Appendix 2 – NUL Key Performance Indicators

	NULBC	Information	Measurement	MMF	December 2023	January 2024	February 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number		248 Number of unique properties reporting complaints = 112 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 4 complaints Rating 3 = 33 complaints Rating 4 = 45 complaints (18.1%) Rating 5 = 72 complaints (29.0%) Rating 6 = 93 complaints (37.5%) % of complaints reporting odour entering the property = 187 (75.4%) % of complaints reporting health effects = 184 (74.2%)	736 Number of unique properties reporting complaints = 319 Rating 0 = 1 complaints Rating 1 = 1 complaints Rating 2 = 8 complaints Rating 3 = 72 complaints Rating 4 =111 complaints (15.1%) Rating 5 = 208 complaints (28.3%) Rating 6 =335 complaints (45.5%) % of complaints reporting odour entering the property = 574 (78%) % of complaints reporting health effects = 516 (70.1%)	1232 Number of unique properties reporting complaints = 484 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%) % of complaints reporting odour entering the property = 1004 (81.5%) % of complaints reporting health effects = 908 (73.7%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number		219	625	989
KPI 3		Complaints reported (night-time 23:00-07:00)	Number		29	111	243
KPI 4		Highest number of complaints during the period	Date (number of complaints)		05/12/23 (27 complaints)	18/01/24 (142 complaints)	24/02/24 (185 complaints)

KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	22	21	24
				MMF2	3	9*	NR
				MMF9	8	14	19.3
KPI 6		Monthly Average H_2S	ug/m3 over the month	MMF1	4.7	5.2	6.3
				MMF2	1.5	3.1*	NR
				MMF9	4.3	8.2	15
KPI 7	H_2S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	159.33 ug/m3 (11/12/23 @21:25)	156.12 ug/m3 (02/01/24 @06:30)	500.26 ug/m3 (27/02/24 @05:55)
				MMF2	108.85 ug/m3 (11/12/23 @17:00)	142.43 ug/m3 (07/01/24 @07:55)	NR
				MMF9	417.25 ug/m3 (05/12/23 @ 20:00)	456.34 ug/m3 (04/01/24 @20:10)	796.02 ug/m3 (24/02/24 @22:05)
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		27 assessments 11 assessments detected landfill related odour of which 3 assessments had a maximum rating of 4 (05/12/23, 13/12/23 & 13/12/23)	35 assessments 29 assessments detected landfill related odour of which 17 assessments had a maximum rating of 4 (03/01/24, 05/01/24, 06/01/24, 07/01/24, 12/01/24, 18/01/24)	9 assessments 9 assessments detected landfill related odour of which 8 assessments had a rating of 4 and above (07/02/24, 24/02/24)

*Data from 01 January to 08 January 2024