

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

EXECUTIVE MANAGEMENT TEAM'S REPORT TO CABINET

18th April 2023

Report Title: Walleys Quarry – Odour Issues

Submitted by: Chief Executive

Portfolios: Environment & Recycling; One Council, People & Partnerships

Ward(s) affected: All

Purpose of the Report

To update Cabinet on the latest position regarding the problematic odours in the Borough associated with Walleys Quarry including progress in relation to agreement reached following mediation with the operator.

RECOMMENDATIONS

Cabinet is recommended to:

- 1. Note the contents of this update report.**

Reasons

To ensure Cabinet is kept updated on the ongoing work regarding the problem odours associated with Walleys Quarry landfill. To note the current odour complaint and data available, which shows an improvement in the odour issue.

1. Background

- 1.1 For a number of years, parts of the borough have suffered from foul odours from the Walleys Quarry Landfill Site in Silverdale operated by Walleys Quarry Ltd, part of the RED Industries group of companies. The Environment Agency (EA) is the lead regulator for such sites, testing and enforcing compliance with the permit under which the site operates. The Council also has a role in influencing the operation and performance of such sites, where an operator fails to comply with actions required under an abatement notice issued by the Council in relation to any statutory nuisance caused by the site.
- 1.2 In March 2021, Council held an extraordinary meeting to receive the report of the Economy, Environment and Place Scrutiny Committee review into the Walleys Quarry issues, and to debate a motion demanding the immediate suspension of operations and acceptance of waste at the Walleys Quarry Landfill site.
- 1.3 Cabinet has received monthly updates on the issues relating to the odours, and Council has also been regularly updated.

2. Statutory Nuisance

- 2.1 Following extensive work, officers determined that the odours from the Walleys Quarry site amounted to a Statutory Nuisance and, on 13 August 2021, served an Abatement Notice on Walleys Quarry Ltd. (WQL).
- 2.2 The Abatement Notice afforded WQL a period of 5 months to abate the nuisance, with this timeframe being informed by discussion on the nature and extent of potential works required at the site with colleagues from the Environment Agency and with our own landfill and odour experts.
- 2.3 On 2 September 2021, WQL lodged an appeal against the Abatement Notice with the Magistrates Court. This has the effect of “stopping the clock” on the 5 month timeframe to abate the nuisance.
- 2.4 At the Cabinet meeting on 18 October 2022, Members received a report detailing the outcome of a mediation process that had been undertaken. The mediation process was guided by the former Supreme Court Judge and environmental law specialist the Right Honourable Lord Carnwath of Notting Hill. As a result of that process, the Council and WQL were able to agree terms for a settlement which enabled WQL to withdraw their appeal against the notice.
- 2.5 On 6 October 2022, His Honour District Judge Grego approved the settlement that the parties had reached, and issued a court order upholding the Abatement Notice and dismissing WQL’s appeal.
- 2.6 The 5 month compliance period ended at midnight on 5 March 2023 meaning that the notice can be enforced, should there be evidence to substantiate a breach and Walleys Quarry Ltd are not following best practice in operating the landfill site.
- 2.7 The Council will continue to assess the prevalence of odours off site. In the event that there are further instances of statutory nuisance identified which amount to a breach of the Abatement Notice, the Council’s Enforcement Policy will guide the process to be followed [Reference: [Environmental Health enforcement policy – Newcastle-under-Lyme Borough Council \(newcastle-staffs.gov.uk\)](#)]. This would determine what action the Council would take, and whether that would be formal or informal. Enforcement is usually considered sequentially but should the circumstances or nature of the breach be such, escalation direct to prosecution is possible. The Council would need to obtain the consent of the Secretary of State before it is able to prosecute an offence of breaching an abatement notice, as the site is permitted by the Environment Agency.
- 2.8 Progress with key elements of the settlement agreement

As part of the Agreement, Council officers, including the Chief Executive are meeting with senior representatives of Walleys Quarry Limited (WQL) to ensure that all aspects of the agreement are implemented. Meetings are taking place on a regular basis with the outcome to date including:

- a. WQL have published a comprehensive set of its operational plans on its website in a publicly accessible format. [Reference: <https://walleysquarry.co.uk/site-permits-and-policies#MGMTPlans>]
- b. WQL notify any operational changes that may impact on odour emissions from the site. Notifications are published on the WQL ‘Latest Information’ webpage. In February advance notice was given by WQL of the installation of new vertical wells that had the potential to create short-lived odour emissions. [Reference: <https://walleysquarry.co.uk/#information>]

- c. A set of standard key performance indicators in a score card format monitor the performance of the operator. Further detail is provided in Section 6.
- d. The last Liaison Committee meeting took place on 16th March 2023 and a publically viewable recording of the meeting is available at the link below. Updates were provided by Walleys Quarry Limited, Environment Agency, Staffordshire County Council, Borough Council, Silverdale Parish Council and resident representatives. [Reference: <https://www.newcastle-staffs.gov.uk/walleys-quarry/latest-walleys-quarry-liaison-committee-video>] The next meeting is planned for June 2023.
- e. The agreement requires WQL to notify the Council of any written amendments to the listed Operational Plans/Procedures within 48 hours of such notification by the Environment Agency, and this has occurred in line with the agreement.
- f. In April 2023, Officers undertook a site visit and inspection of the landfill site, looking at the current on site operations.

3. **Complaint Data**

- 3.1 Below is a schedule of complaints received by the Council and by the Environment Agency over the last 3 months, on a weekly basis. Complaints rise and fall broadly in line with the H2S levels recorded at the four monitoring stations around the site, with higher levels of H2S generally causing more annoyance in the community. Historical complaint data is attached to this report as Appendix 1.

	Complaints to NuLBC	Complaints to Environment Agency
January 2023		
02/01/23 – 08/01/23	12	32
09/01/23 – 15/01/23	13	25
16/01/23 – 22/01/23	47	118
23/01/23 – 29/01/23	51	149
February 2023		
30/01/23- 05/02/23	13	66
06/02/23-12/02/23	26	115
13/02/23-19/02/23	7	39
20/02/23- 26/02/23	3	15
March 2023		
27/2/23 – 05/03/23	7	13
06/03/23 – 12/03/23	12	74
13/03/23 – 19/03/23	23	63
20/03/23 – 26/03/23	19	56
27/03/23 – 02/04/23	51	103

- 3.2 The highest number of odour reports was received on Monday 27 March when the Council received 31 complaints. Complaints referred to odour being present in the early hours of the morning with complaints being reported through to late evening. In response to the peak Officers undertook odour assessments and liaised with the regulator the Environment Agency. Walleys Quarry Ltd responded to the complaints and stated that no issues were reported or

recorded with the GUP and likewise with operations. Officers continue to investigate this odour event.

4. Air Quality Monitoring Stations

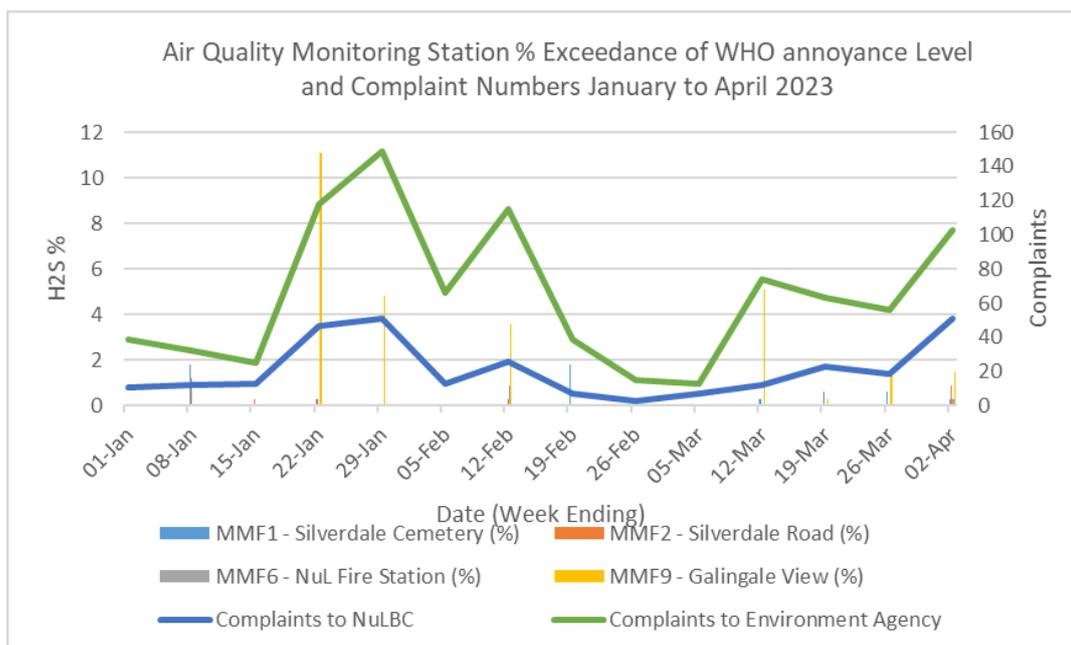
4.1 The Council, Staffordshire County Council, and the Environment Agency are jointly funding a campaign of air quality monitoring utilising four static air monitoring stations. Data from these stations is reviewed to provide information in relation to two standards relating to Hydrogen Sulphide (H₂S) – the WHO Health threshold and the WHO odour annoyance guideline, with this analysis published by stakeholders.

4.2 Over the last 3 months, no H₂S concentrations were above the World Health Organisation's health threshold (150 µg/m³, 24-hour average). H₂S levels were above the odour annoyance guideline level (7 µg/m³, 30-minute average) for the following percentages of each week. Historical data is attached to this report in Appendix 2.

4.3

Location	MMF1 - Silverdale Cemetery (%)	MMF2 - Silverdale Road (%)	MMF6 - NuL Fire Station (%)	MMF9 - Galingale View (%)
January 2023				
02/01/23 – 08/01/23	1.8	1.2	0	0
09/01/23 – 15/01/23	0	0.3	0	0
16/01/23 – 22/01/23	0.3	0.3	0	11.1
23/01/23 – 29/01/23	0	0	0	4.8
February 2023				
30/01/23- 05/02/23	0	0	0	0
06/02/23-12/02/23	0	0.3	0.9	3.6
13/02/23-19/02/23	1.8	0	0	0
20/02/23- 26/02/23	0	0	0	0
March 2023				
27/2/23 – 05/03/23	0	0	0	0
06/03/23 – 12/03/23	0.3	0	0	5.1
13/03/23 – 19/03/23	0.6	0	0	0.3
20/03/23 – 26/03/23	0.6	0	0	1.5
27/03/23 – 02/04/23	0.3	0.9	0.3	1.5

The complaint and air quality data has been combined and shown in the graph below. The data continues to show that the percentage of time above the World Health Organisation odour annoyance guideline level fluctuate across the four locations. The complaint numbers and % exceedance of the WHO annoyance level shows good correlation.



4.4 Each monitoring station (MMF) records the percentage exceedance over a week which results in 20 readings over a 5 week period. In March 2023 it is noted that there were 50% of reading which were zero and 85% of readings where the weekly % exceedance was below 1%.

4.5 The EA report that ‘it’s important to note that there will always be short-term fluctuations in the concentrations of hydrogen sulphide leaving the site, especially given the low concentrations we are monitoring. The causes can include factors such as the impact of improvement works being carried out on site and changes in the weather’.

‘Hydrogen sulphide concentrations continue to be greatly reduced compared with the period when monitoring began, in both the source emission and ambient air measurements. Air quality monitoring data provides additional confidence that our ongoing regulation is ensuring the source emission of hydrogen sulphide from the landfill site continues to remain low’.

4.6 Odour Expert Data Review

The Council has commissioned an industry expert to review data relating to odour between November 2022 to January 2023. The information considered includes:

- surface emission monitoring reports;
- the effect of meteorological factors on complaints numbers;
- air quality monitoring data;
- Compliance Assessment Reports (CAR) issued by the EA;
- Sniff test results for observations carried out by NULBC staff;
- Sniff tests results from the EA.

The conclusion states (**emphasis added**):

“This preliminary review shows that:

- *There have been improvements to the scale of hydrogen sulphide and landfill gas releases, this is evidenced by the EA monitoring, the surface emission survey and hydrogen sulphide content of the gas entering the GUP.*
- *Odour emissions continue to occur, this is evidenced by the EA monitoring, the surface emission survey and NULBC sniff testing.*

The evidence set out in this review still shows:

- That there is a reduction in the frequency of episodes of hydrogen sulphide being present at noticeable level,
- That the intensity of pollution had reduced but on occasions remains at noticeable levels, the peak concentrations are lower than the peak levels which occurred when the Abatement Notice was issued.

It is Ricardo opinion that, in order for there to be a statutory nuisance, some of the FIDOL factors, namely Frequency, Intensity and Duration would need to be at an increased frequency, increased intensity and a longer duration.

This along with a review of annual data was considered at Council at their meeting on 5 April 2023, a link to this report is available here: <https://moderngov.newcastle-staffs.gov.uk/documents/s39841/Council%20-%20Walleys%20Quarry%20April%202023.pdf>.

5. Environment Agency Regulatory and Enforcement Action

- 5.1 The Environment Agency has continued to provide weekly updates on their regulatory activity on the Walleys Quarry Landfill Citizens Space website. Please note that the EA have launched a brand new website for people interested in the regulation of Walleys Quarry Landfill Site. This will be replacing Citizen Space and can be accessed here: <https://engageenvironmentagency.uk.engagementhq.com/hub-page/walleys-quarry-landfill>.

These updates reflect regular EA officer presence at the site to review progress with the Contain Capture Destroy strategy. Extracts from the last 4 weekly updates are summarised below:

Site Visits - Officers carried out site inspection on 06 March 2023, 14 March 2023 and 29 March 2023.

Gas Wells - Ten new vertical wells have now been connected to the gas extraction system on the southern flank. Landfill gas is being drawn from them, providing additional capture of hydrogen sulphide.

Gas Capture - Data relating to the gas utilisation plant (GUP) continues to remain relatively steady. The extraction rate and H₂S concentrations are recorded as follows:

News in Brief Date	Extraction Rate (m ³ /hr)	Hydrogen Sulphide Level at GUP (ppm)
2 March	3015	1660
9 March	2854	1510
16 March	2920	1880
23 March	3008	2300
30 March	2880	1840
06 April	3200	2190

The conclusion provided was that the results are within the normal operational fluctuations the EA expect.

6. Key Performance data

- 6.1 Through the settlement agreement both Walleys Quarry Ltd and the Council have developed key performance indicators in relation to relevant data from each organisation. These key performance indicators are shown in Appendix 3 and 4.
- 6.2 The data from the Council covers the period from January to March 2023, and provides complaint numbers, air quality data, H2S and officer assessments. Some of the data for March is unavailable and will be updated in subsequent reports.
- 6.3 The data from Walleys Quarry Limited covers the period March 2023 and provides data on waste acceptance, odour management, landfill operations, landfill gas management, leachate management and information relating to the EA regulator as the primary regulator of the site. The data is supported by explanatory notes, which will be contained within Appendix 4. The publication of this appendix will follow.

7. **Proposal**

7.1 **Cabinet is recommended to:**

- 1. Note the contents of this update report.**

8. **Reasons for Proposed Solution**

- 8.1 To ensure Cabinet is kept updated of the ongoing work to address the issues associated with the odours from Walleys Quarry landfill and to keep under review opportunities to further action.

9. **Options Considered**

- 9.1 To provide regular updates to Council.

10. **Legal and Statutory Implications**

- 10.1 Part III of the Environmental Protection Act 1990 is the legislation concerned with statutory nuisances in law. This is the principal piece of legislation covering the Council's duties and responsibilities in respect of issues relating to odour nuisance:-

- The Environmental Protection Act 1990, section 79 sets out the law in relation to statutory nuisance. This is the principal piece of legislation covering the Council's duties and responsibilities in respect of issues relating to odour nuisance.
- The relevant part of Section 79 defines a statutory nuisance as any smell or other effluvia arising on industrial, trade or business premises which is prejudicial to health or a nuisance. The Council is responsible for undertaking inspections and responding to complaints to determine whether or not a statutory nuisance exists.
- Where a statutory nuisance is identified or considered likely to arise or recur, section 80 of the Act requires that an abatement notice is served on those responsible for the nuisance. The abatement notice can either prohibit or restrict the nuisance and may require works to be undertaken by a specified date(s).
- It is then a criminal offence to breach the terms of the abatement notice. Because the site is regulated by the Environment Agency under an Environmental Permit, the council would need to obtain the consent of the Secretary of State before it is able to prosecute any offence of breaching the abatement notice.

- The Act provides powers in respect of a breach. If a person on whom an abatement notice is served, without reasonable excuse, contravenes or fails to comply with any requirement or prohibition imposed by the notice, they shall be guilty of an offence. If this is on industrial, trade or business premises shall be liable on conviction to a unlimited fine. It is a defence that the best practicable means were used to prevent, or to counteract the effects of, the nuisance.

11. Equality Impact Assessment

- 11.1 The work of the Council in this regard recognises that the problematic odours in the area may impact on some groups more than others. The work is focussed on minimising this impact as soon as possible.

12. Financial and Resource Implications

- 12.1 Dedicated officer resource has been allocated to continue the Council's work regarding Walleys Quarry Landfill.
- 12.2 From April 2023 there is £100k reserved for legal action associated with Walley Quarry landfill site. In the event that formal action is required, a separate report will be brought to full Council to approve additional funds.

13. Major Risks

- 13.1 There are no new risks beyond those explored in previous reports.

14. Unsustainable Development Goals (UNSDG)



15. Key Decision Information

- 15.1 As an update report, this is not a Key Decision.

16. Earlier Cabinet/Committee Resolutions

16.1 This matter has been variously considered previously by Economy, Environment & Place Scrutiny Committee, Council and Cabinet on 21 April 2021, 9th June 2021, 7th July 2021, 21st July 2021, 8th September 2021, 13th October 2021, 3rd November 2021, 17th November, 1st December 2021, 12th January 2022, 2nd February 2022, 23rd February 2022, 23rd March 2022, 20th April 2022, 7th June 2022, 19th July 2022, 6th September 2022, 18th October 2022, 8th November 2022, 6th December 2022, 10th January 2023, 7th February 2023, 13th March 2023, 5th April 2023.

17. List of Appendices

- 17.1 Appendix 1. Historical Complaint data
- 17.2 Appendix 2. Historical Monitoring Station data
- 17.3 Appendix 3. NUL Key Performance Data
- 17.4 Appendix 4. WQL Key Performance Data (publication to follow)

Appendix 1. Historical Complaint Data

	Complaints to NuLBC	Complaints to Environment Agency
January 2022 3/1/22- 9/1/22	73	352

10/1/22 -16/1/22	258	1045
17/1/22 -23/1/22	134	651
24/1/22 – 30/1/22	25	139
February 2022 31/1/2 – 6/2/22	16	64
7/2/22 – 13/2/22	31	120
14/2/22 – 20/2/22	49	166
21/2/22 – 27/2/22	40	264
March 2022 28/2/22 – 6/3/22	118	571
7/3/22 – 13/3/22	72	285
14/3/22 – 20/3/22	224	1126
21/3/22 – 27/3/22	412	1848
28/3/22 – 3/4/22	243	1072
April 2022 4/4/22 -10/4/22	132	895
11/4/22 – 17/4/22	156	752
18/4/22 – 24/4/22	65	310
25/4/22 – 1/5/22	49	213
May 2022 2/5/22 – 8/5/22	39	193
9/5/22 – 15/5/22	35	160
15/5/22 – 21/5/22	43	134
22/5/22 – 29/5/22	20	81
June 2022 30/5/22 – 5/6/22	27	169
6/6/22 – 12/6/22	42	234
13/6/22 – 19/6/22	25	263
20/6/22 – 26/6/22	28	208
26/6/22 – 2/7/22	9	54
July 2022 3/7/22 – 9/7/22	4	34
10/7/22 – 16/7/22	14	72
17/7/22 – 23/7/22	21	52
24/7/22 – 30/7/22	12	93

August 2022	22	124
31/7/22 – 6/8/22		
7/8/22 – 13/8/22	32	133
14/8/22 – 21/8/22	11	79
22/8/22 – 28/8/22	12	89
29/8/22 – 4/9/22	10	30
September 2022	9	64
5/9/22 – 11/9/22		
12/9/22 – 18/9/22	13	83
19/9/22 – 25/9/22	14	79
26/9/22 – 2/10/22	13	58
October 2022	42	102
3/10/22 – 9/10/22		
10/10/22 – 16/10/22	52	165
17/10/22 – 23/10/22	73	186
24/10/22 – 30/10/22	30	82
November 2022	27	116
31/10/22 – 6/11/22		
7/11/22 – 13/11/22	23	86
14/11/22 – 20/11/22	60	113
21/11/22- 27/11/22	28	70
28/11/22 – 4/12/22	19	47
December 2022	43	163
5/12/22 – 11/12/22		
12/12/22 – 18/12/22	22	114
19/12/22 – 25/12/22	12	45
26/12/22 – 01/01/23	11	39
January 2023	12	32
02/01/23 – 08/01/23		
09/01/23 – 15/01/23	13	25
16/01/23 – 22/01/23	47	118
23/01/23 – 29/01/23	51	149
February 2023	13	66
30/01/23- 05/02/23		
06/02/23-12/02/23	26	115
13/02/23-19/02/23	7	39
20/02/23- 26/02/23	3	15
March 2023	7	13
27/2/23 – 05/03/23		
06/03/23 – 12/03/23	12	74

13/03/23 – 19/03/23	23	63
20/03/23 – 26/03/23	19	56
27/03/23 – 02/04/23	51	103

Appendix 2. Historical Monitoring Station Data - Weekly percentage of time that each monitoring station location has recorded hydrogen sulphide concentrations above WHO odour annoyance guideline level (7 µg/m³).

Location	MMF1 - Silverdale Cemetery (%)	MMF2 - Silverdale Road (%)	MMF6 - NuL Fire Station (%)	MMF9 - Galingale View (%)
19/4/21 – 25/4	18	8	4	21
26/4 – 2/5	4	10	13	35
3/5 – 9/5	6	21	6	48
10/5 – 16/5	15	20	1	10
17/5 – 23/5	1	9	10	53
24/5 – 30/5	7	15	16	47
31/5 – 6/6	30	1	6	18
7/6 – 13/6	1	10	10	19
14/6 – 20/6	11	7	9	13
21/6 – 27/6	2	1	4	12
28/6 – 4/7	1	8	8	10
5/7 – 11/7	5	18	3	17
12/7 – 18/7	0.4	2.4	2.1	23
19/7 – 26/7	3.6	0	3.6	16
27/7 – 1/8	1.8	1.5	11	26
2/8 – 8/8	1	4	5	10
9/8 – 15/8	0.3	7	3	6
16/8 – 22/8	1	1	4	6
23/8 – 29/8	0	0	1.5	17
30/8-5/9	0	0	0.3	2.1
6/9 -12/9	0	1	13	18
13/9 – 19/9	0	0.6	7.3	11.7
20/9- 26/9	3	2	6	11
27/9-3/10	0	0	0	0.3
4/10 – 10/10	0	0	0.3	5
11/10 – 17/10	0	0.5	1.5	9
18/10-24/10	0	0	0	1.5
25/10-31/10	0	0	0	0
1/11 – 7/11	2.9	0	3.3	13.5
8/11 – 14/11	0	0	1	10
15/11 – 21/11	0	0	0	1.2
22/11-28/11	0	0	0	11
29/11-5/12	0.6	0.9	0	9

6/12 – 12/12	0.6	0	0.9	2.4
13/12-19/12	0.9	0	3	18.5
20/12-26/12	0	0	0	3
27/12-2/1	0	0	0	2.4
3/1-9/1	1.2	0	2.1	16.2
10/1-16/1	14.9	11.9	21.4	53.3
17/1-23/1	6	7	10	41
24/1 – 30/1	0	0	0	5.1
31/1-6/2	0	0	0	0
7/2 – 13/2	0	0	0.9	2.4
14/2 – 20/2	0	3.6	0.3	2.4
21/2 – 27/2	0	4.8	0.6	8.0
28/2 – 6/3	2.4	0	0.3	15
7/3 – 13/3	0.3	3.3	4.2	6.0
14/3-20/3	3.3	8.1	10.8	21.2
21/3-27/3	6.8	10.1	21.1	43.2
28/3 – 3/4	1.9	9.3	18.8	25.2
4/4-10/4	1.8	2.5	6.1	26.0
11/4 – 17/4	11.9	6.6	9.6	19.7
18/4 - 24/4	7.1	1.8	2.7	10.4
25/4 -1/5	5.1	0	1.5	9.0
2/5 – 8/5	2.7	4.8	n/a	n/a
9/5 – 15/5	0.9	1.2	0	1.8
15/5 – 21/5	0.6	2.1	0	2.7
22/5 – 29/5	0.3	0	0	0.9
30/5 – 5/6	0.3	0	1.2	7.4
6/6 – 12/6	0.3	0.6	2.1	3.6
13/6 – 19/6	0	0.6	0.6	11
20/6 – 26/6	0	0.9	0.3	15.5
26/6 – 2/7	0	0	0	0
3/7 – 9/7	0	0	0	0
10/7 – 16/7	0	0	0	0.9
17/7 – 23/7	0	0	0.3	1.5
24/7 – 30/7	0	0	0.3	1.2
31/7 – 6/8	0	0	0	1.5
7/8 – 13/8	0	0	0	1.8
14/8 – 21/8	0	0	0	0.6
22/8 – 28/8	0	0.3	0	0
29/8 – 4/9	0	0	0	0
5/9 – 11/9	0	0	0	4.2
12/9 – 18/9	0	0.3	0	2.9
19/9 – 25/9	0	0	0	1.8
26/9 – 2/10	0	0	0	4.2
3/10 - 9/10	0	0.4	0	3.7
10/10 – 16/10	0	1.9	0	0
17/10 – 23/10	0	0.6	0.3	1.5
24/10 – 30/10	0	0	0	0

31/10 – 6/11	0	2.2	0	1.8
7/11 – 13/11	0	0	0	0
14/11 – 20/11	4.5	1.2	0	0
21/11 - 27/11	4.5	0	0	0
28/11 – 4/12	0	0	0	0.6
5/12 – 11/12	1.5	5.1	0	14.3
12/12 – 18/12	1.2	3.6	0	11.6
19/12 – 25/12	0.6	0	0	0
26/12 – 01/01	0	0	0	0
02/01 – 08/01	1.8	1.2	0	0
09/01 – 15/01	0	0.3	0	0
16/01 – 22/01	0.3	0.3	0	11.1
23/01 – 29/01	0	0	0	4.8
30/01- 05/02	0	0	0	0
06/02-12/02	0	0.3	0.9	3.6
13/02-19/02	1.8	0	0	0
20/02- 26/02	0	0	0	0
27/2 – 05/03	0	0	0	0
06/03– 12/03	0.3	0	0	5.1
13/03 – 19/03	0.6	0	0	0.3
20/03 – 26/03	0.6	0	0	1.5
27/03 – 02/04	0.3	0.9	0.3	1.5

Appendix 3 – NUL Key Performance Indicators

Date of Report : 01 April 2023

NULBC		Information	Measurement	Jan 2023	Feb 2023	March 2023	Summary and Actions
KPI 1	COMPLAINTS	Complaints reported to NULBC	Number	129	47	108	
				Number of unique properties = 50	Number of unique properties = 25	Number of unique properties = 55	
				Rating 0 = 0 complaints	Rating 0 = 0 complaints	Rating 0 = 0 complaints	
				Rating 1 = 1 complaints	Rating 1 = 1 complaints	Rating 1 = 1 complaint	
				Rating 2 = 5 complaints	Rating 2 = 1 complaints	Rating 2 = 0 complaints	
				Rating 3 = 17 complaints	Rating 3 = 11 complaints	Rating 3 = 16 complaints	
				Rating 4 = 41 complaints (31.8 %)	Rating 4 = 8 complaints (17%)	Rating 4 = 35 complaints (32.4%)	
				Rating 5 = 38 complaints (29.5 %)	Rating 5 = 10 complaints (21.3%)	Rating 5 = 26 complaints (24.1%)	
				Rating 6 = 27 complaints (20.9%)	Rating 6 = 16 complaints (34%)	Rating 6 = 30 complaints (27.8%)	
				% of complaints reporting odour entering the property = 96 complaints (74.4%)	% of complaints reporting odour entering the property = 35 complaints (74.5%)	% of complaints reporting odour entering the property = 84 complaints (77.8%)	
				% of complaints reporting health effects = 118 complaints (91.5%)	% of complaints reporting health effects = 36 complaints (76.6%)	% of complaints reporting health effects = 78 complaints (72.2%)	

KPI 2		Complaints reported (daytime 07:00-23:00)	Number	113	41	82	
KPI 3		Complaints reported (night-time 23:00-07:00)	Number	16	6	26	
KPI 4		Highest number of complaints during the period	Date (number of complaints)	24/01/23 (22 complaints)	06/02/23 (9 complaints) 07/02/23 (9 complaints)	27/03/23 (31 complaints)	
		Information	Measurement				
KPI 5	AIR QUALITY	Percentage exceedance Odour Annoyance Guideline (Hydrogen Sulphide 30 minute average)	%	MMF 1 (Silverdale Cemetery)	0.5	0.2	Awaiting data
				MMF 2 (Silverdale Road)	0.3	0.3	
				MMF 6 (Fire Station)	0.2	0.2	
				MMF 9 (Galingale View)	4	0.7	
KPI 6		Monthly Average H ₂ S* *data not final as ratification process not complete	ug/m3 over the month	MMF 1 (Silverdale Cemetery)	0.9	0.7	Awaiting data
				MMF 2 (Silverdale Road)	0.8	0.8	

				MMF 6 (Fire Station)	0.6	0.6		
				MMF 9 (Galingale View)	1.1	0.8		
KPI 7	H ₂ S PEAK LEVEL	Level measured over a 5 minute period Date & Time	ug/m3	MMF 1 (Silverdale Cemetery)	19.86 (03/01 00:45)	19.6 (15/02 01:20)	Awaiting data	
				MMF 2 (Silverdale Road)	19.41 (02/01 20:15)	14.55 (07/02 18:15)		
				MMF 6 (Fire Station)	10.13 (24/01 07:35)	11.25 (07/02 20:15)		
				MMF 9 (Galingale View)	33.29 (20/01 16:55)	11.17 (06/02 23:20)		
		Information	Measurement					
KPI 8	OFFICER ASSESSMENTS	Odour Rating - Officer odour assessment (5 minute)	Max Odour Rating	7 assessments on 18/1 and 24/1	KPI not reported as the monitoring time < 5 minutes for each assessment		7 assessments on 27/03	