

**Appendix 3 – NULBC Key Performance Indicators**

| NULBC |            | Information                                    | Measurement                 | November 2024  | December 2024   | January 2025  |
|-------|------------|--|-----------------------------|--|---|---|
| KPI 1 | COMPLAINTS | Complaints reported to NULBC                   | Number                      | 1064 *<br>*Data revised to include back dated complaints<br>Number of unique properties reporting complaints= 452<br><br>Rating 0 = 3<br>Rating 1 = 1<br>Rating 2 = 1<br>Rating 3 = 57<br>Rating 4 = 128 complaints (12.03%)<br>Rating 5 = 262 complaints (24.6%)<br>Rating 6 = 612 complaints (57.5%)<br><br>% of complaints reporting odour entering the property = 879 (82.6%)<br><br>% of complaints reporting health effects =783 (73.6%) | 1129 *<br>*Data revised to include back dated complaints<br>Number of unique properties reporting complaints= 478 (amended figure)<br>Rating 0 = 1<br>Rating 1 = 0<br>Rating 2 = 5<br>Rating 3 = 90<br>Rating 4 = 164 complaints (14.5%)<br>Rating 5 = 287 complaints (25.5%)<br>Rating 6 = 582 complaints (51.6%)<br><br>% of complaints reporting odour entering the property = 917 (81.2%)<br><br>% of complaints reporting health effects = 785 (69.6%) | 1616<br><br>Number of unique properties reporting complaints= 708<br><br>Rating 0 = 0<br>Rating 1 = 0<br>Rating 2 = 9<br>Rating 3 = 100<br>Rating 4 = 193 complaints (11.9%)<br>Rating 5 =370 complaints (22.9%)<br>Rating 6 = 944 complaints (58.4%)<br><br>% of complaints reporting odour entering the property =1414 (87.5%)<br><br>% of complaints reporting health effects = 1279 (79.1%) |
|       |            | Complaints reported (daytime 07:00-23:00)      | Number                      | 881  | 983   | 1380  |
|       |            | Complaints reported (night-time 23:00-07:00)   | Number                      | 183  | 146   | 236   |
|       |            | 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<br>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 <sub>2</sub> 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 <sub>2</sub> S PEAK LEVEL | Level measured over a 5-minute period<br>Date & Time                                     | ug/m3                | MMF Maries Way<br>28/11/24 06:55                 | 309.34ug/m3<br>25/12/2024 20:50   | 585.29ug/m3<br>25/12/2024 20:50  | Awaited  |
|       |                             |  |                      | MMF Silverdale Pumping Station<br>28/11/24 07:25 | 207.21ug/m3<br>28/11/24 07:25   | 1347.35ug/m3<br>25/12/2024 18:25 | Awaited  |
|       |                             |  |                      | MMF Galingale View<br>26/11/24 22:50             | 293.38ug/m3<br>26/11/24 22:50   | 887.30ug/m3<br>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<br>11/11/24,<br>20/11/24,<br>21/11/24,<br>27/11/24,<br>28/11/24 | N/A                              | 3 assessments of which 3 recorded a max intensity rating of 5 on<br>10/01/25<br>17/10/25<br>23/01/25 |