

**Appendix 2 – NUL Key Performance Indicators**

NULBC		Information	Measurement	MMF	February 2024	March 2024	April 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		<p>1232</p> <p>Number of unique properties reporting complaints = 484</p> <p>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%)</p> <p>% of complaints reporting odour entering the property = 1004 (81.5%)                      % of complaints reporting health effects = 908 (73.7%)</p>	<p>653</p> <p>Number of unique properties reporting complaints = 230</p> <p>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%)</p> <p>% of complaints reporting odour entering the property = 520 (79.6%)                      % of complaints reporting health effects = 516 (79.0%)</p>	<p>165</p> <p>Number of unique properties reporting complaints = 84</p> <p>Rating 0 = 0 complaints                      Rating 1 = 1 complaints                      Rating 2 = 3 complaints                      Rating 3 = 25 complaints                      Rating 4 = 28 complaints (17%)                      Rating 5 = 47 complaints (28.5%)                      Rating 6 = 61 complaints (37%)</p> <p>% of complaints reporting odour entering the property = 122 (73.9%)                      % of complaints reporting health effects = 97 (58.8%)</p>

KPI 2		Complaints reported (daytime 07:00-23:00)	Number		989	546	123
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		243	107	42
KPI 4		Highest number of complaints during the period	Date (number of complaints)		24/02/24 (185 complaints)	05/03/24 (79 complaints)	01/04/24 (25 complaints)
KPI 5		AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	24%	27%
	MMF2				NR	2%**	0.6%
	MMF9				19.3%	6.5%	5.7%
KPI 6		Monthly Average H <sub>2</sub> S	ug/m3 over the month	MMF1	6.3	7.4	2.4
				MMF2	NR	1.4**	1
				MMF9	15	8.1	3
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	500.26 ug/m3 (27/02/24 @05:55)	293.10 ug/m3 (05/03/24 @04:25)	117.58 ug/m3 (01/04/24 @20:40)
				MMF2	NR	37.31 ug/m3** (18/03/24 @05:35)	35.26 ug/m3 (1/04/24 @22:20)
				MMF9	796.02 ug/m3 (24/02/24 @22:05)	576.20 ug/m3 (06/03/24 @02:50)	258.97 ug/m3 (24/04/24@22:50)

KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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)	No assessments
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\*\* Data 16 March to 31 March 2024. MMF 4 data now referenced by EA as MMF 2