

**Appendix 2 – NUL Key Performance Indicators**

NULBC		Information	Measurement	July 2023	August 2023	September 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	<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%)</p> <p>% 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>	<p>63</p> <p>Number of unique properties reporting complaints = 36</p> <p>Rating 0 = 0 complaints Rating 1 = 1 complaint Rating 2 = 1 complaint Rating 3 = 6 complaints Rating 4 = 15 complaints (23.8%) Rating 5 = 20 complaints (31.7%) Rating 6 = 20 complaints (31.7%)</p> <p>% of complaints reporting odour entering the property = 59 (93.7%) % of complaints reporting health effects = 46 (73.0%)</p>
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	74	30	52

KPI 3		Complaints reported (night-time 23:00-07:00)	Number	13	12	11
KPI 4		Highest number of complaints during the period	Date (number of complaints)	27/07/23 (10 complaints)	01/08/23 (12 complaints)	15/09/23 (10 complaints)
		<b>Information</b>	<b>Measurement</b>			
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%			
KPI 6		Monthly Average H <sub>2</sub> S	ug/m <sup>3</sup> over the month			
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m <sup>3</sup>			

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