

## **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 show the Inspectorate's performance against those activities which have agreed targets.

<b>Task</b>	<b>Target</b>	<b>Performance in 2007</b>	<b>Performance in 2006</b>
Send letters notifying the consideration of enforcement action as a result of 2007 inspections.	To be sent to the company concerned within four weeks of the end of the inspection.	N/A	100%
Prepare draft inspection reports for inspections carried out during 2007.	Request any additional information within 10 working days.	97.5%	79%
Prepare final inspection reports for inspections carried out during 2007.	To be sent to the company within 30 working days of all information received.	80.8%	79%
Assessment of 2007 compliance data.	To be sent within six weeks of the Inspector receiving the processed data files.	99.7%	89%
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%	100%

<b>Task</b>	<b>Target</b>	<b>Performance in 2007</b>	<b>Performance in 2006</b>
Process and deal with applications for new or revised undertakings.	To be completed within four weeks of receipt of the final signed undertaking.	100% (15 out of 15)	57% (16 out of 28)
Process and deal with applications for authorized departures.	To be completed within four weeks of receipt.	N/A	0% (0 out of 2)
Assessment of drinking water quality notifications received during 2007	To be completed within three months of the receipt of all requested information.	86%	84%
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.	66%	N/A
Investigate water quality complaints.	To be completed within three weeks of the receipt of all requested information.	65%	59%
Deal with applications for approval of chemical and materials.	When required, arrange meetings within four weeks. Provide information on progress made at each key stage in the approval process within two weeks of the decision.	100%	100%
Respond to all general enquiries.	Response to be made within three weeks of receipt.	98.3%	99.2%

The Inspectorate also receives enquiries on a wide range of subjects. In 2007 98.3% of all enquiries were answered within the target response time.

<b>Form of enquiry</b>	<b>Number received Where response has been within 3 weeks (2007)</b>	<b>Number received where response has exceeded 3 weeks (2007)</b>	<b>Total</b>	<b>% meeting target</b>
Phone	184	2	186	98.9%
Letter/Fax/E-mail	328	7	335	97.9%
<b>Total</b>	<b>512</b>	<b>9</b>	<b>521</b>	<b>98.3%</b>

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