

### Appendix 3 – NULBC Key Performance Indicators

| NULBC |            | Information                                       |             | Measurement                             | July 2025                                                                                                                                                                                                                                                                                                                                                                                                      | August 2025                                                                                                                                                                                                                                                                                                                                                                                          | September 2025                                                                                                                                                                                                                                                                                                                                                                               |
|-------|------------|---------------------------------------------------|-------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| KPI 1 | COMPLAINTS | Complaints reported to NULBC                      |             | Number/<br>Odour<br>Intensity<br>rating | 18<br><br>Number of unique properties<br>reporting complaints = 13<br><br>Rating 0 = 0<br>Rating 1 = 0<br>Rating 2 = 0<br>Rating 3 = 6 complaints<br>Rating 4 = 6 complaints<br>(33.3%)<br>Rating 5 = 4 complaints<br>(22.2%)<br>Rating 6 = 2 complaints<br>(11.1%)<br><br>% of complaints reporting<br>odour entering the property<br>=16 (88.9%)<br>% complaints reporting<br>health effects = 10<br>(55.6%) | 4<br><br>Number of unique<br>properties reporting<br>complaints = 4<br><br>Rating 0 = 0<br>Rating 1 = 0<br>Rating 2 = 0<br>Rating 3 = 1 complaints<br>Rating 4 = 1 complaints<br>(25%)<br>Rating 5 = 1 complaints<br>(25%)<br>Rating 6 = 1 complaints<br>(25%)<br><br>% of complaints reporting<br>odour entering the<br>property = 2 (50%)<br>% complaints reporting<br>health effects = 1<br>(25%) | 1<br><br>Number of unique<br>properties reporting<br>complaints = 1<br><br>Rating 0 = 0<br>Rating 1 = 0<br>Rating 2 = 0<br>Rating 3 = 1 complaints<br>Rating 4 = 0 complaints<br>(0%)<br>Rating 5 = 0 complaints<br>(0%)<br>Rating 6 = 0 complaints<br>(0%)<br>% of complaints reporting<br>odour entering the property<br>= 1 (100%)<br>% complaints reporting<br>health effects = 1 (100%) |
| KPI 2 |            | Complaints reported (daytime<br>07:00-23:00)      |             | Number                                  | 17                                                                                                                                                                                                                                                                                                                                                                                                             | 4                                                                                                                                                                                                                                                                                                                                                                                                    | 1                                                                                                                                                                                                                                                                                                                                                                                            |
| KPI 3 |            | Complaints reported (night-time<br>23:00-07:00)   |             | Number                                  | 1                                                                                                                                                                                                                                                                                                                                                                                                              | 0                                                                                                                                                                                                                                                                                                                                                                                                    | 0                                                                                                                                                                                                                                                                                                                                                                                            |
| KPI 4 |            | Highest number of complaints<br>during the period |             | Date<br>(number of<br>complaints)       | 28/07/25<br>(8)                                                                                                                                                                                                                                                                                                                                                                                                | 27/08/25<br>(2)                                                                                                                                                                                                                                                                                                                                                                                      | 06/09/25<br>(1)                                                                                                                                                                                                                                                                                                                                                                              |
| NULBC |            | Information                                       | Measurement | MMF Location<br>Name                    | July 2025                                                                                                                                                                                                                                                                                                                                                                                                      | August 2025                                                                                                                                                                                                                                                                                                                                                                                          | September 2025                                                                                                                                                                                                                                                                                                                                                                               |

|       |                             |                                                                                             |                      |                                |                                                 |                                    |                                    |
|-------|-----------------------------|---------------------------------------------------------------------------------------------|----------------------|--------------------------------|-------------------------------------------------|------------------------------------|------------------------------------|
| KPI 5 | AIR QUALITY                 | Percentage exceedance<br>Odour Annoyance Guideline<br>(Hydrogen Sulphide 30-minute average) | %                    | MMF Maries Way                 | 0%                                              | 0%                                 | Awaiting data                      |
|       |                             |                                                                                             |                      | MMF Silverdale Pumping Station | Monitoring station decommissioned from 01/07/25 |                                    |                                    |
|       |                             |                                                                                             |                      | MMF Galingale View             | 0%                                              | 0%                                 | Awaiting data                      |
| KPI 6 |                             | Monthly Average H <sub>2</sub> S                                                            | µg/m3 over the month | MMF Maries Way                 | 1.0                                             | 1.4                                | Awaiting data                      |
|       |                             |                                                                                             |                      | MMF Silverdale Pumping Station | Monitoring station decommissioned from 01/07/25 |                                    |                                    |
|       |                             |                                                                                             |                      | MMF Galingale View             | 1.9                                             | 1.7                                | Awaiting data                      |
| KPI 7 | H <sub>2</sub> S PEAK LEVEL | Level measured over a 5-minute period<br>Date & Time                                        | µg/m3                | MMF Maries Way                 | 7.14                                            | 4.44                               | Awaiting data                      |
|       |                             |                                                                                             |                      | MMF Silverdale Pumping Station | Partial data for 01/07/25 - 1.34                |                                    |                                    |
|       |                             |                                                                                             |                      | MMF Galingale View             | 9.86                                            | 4.45                               | 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 |