

Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	March 2025	April 2025	May 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	41	24 * Revised figure due a back dated complaint	15
				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 = 5 Rating 4 = 10 complaints (41.7%) Rating 5 = 5 complaints (20.8%) Rating 6 = 4 complaints (16.7%)	Number of unique properties reporting complaints= 8 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 4 Rating 4 = 5 complaints (33.3%) Rating 5 = 4 complaints (26.7%) Rating 6 = 2 complaints (13.3%)
				% of complaints reporting odour entering the property = 31 (75.6%)	% of complaints reporting odour entering the property = 20 (83.3%)	% of complaints reporting odour entering the property = 14 (93.3%)
				% of complaints reporting health effects = 33 (80.5%)	% of complaints reporting health effects = 24 (100%)	% of complaints reporting health effects = 15 (100%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	36	20	14
4		Complaints reported (night-time 23:00-07:00)	Number	5	4	1
KPI 4		Highest number of complaints during the period	Date (number of complaints)	01/03/2025 (7)	10/04/25 (4)	10/05/25 (2) 12/05/25 (2)

NULBC		Information	Measurement	MMF Location Name	March 2025	April 2025	May 2025
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	0.3%	Awaiting data	Awaiting data
				MMF Silverdale Pumping Station	1.2%	Awaiting data	Awaiting data
				MMF Galingale View	3.4%	Awaiting data	Awaiting data
KPI 6		Monthly Average H ₂ S	ug/m3 over the month	MMF Maries Way	2.1ug/m3	Awaiting data	Awaiting data
				MMF Silverdale Pumping Station	1.1ug/m3	Awaiting data	Awaiting data
				MMF Galingale View	1.3ug/m3	Awaiting data	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	ug/m3	MMF Maries Way	18.52ug/m3 19/03/25 07:50	Awaiting data	Awaiting data
				MMF Silverdale Pumping Station	40.42ug/m3 02/03/25 17:50	Awaiting data	Awaiting data
				MMF Galingale View	22.14ug/m3 09/03/25 07:05	Awaiting data	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