

**Appendix 3 – NUL Key Performance Indicators**

NULBC		Information	Measurement	August 2023	September 2023	October 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	42  Number of unique properties reporting complaints = 31  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%)  % of complaints reporting odour entering the property = 40 (95.2%) % of complaints reporting health effects = 31 (73.8%)	63  Number of unique properties reporting complaints = 36  Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 1 complaints Rating 3 = 6 complaints Rating 4 = 15 complaints (23.8%) Rating 5 = 20 complaints (31.7%) Rating 6 = 20 complaints (31.7%)  % of complaints reporting odour entering the property = 59 (93.7%) % of complaints reporting health effects = 46 (73.0%)	87  Number of unique properties reporting complaints = 50  Rating 0 = 0 complaints Rating 1 = 2 complaints Rating 2 = 2 complaints Rating 3 = 12 complaints Rating 4 = 14 complaints (16.1%) Rating 5 = 21 complaints (24.1%) Rating 6 = 36 complaints (41.4%)  % of complaints reporting odour entering the property = 73 (83.9%) % of complaints reporting health effects = 63 (72.4%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	30	52	71
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	12	11	16
KPI 4		Highest number of complaints during the period	Date (number of complaints)	01/08/23 (12 complaints)	15/09/23 (10 complaints)	25/10/23 (13 complaints)
KPI 5		AIR QUALITY	Percentage exceedance Odour	%		MMF1 - data not reported

		Annoyance Guideline (Hydrogen Sulphide 30-minute average)			MMF2 - data not reported	
					MMF9 - 6%	
KPI 6		Monthly Average H <sub>2</sub> S	ug/m3 over the month		MMF1 - data not reported	
					MMF2 - data not reported	
					MMF9 - 1.7ug/m3 (1.1ppb)	
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3		MMF1 - data not reported	
					MMF2 - data not reported	
					MMF9 - 19.99ug/m3 (03/09/23 @ 23:35)	
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	54 odour assessments 13 odour assessment detected landfill related odour of which 1 assessment had a maximum intensity rating of 4 (17/10/23)