Appendix 3 – NULBC Key Performance Indicators

NULBC		Information	Measurement	August 2025	September 2025	October 2025
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number/ Odour Intensity	4	1	1
			rating	Number of unique properties	Number of unique	Number of unique
				reporting complaints = 4	properties reporting	properties reporting
					complaints = 1	complaints = 1
				Rating 0 = 0	Rating 0 = 0	Rating 0 = 0
				Rating 1 = 0	Rating 1 = 0	Rating 1 = 0
				Rating 2 = 0	Rating 2 = 0	Rating 2 = 0
				Rating 3 = 1 complaints	Rating 3 = 1 complaints	Rating 3 = 0 complaints
				Rating 4 = 1 complaints (25%)	Rating 4 = 0 complaints (0%)	Rating 4 = 0 complaints (0%)
				Rating 5 = 1 complaints (25%)	Rating 5 = 0 complaints (0%)	Rating 5 = 1 complaint (100%)
				Rating 6 = 1 complaints (25%)	Rating 6 = 0 complaints (0%)	Rating 6 = 0 complaints (%)
				(2370)	(070)	% of complaints reporting
				% of complaints reporting	% of complaints reporting	odour entering the
				odour entering the property =	odour entering the	property = 1 (100%)
				2 (50%)	property = 1 (100%)	% complaints reporting
				% complaints reporting health	% complaints reporting	health effects = 1 (100%)
				effects = 1	health effects = 1 (100%)	. ,
				(25%)		
KPI 2		Complaints reported (daytime 07:00-23:00)	Number	4	1	1
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	0	0	0
KPI 4		Highest number of complaints	Date	27/08/25	06/09/25	07/10/25
		during the period	(number of	(2)	(1)	(1)
			complaints)			

	NULBC	Information	Measurement	MMF Location Name	August 2025	September 2025	October 2025
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance	%	MMF Maries Way MMF Silverdale Pumping Station	0%	0%	Awaiting data
		Guideline (Hydrogen Sulphide 30- minute average)		MMF Galingale View	0%	0%	Awaiting data
KPI 6		Monthly Average H ₂ S	μg/m3 over the month	MMF Maries Way	1.4	1.5	Awaiting data
				MMF Silverdale Pumping Station			
				MMF Galingale View	1.7	1.8	Awaiting data
KPI 7	H₂S PEAK LEVEL	Level measured over a 5- minute	μg/m3	MMF Maries Way MMF Silverdale Pumping Station	4.45* (13/08/25 01:00)	4.26 (29/09/25 09:20)	Awaiting data
		period Date & Time		MMF Galingale View	4.45 (12/08/25 11:55)	5.44 (12/09/25 06:10)	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

^{*}Amended from 4.44 to 4.45