

2009/10 RRSP Performance comparisons		Mar-10	2008/09 Year-end Performance	MARCH 2008/09 In-month Performance	MARCH 2009/10 In-month Performance	MARCH 2009/10 Cumulative Performance	MARCH 2009/10 Cumulative Target	2009/10 Year-End Target
BVPI 8 (%) Payment of invoices within 30 days	VWHDC		92.39%	96.41%	97.82%	94.46%	99.00%	99.00%
	SODC		94.25%	95.22%	97.13%	96.02%	99.00%	99.00%
BVPI 9 (%) Council Tax Collection	VWHDC		98.44%	0.74%	0.82%	98.63%	98.60%	98.60%
	SODC		98.33%	0.77%	0.93%	98.51%	98.60%	98.60%
BVPI 10 (%) NNDR Collection	VWHDC		98.57%	0.95%	0.37%	98.94%	99.40%	99.40%
	SODC		98.44%	0.65%	1.28%	98.87%	99.40%	99.40%
BVPI 78a (Days) Benefit New Claims Processing	VWHDC		31.23	41.29	19.74	24.20	20.50	20.50
	SODC		34.38	43.72	19.91	24.75	20.50	20.50
NI 180 Benefit Change Events	VWHDC		10,956	New Indicator	not yet known	10,137	n/a	n/a
	SODC		11,103	New Indicator	not yet known	11,853	n/a	n/a
NI 181 (Days) Benefit New Claims & Changes Processing	VWHDC		New Indicator	New Indicator	16.43	16.38	24	24
	SODC		New Indicator	New Indicator	18.62	17.00	24	24

as @ 31/03/2010

	VWHDC	SODC
NNDR Hereditaments	3,697 (3,697)	4,036 (4,035)
Council tax dwellings	50,527 (50,450)	56,248 (56,210)
Benefits caseload	6,108 (6,178)	6,494 (6,561)

figs. in brackets are last month's comparison