

The Inspectorate's Performance Against Targets

The Drinking Water Inspectorate has agreed targets with the water industry with respect to agreed service levels.

The following tables shows the Inspectorate's performance against those activities which have agreed targets.

Task	Target	Performance in 2005	Performance in 2004
Send letters notifying the consideration of enforcement action as a result of 2005 inspections.	To be sent to the company concerned within four weeks of the end of the inspection.	No enforcement action considered following inspections	N/A
Prepare draft inspection reports for inspections carried out during 2005.	To be sent for comment to the company within four weeks of the end of the inspection or receipt of further information.	27%	63%
Prepare final inspection reports for inspections carried out during 2005.	To be sent to the company within four weeks of receipt of its comments.	53%	88%
Assessment of 2005 compliance data.	To be sent within six weeks of the Inspector receiving the processed data files.	84% - Note : This CfE target came into effect from June 2006	100%
Send letters notifying the consideration of enforcement action following compliance assessments.	To be sent to the company within four weeks of their response to assessments or receipt of further information.	69%	N/A

Task	Target	Performance in 2005	Performance in 2004
Process and deal with applications for new or revised undertakings.	To be completed within four weeks of receipt of the final signed undertaking.	93.8% (180 out of 192)	85%
Process and deal with applications for authorized departures.	To be completed within four weeks of receipt.	33.3% (1 out of 3)	N/A
Assessment of drinking water quality notifications received during 2005	To be completed within three months of the receipt of all requested information.	79%	87%
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% (1 out of 1)	100%
Investigate water quality complaints.	To be completed within three weeks of the receipt of all requested information.	44.3%	55.5%
Deal with applications for approval of chemical and materials.	When required, arrange meetings within four weeks. Provide information on progress made at Committee meetings within two weeks.	100%	100%
Respond to all general enquiries.	Response to be made within three weeks of receipt.	98.2%	98.3%

The Inspectorate also receives enquiries on a wide range of subjects. In 2005 98.3% of all enquiries were answered within the target response time.

Form of enquiry	Number received Where response has been within 3 weeks (2005)	Number received where response has exceeded 3 weeks (2005)	Total	% meeting target
Phone	433	2	435	99.5%
Letter/Fax/E-mail	444	13	457	97.2%
Total	877	15	892	98.3%

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