

Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	November 2024	December 2024	January 2025			
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	1064 * *Data revised to include back dated complaints Number of unique properties reporting complaints= 452 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%)	1129 * *Data revised to include back dated complaints Number of unique properties reporting complaints= 478 (amended figure) 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 = 582 complaints (51.6%) % of complaints reporting odour entering the property = 917 (81.2%) % of complaints reporting health effects = 785 (69.6%)	1616 Number of unique properties reporting complaints= 708 Rating 0 = 0 Rating 1 = 0 Rating 2 = 9 Rating 3 = 100 Rating 4 = 193 complaints (11.9%) Rating 5 =370 complaints (22.9%) Rating 6 = 944 complaints (58.4%) % of complaints reporting odour entering the property =1414 (87.5%) % of complaints reporting health effects = 1279 (79.1%)			
				KPI 2	Complaints reported (daytime 07:00-23:00)	Number	881	983	1380
				KPI 3	Complaints reported (night-time 23:00-07:00)	Number	183	146	236
				KPI 4	Highest number of complaints during the period	Date (number of complaints)	28/11/24 (193 complaints)	03/12/24 (103)	10/01/25 (379)

NULBC		Information	Measurement	MMF Location Name	November 2024	December 2024	January 2025
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	28.4%	12.4%	Awaited
				MMF Silverdale Pumping Station	6.5%	16.5%	Awaited
				MMF Galingale View	11.3%	15.0%	Awaited
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF Maries Way	7.2ug/m3	6.0ug/m3	Awaited
				MMF Silverdale Pumping Station	2.7ug/m3	6.8ug/m3	Awaited
				MMF Galingale View	7.8ug/m3	5.0ug/m3	Awaited
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way 28/11/24 06:55	309.34ug/m3 25/12/2024 20:50	585.29ug/m3 25/12/2024 20:50	Awaited
				MMF Silverdale Pumping Station 28/11/24 07:25	207.21ug/m3 28/11/24 07:25	1347.35ug/m3 25/12/2024 18:25	Awaited
				MMF Galingale View 26/11/24 22:50	293.38ug/m3 26/11/24 22:50	887.30ug/m3 25/12/24 07:00	Awaited
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Intensity Rating		32 assessments of which 30 recorded a max intensity rating of 4 or above on 11/11/24, 20/11/24, 21/11/24, 27/11/24, 28/11/24	N/A	3 assessments of which 3 recorded a max intensity rating of 5 on 10/01/25 17/10/25 23/01/25