

2009/10 RRSP Performance comparisons		2008/09 Year-end Performance	SEPTEMBER 2008/09 In-month Performance	SEPTEMBER 2009/10 In-month Performance	SEPTEMBER 2009/10 Cumulative Performance	SEPTEMBER 2009/10 Cumulative Target	2009/10 Year-End Target
	Sep-09						
BVPI 8 (%) Payment of invoices within 30 days	VWHDC	92.39%	93.47%	93.51%	95.62%	99.00%	99.00%
	SODC	94.25%	91.76%	94.46%	97.45%	99.00%	99.00%
BVPI 9 (%) Council Tax Collection	VWHDC	98.44%	9.52%	9.56%	59.37%	59.40%	98.60%
	SODC	98.33%	9.49%	9.52%	59.28%	59.40%	98.60%
BVPI 10 (%) NNDR Collection	VWHDC	98.57%	9.46%	8.59%	60.92%	61.50%	99.40%
	SODC	98.44%	9.52%	9.31%	61.47%	61.50%	99.40%
BVPI 78a (Days) Benefit New Claims Processing	VWHDC	31.23	20.77	19.98	30.23	20.50	20.50
	SODC	34.38	19.40	19.93	31.10	20.50	20.50
NI 180 Benefit Change Events	VWHDC	10,956	New Indicator	524	7,338	n/a	n/a
	SODC	11,103	New Indicator	458	8,115	n/a	n/a
NI 181 (Days) Benefit New Claims & Changes Processing	VWHDC	New Indicator	New Indicator	23.34	25.26	24	24
	SODC	New Indicator	New Indicator	20.03	24.95	24	24

as @ 30/09/2009

	VWHDC	SODC
NNDR Hereditaments	3,694 (3,696)	4,042 (4,045)
Council tax dwellings	50,388 (50,344)	56,125 (56,104)
Benefits caseload	5,904 (5,990)	6,337 (6,356)

figs. in brackets are last month's comparison