

ANNEX 1

DRINKING WATER INSPECTORATE KEY PERFORMANCE INDICATORS (KPIs)

Task	Target	Performance (2014)
Investigate water quality complaints to DWI from water company customers		
1. Provide the consumer with a substantive response of how the company has addressed their complaint and actions being taken by DWI and findings to date.	1. Within 20 working days of receipt of information from company regarding complaint.	23%
2. Provide an updated assessment to the consumer on any company actions that remain outstanding.	2. Not less than once every 2 months.	100%
3. Close complaint and provide consumer with findings of DWI investigation.	3. 90% of all complaints to be completed within 3 months.	49%
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.	96%

Task	Target	Performance (2014)
<p>Drinking water quality events</p> <p>1. Notify company of event classification OR request further information to enable classification</p> <p>2. Produce assessment letter on:</p> <p>a) Category 1 & 2 events</p> <p>b) Category 3 events</p> <p>c) Category 4 events</p> <p>d) Category 5 events</p>	<p>1. Within 5 working days of notification.</p> <p>2.</p> <p>a) Within 10 working days of classification/ or receipt of all additional information.</p> <p>b) Within 30 working days of receipt of all relevant information from the company or determination by DCI/CI that investigation is complete (as 2c).</p> <p>c) Within 30 working days of receipt of feedback from DCI/CI and determination that investigation is complete.</p> <p>d) Within 30 working days of feedback from CI to determine that investigation is complete.</p>	<p>100%</p> <p>93%</p> <p>76%</p> <p>100%</p> <p>N/A</p>
<p>Programmes of work</p> <p>Legal instruments</p> <p>1. Process legal instruments and issue final documentation.</p> <p>Biannual progress reports</p> <p>2. Notify company of report assessment OR request further information.</p>	<p>1. Within 30 working days of receipt of all relevant information.</p> <p>2. Within 30 working days of receipt of report.</p>	<p>68%</p> <p>100%</p>
<p>Applications for approval of chemicals and products</p> <p>1. Confirm receipt of application and provide guidance on next steps.</p> <p>2. Issue to the applicant reminders of information outstanding from themselves or third parties.</p> <p>3. Inform applicant of decision.</p>	<p>1. Within 5 working days of receipt of application.</p> <p>2. Not less than once every 3 months.</p> <p>3. Within 20 working days of the receipt of all information requested.</p>	<p>79%</p> <p>98%</p> <p>85%</p>

Task	Target	Performance (2014)
<p>Enforcement action</p> <p>1. Where enforcement action is identified through Operations activities, prepare and issue a letter advising that enforcement action is being considered together with any relevant templates for response.</p>	<p>1. Within 30 working days of the receipt of all information requested.</p>	<p>100%</p>
<p>Technical Audits</p> <p>1. Request any additional information required following a) completion of technical audit on site OR b) receipt of information for vertical audit trail.</p> <p>2. Prepare and issue report (where no enforcement action is taken).</p>	<p>1. Within 10 working days.</p> <p>2. Within 30 working days of the receipt of all information requested.</p>	<p>100%</p> <p>100%</p>
<p>Risk assessment reports (Regulation 28)</p> <p>1. Carry out detailed review of risk assessment report and provide feedback.</p>	<p>1. Within 30 working days of receipt.</p>	<p>75%</p>
<p>Enquiries/requests for information (includes those regarding private water supplies) on drinking water quality or regulation</p> <p>1. Provide a substantive response.</p>	<p>1. Within 15 working days of the receipt of the request/enquiry.</p>	<p>98%</p>