

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%) |

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

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| | | assessment (5 minute) | | | | | |
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