

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 2006	Performance in 2005
Send letters notifying the consideration of enforcement action as a result of 2006 inspections.	To be sent to the company concerned within four weeks of the end of the inspection.	100%	No enforcement action considered following inspections
Prepare draft inspection reports for inspections carried out during 2006.	To be sent for comment to the company within four weeks of the end of the inspection or receipt of further information.	79%	27%
Prepare final inspection reports for inspections carried out during 2006.	To be sent to the company within four weeks of receipt of its comments.	79%	53%
Assessment of 2006 compliance data.	To be sent within six weeks of the Inspector receiving the processed data files.	89%	84% - Note : This CfE target came into effect from June 2006
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.	100%	69%

Task	Target	Performance in 2006	Performance in 2005
Process and deal with applications for new or revised undertakings.	To be completed within four weeks of receipt of the final signed undertaking.	57% (16 out of 28)	93.8% (180 out of 192)
Process and deal with applications for authorized departures.	To be completed within four weeks of receipt.	0% (0 out of 2)	33.3% (1 out of 3)
Assessment of drinking water quality notifications received during 2006	To be completed within three months of the receipt of all requested information.	84%	79%
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.	N/A	100% (1 out of 1)
Investigate water quality complaints.	To be completed within three weeks of the receipt of all requested information.	59%	44.3%
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.	99.2%	98.2%

The Inspectorate also receives enquiries on a wide range of subjects. In 2006 99.2% of all enquiries were answered within the target response time.

Form of enquiry	Number received Where response has been within 3 weeks (2006)	Number received where response has exceeded 3 weeks (2006)	Total	% meeting target
Phone	203	1	204	99.5%
Letter/Fax/E-mail	442	4	446	99.1%
Total	645	5	650	99.2%

Published by :-

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June 2007