

Appendix 2 – NULBC Key Performance Indicators

NULBC		Information	Measurement	August 2024	September 2024	October 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	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%)	290 Number of unique properties reporting complaints = 106 Rating 0 = 0 complaints Rating 1 = 1 complaints Rating 2 = 2 complaints Rating 3 = 12 complaints Rating 4 = 60 complaints (20.7%) Rating 5 = 75 complaints (25.9%) Rating 6 = 140 complaints (48.3%) % of complaints reporting odour entering the property = 225 (77.6%) % of complaints reporting health effects = 240 (82.8%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	147	94	254
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	27	6	36
KPI 4		Highest number of complaints during the period	Date (number of complaints)	13/08/24 (16 complaints)	19/09/24 (18 complaints)	26/10/24 (33 complaints)

		Information	Measurement	MMF Reference	August 2024	MMF Location Name	September 2024	October 2024
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF1	0.8%	MMF Maries Way	2.5%	Awaiting data
				MMF2	0.5%	MMF Silverdale Pumping Station	1.1%	Awaiting data
				MMF9	1.9%	MMF Galingale View	3.6%	Awaiting data
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF1	1.4ug/m3	MMF Maries Way	2.0 ug/m3	Awaiting data
				MMF2	1.0ug/m3	MMF Silverdale Pumping Station	1.2ug/m3	Awaiting data
				MMF9	1.0ug/m3	MMF Galingale View	1.4ug/m3	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF1	26.54ug/m3	MMF Maries Way	22.68ug/m3	Awaiting data
				MMF2	17.16 ug/m3	MMF Silverdale Pumping Station	34.40ug/m3	Awaiting data
				MMF9	33.86 ug/m3	MMF Galingale View	46.58ug/m3	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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	12 assessments - of which 10 recorded a max rating of 4 and 2 recorded a max rating of 5 on 22/10/24