

Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	February 2025	March 2025	April 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	79	41	23
				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%)	Number of unique properties reporting complaints= 19 Rating 0 = 0 Rating 1 = 0 Rating 2 = 2 Rating 3 = 9 Rating 4 = 16 complaints (39.0%) Rating 5 = 8 complaints (19.5%) Rating 6 = 6 complaints (14.6%)	Number of unique properties reporting complaints= 8 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 4 Rating 4 = 10 complaints (43.5%) Rating 5 = 5 complaints (21.7%) Rating 6 = 4 complaints (17.4%)
				% of complaints reporting odour entering the property = 59 (74.7%)	% of complaints reporting odour entering the property = 31 (75.6%)	% of complaints reporting odour entering the property = 19 (82.6%)
				% of complaints reporting health effects = 62 (78.5%)	% of complaints reporting health effects = 33 (80.5%)	% of complaints reporting health effects = 23 (100%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	65	36	19
4		Complaints reported (night-time 23:00-07:00)	Number	14	5	4
KPI 4		Highest number of complaints during the period	Date (number of complaints)	06/02/2025 (25)	01/03/2025 (7)	10/04/25 (4)

NULBC		Information	Measurement	MMF Location Name	February 2025	March 2025	April 2025	
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	1.5%	0.3%	Awaiting data	
				MMF Silverdale Pumping Station	1.8%	1.2%	Awaiting data	
				MMF Galingale View	1.9%	3.4%	Awaiting data	
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF Maries Way	1.9ug/m3	2.1ug/m3	Awaiting data	
				MMF Silverdale Pumping Station	1.0ug/m3	1.1ug/m3	Awaiting data	
				MMF Galingale View	1.1ug/m3	1.3ug/m3	Awaiting data	
KPI 7		H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way	57.50ug/m3 06/02/25 09:40	18.52ug/m3 19/03/25 07:50	Awaiting data
					MMF Silverdale Pumping Station	39.70ug/m3 04/02/25 22:40	40.42ug/m3 02/03/25 17:50	Awaiting data
					MMF Galingale View	47.51ug/m3 06/02/25 05:45	22.14ug/m3 09/03/25 07:05	Awaiting data
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Intensity Rating		No 5-minute assessments undertaken	No 5-minute assessments undertaken	No 5-minute assessments undertaken	