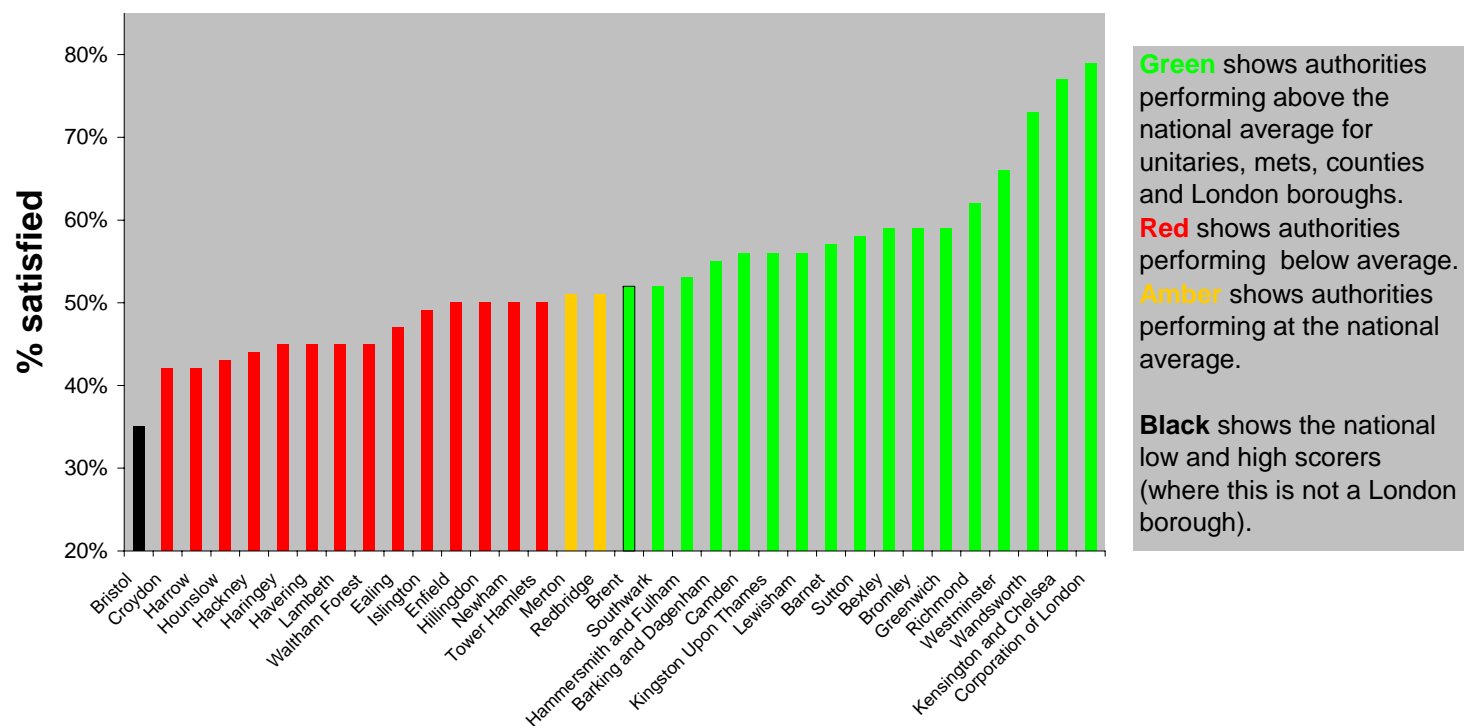
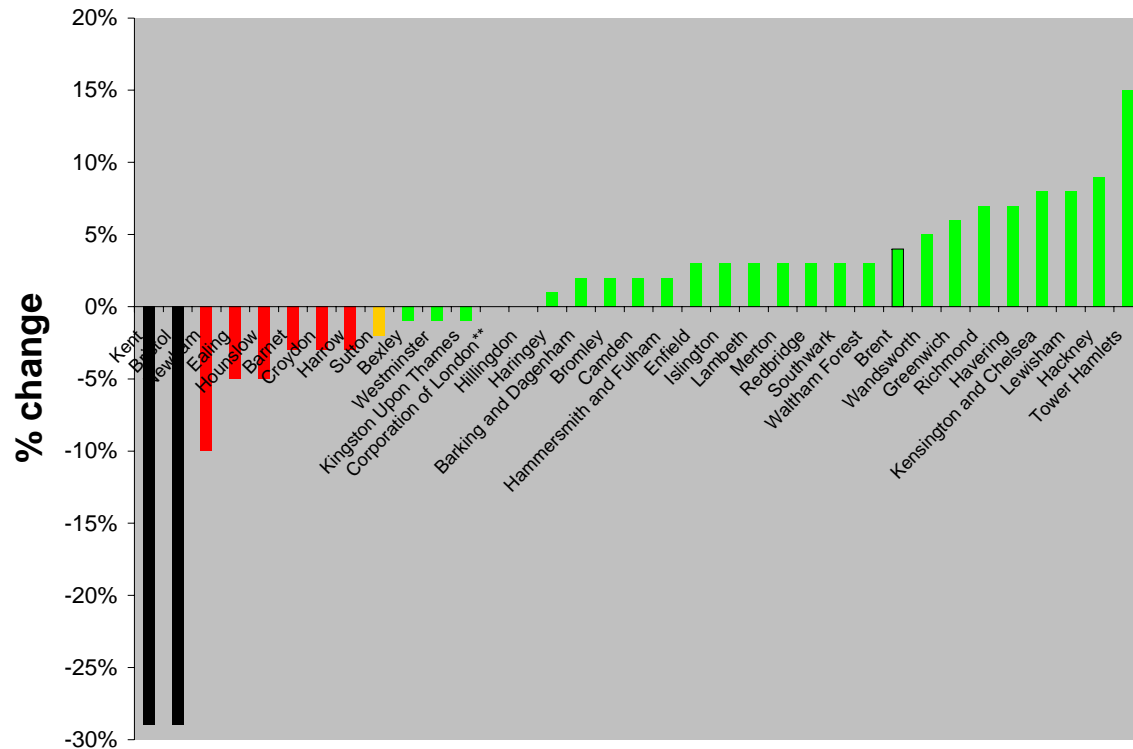


Attachment 1

Overall customer satisfaction: London 2006



Overall customer satisfaction: London trends from 2003 to 2006



Green shows authorities performing above the national average for unitaries, mets, counties and London boroughs.
Red shows authorities performing below average.
Amber shows authorities performing at the national average.

Black shows the national low and high scorers (where this is not a London borough).