

Appendix 3 – NUL Key Performance Indicators

NULBC		Information	Measurement	September 2023	October 2023	November 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	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%)	194 Number of unique properties reporting complaints = 82 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 4 complaints Rating 3 = 32 complaints Rating 4 = 31 complaints (16%) Rating 5 = 55 complaints (28.4%) Rating 6 = 71 complaints (36.6%) % of complaints reporting odour entering the property = 162 (83.5%) % of complaints reporting health effects = 143 (73.7%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	52	71	169
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	11	16	25
KPI 4		Highest number of complaints during the period	Date (number of complaints)	15/09/23 (10 complaints)	25/10/23 (13 complaints)	29/11/23 (36 complaints)
KPI 5		AIR QUALITY	Percentage exceedance Odour	%	MMF1 - data not reported	Awaited

		Annoyance Guideline (Hydrogen Sulphide 30-minute average)		MMF2 - data not reported		
				MMF9 - 6%		
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1 - data not reported	Awaited	
				MMF2 - data not reported		
				MMF9 - 1.7ug/m3 (1.1ppb)		
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1 - data not reported	MMF 1 – 64.90 ug/m3 (26/10/23 @17:15) MMF 2 - 15.26 ug/m3 (15/10/23 @18:25) MMF9 - 69.59 ug/m3 (22/10/23 @22:10)	
				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	54 odour assessments 13 odour assessment detected landfill related odour of which 1 assessment had a maximum intensity rating of 4 (17/10/23)	7 odour assessments 7 odour assessments detected landfill related odour of which 3 assessments had a maximum rating of 3 (16/11/23 & 30/11/23)