13	19%	8	12%	67

## PART 3: You get some help paid for by the local council but not a personal budget or direct payment

Q12 What services (if any) do you use now? Please tick all that apply to you

	18 to 64	%	65+	%	Unknown	%	Grand Total
Short term breaks in a registered home	5	63%	1	13%	2	25%	8
Leisure activities	18	72%	2	8%	5	20%	25
Public transport or taxis	14	54%	7	27%	5	19%	26
I use a day centre	17	65%	5	19%	4	15%	26
Someone to help you in your house	15	63%	4	17%	5	21%	24
Family members to help	13	57%	4	17%	6	26%	23
Education or training	11	55%	1	5%	8	40%	20
Holidays	8	53%	4	27%	3	20%	15
A car	7	50%	5	36%	2	14%	14
I live in a residential home	6	40%	4	27%	5	33%	15
Personal assistants/home carer	14	70%	2	10%	4	20%	20
Friends to help	3	27%	4	36%	4	36%	11

For other the following were listed: All maintenance/property repairs done by council, D/H Carers, Housing benefit by Preston Council, Resource centre, Social worker, Supported living - independent sector, Thumbprint, Cornerstone, Lancaster

Q13 How much do you feel you know about personal budgets?

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Nothing at all	30	65%	6	13%	10	22%	46	58%
I know very little about personal budgets	11	92%	1	8%		0%	12	15%
I know something about personal budgets	11	79%	3	21%		0%	14	18%
I am confident I know about personal budgets	4	50%	4	50%		0%	8	10%
Grand Total	56	70%	14	18%	10	13%	80	100%

**Q14 If you had a personal budget, and could spend the money on anything that would help you in life, do you think you would change the support you have? (please tick one)**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
I would not change my support at all	20	77%	3	12%	3	12%	26	33%
I would change my support a little	18	75%	4	17%	2	8%	24	30%
I would change my support a lot	14	78%	4	22%		0%	18	23%
I would completely change my support	4	100%		0%		0%	4	5%
Don't know	3	38%	1	13%	4	50%	8	10%
<b>Grand Total</b>	<b>59</b>	<b>74%</b>	<b>12</b>	<b>15%</b>	<b>9</b>	<b>11%</b>	<b>80</b>	<b>100%</b>

**Q15 If you were given a personal budget, what would you want to spend it on?**

	18 to 64	%	65+	%	Unknown	%	Grand Total
Short term breaks in a registered home	9	64%		0%	5	36%	14
Leisure activities	26	72%	6	17%	4	11%	36
Public transport or taxis	15	56%	5	19%	7	26%	27
Day care	8	53%	4	27%	3	20%	15
Someone to help you in your house	13	68%	3	16%	3	16%	19
Family members to help	7	50%	4	29%	3	21%	14
Education or training	22	76%	2	7%	5	17%	29
Holidays	37	73%	8	16%	6	12%	51
A car	8	62%	1	8%	4	31%	13
Care home	4	67%	1	17%	1	17%	6
Personal assistants/home carer	18	78%	3	13%	2	9%	23
Friends to help	8	57%	4	29%	2	14%	14

Anything else, the following were listed: As long as I will get paid for services, Caretaker, Decorating house and making the house more nice to live in, Make sure home improvements, Personal services on a monthly basis (18+!), Shower and household

**Q16 What help might you need if you were given a personal budget and asked to organise your own care? Tick as many as you like**

	18 to 64	%	65+	%	Unknown	%	Grand Total
I would not need any help	17	74%	3	13%	3	13%	23
I would need help managing the money	29	73%	5	13%	6	15%	40
I would need help knowing what sort of things I could spend my money on	23	72%	5	16%	4	13%	32
I would need help knowing how much things cost	19	68%	4	14%	5	18%	28
I would need help to spend the money	16	70%	3	13%	4	17%	23

For other the following were listed: Advice and help, Doing the prep work, making sure possible employees are honest and caring, Helping me to my appointment, I would not want to go on Direct payments because of the worry it would cause me managing budgets and the worry that my carer would walk out on me, plus there is too much hassle advertising, My family help with cleaning, shopping and budgeting

## Part 4: If you use a personal budget, or a direct payment please answer these questions

Q17 If you have a personal budget, how do you manage it?

	18 to 64	%	65+	%	Unknown	%	Grand Total
A direct payment	14	78%	1	6%	3	17%	18
An indirect payment	6	100%		0%		0%	6
An individual service fund	1	100%		0%		0%	1
A council-held budget	1	33%	1	33%	1	33%	3
<b>Total</b>	<b>22</b>	<b>79%</b>	<b>2</b>	<b>7%</b>	<b>4</b>	<b>14%</b>	<b>28</b>

Q18 How long have you been using your personal budget or direct payment? (please tick one answer)

	18 to 64	%	65+	%	Unknown	%	Grand Total
Less than 1 month	1	50%		0%	1	50%	2
1 month to 6 months	6	86%		0%	1	14%	7
6 months to 1 year	6	100%		0%		0%	6
1 year to 3 years	2	100%		0%		0%	2
More than 3 years	4	50%	3	38%	1	13%	8
<b>Grand Total</b>	<b>19</b>	<b>76%</b>	<b>3</b>	<b>12%</b>	<b>3</b>	<b>12%</b>	<b>25</b>

Q19 Has your local council made it easy for you to:  
Find out about personal budgets?

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Yes	4	50%	3	38%	1	13%	8	24%
Not sure	6	67%	1	11%	2	22%	9	27%
No	14	88%		0%	2	13%	16	48%
<b>Grand Total</b>	<b>24</b>	<b>73%</b>	<b>4</b>	<b>12%</b>	<b>5</b>	<b>15%</b>	<b>33</b>	<b>100%</b>

Do the self-assessment?

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Yes	6	75%	1	13%	1	13%	8	23%
Not sure	7	64%	1	9%	3	27%	11	31%
No	13	81%	1	6%	2	13%	16	46%
<b>Grand Total</b>	<b>26</b>	<b>74%</b>	<b>3</b>	<b>9%</b>	<b>6</b>	<b>17%</b>	<b>35</b>	<b>100%</b>

Get control over the money?

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Yes	10	83%		0%	2	17%	12	34%
Not sure	5	56%	2	22%	2	22%	9	26%
No	12	86%	1	7%	1	7%	14	40%
<b>Grand Total</b>	<b>27</b>	<b>77%</b>	<b>3</b>	<b>9%</b>	<b>5</b>	<b>14%</b>	<b>35</b>	<b>100%</b>

Plan the support you want?

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Yes	6	60%	1	10%	3	30%	10	31%
Not sure	8	73%	2	18%	1	9%	11	34%
No	10	91%		0%	1	9%	11	34%
<b>Grand Total</b>	<b>24</b>	<b>75%</b>	<b>3</b>	<b>9%</b>	<b>5</b>	<b>16%</b>	<b>32</b>	<b>100%</b>



**Get the support you want?**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
Yes	7	54%	3	23%	3	23%	13	36%
Not sure	8	80%	1	10%	1	10%	10	28%
No	11	85%	1	8%	1	8%	13	36%
Grand Total	26	72%	5	14%	5	14%	36	100%

**Q20 What do you spend your money on? Please tick all that apply to you**

	18 to 64	%	65+	%	Unknown	%	Grand Total
Short term breaks in a registered home	2	40%	1	20%	2	40%	5
Leisure activities	13	81%	2	13%	1	6%	16
Public transport or taxis	10	63%	3	19%	3	19%	16
Day care	2	50%	1	25%	1	25%	4
Someone to help you in your house	5	63%	2	25%	1	13%	8
Family members to help	5	50%	3	30%	2	20%	10
Education or training	6	75%		0%	2	25%	8
Holidays	7	58%	3	25%	2	17%	12
A car	5	63%	1	13%	2	25%	8
Residential/care home		0%	1	33%	2	67%	3
Personal assistants/home carer	10	77%	2	15%	1	8%	13
Friends to help	3	50%	2	33%	1	17%	6

Activities listed are as follows: Clothes, DVDs, shopping, trampolining, Cooking, cleaning, laundry and driving long distances, Shopping, washing and cleaning

Anything else that your personal budget is spents on: DVDs, Furniture, Keeping garden and hedges in order and also any repairs to my home, Personal items, Physiotherapy whilst I am waiting for NHS treatment and special food due to dieting requirements and extra heating both of which increase my bills due to my health condition

**Q21 Since your personal budget or direct payment started, have you changed the things you use? (please tick one)**

	18 to 64	%	65+	%	Unknown	%	Grand Total
No I have not changed my support at all	8	67%	3	25%	1	8%	12
Yes I have changed my support a little	8	100%		0%		0%	8
Yes I have changed my support a lot	5	71%	1	14%	1	14%	7
Yes I have completely changed my support	3	75%	1	25%		0%	4
Grand Total	24	77%	5	16%	2	6%	31

**Q22 What support did you use before your personal budget or direct payment? Please tick all that apply to you**

	18 to 64	%	65+	%	Unknown	%	Grand Total
Short term breaks in a registered home		0%	1	50%	1	50%	2
Leisure activities	4	57%	2	29%	1	14%	7
Public transport or taxis	6	55%	3	27%	2	18%	11
Day care	5	71%	1	14%	1	14%	7
Someone to help you in your house	4	57%	2	29%	1	14%	7
Family members to help	6	55%	2	18%	3	27%	11
Education or training	2	67%		0%	1	33%	3
Holidays	2	33%	3	50%	1	17%	6
A car	3	60%	1	20%	1	20%	5
Residential/care home	1	33%	1	33%	1	33%	3
Personal assistants/home carer	7	70%	2	20%	1	10%	10
Friends to help	4	50%	3	38%	1	13%	8

Please write the activities these people help you with: Before I received direct payments I had help with food only, General cleaning, tidying and washing around the house, Shopping, vacuuming and cleaning

Anything else: My family member is helping me and I prefer this and I feel better, Personal care, Shopping my mum takes me. My sister visits me at weekends and helps me with cleaning and

## Part 5: These final questions are for everyone

**Q25 How did you answer the questions?**

	18 to 64	%	65+	%	Unknown	%	Grand Total	%
I answered the questions myself	39	80%	8	16%	2	4%	49	40%
I answered the questions with help from someone else	42	75%	7	13%	7	13%	56	46%
Someone else mainly answered the questions for me	3	60%	1	20%	1	20%	5	4%
Blank	8	62%	1	8%	4	31%	13	11%
Grand Total	92	75%	17	14%	14	11%	123	100%

**Q27 Additional questions**

**Q27 a Have you heard of Help direct?**

	18 to 64	%	65+	%	Unknown	%	Grand Total
No	60	76%	10	13%	9	11%	79
Yes	24	83%	3	10%	2	7%	29
Blank	8	53%	4	27%	3	20%	15
Grand Total	84	78%	13	12%	11	10%	108

**Q27b Have you heard of Telecare?**

	18 to 64	%	65+	%	Unknown	%	Grand Total
No	71	77%	11	12%	10	11%	92
Yes	12	86%	1	7%	1	7%	14
Blank	9	53%	5	29%	3	18%	17
Grand Total	83	78%	12	11%	11	10%	106

**Q27c Have you been the victim of a disability hate crime?**

	<b>18 to 64</b>	<b>%</b>	<b>65+</b>	<b>%</b>	<b>Unknown</b>	<b>%</b>	<b>Grand Total</b>
<b>No</b>	68	77%	10	11%	10	11%	88
<b>Yes</b>	16	73%	3	14%	3	14%	22
<b>Blank</b>	8	62%	4	31%	1	8%	13
<b>Grand Total</b>	84	76%	13	12%	13	12%	110