

**Appendix 3 – NULBC Key Performance Indicators**

NULBC		Information	Measurement	December 2024	January 2025	February 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	1131 * *Data revised to include back dated complaints Number of unique properties reporting complaints= 480 (amended figure) Rating 0 = 1 Rating 1 = 0 Rating 2 = 5 Rating 3 = 90 Rating 4 = 164 complaints (14.5%) Rating 5 = 287 complaints (25.4%) Rating 6 = 584 complaints (51.6%)  % of complaints reporting odour entering the property = 918 (81.2%)  % of complaints reporting health effects = 785 (69.4%)	1620 *Data revised to include back dated complaints 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 (22.8%) Rating 6 = 948 complaints (58.5%)  % of complaints reporting odour entering the property =1416 (87.4%)  % of complaints reporting health effects = 1283 (79.2%)	79  Number of unique properties reporting complaints= 43 Rating 0 = 0 Rating 1 = 0 Rating 2 = 1 Rating 3 = 4 Rating 4 = 19 complaints (1.3%) Rating 5 = 25 complaints (31.6%) Rating 6 = 30 complaints (38.0%)  % of complaints reporting odour entering the property = 59 (74.7%)  % of complaints reporting health effects = 62 (78.5%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	985	1383	65
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	146	237	14
KPI 4		Highest number of complaints during the period	Date (number of complaints)	03/12/24 (103)	10/01/25 (379)	06/02/2025 (25)

NULBC		Information	Measurement	MMF Location Name	December 2024	January 2025	February 2025
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	12.4%	33.8%	Awaiting data
				MMF Silverdale Pumping Station	16.5%	17.8%	Awaiting data
				MMF Galingale View	15.0%	22.6%	Awaiting data
KPI 6		Monthly Average H <sub>2</sub> S	ug/m3 over the month	MMF Maries Way	6.0ug/m3	20.8ug/m3	Awaiting data
				MMF Silverdale Pumping Station	6.8ug/m3	20.5ug/m3	Awaiting data
				MMF Galingale View	5.0ug/m3	26.2ug/m3	Awaiting data
KPI 7	H <sub>2</sub> S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way 25/12/24 20:50	585.29ug/m3	776.68ug/m3 11/01/25 09:35	Awaiting data
				MMF Silverdale Pumping Station 25/12/24 18:25	1347.35ug/m3	1863.67ug/m3 09/01/25 20:40	Awaiting data
				MMF Galingale View 25/12/24 07:00	887.30ug/m3	922.93ug/m3 09/01/25 01:20	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Intensity Rating		N/A	3 assessments of which 3 recorded a max intensity rating of 5 on 10/01/25 17/01/25 23/01/25	N/A