

2009/10 RRSP Performance comparisons		2008/09 Year-end Performance	JANUARY 2008/09 In-month Performance	JANUARY 2009/10 In-month Performance	JANUARY 2009/10 Cumulative Performance	JANUARY 2009/10 Cumulative Target	2009/10 Year-End Target
	Jan-10						
<b>BVPI 8 (%)</b> Payment of invoices within 30 days	VWHDC	92.39%	94.41%	84.46%	88.98%	99.00%	99.00%
	SODC	94.25%	95.63%	88.40%	89.63%	99.00%	99.00%
<b>BVPI 9 (%)</b> Council Tax Collection	VWHDC	98.44%	9.07%	9.04%	96.52%	96.60%	98.60%
	SODC	98.33%	9.28%	9.07%	96.22%	96.60%	98.60%
<b>BVPI 10 (%)</b> NDR Collection	VWHDC	98.57%	9.09%	7.96%	98.21%	98.20%	99.40%
	SODC	98.44%	8.53%	7.69%	96.79%	98.20%	99.40%
<b>BVPI 78a (Days)</b> Benefit New Claims Processing	VWHDC	31.23	32.99	21.22	25.94	20.50	20.50
	SODC	34.38	44.43	23.54	25.90	20.50	20.50
<b>NI 180</b> Benefit Change Events	VWHDC	10,956	New Indicator	not yet known	7,338	n/a	n/a
	SODC	11,103	New Indicator	not yet known	8,115	n/a	n/a
<b>NI 181 (Days)</b> Benefit New Claims & Changes Processing	VWHDC	New Indicator	New Indicator	24.4	21.01	24	24
	SODC	New Indicator	New Indicator	26.92	19.3	24	24

as @ 31/01/2010

	VWHDC	SODC
<b>NNDR Hereditaments</b>	3,686 (3,685)	4,034 (4,034)
<b>Council tax dwellings</b>	50,450 (50,440)	56,210 (56,192)
<b>Benefits caseload</b>	6,087 (6,071)	6,524 (6,516)

figs. in brackets are last month's comparison