

Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	April 2025	May 2025	June 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number/ Odour Intensity rating	<p>24 *</p> <p>*Revised figure due a back dated complaint</p> <p>Number of unique properties reporting complaints= 8</p> <p>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%)</p> <p>% of complaints reporting odour entering the property = 20 (83.3%) % of complaints reporting health effects = 24 (100%)</p>	<p>15</p> <p>Number of unique properties reporting complaints= 8</p> <p>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%)</p> <p>% of complaints reporting odour entering the property = 14 (93.3%) % of complaints reporting health effects = 15 (100%)</p>	<p>16</p> <p>Number of unique properties reporting complaints = 8</p> <p>Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 5 Rating 4 = 4 complaints (25%) Rating 5 = 0 complaints (0%) Rating 6 = 7 complaints (43.8%)</p> <p>% of complaints reporting odour entering the property = 14 (87.5%) % of complaints reporting health effects = 11 (68.8%)</p>
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	20	14	15
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	4	1	1
KPI 4		Highest number of complaints during the period	Date (number of complaints)	10/04/25 (4)	10/05/25 (2) 12/05/25 (2)	06/06/25 (3)

NULBC		Information	Measurement	MMF Location Name	April 2025	May 2025	June 2025
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30-minute average)	%	MMF Maries Way	0%	0%	Awaiting data
				MMF Silverdale Pumping Station	0%	0%	Awaiting data
				MMF Galingale View	0%	0%	Awaiting data
KPI 6		Monthly Average H ₂ S	µg/m3 over the month	MMF Maries Way	1.8 µg/m3	1.5 µg/m3	Awaiting data
				MMF Silverdale Pumping Station	0.7 µg/m3	0.6 µg/m3	Awaiting data
				MMF Galingale View	1.1 µg/m3	1.8 µg/m3	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	µg/m3	MMF Maries Way	4.92 µg/m3	4.04 µg/m3	Awaiting data
				MMF Silverdale Pumping Station	11.17 µg/m3	4.16 µg/m3	Awaiting data
				MMF Galingale View	9.28 µg/m3	8.75 µg/m3	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