

**Appendix 2 – NULBC Key Performance Indicators**

NULBC		Information	Measurement	July 2024	August 2024	September 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	340  Number of unique properties reporting complaints = 120  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%)  % of complaints reporting odour entering the property = 269 (79.1%)  % of complaints reporting health effects = 265 (77.9%)	174 * revised  Number of unique properties reporting complaints = 95  Rating 0 = 2 complaints Rating 1 = 1 complaints Rating 2 = 1 complaints Rating 3 = 15 complaints Rating 4 = 33 complaints (19.0%) Rating 5 = 49 complaints (28.2%) Rating 6 = 73 complaints (42.0%)  % of complaints reporting odour entering the property = 138 (79.3%)  % of complaints reporting health effects = 132 (75.9%)	100  Number of unique properties reporting complaints = 50  Rating 0 = 0 complaints Rating 1 = 0 complaints Rating 2 = 3 complaints Rating 3 = 8 complaints Rating 4 = 24 complaints (24%) Rating 5 = 20 complaints (20%) Rating 6 = 45 complaints (45%)  % of complaints reporting odour entering the property = 81 (81%)  % of complaints reporting health effects = 69 (69%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	262	147	94
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	78	27	6
KPI 4		Highest number of complaints during the period	Date (number of complaints)	19/07/24 (30 complaints)	13/08/24 (16 complaints)	19/09/24 (18 complaints)

		Information	Measurement	MMF Reference	July 2024	August 2024	MMF Location Name	September 2024
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	2.7%	0.8%	MMF Maries Way	Awaiting data
				MMF2	1.8%	0.5%	MMF Silverdale Pumping Station	Awaiting data
				MMF9	10.6%	1.9%	MMF Galingale View	Awaiting data
KPI 6		Monthly Average H <sub>2</sub> S	ug/m3 over the month	MMF1	1.6ug/m3	1.4ug/m3	MMF Maries Way	Awaiting data
				MMF2	1.2ug/m3	1.0ug/m3	MMF Silverdale Pumping Station	Awaiting data
				MMF9	3.0ug/m3	1.0ug/m3	MMF Galingale View	Awaiting data
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	82.74ug/m3	26.54ug/m3	MMF Maries Way	Awaiting data
				MMF2	39.06ug/m3	17.16 ug/m3	MMF Silverdale Pumping Station	Awaiting data
				MMF9	100.39ug/m3	33.86 ug/m3	MMF Galingale View	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		N/A	2 assessments – max rating 4 on 04/08/24		10 assessments – of which 7 recorded a max rating of 4 on 12/09/24 & 13/09/24