

**Progress against Key Performance Indicators
1 April 2023 – 31 March 2024**

↑	The annual performance of this indicator is on or above target .
↓	The annual performance of this indicator is below target .

Performance Measure	Performance 2022-23 (full-year result)	Target 2023-24	Performance mid-year 2023-24 (Apr-Sep 2023)	Performance 2023-24 (full year result)
Retain our Green Heritage Site Accreditation.	13 Awards	13 Awards	13 Awards ↑	13 Awards ↑
Retain our Green Flag Awards.	14 Awards	14 Awards	14 Awards ↑	14 Awards ↑
Number of volunteer work hours.	N/A <i>Comparable data for 2022/23 is not available</i>	N/A baseline to be set in 2023/24	The Commons: 7,816 Epping Forest: 3,166 HH, QP & HW: 8,841 West Ham Park: 921 Keats House: 352 Total: 21,906	The Commons: 19,445 Epping Forest: 13,346 HH, QP & HW: 14,706 West Ham Park: 2,565 Keats House: 1,065 Total: 51,127
Number of Ranger days spent interacting with visitors in Burnham Beeches with regards to SAMM commitments and Section 106 agreements.	N/A <i>New measure for 2023/24</i>	>100 days by year end	N/A, annual measure	102 days ↑
Number of visitors to Keats House.	5,149	> 5,149	4,206	7,338 ↑

Appendix 2

Performance Measure	Performance 2022-23 (full-year result)	Target 2023-24	Performance mid-year 2023-24 (Apr-Sep 2023)	Performance 2023-24 (full year result)
Number of visitors to The Queens Elizabeth's Hunting Lodge (QEHL) and the Temple at Epping Forest.	QEHL: 10,644 The Temple: N/A <i>Comparable data for 2022/23 is not available</i>	QEHL: >10,644 The Temple: N/A baseline to be set in 2023/24	QEHL: 7,041 Temple: 617	QEHL: 10,572 ↓ Temple: 930
Number of visitors recorded at the Bathing Ponds and Lido at Hampstead Heath.	N/A <i>Comparable data for 2022/23 is not available</i>	N/A baseline to be set in 2023/24	Lido: 181,372 Ponds: 280,137 Total: 461,509	Lido: 249,238 Ponds: 375,835 Total: 625,073 *1
Self-reported perception of wellbeing by Learning Programme participants.	12%	Positive result	9% ↑	10% ↑
Progress toward achieving net zero (carbon) (improvement against baseline).	-16.2 kilo tonnes CO2e	-16.2 kilo tonnes CO2e	-16.2kt CO2e ↑	-16.2kt CO2e ↑
Health and safety accident investigations completed within 21 days.	85%	85% (Corporate target)	87% ↑	82% ↓*2

*1 Swimming visitor figures are based on the number of ticket sale transactions rather than the number of individual tickets, i.e. transactions for multiple tickets are counted as one. Figures are lower for the second half of the year due to seasonal fluctuations in the autumn/winter.

*2 The result for this KPI is for the whole of the Environment Department; figures are not available at a more granular level. Health and safety incidents did not meet the target across the department in 2023-24. All staff have been reminded of the importance of completing accident investigations within 21 days, and a new improved reporting system due to be introduced corporately, should improve future performance.