

A Code for Enforcement and Performance Measurement

- Explains the Inspectorate’s Code for Enforcement.
- Details the Code’s performance targets.
- Shows the extent to which the targets were met.

Defining the Inspectorate’s Role and Measuring Performance

The Inspectorate’s **Code for Enforcement** (the Code) sets out the levels of service that water companies and members of the public can expect to receive from the Inspectorate.

It details the regulatory functions of the Inspectorate and the way in which those functions and related activities are carried out.

It sets target times within which the Inspectorate aims to perform its key tasks.

The Inspectorate’s annual performance can be measured by how well these targets are met.

The latest version of the Code was published in October 2000 and is available on the Inspectorate’s web site. It is currently being reviewed and updated to reflect changes in the Inspectorate’s operations.

Performance in 2002

Performance has generally been assessed for all tasks with target dates in 2002 but some ongoing tasks, which had target dates early in 2003, have also been assessed.

The table below describes the targets and shows how well the Inspectorate performed in meeting them.

Investigations into complaints about the Inspectorate

If a formal complaint is received about the way in which the Inspectorate handles or deals with one of these tasks, the Chief Inspector or the Deputy Chief Inspector will carry out an investigation.

No such complaints were received against the Inspectorate during 2002.

Performance against the Codes for Enforcement targets in 2002

Task	Target	Performance
Send letters notifying the consideration of enforcement action as a result of 2002 inspections	To be sent to the company concerned within four weeks of the end of the inspection.	Not applicable for 2002
Prepare 2002 draft inspection reports	To be sent for comment to the company within four weeks of the end of the inspection or receipt of further information.	76.7%
Prepare 2002 final inspection reports	To be sent to the company within four weeks of receipt of its comments.	89.5%
Preliminary assessment of monthly compliance returns	To be sent within four weeks of receipt of the completed data set from the company.	96.2%
Preliminary assessment of annual 2002 compliance data	To be sent within four weeks of the Inspector receiving the processed data files.	100%
Send letters notifying the consideration of enforcement action following the monthly and annual compliance assessment	To be sent to the company within four weeks of their response to the preliminary assessments.	100%
Process and deal with applications for undertakings	To be completed within four weeks of receipt of the final signed undertaking.	83.3%
Process and deal with applications for supply point authorisations	To be completed within four weeks of receipt.	Not applicable for 2002
Review extant relaxations	To be revoked or re-issued as appropriate by the due date.	Not applicable for 2002
Assess drinking water quality incidents	To be completed within three months of the receipt of all requested information.	85.7%
Send letters notifying the consideration of enforcement action following assessments of drinking water incidents	To be sent within three months of the receipt of all requested information.	100%
Investigate water quality complaints	To be completed within three weeks of the receipt of all requested information.	75%
Deal with applications for approval of chemicals and materials	When required arrange meetings within four weeks. Provide information on progress made at Committee meetings within two weeks.	100%
Respond to all general enquiries	Response to be made within three weeks of receipt.	99.3%