

Appendix 3 – NUL Key Performance Indicators

NULBC		Information	Measurement	June 2023	July 2023	August 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	<p>230</p> <p>Number of unique properties reporting complaints = 93</p> <p>Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 3 complaints Rating 3 = 32 complaints Rating 4 = 58 complaints (25.2%) Rating 5 = 61 complaints (26.5%) Rating 6 = 76 complaints (33.0%)</p> <p>% of complaints reporting odour entering their property = 204 (88.7%) % of complaints reporting health effects = 184 complaints (80%)</p>	<p>87</p> <p>Number of unique properties reporting complaints = 39</p> <p>Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 1 complaints Rating 3 = 12 complaints Rating 4 = 28 complaints (32.1%) Rating 5 = 24 complaints (27.5%) Rating 6 = 22 complaints (25.3%)</p> <p>% of complaints reporting odour entering the property = 71 (81.6%) % of complaints reporting health effects = 59 complaints (67.8%)</p>	<p>42</p> <p>Number of unique properties reporting complaints = 31</p> <p>Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 0 complaints Rating 3 = 3 complaints Rating 4 = 15 complaints (35.7%) Rating 5 = 8 complaints (19.0%) Rating 6 = 16 complaints (38.1%)</p> <p>% of complaints reporting odour entering the property = 40 (95.2%) % of complaints reporting health effects = 31 (73.8%)</p>
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	188	74	30

KPI 3		Complaints reported (night-time 23:00-07:00)	Number	42	13	12
KPI 4		Highest number of complaints during the period	Date (number of complaints)	12/06/23 (26 complaints)	27/07/23 (10 complaints)	01/08/23 (12 complaints)
		Information	Measurement			
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30 minute average)	%	MMF1 = 0	MMF1 = 0	Awaiting data
				MMF2 = 0.1	MMF 2 = 0	
				MMF6 = 0*	MMF6*	
				MMF9 = 2	MMF9 = 0.3	
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF 1 = 0.7	MMF1 = 0.7	Awaiting data
				MMF 2 = 0.7	MMF2 = 0.8	
				MMF 6 = 0.5 *	MMF6 *	
				MMF 9 = 1	MMF9 = 0.8	
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5 minute period Date & Time	ug/m3	MMF1 = 3.45 (05/06/23)	MMF1 = 3.76 (14/07/23)	Awaiting data
				MMF 2 = 13.58 (20/06/23)	MMF2 = 10.18 (31/07/23)	
				MMF 6 = 8.36* (20/06/23)	MMF6*	
				MMF 9= 39.32 (20/06/23) *MMF 2 decommissioned during June	MMF9=29.13 (19/07/23)	

		Information	Measurement			
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating	1 assessment 11/06 1 assessment 12/06	Not reported as odour assessments < 5 minutes	Not reported as odour assessments < 5 minutes