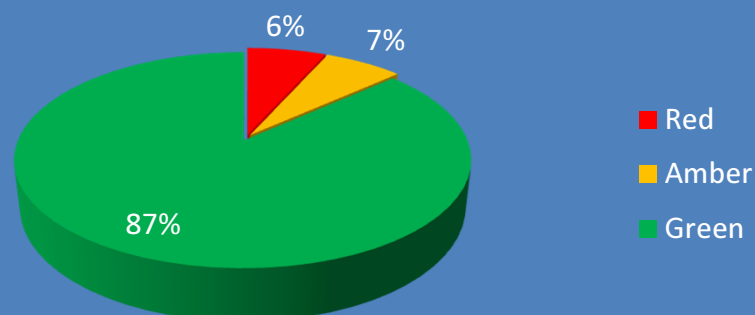


OS: Quarterly Key Performance Indicator Report

KPI 1 Conservation

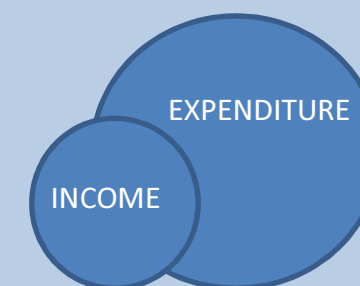
Current Management Plan in place

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	Completed	97%
City Commons	Analysis stage	
Cem & Crem	In progress	
City Gardens	Analysis stage	
West Ham	Analysis stage	
Epping Forest	Completed	62%
North London	Completed	98%

Site	Q1 %	Q2 %	Q3 %	Q4 %
Stoke Common	28	80		
Burnham Beeches	24	32		
West Wickham	16	12		
Ashtead	13	8		
West Ham Park	21	19		
Nursery	63	36		
City Gardens	18	15		
Hampstead Heath	21	26		
Queens Park	23	16		
Highgate Wood	15	14		
Epping Forest	24	25		
Chingford	98	117		
Woodredon	176	176		
Wanstead	42	51		
Cemetery and Crematorium	166	164		
DEPARTMENT AL	46	53		