

# One Council



## **Rutland County Council Corporate Plan Performance: 6 Month Report 2021/22**

## Summary Report: 6 month report 2021-22

This report covers the period of 1<sup>st</sup> April 2021 – 30<sup>th</sup> September 2021 and provides an overview of our current performance against each priority within our Corporate Plan. Delivery of the Corporate Plan is measured against 71 key performance indicators (KPIs), of which 61 are available for reporting.

The report highlights:

- The service areas where our performance is particularly strong and the working practices which are helping to drive excellence.
- Those areas where performance is lower than our target, outlining the contributory factors and actions which are being taken to mitigate and improve.

### **What should we be proud of?**

Of the KPIs available, 67% (41) are on target at this stage in the year. There are a further 5 targets which are within a 5% tolerance of the target but, at this stage, we are not concerned by this and services continue to monitor.

Our performance data has continued the strong performance of 2020/21 and shows that in a large number of areas we are delivering exceptional services with our performance increasing and, in many cases, well above regional and national averages.

The key areas picked out in this report highlight the important role services are playing in supporting our community and improving the lives of our residents.




### **Is there anything we should be concerned about at this stage?**

Currently 15 indicators are off target. Where performance is off target there is a clear understanding as to why and the influencing factors e.g. the impact of Covid restrictions. Managers are clear of the issues, are monitoring performance and have in place defined actions to address this.

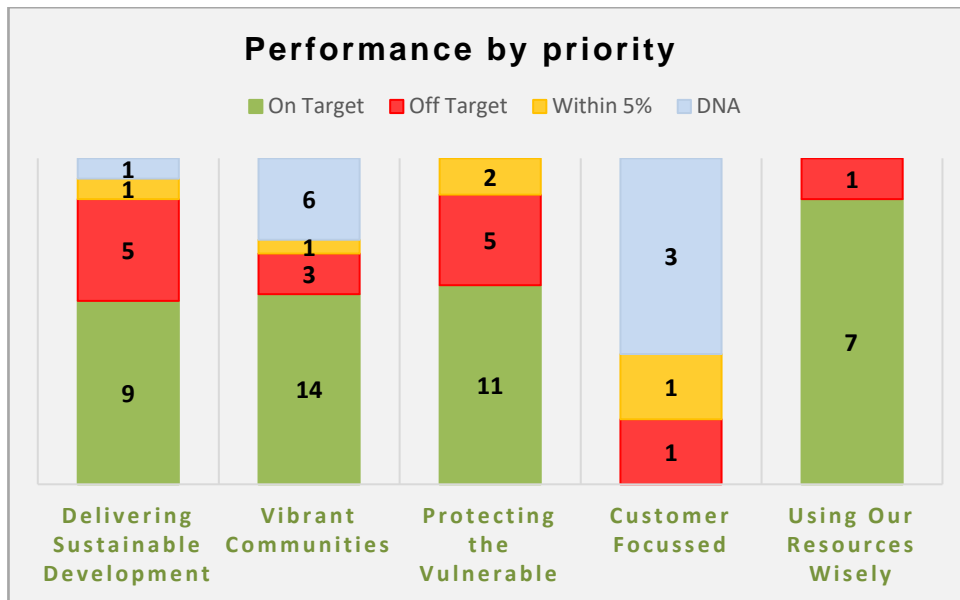
The main risk highlighted from analysis of the first 6 months of 2021/22 relates to future housing supply as result of the withdrawal of the Local Plan. As a consequence, the Council's housing supply is now estimated at 3.5 years, meaning that the County is potentially vulnerable to the approval of unplanned, ad-hoc development, which may not deliver the benefits or infrastructure achievable through planned growth in accordance with an up-to-date plan.

## KPI Summary

Key to symbols used within the report:

Target Indicators	
	Meeting/Exceeding Target
	Performance approaching target (within 5%)
	Performance >5% behind target
DNA	Data not available

KPI Summary Quarter 1:				
			DNA	Total
41	5	15	10	71



## Delivering Sustainable Development

### What is going well?

#### ***Indicators 5-7: Rutland are processing planning applications in a timely manner and within statutory timescales.***

Rutland continues to meet the statutory timescales for processing planning applications, both minor and major. Achieving these targets is imperative to ensuring Rutland County Council continues to be responsible for making appropriate planning decisions locally. Regularly missing timescales can result in the Council being designated as underperforming, whereby certain planning applications can be sent directly to the Planning Inspectorate for decision.

This performance has been achieved by:

- Working closely with applicants and, where possible, negotiating to seek significant improvements to the quality of developments. To do this the service agrees extensions of time with applicants which allows for negotiations to take place without impacting on our overall performance figures.
- Focussing on efficiency of process, realised through remote working and significantly reducing the amount of paper that the service uses. The service are also working on ways of reducing back office work by improving the website and online tools to enable customers to self-serve where possible.
- Establishing a number of internal processes and reminders to ensure that deadlines are not at risk and flagged where there is potential drift.

#### ***Indicators 9-11: The condition of roads in Rutland are well above the national average, helping to secure the highest banding for capital incentive funding.***

The condition of roads in Rutland remains at an outstanding level with only 0.9% of A roads in the County identified as in bad (red) condition. For comparison, in the last Department for Transport road survey the average percentage of red roads in the East Midlands stood at 4.3%.

Road condition plays a vital role in ensuring the safety of our community and is pivotal in supporting our local economy and the environment. The condition of our highways is also important for maintaining external investment into the service. The Government

Capital Incentive Fund aims to reward Highways Authorities who demonstrate that they are delivering value for money in carrying out cost effective improvements of the highways. The current condition of roads in the County has therefore helped Rutland to remain in the top band (band 3 of 3-1) affording us the highest capital allocation for highways maintenance that we could secure.

In addition satisfaction with highways in Rutland is high. The National Highway and Transport Public Satisfaction Survey has become established as an industry standard means for collecting the public's views on different aspects of Highways and Transport in local authority areas. Earlier this year the survey was sent to 3300 households across Rutland and our overall response rate (28.6%) was significantly higher than the national average (23.8%).

The overall results were as encouraging as the response rate; satisfaction with highways and transport services in Rutland is 4% higher than the average amongst the 111 participating authorities (55% vs 51%), placing the county in the top quartile of all participating authorities and making it the best performing authority in the East Midlands region. The professionalism of staff when answering enquiries was the area of the service with the highest level of satisfaction (71%).

#### What are we doing?

- Carriageway condition surveys are undertaken annually to provide the Council with a detailed understanding of our road network condition. The data is used for deterioration modelling, making it possible for us to select the optimum point in the life cycle of our carriageway assets to intervene with the appropriate treatment.
- Preventative maintenance treatments tend to demonstrate the best cost benefit ratio so the service is aims to prioritise those whilst also seeking to reduce spend on reactive works such as pothole repairs.
- FixMyStreet has been introduced which enables residents to report issues with the highways online. This aims to help the service to identify potential issues quickly and complete fixes before they worsen, reducing potential future repair costs.

To maintain progress the service will need to:

- Undertake improvements to FixMyStreet to improve the customer experience and reporting process.
- Update budget scenario modelling to take in to account the last few years' worth of condition data and changes in the costs of different treatments in order to understand future maintenance and cost implications.
- Continue to monitor the volume of requests which are coming in through FixMyStreet and the impact on resource.

### What requires focus i.e. off target or at risk?

***Indicators 1, 2 & 4: Delivery of new homes remains an area of pressure for Rutland, particularly the 5 year housing supply.***

Delivery of new housing in Rutland remains an area where performance is under pressure and this has been impacted by a number of factors beyond our control, including:

- The impact of Covid-19 on the national and local economy, as well as the impact of restrictions on the construction industry during the national lockdown, has reduced housebuilding rates both locally and nationally which has resulted in a lower number of additional homes.
- Rural exception sites have not been coming forward in recent years which has reduced the number of affordable home developments available.
- The decreasing housing land supply in Rutland is providing a challenge.

### What are we doing?

- There is evidence that the housing market in Rutland is still buoyant and so with the continued easing of restrictions it is reasonable to assume that rates of housebuilding will rise from the level experienced in 2020/21, subject to a continuation of housing supply.
- The 40 affordable homes (subject to planning) at the former allotment site at Brooke Road, which are being facilitated following a proactive bidding process and the awarding of £650,000 in affordable housing commuted sums (subject to planning), will improve the number of affordable homes delivered.
- The best means of addressing the decreasing land supply issue in Rutland is through making allocations within the Local Plan.

### What are the risks?

The Local Plan was withdrawn following the decision made on full Council on 1<sup>st</sup> September. As a consequence, the Council's housing supply is now estimated at 3.5 years, meaning that the County is potentially vulnerable to the approval of unplanned, ad-hoc development, which may not deliver the benefits or infrastructure achievable through planned growth in accordance with an up-to-date plan.

The Council will need therefore to grant sufficient permissions for at least 200 dwellings capable of being completed within the next five years in order to demonstrate a five year supply, and thereafter grant permission for at least 135 dwellings per annum capable of being completed within five years. Without a 5 year supply there is a presumption in favour of sustainable development which makes it more difficult for the Council to refuse unwanted and unplanned developments.

***Indicator 15: Number of missed bins remains at a higher level than in previous years.***

The data for indicators 13-16, waste, is provided a quarter in arrears and therefore quarter two figures will not be available until quarter three. However, quarter one data shows indicator 15, missed bin collection, remains off target. This is a high priority area for local residents in particular and recent issues have been reflected in increased calls to our customer services team.

What are the issues?

In the main this is due to national issues with staff shortages, vehicle breakdowns, shortage of vehicle fitters to carry out maintenance and repairs and an increasing amount of waste and recycling to collect locally. This picture is reflected nationally and has been influenced by the impact of Brexit and Covid-19.

What are we doing?

- The service has been working closely with the contracted provider to ensure they are doing all they can to get collections back to where they were pre pandemic.
- We have insured extra vehicles that have now been refurbished and introduced more monitoring to iron out any creases.
- Working with Communications team to deliver regular dialogue and publication of key messages to residents to raise awareness of the issues and mitigate customer complaints etc.
- A high turnover in staff has led to some minor issues as it takes time to learn the process, however this aspect is expected to ease with new staff in place.

## Vibrant Communities

### What is going well?

*Indicators 17 and 19: The significant majority of children in Rutland are offered their preferred choice of primary and secondary school place and performance is well above national average.*

Performance for allocation of school places in Rutland remains very high with 96.5% of applications for primary school places and 93% of applications for secondary places receiving their first choice. This compares favourably to national averages of 91.8% for primary and 81% for secondary places.

It is critical that parents and carers are fully aware of the application process and timescales to ensure they are able to secure a place in their preferred school. Late applications results in an increase in workload for the Local Authority to process second round applications and to identify a suitable school setting for children.

### What are we doing?

The Admissions Service aim to minimise the number of late applications through good and promotion of the process to parents:

- The Admissions service individually targets all known families with children in the eligible age-range by mail, informing them of the application process and reminding them of the relevant cut-off dates for the application to be received.
- The service utilises an online admission process and has also produced an online video to show each of the steps required when completing the application form.
- Prior to each admission round, all documentation for families is reviewed to ensure it is statutorily compliant and provides the correct information to follow.
- The service works closely with the Communications team to promote the process through social media and other communication opportunities, reaching those that are not in an early years setting.
- Regular reminders are sent to school and early years setting to support the promotion of the process throughout the annual admissions round.



***Indicators 27-28 highlight that young people in Rutland are accessing post 16 education and training, performing above national and regional averages.***

The local authority is responsible for promoting the participation of young people in education and training and ensuring that all young people have an offer. This area is monitored closely by the Department for Education through statutory targets which track how many young people are Not in Education, Employment or Training (NEET) and how many young people are not known to have an offer of education or training and therefore likely to become NEET.

As of end of 2020/21 97% of young people aged 16-17 in Rutland were in education or training, this compares to the national average of 93% and a regional average of 94%.

What are we doing?

- The service works closely with schools to identify those young people who are entering post 16 education and contacts every individual to establish their next steps, providing advice and support where required.
- The service provides careers advice and guidance to support young people in decision making when leaving school at 16, with a particular focus on vulnerable young people and those with Special Educational Needs and/or Disabilities. This includes working with local colleges to promote services and courses available for young people.

What requires focus i.e. off target or at risk?

***Indicator 30 Heritage site visits remain below target due to closures associated with the pandemic.***

Heritage site visits have increased due to facility closures associated with pandemic restrictions. It is anticipated pupil visits will increase as restrictions lift and therefore this is not an area of concern.

## Protecting the Vulnerable

### What is working well?

***Indicators 44, 46, 47, 48, 51: Across children's services performance is showing that children in Rutland are being kept safe and are receiving timely and effective support. Single assessments, duty contacts and review timescales continue to perform strongly with performance increasing further on that achieved at the end of 2020.***

Children's services must provide timely and effective intervention and support, helping the most vulnerable children to be kept safe and to thrive. This is measured across a number of KPIs which continue to show good progress and positions us well for future Ofsted Inspection:

- Processing of contacts to children's services within 24 hours (indicator 51) has improved by 13% and now stands at 97%, helping to maintain timely responses to concerns raised.
- Effective assessment is imperative to safeguarding children. Indicator 44 highlights that children are being assessed in a timely manner in order to put in place appropriate support, preventing needs from escalating.
- Ensuring that effective support plans for children are in place minimises the risk of harm to children and prevents needs escalating back into higher cost services. Our re-referral rate (indicator 48) shows no children have re-entered child protection services, reinforcing that our plan process is robust.
- When children enter our care performance indicators show that children have stability (indicator 46) in their placement and support.
- Those leaving care are enabled to live independently. Indicator 47 shows that 100% of care leavers currently have suitable accommodation. The regional and national averages for this KPI are 87% and 85%.

### What are we doing?

- Robust management oversight and supervision has ensured there are no significant gaps in practice that require follow up/or updates in the assessment, previously a main factor contributing to timescales not being met.
- A reduction in repeat referrals is attributable to the improving quality of our plans. Plans are now written to the child; family meetings routinely facilitated by the social worker specifically to develop and implement 'family owned plans'. There is better transparency in our engagement with parents; there is evidence that we are now having those challenging conversations directly with families. This has resulted in better relationship with our families resulting in meaningful and purposeful engagement.

- Placement stability for all children looked after continues to remain a positive factor in terms of our corporate parenting duties and quality of care. This has been impacted through careful placement matching and ensuring that any placement move is planned and carefully considered; and in some cases tried and tested during a transition process.
- Dedicated Personal Adviser support for care leavers and a good interface between Children Looked After Service and Care Leaver team has enabled early identification of support needs and work to prevent homelessness.

***Indicators 52-54: Comparative national data shows that Adult Social Care Services in Rutland are performing well above average. Adult Social Care reviews and discharges continue to perform well, increasing further in quarter one from quarter 4 of 2020.***

There is strong performance across a range of adult social care targets which highlights that the service is operating effectively to meet the needs of vulnerable residents and that those residents who do receive a service are satisfied with the support they receive:

- Indicator 54 shows that, following discharge from hospital, the vast majority of adults in Rutland remain at home for 91 days with performance increasing further in the first quarter to 93%. For comparison the national average is 82% which demonstrates that in Rutland adults are supported to remain as independent as possible within their community.
- In addition overall satisfaction rates with Adult Social Care have improved from 89% in 2019/20 to 95% at the end of 2020/21. This compares to a national average of 64% which particularly demonstrates the quality of service residents receive in Rutland.

#### **What requires focus i.e. off target or at risk?**

***Indicator 55: Permanent admissions into care are increasing and at 50% of the annual target in the first quarter but overall numbers in residential care remain stable.***

Supporting adults to remain at home is particularly important and adult social care is supporting people at home for longer by helping delay a need for residential care. People who are able to remain in a familiar environment, around loved ones and their community is a preference for most people, especially those with dementia.

#### **What are the issues?**

An increase in permanent admissions could place a financial pressure on Adult Social Care services budget and is therefore monitored closely.

During the first quarter of the year we saw a large increase in new admissions into care homes. This was a result of people who had previously been reluctant to access residential/nursing care, due to increased Covid infections within care homes, now entering care.

Analysis of the data shows that those accessing care homes are those who we would anticipate to be accessing care and were either from hospital or utilising reablement services and homecare support. This reassures that those who are entering residential care require it.

Admissions data for quarter two shows that this increase has now slowed but this will remain an area to monitor.

#### What are we doing?

- Where there are permanent admissions into care this ultimately means an individual is unable to live safely and independently at home. The service helps to support people at home where it is in their best interests and the service is supporting people at home for longer, to delay a need for residential care.
- The service have introduced a further KPI to our management information to monitor this and to provide the total current number of people in residential/nursing placements. It is important not to look at those newly entering care in isolation because on average current admissions have remained stable, even though the admission target varies. To add context the numbers of people in residential care does not change drastically each year and our levels are not currently increasing overall therefore this is unlikely to result in a financial pressure for the Council.

***Indicators 56-57: Timescales for assessing children with Special Educational Needs and Disabilities and issuing Education Health and Care Plans have increased due to school closures.***

#### What are the issues?

It is essential that children are assessed quickly and where required adequate support plans are put in place to ensure children thrive in their education. As such Rutland must adhere to statutory timescales which are monitored by the Department for Education.

School closures due to Covid-19 have had a significant impact on the ability of the service to assess children and issue plans within the statutory timescales, this has been further impacted by covid restrictions in carrying out assessments in schools and a significant increase in demand of children requiring assessment. This picture reflects national trends and the Department for Education introduced an exception to allow local authorities to complete assessments and issue plans out of timescales.

### What are we doing?

- The issues with access to schools from the January-March lockdown have now been worked through and the expectation is that the service will be back up to usual standard from August onwards. Indeed the service has achieved a 100% performance against statutory timescales for the 2 years preceding the pandemic.
- The SEND service are confident that new assessment and plans will be issued within timescale moving forward now that the restrictions have been eased and this has been reflected in improved performance during quarter two. Timescales are monitored weekly and any out of timescale are now for valid reasons accepted by the Department for Education.
- The service held a year review with the Department for Education on the 21<sup>st</sup> July to assess how the local authority is supporting children with SEND during the pandemic. Feedback from the DfE Regional SEND Advisor highlighted the strength of the service:

***“Thank you for this morning’s meeting – outstanding achievements, exciting development work and a small number of very challenging areas which are in hand.”***

It should be noted that the number of Education, Health and Care Assessments and subsequent Education, Health and Care Plans continues to grow, in line with national levels, and remains an area of pressure for Rutland.

## Customer Focussed

Customer satisfaction indicators are captured by individual service area and as such are reflected in other priority areas within this report. The indicators here are focused on our customer services team.

### What requires focus i.e. off target or at risk?

***Indicator 61-62: Customer services answering times are off target due to an increase in the volume of calls to the Council as services reopen.***

The increase in calls can, in part, be attributed to the reopening of services, such as the civic amenities, as covid restrictions have eased and in relation to other services pressures. The increase in volume reduces the capacity of the service to answer calls in a timely manner.

### What are we doing?















- Launch of Myaccount aims to channel shift service customers online for easy transaction based services such as missed bins, civic amenities etc. This will help reduce the volume of calls to customer services where the resulting action is a redirect to the service in question when many of the services can be accessed online.
- Working with service areas to review and improve how we support first contact by better defining their customer offer to minimise customer dissatisfaction and repeat calls into customer services. An example of this includes working with the Highways service to help change the way customers raise service requests, which includes directing customers to FixMyStreet
- A customer satisfaction sample survey, to include MyAccount will be carried out during quarter four to establish how effective the service is for those using it.


### Using our Resources Wisely





**Resources indicators 64-67, income and debt collection, remain well in target and above regional average. In addition indicators 70-71 relating to council financially reserves remain on target.**

The pandemic has had a national impact on businesses which has had a knock on income and debt collection. However the Council continue to perform well in income collection and indicators 65 and 66 in particular. Rutland's current collection rates are above regional averages and as of July stood at 41.5% for Council Tax, compared to the regional average of 37.5%, and 39.3% for NNDR compared to 31% regionally. This is supported by use of direct debit and instalment payment schemes.













### KPIs by priority:



Delivering Sustainable Development					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
1.	Net additional homes provided	160	111	56	
2.	Number of affordable homes delivered	40	24	12	
3.	Housing Delivery	100%	189%	DNA	DNA
4.	5 year supply of housing land	5.5 years	5.5 years	3.5 years	
5.	Processing of major planning applications	60%	100%	69%	
6.	Processing of minor planning applications	65%	98%	94%	
7.	Processing of other planning applications	80%	92%	94%	
8.	% of non-frequent bus services running on time	83%	87.5%	91.1%	
9.	% A roads in generally good condition	74%	82%	82%	
10.	% B roads in generally good condition	72%	84%	84%	
11.	% C roads in generally good condition	72%	75%	75%	
12.	% of planned highway maintenance completed within schedules	95%	97.5%	98%	
13.	Residual waste per household	505kg	410.37kg	133.02 kg	
14.	% of waste sent for recycling	57.8%	54%	57.00%	
15.	No of missed bins (per 100,000 collections)	60	62	109	










Delivering Sustainable Development					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
16.	Number of fly tipping incidents	329	216	43	










Vibrant Communities					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
17.	% of children whose application was received within statutory timeframe, offered their first choice primary school place	95%	96.5%	96.5%	
18.	% of children whose application was received within statutory timeframe, offered a primary school of their choice (1 <sup>st</sup> to 3 <sup>rd</sup> choice)	100%	99.7%	99.7%	
19.	% of children whose application was received within statutory timeframe, offered their first choice secondary school place	90%	93%	93%	
20.	% of children whose application was received within statutory timeframe, offered a secondary school of their choice (1 <sup>st</sup> to 3 <sup>rd</sup> choice)	88%	97%	97%	
21.	% of children achieving at least the expected or exceeded level across all 17 learning goals	70.2% (national average)	DNA	DNA	DNA
22.	% of children meeting the standard in phonics	82% (national average)	DNA	DNA	DNA
23.	% of children achieving the expected standard in English reading, English writing and Mathematics at KS2	64% (national average)	DNA	DNA	DNA
24.	Attainment 8 score	44.5 (national average)	DNA	DNA	DNA












Vibrant Communities					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
25.	Progress 8 score	-0.2 (national average)	DNA	DNA	DNA
26.	3+ A grades at A-Level	12.9% (national average)	DNA	DNA	DNA
27.	% of children not in Education, Employment or Training	2%	0.8%	1.0%	
28.	% of children whose destination is not known	3%	1.5%	1.3%	
29.	Annual heritage site visits	30,000	0.04	13,672	
30.	Annual heritage site formal pupil visits	500	0	74	
31.	Annual library visits	40,000	0.19	19,739	
32.	No of active library users	3,000	3040	3,575	
33.	% of schools participating in school games	100%	100%	100%	
34.	No. of individuals on exercise referral programmes	500	DNA	82	
35.	Adult Levels of Physical Activity: Active (at least 150 mins a week)	60%	65.6%	62.9%	
36.	Adult Levels of Physical Activity: Fairly Active (30-149 mins a week)	14%	10.6%	10.4%	
37.	Adult Levels of Physical Activity: Inactive (less than 30 mins a week)	26%	23.8%	26.7%	
38.	% of food businesses rated between 3-5 on the Food Hygiene Rating Scheme	95%	99%	99%	

Vibrant Communities					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
39.	Loans of physical library stock	40,000	New	39,988	
40.	Loans of digital library stock	30,000	New	33,262	

Protecting the Vulnerable					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
41.	People killed or seriously injured in road traffic accidents	Less than 23	13	7	
42.	% of eligible children registered with Children's Centres	90%	76%	73%	
43.	% of target families registered with sustained engagement	65%	57%	68%	
44.	% of single assessments that were completed within 45 days	90%	91%	99%	
45.	Number of placements (% of CLA children who have had 3 or more placements in last 12 months)	4%	9%	0%	
46.	Length of placements (% of children in care for 2.5 years or more who have been in the same placement for 2 years)	80%	87%	83%	
47.	% of care leavers in suitable accommodation	100%	100%	100%	
48.	% of children becoming subject to a Child Protection plan for a second time	15%	0%	0%	
49.	CLA cases reviewed within timescales	100%	93%	98%	

Protecting the Vulnerable					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
50.	CP cases reviewed within timescales	100%	100%	75%	
51.	Number of contacts (children's services) progressed within one working day	95%	84%	97%	
52.	% of adult social care reviews for LD completed annually	80%	96%	100%	
53.	% of adult social care reviews completed on time	80%	84%	89%	
54.	% of service users who were still at home 91 days after discharge	90%	91%	91%	
55.	Permanent admissions of older people (65+) to residential and nursing care homes	28	26	19	
56.	% of EHC assessment request decisions within 6 week timescale (calendar year)	100%	New	95%	
57.	% of EHCP plans issued within 20 week timescale during calendar year	100%	New	29%	
58.	% of EHCPs reviewed and issued in statutory timescales for transition	90%	New	75%	

Customer Focussed Services					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
59.	My Account registrations	Baseline Year	New	1077	DNA
60.	CST call volumes	Baseline Year	New	19,659	DNA
61.	Calls answered within 60 seconds	70%	DNA	60.7%	
62.	Calls answered within 4 minutes	90%	DNA	85.5%	
63.	CST Customer Satisfaction Rate	80%	New	DNA	DNA

Using our Resources Wisely					
No.	Indicator	Target	Outturn Q4 2020/21	2021 year to date	RAG
64.	% of invoices paid on time (30 calendar days of receipt)	95%	99.68%	91.0%	
65.	% of sundry debt recovered (cumulative)	90%	86.7%	84.5%	
66.	% of Council Tax received (cumulative)	95%	97.8%	59.2%	
67.	% of NNDR received (cumulative)	95%	98.9%	58.2%	
68.	Average sickness days lost per employee	<6.9	5.20	2.96	
69.	Staff turnover rate (excluding casuals)	<12.6%	New	5.9%	
70.	Maintain reserve balances above minimum level (for next 3 years)	£3m	New	Projected £3.8m at end of 24/25	
71.	Budget balanced using less than 10% contribution from reserves.	<10%	New	4%	