

NRA Southern Region



1993/94

QUARTERLY REVIEW (4)

April 1 1993 - March 31 1994

*May 1994
Regional Planning*

National Rivers Authority

Guildbourne House
Worthing

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QUARTERLY REVIEW 1993/94

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Section 1

REGIONAL OPM DATA

1. WATER QUALITY

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	105	112	119	117
	No. of new consent applications received	136	161	120	122
	No. of consents determined	117	131	135	117
	No. of consents determined in statutory period	113	124	132	107
	No. of consents determined or reviewed	171	348	289	511
	No. of consents replaced by HMIP Authorisations	10	4	0	1
	Total cost of Consenting (£) :				
	- Direct Cost basis	87000	33000	55000	N/A
DISCHARGE MONITORING & CONTROL	- Total Cost basis	141000	115000	76000	N/A
	No. of routine effluent samples taken	1893	1952	1977	2099
	No. of routine effluent samples programmed	2131	2185	2015	2242
	Total cost of Compliance Monitoring (£)				
	- Direct Cost basis	0	0	208000	N/A
	- Total Cost basis	0	0	611000	N/A
	Total No. samples analysed and reported	8700	9590	6885	N/A
	No. of samples analysed and reported in target time	8694	9549	6765	N/A
LABORATORY ANALYSIS	No. of Laboratory Analyses/Determinations :				
	(a) Organics	9169	16028	16516	N/A
	(b) Metals	8147	9969	9621	N/A
	(c) Other	61608	66792	62332	N/A
	(d) Microbiology	5912	6760	1630	N/A
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	N/A
	(b) Metals	N/A	N/A	N/A	N/A
	(c) Other	N/A	N/A	N/A	N/A
	(d) Microbiology	N/A	N/A	N/A	N/A
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	79	90	97	N/A
	No. of substantiated pollution incidents :				
	- Category 1	2	3	1	0
	- Category 2	19	16	15	22
	No. of Incidents attended within Target time :				
	- Category 1	2	3	1	0
	- Category 2	18	13	15	22
POLLUTION INCIDENTS	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	2	1	0
	- Agricultural	1	1	0	0
	- Sewage/Water related	0	0	0	0
	- Other	1	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	3	4	6	4
	- Agricultural	3	3	3	7
	- Sewage/Water related	6	4	3	5
	- Other	7	5	3	6

2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	202	218	332	231
	- long term average (mm)	161	175	248	197
LICENSING	Backlog of Licence applications (No. awaiting determination) :				
	- Abstraction Licences	68	61	52	52
	- Impoundment Licences	9	3	3	3
	No. of new licence applications received :				
	- Abstraction Licences	27	25	20	31
	- Impoundment Licences	4	8	0	2
	No. of Licence applications determined :				
	- Abstraction Licences	58	29	15	28
	- Impoundment Licences	4	4	3	3
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	48	10	9	21
	- Impoundment Licences	4	4	2	2
	No. of Licences varied :				
	- Abstraction Licences	67	29	62	65
	- Impoundment Licences	3	0	0	0
	No. of Licences revoked :				
	- Abstraction Licences	20	21	16	21
	- Impoundment Licences	0	2	1	0
	Total costs of Licensing :				
	Direct Cost Basis (£)	114000	88000	149000	N/A
	Total Cost Basis (£)	200000	179000	237000	N/A
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	20	21	21	21
	- No. of inspections required by NRA policy	10	11	10	10
	- Actual No. of inspections made	26	20	15	6
	(b) Critical Licences :				
	- No. of Licences in force	1261	1274	1274	1274
	- No. of inspections required by NRA policy	316	319	319	319
	- Actual No. of inspections made	462	408	392	332
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	1426	1414	1417	1418
	- No. of inspections required by NRA policy	118	119	118	118
	- Actual No. of inspections made	262	165	154	418

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	50	83	81	71
	No of consents determined within statutory period	50	81	81	65
MAINTENANCE	Total maintenance expenditure (£)	2647000	3008000	2624000	N/A
	No. of HEs benefitting from maintenance works	N/A	N/A	N/A	N/A
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	N/A	N/A	N/A	N/A
	No.flooded properties	N/A	N/A	113	322
OPERATIONAL PERFORMANCE	Value of work completed (£)	N/A	N/A	6320000	N/A
	Cost of work completed (£)	N/A	N/A	6320000	N/A

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :				
	- Pollution	1	8	2	2
	- Natural causes & Disease	17	19	5	10
	- Other (Unclassified)	1	9	1	1
	No. of incidents attended	13	28	7	12
	No. of incidents attended in target time	13	25	7	11
	No. of fish killed :				
	- Salmonid	0	70	37	0
	- Non-Salmonid	3177	6686	94	466
	No. of fish rescues	1	12	5	4
PLANNING & DEVELOPMENT CONTROL	No. of fish rescues initiated in target time	1	12	5	4
	No. of fish saved by remedial action	500	6313	17080	3112
	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	26	23	31	33
PROMOTION & ADVISORY SERVICES	No. responded to by deadline requested	26	21	29	25
	No of requests for fishery advice	311	360	336	235
	No of requests for advice responded to in target time	285	348	326	214

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/discharge consents & land drainage consents referred for consideration	65	98	78	73
	No. responded to by deadline request	59	80	75	67
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	94	69	95	84
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	90	65	92	83

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/discharge consents & land drainage consents referred for consideration	108	98	101	203
	No. responded to by deadline requested	87	80	89	190
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	198	210	166	233
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	180	192	158	223

7. NAVIGATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of licensed craft.	787	1993	1403	486
	No. of Licence inspections made.	2091	2299	495	71
	No. of satisfactory/compliant Licences inspected	1908	2245	480	71
EMERGENCY RESPONSE	No. of major emergency incidents.	0	0	2	2
	No. of major emergency incidents attended within 4 hours of notification.	0	0	2	2
PLANNING & DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/discharge consents & land drainage consents submitted for consideration.	15	0	0	3
	No. processed by deadline request.	15	0	0	3
PROMOTION & ADVISORY SERVICES	No. of requests for navigation advice	0	405	53	391
	No. of requests for navigation advice provided with a considered initial response or site visit within target time	0	404	53	58

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of planning applications processed	860	898	843	909
	No. of planning applications processed :				
	No. processed in 1 to 14 Days of receipt	269	511	675	638
	No. processed in 15 to 21 Days of receipt	295	247	107	126
	No. processed in 22 to 28 Days of receipt	151	134	33	40
	No. processed after more than 28 Days of receipt	102	84	10	14
CUSTOMER RELATIONS	No. of complaints received :				
	No. responded to in 1 - 5 working days of receipt	0	3	9	8
	No. responded to in 6 - 10 working days of receipt	1	1	2	0
	No. responded to in more than 10 working days of receipt	0	0	0	0
	No. of MPs letters received :				
	No. responded to in 1 - 5 working days of receipt	9	4	7	17
	No. responded to in 6 - 10 working days of receipt	9	4	2	0
	No. responded to in more than 10 working days of receipt	2	0	0	0

9. PERSONNEL

1993/94

ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
(a) FTE BASIS				
1. COMPLEMENTED POSTS :				
- No of permanent employees	647	630	609	599
- No of limited period employees on NRA terms	18	23	21	27
- No of consultants	1	2	1	1
- No of agency & other employees	5	8	5	5
- No of vacancies	44	20	24	20
Approved Manpower Control Total for complemented posts	715	694	694	652
2. UNCOMPLEMENTED POSTS :				
- No of limited period employees on NRA terms	29	36	29	30
- No of consultants	1	5	8	0
- No of agency & other employees	4	8	10	0
- No of vacancies	0	0	0	0
Approved Manpower Control Total for uncomplemented posts	0	30	30	30
(b) HEADCOUNT BASIS				
1. COMPLEMENTED POSTS :				
- No of permanent employees	651	635	614	604
- No of limited period employees on NRA terms	26	29	21	27
- No of consultants	1	2	1	1
- No of agency & other employees	5	8	5	5
2. UNCOMPLEMENTED POSTS :				
- No of limited period employees on NRA terms	29	39	37	39
- No of consultants	1	5	8	10
- No of agency & other employees	4	8	10	10
Average No. of Permanent employees (FTEs) in Complemented post over last 12 months :				
- Manual employees	246	243	238	235
- Non-Manual employees	406	407	399	389
Total No. Permanent employees (FTEs) in Complemented posts leaving over last 12 months :				
- Manual employees	11	11	9	12
- Non-Manual employees	22	25	27	32
No of reportable accidents :				
- Manual Employees	3	1	3	3
- Non-Manual Employees	0	0	0	0
Total No. working days :				
- Manual Employees	13610	12870	12815	12824
- Non-Manual Employees	22468	22385	21863	23069
No. working days lost due to reportable accidents :				
- Manual Employees	33	113	31	108
- Non-Manual Employees	0	0	0	0
No. of days devoted to training :				
- Manual employees	23	5	45	124
- Non-Manual employees	172	112	419	254

10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY OFFENCES	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	1140	230	1768	2191
	(ii) Total cost basis (£)	0	0	0	0
WATER RESOURCES OFFENCES	No. of Prosecutions concluded :				
	- Abstraction offences	1	1	2	3
	- Impoundment offences	0	0	1	1
	No. of Successful prosecutions concluded :				
	- Abstraction offences	0	1	2	3
	- Impoundment offences	0	0	1	1
	Fines imposed :				
	- Abstraction offences (£)	0	0	1800	3700
	- Impoundment offences (£)	0	0	500	250
	Costs awarded :				
	- Abstraction offences (£)	0	420	850	1200
	- Impoundment offences (£)	0	0	0	150
	No. of formal cautions accepted :				
	- Abstraction offences	1	0	1	2
	- Impoundment offences	0	0	0	0
	No. of warning letters sent :				
	- Abstraction offences	20	14	16	30
	- Impoundment offences	0	1	1	1
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	72	190	660	665
	(ii) Total cost basis (£)	0	0	0	0
FLOOD DEFENCE OFFENCES	No. of prosecutions concluded	0	0	0	2
	No. of Successful prosecutions concluded	0	0	0	2
	Fines imposed (£)	0	0	0	300
	Costs awarded (£)	0	0	0	45
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	0	0	0	98
	(ii) Total cost basis (£)	0	0	0	0

Continued

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISHERIES OFFENCES	No. of Prosecutions concluded for licence offences :				
	- Rod	54	128	103	118
	- Commercial Instrument	0	0	0	0
	No. of Prosecutions concluded for byelaw/other offences	1	0	0	0
	No. Successful prosecutions concluded for licence offences :				
	- Rod	50	125	97	107
	- Commercial Instrument	0	0	0	0
	No. Successful prosecutions concluded for byelaw/other offences	1	0	0	0
	Fines imposed for licence offences :				
	- Rod (£)	3123	6368	3817	4772
	- Commercial Instrument (£)	0	0	0	0
	Fines (£) imposed for byelaw/other offences	0	0	0	0
	Costs awarded for licence offence prosecutions :				
	- Rod (£)	1715	4914	3227	4245
	- Commercial Instrument (£)	0	0	0	0
	Costs (£) awarded for byelaw/other offence prosecutions	100	0	0	0
	No. of formal cautions accepted for licence offences :				
	- Rod	4	9	11	2
	- Commercial Instrument	0	0	0	0
	No. of formal cautions accepted for byelaw/other offences	0	0	1	0
	No. of warning letters sent for licence offences :				
	- Rod	28	23	9	9
	- Commercial Instrument	0	0	0	0
	No. of warning letters sent for byelaw/other offences	12	0	0	7
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	3681	6529	5338	6237
	(ii) Total cost basis (£)	0	0	0	0
NAVIGATION OFFENCES	No. of prosecutions concluded	1	14	13	5
	No. of Successful prosecutions concluded	1	13	13	5
	Fines imposed (£)	75	1110	1290	620
	Costs awarded (£)	45	450	490	135
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	175	480	553	305
	(ii) Total cost basis (£)	0	0	0	0

COMMENTS TO ACCOMPANY Q4 DATA

Laboratory data	All laboratory data is now reported by the national laboratory centre.
Finance	Finance components of cost-based OPMs will now be collected on separate proforma every 6 months to coincide with the Finance Activity Analysis Report.
Multifunctional	There was a significant rise in the number of letters received from M.Ps as a result of the Chichester flooding.
Fisheries	Q1 and Q2 shows a high number of fish kills due to the increased risk and effects of pollution relating to increased farm activities and raised temperatures.

A number of anomalies in the figures have been identified and are currently under investigation:

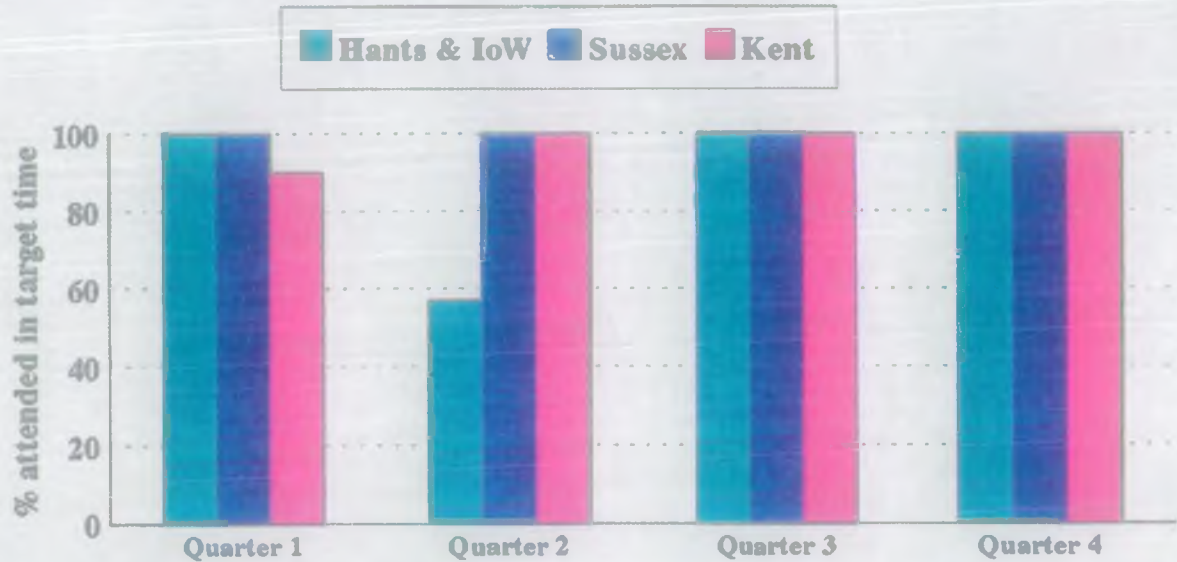
Navigation - No. of licensed craft there is a discrepancy between annual figures supplied to head office and the total of those figures collected through the Quarters.

Water Quality - No. of Consents determined or reviewed the number processed in Q4 by Head Quarters seems exceptionally high in comparison to other quarters.

Water Resources - No. of Licence applications determined in statutory period Kent is still failing to meet with the National Standard, this may be attributable in part to the problems the Area has experienced with recruitment and time spent in Q2 dealing with a number of public inquiries.

Water Quality

% Cat 1 & 2 pollution incidents attended within target time

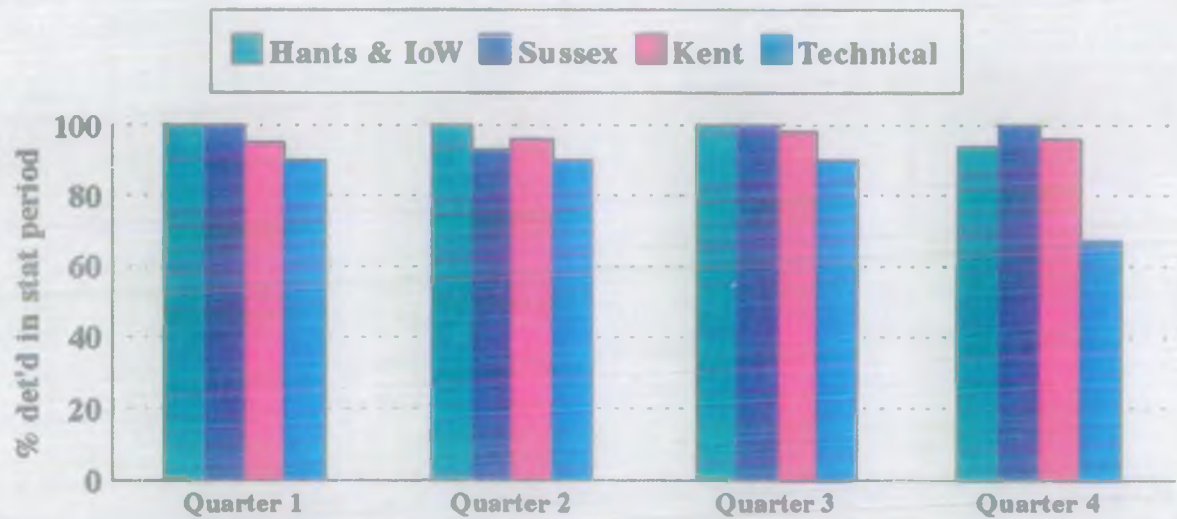


H No. incidents	8	7	10	7
S No. incidents	3	2	1	7
K No. incidents	10	8	6	8
Reg Total	21	17	17	22
% Reg. achievement	95	100	100	100

1993/94

Water Quality

% Consents determined in statutory period

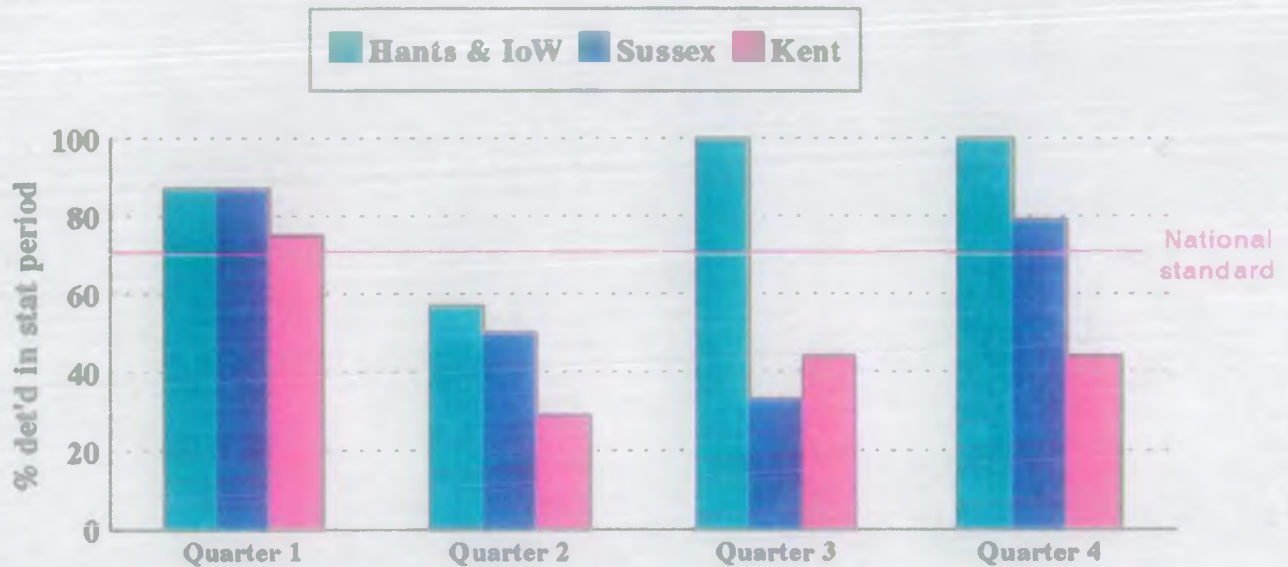


H No. cons det'd	22	21	26	32
S No. cons det'd	30	43	32	18
K No. cons det'd	55	47	57	49
Tech No. cons det'd	10	20	20	18
Reg Total	117	131	135	107
% Reg. achievement	97	95	98	91

1993/94

Water Resources

% Licence applications determined in statutory period



H No. apps det	31	14	6	1
S No. apps det	15	2	3	14
K No. apps det	16	17	9	9
Reg Total	62	33	18	24
% Reg. achievement	84	42	61	67

1993/94

Water Resources

% Achievement of *annual* inspection programme of highly critical and critical licences

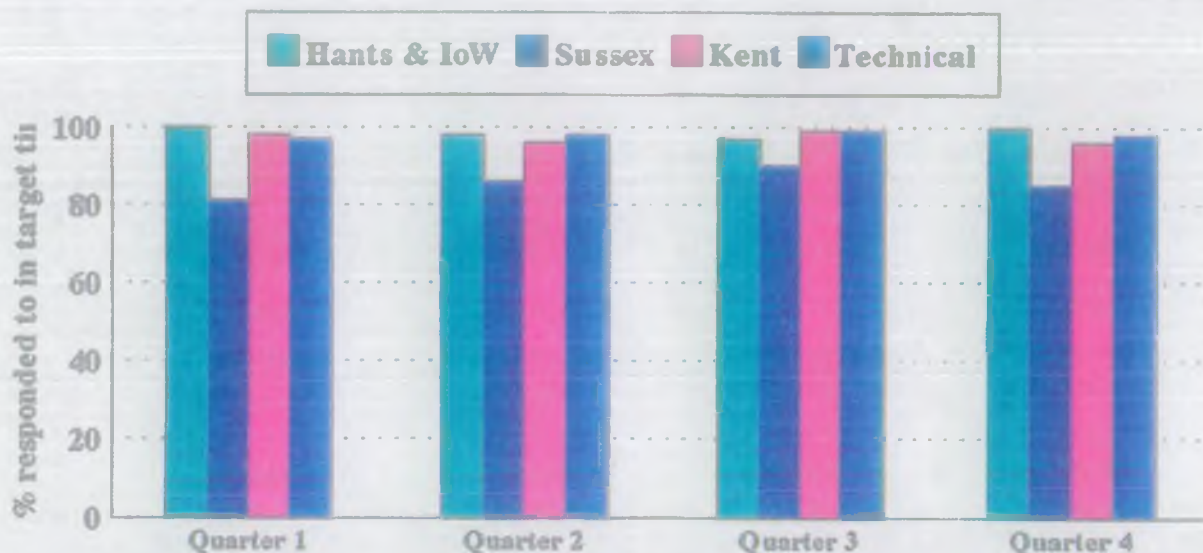


H Lic in force	254	254	258	258
S Lic in force	326	250	248	246
K Lic in force	701	791	789	791
Total HC+C Lic	1,281	1,295	1,295	1,295
% Reg. achievement	37	70	102	145

1993/94

Fisheries, Recreation and Conservation

% Requests for FRC advice responded to in target time

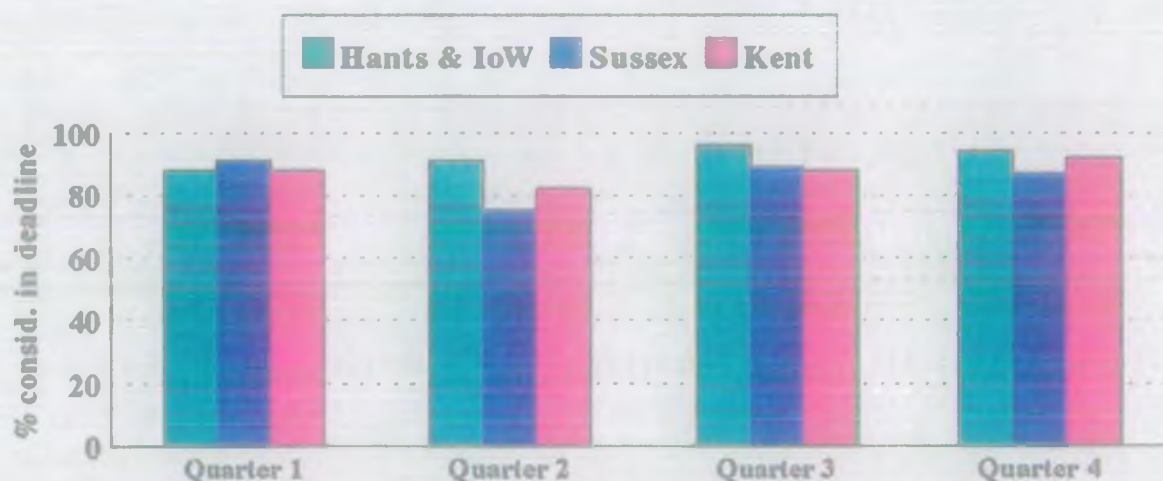


H No. requests	67	87	102	73
S No. requests	222	134	144	140
K No. requests	250	305	193	183
Tech No. requests	64	113	158	156
Reg Total	603	526	597	552

1993/94

Fisheries, Recreation and Conservation

% Applications and consents referred to FRC considered within deadline



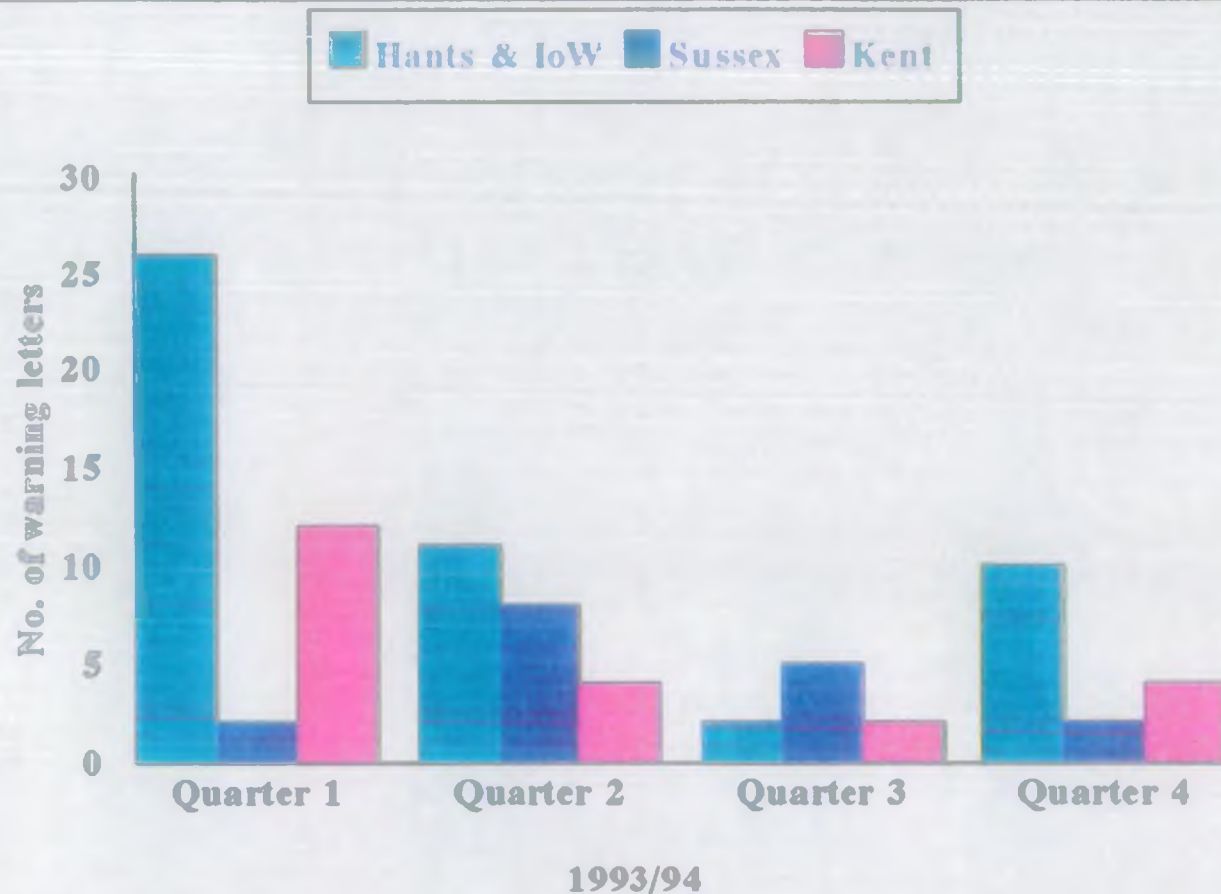
H No. apps/cons	84	67	98	81
S No. apps/cons	64	64	35	68
K No. apps/cons	51	88	77	160
Reg Total	199	219	210	309
% Reg. achievement	89	83	92	91

1993/94

Planning apps, abstraction consents, discharge consents and land drainage consents

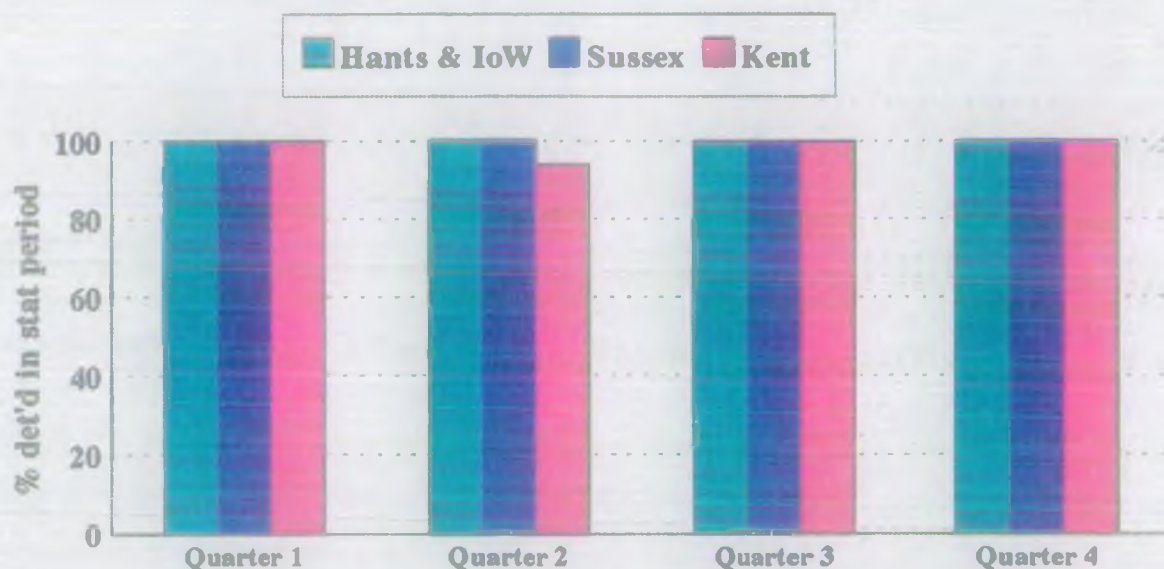
Fisheries

Number of Warning Letters sent out by Areas (licence and byelaw offences)



Flood Defence

% Consents determined within statutory period

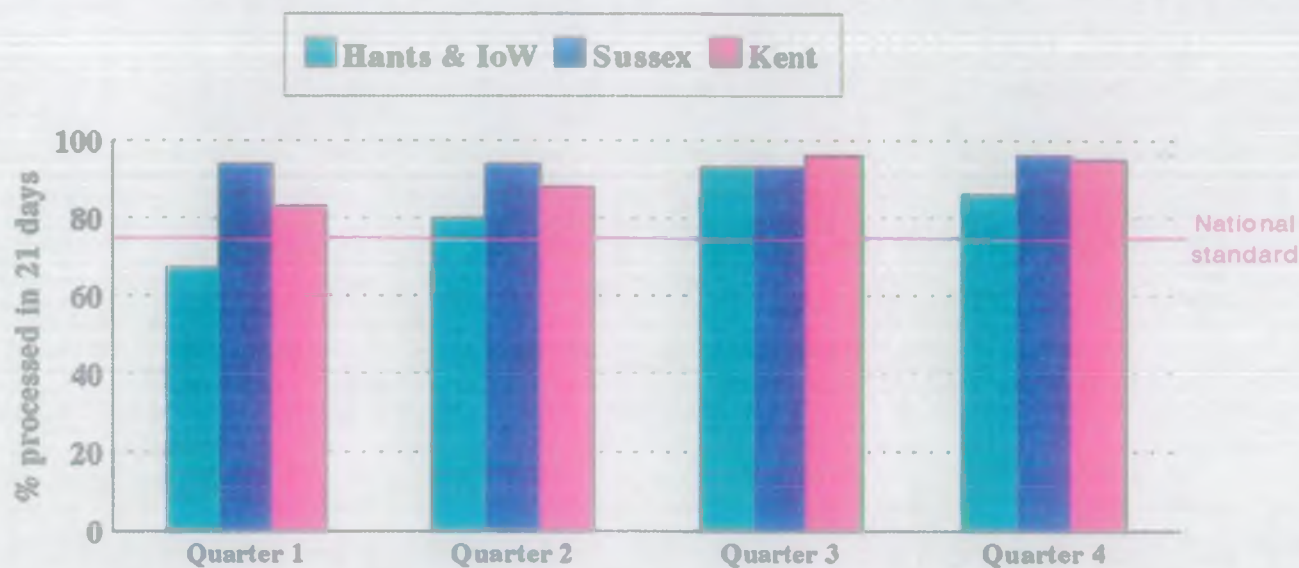


H No. cons det'd	9	18	30	17
S No. cons det'd	11	32	20	28
K No. cons det'd	30	33	31	26
Reg Total	50	83	81	71
% Reg. achievement	100	98	100	100

1993/94

Planning Liaison

% Planning applications processed in target time (21 days)

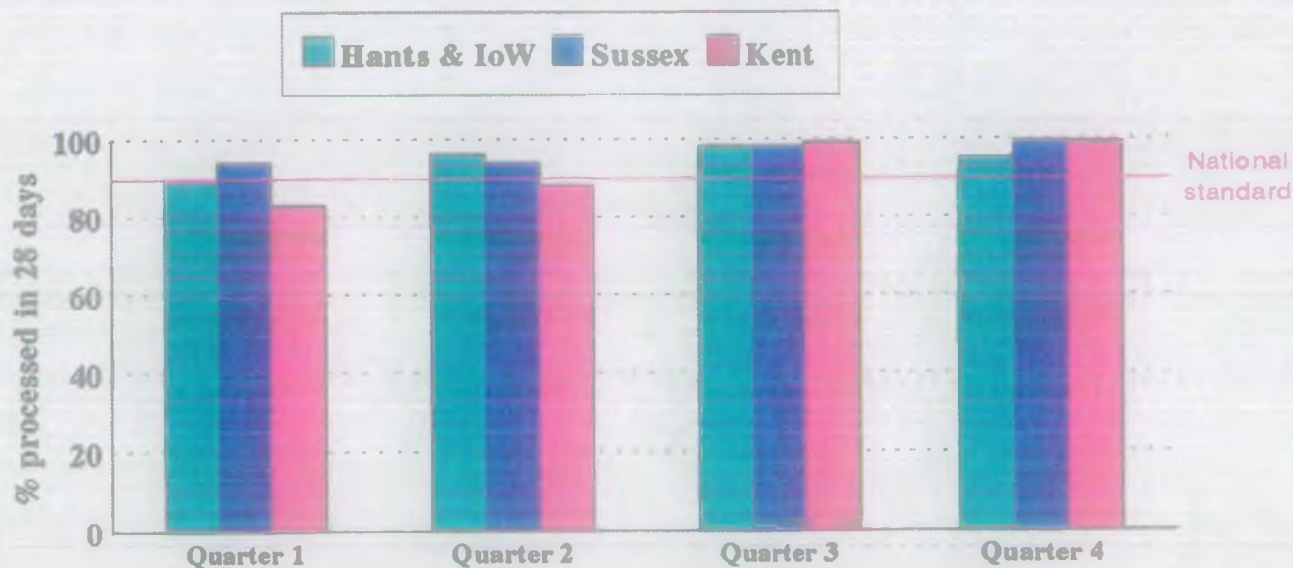


H No. apps	122	138	113	147
S No. apps	264	327	285	259
K No. apps	431	511	427	412
Reg Total	817	976	825	818
% Reg. achievement	69	78	95	93

1993/94

Planning Liaison

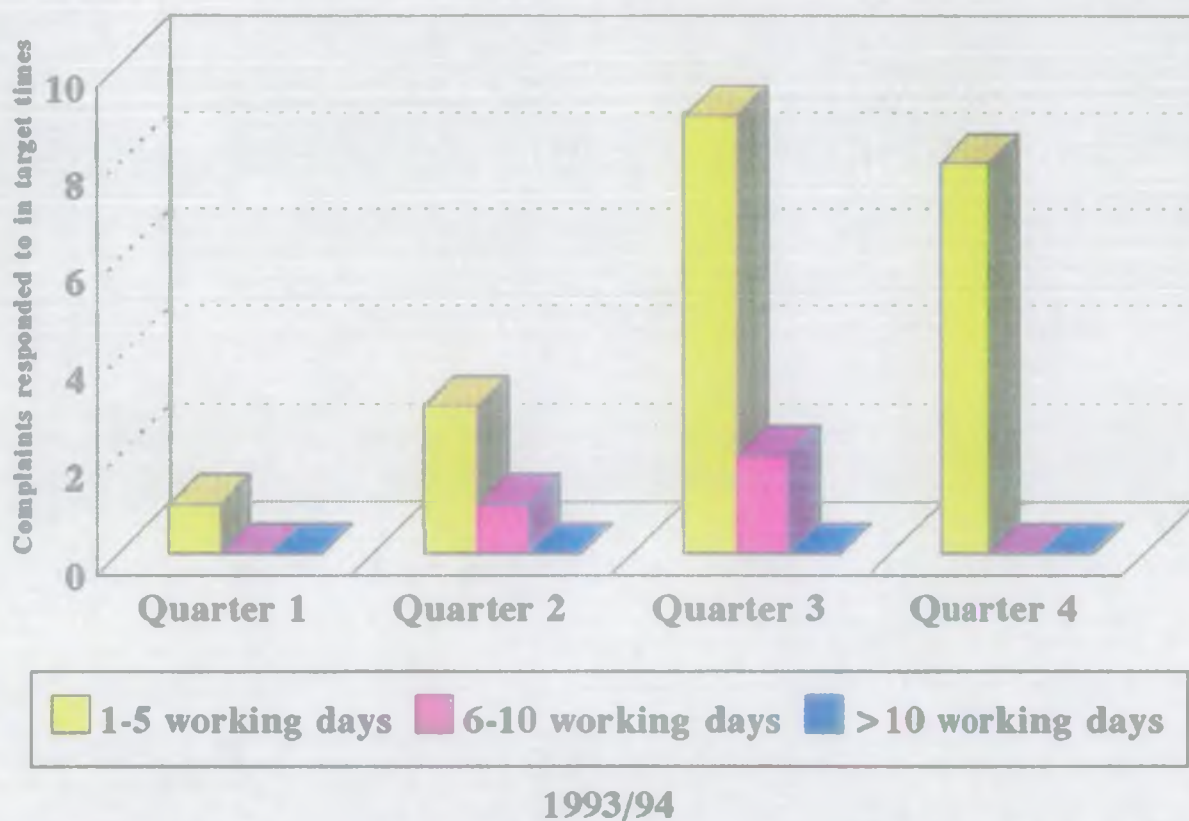
% Planning applications processed in target time (28 days)



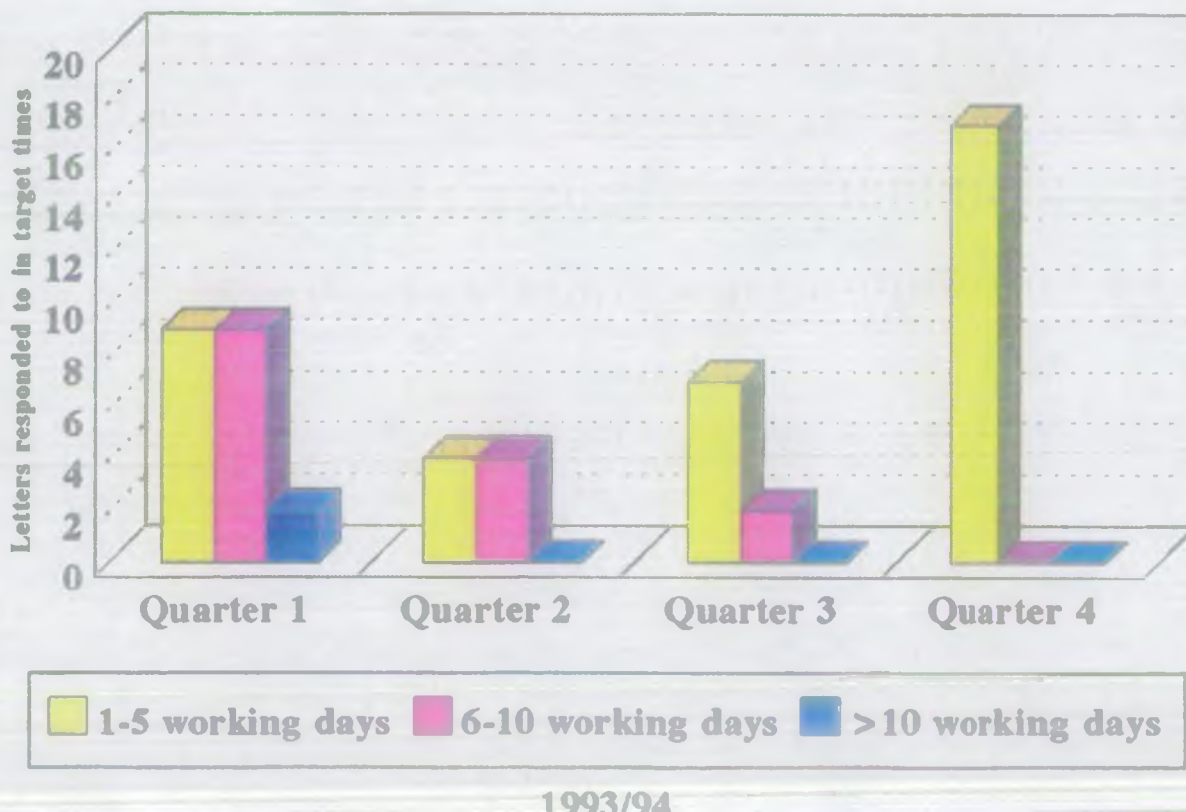
H No. apps	122	138	113	147
S No. apps	264	327	285	259
K No. apps	431	511	427	412
Reg Total	817	976	825	818
% Reg. achievement	88	91	99	98

1993/94

Speed of Response to Complaints Regional Total



Speed of Response to MPs' Letters Regional Total



Section 2

HAMPSHIRE & IoW AREA

1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	1	26	33	19
	No. of new consent applications received	24	33	33	31
	No. of consents determined	22	21	26	32
	No. of consents determined in statutory period	22	21	26	30
	No. of consents determined or reviewed	22	21	26	32
	No. of consents replaced by HMIP Authorisations				
	Total cost of Consenting (£) : - Direct Cost basis - Total Cost basis				
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	549	583	497	507
	No. of routine effluent samples programmed	602	624	554	580
	Total cost of Compliance Monitoring (£) - Direct Cost basis - Total Cost basis				
LABORATORY ANALYSIS	Total No. samples analysed and reported	0	0	0	N/A
	No. of samples analysed and reported in target time	0	0	0	N/A
	No. of Laboratory Analyses/Determinations :				
	(a) Organics	0	0	0	N/A
	(b) Metals	0	0	0	N/A
	(c) Other	0	0	0	N/A
	(d) Microbiology	0	0	0	N/A
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	N/A
	(b) Metals	N/A	N/A	N/A	N/A
	(c) Other	N/A	N/A	N/A	N/A
	(d) Microbiology	N/A	N/A	N/A	N/A
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0	0	N/A
POLLUTION INCIDENTS	No. of substantiated pollution incidents :				
	- Category 1	0	1	0	0
	- Category 2	8	6	9	7
	No. of Incidents attended within Target time :				
	- Category 1	0	1	0	0
	- Category 2	8	3	9	7
	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	1	0	0
	- Agricultural	0	0	0	0
	- Sewage/Water related	0	0	0	0
	- Other	0	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	2	2	3	3
	- Agricultural	1	1	2	2
	- Sewage/Water related	2	0	2	1
	- Other	3	3	2	1

2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	210	211	331	261
	- long term average (mm)	157	205	257	188
LICENSING	Backlog of Licence applications (No. awaiting determination) :				
	- Abstraction Licences	0	7	5	18
	- Impoundment Licences	0	0	0	0
	No. of new licence applications received :				
	- Abstraction Licences	0	12	6	19
	- Impoundment Licences	0	3	0	0
	No. of Licence applications determined :				
	- Abstraction Licences	27	13	6	1
	- Impoundment Licences	4	1	0	0
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	23	7	6	1
	- Impoundment Licences	4	1	0	0
	No. of Licences varied :				
	- Abstraction Licences	0	8	29	1
	- Impoundment Licences	0	0	0	0
	No. of Licences revoked :				
	- Abstraction Licences	0	2	5	1
	- Impoundment Licences	0	1	0	1
	Total costs of Licensing :				
	Direct Cost Basis (£)	0	0	0	N/A
	Total Cost Basis (£)	0	0	0	N/A
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	4	4	4	4
	- No. of inspections required by NRA policy	1	2	2	1
	- Actual No. of inspections made	9	6	0	0
	(b) Critical Licences :				
	- No. of Licences in force	250	250	254	254
	- No. of inspections required by NRA policy	63	63	64	64
	- Actual No. of inspections made	129	78	48	56
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	599	600	599	599
	- No. of inspections required by NRA policy	50	50	50	50
	- Actual No. of inspections made	125	46	38	67

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	9	18	30	17
	No of consents determined within statutory period	9	18	30	17
MAINTENANCE	Total maintenance expenditure (£) (Q3 inc O/heads)	177000	231000	272000	0
	No. of HES benefitting from maintenance works	0	0	0	0
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	0	0	1	N/A
	No.flooded properties	6	0	75	0
OPERATIONAL PERFORMANCE	Value of work completed (£)	0	0	0	N/A
	Cost of work completed (£)	0	0	0	N/A

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :				
	- Pollution	0	2	0	0
	- Natural causes & Disease	1	0	1	3
	- Other (Unclassified)	0	0	0	0
	No. of incidents attended	1	2	1	2
	No. of incidents attended in target time	1	1	1	1
	No. of fish killed :				
	- Salmonid	0	0	30	0
	- Non-Salmonid	18	300	0	16
	No. of fish rescues	0	3	0	0
PLANNING & DEVELOPMENT CONTROL	No. of fish rescues initiated in target time	0	3	0	0
	No. of fish saved by remedial action	0	5000	0	0
	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	16	5	6	3
PROMOTION & ADVISORY SERVICES	No.responded to by deadline requested	16	5	6	2
	No of requests for fishery advice	12	55	49	13
	No of requests for advice responded to in target time	12	53	49	13

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	26	31	46	39
	No. responded to by deadline request	N/A	28	44	37
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	10	11	19	17
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	10	11	18	17

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	42	31	46	39
	No. responded to by deadline requested	N/A	28	44	37
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	45	21	34	43
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	45	21	32	43

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of planning applications processed	132	144	113	159
	No. of planning applications processed :				
	No. processed in 1 to 14 Days of receipt	31	68	84	106
	No. processed in 15 to 21 Days of receipt	51	43	21	20
	No. processed in 22 to 28 Days of receipt	26	22	6	13
	No. processed after more than 28 Days of receipt	14	5	2	8
CUSTOMER RELATIONS	No. of complaints received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A
	No. of MPs letters received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A

10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY	No. of warning letters sent :				
	- Total	20	25	24	8
WATER RESOURCES	No. of warning letters sent :				
	- Abstraction offences	2	6	1	23
	- Impoundment offences	0	0	0	0
FISHERIES	No. of warning letters sent for licence offences :				
	- Rod	14	11	2	3
	- Commercial Instrument	0	0	0	0
	No. of warning letters sent for byelaw/other offences	12	0	0	7

RESPONSIBLE MANAGER: HAMPSHIRE & IOW AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
Complete compensation payments for cress grower and works associated with Alre scheme cress beds. Commence river compensation borehole in line with 3 year programme	Mar 1994		Mar 1994	Compensation payment in hands of Estates and Legal sections. Feasibility study completed in October. Capital work will not begin until 1994/95. On target.
Complete Test groundwater investigation	Nov 1993		Oct 1993	Final Report received in October.
OPMs: 60% non-strategic licence applications determined in statutory period	Mar 1994		Mar 1994	Exceeded target, average for year 79%.
OPMs: 100% achievement of licence enforcement programme	1993/94		1993/94	120% & 138% of target achieved. Rate will be reduced to 100% in 94/95.
<u>Water Quality</u>				
Carry out OI on Portals on R Test	Mar 1994		Mar 1994	Investigation and report completed.
Review all fish farm consents on Test and Itchen in accordance with policy and provide a report	Mar 1994		Mar 1994	Achieved.
Complete actions identified as responsibility of Area in Regional WQ Improvements Plan	Dec 1993		Mar 1994	Action and report completed.
Produce a report	Mar 1994		Mar 1994	
OPMs: 90% of Cat 1 & 2 incidents attended in target response time	1993/94		1993/94	100% attendance in target time for Cat. 1 and 91% for Cat. 2.

RESPONSIBLE MANAGER: HAMPSHIRE & IOW AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
OPMs: 95 % area consents determined within statutory period	1993/94		1993/94	82 % determined within statutory period, failure to meet OPM due to slow transfer of consents to Areas in Q2. Now resolved.
OPMs: 100 % achievement of effluent monitoring programme	1993/94		1993/94	Achievable if effluent discharges can be sampled. 91 % achieved, problems with logistics of collecting samples.
<u>Flood Defence</u>				
M/T: 50 % completion of scheduling programme	Mar 1994		Mar 1994	Achieved.
<u>Planning Liaison</u>				
OPMs: 85 % planning applications processed in 28 day target time	1993/94		1993/94	90 % achieved in Q4.
<u>FRCN</u>				
Complete Allbrook fish pass on R Itchen	Mar 1994		Nov 1993	Completed.
Stock 200,000 salmon parr to R Test and monitor 1993 grilse run through Hampshire Salmon Investigation	Mar 1994		Dec 1993	Radio tagging targets for salmon exceeded on both Test and Itchen.
<i>Milestone: parr stocking complete</i>	(Aug 93)		(Aug 93)	Parr stocking completed.
OPMs: 100 % achievement of planned fisheries survey programme (season dependent, Q3 & Q4)	Mar 1994		Mar 1994	100 % achieved.
OPMs: 90 % fish kills attended in target time	1993/94		1993/94	On target.

Section 3

SUSSEX AREA

1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	20	15	27	35
	No. of new consent applications received	38	49	34	31
	No. of consents determined	30	43	32	18
	No. of consents determined in statutory period	30	40	32	18
	No. of consents determined or reviewed	30	43	32	2
	No. of consents replaced by HMIP Authorisations				
	Total cost of Consenting (£) : - Direct Cost basis - Total Cost basis				
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	576	638	542	665
	No. of routine effluent samples programmed	634	688	566	715
	Total cost of Compliance Monitoring (£) - Direct Cost basis - Total Cost basis				
LABORATORY ANALYSIS	Total No. samples analysed and reported	N/A	0	0	N/A
	No. of samples analysed and reported in target time	N/A	0	0	N/A
	No. of Laboratory Analyses/Determinations :				
	(a) Organics	0	0	0	N/A
	(b) Metals	0	0	0	N/A
	(c) Other	0	0	0	N/A
	(d) Microbiology	0	0	0	N/A
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	N/A
	(b) Metals	N/A	N/A	N/A	N/A
	(c) Other	N/A	N/A	N/A	N/A
	(d) Microbiology	N/A	N/A	N/A	N/A
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0	0	N/A
POLLUTION INCIDENTS	No. of substantiated pollution incidents :				
	- Category 1	1	0	0	0
	- Category 2	2	2	1	7
	No. of Incidents attended within Target time :				
	- Category 1	1	0	0	0
	- Category 2	2	2	1	7
	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	0	0	0
	- Agricultural	0	0	0	0
	- Sewage/Water related	0	0	0	0
	- Other	1	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	0	0	1	0
	- Agricultural	1	2	0	3
	- Sewage/Water related	0	0	0	1
	- Other	1	0	0	3

2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	204	249	354	260
	- long term average (mm)	156	206	261	192
LICENSING	Backlog of Licence applications (No. awaiting determination) :				
	- Abstraction Licences	0	7	13	9
	- Impoundment Licences	0	1	0	0
	No. of new licence applications received :				
	- Abstraction Licences	0	1	9	7
	- Impoundment Licences	0	1	0	2
	No. of Licence applications determined :				
	- Abstraction Licences	15	1	1	13
	- Impoundment Licences	0	1	2	1
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	13	0	0	10
	- Impoundment Licences	0	1	1	1
	No. of Licences varied :				
	- Abstraction Licences	0	5	9	13
	- Impoundment Licences	0	0	0	0
	No. of Licences revoked :				
	- Abstraction Licences	0	7	3	7
	- Impoundment Licences	0	1	0	0
	Total costs of Licensing :				
	Direct Cost Basis (£)	0	0	0	N/A
	Total Cost Basis (£)	0	0	0	N/A
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	7	7	7	7
	- No. of inspections required by NRA policy	3	4	3	3
	- Actual No. of inspections made	16	9	13	1
	(b) Critical Licences :				
	- No. of Licences in force	319	243	241	239
	- No. of inspections required by NRA policy	80	61	60	60
	- Actual No. of inspections made	139	129	115	242
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	318	345	345	347
	- No. of inspections required by NRA policy	27	29	29	29
	- Actual No. of inspections made	80	77	66	112

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	11	32	20	28
	No of consents determined within statutory period	11	32	20	28
MAINTENANCE	Total maintenance expenditure (£) (Q3 inc Reg O/Heads)	662000	823000	1040000	2957000
	No. of HEs benefitting from maintenance works	N/A	N/A	N/A	216000
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	N/A	N/A	N/A	N/A
	No.flooded properties	N/A	N/A	16	300
OPERATIONAL PERFORMANCE	Value of work completed (£)	N/A	N/A	N/A	N/A
	Cost of work completed (£)	N/A	N/A	N/A	N/A

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :				
	- Pollution	1	4	2	2
	- Natural causes & Disease	4	10	2	5
	- Other (Unclassified)	0	7	1	1
	No. of incidents attended	5	21	5	8
	No. of incidents attended in target time	5	19	5	8
	No. of fish killed :				
	- Salmonid	0	50	7	0
	- Non-Salmonid	79	2500	90	350
	No. of fish rescues	1	3	3	3
PLANNING & DEVELOPMENT CONTROL	No. of fish rescues initiated in target time	1	3	3	3
	No. of fish saved by remedial action	500	6	10000	3000
	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	2	0	7	20
PROMOTION & ADVISORY SERVICES	No.responded to by deadline requested	2	0	5	15
	No of requests for fishery advice	136	75	70	85
	No of requests for advice responded to in target time	110	65	61	64

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	31	32	14	24
	No. responded to by deadline request	28	24	13	22
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	35	22	26	4
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	31	19	24	4

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	31	32	14	24
	No. responded to by deadline requested	28	24	13	22
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	51	37	48	51
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	39	31	45	51

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of planning applications processed	273	306	275	278
	No. of planning applications processed :				
	No. processed in 1 to 14 Days of receipt	114	179	226	211
	No. processed in 15 to 21 Days of receipt	104	90	40	37
	No. processed in 22 to 28 Days of receipt	30	39	14	8
	No. processed after more than 28 Days of receipt	16	19	5	3
CUSTOMER RELATIONS	No. of complaints received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A
	No. of MPs letters received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A

10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY	No. of warning letters sent : - Total	33	47	28	43
WATER RESOURCES	No. of warning letters sent : - Abstraction offences - Impoundment offences	1 0	1 1	5 1	2 1
FISHERIES	No. of warning letters sent for licence offences : - Rod - Commercial Instrument	2 0	8 0	5 0	2 0
	No. of warning letters sent for byelaw/other offences	0	0	0	0

RESPONSIBLE MANAGER: SUSSEX AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
OPMs: 60% non-strategic licence applications determined in statutory period	Mar 1994		Mar 1994	Currently licence reports completed in Area but sent to Region for authorisation - leads to duplication of effort. Transfer of authorisations to area set for 1 June 1994. As a result of Logical Process Area has cleared backlog of non-determined licences inside 12 months.
OPMs: 100% achievement of licence enforcement programme	1993/94		1993/94	Well over 100% of enforcement programme carried out by end of December. More interlinking of hydrometry/enforcement may lead to changes.
<u>Water Quality</u>				
Complete actions identified as responsibility of Area in Regional WQ Improvements Plan.	Dec 1993			Surveys of class failure watercourses completed in Q2.
Produce a report	Mar 1994		Mar 1994	Completed.
OPMs: 90% of Category 1 & 2 incidents attended in target response time	1993/94		1993/94	100% attendance adhered.
OPMs: 100% achievement of effluent monitoring programme	1993/94		Dec 1993	Being achieved subject to acceptance of a zero flow if there is no discharge at time of visit. Q4 93% achievement, but 7% no discharge.
OPMs: 95% area consents determined within statutory period	1993/94		1993/94	Target dependent on authorisation arrangements as in WR above. Operating on pre-LP method ie small consents authorised in Area/District. Achievement through whole year 98%.

RESPONSIBLE MANAGER: SUSSEX AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Flood Defence</u>				
Market Testing: 50% completion of scheduling programme	Mar 1994	Jun 1994		Programme extended by need to respond to Area emergencies.
<u>Planning Liaison</u>				
OPMs: 85% planning applications processed in target time of 28 days	1993/94		1993/94	28 day target being met and new target set of 90% in 21 days.
<u>FRCN</u>				
Complete Pool's Bay fish pass on R Ouse <i>6 mth milestone: 80% complete</i>	Nov 1993 (Sep 93)	Sep 1995 (Jul 94)		Project deferred. No construction possible due to access bridge collapse, preventing autumn build.
Undertake strategic river corridor surveys of 125km of R Arun catchment <i>6 mth milestone: 90% field work complete</i>	Mar 1994 (Sep 93)		Feb 1994 (Oct 93)	Reports completed. Field work completed.
Complete Management Plan for Parkwood <i>6 mth milestone: field work complete</i>	Mar 1994 (Sep 93)	Jun 1994		Target opening date has been moved to June owing to flooding and review of future management.
OPMs: 100% achievement of planned fisheries survey programme (season dependent, Q3 & Q4)	Mar 1994		Dec 1993	Completed.
OPMs: 90% fish kills attended in target time	1993/94		1993/94	Greater than 90% response has been achieved.

Section 4

KENT AREA

1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	34	31	19	25
	No. of new consent applications received	62	63	43	44
	No. of consents determined	55	47	57	49
	No. of consents determined in statutory period	52	45	56	47
	No. of consents determined or reviewed	55	47	57	49
	No. of consents replaced by HMIP Authorisations				
	Total cost of Consenting (£) : - Direct Cost basis - Total Cost basis				
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	768	721	938	927
	No. of routine effluent samples programmed	895	873	895	947
	Total cost of Compliance Monitoring (£) - Direct Cost basis - Total Cost basis				
LABORATORY ANALYSIS	Total No. samples analysed and reported	0	0	0	0
	No. of samples analysed and reported in target time	0	0	0	0
	No. of Laboratory Analyses/Determinations :				
	(a) Organics	0	0	0	N/A
	(b) Metals	0	0	0	N/A
	(c) Other	0	0	0	N/A
	(d) Microbiology	0	0	0	N/A
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	N/A
	(b) Metals	N/A	N/A	N/A	N/A
	(c) Other	N/A	N/A	N/A	N/A
	(d) Microbiology	N/A	N/A	N/A	N/A
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0	0	0
POLLUTION INCIDENTS	No. of substantiated pollution incidents :				
	- Category 1	1	2	1	0
	- Category 2	9	8	5	8
	No. of Incidents attended within Target time :				
	- Category 1	1	2	1	0
	- Category 2	8	8	5	8
	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	1	1	0
	- Agricultural	1	1	0	0
	- Sewage/Water related	0	0	0	0
	- Other	0	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	1	2	2	1
	- Agricultural	1	0	1	2
	- Sewage/Water related	4	4	1	3
	- Other	3	2	1	2

2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	0	0	0	185
	- long term average (mm)	0	0	0	168
LICENSING	Backlog of Licence applications (No. awaiting determination) :				
	- Abstraction Licences	0	29	16	19
	- Impoundment Licences	0	2	3	0
	No. of new licence applications received :	0			
	- Abstraction Licences	0	12	5	6
	- Impoundment Licences	0	4	0	0
	No. of Licence applications determined :				
	- Abstraction Licences	16	15	8	7
	- Impoundment Licences	0	2	1	2
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	12	3	3	3
	- Impoundment Licences	0	2	1	1
	No. of Licences varied :				
	- Abstraction Licences	0	16	24	40
	- Impoundment Licences	0	0	0	0
	No. of Licences revoked :				
	- Abstraction Licences	0	12	8	3
	- Impoundment Licences	0	0	1	0
	Total costs of Licensing :				
	Direct Cost Basis (£)	0	0	0	N/A
	Total Cost Basis (£)	0	0	0	N/A
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	9	10	10	10
	- No. of inspections required by NRA policy	6	5	5	5
	- Actual No. of inspections made	1	5	2	5
	(b) Critical Licences :				
	- No. of Licences in force	692	781	779	781
	- No. of inspections required by NRA policy	173	195	195	195
	- Actual No. of inspections made	194	201	229	242
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	509	469	473	474
	- No. of inspections required by NRA policy	41	39	39	39
	- Actual No. of inspections made	57	42	50	202

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	30	33	31	26
	No of consents determined within statutory period	30	31	31	20
MAINTENANCE	Total maintenance expenditure (£) (Q3 inc Reg O/heads)	987000	1021000	1312000	0
	No. of HEs benefitting from maintenance works	0	0	0	0
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	0	0	0	0
	No.flooded properties	0	0	22	22
OPERATIONAL PERFORMANCE	Value of work completed (£)	0	0	0	0
	Cost of work completed (£)	0	0	0	0

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :				
	- Pollution	0	2	0	0
	- Natural causes & Disease	12	9	2	2
	- Other (Unclassified)	1	2	0	0
	No. of incidents attended	7	5	1	2
	No. of incidents attended in target time	7	5	1	2
	No. of fish killed :				
	- Salmonid	0	20	0	0
	- Non-Salmonid	3080	3886	4	100
	No. of fish rescues	0	6	2	1
	No. of fish rescues initiated in target time	0	6	2	1
	No. of fish saved by remedial action	0	1307	7080	112
PLANNING & DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	8	18	18	10
	No.responded to by deadline requested	8	16	18	8
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice	122	134	90	50
	No of requests for advice responded to in target time	122	134	90	50

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	8	35	18	10
	No. responded to by deadline request	8	28	18	8
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	43	30	26	6
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	43	30	26	6

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	35	35	41	140
	No. responded to by deadline requested	29	28	32	131
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	85	141	77	127
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	81	130	75	119

7. NAVIGATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of licensed craft.	787	993	1403	486
	No. of Licence inspections made.	2091	2299	495	71
	No. of satisfactory/compliant Licences inspected	1908	2245	480	71
EMERGENCY RESPONSE	No. of major emergency incidents.	0	0	2	2
	No. of major emergency incidents attended within 4 hours of notification.	0	0	2	2
PLANNING & DEVELOPMENT CONTROL	No of planning applications/abstraction consents/ discharge consents & land drainage consents submitted for consideration.	15	0	0	3
	No. processed by deadline request.	15	0	0	3
PROMOTION & ADVISORY SERVICES	No. of requests for navigation advice	N/A	400	50	390
	No. of requests for navigation advice provided with a considered initial response or site visit within target time	N/A	400	50	58

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of planning applications processed	455	448	455	472
	No. of planning applications processed :				
	No. processed in 1 to 14 Days of receipt	124	264	365	321
	No. processed in 15 to 21 Days of receipt	140	114	46	69
	No. processed in 22 to 28 Days of receipt	95	73	13	19
	No. processed after more than 28 Days of receipt	72	60	3	3
CUSTOMER RELATIONS	No. of complaints received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A
	No. of MPs letters received :				
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	N/A	N/A
	No. responded to in more than 10 working days of receipt	N/A	N/A	N/A	N/A

10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY	No. of warning letters sent : - Total	26	27	22	0
WATER RESOURCES	No. of warning letters sent : - Abstraction offences - Impoundment offences	12 0	7 0	10 0	5 0
FISHERIES	No. of warning letters sent for licence offences : - Rod - Commercial Instrument	12 0	4 0	2 0	4 0
	No. of warning letters sent for byelaw/other offences	0	0	0	0

RESPONSIBLE MANAGER: KENT AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
Complete R Darent observation boreholes	Sep 1993		Jul 1993	Observation boreholes completed. Further contract in preparation for 1994. Scheduled for completion July/August.
Complete R Darent weirs construction	Mar 1994		Mar 1994	100 % turn-around in Q4.
OPMs: 60 % non-strategic licence applications determined in statutory period	Mar 1994		Mar 1994	Achieved.
OPMs: 100 % achievement of licence enforcement programme	1993/94			
<u>Water Quality</u>				
Complete actions identified as responsibility of Area in Regional WQ Improvement Plan	Dec 1993		Dec 1993	All investigations completed and reports written. Some reports indicate failures of RQOs may be due to diffuse pollution and improvements may need to be planned over long term.
Collect farm data within E Rother catchment to bring database up to Kent standard	Mar 1994		Mar 1994	Kent standard database completed. Collation of E Rother data completed.
OPMs: 90 % of Category 1 & 2 incidents attended in target response time	1993/94		1993/94	The Shortfall in Q1 was due to the shortage of definition. This was rectified and compliance is 100 % in all the following quarters.
OPMs: 100 % achievement of effluent monitoring programme	1993/94		1993/94	Achieved.
OPMs: 95 % area consents determined in statutory period	1993/94		1993/94	Achieved.

RESPONSIBLE MANAGER: KENT AREA MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Flood Defence</u>				
Undertake joint FD/Nav R Medway regime study to determine balance of interests <i>6 mth milestone: 40% complete</i>	Mar 1994 Aug 1994	Dec 1994		Contract let by New Works Section. Cost attribution report, full report and management strategy by Dec 1994.
M/T: 50% completion of scheduling programme	Mar 1994	May 1994		Scheduling of Swale catchment and much of Stour catchment complete. 43% scheduling to be completed by Mar 1994.
<u>Planning Liaison</u>				
OPMs: 85% planning applications processed in 28 day target time	1993/94	1993/94		Continuing use of precedents has streamlined internal consultation enabling targets to be met. Review of procedures once vacancies filled and visits to Councils complete might have adverse effect on performance.
<u>FRCN</u>				
Undertake strategic river corridor surveys of 125km in Kent (50km of this in Darent catchment) <i>6 mth milestone: field work 95% complete</i>	Mar 1994 (Sep 93)		Mar 1994 (Sep 93)	100% field data complete and reports for 50km have been prepared.
Draw up 5 year Management Plan for Harbour of Rye and secure user support <i>6 mth milestone: Draft text complete</i>	Mar 1994 (Sep 93)	Jun 1994	(Sep 93)	Draft plan complete and consultation progressing on target and programmed to coincide with public consultation in Rother CMP.
Carry out 4 yearly dredging of Strand Quay, Rye	Nov 1993		Sept 1993	Completed within budget and timetable with minimum disruption to community.
OPMs: 100% achievement of planned fisheries survey programme (season dependent, Q3 & Q4)	Mar 1994		Mar 1994	100% achieved.
OPMs: 90% fish kills attended in target time	1993/94		Mar 1994	Target achieved in collaboration with WQ.

Section 5

TECHNICAL DEPARTMENT

1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	50	40	40	38
	No. of new consent applications received	12	16	10	16
	No. of consents determined	10	20	20	18
	No. of consents determined in statutory period	9	18	18	12
	No. of consents determined or reviewed	64	237	174	428
	No. of consents replaced by HMIP Authorisations	10	4	0	1
	Total cost of Consenting (£) :				
	- Direct Cost basis	Q3		175000	N/A
DISCHARGE MONITORING & CONTROL	- Total Cost basis	cumulative -----		332000	N/A
	No. of routine effluent samples taken	0	0	0	0
	No. of routine effluent samples programmed	0	0	0	0
	Total cost of Compliance Monitoring (£)				
	- Direct Cost basis	Q3		208000	N/A
	- Total Cost basis	cumulative -----		611000	N/A
	Total No. samples analysed and reported	8700	9590	6885	N/A
	No. of samples analysed and reported in target time	8694	9549	6765	N/A
LABORATORY ANALYSIS	No. of Laboratory Analyses/Determinations :				
	(a) Organics	9169	16028	16516	N/A
	(b) Metals	8147	9969	9621	N/A
	(c) Other	61608	66792	62332	N/A
	(d) Microbiology	5912	6760	1630	N/A
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	N/A
	(b) Metals	N/A	N/A	N/A	N/A
	(c) Other	N/A	N/A	N/A	N/A
	(d) Microbiology	N/A	N/A	N/A	N/A
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	79	90	97	N/A
	No. of substantiated pollution incidents :				
	- Category 1	0	0	0	0
	- Category 2	0	0	0	0
	No. of Incidents attended within Target time :				
POLLUTION INCIDENTS	- Category 1	0	0	0	0
	- Category 2	0	0	0	0
	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	0	0	0
	- Agricultural	0	0	0	0
	- Sewage/Water related	0	0	0	0
	- Other	0	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	0	0	0	0
	- Agricultural	0	0	0	0
	- Sewage/Water related	0	0	0	0
	- Other	0	0	0	0

2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	202	218	332	231
	- long term average (mm)	161	175	248	197
LICENSING	Backlog of Licence applications (No. awaiting determination) :				
	- Abstraction Licences	68	18	18	19
	- Impoundment Licences	9	0	0	0
	No. of new licence applications received :				
	- Abstraction Licences	27	0	0	31
	- Impoundment Licences	4	0	0	2
	No. of Licence applications determined :				
	- Abstraction Licences	[58]	0	0	28
	- Impoundment Licences	[4]	0	0	3
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	[48]	0	0	21
	- Impoundment Licences	[4]	0	0	2
	No. of Licences varied :				
	- Abstraction Licences	67	0	0	65
	- Impoundment Licences	3	0	0	0
	No. of Licences revoked :				
	- Abstraction Licences	20	0	0	21
	- Impoundment Licences	0	0	0	0
	Total costs of Licensing :				
	Direct Cost Basis (£)	114000	88000	149000	0
	Total Cost Basis (£)	200000	179000	237000	0
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	0	0	0	0
	- No. of inspections required by NRA policy	0	0	0	0
	- Actual No. of inspections made	0	0	0	0
	(b) Critical Licences :				
	- No. of Licences in force	0	0	0	0
	- No. of inspections required by NRA policy	0	0	0	0
	- Actual No. of inspections made	0	0	0	0
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	0	0	0	0
	- No. of inspections required by NRA policy	0	0	0	0
	- Actual No. of inspections made	0	0	0	0

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	0	0	0	0
	No of consents determined within statutory period	0	0	0	0
MAINTENANCE	Total maintenance expenditure (£) (inc Regional O/heads)	2647000	3008000	2624000	0
	No. of HEs benefitting from maintenance works	N/A	N/A	N/A	N/A
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	N/A	N/A	N/A	N/A
	No.flooded properties	N/A	N/A	N/A	N/A
OPERATIONAL PERFORMANCE	Value of work completed (£)	Q3		6320000	0
	Cost of work completed (£)	cumulative		6320000	0

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :				
	- Pollution	0	0	0	0
	- Natural causes & Disease	0	0	0	0
	- Other (Unclassified)	0	0	0	0
	No. of incidents attended	0	0	0	0
	No. of incidents attended in target time	0	0	0	0
	No. of fish killed :				
	- Salmonid	0	0	0	0
	- Non-Salmonid	0	0	0	0
	No. of fish rescues	0	0	0	0
	No. of fish rescues initiated in target time	0	0	0	0
	No. of fish saved by remedial action	0	0	0	0
PLANNING & DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	0	0
	No.responded to by deadline requested	0	0	0	0
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice	41	96	127	87
	No of requests for advice responded to in target time	41	96	126	87

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	0	0
	No. responded to by deadline request	0	0	0	0
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	6	6	24	57
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	6	5	24	56

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	0	0
	No. responded to by deadline requested	0	0	0	0
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	17	11	7	12
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	15	10	6	10

7. NAVIGATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION & ENFORCEMENT	No. of licensed craft.	0	0	0	0
	No. of Licence inspections made.	0	0	0	0
	No. of satisfactory/compliant Licences inspected	0	0	0	0
EMERGENCY RESPONSE	No. of major emergency incidents.	0	0	0	0
	No. of major emergency incidents attended within 4 hours of notification.	0	0	0	0
PLANNING & DEVELOPMENT CONTROL	No of planning applications/abstraction consents/ discharge consents & land drainage consents submitted for consideration.	0	0	0	0
	No. processed by deadline request.	0	0	0	0
PROMOTION & ADVISORY SERVICES	No. of requests for navigation advice	0	5	3	1
	No. of requests for navigation advice provided with a considered initial response or site visit within target time	0	4	3	0

IMPLEMENTATION OF REGIONAL PLAN 1993/1994

Review Period: April 1993 - March 31 1994

RESPONSIBLE MANAGER: TECHNICAL MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
Publish final version of Regional WR Strategy	Nov 1993	Nov 1994		Postponed due to national demand forecasting, disagreement with Water Companies strategies in AMP2 forecasts and recruitment delays.
Establish National Demand Management Centre following business case approval from HO	Oct 1993		Jun 1993	Achieved ahead of target at June EG meeting.
Implement agreed R Darent Action Plan	1993-96	1993-96		Main targets met, secondary target delayed due to difficulties recruiting Project Manager.
<u>Water Quality</u>				
Determine 100 deemed or temporary consents <i>6 mth milestone: 50 consents determined</i>	Mar 1994 (Sep 93)		Feb 1994 (Aug 93)	155 Achieved.
Review 200 consents from CfD rationalisation <i>6 mth milestone: 100 reviewed</i>	Mar 1994 (Sep 93)		Sep 1993 (Jul 93)	Progress well ahead of schedule; 783 achieved to date.
Provide improved guidance to Areas and promote liaison procedures on enforcement of Groundwater Protection Policy	Jan 1994		Feb 1994	Achieved.
Introduce new Farm Waste policy	Mar 1994		Sep 1993	Implemented.
Review Regional sampling programme to ensure compliance with EC Directives	Dec 1993		Aug 1993	Completed.
Apply Fisheries Ecosystem SWQOs to R Test and Medway catchments	Dec 1993	Awaiting DoE		Current regional work complete. Awaiting 'green light' from DoE on pilot catchments.

RESPONSIBLE MANAGER: TECHNICAL MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
Complete 1993 AMP2 negotiations with SWS Ltd	Dec 1993		Dec 1993	Target achieved - 3 databases completed and passed to SWS Ltd; certain refinements continuing following recent guidance from DoE.
OPMs: 90% non-area consents determined in stat period	1993/94			Target achieved in Q1, Q2 and Q3. Effort in Q4 given to clearing back log. Achievement through whole year 84%.
<u>Laboratories</u>				
Market Test Laboratory service <i>Milestone: establish client/contractor split</i>	Mar 1994 (Jul 93)		Jun 1993	Client/Contractor split achieved. Further work now seems unlikely.
Achieve NAMAS accreditation at Waterloooville Laboratory <i>Milestone: accreditation of Chemistry group</i>	Dec 1993 (Jun 93)		Dec 1993 (Jun 93)	Accreditation achieved for Chemistry in Q1 and Microbiology in Q3.
OPMs: 95% water quality samples analysed in target time (60 days)				Lab data now reported to national centre.
<u>Operations</u>				
Establish Market Testing Support Team	Sep 1993		Sep 1993	Complete; all staff in post.
Formulate costing system	Mar 1994		Mar 1994	System now pruchased.
Complete M/T of Plant & Transport in line with National guidelines	Mar 1994		Mar 1994	Achieved.
Co-ordinate multi-functional emergency exercise to test emergency procedures	Dec 1993		Dec 1993	Series of exercises held eg communications exercise for 6 weeks, inter-regional Thames tidal exercise plus a number of Local Authority exercises eg with New Forest District Council.

RESPONSIBLE MANAGER: TECHNICAL MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
Catchment Management Plans - co-ordinate production of 1. Final Plans for Test, Medway and Itchen 2. Consultation Reports for Rother, Darent and Stour	Mar 1994 Mar 1994	 1994/95	Mar 1994	Responsibility for CMP transferred February 1994. Test, Medway and Itchen published. Rother public consultation timetabled June 1994. Darent Consultation Plan approved, to be published Summer 1994. The Stour awaits Technical approval.
<u>Flood Defence</u>				
Complete Standards of Service exercise	Oct 1993		Nov 1993	Draft report produced.
Carry out S105 appraisal in one catchment subject to flooding (as specified by Planning Liaison Co-ordinator)	Mar 1994	1994/95		Committees did not approve expenditure in 1993/94. Now planned for 1994/95.
Complete Brockenhurst Flood Relief Scheme <i>6 mth milestone: tender let</i>	Mar 1994 (Sep 93)		Mar 1994 (Sep 93)	Achieved.
<u>FRCN</u>				
Produce Regional directory of NRA recreation sites for water based activities. Enter onto Region's database.	Dec 1993		Dec 1993	All NRA sites currently used for recreation entered on database. Now reviewing all NRA owned sites with public access (to be entered onto database).

Section 6

BUSINESS SERVICES

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No. of planning applications processed	N/A	N/A	N/A	N/A
ENFORCEMENT	No. of planning applications processed :				
	No. processed in 1 to 14 Days of receipt	N/A	N/A	N/A	N/A
	No. processed in 15 to 21 Days of receipt	N/A	N/A	N/A	N/A
	No. processed in 22 to 28 Days of receipt	N/A	N/A	N/A	N/A
	No. processed after more than 28 Days of receipt	N/A	N/A	N/A	N/A
CUSTOMER RELATIONS	No. of complaints received :				
	No. responded to in 1 - 5 working days of receipt	0	3	9	8
	No. responded to in 6 - 10 working days of receipt	1	1	2	0
	No. responded to in more than 10 working days of receipt	0	0	0	0
	No. of MPs letters received :				
	No. responded to in 1 - 5 working days of receipt	9	4	7	17
	No. responded to in 6 - 10 working days of receipt	9	4	2	0
	No. responded to in more than 10 working days of receipt	2	0	0	0

10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY OFFENCES	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	1140	230	1768	2191
	(ii) Total cost basis (£)	N/A	N/A	N/A	N/A
WATER RESOURCES OFFENCES	No. of Prosecutions concluded :				
	- Abstraction offences	1	1	2	3
	- Impoundment offences	0	0	1	1
	No. of Successful prosecutions concluded :				
	- Abstraction offences	0	1	2	3
	- Impoundment offences	0	0	1	1
	Fines imposed :				
	- Abstraction offences (£)	0	0	1800	3700
	- Impoundment offences (£)	0	0	500	250
	Costs awarded :				
	- Abstraction offences (£)	0	420	850	1200
	- Impoundment offences (£)	0	0	0	150
	No. of formal cautions accepted :				
	- Abstraction offences	1	0	1	2
	- Impoundment offences	0	0	0	0
	No. of warning letters sent :				
	- Abstraction offences	5	0	0	0
	- Impoundment offences	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	72	190	660	665
	(ii) Total cost basis (£)	N/A	N/A	N/A	N/A
FLOOD DEFENCE OFFENCES	No. of prosecutions concluded	0	0	0	2
	No. of Successful prosecutions concluded	0	0	0	2
	Fines imposed (£)	0	0	0	300
	Costs awarded (£)	0	0	0	45
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	0	0	0	98
	(ii) Total cost basis (£)	0	0	0	0

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISHERIES OFFENCES	No. of Prosecutions concluded for licence offences :				
	- Rod	54	128	103	118
	- Commercial Instrument	0	0	0	0
	No. of Prosecutions concluded for byelaw/other offences	1	0	0	0
	No. Successful prosecutions concluded for licence offences :				
	- Rod	50	125	97	107
	- Commercial Instrument	0	0	0	0
	No. Successful prosecutions concluded for byelaw/other offences	1	0	0	0
	Fines imposed for licence offences :				
	- Rod (£)	3123	6368	3817	4772
	- Commercial Instrument (£)	0	0	0	0
	Fines (£) imposed for byelaw/other offences	0	0	0	0
	Costs awarded for licence offence prosecutions :				
	- Rod (£)	1715	4914	3227	4245
	- Commercial Instrument (£)	0	0	0	0
	Costs (£) awarded for byelaw/other offence prosecutions	100	0	0	0
	No. of formal cautions accepted for licence offences :				
	- Rod	4	9	11	2
	- Commercial Instrument	0	0	0	0
	No. of formal cautions accepted for byelaw/other offences	0	0	1	0
	No. of warning letters sent for licence offences :				
	- Rod	0	0	0	0
	- Commercial Instrument	0	0	0	0
	No. of warning letters sent for byelaw/other offences	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	3681	6529	5338	6237
	(ii) Total cost basis (£)	N/A	N/A	N/A	N/A
NAVIGATION OFFENCES	No. of prosecutions concluded	1	14	13	5
	No. of Successful prosecutions concluded	1	13	13	5
	Fines imposed (£)	75	1110	1290	620
	Costs awarded (£)	45	450	490	135
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	175	480	888	305
	(ii) Total cost basis (£)	N/A	N/A	N/A	N/A

(i) Direct costs shown only cover Legal staff costs

RESPONSIBLE MANAGER: BUSINESS SERVICES MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Procurement</u>				
Implement national procurement policy to make savings of 5 % on materials and plant budget	Sep 1993		Jul 1993	National procurement policy implemented, 23 % reduction in stores value and plant budget. Saving of 9 % achieved.
<u>Finance</u>				
New Charging for Discharges bills ready for despatch following CfD Phase 2 review	Mar 1994		Mar 1994	Implemented.
Set out and monitor monthly finance standards of service	Jul 1993		Jun 1993	Policy implemented.
<u>Information Systems</u>				
Enable users to utilize their PCs fully, resulting in an increase in network connectivity time by 20% from Q1 to Q4 of 1993/94	Mar 1994		Feb 1994	Users in all main locations can access network. Progress in line with plan despite increasing support workload and new priorities.
Save £30k (approx 50%) on Guildbourne House telephone bill through new PABX implementation	Mar 1994		Mar 1994	Approx £25k saved to date.
Complete VAX clustering so enhancing service levels by keeping systems running, reducing computer downtime to 0.5 % of computer time	Mar 1994		Feb 1994	RECS able to run on either microvax.
Implement WQ Archive on Region's computers	Mar 1994	Jun 1994		Progressing to plan.

RESPONSIBLE MANAGER: BUSINESS SERVICES MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Estates</u>				
Complete planned property disposals at: 1. Paddocks Farm, Hothfield, Kent 2. Land at Dymchurch Depot, 3. Woodleas Farm, 4. Rippers Cross Farmhouse and 5. Town Lock, Tonbridge	Mar 1994		1994/96	Will not go on market until route of channel tunnel link is decided and reinstatement carried out. 1. Now planned for 1994/95; 2. sale completed again; 3. sale complete; 4. now planned for 1994/95; 5. being renegotiated for sale in 1995/96.
Carry out 14 rent reviews within approved rent review period and 80 licence reviews	Mar 1994		Mar 1994	Rent reviews and licence renewals being carried out to plan.
Complete negotiations for entry onto private land by planned commencement date for 100% capital schemes	Mar 1994		Mar 1994	Completed.
Meet accommodation needs of Area Offices resulting from Logical Process. Complete necessary property acquisitions and disposals	Mar 1994		Mar 1994	Building alterations at Sarum Court. Kent Area Office obtained. Provision for other offices to be progressed in conjunction with ENVAGE.
Implement planned building maintenance programme for main office buildings	Mar 1994		Mar 1994	Detailed budget produced and approved. 1993/94 budget spent.
<u>Corporate Planning</u>				
Produce Regional Plan Summary for all staff	Jul 1993		Jul 1993	Target completed.
Develop and implement Area OPM monitoring system	Aug 1993		Sept 1993	Area monitoring system in place. Network file transfer system still inoperable in Hants & Kent.
Produce draft and final Regional Plan in accordance with national timetable	Mar 1994		Jan 1994	Completed.

RESPONSIBLE MANAGER: BUSINESS SERVICES MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Administration</u> Develop and implement NRA 'Customer Care' programme across the Region through: - Complete staff awareness training - Complete training of all front-line staff - Report back on complaints Produce an updated Admin procedures manual in accordance with customer requirements and implement its findings Manage the transition of local committee services from Region to Areas, culminating in a Region-wide code of practice Set up a Regional database of organisations and market it to functions Review office work-stations to ensure compliance with EC Regulations for PC users	 Oct 1993 Mar 1994 Quarterly Oct 1993 Sep 1993 Sep 1993 Mar 1994	 	 1994/95 Apr 1994 Quarterly Mar 1994 Sep 1993 Mar 1994 Mar 1994	 All staff customer care training is now to be carried out by Bristol; planned for 1994/95. Achieved. Reports being prepared in accordance with requirements. Manual updated; after quality review will be issued May 1994. Completed on target. First part completed on target. Additional info. will be entered as time permits and as when received. Used primarily by PR & Committee Services. Review completed will continue as an ongoing need.

Section 7

PUBLIC RELATIONS

RESPONSIBLE MANAGER: PUBLIC RELATIONS MANAGER				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Press and Media</u>				
Maintain an immediate response to press enquiries	1993/94		Oct 1993	All releases issued by simultaneous faxing to ensure fast response to incidents/stories. Media log and monitoring systems in operation + 90% media enquiries handled within one hour.
Generate and monitor increased regional coverage for NRA	Mar 1994		Jan 1994	Press cuttings faxed on daily basis, sorted into areas and distributed daily. 165% (210% including flood coverage) increase in NRA media coverage generated during this ¼ compared with December - May 1993.
Develop use of video news release techniques to boost TV coverage	Mar 1994			Contacts established with local companies. No further progress.
<u>Publications and Promotions</u>				
Bring Regional publications into line with national publications policy	Mar 1994		Jan 1994	Regional/national publications list issued bi-monthly. Regional input to new national specification manual published May 1994.
Assess requirement for publications in minority languages	Dec 1993	1994/95		Review of regional publications underway. No progress on minority language requirements - now regional Citizen's Charter target for 1994/95.
OPMs: 95 % external enquiries/information requests answered within 10 days of receipt	1993/94		Sep 1993 onwards	Standard letters computerised to improve response to education enquiries. Recording system in place to monitor levels of service.

Section 8

ENVIRONMENTAL POLICY TARGETS

Note: Certain efficiency targets have potentially positive implications for the Region's environmental performance. These include a reduction in stationery expenditure and a 10% reduction in travel and subsistence costs. Cost savings however do not necessarily correlate to environmental gains.

RESPONSIBLE MANAGER: RMT AND ENV. BUSINESS POLICY CO-ORDINATOR				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>ENERGY CONSUMPTION</u>				
1. Use in buildings: 5% reduction compared to 1991/92	Mar 1994		Mar 1994	Energy audit complete; progress on target. Tariff transfers have resulted in £ savings.
<u>WATER CONSUMPTION</u>				
2. Use in buildings: 10% reduction compared to 1992/93 (national target 10% compared to 1991/92)	Mar 1994	Jun 1994		On target due to leakage reduction. Further progress on % use will be difficult.
<u>PAPER</u>				
3. Use: 5% reduction compared to 1992/93 (national target 5% compared to 1991/92) <i>Milestone: no increase in use over 6 months compared to same period in 1992/93</i>	Mar 1994 (Sep 93)	1994/95 (Mar 94)		Base = volume purchased. Problem is increasing at present. PIN numbers programmed into p/copiers in Q3 to monitor usage by function.
4. 60% of paper purchased to be recycled	Mar 1994		Mar 1994	61 % of paper purchased being recycled (GHse only).
<u>OZONE DEPLETERS</u>				
5. Phase out use of CFCs and Halons in aerosols and fire extinguishers	Dec 1993		Dec 1993	Halon fire extinguishers and aerosols containing CFCs phased out of NRA use. Now looking at contractors.
Introduce scheme to phase out use of other ozone depleting substances	Ongoing	Ongoing		Investigations underway in conjunction with COSHH.

RESPONSIBLE MANAGER: RMT AND ENV. BUSINESS POLICY CO-ORDINATOR				
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>PEAT</u>				
6. Eliminate the use of peat/peat based materials by NRA and its contractors. Carry out reviews to ensure compliance	Sep 1993 Ongoing	Ongoing	Aug 1993	Use of peat has been phased out in the Region. Ongoing problem highlighted with low cost orders.
<u>WASTE</u>				
7. Ensure satisfactory recycling/disposal of waste products from NRA operations eg oil and timber. Monitor performance	Mar 1994	Oct 1994		Examples of 'good practice' being gathered for dissemination to other staff. Questionnaire to be sent to all Regions to establish current and 'best' practices.
<u>EDUCATION, AWARENESS RAISING, TRAINING</u>				
8. Ensure all staff are aware of NRA's internal environmental policy and its implications on their work. Introduce new staff to policy at induction	Dec 1993 On going	On going	Feb 1994	Env. Policy leaflet displayed on notice boards and sent to ABSOs. A4 'fly sheet' new env policy logo now arrived.
9. Introduce staff suggestion scheme to improve existing practices to reduce consumption, minimise waste etc	Nov 1993		Oct 1993	'On Stream' have started a suggestion box - £20 being offered for best suggestion.

New initiatives:

Vehicle fuel consumption being monitored.

From 1.3.94 plastic cups are being recycled.

Section 9

END OF YEAR DATA

ANNUAL REPORTING 1993/94

I. WATER QUALITY

ACTIVITY	ITEM	ANNUAL 1993/94
DISCHARGE MONITORING & CONTROL	No. of discharge consents in force	12562
	No. of consented discharges monitored	1480
	No. of routine effluent samples taken	7911
	No. of routine effluent samples reported in public register within target time	8378
	No. of examinations of Public register	184
MONITORING CONTROLLED WATERS	No. routine single samples taken :	
	- River	9728
	- Canal	0
	- Estuarial	1832
	- Marine	909
	- Groundwater	102
	No. of field-based determinations made (exclude continuous monitoring) (Note, determinations made by Laboratories are reported as a separate return as part of the Quarterly Report)	24039
	No. of automatic continuous water quality monitoring stations in operation	4
	Length of classified River (km) by water quality class :	
	QQA Chemical Assessment	
	- Grade A	0
	- Grade B	0
	- Grade C	0
	- Grade D	0
	- Grade E	0
	- Grade F	0
	QQA Biological Assessment :	
	- Grade A	0
	- Grade B	0
	- Grade C	0
	- Grade D	0
	- Grade E	0

	Length of classified Canal (km) by water quality class :	
	GQA Chemical Assessment	
	- Grade A	0
	- Grade B	0
	- Grade C	0
	- Grade D	0
	- Grade E	0
	- Grade F	0
	GQA Biological Assessment :	
	- Grade A	0
	- Grade B	0
	- Grade C	0
	- Grade D	0
	- Grade E	0
POLLUTION PREVENTION	Length of classified Estuary (km) by water quality class :	
	NWC scheme :	
	- Class A	280
	- Class B	77
	- Class C	8
	- Class D	0
	No. of Site Inspections	137
	No. of campaigns	11
	No. of reported pollution incidents	1745
	No. of category 3 pollution incidents :	
	- pollution found (substantiated)	1287
	- pollution not found (unsubstantiated)	409
POLLUTION INCIDENTS (Note - details for Cat 1 & Cat 2 were collected as part of Quarterly Report)	No. of Cat 3 pollution incidents attended within Target time (substantiated plus unsubstantiated)	1377
	Cat 3 Incidents (substantiated) by source of pollution :	
	- Industrial & Commercial	435
	- Agricultural	141
	- Water Utility Companies	266
	- Other	445
	Cat 1 incidents by Type of pollutant :	
	- Agricultural	0
	- Oil	3
	- Chemical	2
	- Sewage	0
	- Other	1
	Cat 2 Incidents by Type of pollutant :	
	- Agricultural	16
	- Oil	20
	- Chemical	13
	- Sewage	19
	- Other	9
	Cat 3 Incidents (substantiated) by Type of pollutant :	
	- Agricultural	117
	- Oil	319
	- Chemical	98
	- Sewage	363
	- Other	343

2. WATER RESOURCES

ACTIVITY	ITEM	ANNUAL 1993/94
HYDROMETRY	Rainfall :	
	- actual (mm)	973
	- long term average (mm)	780
	No. of primary hydrometric stations with fully archived records :	
	- Total	1668
LICENSING	- Riverflow	0
	- Groundwater	0
	Total cost of surface water hydrometry :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
RESOURCE PLANNING	No. of Licences in force :	
	- Abstraction	2592
	- Impoundment	121
RESOURCE PLANNING	Reliable Public Water Supply Yield (ml/a)	547865
	Actual Public Water Supply Demand (ml/a)	430700
OPERATIONAL MANAGEMENT	No. of river augmentation schemes owned or operated by NRA	1
	volume of water transferred via NRA schemes (ml/a)	0
	No. Drought Orders issued	0
RESOURCE PROTECTION	No. of sites identified for low flow amelioration	6
	No. of sites for which studies have been completed	6
	No. of low flow solutions planned for implementation	0
	No. of low flow solutions implemented	0

3. FLOOD DEFENCE

ACTIVITY	ITEM	ANNUAL 1993/94
REGULATION	Total cost of Regulation/Enforcement (£)	0
MAINTENANCE	Length of flood defences maintained (km) :	
	- Fluvial defences	1942
	- Sea Defences	129
	- Estuarial Defences	231
	Total maintenance expenditure (£)	0
	No. of HEs benefitting from maintenance works	316298
IMPROVEMENT & DEVELOPMENT	Length of new/improved flood defences constructed (km) :	
	- Fluvial defences	2
	- Sea Defences	6
	- Estuarial Defences	7
	Total capital expenditure (£)	
	- Fluvial defences	0
	- Sea Defences	0
	- Estuarial Defences	0
	- Other	0
	Cost of completed schemes (£)	0
	No. of HEs protected by new/improved schemes	291
	Area of land protected by new/improved schemes (Hectares)	875
FLOODING INCIDENTS & FLOOD WARNINGS	No. of major flooding incidents :	
	- fluvial	49
	- coastal	2
	No. of flood warnings issued to police	311
OTHER	Total Overhead costs (£)	0
	Total Flood Defence Expenditure (£)	0

4. FISHERIES

ACTIVITY	ITEM	ANNUAL 1993/94
REGULATION	No of Rod Licences sold :	
	(a) Full Licences	49927
	(b) 7-Day Licences	891
	(c) Concessionary Licences	18461
	No. of Commercial Instrument Licences sold	2
ENFORCEMENT	No. of licence checks made :	
	- Rod	23763
	- Commercial Instrument	0
	No. of satisfactory/compliant licence checks made :	
	- Rod	22211
	- Commercial Instrument	0
	No. of infringements : Licence Offences	
	- Rod	1469
	- Commercial Instrument	0
	No. of infringements : Byelaw/Other Offences	
	- Rod	39
	- Commercial Instrument	0
	No. of infringements recommended for prosecution within 3 months of date of offence	
	- Rod	409
	- Commercial Instrument	4
	Total Cost of Rod Licence Enforcement :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
	Total Cost of Commercial Instrument Licence Enforcement :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
	No. of fishery protection vessels deployed	3
MONITORING & SURVEY WORK	River length (km) constituting Monitored Fisheries	2500
	Actual Length of river surveyed (km)	715
	Planned Length of river surveyed (km)	375
	Total cost of fishery monitoring/survey work :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
	No. of sites planned for survey (as per rolling prog).	75
	Actual No. of sites surveyed	143
	No. of individual surveys :	
	- netting - electro	143
	- angler census	0

OPERATIONAL INVESTIGATION	No. of notified proposed works within the river bed	11
	No. of notified proposed works within the river bed assessed for the impact on fisheries	11
IMPROVEMENT	No. of improvement works completed : - Physical Habitat improvement features	27
	- Fish Passes	1
	Monitored Fisheries river length (km) assessed and formally recommended for potential habitat improvement	10
REARING & STOCKING	No. of fish reared	
	- Salmonid	275135
	- Non-Salmonid	129964
	No. of fish stocked	
	- Salmonid	267000
	- Non-Salmonid	122042
FISH CATCHES	No. of fish caught : Commercial Instrument catches (within Season - not financial year) :	
	- Migratory salmonid	12
	- Sea Trout	10
	- Eels	0

5. RECREATION

ACTIVITY	ITEM	ANNUAL 1993/94
FACILITY MANAGEMENT	No. of NRA landholdings with potential for recreational use	7
	No. of NRA landholdings actually used for recreation	30
	No. with public access	22
PROMOTION & ADVISORY SERVICES	Total No. of recreation projects	12
	No. recreation projects involving external collaboration	9
PLANNING & DEVELOPMENT CONTROL	No. of NRA planned capital works schemes (all functions)	23
	No. of NRA planned capital works schemes assessed for recreation implications or opportunities	19
	No. of NRA new capital schemes incorporating recreation work	7

6. CONSERVATION

ACTIVITY	ITEM	ANNUAL 1993/94
OPERATIONAL APPRAISAL	Length of river corridor (km)	2649
	Actual Length of river corridor surveyed (km)	314
	Actual Length of river corridor aerial interpretation (km)	0
	Planned Length of river corridor survey (km)	350
	Planned Length of river corridor aerial interpretation (km)	0
	Total Cost of river corridor survey work :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
	Total cost of river corridor aerial interpretation work :	
	- Direct cost basis (£)	0
	- Total cost basis (£)	0
	Length of Coastline & Estuaries (km)	1280
PROMOTION & ADVISORY SERVICES	Length of Coastline & Estuaries surveyed (km) :	
	- Aerial	0
	- Other	2
PLANNING & DEVELOPMENT CONTROL	Length of other controlled waters (canals, lakes etc) surveyed (km)	0
	Total No. of conservation projects	35
	No. conservation projects involving external collaboration	31
	No. of NRA planned capital works schemes (all functions)	23
	No. of NRA planned capital works schemes assessed for conservation implications or opportunities	20
	No. of NRA new capital schemes incorporating Conservation work	18
	No. of Flood Defence heavy maintenance works	79
	No. of Flood Defence heavy maintenance works assessed for environmental impact on rivers, estuaries and coastline	79
	No. of Applications screened :	
	- abstraction licences	115
	- discharge consents	62
OTHER	- land drainage consents	82
	- fisheries consents	106
	- other	196
	No. of NRA conservation sites with designated SSSI status	6
	(Note - Total No. - not just those designated during the year)	

7. NAVIGATION

ACTIVITY	ITEM	ANNUAL 1993/94
REGULATION & ENFORCEMENT	No. of licensed craft.	2770
	No. of navigation offences.	36
	No. of offences recommended for prosecution within 3 months of date of offence.	33
	No. requests for launch safety specification inspections	0
	No. requests for launch safety specification inspections carried out within 15 days of the request.	0
OPERATION MAINTENANCE	Total length of navigation (km)	38
	Total No. of locks operated.	10
	Potential lockage/days available during year (excluding published closures for maintenance).	3156
	Actual lockage/days for which locks were operable in year	2616
	No. of reports of obstructions to fairway	1
	No. of reported obstructions attended within 4 hours	1
	No. of programmed revenue repairs	0
IMPROVEMENTS NEW WORKS	No. of programmed repairs carried out within programme timescale	0
	Total Capital Budget for function (£)	0
	Total capital expenditure on new facilities (£)	0

8. MULTIFUNCTIONAL

ACTIVITY	ITEM	ANNUAL 1993/94
CATCHMENT MANAGEMENT	Total area of all catchments (Hectares)	10979
	area covered by completed CMPs (Hectares)	3504
PLANNING LIAISON	No. of consultation draft plans received	9
	No. of consultation draft plans replied to within target time	4
	No. of deposit draft plans received	11
	No. of deposit draft plans replied to within target time	6
	Total No. of adopted plans	10
	Total No. of policies included in adopted plans	4