

Appendix 2 – NUL Key Performance Indicators

NULBC		Information	Measurement	MMF	January 2024	February 2024	March 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		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%)	1232 Number of unique properties reporting complaints = 484 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 25 complaints Rating 3 = 99 complaints Rating 4 = 169 complaints (13.7%) Rating 5 = 335 complaints (27.2%) Rating 6 = 603 complaints (48.9%) % of complaints reporting odour entering the property = 1004 (81.5%) % of complaints reporting health effects = 908 (73.7%)	653 Number of unique properties reporting complaints = 230 Rating 0 = 3 complaints Rating 1 = 0 complaints Rating 2 = 4 complaints Rating 3 = 80 complaints Rating 4 = 102 complaints (15.6%) Rating 5 = 177 complaints (27.1%) Rating 6 = 287 complaints (44%) % of complaints reporting odour entering the property = 520 (79.6%) % of complaints reporting health effects = 516 (79.0%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number		625	989	546
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		111	243	107
KPI 4		Highest number of complaints during the period	Date (number of complaints)		18/01/24 (142 complaints)	24/02/24 (185 complaints)	05/03/24 (79 complaints)

KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	21	24	27
				MMF2	9*	NR	NR
				MMF 4	NR	NR	2**
				MMF9	14	19.3	6.5
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1	5.2	6.3	7.4
				MMF2	3.1*	NR	NR
				MMF 4	NR	NR	1.4
				MMF9	8.2	15	8.1
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	156.12 ug/m3 (02/01/24 @06:30)	500.26 ug/m3 (27/02/24 @05:55)	293.10 ug/m3 (05/03/24 04:25)
				MMF2	142.43 ug/m3 (07/01/24 @07:55)	NR	NR
				MMF 4	NR	NR	37.31 ug/m3 (18/03/24 05:35)
				MMF9	456.34 ug/m3 (04/01/24 @20:10)	796.02 ug/m3 (24/02/24 @22:05)	576.20 ug/m3 (06/03/24 02:50)
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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)	9 assessments 9 assessments detected landfill related odour of which 8 assessments had a maximum rating of 4 and above (07/02/24, 24/02/24)	3 assessments 3 assessments detected landfill related odour of which 1 assessment had a maximum rating of 4 (20/03/24)

*Data from 01 January to 08 January 2024

** Data 16 March to 31 March 2024