

**Appendix 3 – NULBC Key Performance Indicators**

NULBC		Information	Measurement	October 2024	November 2024	December 2024
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	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%)	1064 * revised to include back dated complaints Number of unique properties reporting complaints= 453  Rating 0 = 3 Rating 1 = 1 Rating 2 = 1 Rating 3 = 57 Rating 4 = 128 complaints (12.03%) Rating 5 = 262 complaints (24.6%) Rating 6 = 612 complaints (57.5%)  % of complaints reporting odour entering the property = 879 (82.6%)  % of complaints reporting health effects =783 (73.6%)	1128  Number of unique properties reporting complaints= 478  Rating 0 = 1 Rating 1 = 0 Rating 2 = 5 Rating 3 = 90 Rating 4 = 164 complaints (14.5%) Rating 5 = 287 complaints (25.5%) Rating 6 = 581 complaints (51.5%)  % of complaints reporting odour entering the property = 916 (81.2%)  % of complaints reporting health effects = 785 (69.6%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	255	881	982
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	37	183	146
KPI 4		Highest number of complaints during the period	Date (number of complaints)	26/10/24 (33 complaints)	28/11/24 (193 complaints)	03/12/24 (103)

NULBC		Information	Measurement	MMF Location Name	October 2024	November 2024	December 2024
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	21.8%	28.4%	Awaited
				MMF Silverdale Pumping Station	8.4%	6.5%	Awaited
				MMF Galingale View	7.4%	11.3%	Awaited
KPI 6		Monthly Average H <sub>2</sub> S	ug/m3 over the month	MMF Maries Way	4.2ug/m3	7.2ug.m3	Awaited
				MMF Silverdale Pumping Station	3.3ug/m3	2.7ug/m3	Awaited
				MMF Galingale View	2.8ug/m3	7.8ug/m3	Awaited
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way 05/10/24 00:20	68.95ug/m3	309.34ug/m3 28/11/24 06:55	Awaited
				MMF Silverdale Pumping Station 11/10/24 18:05	287.54ug/m3	207.21ug/m3 28/11/24 07:25	Awaited
				MMF Galingale View 27/10/24 06:15	114.63ug/m3	293.38ug/m3 26/11/24 22:50	Awaited
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Intensity Rating		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	N/A