

Appendix 2 – NUL Key Performance Indicators

NULBC		Information	Measurement	MMF	November 2023	December 2023	January 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		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%)	736 Number of unique properties reporting complaints = 319 Rating 0 = 1 complaints Rating 1 = 1 complaints Rating 2 = 8 complaints Rating 3 = 72 complaints Rating 4 = 111 complaints (15.1%) Rating 5 = 208 complaints (28.3%) Rating 6 = 335 complaints (45.5%) % of complaints reporting odour entering the property = 574 (78%) % of complaints reporting health effects = 516 (70.1%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number		169	219	625
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		25	29	111
KPI 4		Highest number of complaints during the period	Date (number of complaints)		29/11/23 (36 complaints)	05/12/23 (27 complaints)	18/01/24 (142 complaints)

KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	12	22	Awaited
				MMF2	2	3.2	Awaited
				MMF9	12	8	Awaited
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1	3.0	4.7	Awaited
				MMF2	1.6	1.5	Awaited
				MMF9	4.7	4.3	Awaited
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	42.55 ug/m3 (04/11/23 @ 04:45)	159.33 ug/m3 (11/12/23 @ 21:25)	Awaited
				MMF2	56.12 ug/m3 (11/11/23 @ 15:40)	108.85 ug/m3 (11/12/2023 @ 17:00)	Awaited
				MMF9	151.31 ug/m3 (30/11/23 @ 06:40)	417.25 ug/m3 (05/12/23 @ 20:00)	Awaited
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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)	35 assessments 29 assessments detected landfill related odour of which 17 assessments had a maximum rating of 4 (03/01/24, 05/01/24, 06/01/24, 07/01/24, 12/01/24, 18/01/24)