

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) |

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|-------|-----------------------------|---|----------------------|------|---|---|---|
| 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) |