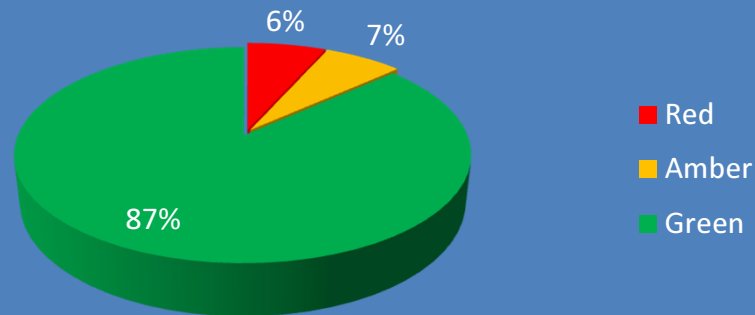


# Appendix 1: Quarterly Key Performance Indicator Report

## KPI 1 Conservation

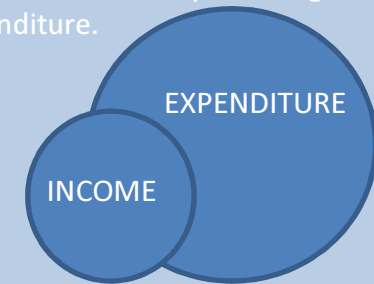
Current Management Plan in place

Red = No current Management Plan  
Amber = Management Plans are due to run out in the next two financial years



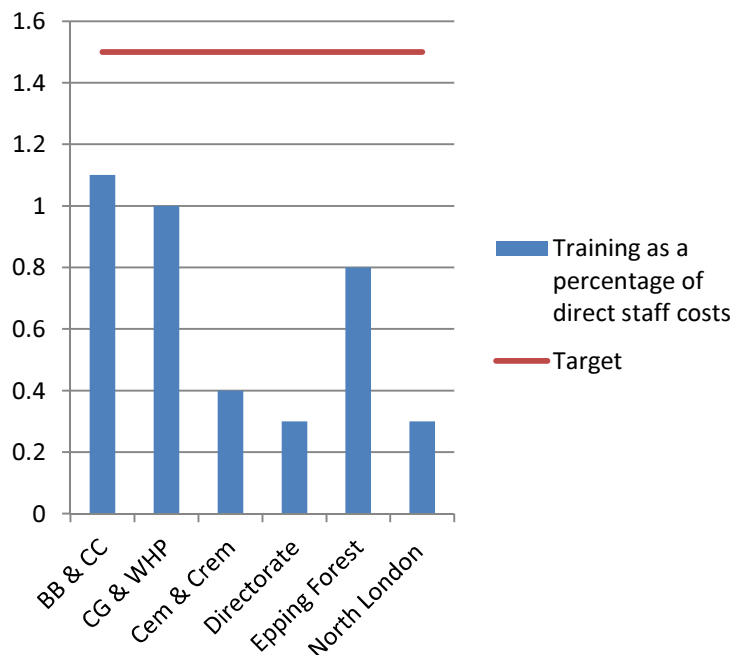
## KPI 3 Finance Management

Income is measured as a percentage of local expenditure.



## KPI 4 People Management

100% = Training spend equal to 1.5% of staff costs



## KPI 2 Customer Satisfaction

Division	Survey completed	Satisfaction (good+)
BB, SC & CC	Completed	93%
Cem & Crem	Completed	100%
City Gardens	Completed	90%
West Ham	Completed	97%
Epping Forest	Completed	62%
North London	Completed	98%

Site	Q1 %	Q2 %	Q3 %	Q4 %
Stoke Common	28	80	89	63
Burnham Beeches	24	32	38	31
West Wickham	16	12	16	15
Ashted	13	8	8	15
West Ham Park	21	19	20	15
Nursery	63	36	109	103
City Gardens	18	15	20	31
Hampstead Heath	21	26	23	20
Queens Park	23	16	22	17
Highgate Wood	15	14	15	14
Epping Forest	24	25	28	23
Chingford	98	117	114	105
Woodredon	176	176	189	148
Wanstead	42	51	43	34
Cemetery and Crematorium	166	164	170	171
DEPARTMENT	46	53	49	47