

Appendix 2 – NUL Key Performance Indicators

NULBC		Information	Measurement	MMF	June 2024	July 2024	August 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		286	340	197
					Number of unique properties reporting complaints = 114	Number of unique properties reporting complaints = 120	Number of unique properties reporting complaints = 109
					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%)	Rating 0 = 3 complaints Rating 1 = 0 complaints Rating 2 = 2 complaints Rating 3 = 27 complaints Rating 4 = 79 complaints (23.2%) Rating 5 = 93 complaints (27.4%) Rating 6 = 136 complaints (40%)	Rating 0 = 2 complaints Rating 1 = 1 complaints Rating 2 = 2 complaints Rating 3 = 15 complaints Rating 4 = 35 complaints (17.8%) Rating 5 = 54 complaints (27.4%) Rating 6 = 88 complaints (44.7%)
					% of complaints reporting odour entering the property = 225 (78.7%)	% of complaints reporting odour entering the property = 269 (79.1%)	% of complaints reporting odour entering the property = 157 (79.7%)
					% of complaints reporting health effects = 198 (69.2%)	% of complaints reporting health effects = 265 (77.9%)	% of complaints reporting health effects = 151 (76.6%)

KPI 2		Complaints reported (daytime 07:00-23:00)	Number		220	262	169
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		66	78	28
KPI 4		Highest number of complaints during the period	Date (number of complaints)		26/06/24 (31 complaints)	19/07/24 (30 complaints)	Awaiting data
KPI 5		AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	0.7%	2.7%
	MMF2				0.4%	1.8%	Awaiting data
	MMF9				7.0%	10.6%	Awaiting data
KPI 6		Monthly Average H ₂ S	ug/m ³ over the month	MMF1	1.1ug/m ³	1.6ug/m ³	Awaiting data
				MMF2	1.0ug/m ³	1.2ug/m ³	Awaiting data
				MMF9	2.9ug/m ³	3.0ug/m ³	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m ³	MMF1	19.61ug/m ³	82.74ug/m ³	Awaiting data
				MMF2	11.46ug/m ³	39.06ug/m ³	Awaiting data
				MMF9	125.87ug/m ³	100.39ug/m ³	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour	Max Odour Rating		2 assessments – max intensity rating 4 (19/06/24)	N/A	2 assessments – max rating 4 (04/08/24)

		assessment (5 minute)					
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