

Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	June 2025	July 2025	August 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number/ Odour Intensity rating	16 Number of unique properties reporting complaints = 8 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 5 complaints Rating 4 = 4 complaints (25%) Rating 5 = 0 complaints (0%) Rating 6 = 7 complaints (43.8%) % of complaints reporting odour entering the property = 14 (87.5%) % of complaints reporting health effects = 11 (68.8%)	18 Number of unique properties reporting complaints = 13 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 6 complaints Rating 4 = 6 complaints (33.3%) Rating 5 = 4 complaints (22.2%) Rating 6 = 2 complaints (11.1%) % of complaints reporting odour entering the property = 16 (88.9%) % complaints reporting health effects = 10 (55.6%)	4 Number of unique properties reporting complaints = 4 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 1 complaints Rating 4 = 1 complaints (25%) Rating 5 = 1 complaints (25%) Rating 6 = 1 complaints (25%) % of complaints reporting odour entering the property = 2 (50%) % complaints reporting health effects = 1 (25%)
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	15	17	4
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	1	1	0
KPI 4		Highest number of complaints during the period	Date (number of complaints)	06/06/25 (3)	28/07/25 (8)	27/08/25 (2)

NULBC		Information	Measurement	MMF Location Name	June 2025	July 2025	August 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%		
				MMF Galingale View	0%	0%	Awaiting data
KPI 6		Monthly Average H ₂ S	µg/m3 over the month	MMF Maries Way	1.4	1.0	Awaiting data
				MMF Silverdale Pumping Station	0.6		
				MMF Galingale View	1.7	1.9	Awaiting data
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	µg/m3	MMF Maries Way	2.95	7.14	Awaiting data
				MMF Silverdale Pumping Station	16.05	Partial data for 01/07/25 - 1.34	Monitoring station decommissioned from 01/07/25
				MMF Galingale View	9.39	9.86	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