

Appendix 2 – NULBC Key Performance Indicators

NULBC		Information	Measurement	September 2024	October 2024	November 2024
KPI 1		Complaints reported to NULBC	Number	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%)	292* *Revised to include back dated complaints 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 (20.5%) Rating 5 = 76 complaints (26.0%) Rating 6 = 141 complaints (48.3%) % of complaints reporting odour entering the property = 227 (77.7%) % of complaints reporting health effects = 241 (82.5%)	1060 % of complaints reporting odour entering the property = 878 (82.8%) % of complaints reporting health effects = 780 (73.6%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	94	255	877
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	6	37	183
KPI 4		Highest number of complaints during the period	Date (number of complaints)	19/09/24 (18 complaints)	26/10/24 (33 complaints)	28/11/24 (192 complaints)

		Information	Measurement	MMF Location Name	September 2024	October 2024	November 2024
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	2.5%	21.8%	Awaited
				MMF Silverdale Pumping Station	1.1%	8.4%	Awaited
				MMF Galingale View	3.6%	7.4%	Awaited
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF Maries Way	2.0 ug/m3	4.2ug/m3	Awaited
				MMF Silverdale Pumping Station	1.2ug/m3	3.3ug/m3	Awaited
				MMF Galingale View	1.4ug/m3	2.8ug/m3	Awaited
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way	22.68ug/m3	68.95ug/m3	Awaited
				MMF Silverdale Pumping Station	34.40ug/m3	287.54ug/m3	Awaited
				MMF Galingale View	46.58ug/m3	114.63ug/m3	Awaited
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating		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	32 assessments of which 30 recorded a max rating of 4 or above on 11/11/24, 20/11/24, 21/11/24, 27/11/24, 28/11/24