

DRINKING WATER INSPECTORATE KEY PERFORMANCE INDICATORS (KPIs)

Task	Target	Performance (2010)
Technical Audits		
1. Request any additional information required following a) completion of technical audit on site OR b) receipt of information for vertical audit trail	1. Within 10 working days	100%
2. Prepare and issue report (where no enforcement action is taken)	2. Within 30 working days of the receipt of all information requested	90%
3. Where enforcement action is taken, prepare and issue report and legal instrument	3. Within 30 working days of the receipt of all information requested	50%
Water quality compliance data		
1. Acknowledge receipt of data, complete data integrity check/loading and notify company if resubmission is required	1. By the end of the month in which the data is submitted (submissions due 21 st of the month)	100%
2. Assess compliance data and send a substantive response to the company	2. Within 30 working days of the deadline each month and data successfully loading into the DWI data system	100%
Drinking water quality events		
1. Notify company of event classification OR request further information to enable classification	1. Within 5 working days of notification	98%
2. Produce assessment letter on:		
a) Category 1 & 2 events	a) Within 10 working days of classification	99%
b) Category 3 events	b) Within 30 working days of receipt of final information from the company	72%
c) Category 4 events	c) Within 30 days of DCI determining investigation is complete	100%
d) Category 5 events	d) Within 30 days of CI determining investigation is complete	N/A

Task	Target	Performance (2010)
<p>ENFORCEMENT ACTION</p> <p>Putting in place new or revised undertakings</p> <p>1. Process formal undertaking applications and issue final documentation</p> <p>Processing applications for Authorised Departures</p> <p>1. Process formal application and issue final documentation</p>	<p>1. Within 20 working days of receipt of formal signed undertaking</p> <p>1. Within 20 working days of receipt of formal application</p>	<p>98%</p> <p>None received</p>
<p>Assessing applications for Water Supply Licensees (water supply & water quality issues only)</p> <p>1. Assess license applications and write to OFWAT confirming outcome of assessment</p> <p>2. Assess proposals to supply water by licensees</p>	<p>1. Within 20 working days of receipt from OFWAT of all relevant paperwork associated with the application</p> <p>2. Within 90 working days of formal notification of intention to supply</p>	<p>100%</p> <p>None received</p>
<p>Investigate water quality complaints to DWI from water company customers</p> <p>1. Provide the consumer with a substantive response of an independent assessment of how the company has actioned their complaint</p> <p>2. Provide an updated assessment to the consumer on any company actions that remain outstanding.</p> <p>3. Closure of complaint</p>	<p>1. Within 20 working days of receipt of complaint</p> <p>2. Not less than once every 3 months</p> <p>3. Within 6 months target</p>	<p>84%</p> <p>100%</p> <p>100%</p>

Task	Target	Performance (2010)
<p>Applications for approval of chemicals and products</p> <ol style="list-style-type: none"> 1. Confirm receipt of application and provide guidance on next steps 2. Issue to the applicant reminders of information outstanding from themselves or third parties 3. Inform applicant of decision 	<ol style="list-style-type: none"> 1. Within 5 working days of receipt of application 2. Not less than once every 3 months 3. Within 20 working days of the receipt of all information requested. 	<p>86%</p> <p>76%</p> <p>100%</p>
<p>Risk assessment reports (Regulation 28)</p> <ol style="list-style-type: none"> 1. Acknowledge receipt of risk assessment reports <ul style="list-style-type: none"> - and in the case of new sources confirm earliest possible supply date 2. Carry out detailed review of risk assessment report and provide feedback. 	<ol style="list-style-type: none"> 1. Within 5 working days of receipt 2. Within 30 working days of receipt 	<p>52%</p> <p>9%</p>
<p>Enquiries / Requests for information on drinking water quality or regulation</p> <ol style="list-style-type: none"> 1. Respond to all requests for information. 2. Provide a substantive response 	<ol style="list-style-type: none"> 1. Within 5 working days 2. Within 15 working days of the receipt of the request / enquiry 	<p>100%</p> <p>94%</p>