

**Appendix 3 – NUL Key Performance Indicators**

| NULBC |            | Information                  | Measurement | Feb 2023  | March 2023  | April 2023   | May 2023   |
|-------|------------|------------------------------|-------------|---|---|--|--|
| KPI 1 | COMPLAINTS | Complaints reported to NULBC | Number      | 47  | 108   | 253  | 353  |
|       |            |                              |             | Number of unique properties = 25  | Number of unique properties = 55  | Number of unique properties = 203  | Number of unique properties = 276  |
|       |            |                              |             | Rating 0 = 0 complaints   | Rating 0 = 0 complaints   | Rating 0 = 0 complaints  | Rating 0 = 0 complaints  |
|       |            |                              |             | Rating 1 = 1 complaints   | Rating 1 = 1 complaint  | Rating 1 = 0 complaint   | Rating 1 = 0 complaints  |
|       |            |                              |             | Rating 2 = 1 complaints   | Rating 2 = 0 complaints   | Rating 2 = 1 complaints  | Rating 2 = 8 complaints  |
|       |            |                              |             | Rating 3 = 11 complaints  | Rating 3 = 16 complaints  | Rating 3 = 40 complaints   | Rating 3 = 39 complaints   |
|       |            |                              |             | Rating 4 = 8 complaints (17%)   | Rating 4 = 35 complaints (32.4%)  | Rating 4 = 57 complaints (22.5%)   | Rating 4 = 64 complaints (18.1%)   |
|       |            |                              |             | Rating 5 = 10 complaints (21.3%)  | Rating 5 = 26 complaints (24.1%)  | Rating 5 = 71 complaints (28.1%)   | Rating 5 = 118 complaints (33.4%)  |
|       |            |                              |             | Rating 6 = 16 complaints (34%)  | Rating 6 = 30 complaints (27.8%)  | Rating 6 = 84 complaints (33.2%)   | Rating 6 = 124 complaints (35.1%)  |
|       |            |                              |             | % of complaints reporting odour entering the property = 35 complaints (74.5%) | % of complaints reporting odour entering the property = 84 complaints (77.8%) | % of complaints reporting odour entering the property = 194 complaints (76.7%) | % of complaints reporting odour entering the property = 315 complaints (89.2%) |
|       |            |                              |             | % of complaints reporting health effects = 36 complaints (76.6%)              | % of complaints reporting health effects = 78 complaints (72.2%)              | % of complaints reporting health effects = 200 complaints (79.1%)              | % of complaints reporting health effects = 235 complaints (66.6%)              |

|       |                             |   |                                  |  |                          |                          |                          |
|-------|-----------------------------|---|----------------------------------|--|--------------------------|--------------------------|--------------------------|
| KPI 2 |                             | Complaints reported (daytime 07:00-23:00)   | Number                           | 41   | 82                       | 199                      | 271                      |
| KPI 3 |                             | Complaints reported (night-time 23:00-07:00)  | Number                           | 6  | 26                       | 54                       | 82                       |
| KPI 4 |                             | Highest number of complaints during the period  | Date (number of complaints)      | 06/02/23 (9 complaints)<br>07/02/23 (9 complaints) | 27/03/23 (31 complaints) | 25/04/23 (47 complaints) | 21/05/23 (34 complaints) |
|       |                             | <b>Information</b>  | <b>Measurement</b>               |  |                          |                          |                          |
| KPI 5 | AIR QUALITY                 | Percentage exceedance<br>Odour Annoyance<br>Guideline (Hydrogen Sulphide 30 minute average) | %                                | 0.2  | 0.3                      | 0.2                      | Awaiting data            |
|       |                             |   |                                  | 0.3  | 0.2                      | 0.8                      |                          |
|       |                             |   |                                  | 0.2  | 0.1                      | 0.3                      |                          |
|       |                             |   |                                  | 0.7  | 2                        | 3.8                      |                          |
| KPI 6 |                             | Monthly Average H <sub>2</sub> S  | ug/m <sup>3</sup> over the month | 0.7  | 1                        | 1.1                      | Awaiting data            |
|       |                             |   |                                  | 0.8  | 0.9                      | 0.9                      |                          |
|       |                             |   |                                  | 0.6  | 0.6                      | 0.5                      |                          |
|       |                             |   |                                  | 0.8  | 0.7                      | 1.2                      |                          |
| KPI 7 | H <sub>2</sub> S PEAK LEVEL | Level measured  | ug/m <sup>3</sup>                | MMF1   | 17.18 (10/03)            | 32.85 09/04              | Awaiting data            |

|       |                        |   |                     |  |                           |   |  |
|-------|------------------------|---|---------------------|--|---------------------------|---|--|
|       |                        | over a 5<br>minute period<br>Date & Time                    |                     | 19.6<br>(15/02 01:20)  | 22:35)                    | 04:40)  |  |
|       |                        |   |                     | MMF2<br>14.55<br>(07/02 18:15)   | 19.43<br>(27/03<br>19:00) | 20.50<br>(25/04<br>06:00)   |  |
|       |                        |   |                     | MMF6<br>11.25<br>(07/02 20:15)   | 11.05<br>(27/03<br>05:45) | 6.47<br>(04/04<br>05:30)  |  |
|       |                        |   |                     | MMF9<br>11.17<br>(06/02 23:20)   | 32.30<br>(08/03<br>02:55) | 58.83<br>(25/04<br>23:10)   |  |
|       |                        | <b>Information</b>  | <b>Measurement</b>  |  |                           |   |  |
| KPI 8 | OFFICER<br>ASSESSMENTS | Odour Rating -<br>Officer odour<br>assessment (5<br>minute) | Max Odour<br>Rating | KPI not reported as<br>the monitoring time<br>< 5 minutes for each<br>assessment | 7 assessments on<br>27/03 | 8 assessments 04/04<br>1 assessment 06/04<br>1 assessment 08/04<br>12 assessments<br>27/04<br>3 assessments 29/04 | 4 assessments 5/05<br>1 assessment 6/05<br>2 assessments 13/05<br>2 assessments 18/05<br>1 assessment 19/05<br>17 assessments 21/05<br>2 assessments 25/05 |