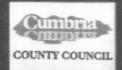
CARLISLE CRIME & DISORDER AUDIT SUMMARY

1999/2001

Cummersdale Durdar

Reducing crime through partnership







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Introduction

Welcome to this summary of the Carlisle District Crime and Disorder Audit. The summary highlights the main areas of information available such as Police recorded crime data but also includes information from other agencies which have an impact on Crime and Disorder in our city.

Background

The Crime and Disorder Act 1998 requires that local authorities must work in partnership with the Police and other agencies to set targets to reduce Crime and Disorder in the district. The agencies work to a strategy which is set every three years and is informed by an audit of crime, disorder and causal factors which is also carried out on a three yearly basis.

The first audit, carried out in 1998, formed the basis of the first Crime and Disorder Reduction Strategy which was launched in April 1999.

Joint Working Between Carlisle and Eden Districts

In April 2001, it was decided that the Carlisle and Eden districts had many common themes and priorities relating to crime and disorder. This has led to extensive joint working and will result in a joint Crime and Disorder Reduction Strategy for Carlisle and Eden. The joint strategy will be formed by this audit along with the audit which has been carried out by Eden Council.

The findings will be combined with the results of surveys of public opinion, consultation with key partners and selected focus groups and will also be considered by the Carlisle and Eden Community Safety Strategic Group. This will direct our priorities for action over the next three years.

The Audit Process

The audit has been compiled following extensive information sharing between key agencies and further analysis of that information. Some of the data has been mapped to identify hotspots or problem areas. Technology will soon be available to continuously update this process over the life of the strategy.

A full version of the audit is available at www.carlisle-city.gov.uk or on CD ROM by contacting Paul Musgrave, Community Safety Co-ordinator,

Corporate Policy and Strategy Unit,

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Audit compiled by Claire Tupling, The Corporate Policy and Stragergy Unit, Carlisle City Council.

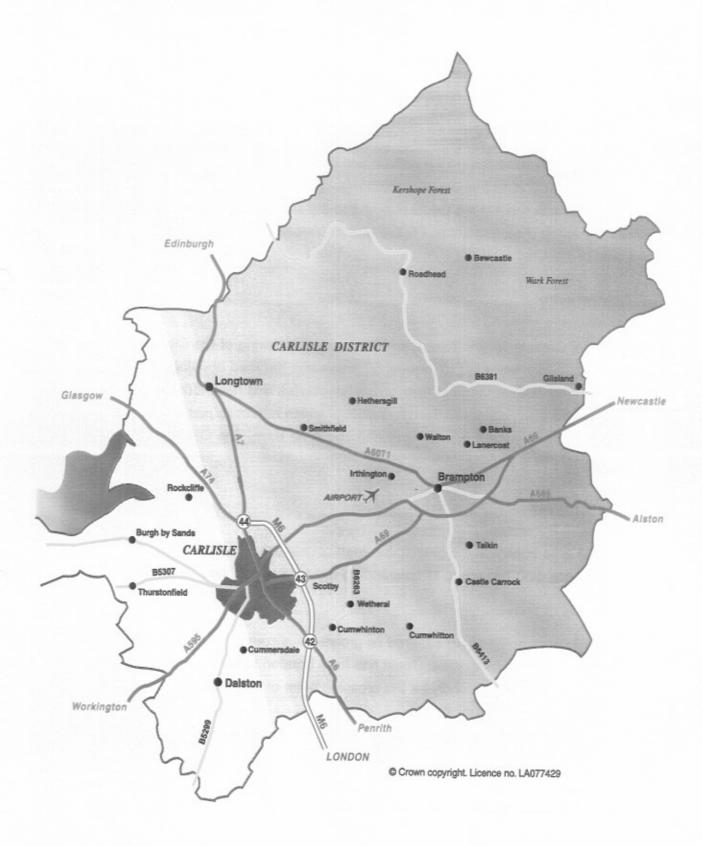
If you would like a copy of The Crime and Disorder Audit Summary in another format, such as large print or on audio tape, please contact The Corporate Policy and Stragergy Unit on 01228 817011 or e-mail paulm@carlisle-gov.uk

Further copies of this document are available in Adobe Acrobat PDF format either on CD ROM or via our web site at http://www.carlisle.gov.uk

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Carlisle City Council LA 077429



City Profile

The City of Carlisle in Cumbria extends from the Scottish border in the North to beyond Dalston and Cumwhitton in the South and stretches from the Solway coast to the Northumberland border in the west and east respectively.

The City encompasses 1030 square kilometres and has a population of some 102,000. 70% of the population lives in the Carlisle urban area. A further 23% live within ten-mile radius in commuter villages around the centre and in the small towns of Brampton, Longtown and Dalston. The remaining 7% live in the sparsely populated rural area to the north and east of the City.

Urban Community

The urban area of Carlisle covers 25 square kilometres comprising of the City centre, retail and office developments, old inner city industrial areas and terraced housing, it is surrounded by suburban housing estates, edge of town industrial estates and new housing developments. Carlisle s urban area also has many historic buildings which reflect its past including Carlisle Castle, Carlisle Cathedral, the medieval Guildhall and Tithe Barn, The Old Town Hall and parts of the original city walls.

Rural Communities

The greater rural area is comprised of unspoilt open countryside, much of which is of high landscape value including two areas of outstanding natural beauty: the North Pennines and the Solway Coast.

Carlisle's strategic position has also ensured its growth as a communication centre. Firstly as a railway centre with the main West Coast line from London to Glasgow and the scenic Carlisle to Settle railway and secondly as the crossing point of the M6/A74 north south motorway and A69 east-west trunk road.

Transport, distribution and communications continue to feature prominently in Carlisle's economy along with agricultural services, food processing and packaging, hotels, catering and tourism.

Carlisle Crime and Disorder Audit in Context

It is important to put the audit into context with some of the achievements over the last three years as well as comparing it at a national level.

Burglary Dwelling

- We have seen a downward trend over the last three years,1.23% over the period of the strategy.
- We have the highest County rate per 1,000 households, but we are below the National rate of 21.79 per 1,000 and only marginally above the National target for 2005 at 16.34 per 1,000.
- The 2001-02 rate is more than half the rate of the British Crime Survey risk of 34 per 1.000 dwellings.
- A Police survey indicates that Burglary is the crime feared the most.

Offences Against The Person / Violent Crime

- There is an upward trend showing a 16.9% increase during the course of the strategy.
 10.26% of all crimes were in this category
- The figures show 12.2 incidents per 1,000 population which is almost 13% lower than the national rate of 13.9 per 1,000 population.
- · A Police survey showed that this was the top issue that the public wanted addressing.

Criminal Damage

- · Accounted for a guarter of total crime recorded.
- · There is an upward trend.
- Parish Councils ranked this crime as a top priority when consulted.

Vehicle Crime

- There is a downward trend of 13% during 1999 2001.
- We have the highest county rate per 1,000 population.
- Vehicle crime accounts for 17.7% of all crime in Carlisle.
- There is an upward trend in Brampton.

Hotspots

Castle ward is showing as a hotspot for a variety of crime types. This is largely because this ward includes the City centre and has a high concentration of public entertainment venues and commercial premises. There is also evidence to suggest that this area is beginning to attract visitors from outside the county which is increasing the volume of people in the city centre particularly at night leading to a greater likelihood that offences will occur. Castle ward in particular, may require further analysis as part of the problem solving process which will be incorporated into the next strategy.

Recorded Crime by Ward

There are differences in the number of recorded crimes in each ward. The following table shows the total number of crimes recorded in each ward for the whole period from January 1998 to June 2001.

More crimes were recorded in Castle (in which the City Centre is located) than in any other ward. In contrast, Lyne in the remote rural area has had the least number of crimes in this period. The average number of crimes recorded in each ward in the period 1998 to June 2001 is

Total Number of recorded Crimes

Number of Offences

Belah	1,247
Belle Vue	2,199
Botcherby	2,763
Brampton	1,128
Burgh	231
Castle	9,239
Currock	3,718
Dalston	1,084
Denton Holme	2,474
Great Corby and Geltsdale	242
Harraby	1,985
Hayton	178
Irthing	213
Longtown & Rockcliffe	1,496
Lyne	152
Morton	1,290
St.Aidans	2,588
Stanwix Rural	468
Stanwix Urban	811
Upperby	2,061
Wetheral	516
Yewdale	993

1683. However as can be seen from this table there is a lot of variation in the numbers of crimes recorded in each ward. There are differences in the numbers of crimes recorded in the urban area and rural area.

The table below gives the average number of crimes for the urban and rural area as well as for Carlisle as a whole.

	Number of Offences	Average Number of Offences	Standard Deviation
Urban Wards	31,368	2,614	2,151.08
Rural Wards	5,648	564	449.1
All Wards	37,016	1,683	1,912.25

The standard deviation figure provides information on how much difference there is in the numbers of crimes recorded in each ward. The average number of crimes recorded per ward in the urban area is 2614, this is still subject to a large variation. The average number of crimes recorded per ward in the rural area is much lower than the average for the urban wards.

There is also less variation in the number

of crimes recorded within the rural wards. However three of the rural wards, Brampton, Dalston and Longtown and Rockcliffe have much higher numbers of crimes recorded than the other rural wards.

Summary of Data from Housing Department

This relates to data given by Carlisle City Council Housing Department for January 2000 until July 2001.

Upperby ward has the highest number of addresses with breaches of tenancy (BOT) as well as the highest number of breaches of tenancy. It is also the ward with the highest number of council housing stock. However over 10% of the stock has a breach of tenancy compared with the overall Carlisle figure of just over 6%. This is not the highest proportion of breaches of tenancy, however the percentage of council housing stock with breaches of tenancy can appear large when small numbers are involved.

The council housing stock in Upperby accounts for just under 14% of the total Carlisle City Council housing stock. Breaches of tenancy in Upperby account for over 22% of all breaches of tenancy in Carlisle. In contrast both Belle Vue and Morton have a much lower proportion of the total breaches than expected.

Breaches of Tenancy (BOT)						
Ward	Stock	Percentage of total stock in ward	Addresses with BOT	Percentage of total stock with BOT	Percentage of ward stock with BOT	
Belah	290	4%	32	6%	11%	
Belle Vue	950	12%	24	5%	3%	
Botcherby	1090	13%	79	0.8900	7%	
Brampton	330	4%	43	8%	13%	
Burgh	30	0%	<5		0%	
Castle	410	5%	13	2%	3%	
Currock	640	8%	44		7%	
Dalston	140	2%	<5	0%	1%	
Denton Holme	410	5%	54	10%	13%	
Great Corby and						
Geltsdale	30	0%	<5	0%	0%	
Harraby	610	7%	58	11%	10%	
Hayton	60	1%	5	1%	8%	
Irthing	10	0%	<5	0%	0%	
Longtown and						
Rockcliffe	300	4%	18	3%	6%	
Lyne	10	0%	<5	0%	10%	
Morton	1080	13%	14	3%	1%	
St. Aidans	250	3%	13	2%	5%	
Stanwix Rural	20	0%	<5		5%	
Stanwix Urban	60	1%	<5	1000000	3%	
Upperby	1110	14%	116	T 0.30251	10%	
Wetheral	40	0%	<5	0%	0%	
Yewdale	270	3%	<5	100000	1%	
Carlisle	8120	100%	523	100%	6%	

Summary of Data from Cumbria Education Department

Pupils excluded from schools in Carlisle

Fixed Term Exclusions

A fixed term exclusion occurs when a pupil is excluded from their school for a fixed period before they can return.

Only the Head Teacher of a school has the power to exclude a pupil. A pupil can be excluded for a maximum of 45 days in a school year. An exclusion takes place in response to serious breaches of the school s discipline policy; and if allowing the pupil to remain in school would seriously harm the education or welfare of the pupil or others in the school.

In Carlisle schools in the academic year 1999 / 2000 a total of 585 pupils were excluded on a fixed term basis.

A total of 1,890 school days were lost in Carlisle schools during that year by pupils who had been excluded for a fixed term. This represents the equivalent of nearly 10 academic years for a single pupil.

Just under 8% of pupils in Carlisle secondary schools were excluded for a fixed term period in the academic year 1999 / 2000.

This differs between schools, however it is not always appropriate to compare schools as they may have different policies for dealing with behaviour.

Thisrate is also slightly higher than the Cumbrian average which is just over 7% of secondary pupils who were excluded for a fixed term.

There are no comparable figures at national level available for comparison due to the amount of variants

Summary of Offender Data

Who has committed crime?

Information on who has committed crimes comes from a number of sources:
Cumbria Constabulary

National Probation Service

Cumbria Youth Offending Team

Known offenders of recorded crime in Carlisle

Information on known offenders has been provided by Cumbria Constabulary. An offender appears on this database if they have been arrested, cautioned or convicted of a crime. The offenders information has also been used to provide information on the detection rate for recorded crimes in Carlisle. Not all recorded crimes will be detected and have a known offender. Of all the crimes that were recorded between January 1998 and June 2001 offenders have been identified for 13,782 crimes. This represents a detection rate of 37% for this period. The detection rate differs slightly by year.

In 1998 there was a total of 10,737 recorded crimes. Of these, 4,377 crimes, or just under 41% had an offender or offenders identified. In 1999 there were 10,980 recorded crimes of which 4,278 had an offender or offenders identified. This means that just under 39% of crimes were detected.

In 2000, there were fewer recorded crimes, 9,993 with 3,531 of these with an offender or offenders being identified. This detection rate of just over 35% is slightly lower than the previous two years. The detection rate in Carlisle is higher than the national rate of detection which is around a quarter of all crimes. However the Carlisle rate is comparable with the Cumbria wide detection rates.

Characteristics of offenders

The information presented here is for crimes recorded between January 1998 and June 2001. There are known offenders for 13,782, (37%) of crimes that occurred during this time. For these crimes a total of 5,999 offenders have been identified. The number of offenders is lower than the number of crimes for which there is a known offender because the same offender may have committed more than one crime. It is also possible for one crime to have more than one offender. It should not be assumed that the characteristics of offenders presented here apply to all offenders. These are the characteristics of known offenders only.

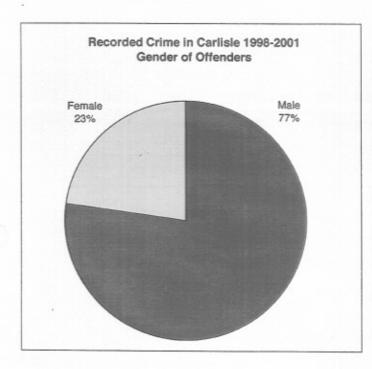
Prolific/Repeat Offenders

Using the Crimes Database Offenders and Crimes have been extracted for the period April 1998 to January 2002. There were a total of 26,900 Offenders and 66,379 'Offender Crimes' for Cumbria. This analysis only includes crimes which have been detected and linked to an offender. The basic statistics are:

- · 1% of Offenders commit 14% of Crimes
- · 2% of Offenders commit 21% of Crimes
- · 30% of Offenders commit 70% of Crimes
- 1 Offender has committed 151 crimes.
- 17 Offenders commit 2% of Crimes (1,338 crimes)

Gender

The following pie chart shows that most offenders were male. These proportions are about the same as national gender profiles of offenders.



The proportions are similar for each of the three full years. However there has been a slight change in proportions with an increase in the proportion of known offenders who are female and drop in the proportion of male offenders.

Age

The average age of offenders is 26.
However the most frequent age of offenders is 16. 16% of the known offenders were under 16 at the time of committing the crime. There are some differences between male and female offenders.

The average age of male and female offenders over the three and a half years is the same at 26. There is a slight difference in the most frequent ages of male and female offenders. The most frequent age of male offenders is 17 and for female offenders it is 16.

In each of the three years, the average age is the similar as for the three and a half years as a whole. However there is a difference in the modal age of offenders, which in 1998 was 21.

Cumbria Youth Offending Team

This information has been provided by the Cumbria Youth Offending Team (YOT). The Youth Offending Team deals with young offenders who were aged between 10 and 18 at the time of their referral to the YOT. The information presented here covers those clients of the Youth Offending Team who live in Carlisle and who have been referred to the YOT since the end of 1998. There was a total of 325 people identified as living within Carlisle.

167 of cases have more than one offence. The rest, 158 have only one offence. However there was a total of 1,205 offences recorded. This meant that on average each young person had committed 3.7 offences. For those who had more than one offence the average number of offences was much higher. Each person who had more than one offence had committed an average of 6.2 offences.

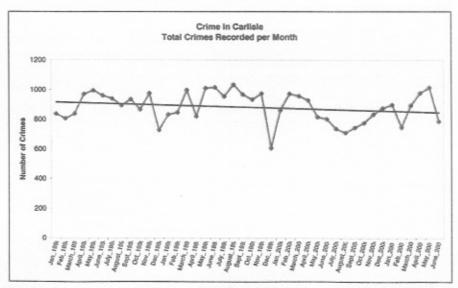
The average age of a young offender at the time of their referral was just under 15, with the most common age at referral being 16.

Over 77% of the young offenders were male with just under 23% female. This is a similar proportion to known offenders and those under the probation service.

Upperby has the highest number of young offenders referred to the YOT. Just under 14% of the young offenders from Carlisle live in this ward. It also has the highest rate of people in the YOT system per 1000 population in that ward.

Total crimes per month

Recorded crime for each month can be plotted continuously on the below chart. Blue dots represent the number of crimes recorded in that month, the straight black line is a trend line. The trend line shows that over the three and a half year period of this data there has been a slight decrease in the number of crimes recorded.

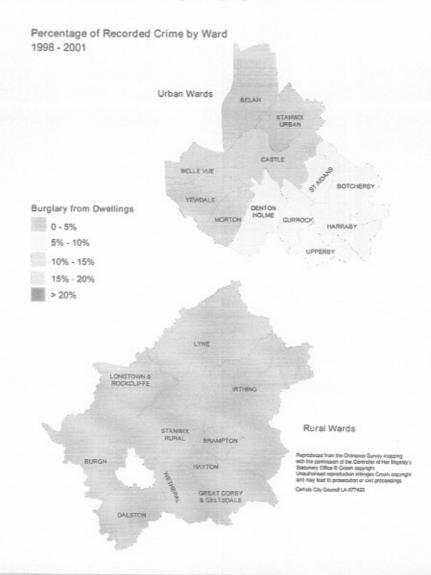


Percentage of Crime in each Ward

Maps have been produced for different crime types for offences recorded during the same period.

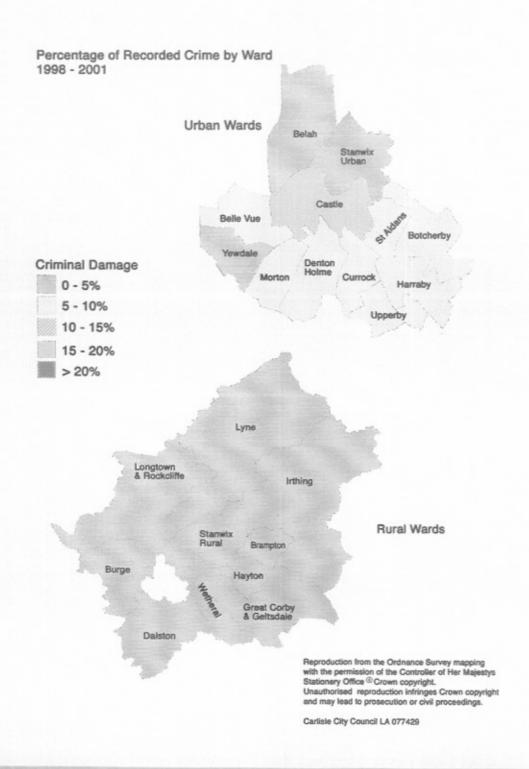
Burglary from Dwelling

No single ward has more than 15% of the total recorded Burglary from Dwelling crimes. The highest proportion of Burglary from Dwelling occurred in Castle (13%) followed by Belle Vue (11%), placing these two wards in the same band. Between 5% and 10% of this crime was located in each of the six urban wards; Botcherby, Currock, Denton Holme, Harraby, St Aidans and Upperby. In each of the remaining four urban wards less than 4% of the total Burglary from Dwelling occurred. All of the rural wards fall into the same band with each ward having less than 5%. 3% of Burglary from Dwelling was recorded in Longtown and Rockcliffe, which is the highest proportion in the rural area.



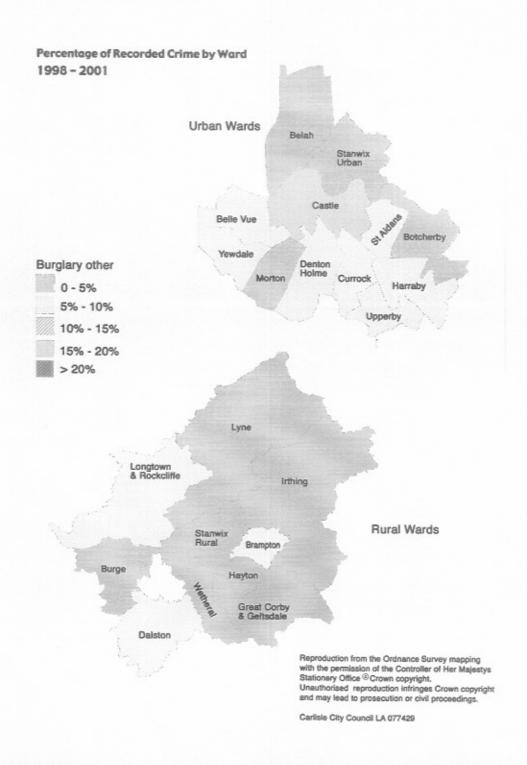
Criminal damage

Castle ward has the highest proportion of criminal damage with 17.4% occurring in this ward. All the urban wards to the south and east of the city centre each have between 5% and 10% of criminal damage crimes. Only three urban wards Belah, Stanwix Urban and Yewdale each have less than 5% of all criminal damage. All of the rural wards had less than 5% of the total criminal damage in Carlisle.



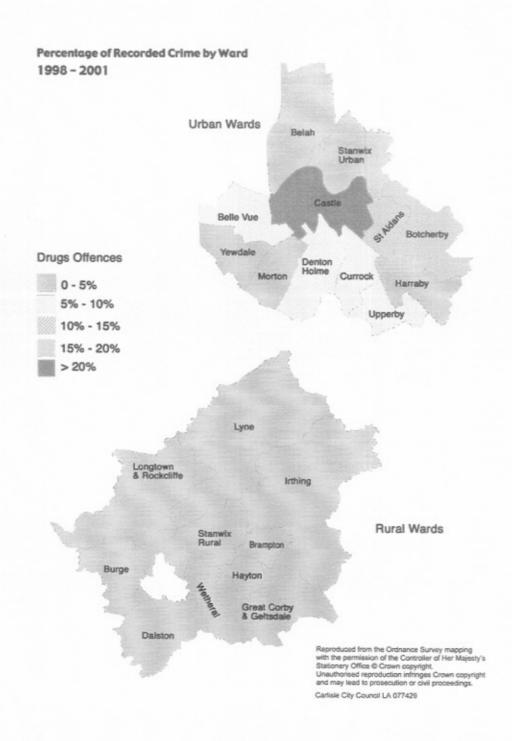
Burglary Other

As can be seen from the map the biggest proportion of Burglary Other offences was recorded in Castle which had nearly 16% of Burglary Other crimes. Less than 10% was recorded in each of the other wards. In the urban area there are differences between some wards in the proportion of Burglary Other offences recorded. Most of the rural wards have less than 5% of Burglary other. However three rural wards:- Brampton, Dalston and Longtown and Rockcliffe each account for 5% of Burglary Other. The proportion of Burglary Other is therefore higher in these wards than some of the urban wards.



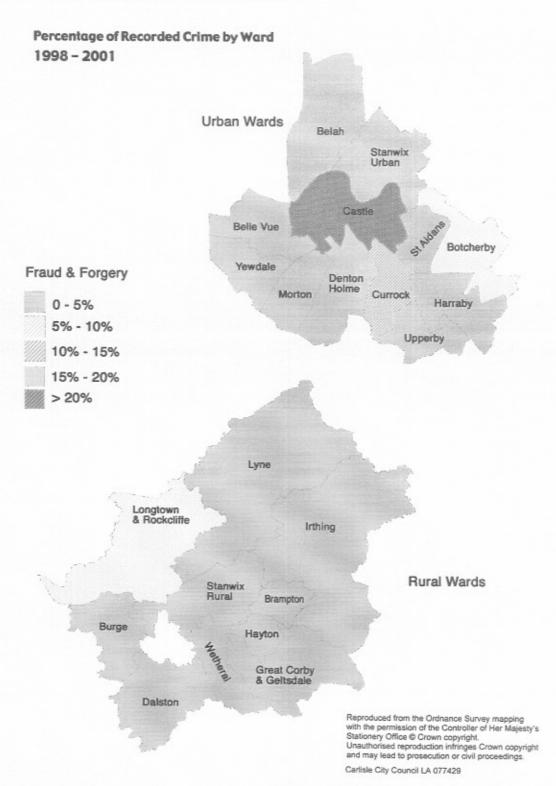
Drugs

Although there are few drug crimes recorded in comparison to the other crime types shown here, they are concentrated in the urban area. Just under half of all drugs offences are concentrated in three wards. Over 23% of recorded drug offences were in Castle ward. Drug offences were also high in two other urban wards. Both Botcherby and St. Aidans each have over 12% of recorded drugs crimes.



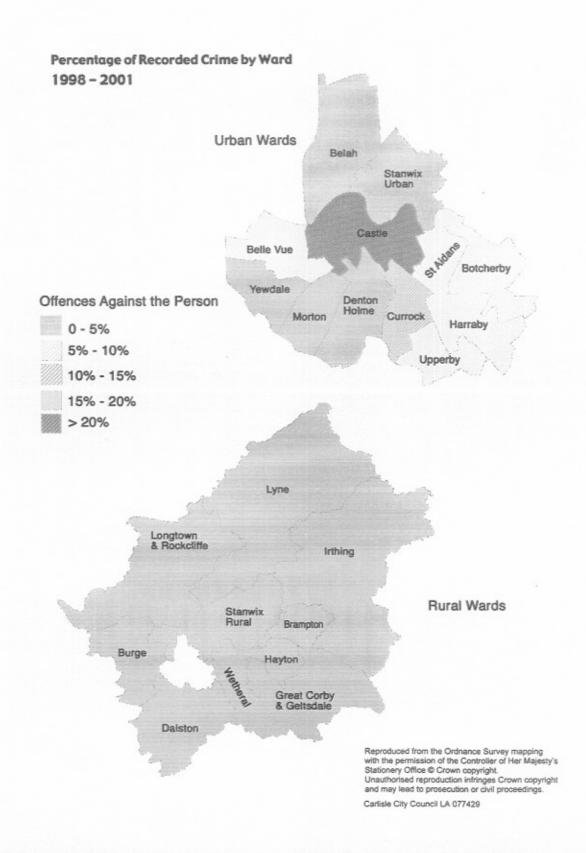
Fraud and Forgery

As can be seen from the map Fraud and Forgery crimes are concentrated in Castle ward with just over 36% of offences recorded in this ward. Less than 5% of Fraud and Forgery was recorded in each of the rural wards with the exception of Longtown and Rockcliffe in which just under 6% of this type of crime was recorded.



Offences against the person

Over a quarter of offences against the person were recorded in the Castle ward.



Incidence of Recorded Crime in Carlisle

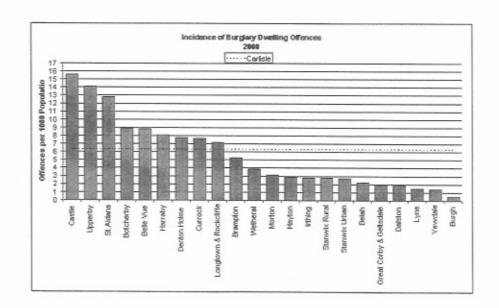
It is not always appropriate to compare the number of crimes in one ward with the number of crimes committed in another ward because of differences in population and the size of the ward.

To compare the levels of crime between wards the level of crime can be expressed as an incidence which is the number of crimes committed per 1,000 of the population. Incidence has been calculated for each offence type for the wards in Carlisle using the 1998 population estimates. Ranking charts have been produced which show the incidence of each crime type in each ward for the full year January to December 2000. Wards are displayed in descending order of incidence.

It is therefore possible to see from the charts the incidence of each crime in each ward and the position of each ward in relation to other wards.

The overall incidences for Carlisle are displayed on the charts as a dotted line so it is possible to compare the incidence in each ward with that for Carlisle.

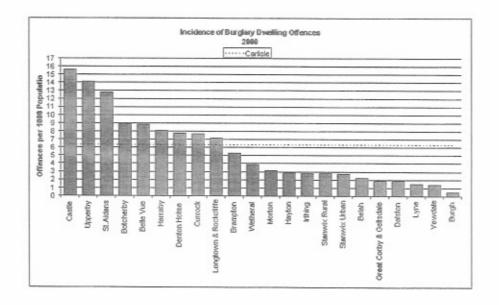
For most offence types incidence is highest in Castle ward. The high incidence in Castle is partly explained because this ward makes up the City centre and comprises a high number of shops, car parks and high density housing.



Burglary in a dwelling is presented as a rate per 1000 population. It has not been presented as a rate per 1000 households because of the lack of information of households at ward level. The chart shows a wide variation in the incidence of burglary in a dwelling between Carlisle's wards.

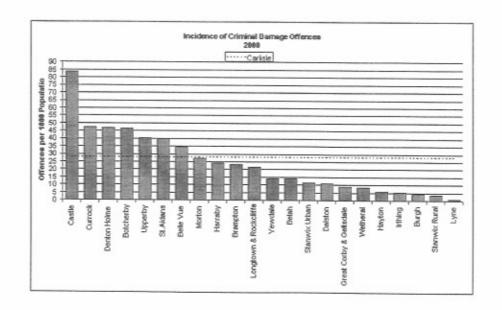
Burglary Other

Castle has the highest incidence of Burglary other than in a dwelling. The chart shows that the variation of incidence between wards is not as great as it was for burglary in a dwelling.



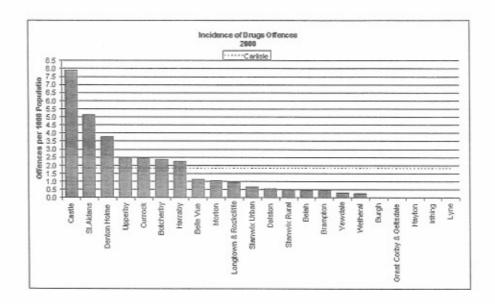
Criminal damage

Castle has a much higher incidence than the other wards, resulting in a wide variation between wards. Urban wards form a group with a higher incidence than Carlisle as a whole. Morton, Harraby, Brampton and Longtown and Rockcliffe form a group midway between this and the remaining wards with a much lower rate of incidence.



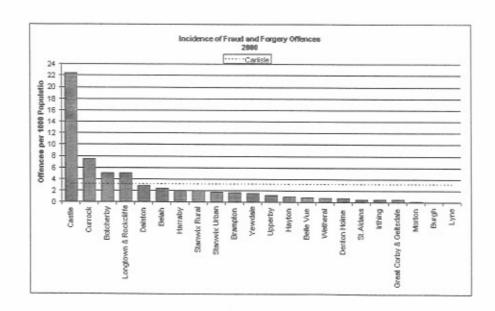
Drugs

The highest incidence of Drugs in Castle ward is much higher than the overall incidence across Carlisle as well the incidences for the other wards in Carlisle. The variation between all the wards in Carlisle is not wide as there are only low numbers of drugs offences recorded.



Fraud and Forgery

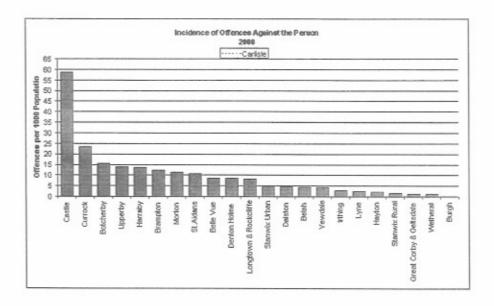
The chart indicates a wide variation between incidence of Fraud and Forgery in Castle and the other wards in Carlisle. Between the other wards the variation is not as wide. This will in part be explained because Castle ward takes in the city centre and with its shops and businesses is more likely to experience Fraud and Forgery than other wards.



Offences against the person

Castle has a much higher incidence of Offences against the person than any other ward in Carlisle. The high incidence may in part be explained because these type of offences are often associated with places where people congregate, such as pubs and clubs which are concentrated in the city centre in Castle ward.

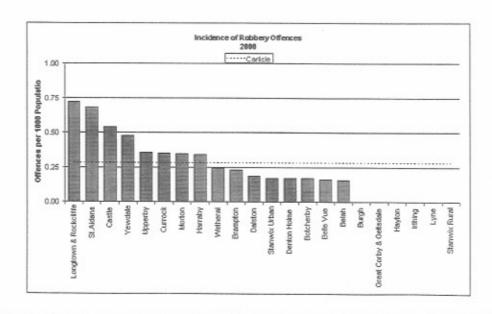
In addition Currock, Botcherby, Upperby, Harraby and Brampton have incidences higher than the overall rate in Carlisle.



Robbery

Longtown and Rockcliffe emerges as having the highest incidence of robbery.

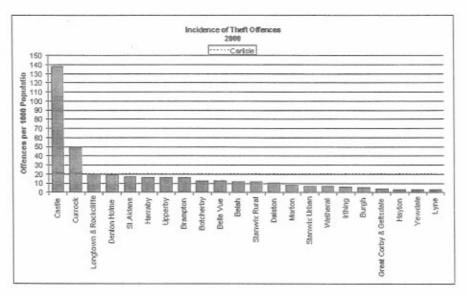
Small numbers of offences have been recorded for robbery and the chart shows that between wards there is only a slight variation in the incidence of this offence. Incidence ranges from zero incidences to 0.72 incidences per 1000 population.



Theft

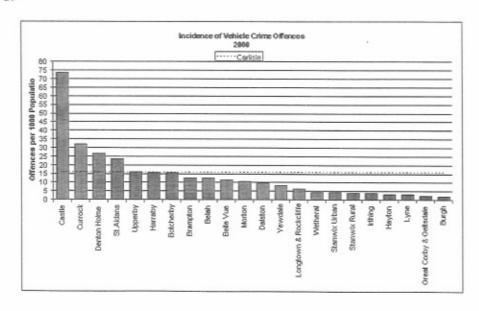
Only two wards, Castle and Currock, have an incidence of theft that is higher than the rate for Carlisle as a whole. The incidence in Castle ward is over two and a half times the incidence in Currock ward which is two and a half times greater than the incidence for Longtown and Rockcliffe which has the third highest incidence of theft.

This indicates that there is a wide variation in the incidences of theft between wards in Carlisle.



Vehicle Crime

Castle ward again has the highest incidence of vehicle crime. Its incidence is also more than twice that of Currock which has the second highest incidence of vehicle crime. The incidence in Castle ward is also four and half times the incidence of vehicle crime across Carlisle as a whole. This shows that as a rate per 1000 population vehicle crime is disproportionately concentrated in Castle ward.



Summary of data from National Probation Service

Probation

Information on clients of the probation service has been provided by Cumbria probations service. The information presented here relates to people who have been in contact with the probation service between 1998 and 2001 and who live within Carlisle.

Since 1998, just under 700 people from the Carlisle area have been under the supervision of the probation service. In each of the three years, between 220 and 240 people who live in Carlisle appear on the probation database.

Not all known offenders are referred to probation. The offences for which these people have been referred to the probation service for may not have occurred within Carlisle. They are therefore not a subset of the offenders database.

Age and Gender of Probationers

Most (80%) of the people on probation are male and 20% are female. The proportions have been similar in each of the three years. This is similar to the proportions of male and female known offenders.

The average age of those under the supervision of the probation service over the three years is 29. However the most frequent age of those on probation is lower than the average age at 20. For those offenders on the probation system in 1999/2000, the mode age was slightly lower at 18.

Where do they come from?

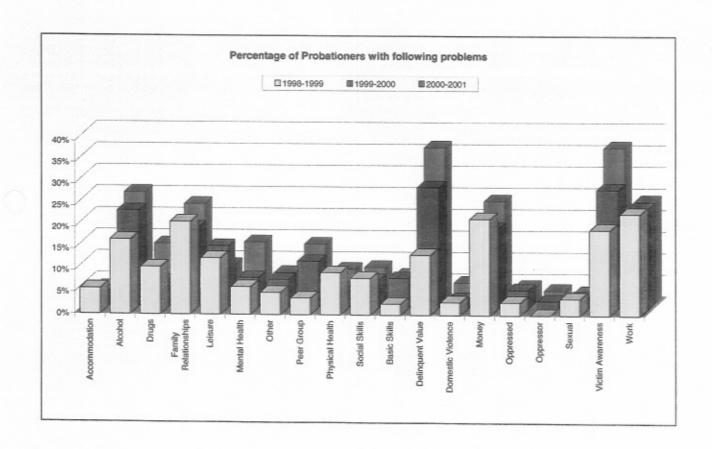
40% of the people who have been on probation in the last three years live in three of Carlisle's urban wards:- Denton Holme, Upperby and Castle. Over 50% live in these three wards plus St. Aidans and Currock. To make this more comparable it is possible to express the number of people from a ward that are on probation as a rate per 1,000 population of that ward.

Sentence/Disposal

There are several types of sentence. These include detention and community related sentences The most common sentence was Community Punishment, with the majority of people under the probation service having either Community Punishment or Community Rehabilitation. Just under a quarter had been sentenced to some form of custody. 17% had been sentenced to custody with an additional 7% sentenced to a Youth Offending Institution.

The average length of time of a custody sentence was 22 months. In the first two years that this data covers the average length of sentence was approximately 24 months. The average length of a custodial sentence in 2000/2001 had dropped by nearly seven months to an average length of 17 months.

The average length of sentence to a Young Offenders Institution was nine months.



Summary of data from Cumbria Fire Service

Arson in Carlisle

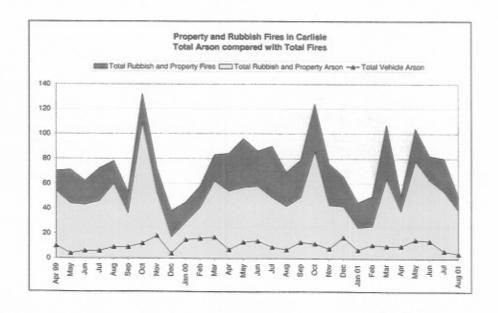
This information covers the period from the 1st April 1999 to the 31st August 2001. This information reveals that that a high proportion of fires recorded by the Cumbria Fire Service can be classified as arson.

During this period just over 67% of all property, vehicle and rubbish fires recorded in Carlisle were attributable to arson. In addition to arson, there was also a total of 467 seven hoax calls between these dates.

Arson includes malicous and deliberate vehicle fires which over this period accounted for over 20% of all arson cases.

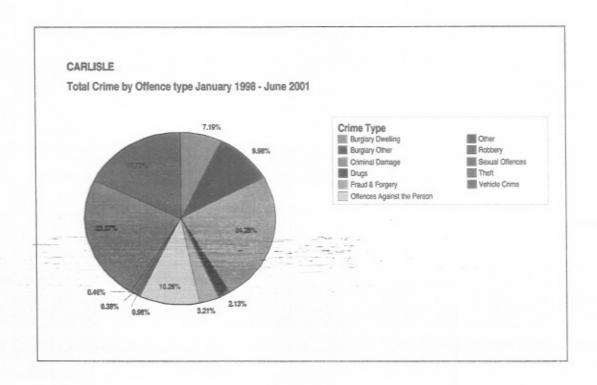
The following chart shows the number of total fires, arson and vehicle arson recorded between April 1999 and August 2001. The blue area represents all fires recorded. The yellow area shows how many of these were attributable to arson. The black line on the chart is the number of fires that were vehicle arson.

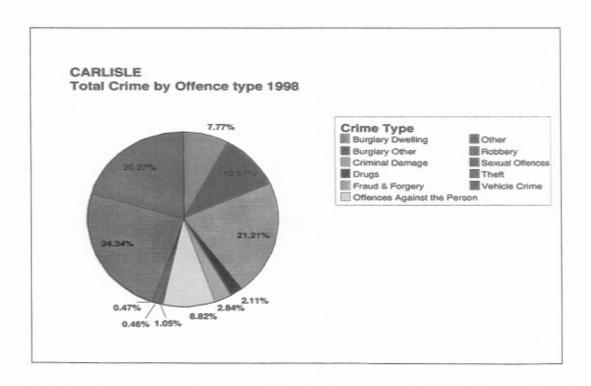
The number of fires recorded varies from month to month. The number of fires recorded peaked in October 1999 and again in October 2000. The number of fires more than doubled between February and March 2001 and April and May 2001. The dramatic rise in the total number of fires corresponds with a rise in the number of fires classified as arson.

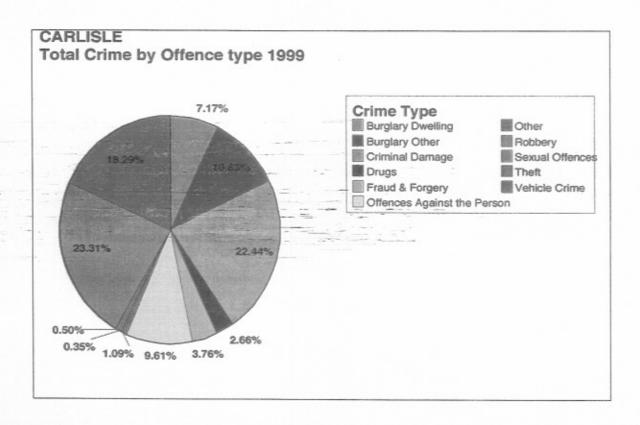


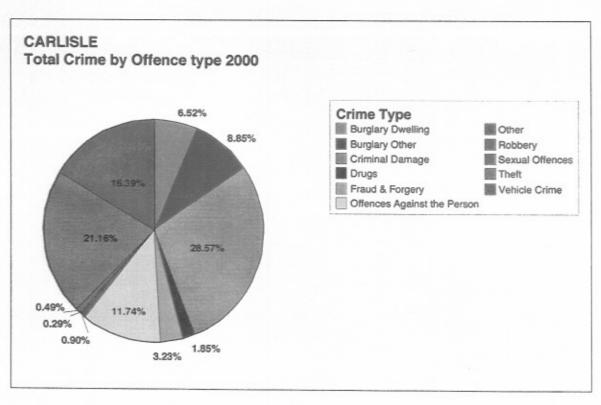
Proportions of Crime

The following charts show what proportion of each crime type occurred in Carlisle from January 1998 to June 2001 and also shows the occurrence for each year.









Glossary of terms

Burglary Dwelling

All burglaries which occur on occupied domestic premises.

Burglary Other

All burglaries which occur on either commercial or other non-domestic premises such as sheds, garages, allotments.

CDRP

Crime and Disorder Reduction Partnership, the partnership between Carlisle City Council, Cumbria Constabulary and Cumbria County Council and other agencies as prescribed by the Crime and Disorder Act 1998.

CDRP Family Group

Groups of local authorities with similar rates of population and socio-economic conditions used for comparative purposes. Carlisle is in CDRP group 11.

Criminal Damage

Includes wilful damage to property, vandalism and graffiti.

Drugs

All offences concerning the supply or possession of drugs. (This does not include crimes which are motivated by drug use)

Incidence

Displayed as a rate per thousand population. Incidence rates allow greater comparison between areas.

Recorded Crime

Actual offences as recorded by Cumbria Constabulary.

Reported Crime

Incidents reported to Cumbria Constabulary which may or may not become recorded crimes following further investigation.

Vehicle Crime

Includes theft from a vehicle, theft of a vehicle, taking a vehicle without consent and vehicle interference.