

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 rating	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%)	1 Number of unique properties reporting complaints = 1 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 1 complaints Rating 4 = 0 complaints (0%) Rating 5 = 0 complaints (0%) Rating 6 = 0 complaints (0%) % of complaints reporting odour entering the property = 1 (100%) % complaints reporting health effects = 1 (100%)	1 Number of unique properties reporting complaints = 1 Rating 0 = 0 Rating 1 = 0 Rating 2 = 0 Rating 3 = 0 complaints Rating 4 = 0 complaints (0%) Rating 5 = 1 complaint (100%) Rating 6 = 0 complaints (%) % of complaints reporting odour entering the property = 1 (100%) % complaints reporting health effects = 1 (100%)
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 during the period	Date (number of complaints)	27/08/25 (2)	06/09/25 (1)	07/10/25 (1)

NULBC		Information	Measurement	MMF Location Name	August 2025	September 2025	October 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			
				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	H ₂ S PEAK LEVEL	Level measured over a 5-minute period Date & Time	µg/m3	MMF Maries Way	4.45* (13/08/25 01:00)	4.26 (29/09/25 09:20)	Awaiting data
				MMF Silverdale Pumping Station			
				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