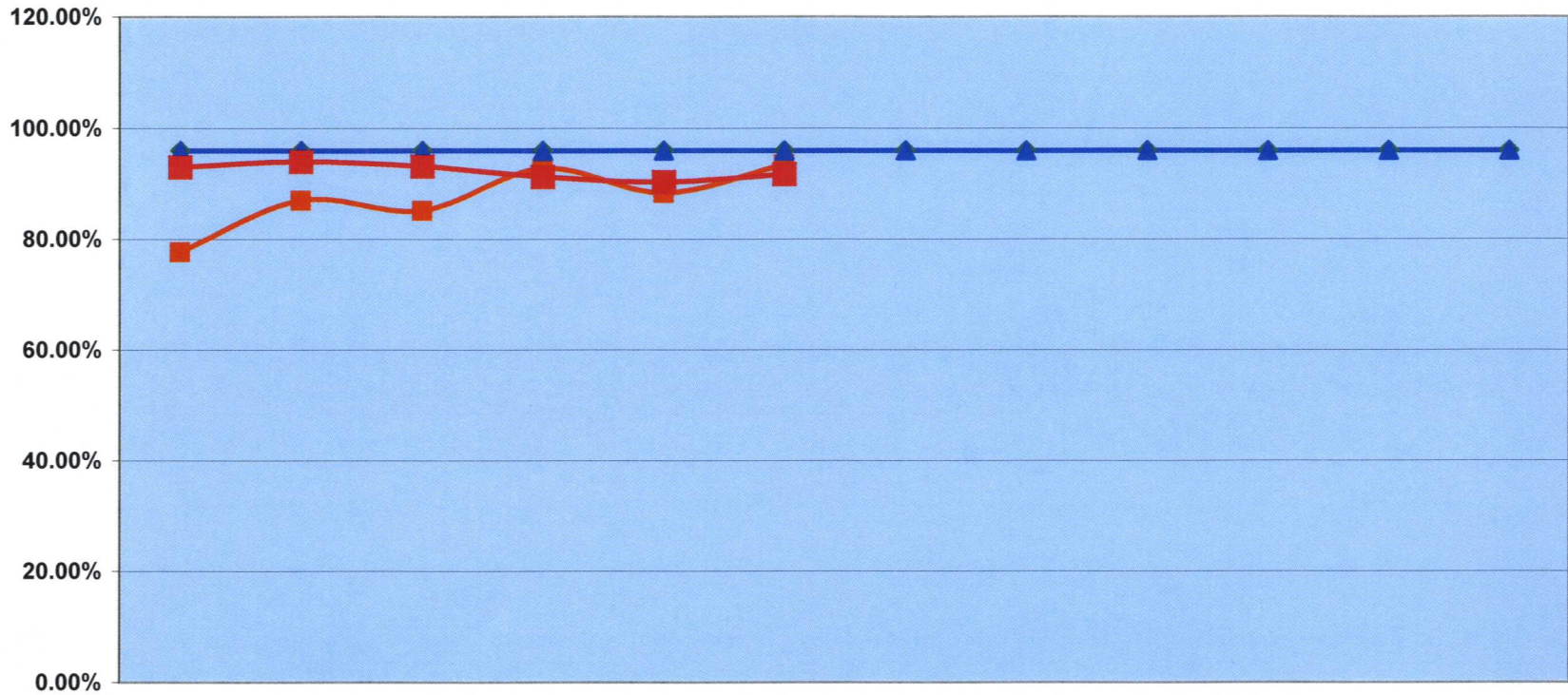
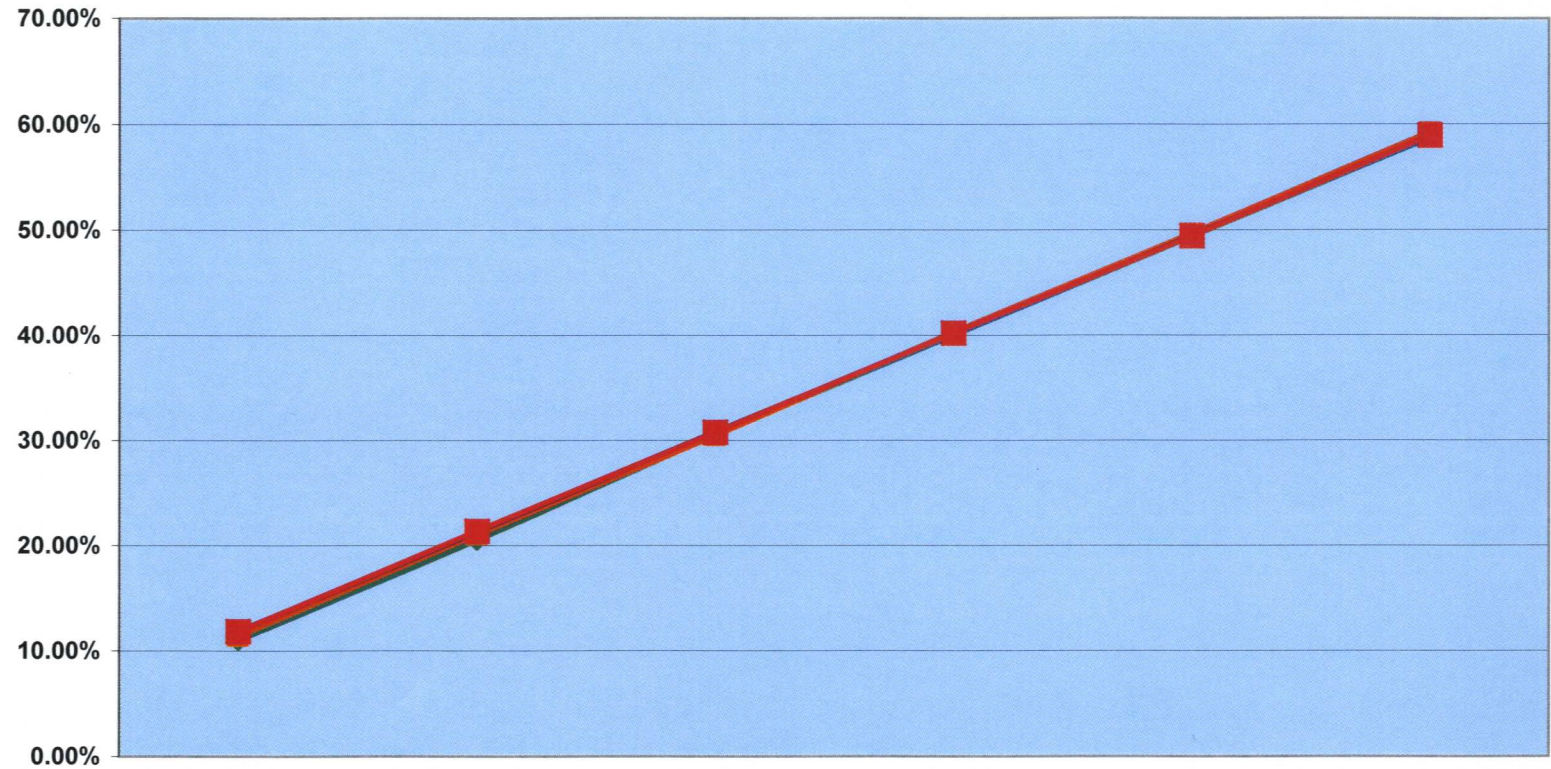


Percentage of undisputed invoices paid within 30 days (monthly)



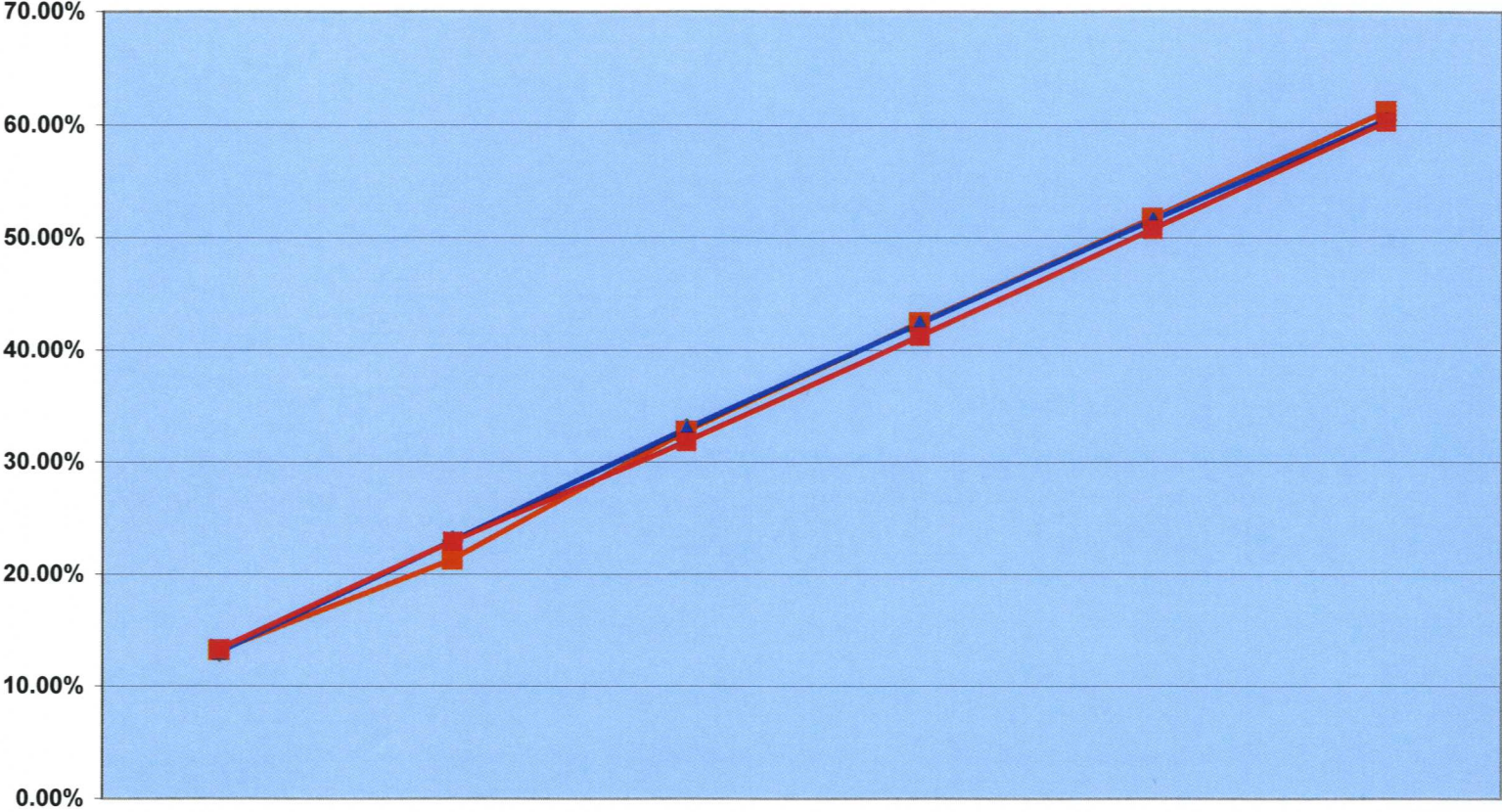
	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
◆ Vale Target	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%
■ Vale Actual	77.75%	87.00%	85.14%	92.80%	88.39%	93.47%						
▲ South Target	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%	96.00%
■ South Actual	93.00%	94.00%	93.10%	91.23%	90.31%	91.76%						

Percentage of council tax collected



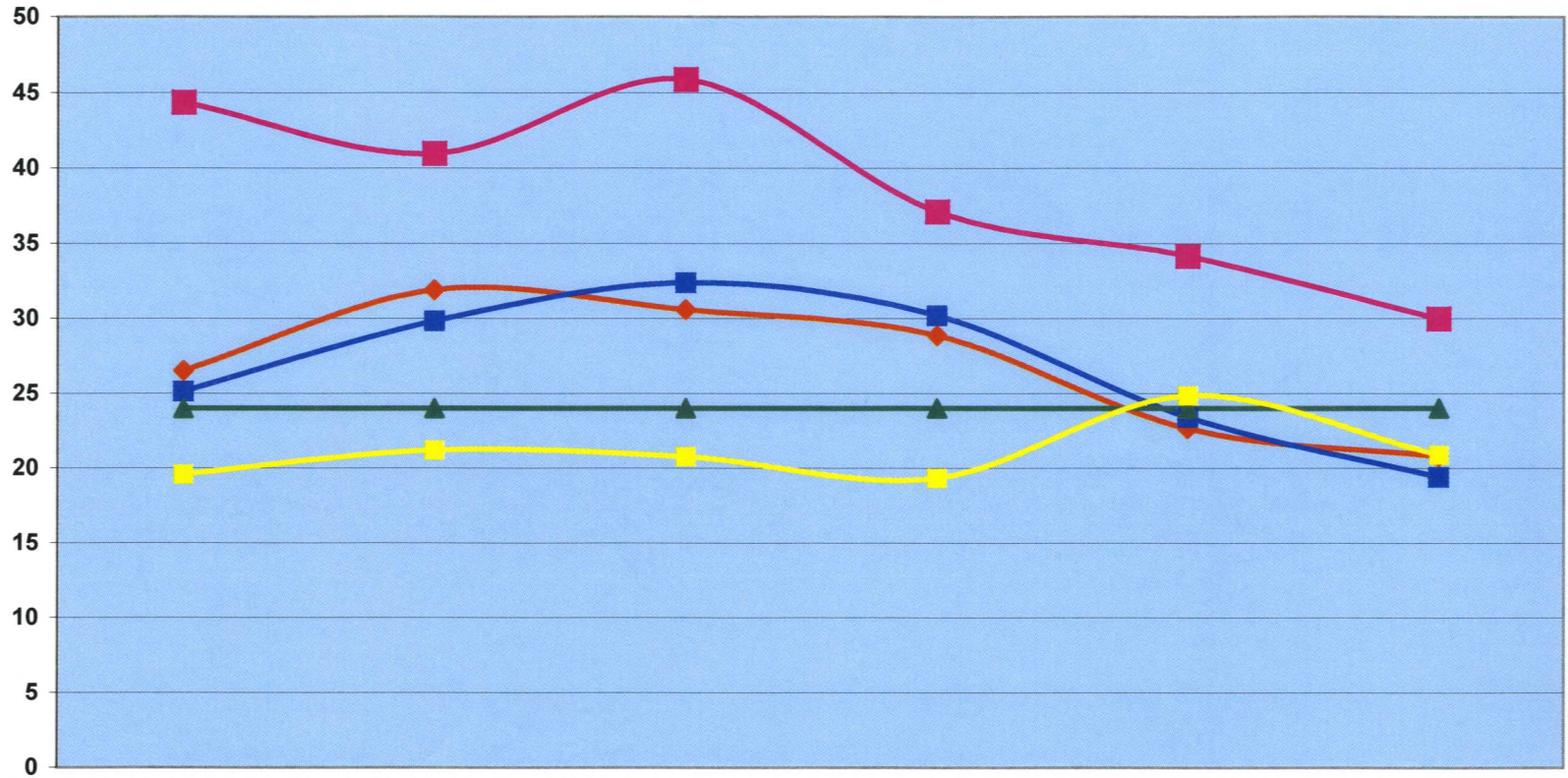
	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
◆ Vale Monthly Target	11.00%	20.50%	30.50%	40.00%	49.40%	58.70%
■ Vale Actual	11.40%	21.04%	30.45%	40.25%	49.68%	59.20%
▲ South Monthly Target	11.80%	21.30%	30.80%	40.10%	49.45%	58.80%
■ South Actual	11.82%	21.35%	30.76%	40.19%	49.43%	58.92%

Percentage of business rates collected



	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
◆ Vale Monthly Target	13.10%	23.00%	33.00%	42.40%	51.60%	60.50%
■ Vale Actual	13.24%	21.32%	32.78%	42.48%	51.79%	61.25%
▲ South Monthly Target	13.10%	23.00%	33.00%	42.40%	51.60%	60.50%
■ South Actual	13.33%	22.93%	31.83%	41.27%	50.79%	60.30%

Average time for processing new housing and council tax benefit claims (days) - Monthly



	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
◆ Vale Actual	26.51	31.91	30.56	28.85	22.64	20.77
■ South Actual	25.13	29.84	32.37	30.19	23.4	19.4
▲ Target	24	24	24	24	24	24
■ Vale 2007	44.34	40.97	45.84	37.1	34.14	29.96
■ South 2007	19.61	21.21	20.77	19.33	24.84	20.87