

Appendix 2 – NUL Key Performance Indicators

NULBC		Information	Measurement	MMF	April 2024	May 2024	June 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		165 Number of unique properties reporting complaints = 84 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%) % of complaints reporting odour entering the property = 122 (73.9%) % of complaints reporting health effects = 97 (58.8%)	338 Number of unique properties reporting complaints = 154 Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 4 complaints Rating 3 = 35 complaints Rating 4 = 84 complaints (24.9%) Rating 5 = 118 complaints (34.9%) Rating 6 = 97 complaints (28.7%) % of complaints reporting odour entering the property = 295 (87.3%) % of complaints reporting health effects = 234 (69.2%)	286 Number of unique properties reporting complaints = 114 Rating 0 = 2 complaints Rating 1 = 1 complaints Rating 2 = 3 complaints Rating 3 = 27 complaints Rating 4 = 65 complaints (22.7%) Rating 5 = 89 complaints (31.1%) Rating 6 = 99 complaints (34.6%) % of complaints reporting odour entering the property = 225 (78.7%) % of complaints reporting health effects = 198 (69.2%)

KPI 2		Complaints reported (daytime 07:00-23:00)	Number		123	239	220
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		42	99	66
KPI 4		Highest number of complaints during the period	Date (number of complaints)		01/04/24 (25 complaints)	21/05/24 (39 complaints)	26/06/24 (31 complaints)
KPI 5		AIR QUALITY Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	8.4%	5.1%	Awaiting data
	MMF2			0.6%	0.7%	Awaiting data	
	MMF9			5.7%	10.9%	Awaiting data	
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1	2.4	2.2	Awaiting data
				MMF2	1	0.9	Awaiting data
				MMF9	3	5.6	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	117.58 ug/m3 (01/04/24 @20:40)	Awaiting data	Awaiting data
				MMF2	35.26 ug/m3 (1/04/24 @22:20)	25.53 ug.m3 (05/05/24 @21:05)	Awaiting data
				MMF9	258.97 ug/m3 (24/04/24@22:50)	289.38ug/m3 (19/05/24 @ 00:25)	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer	Max Odour Rating		No 5 min-assessments	No 5 min assessments	2 assessments – max intensity rating 4

		odour assessment (5 minute)					(19/06/24)
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