

## Appendix 1 – Historic Complaint Numbers

| Week Ending | Complaints to NuLBC | Complaints to Environment Agency | Week Ending | Complaints to NuLBC | Complaints to Environment Agency |
|-------------|---------------------|----------------------------------|-------------|---------------------|----------------------------------|
| <b>2022</b> |                     |                                  | 25-Sep      | 14                  | 79                               |
| 09-Jan      | 73                  | 352                              | 02-Oct      | 13                  | 58                               |
| 16-Jan      | 258                 | 1045                             | 09-Oct      | 42                  | 102                              |
| 23-Jan      | 134                 | 651                              | 16-Oct      | 52                  | 165                              |
| 30-Jan      | 25                  | 139                              | 23-Oct      | 73                  | 186                              |
| 06-Feb      | 16                  | 64                               | 30-Oct      | 30                  | 82                               |
| 13-Feb      | 31                  | 120                              | 06-Nov      | 27                  | 116                              |
| 20-Feb      | 49                  | 166                              | 13-Nov      | 23                  | 86                               |
| 27-Feb      | 40                  | 264                              | 20-Nov      | 60                  | 113                              |
| 06-Mar      | 118                 | 571                              | 27-Nov      | 2                   | 70                               |
| 13-Mar      | 72                  | 285                              | 04-Dec      | 19                  | 47                               |
| 20-Mar      | 224                 | 1126                             | 11-Dec      | 43                  | 163                              |
| 27-Mar      | 412                 | 1848                             | 18-Dec      | 22                  | 114                              |
| 03-Apr      | 243                 | 1072                             | 25-Dec      | 12                  | 45                               |
| 10-Apr      | 132                 | 895                              | <b>2023</b> |                     |                                  |
| 17-Apr      | 156                 | 752                              | 01-Jan      | 11                  | 39                               |
| 24-Apr      | 65                  | 310                              | 08-Jan      | 12                  | 32                               |
| 01-May      | 49                  | 213                              | 15-Jan      | 13                  | 25                               |
| 08-May      | 39                  | 193                              | 22-Jan      | 47                  | 118                              |
| 15-May      | 35                  | 160                              | 29-Jan      | 51                  | 149                              |
| 21-May      | 43                  | 134                              | 05-Feb      | 13                  | 66                               |
| 29-May      | 20                  | 81                               | 12-Feb      | 26                  | 115                              |
| 05-Jun      | 27                  | 169                              | 19-Feb      | 7                   | 39                               |
| 12-Jun      | 42                  | 234                              | 26-Feb      | 3                   | 15                               |
| 19-Jun      | 25                  | 263                              | 05-Mar      | 7                   | 13                               |
| 26-Jun      | 28                  | 208                              | 12-Mar      | 12                  | 74                               |
| 02-Jul      | 9                   | 54                               | 19-Mar      | 23                  | 63                               |
| 09-Jul      | 4                   | 34                               | 26-Mar      | 19                  | 56                               |
| 16-Jul      | 14                  | 72                               | 02-Apr      | 51                  | 103                              |
| 23-Jul      | 21                  | 52                               | 09-Apr      | 45                  | 152                              |
| 30-Jul      | 12                  | 93                               | 16-Apr      | 11                  | 64                               |
| 06-Aug      | 22                  | 124                              | 23-Apr      | 48                  | 101                              |
| 13-Aug      | 32                  | 133                              | 30-Apr      | 148                 | 278                              |
| 21-Aug      | 11                  | 79                               | 07-May      | 50                  | 150                              |
| 28-Aug      | 12                  | 89                               | 14-May      | 53                  | 164                              |
| 04-Sep      | 10                  | 30                               | 21-May      | 147                 | 320                              |
| 11-Sep      | 9                   | 64                               | 28-May      | 90                  | 210                              |
| 18-Sep      | 13                  | 83                               | 04-Jun      | 24                  | 43                               |

| Week Ending | Complaints to NuLBC | Complaints to Environment Agency |
|-------------|---------------------|----------------------------------|
| 11-Jun      | 19                  | 75                               |
| 18-Jun      | 76                  | 154                              |
| 25-Jun      | 80                  | 170                              |
| 02-Jul      | 40                  | 99                               |
| 09-Jul      | 18                  | 46                               |
| 16-Jul      | 20                  | 54                               |
| 23-Jul      | 15                  | 73                               |
| 30-Jul      | 28                  | 97                               |
| 06-Aug      | 21                  | 67                               |
| 13-Aug      | 7                   | 30                               |
| 20-Aug      | 10                  | 44                               |
| 27-Aug      | 8                   | 38                               |
| 03-Sep      | 11                  | 59                               |
| 10-Sept     | 26                  | 71                               |
| 17-Sept     | 12                  | 72                               |
| 24-Sept     | 8                   | 31                               |
| 01-Oct      | 8                   | 26                               |
| 08-Oct      | 8                   | 37                               |
| 15-Oct      | 29                  | 64                               |
| 22-Oct      | 22                  | 81                               |
| 29-Oct      | 26                  | 115                              |
| 05-Nov      | 5                   | 15                               |
| 12-Nov      | 40                  | 123                              |
| 19-Nov      | 35                  | 119                              |
| 26-Nov      | 36                  | 135                              |
| 3-Dec       | 115                 | 265                              |
| 10-Dec      | 83                  | 151                              |
| 17-Dec      | 48                  | 180                              |
| 24-Dec      | 28                  | 79                               |
| 31-Dec      | 44                  | 129                              |