

Appendix 3 – NUL Key Performance Indicators

NULBC		Information	Measurement	MMF	October 2023	November 2023	December 2023
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		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%)	248 Number of unique properties reporting complaints = 112 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 4 complaints Rating 3 = 33 complaints Rating 4 = 45 complaints (18.1%) Rating 5 = 72 complaints (29.0%) Rating 6 = 93 complaints (37.5%) % of complaints reporting odour entering the property = 187 (75.4%) % of complaints reporting health effects = 184 (74.2%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number		71	169	219
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		16	25	29
KPI 4		Highest number of complaints during the period	Date (number of complaints)		25/10/23 (13 complaints)	29/11/23 (36 complaints)	05/12/23 (27 complaints)

KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	9	12	Awaited
				MMF2	0*	2	Awaited
				MMF9	7	12	Awaited
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1	3.3	3.0	Awaited
				MMF2	1.2*	1.6	Awaited
				MMF9	2.2	4.7	Awaited
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	64.90 ug/m3 (26/10/23 @17:15)	42.55 ug/m3 (04/11/23@ 04:45)	Awaited
				MMF2	15.26 ug/m3 (15/10/23 @18:25)	56.12 ug/m3 (11/11/23 @ 15:40)	Awaited
				MMF9	69.59 ug/m3 (22/10/23 @22:10)	151.31 ug/m3 (30/11/23 @ 06:40)	Awaited
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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)	27 assessments 11 assessments detected landfill related odour of which 3 assessments had a maximum rating of 4 (05/12/23, 13/12/23 & 13/12/23)

*Data from 1 October to 17 October 2023