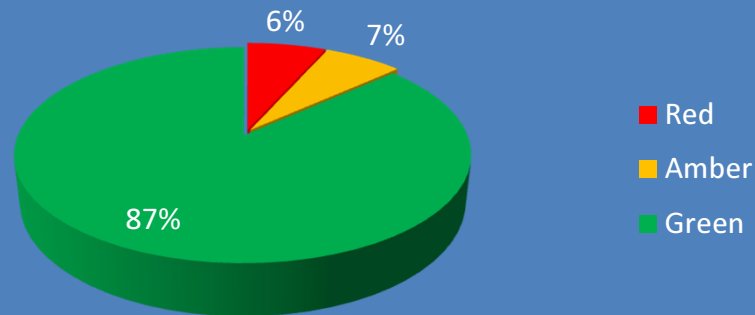


# Appendix 1: Quarterly Key Performance Indicator Report

## KPI 1 Conservation

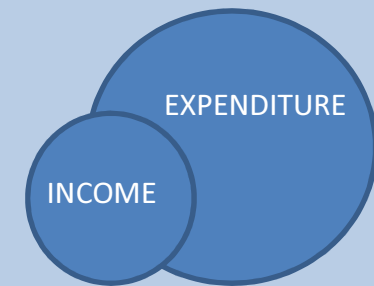
Current Management Plan in place

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



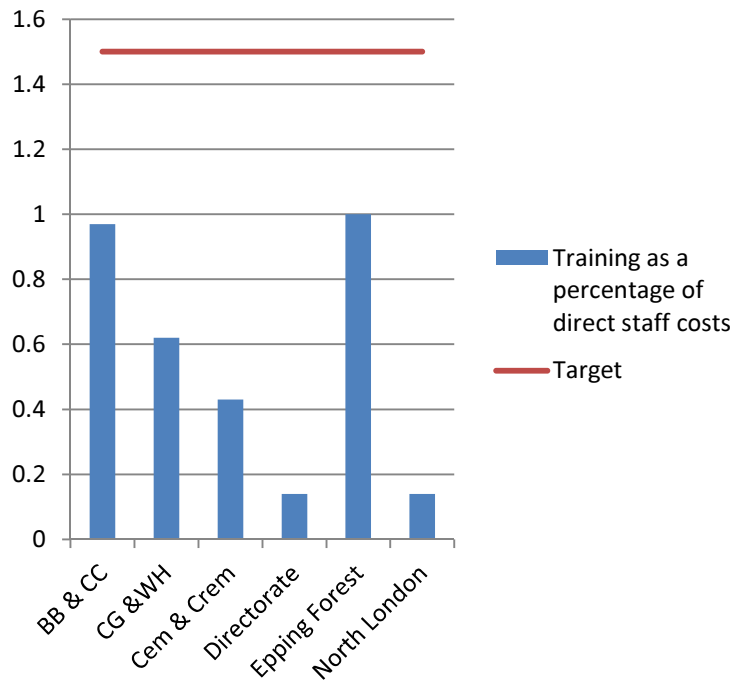
## KPI 3 Finance Management

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	Completed	91%
City Commons	Completed	94%
Cem & Crem	In progress	
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	
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	