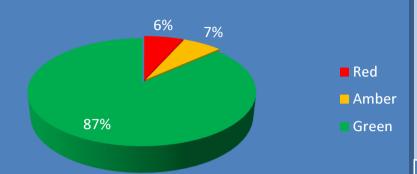
## Appendix 1: Quarterly Key Performance Indicator Report

### **KPI 1 Conservation**

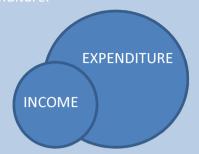
Red = No current Management Plan Amber = Management Plans are due to run out in the next two financial years

#### **Current Management Plan in place**



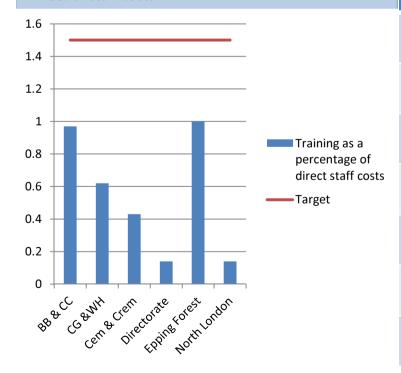
# **KPI 3 Finance Management**

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**

			Beeches	
Division	Survey completed	Satisfaction (good+)	West Wickham	16
DD 9 CC	Camanlatad	010/	Ashtead	13
BB & SC	Completed	91%	West Ham Park	21
City	Completed	94%	Nursery	63
Commons	p	- 1,1	City Gardens	18
Cem &	In progress		Hampstead Heath	21
Crem			Queens Park	23
City Gardens	Completed	90%	Highgate Wood	15
			Epping Forest	24
West Ham	Completed	97%	Chingford	98
			Woodredon	176
Epping	Completed	62%	Wanstead	42
Forest			Cemetery and	100
North	Completed	98%	Crematorium	166
London	23p.2.24	23,0	DEPARTMENT AL	46

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