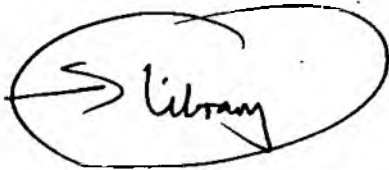


GA - North West

NORTH WEST REGION
CORPORATE PERFORMANCE
MONITORING REPORT

1999/2000



ENVIRONMENT AGENCY



041732

CORPORATE PERFORMANCE REPORT 1999/2000

This booklet contains, for future reference, a complete or partial set of the following performance data and reports for - 1999/2000

North Area

Customer Charter Performance
Quarterly OPM's

Central Area

Customer Charter Performance
Quarterly OPM's

South Area

Customer Charter Performance
Quarterly OPM's

R.F.H.

Customer Charter Performance
Quarterly OPM's

Regional

Customer Charter Performance
Quarterly OPM's
- Regional Totals

Performance Tables

Prosecutions
Inspections graphs
Applications handled graphs

Circulation:

(This is a large document and copies
have been kept to a minimum)

Dr J Marshall, N Prudham
P Greifenberg, L Potter
G Ager, D Brandwood
J McCracken, C Bent
S Newstead, Cameron House
P Stainer, D Nelson, I Whitfield
J Frost, G Macadam, R Pemberton,
K Ashcroft

**CUSTOMER CHARTER
PERFORMANCE**

**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

NORTH AREA

The Environment Agency - North West Region
North Area Achievement of Customer Standards
JANUARY 1999 - DECEMBER 1999

The Service We Provide	The Standard We Aim To Meet	1998/99				1999/00			
			Q4	Q1	Q2	Q3			
1. Answering your telephone calls	Your telephone call to be answered within 15 seconds		Not Available	(18917) 97%	(11858) 95%	(13654) 97%			
2. Responding to your complaints	An immediate response where this is possible and a written response or holding reply within 5 days of receiving your complaint		(3) 100%	(6) 50%	(4) 100%	(6) 100%			
3. Responding to Government Information Requests	Simple requests made under the Open Government Code of Practice on Access to Government Information will be responded to within 20 Days		Nil	Nil	Nil	Nil			
4. Responding to requests for Environmental Information	Requests for information under the Environmental Information Regulations will be responded to within 2 months of receipt		(98) 100%	(68) 100%	(40) 100%	(45) 100%			
5. Responding to your application for a licence to abstract or impound water	A decision on your application within three months of receiving your completed application. Complex cases may take longer to determine and we will seek to agree a longer response period with you if this is the case		(4) 100%	(7) 100%	(5) 100%	(5) 100%			
6. Responding to pollution emergencies	Attending the location within two hours of reporting in normal working hours and within four hours of reporting at other times	* Cat 1 * Cat 2	(1) 100% Nil	Nil (4) 75%	(1) 100% (3) 100%	(1) 100% (1) 100%			
7. Water sample analyses Public Register	Results of our Water samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken		(1041) 100%	(1299) 84%	(1465) 99%	(1556) 96%			
8. Effluent sample analyses Public Register	Results of our Effluent samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken		(639) 100%	(729) 97%	(746) 93%	(630) 95%			
9. Responding to your application for a discharge consent	A decision on your application within 4 months of receiving your completed application. Complex discharges may take longer to determine and we will seek to agree a longer period you if this is the case.		(5) 100%	(5) 100%	(8) 100%	(10) 100%			
10. Responding to Integrated Pollution Control (IPC) applications	We will determine IPC applications within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant		(1) 100%	Nil	Nil	Nil			
11. Responding to applications relating to radioactive waste	Applications seeking registration or authorisation for the production, management & disposal of radioactive waste will be determined within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	Registration Authorisation	(1) 100% Nil	Nil Nil	(1) 100% (1) 100%	Nil Nil			
12. Responding to waste management licence applications	All applications for waste management licences will be determined within 4 months of receipt of a fully completed application. Any modifications to licences will be determined within 2 months of receipt and all licence surrenders will be processed within 3 months of receipt. Complex cases may take longer and we will agree upon a response period with the applicant	Application Modification Surrender	(1) 100% (4) 100% (1) 100%	(2) 100% (1) 100% (1) 100%	Nil (1) 100% Nil	Nil (3) 100% Nil			
13. Responding to your application for a consent to carry out flood defence or land drainage works on main river, or certain works on ordinary watercourses and in the flood plain	A decision on your application within 2 months of receiving your completed application		(35) 100%	(70) 100%	(72) 100%	(57) 100%			
14. Responding to reported fish kills	Attending 90% of reported fish kills within 2 hours of reporting in normal working hours and within 4 hours of reporting at other times.		Nil	(3) 100%	(6) 100%	(4) 100%			
15. Responding to reports of illegal fishing and the handling of salmon in suspicious circumstances	We will assess and initiate appropriate actions for 90% of reported incidents of illegal fishing or suspicious handling of salmon within 2 hours of being notified during normal working hours, or within 4 hours at all other times.		(4) 100%	(27) 92.5%	(85) 94.3%	(33) 94%			
16. Responding to requests for advice on fisheries, conservation, navigation or recreation matters	Providing either a considered response or making a site visit within 20 days of receiving a request.		(33) 94%	(39) 94.8%	(58) 98%	(56) 96.4%			
17. Providing advice to local authority planning offices as a consultee on planning applications	Advice provided on 50% of applications within 14 days, 75% of applications within 21 days and 95% of applications within 28 days of receipt.	1 - 14 days 1 - 21 days 1 - 28 days	(653) 73.3% (770) 86.4% (810) 90.9%	(732) 70.9% (864) 83.7% (989) 95.8%	(690) 67.6% (874) 85.6% (986) 96.6%	(470) 64.3% (566) 77.4% (690) 94.4%			

QUARTERLY OPM's

Q1 & Q2 1999/2000

NORTH AREA

NORTH	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2)		Quarter 1	Quarter 2
Section 1			
1.10	No. of new applications received	7	11
1.11	No. of consent applications determined	5	8
1.12	No. of consents determined in target time	5	8
	% discharge consent determined in target time	100%	100%
1.13	Number of Consent Reviews received	0	0
1.14	No. of consent reviews determined	0	0
	No. of variations applied for by discharger	0	0
1.15	No. of variations determined	0	0
1.16	No. of variations determined in target time	0	0
	% variations determined in target time	#DIV/0!	#DIV/0!
	No. of Consent modifications initiated by the Agency	0	2
	No. of consent modifications determined	0	0
	No. of consent revocations	0	0
1.17	No. of consents applications/ variations awaiting determination	11	14
1.18	No. of Groundwater applications received	13	1
Discharge Inspection (PPE reference: H)			
	ROUTINE MONITORING:		
	No. of programmed routine enforcement sampling visits made	578	645
2.18	No. of routine enforcement sampling visits made	560	525
2.19	% achievement of planned routine effluent sampling programme	96.9%	81.4%
2.20			
2.22			
Monitoring Controlled Waters (PPE reference: F)			
3.11	No. Routine single samples taken: statutory sampling prog:		
	Chemical samples:		
3.18	Total	442	448
	Biology:		
3.24	Total	0	38
	Microbiology samples:		
3.31	Total	155	227
3.32	% achievement of planned statutory sampling programme (944)	63%	76%
3.33	No. Routine single samples taken: National Surveillance Prog:		
	Chemical samples:		
3.37	Total	429	484
	Biology:		
3.40	Total	4	9
3.41	% achievement of planned national surveillance sampling programme (521)	83%	95%
3.42	No. Routine single samples taken: Regional Operational sampling prog		
	Chemical samples:		
3.49	Total	49	68
3.50	Biology:		
3.56	Total	315	184
3.57	Microbiology samples:		

3.64	Total	9	53
3.65	% achievement of planned regional operational sampling programme (255)	146%	120%
3.67	No. of non effluent samples placed on Public Register	1299	1485
3.68	No. placed on Public Register in Target Time	1090	1464
	% of samples place on public register in target time.	83.9%	98.6%
3.69	No. of effluent samples placed on Public Register	729	746
3.70	No. placed on Public Register in Target Time	704	691
	% of samples place on public register in target time.	96.6%	92.6%
Pollution Prevention (Scale is an issue)			
(PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	0	0
4.19	No. of reported incidents responded to by an authorised officer within target time	0	0
	% of reported incidents responded to by an authorised officer within target time	#DIV/0!	#DIV/0!
4.20	No. of Cat 1 incidents investigated	0	1
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	0	1
	% of category 1 incidents investigated within stipulated standards of service	#DIV/0!	100.0%
4.22	No. of Cat 2 incidents investigated	4	3
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	3	3
	% of category 2 incidents investigated within stipulated standards of service	75.0%	100.0%
4.24	No. Pollution incident Reportees provided with feedback	0	164
4.25	% Pollution incident Reportees provided with feedback		95%
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	10	0
5.11	No. of successful prosecutions concluded	10	0
5.12	Fines imposed (£)	62000	0
5.13	Costs awarded (£)	7750	0
5.14	No. of formal cautions issued and accepted	0	0
5.15	No. of warning letters sent	28	0
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	0
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	0

	Integrated Pollution Control		
	IPC		
ACTIVITY	ITEM		
		QTR 1	QTR 2
AUTHORISATION	EPA '90		
	Applications :		
Section 2			
1.0	No. of IPC valid applications duly made	0	0
1.0	No. of IPC valid applications determined		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
	No. determined within 4 months or agreed extension time	0	0
1.0	% determined within target period	#DIV/0!	#DIV/0!
1.0	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	1	1
	Total	1	1
	Substantial Variations to authorisations :		
1.0	No. of IPC valid applications for substantial variation duly made	0	0
1.0	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	0
	>4 to 6 months	0	2
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	2
	No. determined within 4 months or agreed extension time	0	2
1.0	% determined within target period	#DIV/0!	100.0%
1.0	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	2	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	2	0
	Non-substantial variations to authorisations :		
1.0	No. of IPC valid applications for non-substantial variations duly made	3	6
1.0	No. of IPC valid applications for non-substantial variations determined in :		
	0 to 4 months old	3	4
	>4 to 6 months	1	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	4	4
	No. determined within 4 months or agreed extension time	4	4
1.0	% determined within 4 months	100.0%	100.0%
1.0	No. of IPC valid applications for non-substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	1	3
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	1	1
	Total	2	4

	Commercial Confidentiality Claims :		
	No. of IPC applications where a claim for commercial confidentiality was made and accepted	0	0
	Authorisation reviews :		
1.0	No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010 arising within the quarter	2	1
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	1	1
1.0	% of statutory review programme completed in time	50.0%	100.0%
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review) that were :		
	0 to 3 months overdue	1	0
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	1	0
1.0	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end which are :	0	0
	0 to 3 months overdue	0	0
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	0	0
	No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)		
	Part A's	51	0
	Part B's	0	0
	Total	51	0
	No. of IPC Authorisations Revoked or Surrendered in Period :	0	0
	Part A's	0	0
	Part B's	0	0
	Total	0	0
INSPECTION/ MONITORING			
1.0	Annual No. of programmed visits indicated under RSDM41 guidance	139	139
	No. of Inspection visits under EPA'90 :		
	- application related	0	0
	- programmed visits	31	26
	- reactive visits	4	4
	- other visits	0	0
	Cumulative (YTD) % achievement of RSDM41 inspection guidance (programmed visits only)	25.2%	46.8%
1.0	No. of processes independently monitored	0	0
	No. of detailed site audits completed	0	0
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as at end of quarter)	0	0
1.0	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	0.0%	#DIV/0!
CRI DEVELOPMENT WORK			
1.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
2.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
INCIDENTS			
	EPA '90		
1.0	No. of pollution incident allegations found to be justified	1	3
1.0	No. of regulated processes involved	1	1

1.0	No. of Schedule 1 Part A notifications received from operators	0	7
1.0	No. of regulated processes involved	0	3
ENFORCEMENT			
EPA '90			
PROSECUTIONS :			
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines Imposed (£)	0	0
	Costs awarded (£)	0	0
	Number of prosecutions pending at quarter end	0	0
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	0
APPEALS :			
	No. of appeals concluded	0	0
	No. of appeals resolved in favour of the appellant	0	0
	No. of appeals withdrawn	0	0
	Number of appeals pending at quarter end	0	0
JUDICIAL REVIEWS :			
	No. of judicial reviews concluded	0	0
	No. of judicial reviews resolved in favour of the applicant	0	0
	Number of judicial reviews pending at quarter end	0	0
ENFORCEMENT & PROHIBITION NOTICES :			
	No. of Enforcement Notices issued under s.13 EPA'90	1	1
	No. of Prohibition Notices issued under s.14 EPA'90	0	0
IMPROVING AIR QUALITY			
1.0	No. of key industrial source groups identified	0	0
1.0	No. of air quality assessments underway for key industrial source groups	0	0
1.0	No. of air quality assessments completed for key industrial source groups	0	0

	RADIOACTIVE SUBSTANCES (RAS)		
ACTIVITY	ITEM		
AUTHORISATION		QTR 1	QTR 2
	<u>Applications for authorisation :</u>		
	RSA Band 1 & 2 Permissions		
1.	No. of applications duly made within the reporting period	0	0
2.	No. of RSA applications for authorisation determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
3.	No. of RSA Band 1 & 2 applications duly made then withdrawn in period	0	0
4.	No. of authorisations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	RSA Band 3 Permissions		
5.	No. of applications duly made within the reporting period	1	0
6.	No. of applications determined within the reporting period which are :		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
7.	No. of applications determined within target time or agreed extension time	0	0
	% determined within target period	#DIV/0!	#DIV/0!
8.	No. of applications duly made then withdrawn in period	0	0
9.	No. of applications for authorisations awaiting determination which at quarter end are:		
	0 to 4 months old	1	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	1	1
	Total	2	2
	<u>Applications for Major Variation to authorisation :</u>		
	RSA Band 1 & 2		
10.	No. of RSA Band 1 & 2 Major Variations duly made within the reporting period	0	0
11.	No. of RSA Band 1 & 2 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
12.	No. of Major Variations duly made then withdrawn in period	0	0
13.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	2	2
	Total	2	2
	RSA Band 3		

14.	No. of RAS Band 3 Major Variations duly made within the reporting period	0	1
15.	No. of RSA Band 3 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
16.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	2	0
	Total	2	1
	Applications for Minor Variation to authorisation		
	RSA Band 1 & 2		
17.	No. of RSA Minor Variations duly made within the reporting period	0	1
18.	No. of RSA Band 1 & 2 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
19.	No. of RSA Band 1 & 2 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	1
	RSA Band 3		
20.	No. of RSA Minor Variations duly made within the reporting period	0	1
21.	No. of RSA Band 3 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	1
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	1
22.	No. of RSA Band 3 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
REGISTRATION	Applications for Registration		
	RSA Band 4		
23.	No. of applications for registration duly made within the reporting period	0	1
24.	No. of RSA Band 4 applications determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
25.	No. of applications determined within statutory period or agreed extension time	0	0
	% applications determined within target period	#DIV/0!	#DIV/0!

26.	No. of applications duly made then withdrawn in period	0	0
27.	No. of RSA Band 4 registrations awaiting determination which at quarter end are:		
	0 to 4 months old	2	1
	>4 to 6 months old	0	1
	>6 to 12 months old	0	1
	>12 months	0	0
	Total	2	3
	Applications for Major Variation to Registrations		
	RSA Band 4		
28.	No. of RSA Major Variations to registrations duly made within the reporting period	0	0
29.	No. of Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
30.	No. of major variations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Minor Variation to registrations		
	RSA Band 4		
31.	No. of RSA Minor Variations to registrations duly made within the reporting period	0	5
32.	No. of Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	3
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	3
33.	No. of minor variations duly made and then withdrawn within the period	0	0
34.	No. of minor variations awaiting determination which at quarter end are:		
	0 to 4 months old	0	2
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	2
REVOCATIONS	No. of RSA Band 1 & 2 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 3 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 4 Registrations Revoked/ Cancelled in Period	0	0
REVIEWS	RSA Band 1 & 2 Permissions		
	No. of RSA Band 1 & 2 Applications/Authorisations in revision/review in Period	1	0
	No. of RSA Band 1 & 2 Authorisations which at the end of the Period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	No. of RSA Band 1 & 2 revision/reviews completed in Period	0	0
INSPECTION	No. of regulated permissions under RSA '93 :		

35.	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	11	11
	Band 4	63	63
	Total	74	74
	<u>Inspection Visits under RSA'93:</u>		
	<u>Number of Application related visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	1	0
	Band 4	0	0
	<u>Number of Programmed (routine inspection) visits</u>		
	Band 1	25	20
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	14	8
	- Major Nuclear Sites (Categories C)	8	6
	- Intermediate Nuclear Sites (Category D)	1	1
	- Minor Nuclear Sites (Category E)	4	7
	Band 3	0	1
	Band 4	1	6
	<u>Number of Reactive visits</u>		
	Band 1	2	1
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	1
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	1
	<u>Number of Other visits</u>		
	Band 1	4	2
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	1	0
	Band 3	0	0
	Band 4	0	0
	<u>No. of inspection visits required in accordance with the RSR Workload Model guidance in Period</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	Total	0	0
	<u>% achievement of annual inspections against RSR Workload Model guidance in Period</u>		
	Band 1	#DIV/0!	#DIV/0!
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	#DIV/0!	#DIV/0!
	- Major Nuclear Sites (Categories C)	#DIV/0!	#DIV/0!
	- Intermediate Nuclear Sites (Category D)	#DIV/0!	#DIV/0!
	- Minor Nuclear Sites (Category E)	#DIV/0!	#DIV/0!
	Band 3	#DIV/0!	#DIV/0!
	Band 4	#DIV/0!	#DIV/0!

INCIDENTS	RSA '93		
36.	Band 1 & 2 incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 3 incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 4 incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	RSA '93 Enforcement actions :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (û)	0	0
	Costs awarded (û)	0	0
	No. of Enforcement Notices issued under s.21 RSA'93	0	0
	No. of Prohibition Notices issued under s.22 RSA'93	0	0

	LAND QUALITY		
ACTIVITY	ITEM	QTR 1	QTR 2
<i>Section 4</i>			
1.0	No. of new contaminated land sites assessed for Agency involvement	20	10
1.0	No. of contaminated land site visits	8	10

WATER RESOURCES			
ACTIVITY	ITEM	QTR 1	QTR 2
HYDROMETRY			
<i>Section 5</i>			
1.0	Number of data requests responded to within 10 working days	46	94
1.0	Total number of data requests received	46	94
1.0	% of hydrometric data requests responded to within 10 working days	100.0%	100.0%
LICENSING			
1.0	No. of formal licence applications determined in target time	7	5
1.0	No. of formal licence applications determined	7	5
1.0	% formal licences determined in target time (statutory period or agreed extension)	100.0%	100.0%
1.0	No. of licence applications determined in :		
	0 to 3 months	5	5
	> 3 to 6 months	2	0
	> 6 to 12 months	0	0
	> 12 months	0	0
	- Total No. licences determined	7	5
1.0	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	5	2
	> 3 to 6 months old	0	1
	> 6 to 12 months old	1	1
	> 12 months	0	0
	Total	6	4
1.0	No. of new formal licence applications received	7	3
1.1	No. of upward variations made	0	0
1.2	No. of downward variations made	0	0
1.3	No. of other variations made	4	2
2.1	No. of part successions made	0	0
2.2	No. of whole or remainder successions made	9	4
3.0	No. of licences revoked/lapsed/expired	2	1
INSPECTION			
	(a) Highly critical sites :		
1.0	- No. of sites in force	10	0
3.0	- No. of inspections required by NRA policy	10	10
1.0	- Actual no. of inspections made	8	10
1.0	% achievement of licence enforcement policy - highly critical licences	80.0%	100.0%
1.0	No. of unplanned visits made	1	2
	(b) Critical sites :		
1.0	- No. of sites in force	31	0
3.0	- No. of inspections required by NRA policy	31	31
1.0	- Actual no. of inspections made	16	27
1.0	% achievement of licence enforcement policy - critical licences	51.6%	87.1%
1.0	No. of unplanned visits made	10	10
	(c) Less critical sites :		
2.0	- No. of sites in force	11	0
3.0	- No. of inspections required by NRA policy	11	11
1.0	- Actual no. of inspections made	5	10
1.0	% achievement of licence enforcement policy - less critical licences	45.5%	90.9%
1.0	No. of unplanned visits made	1	5
	(d) Small sites :		
?	- No. of sites in force	523	0
3.0	- No. of inspections required by NRA policy	0	0
1.0	- Actual no. of inspections made	2	0

1.0	% achievement of licence enforcement policy - less critical licences	#DIV/0!	#DIV/0!
1.0	No. of unplanned visits made	2	0
1.0	No. of non-compliant sites (total for all inspections)	0	0
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	1	0
	- Impoundment offences	0	0
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	1	0
	- Impoundment offences	0	0
	% success rate of prosecutions taken	100.0%	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	3500	0
	- Impoundment offences (£)	0	0
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	4207.9	0
	- Impoundment offences (£)	0	0
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0

FLOOD DEFENCE			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	70	72
2.0	No of valid consent & byelaw applications determined	70	72
	% of consents & byelaws determined within statutory time	100.0%	100.0%
IMPROVEMENT & DEVELOPMENT			
	Total actual flood defence capital expenditure:		
	- Fluvial defences	12	294
	- Tidal Defences	0	0
	- Sea Defences	0	0
	- Other	10	17
	- Total	22	311
	Total planned flood defence capital expenditure:		
	- Fluvial defences	261	261
	- Tidal Defences	0	0
	- Sea Defences	0	0
	- Other	0	0
	- Total	261	261
	Actual expenditure as proportion of planned expenditure - Capital prog.	8.4%	119.2%
FLOOD WARNING			
1.0	No. of flooded properties which received a flood warning	0	0
2.0	No. of flooded properties	0	0
1.0	% of flooded properties which received a flood warning	0	0
ENFORCEMENT			
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	1
	No. of warning letters sent	0	0

FISHERIES			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	42	27
2.0	No. of consent applications received	42	27
	% of consent applications responded to in target time	100.0%	100.0%
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	1688	1204
1.0	No. of rod licence checks made (excluding multiple checks)	1469	954
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	75	52
4.0	No. of valid licences subsequently produced following an unsatisfactory check	45	11
1.0	No. of failures to produce a valid rod licence	30	41
	Evasion rate (%)	2.0%	4.3%
3.0	No. of locations visited (rod licence enforcement)	177	127
1.0	No. of reports of illegal fishing actioned within target time	23	70
2.0	No. of reports of illegal fishing	25	74
	% of reports of illegal fishing actioned within target time	92.0%	94.6%
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	2	11
2.0	No. of reports of handling of salmon in suspicious circumstances	2	11
	% of reports of handling of salmon in suspicious circumstances actioned in target time	100.0%	100.0%
	No. of infringements, licence offences :		
	- net	0	2
	No. of infringements, byelaw/other offences :		
	- rod & line	11	4
	- net	0	2
	- Other	2	2
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	62	0
	No. of prosecution/formal caution recommendations made	63	0
	% of prosecution/formal caution recommendations made within 35 days of date of offence	98.4%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	28
	- Net	4	0
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	2	1
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	27
	- Net	1	0
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	2	1
	Fines imposed for licence offences :		
	- Rod (£)	0	1645.00
	- Net (£)	0	0
	Fines (£) imposed for byelaw/other offences		
	- rod & line	0	0
	- net	0	0

- Other	220.00	85.00
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	1325.00
- Net (£)	150.00	0
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	0	0
- net	0	0
- Other	260.00	25.00
No. of formal cautions accepted for licence offences :		
- Rod	0	2
- Net	0	0
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	0	7
No. of warning letters sent for licence offences :		
- Rod	3	2
- Net	0	0
No. of warning letters sent for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	3	1

FISHERIES Cont'd			
ACTIVITY -	ITEM	QTR 1	QTR 2
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	0	0
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	1	2
	- Natural causes	1	4
	- Other	1	0
	No. of fish kills where emergency attendance is deemed necessary	3	6
	No. of fish kills attended by staff	3	6
	No. of fish kills attended by staff in target time	3	6
	% of fish kills attended by staff within target time	100.0%	100.0%
	No. of fish killed	14	512
	No. of emergency fish rescues initiated in target time	5	3
	No. of emergency fish rescues	5	3
	% of emergency fish rescues actioned within target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
	1.0 No of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	44	15
	- No. of Agency consent applications	114	80
	- No. of Agency works	6	12
	No of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	41	14
	- No. of Agency consent applications	109	77
	- No. of Agency works	6	12
	% of referrals responded to by deadline requested	95.1%	96.3%
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice responded to in target time	21	19
	No of requests for fishery advice	23	20
	% of requests for fishery advice responded to in target time	91.3%	95.0%

	RECREATION		
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
<i>Section 8</i>			
1.0	No. of requests for Recreation advice responded to in target time	4	5
2.0	No. of requests for Recreation advice	4	5
1.0	% of requests for advice responded to in target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	44	15
	- No. of Agency consent applications	114	80
	- No. of Agency works	6	12
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	41	14
	- No. of Agency consent applications	109	77
	- No. of Agency works	6	12
	% of referrals responded to by deadline requested	95.1%	96.3%

CONSERVATION			
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	12	33
2.0	No. of requests for Conservation advice	12	33
	% of requests for advice responded to in target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	115	114
	- No. of Agency consent applications	117	91
	- No. of Agency works	12	3
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	115	114
	- No. of Agency consent applications	117	91
	- No. of Agency works	12	3
	% of referrals responded to by deadline requested	100.0%	100.0%
	Number of SPA's, SAC's and Ramsar Sites	31	0
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW	3	0
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities	0	0
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	3	0

		NAVIGATION	
ACTIVITY	ITEM	QTR 1	QTR 2
INSPECTION & ENFORCEMENT			
Section 10	Checks made at locks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licence/registrations checked	0	0
	All other licence enforcement checks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licences/registrations checked	0	0
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)	0	0
1.0	No. of offences recommended for prosecution within target time	0	0
2.0	No. of offences recommended for prosecution	0	0
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time	0	0
2.0	No. of emergency incidents	0	0
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Navigation for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time	0	0
2.0	No. of requests for Navigation advice	0	0
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 1	QTR 2
PLANNING			
LIAISON			
Section 11			
	<u>No. of planning applications:</u>		
?	No. processed in 1 to 14 Days of receipt	732	690
	No. processed in 15 to 21 Days of receipt	132	184
	No. processed in 22 to 28 Days of receipt	125	112
	No. processed after more than 28 Days of receipt	43	35
	Percentage of planning applications processed within 14 days	70.9%	67.6%
	Percentage of planning applications processed within 21 days	83.7%	85.6%
	Percentage of planning applications processed within 28 days	95.8%	96.6%
CUSTOMER RELATIONS	Complaints		
	<u>No. of complaints received (by type)</u>		
2.0	- policy complaint	5	1
	- failure complaint	0	2
	- conduct complaint	1	1
3.0	<u>No. of complaints responded to within time bands</u>		
	No. responded to in 1 - 5 working days of receipt	3	4
	No. responded to in 6 - 10 working days of receipt	3	0
	No. responded to in more than 10 working days of receipt	0	0
	Percentage of complaints responded to within target time (5 working days)	50.0%	100.0%
	Percentage of complaints responded to within 10 working days	100.0%	100.0%
?	<u>No. of complaints which, on investigation, proved justified</u>		
	- policy complaint	0	1
	- failure complaint	0	2
	- conduct complaint	0	1
	<u>No. of MPs letters:</u>		
1.0	No. responded to in 1 - 10 working days of receipt	6	6
	No. responded to in 11 - 15 working days of receipt	0	0
	No. responded to in more than 15 working days of receipt	0	0
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	100.0%
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	2	0
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	53	102
	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
	Total revenue received (£)	0	0
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	53	62
	No. of requests responded to in full within standard of service target time	53	0
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
WRITTEN REQUESTS MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations)	<u>written requests :</u>		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	68	40
	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
	Total revenue received (£)	0	0
Excludes Searches	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	68	40
	No. of requests responded to in full within standard of service target time	68	40

	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	6
	- when the requested information is not environmental information	0	0
	- when a request is too general or manifestly unreasonable	0	0
	- when the requested information is not in an accessible form or location	0	0
	- when payment of a reasonable charge is refused	0	0
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
	- when its disclosure would increase the likelihood of damage to the environment	0	0
	- when the information relates to matters affecting international relations, national defence or public security	0	0
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
	- when information is contained within a document or other record which is still in the course of completion	0	0
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
	- when information is supplied in part - ie part refusal	0	0
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
	No. of requests that resulted in a charge being made - ie over de minimis	0	0
	Total of monies received (£)	0	0
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
	No. of requests refused (NB These require referral to Legal and Head Office)	0	0
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	61	35
FLAT RATE CHARGED REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	0
	Total of monies received (£)	0	0
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
	SEARCHES		
	No. of search requests received	27	46
	Total of monies received (£)	0	2700.00

	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	0	46
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	19	39
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	0	0
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	0

PERSONNEL			
ACTIVITY	ITEM	QTR 1	QTR 2
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	64	64
	- Non-manual employees	271	155
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	1	0
	- Non-manual employees	4	4
	Turnover rate (%) :		
	- Manual employees	1.6	0.0
	- Non-manual employees	1.5	2.6
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	Total no. working days :		
	- Manual employees	14976	14976
	- Non-manual employees	70460	40300
	- Total	85436	55276
	No working days lost due to reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	0.0	0.0
	- Non-manual employees	0.0	0.0
	- Total	0.0	0.0
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees	0	0
	- Non-manual employees	75	0
	- Total	75	0
	% of working days devoted to training :		
	- Manual employees	0.0	0.0
	- Non-manual employees	0.1	0.0
	- Total	0.1	0.0

QUARTERLY OPM's

Q3 1999/2000

NORTH AREA

NORTH	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2)		Quarter 3	Quarter 4
Section 1			
1.10	No. of new applications received	4	
1.11	No. of consent applications determined	10	
1.12	No. of consents determined in target time	10	
	% discharge consent determined in target time	100%	#DIV/0!
1.13	Number of Consent Reviews received	0	
1.14	No. of consent reviews determined	0	
	No. of variations applied for by discharger	0	
1.15	No. of variations determined	0	
1.16	No. of variations determined in target time	0	
	% variations determined in target time	#DIV/0!	#DIV/0!
	No. of Consent modifications initiated by the Agency	0	
	No. of consent modifications determined	0	
	No. of consent revocations	4	
1.17	No. of consents applications/ variations awaiting determination	8	
1.18	No. of Groundwater applications received	1	
Discharge Inspection (PPE reference: H)			
	ROUTINE MONITORING:		
	No. of discharges inspected:numeric		
	No. of discharges inspected:descriptive		
	% achievement of planned inspection programme(numeric and descriptive)		
	No. of planned effluent sampling visits made	645	
	No. of routine effluent samples taken	541	
	% achievement of planned routine effluent sampling programme	84%	#DIV/0!
Monitoring Controlled Waters (PPE reference: F)			
3.11	No. Routine single samples taken: statutory sampling prog:		
	Chemical samples:		
3.18	Total	611	
	Biology:		
3.24	Total	0	
	Microbiology samples:		
3.31	Total	12	
3.32	% achievement of planned statutory sampling programme (751)	83%	
3.33	No. Routine single samples taken: National Surveillance Prog:		
	Chemical samples:		
3.37	Total	596	
	Biology:		
3.40	Total	4	
3.41	% achievement of planned national surveillance sampling programme (521)	115%	
3.42	No. Routine single samples taken: Regional Operational sampling prog		
	Chemical samples:		
3.49	Total	171	
3.50	Biology:		
3.56	Total	199	

3.57	Microbiology samples:		
3.64	Total	28	
3.65	% achievement of planned regional operational sampling programme (255)	156%	
3.67	No. of non effluent samples placed on Public Register	1556	
3.68	No. placed on Public Register in Target Time	1498	
	% of samples place on public register in target time.	96%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	630	
3.70	No. placed on Public Register in Target Time	596	
	% of samples place on public register in target time.	95%	#DIV/0!
Pollution Prevention (Scale is an issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer		
4.19	No. of reported incidents responded to by an authorised officer within target time		
	% of reported incidents responded to by an authorised officer within target time	#DIV/0!	#DIV/0!
4.20	No. of Cat 1 incidents investigated	1	
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	1	
	% of category 1 incidents investigated within stipulated standards of service	100%	#DIV/0!
4.22	No. of Cat 2 incidents investigated	1	
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	1	
	% of category 2 incidents investigated within stipulated standards of service	100%	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback	38	
4.25	% Pollution incident Reportees provided with feedback	95%	
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	2	
5.11	No. of successful prosecutions concluded	2	
5.12	Fines imposed (£)	11000.00	
5.13	Costs awarded (£)	5394.89	
5.14	No. of formal cautions issued and accepted	1	
5.15	No. of warning letters sent	3	
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	

Integrated Pollution Control			
IPC			
ACTIVITY	ITEM		
		QTR 3	QTR 4
<u>No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)</u>			
Part A's		51	
Part B's		0	
Total		51	0
AUTHORISATION	Applications :		
	No. of IPC valid applications duly made	0	
	No. of IPC valid applications determined		
	0 to 4 months	0	
	> 4 months	0	
	Total	0	0
	No. determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	0	
	4-12 months old	0	
	>12 months old	1	
	Total	1	0
	substantial variations to authorisations :		
	No. of IPC valid applications for substantial variation duly made	0	
	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	
	> 4 months	0	
	Total	0	0
	No. determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	
	4-12 months old	0	
	>12 months old	0	
	Total	0	0
	non substantial variations to authorisations :		
	No. of IPC valid applications for non substantial variation duly made	3	

	No. of IPC valid applications for non substantial variation determined in :		
	0 to 4 months	3	
	> 4 months	1	
	Total	4	0
	No. determined within 4 months or agreed extension time	4	
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for non substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	
	4-12 months old	1	
	>12 months old	0	
	Total	1	0
4 YEAR REVIEWS	Authorisation reviews :		
	No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010) arising within the quarter	0	
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	0	
	% of statutory review programme completed in time	#DIV/0!	#DIV/0!
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review)	0	
	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end	0	
INSPECTION			
	Annual No. of programmed visits indicated under RSDM41 guidance	139	
	No. of Inspection visits under EPA'90 :		
	- application related	1	
	- programmed visits	42	
	- reactive visits	5	
	- other visits	3	
	Cumulative (YTD) % achievement of RSDM41 inspection guidance	82.7%	#DIV/0!
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as quarter	6 (19)	
	No. of Part A processes which are non-operational ie. Do not need an OPRA score	0	
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	#VALUE!	#DIV/0!
INCIDENTS	EPA '90		
	No. of pollution incident allegations found to be justified	8	
	No. of regulated processes involved	5	
ENFORCEMENT	EPA '90		

	PROSECUTIONS :		
	No. of Prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines imposed (£)	0	
	Costs awarded (£)	0	
	Number of prosecutions pending at quarter end	0	
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	
	APPEALS :		
	No. of appeals concluded	0	
	No. of appeals resolved in favour of the appellant	0	
	No. of appeals withdrawn	0	
	Number of appeals pending at quarter end	0	
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	
	No. of judicial reviews resolved in favour of the applicant	0	
	Number of judicial reviews pending at quarter end	0	
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	0	
	No. of Prohibition Notices issued under s.14 EPA'90	0	

[illegible]

16.	No. of applications determined within 4 months or agreed extension time	1	
	% determined within target period	100%	
17.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	0	
	> 4 months	0	
	Total	0	0
	<u>RSA Band 3 Revocations :</u>		
18.	No. of RSA Band 3 Authorisations revoked within the reporting period	0	
	BAND 4 REGISTRATIONS:		
	<u>Applications for RSA Band 4 registration :</u>		
19.	No. of applications duly made within the reporting period	0	
20.	No. of applications determined in reporting period which are:		
	0 to 4 months	0	
	>4 months	1	
	Total	1	0
21.	No. of applications determined within 4 months or agreed extension time	1	
	% determined within target period	100%	
22.	No. of applications for registration awaiting determination which at quarter end are:		
	0 to 4 months	1	
	>4 months	0	
	Total	1	0
	<u>Applications for variation to RSA Band 4 registrations :</u>		
23.	No. of RSA Band 4 variations duly made within the reporting period	1	
24.	No. of RSA Band 4 variations determined within the reporting period which are:		
	0 to 4 months	0	
	>4 months	0	
	Total	0	0
25.	No. of applications determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	
26.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	3	
	> 4 months	0	
	Total	3	0
	<u>RSA Band 4 Cancellations :</u>		
27.	No. of RSA Band 4 Registrations cancelled within the reporting period	0	
INSPECTIONS	REGULATORY VISITS :		
28.	<u>No. of regulated sites for Bands 1 & 2 :</u>		
	Band 1		
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)		
	- Major Nuclear Sites (Categories C)		
	- Intermediate Nuclear Sites (Category D)		
	- Minor Nuclear Sites (Category E)		
	Total Band 1 & 2 Sites	0	0
	<u>No. of regulated permissions for Bands 3 & 4 :</u>		
	Band 3 Authorisations		
	Band 4 Registrations		
	Total Band 3 & 4 Permissions	0	0
29.	<u>Number of Visits made within the reporting period:</u>		
	Band 1		
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)		
	- Major Nuclear Sites (Categories C)		
	- Intermediate Nuclear Sites (Category D)		
	- Minor Nuclear Sites (Category E)		
	Band 3		
	Band 4		
	Total	0	0

<u>No. of visits required in accordance with the RSR Workplanning Model</u>			
Band 1			
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)			
- Major Nuclear Sites (Categories B)		0	0
- Major Nuclear Sites (Categories C)		0	0
- Intermediate Nuclear Sites (Category D)		0	0
- Minor Nuclear Sites (Category E)		0	0
Band 3		0	0
Band 4		0	0
Total		0	0
<u>% achievement of annual FER inspections (accumulative)</u>			
Band 1		#DIV/0!	#DIV/0!
Band 2 - Categories B		#DIV/0!	#DIV/0!
Band 2 - Categories C		#DIV/0!	#DIV/0!
Band 2 - Categories D		#DIV/0!	#DIV/0!
Band 2 - Categories E		#DIV/0!	#DIV/0!
Band 3		#DIV/0!	#DIV/0!
Band 4		#DIV/0!	#DIV/0!
INCIDENTS & ENFORCEMENTS			
INCIDENTS	<u>RSA '93</u>		
30.	No. of Nuclear site incidents reported within the period	0	
31.	No. of Non Nuclear incidents reported within the period	0	
ENFORCEMENTS	<u>RSA '93 Enforcement actions :</u>		
32.	No. of Prosecutions concluded	0	
33.	No. of successful prosecutions concluded	0	
34.	Fines imposed (£)	0	
35.	Costs awarded (£)	0	
36.	No. of formal cautions issued and accepted	0	
37.	No. of warning letters sent	0	
38.	No. of Enforcement Notices issued	0	
39.	No. of Prohibition Notices issued	0	

	LAND QUALITY		
ACTIVITY	ITEM	QTR 3	QTR 4
Section 4			
1.0	No. of new contaminated land sites assessed for Agency involvement	8	
1.0	No. of contaminated land site visits	6	

	WATER RESOURCES		
ACTIVITY	ITEM	QTR 3	QTR 4
HYDROMETRY			
Section 5			
	Number of data requests responded to within 10 working days	67	
	Total number of data requests received	67	
	% of hydrometric data requests responded to within 10 working days	100.0%	#DIV/0!
LICENSING			
	No. of formal licence applications determined in target time	5	
	No. of formal licence applications determined	5	
	% formal licences determined in target time (statutory period or agreed extension)	100.0%	#DIV/0!
	No. of licence applications determined in :		
	0 to 3 months	3	
	> 3 to 6 months	1	
	> 6 to 12 months	1	
	> 12 months	0	
	- Total No. licences determined	5	0
	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	6	
	> 3 to 6 months old	0	
	> 6 to 12 months old	0	
	> 12 months	0	
	Total	6	0
	No. of new formal licence applications received	7	
	No. of upward variations made	0	
	No. of downward variations made	0	
	No. of other variations made	0	
	No. of part successions made	0	
	No. of whole or remainder successions made	0	
	No. of licences revoked/lapsed/expired	0	
INSPECTION	(a) Highly critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	10	
	- Actual no. of inspections made	9	
	% achievement of licence enforcement policy - highly critical licences	90.0%	#DIV/0!
	No. of unplanned visits made	0	
	(b) Critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	31	
	- Actual no. of inspections made	13	
	% achievement of licence enforcement policy - critical licences	41.9%	#DIV/0!
	No. of unplanned visits made		
	(c) Less critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	11	
	- Actual no. of inspections made	0	
	% achievement of licence enforcement policy - less critical licences	0.0%	#DIV/0!
	No. of unplanned visits made	4	
	(d) Small sites :		
	- No. of sites in force		

	- No. of inspections required by NRA policy	3	
	- Actual no. of inspections made	3	
	% achievement of licence enforcement policy - less critical licences	100.0%	#DIV/0!
	No. of unplanned visits made		
	No. of non-compliant sites (total for all inspections)	1	
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	1	
	- Impoundment offences		
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	1	
	- Impoundment offences		
	% success rate of prosecutions taken	100.0%	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)		
	- Impoundment offences (£)		
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	1291.73	
	- Impoundment offences (£)		
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences		
	- Impoundment offences		
	<u>No. of warning letters sent :</u>		
	- Abstraction offences		
	- Impoundment offences		

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	57	
2.0	No of valid consent & byelaw applications determined	57	
	% of consents & byelaws determined within statutory time	100.0%	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	Total actual flood defence capital expenditure:		
	- Fluvial defences	204	
	- Tidal Defences	0	
	- Sea Defences	1	
	- Other	18	
	- Total	223	0
	Total planned flood defence capital expenditure:		
	- Fluvial defences	261	
	- Tidal Defences	0	
	- Sea Defences	0	
	- Other	0	
	- Total	261	0
	Actual expenditure as proportion of planned expenditure - Capital prog.	85.4%	#DIV/0!
FLOOD WARNING			
	No. of flooded properties which received a flood warning	0	
	No. of flooded properties	0	
	% of flooded properties which received a flood warning	0	0
ENFORCEMENT	No. of prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines imposed (£)	0	
	Costs awarded (£)	0	
	No. of formal cautions accepted	3	
	No. of warning letters sent	0	

	FISHERIES		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	12	
2.0	No. of consent applications received	12	
	% of consent applications responded to in target time	100.0%	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	800	
1.0	No. of rod licence checks made (excluding multiple checks)	503	
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	22	
4.0	No. of valid licences subsequently produced following an unsatisfactory check	2	
1.0	No. of failures to produce a valid rod licence	20	
	Evasion rate (%)	4.0%	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)	93	
1.0	No. of reports of illegal fishing actioned within target time	30	
2.0	No. of reports of illegal fishing	32	
	% of reports of illegal fishing actioned within target time	93.8%	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	1	
2.0	No. of reports of handling of salmon in suspicious circumstances	1	
	% of reports of handling of salmon in suspicious circumstances actioned in target time	100.0%	#DIV/0!
	No. of infringements, licence offences :		
	- net	0	
	- rod & line	5	
	No. of infringements, byelaw/other offences :		
	- rod & line	1	
	- net	2	
	- Other	3	
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	11	
	No. of prosecution/formal caution recommendations made	24	
	% of prosecution/formal caution recommendations made within 35 days of date of offence	45.8%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	25	
	- net	0	
	- Other	3	
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	25	
	- net	0	
	- Other	3	
	Fines imposed for licence offences :		
	- Rod (£)	0	
	- Net (£)	0	
	Fines (£) imposed for byelaw/other offences		

- rod & line	1975.00	
- net	0.00	
- Other	275.00	
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	
- Net (£)	0	
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	1225.00	
- net	0.00	
- Other	100.00	
No. of formal cautions accepted for licence offences :		
- Rod	0	
- Net	0	
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	
- net	0	
- Other	0	
No. of warning letters sent for licence offences :		
- Rod	0	
- Net	0	
No. of warning letters sent for byelaw/other offences		
- rod & line	8	
- net	0	
- Other	0	

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 3	QTR 4
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	0	
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	2	
	- Natural causes	1	
	- Other	1	
	No. of fish kills where emergency attendance is deemed necessary	4	
	No. of fish kills attended by staff	4	
	No. of fish kills attended by staff in target time	4	
	% of fish kills attended by staff within target time	100.0%	#DIV/0!
	No. of fish killed	3529	
	No. of emergency fish rescues initiated in target time	0	
	No. of emergency fish rescues	0	
	% of emergency fish rescues actioned within target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
	1.0 No of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	17	
	- No. of Agency consent applications	73	
	- No. of Agency works	13	
	No of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	15	
	- No. of Agency consent applications	71	
	- No. of Agency works	13	
	% of referrals responded to by deadline requested	96.1%	#DIV/0!
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice responded to in target time	15	
	No of requests for fishery advice	17	
	% of requests for fishery advice responded to in target time	88.2%	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
Section 8			
1.0	No. of requests for Recreation advice responded to in target time	3	
2.0	No. of requests for Recreation advice	3	
1.0	% of requests for advice responded to in target time	100.0%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	17	
	- No. of Agency consent applications	73	
	- No. of Agency works	13	
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	15	
	- No. of Agency consent applications	71	
	- No. of Agency works	13	
	% of referrals responded to by deadline requested	96.1%	#DIV/0!

	CONSERVATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	36	
2.0	No. of requests for Conservation advice	36	
	% of requests for advice responded to in target time	100.0%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	109	
	- No. of Agency consent applications	86	
	- No. of Agency works	13	
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	109	
	- No. of Agency consent applications	82	
	- No. of Agency works	13	
	% of referrals responded to by deadline requested	98.1%	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites	31	
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW	3	
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities	0	
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	3	

	NAVIGATION		
ACTIVITY	ITEM	QTR 3	QTR 4
INSPECTION & ENFORCEMENT			
Section 10	<u>Checks made at locks</u>		
1.0	No. of licence/registration offences		
2.0	No. of licence/registrations checked		
	<u>All other licence enforcement checks</u>		
1.0	No. of licence/registration offences		
2.0	No. of licences/registrations checked		
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)		
1.0	No. of offences recommended for prosecution within target time		
2.0	No. of offences recommended for prosecution		
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	No. of formal cautions accepted		
	No. of warning letters sent		
			Cont'd .../
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time		
2.0	No. of emergency incidents		
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	<u>No of referrals received by Navigation for consideration :</u>		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
3.0	<u>No of referrals responded to by deadline requested :</u>		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time		
2.0	No. of requests for Navigation advice		
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 3	QTR 4
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt	470	
	No. processed in 15 to 21 Days of receipt	96	
	No. processed in 22 to 28 Days of receipt	124	
	No. processed after more than 28 Days of receipt	41	
	Percentage of planning applications processed within 14 days	64.3%	#DIV/0!
	Percentage of planning applications processed within 21 days	77.4%	#DIV/0!
	Percentage of planning applications processed within 28 days	94.4%	#DIV/0!
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
2.0	- policy complaint	2	
	- failure complaint	3	
	- conduct complaint	1	
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	6	
	No. responded to in 6 - 10 working days of receipt	0	
	No. responded to in more than 10 working days of receipt	0	
	Percentage of complaints responded to within target time (5 working days)	100.0%	#DIV/0!
	Percentage of complaints responded to within 10 working days	100.0%	#DIV/0!
?	No. of complaints which on investigation, proved justified		
	- policy complaint	1	
	- failure complaint	0	
	- conduct complaint	0	
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	3	
	No. responded to in 11 - 15 working days of receipt	0	
	No. responded to in more than 15 working days of receipt	0	
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	#DIV/0!
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	1	
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	81	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	81	
	No. of requests responded to in full within standard of service target time	0	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
WRITTEN REQUEST MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations) Excludes Searches	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	45	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	45	

	No. of requests responded to in full within standard of service target time	41	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	4	
	- when the requested information is not environmental information	0	
	- when a request is too general or manifestly unreasonable	0	
	- when the requested information is not in an accessible form or location	0	
	- when payment of a reasonable charge is refused	0	
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	
	- when its disclosure would increase the likelihood of damage to the environment	0	
	- when the information relates to matters affecting international relations, national defence or public security	0	
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	
	- when information is contained within a document or other record which is still in the course of completion	0	
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	
	- when information is supplied in part - ie part refusal	0	
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	
	No. of requests that resulted in a charge being made - ie over de minimis	0	
	Total of monies received (£)	0	
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	
	No. of requests refused (NB These require referral to Legal and Head Office)	0	
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	22	
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	
	Total of monies received (£)	0	
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	
	SEARCHES		
	No. of search requests received	38	

	<i>Total of monies received (£)</i>
	<i>No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request</i>
	<i>No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)</i>
	<i>No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)</i>
	<i>No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge</i>

2092.00	
38	
30	
0	
0	

	PERSONNEL		
ACTIVITY	ITEM	QTR 3	QTR 4
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	65	
	- Non-manual employees	161	
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	1	
	- Non-manual employees	2	
	Turnover rate (%) :		
	- Manual employees	1.5	#DIV/0!
	- Non-manual employees	1.2	#DIV/0!
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	Total no. working days :		
	- Manual employees	234	
	- Non-manual employees	520	
	- Total	754	0
	No working days lost due to reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	0.0	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees		
	- Non-manual employees	270	
	- Total	270	0
	% of working days devoted to training :		
	- Manual employees	#VALUE!	#DIV/0!
	- Non-manual employees	51.9	#DIV/0!
	- Total	35.8	#DIV/0!

WASTE OPM's

NORTH

1999/2000

NORTH WASTE

GRANT OF LICENCE		Q1	Q2	Q3	Q4	Cum Total
G1	APPLICATIONS RECEIVED					
	- MRS ONLY	0	0	2	0	2
	- ALL OTHER SITES	1	1	2	0	4
G2	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G3	ISSUED WITHIN INITIAL 4 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G4	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	2	0	0	4
G5	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G6	IN PROCESS <4 MONTHS					
	- MRS ONLY	0	0	2	0	2
	- ALL OTHER SITES	2	1	3	0	6
G7	OUTSTANDING (IN PROCESS 4-12 MONTHS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	2	2	0	4
G8	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	28		23	0	51
	- ALL OTHER SITES	10	8	7	0	25
G9	REJECTED (INCLUDING REFUSALS/ WITHDRAWALS)					
	- MRS ONLY	0	0	5	0	5
	- ALL OTHER SITES	1	0	1	0	2
MODIFICATION OF LICENCE CONDITIONS						Cum Total
G10	APPLICATIONS RECEIVED					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	0	3	0	5
G11	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G12	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	1	1	3	0	5
G13	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G14	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G15	IN PROCESS <2 MONTHS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	1	0	0	0	1
G16	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G17	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	0	0	0	0	0

	- ALL OTHER SITES	0	0	0	0	0
G18	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
TRANSFER OF LICENCE						Cum Total
G19	APPLICATIONS RECEIVED					
	- ALL SITES	4	0	1	0	5
G20	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- ALL OTHER SITES	4	0	0	0	4
G21	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	3	0	0	0	3
G22	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G23	IN PROCESS <2 MONTHS					
	- ALL SITES	0	0	1	0	1
G24	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G25	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G26	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	0	0	0	0
SURRENDER OF LICENCE						Cum Total
G27	APPLICATIONS RECEIVED					
	- ALL SITES	1	0	0	0	1
G28	ISSUED WITHIN INITIAL 3 MONTHS STATUTORY PERIOD					
	- ALL SITES	1	0	0	0	1
G29	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G30	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G31	IN PROCESS <3 MONTHS					
	- ALL SITES	0	0	0	0	0
G32	OUTSTANDING (IN PROCESS 3-12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G33	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G34	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	0	0	0	0
CARRIER & BROKER REGISTRATION	ITEM					Cum Total
H1	NUMBER CARRIER APPLICATIONS RECEIVED	11	5	10	0	26
H2	NUMBER CARRIER RENEWALS RECEIVED	13	8	8	0	29
H3	NUMBER BROKER APPLICATIONS RECEIVED	0	0	1	0	1
H4	NUMBER BROKER RENEWALS RECEIVED	0	0	0	0	0
H5	NUMBER APPLICATIONS >2 MONTHS old outstanding at 31/03/2000				0	0

LICENCE REVIEWS	ITEM					Cum Total	Annual Plan
I1	NUMBER REGULATION 15 REVIEWS	0	0	0	0	0	0
AGENCY INITIATED (NO FEE) LICENCE MODIFICATIONS	ITEM					Cum Total	Annual Plan
J1	NO. LICENCES REQUIRING FIN. PROV. MOD.	0	0	0	0	0	0
J2	NO. LICENCES REQUIRING TIME LIMITED MOD.	0	6	0	0	6	0
J3	NO. LICENCES REQUIRING SITE RETURNS MOD.	0	0	0	0	0	0
J4	OTHER AGENCY INITIATED MODIFICATIONS	35	2	3	0	40	0
TFS NOTIFICATIONS GRANT OF LICENCE	ITEM					Cum Total	
K1	COMPLETE NOTIFICATIONS RECEIVED	0	0	0	0	0	0
K2	ACKNOWLEDGED WITHIN STATUTORY PERIOD	0	0	0	0	0	0
K3	ACKNOWLEDGED OUTSIDE STATUTORY PERIOD	0	0	0	0	0	0
K4	DETERMINED WITHIN STATUTORY TIME	0	0	0	0	0	0
K5	DETERMINED OUTSIDE STATUTORY TIME	0	0	0	0	0	0
K6	REJECTED	0	0	0	0	0	0
A ITEMS K1-6 TO BE PROVIDED BY TFS NATIONAL SERVICE TO AREAS VIA REGIONAL WASTE							
	PLAN 1999/00						
SUPERVISING PERMITTED ACTIVITIES	ITEM						
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	0
L5	VISITS TO WASTE TO LAND EXEMPTIONS (paras 9 & 19)	89	110	130	0		
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	0
L2	NUMBER OF VISITS (WMP EQUIV)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
L3	ANNUAL AUDITS OF COMPLEX SITES	3	0	3	0	6	0
L4	VISITS TO MRS (paras 44 & 45)	12	4	3	0	19	0
L5	VISITS TO WASTE TO LAND EXEMPTIONS (paras 9 & 19)	9	63	33	0	105	329
L6	NO OF ENVIRONMENTAL MONITORING CHECK AUDITS	6	4	0	0	10	0
TECHNICAL COMPETANCE	ITEM						
M1	NO. TECHNICAL COMPETANCE STATUS REVIEWS REQUIRED (Table 1 WMLR '94 sites only)	38					
	TOTAL NO. COMPLETED (Table 1 WMLR '94 sites only)	38	0	0			
	% OF TOTAL	100%	100%	#DIV/0!			
M2	SITES WITHOUT TECHNICALLY COMPETENT MANAGEMENT						
	NUMBER OF SITES (Table 1 WMLR '94 sites only)			0	0		

SUPERVISING TRANSFRONTIER SHIPMENTS	ITEM					Cum Total	Annual Plan
N1	SHIPMENTS INSPECTED AT CONSIGNEE OR PRODUCER	0	0	0	0	0	0
N2	SHIPMENTS INSPECTED AT PORT OF ENTRY/ EXIT	0	0	0	0	0	0
SUPERVISING PRODUCER RESPONSIBILITY							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
O1	VISITS TO OBLIGATED COMPANIES REGISTERED WITH AGENCY	1	1	0	0	2	0
O2	VISITS TO OBLIGATED COMPANIES REGISTERED WITH SCHEME	0	1	4	0	5	0
O3	VISITS TO OBLIGATED NON-REGISTERED PRODUCERS	0	0	4	0	4	0
O4	VISITS TO ACCREDITED REPROCESSORS	0	0	0	0	0	0
OTHER REGULATORY ACTIVITIES							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
P1	SPECIAL WASTE PRODUCER VISITS	0	0	2	0	2	0
P2	CARRIER CHECKS	0	0	1	0	1	0
P3	NO. ORGANISATIONS ENCOURAGED TO ADOPT WASTE MIN. PLANS	0	0	0	0	0	0
SWAT DATA ENTRY	ITEM						
	CONSIGNMENT NOTES						
Q1	PRENOTES					Cum Total	
	NUMBER RECEIVED	1176	1145	1076	0	3397	
Q2	CARRIER/ EXTENDED ROUNDS						
	NUMBER RECEIVED	8	12	5	0	25	
Q3	OTHER DEPOSIT NOTES						
	NUMBER RECEIVED	1596	1675	1626	0	4897	
Q4	TOTAL	2780	2832	2707	0	8319	
	NUMBER ENTERED						
	NO. IN BACKLOG	552	924	314	0	1790	
	DATA ITEM Q4 (NUMBER ENTERED) TO BE PROVIDED BY SWAT CLIENT TO AREAS VIA						
ENFORCEMENT ACTION	ITEM					Cum Total	
R1	FORMAL WRITTEN WARNINGS	16	11	2	0	29	
R2	SECTION 38, 41 & 42 NOTICES SERVED	1	0	4	0	5	
R3	SECTION 71 NOTICES SERVED	4	2	7	0	13	
R4	SECTION 34 NOTICES SERVED	1	0	0	0	1	
R5	SECTION 6 CoPA NOTICES SERVED	0	0	0	0	0	
R6	SECTION 69 EPA NOTICES SERVED	0	1	7	0	8	
R7	CASE FILES TO LEGAL	1	2	1	0	4	
R8	CAUTIONS OFFERED AND ACCEPTED	0	2	2	0	4	
R9	PROSECUTIONS BROUGHT	0	5	0	0	5	

DATA ITEMS R8 & R9 TO BE OBTAINED DIRECTLY BY BCT FROM NATIONAL

v3.0 - 12 April 1999

1 WASTE REGULATION BASE DATA												
A WASTE MANAGEMENT LICENCES												
SITE TYPE	Q1 VISIT PROGRAMME			Q2 VISIT PROGRAMME			Q3 VISIT PROGRAMME			Q4 VISIT PROGRAMME		
	No. of Sites	Planned No. of Routine Inspections (OOI 3/99)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER
A1 CO-DISPOSAL LANDFILL SITES	15	314	181	15	142	132	15	116	101			
A2 OTHER LANDFILL SITES TAKING SPECIAL WASTE (INERT/ DEFINED UNDER SWR 96)	2	25	7	2	22	13	2	8	8			
A3 BOREHOLES	0	0	0	0	0	0	0	0	0			
A4 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL WASTE LANDFILLS	2	13	6	2	15	8	2	10	12			
A5 LANDFILLS TAKING NON-BIODEGRADABLE WASTES (NOT CONSTRUCTION)	35	125	68	35	129	67	35	82	73			
A6 LANDFILLS TAKING OTHER WASTES (CONSTRUCTION; DEMOLITION; DREDGINGS)	9	34	16	9	28	17	9	12	10			
A7 INDUSTRIAL WASTE LANDFILLS (FACTORY CURTILLAGE)	16	41	30	16	66	41	18	38	32			
A8 LAGOONS	0	0	0	0	0	0	0	0	0			
A9 SPECIAL WASTE TRANSFER STATIONS	5	45	20	5	35	27	7	25	23			
A10 IN-HOUSE STORAGE FACILITIES	0	0	0	0	0	0	0	0	0			
A11 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL TRANSFER STATIONS	14	149	78	14	80	71	14	63	51			
A12 CLINICAL WASTE TRANSFER STATIONS	2	24	13	2	9	7	2	10	8			
A13 HOUSEHOLD WASTE AMENITY SITES	11	132	73	11	40	48	11	28	24			
A14 TRANSFER STATIONS TAKING NON-BIODEGRADABLE WASTES	0	0	0	0	0	0	0	0	0			
A15 MATERIAL RECYCLING TREATMENT FACILITIES	0	0	0	0	0	0	0	0	0			
A16 PHYSICAL TREATMENT FACILITIES	1	12	7	1	5	4	1	5	4			
A17 PHYSICO-CHEMICAL TREATMENT FACILITIES	2	24	10	2	14	9	2	11	4			
A18 INCINERATORS	1	12	7	1	5	4	1	5	6			
A19 METAL RECYCLING SITES (VEHICLE DISMANTLERS)	3	9	5	3	14	7	3	5	6			

A20	METAL RECYCLING SITES (MIXED MRSs)	6	18	4	6	28	12	6	19	8			
A21	CHEMICAL TREATMENT FACILITIES	0	0	0	0	0	0	0	0	0			
A22	COMPOSTING FACILITIES	1	12	6	1	4	4	1	5	2			
A23	BIOLOGICAL TREATMENT FACILITIES	1	12	6	1	10	8	2	10	6			
A24	MOBILE PLANT	0	0	0	0	0	0	0	0	0			
	TOTALS	126	1001	537	128	646	479	129	452	378	0	0	0

B NUMBERS OF REGISTERED EXEMPTIONS

	ACTIVITY TYPE	Q1		Q2		Q3		Q4	
		TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES
B1	MRS (PARA 44 & 45)	1		1		7			
B2	WASTE TO LAND (PARA 9 & 19)		37	327	17	315			
B3	LANDSPREADING (PARA. 7)	755		723		241			
B4	ALL OTHER EXEMPTIONS	910		941		669			

C NUMBERS OF REGISTERED CARRIERS & BROKERS

	TYPE	Q1	Q2	Q3	Q4
C1	REGISTERED CARRIERS	926	935	937	
C2	REGISTERED BROKERS	16	16	16	

D PRODUCER RESPONSIBILITY

	TYPE	Q1	Q3
D1	NUMBER OF AGENCY REGISTERED COMPANIES		
D2	NUMBER OF SCHEME REGISTERED COMPANIES		
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS		
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES		

DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.

E NUMBER OF TFS SHIPMENTS

	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	0	0	0	

F SPECIAL WASTES

	TYPE	01/04/1999
F1	NUMBER OF SPECIAL WASTE PRODUCERS	
DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS		

	TYPE	Q1	Q3		
D1	NUMBER OF AGENCY REGISTERED COMPANIES				
D2	NUMBER OF SCHEME REGISTERED COMPANIES				
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS				
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES				
DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.					
E	NUMBER OF TFS SHIPMENTS				
	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	0	0		
F	SPECIAL WASTES				
	TYPE	01/04/1999			
F1	NUMBER OF SPECIAL WASTE PRODUCERS				
DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS.					

**CUSTOMER CHARTER
PERFORMANCE**

**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

CENTRAL AREA

The Environment Agency - North West Region
Central Area Achievement of Customer Standards
JANUARY 1999 - DECEMBER 1999

The Service We Provide	The Standard We Aim To Meet	1998/99	1999/00		
		Q4	Q1	Q2	Q3
1. Answering your telephone calls	Your telephone call to be answered within 15 seconds	(28,129) 92%	(24,495) 93.9%	(18,430) 95%	(22,605) 96%
2. Responding to your complaints	An immediate response where this is possible and a written response or holding reply within 5 days of receiving your complaint	(5) 100%	(3) 100%	(6) 100%	(5) 80%
3. Responding to Government Information Requests	Simple requests made under the Open Government Code of Practice on Access to Government Information will be responded to within 20 Days	Nil	Nil	Nil	Nil
4. Responding to requests for Environmental Information	Requests for information under the Environmental Information Regulations will be responded to within 2 months of receipt	(215) 97.7%	(246) 96%	(156) 100%	(210) 92.9%
5. Responding to your application for a licence to abstract or impound water	A decision on your application within three months of receiving your completed application. Complex cases may take longer to determine and we will seek to agree a longer response period with you if this is the case	(13) 85%	(7) 85%	(8) 100%	(14) 93%
6. Responding to pollution emergencies	Attending the location within two hours of reporting in normal working hours and within four hours of reporting at other times	* Cat 1 (3) 100% * Cat 2 (15) 93.3%	(2) 100% (10) 90%	(0) 100% (16) 81%	(2) 100% (11) 82%
7. Water sample analyses Public Register	Results of our Water samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(1024) 99.9%	(1534) 95%	(2231) 96%	(1320) 97%
8. Effluent sample analyses Public Register	Results of our Effluent samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(553) 100%	(624) 92%	(565) 93%	(752) 97%
9. Responding to your application for a discharge consent	A decision on your application within 4 months of receiving your completed application. Complex discharges may take longer to determine and we will seek to agree a longer period you if this is the case.	(36) 100%	(21) 100%	(20) 100%	(16) 100%
10. Responding to Integrated Pollution Control (IPC) applications	We will determine IPC applications within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	(2) 100%	Nil	(0) 100%	(1) 100%
11. Responding to applications relating to radioactive waste	Applications seeking registration or authorisation for the production, management & disposal of radioactive waste will be determined within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	Registration Authorisation (1) 100% Nil	Nil Nil	(2) 100% Nil	(1) 100% Nil
12. Responding to waste management licence applications	All applications for waste management licences will be determined within 4 months of receipt of a fully completed application. Any modifications to licences will be determined within 2 months of receipt and all licence surrenders will be processed within 3 months of receipt. Complex cases may take longer and we will agree upon a response period with the applicant	Application Modification Surrender (5) 100% (4) 100% (1) 100%	(5) 100% (1) 100% Nil	(2) 100% (4) 100% (2) 100%	(2) 100% (5) 100% Nil
13. Responding to your application for a consent to carry out flood defence or land drainage works on main river, or certain works on ordinary watercourses and in the flood plain	A decision on your application within 2 months of receiving your completed application	(94) 100%	(91) 100%	(96) 100%	(75) 100%
14. Responding to reported fish kills	Attending 90% of reported fish kills within 2 hours of reporting in normal working hours and within 4 hours of reporting at other times.	(2) 100%	(14) 100%	(10) 100%	(4) 100%
15. Responding to reports of illegal fishing	We will assess and initiate appropriate actions for 90% of reported incidents of illegal fishing or suspicious handling of salmon within 2 hours of being notified during normal working hours, or within 4 hours at all other times.	(2) 100%	(3) 100%	(8) 100%	(8) 87.5%
16. Responding to requests for advice on fisheries, conservation, navigation or recreation matters	Providing either a considered response or making a site visit within 20 days of receiving a request.	(120) 83.3%	(180) 100%	(184) 91.3%	(200) 95%
17. Providing advice to local authority planning offices as a consultee on planning applications	Advice provided on 50% of applications within 14 days, 75% of applications within 21 days and 95% of applications within 28 days of receipt.	1 - 14 days (845) 77.2% 1 - 21 days (963) 87.9% 1 - 28 days (1011) 92.3%	(997) 80.9% (1126) 91.4% (1201) 97.5%	(860) 82.4% (987) 94.5% (1030) 98.7%	(651) 75.2% (803) 92.7% (849) 98%

QUARTERLY OPM's

Q1 & Q2 1999/2000

CENTRAL AREA

3.57	Microbiology samples:		
3.64	Total	273	472
3.65	% achievement of planned regional operational sampling programme (513)	152%	191%
3.67	No. of non effluent samples placed on Public Register	1534	2231
3.68	No. placed on Public Register in Target Time	1455	2141
	% of samples place on public register in target time.	94.9%	96.0%
3.69	No. of effluent samples placed on Public Register	624	565
3.70	No. placed on Public Register in Target Time	574	524
	% of samples place on public register in target time.	92.0%	92.7%
Pollution Prevention (Scale is an Issue)			
(PPE Reference:B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response			
(PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	999	324
4.19	No. of reported incidents responded to by an authorised officer within target time	509	313
	% of reported incidents responded to by an authorised officer within target time	51.0%	96.6%
4.20	No. of Cat 1 incidents investigated	2	0
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	2	0
	% of category 1 incidents investigated within stipulated standards of service	100.0%	#DIV/0!
4.22	No. of Cat 2 incidents investigated	10	16
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	9	13
	% of category 2 incidents investigated within stipulated standards of service	90.0%	81.3%
4.24	No. Pollution incident Reportees provided with feedback	639	143
4.25	% Pollution incident Reportees provided with feedback	60%	46%
ENFORCEMENT (INFORMATION)			
(PPE ref:I)			
5.10	No. of prosecutions concluded	7	5
5.11	No. of successful prosecutions concluded	6	5
5.12	Fines imposed (£)	28500.00	34500.00
5.13	Costs awarded (£)	127613.59	42956.11
5.14	No. of formal cautions issued and accepted	8	2
5.15	No. of warning letters sent	6	4
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	0
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	0

Integrated Pollution Control			
IPC			
ACTIVITY	ITEM		
		QTR 1	QTR 2
AUTHORISATION	EPA '90		
	Applications :		
Section 2			
1.0	No. of IPC valid applications duly made	1	1
1.0	No. of IPC valid applications determined		
	0 to 4 months	0	1
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	1	0
	Total	1	1
	No. determined within 4 months or agreed extension time	1	1
1.0	% determined within target period	100.0%	100.0%
1.0	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	1	1
	>4 to 6 months	1	0
	>6 to 12 months	0	1
	>12 months	1	1
	Total	3	3
	Substantial Variations to authorisations :		
1.0	No. of IPC valid applications for substantial variation duly made	2	1
1.0	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	1	1
	> 12 months	0	1
	Total	1	2
	No. determined within 4 months or agreed extension time	1	2
1.0	% determined within target period	100.0%	100.0%
1.0	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	3	3
	>4 to 6 months	0	0
	>6 to 12 months	1	0
	>12 months	0	0
	Total	4	3
	Non-substantial variations to authorisations :		
1.0	No. of IPC valid applications for non-substantial variations duly made	1	10
1.0	No. of IPC valid applications for non-substantial variations determined in :		
	0 to 4 months old	1	8
	>4 to 6 months	0	1
	>6 to 12 months	0	0
	>12 months	0	0
	Total	1	9
	No. determined within 4 months or agreed extension	1	9
1.0	% determined within 4 months	100.0%	100.0%
1.0	No. of IPC valid applications for non-substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	2	6
	>4 to 6 months	1	0
	>6 to 12 months	2	0
	>12 months	0	0
	Total	5	6

	Commercial Confidentiality Claims :		
	No. of IPC applications where a claim for commercial confidentiality was made and accepted	4	0
	Authorisation reviews :		
1.0	No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010) arising within the quarter	1	0
1.0	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	0	0
1.0	% of statutory review programme completed in time	0.0%	#DIV/0!
1.0	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review) that were :		
	0 to 3 months overdue	0	1
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	0	1
1.0	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end which are :	0	0
	0 to 3 months overdue	1	0
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	1	0
	No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)		
	Part A's	84	84
	Part B's	0	0
	Total	84	84
	No. of IPC Authorisations Revoked or Surrendered in Period :		
	Part A's	1	0
	Part B's	0	0
	Total	1	0
INSPECTION/ MONITORING			
1.0	Annual No. of programmed visits indicated under RSDM41 guidance	223	223
	No. of Inspection visits under EPA'90 :		
	- application related	6	5
	- programmed visits	28	50
	- reactive visits	18	19
	- other visits	8	11
	Cumulative (YTD) % achievement of RSDM41 inspection guidance (programmed visits only)	24.2%	60.1%
1.0	No. of processes independently monitored	0	0
	No. of detailed site audits completed	0	0
1.0	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as at end of quarter)	3	12
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	3.6%	14.3%
CRI DEVELOPMENT WORK			
1.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
2.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
INCIDENTS			
1.0	EPA '90 No. of pollution incident allegations found to be justified	2	2
1.0	No. of regulated processes involved	2	2

1.0	No. of Schedule 1 Part A notifications received from operators	10	6
1.0	No. of regulated processes involved	5	4
ENFORCEMENT	EPA '90		
	PROSECUTIONS :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines Imposed (£)	0	0
	Costs awarded (£)	0	0
	Number of prosecutions pending at quarter end	2	0
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	0
	APPEALS :		
	No. of appeals concluded	0	0
	No. of appeals resolved in favour of the appellant	0	0
	No. of appeals withdrawn	0	0
	Number of appeals pending at quarter end	0	0
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	0
	No. of judicial reviews resolved in favour of the applicant	0	0
	Number of judicial reviews pending at quarter end	0	0
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	1	3
	No. of Prohibition Notices issued under s.14 EPA'90	0	0
IMPROVING AIR QUALITY			
1.0	No. of key industrial source groups identified	0	0
1.0	No. of air quality assessments underway for key industrial source groups	0	0
1.0	No. of air quality assessments completed for key industrial source groups	0	0

RADIOACTIVE SUBSTANCES (RAS)			
ACTIVITY	ITEM		
AUTHORISATION		QTR 1	QTR 2
	<u>Applications for authorisation :</u>		
	<u>RSA Band 1 & 2 Permissions</u>		
1.	No. of applications duly made within the reporting period	0	0
2.	No. of RSA applications for authorisation determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
3.	No. of RSA Band 1 & 2 applications duly made then withdrawn in period	0	0
4.	No. of authorisations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	<u>RSA Band 3 Permissions</u>		
5.	No. of applications duly made within the reporting period	0	0
6.	No. of applications determined within the reporting period which are :		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
7.	No. of applications determined within target time or agreed extension time	0	0
	% determined within target period	#DIV/0!	#DIV/0!
8.	No. of applications duly made then withdrawn in period	0	0
9.	No. of applications for authorisations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	<u>Applications for Major Variation to authorisation :</u>		
	<u>RSA Band 1 & 2</u>		
10.	No. of RSA Band 1 & 2 Major Variations duly made within the reporting period	0	0
11.	No. of RSA Band 1 & 2 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
12.	No. of Major Variations duly made then withdrawn in period	0	0
13.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	<u>RSA Band 3</u>		

14.	No. of RAS Band 3 Major Variations duly made within the reporting period	0	0
15.	No. of RSA Band 3 Major Variations determined within the reporting period which are:		
	0 to 4 months	1	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	1	0
16.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Minor Variation to authorisation		
	RSA Band 1 & 2		
17.	No. of RSA Minor Variations duly made within the reporting period	0	0
18.	No. of RSA Band 1 & 2 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
19.	No. of RSA Band 1 & 2 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
	RSA Band 3		
20.	No. of RSA Minor Variations duly made within the reporting period	0	0
21.	No. of RSA Band 3 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
22.	No. of RSA Band 3 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
REGISTRATION	Applications for Registration		
	RSA Band 4		
23.	No. of applications for registration duly made within the reporting period	0	2
24.	No. of RSA Band 4 applications determined within the reporting period which are:		
	0 to 4 months	1	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	1	0
25.	No. of applications determined within statutory period or agreed extension time	1	0
	% applications determined within target period	100%	0

26.	No. of applications duly made then withdrawn in period	0	0
27.	No. of RSA Band 4 registrations awaiting determination which at quarter end are:		
	0 to 4 months old	0	2
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Major Variation to Registrations		
	RSA Band 4		
28.	No. of RSA Major Variations to registrations duly made within the reporting period	0	1
29.	No. of Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	1
	>12 months	0	0
	Total	0	1
30.	No. of major variations awaiting determination which at quarter end are:		
	0 to 4 months old	1	1
	>4 to 6 months old	1	1
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	2	2
	Applications for Minor Variation to registrations		
	RSA Band 4		
31.	No. of RSA Minor Variations to registrations duly made within the reporting period	0	1
32.	No. of Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
33.	No. of minor variations duly made and then withdrawn within the period	0	0
34.	No. of minor variations awaiting determination which at quarter end are:		
	0 to 4 months old	0	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	1
REVOCATIONS	No. of RSA Band 1 & 2 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 3 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 4 Registrations Revoked/ Cancelled in Period	16	18
REVIEWS	RSA Band 1 & 2 Permissions		
	No. of RSA Band 1 & 2 Applications/Authorisations in revision/review in Period	0	0
	No. of RSA Band 1 & 2 Authorisations which at the end of the Period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	No. of RSA Band 1 & 2 revision/reviews completed in Period	0	0
INSPECTION	No. of regulated permissions under RSA '93:		

35.	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	11	11
	Band 4	98	98
	Total	109	109
	<u>Inspection Visits under RSA'93:</u>		
	<u>Number of Application related visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>Number of Programmed (routine inspection) visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	11	7
	<u>Number of Reactive visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	2	0
	<u>Number of Other visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>No. of inspection visits required in accordance with the RSR Workload Model guidance in Period</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	Total	0	0
	<u>% achievement of annual inspections against RSR Workload Model guidance in Period</u>		
	Band 1	#DIV/0!	#DIV/0!
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4.16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	#DIV/0!	#DIV/0!
	- Major Nuclear Sites (Categories C)	#DIV/0!	#DIV/0!
	- Intermediate Nuclear Sites (Category D)	#DIV/0!	#DIV/0!
	- Minor Nuclear Sites (Category E)	#DIV/0!	#DIV/0!
	Band 3	#DIV/0!	#DIV/0!
	Band 4	#DIV/0!	#DIV/0!

INCIDENTS	RSA '93		
36.	Band 1 & 2 Incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 3 Incidents		
	No. of incidents found to be justified	1	0
	No. of Regulated Processes involved	0	0
	Band 4 Incidents		
	No. of incidents found to be justified	2	0
	No. of Regulated Processes involved	0	0
	RSA '93 Enforcement actions :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (û)	0	0
	Costs awarded (û)	0	0
	No. of Enforcement Notices issued under s.21 RSA'93	0	0
	No. of Prohibition Notices issued under s.22 RSA'93	0	0

	LAND QUALITY		
ACTIVITY	ITEM	QTR 1	QTR 2
<i>Section 4</i>			
1.0	No. of new contaminated land sites assessed for Agency involvement	6	6
1.0	No. of contaminated land site visits	28	47

WATER RESOURCES			
ACTIVITY	ITEM	QTR 1	QTR 2
HYDROMETRY			
Section 5			
1.0	Number of data requests responded to within 10 working days	63	103
1.0	Total number of data requests received	63	104
1.0	% of hydrometric data requests responded to within 10 working days	100.0%	99.0%
LICENSING			
1.0	No. of formal licence applications determined in target time	6	8
1.0	No. of formal licence applications determined	7	8
1.0	% formal licences determined in target time (statutory period or agreed extension)	85.7%	100.0%
1.0	No. of licence applications determined in :		
	0 to 3 months	5	3
	> 3 to 6 months	1	1
	> 6 to 12 months	0	1
	> 12 months	1	3
	- Total No. licences determined	7	8
1.0	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	7	5
	> 3 to 6 months old	1	2
	> 6 to 12 months old	4	1
	> 12 months	5	5
	Total	17	13
1.0	No. of new formal licence applications received	9	4
1.1	No. of upward variations made	0	0
1.2	No. of downward variations made	0	0
1.3	No. of other variations made	7	4
2.1	No. of part successions made	0	0
2.2	No. of whole or remainder successions made	4	6
3.0	No. of licences revoked/lapsed/expired	7	0
INSPECTION			
	(a) Highly critical sites :		
1.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	11	11
1.0	- Actual no. of inspections made	11	11
1.0	% achievement of licence enforcement policy - highly critical licences	100%	100%
1.0	No. of unplanned visits made	0	0
	(b) Critical sites :		
1.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	125	125
1.0	- Actual no. of inspections made	29	94
1.0	% achievement of licence enforcement policy - critical licences	23.2%	75.2%
1.0	No. of unplanned visits made	0	0
	(c) Less critical sites :		
2.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	15	15
1.0	- Actual no. of inspections made	5	13
1.0	% achievement of licence enforcement policy - less critical licences	33.3%	86.7%
1.0	No. of unplanned visits made	0	0
	(d) Small sites :		
?	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	3	3
1.0	- Actual no. of inspections made	0	0

1.0	% achievement of licence enforcement policy - less critical licences	0.0%	0.0%
1.0	No. of unplanned visits made	0	0
1.0	No. of non-compliant sites (total for all inspections)	0	0
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	91	96
2.0	No of valid consent & byelaw applications determined	91	96
	% of consents & byelaws determined within statutory time	100.0%	100.0%
IMPROVEMENT & DEVELOPMENT			
	<u>Total actual flood defence capital expenditure:</u>		
	- Fluvial defences	50	49
	- Tidal Defences	9	6
	- Sea Defences	16	27
	- Other	0	0
	- Total	75	82
	<u>Total planned flood defence capital expenditure:</u>		
	- Fluvial defences	134	134
	- Tidal Defences	0	0
	- Sea Defences	39	39
	- Other	0	0
	- Total	173	173
	Actual expenditure as proportion of planned expenditure - Capital prog.	43.4%	47.4%
FLOOD WARNING			
1.0	No. of flooded properties which received a flood warning	0	0
2.0	No. of flooded properties	0	0
1.0	% of flooded properties which received a flood warning	0	0
ENFORCEMENT			
	No. of prosecutions concluded	0	2
	No. of successful prosecutions concluded	0	2
	Fines imposed (£)	0	1000.00
	Costs awarded (£)	0	2459.78
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0

FISHERIES			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	51	36
2.0	No. of consent applications received	51	36
	% of consent applications responded to in target time	100.0%	100.0%
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	1813	785
1.0	No. of rod licence checks made (excluding multiple checks)	1753	770
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	131	39
4.0	No. of valid licences subsequently produced following an unsatisfactory check	48	16
1.0	No. of failures to produce a valid rod licence	83	23
	Evasion rate (%)	4.7%	3.0%
3.0	No. of locations visited (rod licence enforcement)	51	19
1.0	No. of reports of illegal fishing actioned within target time	3	8
2.0	No. of reports of illegal fishing	3	8
	% of reports of illegal fishing actioned within target time	100.0%	100.0%
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	1	0
2.0	No. of reports of handling of salmon in suspicious circumstances	1	0
	% of reports of handling of salmon in suspicious circumstances actioned in target time	100.0%	#DIV/0!
No. of infringements, licence offences :			
	- net	0	0
No. of infringements, byelaw/other offences :			
	- rod & line	3	0
	- net	0	0
	- Other	0	0
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	60	17
	No. of prosecution/formal caution recommendations made	80	18
	% of prosecution/formal caution recommendations made within 35 days of date of offence	75.0%	94.4%
No. of prosecutions concluded for licence offences :			
	- Rod	20	36
	- Net	0	0
No. of prosecutions concluded for byelaw/other offences			
	- rod & line	0	0
	- net	0	0
	- Other	2	9
No. successful prosecutions concluded for licence offences :			
	- Rod	20	35
	- Net	0	0
No. successful prosecutions concluded for byelaw/other offences			
	- rod & line	0	0
	- net	0	0
	- Other	2	9
Fines imposed for licence offences :			
	- Rod (£)	930	1500.00
	- Net (£)	0	0
Fines (£) imposed for byelaw/other offences			
	- rod & line	0	0
	- net	0	0

- Other	100	224.00
Costs awarded for licence offence prosecutions :		
- Rod (£)	835	1656.66
- Net (£)	0	0
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	0	0
- net	0	0
- Other	50	208.34
No. of formal cautions accepted for licence offences :		
- Rod	0	0
- Net	0	0
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	0	0
No. of warning letters sent for licence offences :		
- Rod	9	0
- Net	0	0
No. of warning letters sent for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	1	0

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 1	QTR 2
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	0	0
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	6	2
	- Natural causes	4	6
	- Other	4	2
	No. of fish kills where emergency attendance is deemed necessary	14	10
	No. of fish kills attended by staff	14	10
	No. of fish kills attended by staff in target time	14	10
	% of fish kills attended by staff within target time	100.0%	100.0%
	No. of fish killed	16317	858
	No. of emergency fish rescues initiated in target time	6	13
	No. of emergency fish rescues	6	13
	% of emergency fish rescues actioned within target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
	1.0 No. of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	10	7
	- No. of Agency consent applications	35	52
	- No. of Agency works	0	0
	No. of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	3	3
	- No. of Agency consent applications	25	22
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	62.2%	42.4%
PROMOTION & ADVISORY SERVICES			
	No. of requests for fishery advice responded to in target time	81	39
	No. of requests for fishery advice	81	47
	% of requests for fishery advice responded to in target time	100.0%	83.0%

	RECREATION		
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
<i>Section 8</i>			
1.0	No. of requests for Recreation advice responded to in target time	81	39
2.0	No. of requests for Recreation advice	81	47
1.0	% of requests for advice responded to in target time	100.0%	83.0%
PLANNING & DEVELOPMENT CONTROL			
?	No of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	10	7
	- No. of Agency consent applications	35	52
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	3	3
	- No. of Agency consent applications	25	22
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	62.2%	42.4%

CONSERVATION			
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	18	90
2.0	No. of requests for Conservation advice	18	90
	% of requests for advice responded to in target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	115	128
	- No. of Agency consent applications	31	31
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	115	120
	- No. of Agency consent applications	31	30
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	100.0%	94.3%
	Number of SPA's, SAC's and Ramsar Sites		
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW		
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities		
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	0	1

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 1	QTR 2
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt	997	860
	No. processed in 15 to 21 Days of receipt	129	127
	No. processed in 22 to 28 Days of receipt	75	43
	No. processed after more than 28 Days of receipt	31	14
	Percentage of planning applications processed within 14 days	80.9%	82.4%
	Percentage of planning applications processed within 21 days	91.4%	94.5%
	Percentage of planning applications processed within 28 days	97.5%	98.7%
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
2.0	- policy complaint	1	0
	- failure complaint	2	2
	- conduct complaint	0	4
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	3	6
	No. responded to in 6 - 10 working days of receipt	0	0
	No. responded to in more than 10 working days of receipt	0	0
	Percentage of complaints responded to within target time (5 working days)	100.0%	100.0%
	Percentage of complaints responded to within 10 working days	100.0%	100.0%
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	0	0
	- failure complaint	1	0
	- conduct complaint	0	0
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	13	9
	No. responded to in 11 - 15 working days of receipt	1	0
	No. responded to in more than 15 working days of receipt	0	0
	Percentage of MPs' letters replied to within target time (within 10 working days)	92.9%	100.0%
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	4	2
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	0	0
	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
	Total revenue received (£)	0	0
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	0	0
	No. of requests responded to in full within standard of service target time	0	0
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
WRITTEN REQUEST MADE FOR INFORMATION	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail (deemed to be subject to the Environmental Information Regulations)	272	211
	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
	Total revenue received (£)	0	0
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	246	156
	No. of requests responded to in full within standard of service target time	236	149

	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	10	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	0
	- when the requested information is not environmental information	0	0
	- when a request is too general or manifestly unreasonable	0	0
	- when the requested information is not in an accessible form or location	0	0
	- when payment of a reasonable charge is refused	0	0
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
	- when its disclosure would increase the likelihood of damage to the environment	0	0
	- when the information relates to matters affecting international relations, national defence or public security	0	0
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
	- when information is contained within a document or other record which is still in the course of completion	0	0
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
	- when information is supplied in part - ie part refusal	0	0
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
	No. of requests that resulted in a charge being made - ie over de minimis	0	0
	Total of monies received (£)	0	0
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
	No. of requests refused (NB These require referral to Legal and Head Office)	0	0
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	0	0
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	0
	Total of monies received (£)	0	0
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
	SEARCHES		
	No. of search requests received	157	108
	Total of monies received (£)	8623	5728

	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	120	85
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	57	48
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	21	24
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	0

PERSONNEL			
ACTIVITY	ITEM	QTR 1	QTR 2
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	0	0
	- Non-manual employees	201	200
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	0
	- Non-manual employees	8	5
	Turnover rate (%) :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	4.0	2.5
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees	3	0
	- Non-manual employees	0	0
	- Total	3	0
	Total no. working days :		
	- Manual employees	0	0
	- Non-manual employees	52260	52000
	- Total	52260	52000
	No working days lost due to reportable accidents :		
	- Manual employees	28	0
	- Non-manual employees	0	0
	- Total	28	0
	% of working days lost due to reportable accidents :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	0.0
	- Total	0.1	0.0
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees	0	0
	- Non-manual employees	110	36.5
	- Total	110	36.5
	% of working days devoted to training :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.2	0.1
	- Total	0.2	0.1

QUARTERLY OPM's

Q3 1999/2000

CENTRAL AREA

CENTRAL	1999/00 QUARTERLY TEMPLATE			
	WATER QUALITY			
Discharge Monitoring & Control (PPE reference: G2)			Quarter 3	Quarter 4
Section 1				
1.10	No. of new applications received		15	
1.11	No. of consent applications determined		16	
1.12	No. of consents determined in target time		16	
	% discharge consent determined in target time		100%	#DIV/0!
1.13	Number of Consent Reviews received		6	
1.14	No. of consent reviews determined		22	
	No. of variations applied for by discharger		0	
1.15	No. of variations determined		9	
1.16	No. of variations determined in target time		9	
	% variations determined in target time		100%	#DIV/0!
	No. of Consent modifications initiated by the Agency		3	
	No. of consent modifications determined		5	
	No. of consent revocations		8	
1.17	No. of consents applications/ variations awaiting determination		22	
1.18	No. of Groundwater applications received		0	
Discharge Inspection (PPE reference: H)				
	ROUTINE MONITORING:			
	No. of discharges inspected:numeric			
	No. of discharges inspected:descriptive			
	% achievement of planned inspection programme[numeric and descriptive]			
	No. of planned effluent sampling visits made		578	
	No. of routine effluent samples taken		788	
	% achievement of planned routine effluent sampling programme		136%	#DIV/0!
Monitoring Controlled Waters (PPE reference: F)				
3.11	No. Routine single samples taken: statutory sampling prog:			
	Chemical samples:			
3.18	Total		513	
	Biology:			
3.24	Total		0	
	Microbiology samples:			
3.31	Total		11	
3.32	% achievement of planned statutory sampling programme (648)		81%	
3.33	No. Routine single samples taken: National Surveillance Prog:			
	Chemical samples:			
3.37	Total		608	
	Biology:			
3.40	Total		0	
3.41	% achievement of planned national surveillance sampling programme (549)		111%	
3.42	No. Routine single samples taken: Regional Operational sampling prog			
	Chemical samples:			
3.49	Total		139	
3.50	Biology:			
3.56	Total		0	

3.57	Microbiology samples:		
3.64	Total	151	
3.65	% achievement of planned regional operational sampling programme (575)	50%	
3.67	No. of non effluent samples placed on Public Register	1320	
3.68	No. placed on Public Register in Target Time	1284	
	% of samples place on public register in target time.	97%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	752	
3.70	No. placed on Public Register in Target Time	728	
	% of samples place on public register in target time.	97%	#DIV/0!
Pollution Prevention (Scale is an Issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	162	
4.19	No. of reported incidents responded to by an authorised officer within target time	158	
	% of reported incidents responded to by an authorised officer within target time	97.5%	#DIV/0!
4.20	No. of Cat 1 incidents investigated	2	
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	2	
	% of category 1 incidents investigated within stipulated standards of service	100%	#DIV/0!
4.22	No. of Cat 2 incidents investigated	11	
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	9	
	% of category 2 incidents investigated within stipulated standards of service	82%	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback	114	
4.25	% Pollution incident Reportees provided with feedback		
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	1	
5.11	No. of successful prosecutions concluded	1	
5.12	Fines imposed (£)	7500.00	
5.13	Costs awarded (£)	6534.25	
5.14	No. of formal cautions issued and accepted	2	
5.15	No. of warning letters sent	6	
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	

	Integrated Pollution Control		
	IPC		
ACTIVITY	ITEM		
		QTR 3	QTR 4
	No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)		
	Part A's	90	
	Part B's	0	
	Total	90	0
AUTHORISATION	Applications :		
	No. of IPC valid applications duly made	1	
	No. of IPC valid applications determined		
	0 to 4 months	0	
	> 4 months	0	
	Total	0	0
	No. determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	1	
	4-12 months old	2	
	>12 months old	0	
	Total	3	0
	substantial variations to authorisations :		
	No. of IPC valid applications for substantial variation duly made	0	
	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	
	> 4 months	0	
	Total	0	0
	No. determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	
	4-12 months old	1	
	>12 months old	0	
	Total	1	0
	non substantial variations to authorisations :		
	No. of IPC valid applications for non substantial variation duly made	1	

	No. of IPC valid applications for non substantial variation determined in :		
	0 to 4 months	1	
	> 4 months	1	
	Total	2	0
	No. determined within 4 months	2	
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for non substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	
	4-12 months old	4	
	>12 months old	0	
	Total	4	0
4 YEAR REVIEWS	Authorisation reviews :		
	No. of IPC 4 year reviews of authorisation required by statute [per procedure EAQ/2/010 arising within the quarter	2	
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	2	
	% of statutory review programme completed in time	100.0%	#DIV/0!
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review)	0	
	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end	0	
INSPECTION	Annual No. of programmed visits indicated under RSDM41 guidance	223	
	No. of Inspection visits under EPA'90 :		
	- application related	3	
	- programmed visits	27	
	- reactive visits	10	
	- other visits	14	
	Cumulative (YTD) % achievement of RSDM41 inspection guidance	83.0%	#DIV/0!
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as quarter	10	
	No. of Part A processes which are non-operational ie. Do not need an OPRA score	0	
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	11.1%	#DIV/0!
INCIDENTS	EPA '90		
	No. of pollution incident allegations found to be justified	2	
	No. of regulated processes involved	2	
ENFORCEMENT	EPA '90		

	PROSECUTIONS :		
	No. of Prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines Imposed (£)	0	
	Costs awarded (£)	0	
	Number of prosecutions pending at quarter end	3	
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or	0	
	prohibition notice	0	
	APPEALS :		
	No of appeals concluded	0	
	No. of appeals resolved in favour of the appellant	0	
	No. of appeals withdrawn	0	
	Number of appeals pending at quarter end	0	
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	
	No. of judicial reviews resolved in favour of the applicant	0	
	Number of judicial reviews pending at quarter end	0	
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	0	
	No. of Prohibition Notices issued under s.14 EPA'90	0	

	RADIOACTIVE SUBSTANCES (RAS)		
ACTIVITY	ITEM	QTR 3	QTR 4
NUCLEAR SITE AUTHORISATIONS	NUCLEAR SITES: <u>Applications for RSA Band 1 & 2 authorisation :</u>		
1.	No. of applications duly made within the reporting period	0	
2.	No. of applications determined within the reporting period	0	
3.	No. of applications outstanding (awaiting determination) which at quarter end are: 0 to 12 months >12 to 24 months >24 months Total	0 0 0 0	0
	<u>Applications for variation to RSA Band 1 & 2 authorisation :</u>		
4.	No. of RSA Band 1 & 2 variations duly made within the reporting period	0	
5.	No. of RSA Band 1 & 2 variations determined within the reporting period which are: 0 to 12 months >12 to 24 months >24 months Total	0 0 0 0	0
6.	No. of variations outstanding (awaiting determination) which at quarter end are: 0 to 12 months >12 to 24 months >24 months Total	0 0 0 0	0
	<u>Nuclear Site Reviews :</u>		
7.	No. of RSA Band 1 & 2 Authorisations due for review in the reporting period	0	
8.	No. of RSA Band 1 & 2 Reviews completed in the reporting period	0	
9.	No. of RSA Band 1 & 2 Reviews which at the end of the reporting period are overdue by: 0 to 12 months >12 to 24 months >24 months Total	0 0 0 0	0
NON NUCLEAR PERMISSIONS	NON NUCLEAR PERMISSIONS : BAND 3 AUTHORIZATIONS: <u>Applications for RSA Band 3 authorisation :</u>		
10.	No. of applications duly made within the reporting period	0	
11.	No. of applications determined within the reporting period which are: 0 to 4 months >4 months Total	1 0 1	0
12.	No. of applications determined within 4 months or agreed extension time % determined within target period	1 100%	
13.	No. of applications for authorisation awaiting determination which at quarter end are: 0 to 4 months >4 months Total	0 0 0	0
	<u>Applications for variation to RSA Band 3 authorisations :</u>		
14.	No. of RSA Band 3 variations duly made within the reporting period	4	
15.	No. of RSA Band 3 variations determined within the reporting period which are: 0 to 4 months >4 months Total	2 0 2	0

16.	No. of applications determined within 4 months or agreed extension time	2	
	% determined within target period	100%	
17.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	3	
	> 4 months	0	
	Total	3	0
	<u>RSA Band 3 Revocations :</u>		
18.	No. of RSA Band 3 Authorisations revoked within the reporting period	0	
	<u>BAND 4 REGISTRATIONS:</u>		
	<u>Applications for RSA Band 4 registration :</u>		
19.	No. of applications duly made within the reporting period	1	
20.	No. of applications determined in reporting period which are:		
	0 to 4 months	3	
	>4 months	0	
	Total	3	0
21.	No. of applications determined within 4 months or agreed extension time	3	
	% determined within target period	100%	
22.	No. of applications for registration awaiting determination which at quarter end are:		
	0 to 4 months	0	
	>4 months	0	
	Total	0	0
	<u>Applications for variation to RSA Band 4 registrations :</u>		
23.	No. of RSA Band 4 variations duly made within the reporting period	1	
24.	No. of RSA Band 4 variations determined within the reporting period which are:		
	0 to 4 months	0	
	>4 months	0	
	Total	0	0
25.	No. of applications determined within 4 months or agreed extension time	0	
	% determined within target period	#DIV/0!	
26.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	1	
	> 4 months	0	
	Total	1	0
	<u>RSA Band 4 Cancellations :</u>		
27.	No. of RSA Band 4 Registrations cancelled within the reporting period	0	
INSPECTIONS	REGULATORY VISITS :		
28.	<u>No. of regulated sites for Bands 1 & 2 :</u>		
	Band 1		
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)		
	- Major Nuclear Sites (Categories C)		
	- Intermediate Nuclear Sites (Category D)		
	- Minor Nuclear Sites (Category E)		
	Total Band 1 & 2 Sites	0	0
	<u>No. of regulated permissions for Bands 3 & 4 :</u>		
	Band 3 Authorisations		
	Band 4 Registrations		
	Total Band 3 & 4 Permissions	0	0
29.	<u>Number of Visits made within the reporting period:</u>		
	Band 1		
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)		
	- Major Nuclear Sites (Categories C)		
	- Intermediate Nuclear Sites (Category D)		
	- Minor Nuclear Sites (Category E)		
	Band 3		
	Band 4		
	Total	0	0

		<u>No. of visits required in accordance with the RSR Workplanning Model</u>	
Band 1			
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)			
- Major Nuclear Sites (Categories B)		0	0
- Major Nuclear Sites (Categories C)		0	0
- Intermediate Nuclear Sites (Category D)		0	0
- Minor Nuclear Sites (Category E)		0	0
Band 3		0	0
Band 4		0	0
Total		0	0
		<u>% achievement of annual FER inspections (accumulative)</u>	
Band 1		#DIV/0!	#DIV/0!
Band 2 - Categories B		#DIV/0!	#DIV/0!
Band 2 - Categories C		#DIV/0!	#DIV/0!
Band 2 - Categories D		#DIV/0!	#DIV/0!
Band 2 - Categories E		#DIV/0!	#DIV/0!
Band 3		#DIV/0!	#DIV/0!
Band 4		#DIV/0!	#DIV/0!
INCIDENTS & ENFORCEMENTS			
<u>RSA '93</u>			
INCIDENTS			
30.	No. of Nuclear site incidents reported within the period	0	
31.	No. of Non Nuclear incidents reported within the period	0	
<u>RSA '93 Enforcement actions :</u>			
ENFORCEMENTS			
32.	No. of Prosecutions concluded	0	
33.	No. of successful prosecutions concluded	0	
34.	Fines imposed (£)	0	
35.	Costs awarded (£)	0	
36.	No. of formal cautions issued and accepted	0	
37.	No. of warning letters sent	0	
38.	No. of Enforcement Notices issued	0	
39.	No. of Prohibition Notices issued	0	

	LAND QUALITY		
ACTIVITY	ITEM	QTR 3	QTR 4
Section 4			
1.0	No. of new contaminated land sites assessed for Agency involvement	11	
1.0	No. of contaminated land site visits	33	

	WATER RESOURCES		
ACTIVITY	ITEM	QTR 3	QTR 4
HYDROMETRY			
<i>Section 5</i>			
	Number of data requests responded to within 10 working days		
	Total number of data requests received		
	% of hydrometric data requests responded to within 10 working days	#DIV/0!	#DIV/0!
LICENSING			
	No. of formal licence applications determined in target time	13	
	No. of formal licence applications determined	14	
	% formal licences determined in target time (statutory period or agreed extension)	92.9%	#DIV/0!
	No. of licence applications determined in :		
	0 to 3 months	4	
	> 3 to 6 months	5	
	> 6 to 12 months	1	
	> 12 months	4	
	- Total No. licences determined	14	0
	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	1	
	> 3 to 6 months old	0	
	> 6 to 12 months old	0	
	> 12 months	2	
	Total	3	0
	No. of new formal licence applications received	4	
	No. of upward variations made	0	
	No. of downward variations made	2	
	No. of other variations made	14	
	No. of part successions made	0	
	No. of whole or remainder successions made	6	
	No. of licences revoked/lapsed/expired	0	
INSPECTION			
	(a) Highly critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	11	
	- Actual no. of inspections made	11	
	% achievement of licence enforcement policy - highly critical licences	100.0%	#DIV/0!
	No. of unplanned visits made		
	(b) Critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	125	
	- Actual no. of inspections made	11	
	% achievement of licence enforcement policy - critical licences	8.8%	#DIV/0!
	No. of unplanned visits made		
	(c) Less critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy	15	
	- Actual no. of inspections made	8	
	% achievement of licence enforcement policy - less critical licences	53.3%	#DIV/0!
	No. of unplanned visits made		
	(d) Small sites :		
	- No. of sites in force		

	- No. of inspections required by NRA policy	3	
	- Actual no. of inspections made	0	
	% achievement of licence enforcement policy - less critical licences	0.0%	#DIV/0!
	No. of unplanned visits made		
	No. of non-compliant sites (total for all inspections)		
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	0	
	- Impoundment offences (£)	0	
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	0	
	- Impoundment offences (£)	0	
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION & ENFORCEMENT			
<i>Section 0</i>			
1.0	No of consents & byelaws positively determined within statutory period	75	
2.0	No of valid consent & byelaw applications determined	75	
	% of consents & byelaws determined within statutory time	100.0%	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	<u>Total actual flood defence capital expenditure:</u>		
	- Fluvial defences	360	
	- Tidal Defences	87	
	- Sea Defences	5	
	- Other	0	
	- Total	452	0
	<u>Total planned flood defence capital expenditure:</u>		
	- Fluvial defences	134	
	- Tidal Defences	0	
	- Sea Defences	39	
	- Other	0	
	- Total	173	0
	Actual expenditure as proportion of planned expenditure - Capital prog.	261.3%	#DIV/0!
FLOOD WARNING			
	No. of flooded properties which received a flood warning		
	No. of flooded properties		
	% of flooded properties which received a flood warning	0	0
ENFORCEMENT	No. of prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines imposed (£)	0	
	Costs awarded (£)	0	
	No. of formal cautions accepted	0	
	No. of warning letters sent	0	

	FISHERIES		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	41	
2.0	No. of consent applications received	41	
	% of consent applications responded to in target time	100.0%	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	1536	
1.0	No. of rod licence checks made (excluding multiple checks)	1437	
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	46	
4.0	No. of valid licences subsequently produced following an unsatisfactory check	33	
1.0	No. of failures to produce a valid rod licence	13	
	Evasion rate (%)	0.9%	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)	27	
1.0	No. of reports of illegal fishing actioned within target time	5	
2.0	No. of reports of illegal fishing	6	
	% of reports of illegal fishing actioned within target time	83.3%	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	2	
2.0	No. of reports of handling of salmon in suspicious circumstances	2	
	% of reports of handling of salmon in suspicious circumstances actioned in target time	100.0%	#DIV/0!
	No. of infringements, licence offences :		
	- net		
	No. of infringements, byelaw/other offences :		
	- rod & line	0	
	- net	2	
	- Other	0	
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	7	
	No. of prosecution/formal caution recommendations made	8	
	% of prosecution/formal caution recommendations made within 35 days of date of offence	87.5%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	11	
	- net	0	
	- Other	1	
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	9	
	- net	0	
	- Other	1	
	Fines imposed for licence offences :		
	- Rod (£)	0	
	- Net (£)	0	
	Fines (£) imposed for byelaw/other offences		

- rod & line	445.00	
- net	0.00	
- Other	25.00	
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	
- Net (£)	0	
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	422.50	
- net	0.00	
- Other	12.50	
No. of formal cautions accepted for licence offences :		
- Rod	0	
- Net	0	
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	
- net	0	
- Other	0	
No. of warning letters sent for licence offences :		
- Rod	0	
- Net	0	
No. of warning letters sent for byelaw/other offences		
- rod & line	0	
- net	0	
- Other	0	

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 3	QTR 4
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	8.8	
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	1	
	- Natural causes	2	
	- Other	1	
	No. of fish kills where emergency attendance is deemed necessary	4	
	No. of fish kills attended by staff	4	
	No. of fish kills attended by staff in target time	4	
	% of fish kills attended by staff within target time	100.0%	#DIV/0!
	No. of fish killed	118	
	No. of emergency fish rescues initiated in target time	20	
	No. of emergency fish rescues	20	
	% of emergency fish rescues actioned within target time	100.0%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
	1.0 No of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	7	
	- No. of Agency consent applications	14	
	- No. of Agency works	1	
	No of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	3	
	- No. of Agency consent applications	7	
	- No. of Agency works	1	
	% of referrals responded to by deadline requested	50.0%	#DIV/0!
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice responded to in target time	50	
	No of requests for fishery advice	56	
	% of requests for fishery advice responded to in target time	89.3%	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
Section 8			
1.0	No. of requests for Recreation advice responded to in target time	53	
2.0	No. of requests for Recreation advice	56	
1.0	% of requests for advice responded to in target time	94.6%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	7	
	- No. of Agency consent applications	14	
	- No. of Agency works	1	
3.0	No of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	3	
	- No. of Agency consent applications	7	
	- No. of Agency works	1	
	% of referrals responded to by deadline requested	50.0%	#DIV/0!

	CONSERVATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
<i>Section 9</i>			
1.0	No. of requests for Conservation advice responded to in target time	86	
2.0	No. of requests for Conservation advice	88	
	% of requests for advice responded to in target time	97.7%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
7	No of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	176	
	- No. of Agency consent applications	35	
	- No. of Agency works	2	
3.0	No of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	163	
	- No. of Agency consent applications	28	
	- No. of Agency works	2	
	% of referrals responded to by deadline requested	90.6%	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites	11.0%	
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW		
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities		
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	1	

	NAVIGATION		
ACTIVITY	ITEM	QTR 3	QTR 4
INSPECTION & ENFORCEMENT			
Section 10	Checks made at locks		
1.0	No. of licence/registration offences		
2.0	No. of licences/registrations checked		
	All other licence enforcement checks		
1.0	No. of licence/registration offences		
2.0	No. of licences/registrations checked		
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)		
1.0	No. of offences recommended for prosecution within target time		
2.0	No. of offences recommended for prosecution		
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	No. of formal cautions accepted		
	No. of warning letters sent		
			Cont'd .../
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time		
2.0	No. of emergency incidents		
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No of referrals received by Navigation for consideration : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
3.0	No of referrals responded to by deadline requested : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time		
2.0	No. of requests for Navigation advice		
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 3	QTR 4
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt		
	No. processed in 15 to 21 Days of receipt		
	No. processed in 22 to 28 Days of receipt		
	No. processed after more than 28 Days of receipt		
	Percentage of planning applications processed within 14 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 21 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 28 days	#DIV/0!	#DIV/0!
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
2.0	- policy complaint	0	
	- failure complaint	3	
	- conduct complaint	2	
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	4	
	No. responded to in 6 - 10 working days of receipt	1	
	No. responded to in more than 10 working days of receipt	0	
	Percentage of complaints responded to within target time (5 working days)	80.0%	#DIV/0!
	Percentage of complaints responded to within 10 working days	100.0%	#DIV/0!
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	0	
	- failure complaint	0	
	- conduct complaint	0	
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	12	
	No. responded to in 11 - 15 working days of receipt	0	
	No. responded to in more than 15 working days of receipt	0	
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	#DIV/0!
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	4	
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	0	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	0.0	
	No. of requests responded to in full within standard of service target time	0	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
WRITTEN REQUEST MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations) Excludes Searches	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	216	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	15	

	No. of requests responded to in full within standard of service target time	195	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	2	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	
	- when the requested information is not environmental information	0	
	- when a request is too general or manifestly unreasonable	0	
	- when the requested information is not in an accessible form or location		
	- when payment of a reasonable charge is refused	0	
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	
	- when its disclosure would increase the likelihood of damage to the environment	0	
	- when the information relates to matters affecting international relations, national defence or public security	0	
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	
	- when information is contained within a document or other record which is still in the course of completion	0	
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	
	- when information is supplied in part - ie part refusal	0	
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	
	No. of requests that resulted in a charge being made - ie over de minimis	0	
	Total of monies received (£)	0	
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	
	No. of requests refused (NB These require referral to Legal and Head Office)	0	
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	0	
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	
	Total of monies received (£)	0	
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	
	SEARCHES		
	No. of search requests received	113	

	Total of monies received (£)	5588.00	
	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	43	
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	27	
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	21	
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	

	PERSONNEL		
ACTIVITY	ITEM	QTR 3	QTR 4
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	0	
	- Non-manual employees	208	
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	
	- Non-manual employees	2	
	Turnover rate (%) :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	1.0	#DIV/0!
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	Total no. working days :		
	- Manual employees	0	
	- Non-manual employees	520	
	- Total	520	0
	No working days lost due to reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	% of working days devoted to training :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!

WASTE OPM's

CENTRAL

1999/2000

CENTRAL WASTE

GRANT OF LICENCE		Q1	Q2	Q3	Q4	Cum Total
G1	APPLICATIONS RECEIVED					
	- MRS ONLY	1	0	2	0	3
	- ALL OTHER SITES	0	3	0	0	3
G2	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G3	ISSUED WITHIN INITIAL 4 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G4	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G5	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	1	0	1
	- ALL OTHER SITES	5	2	1	0	8
G6	IN PROCESS <4 MONTHS					
	- MRS ONLY	1	0	1	0	2
	- ALL OTHER SITES	1	4	2	0	7
G7	OUTSTANDING (IN PROCESS 4-12 MONTHS)					
	- MRS ONLY	0	1	0	0	1
	- ALL OTHER SITES	4	3	1	0	8
G8	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	5	5	3	0	13
	- ALL OTHER SITES	8	7	9	0	24
G9	REJECTED (INCLUDING REFUSALS/ WITHDRAWALS)					
	- MRS ONLY	0	0	3	0	3
	- ALL OTHER SITES	0	1	0	0	1
MODIFICATION OF LICENCE CONDITIONS						Cum Total
G10	APPLICATIONS RECEIVED					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	6	3	2	0	11
G11	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G12	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	1	1	2	0	4
G13	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G14	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	3	3	0	6
G15	IN PROCESS <2 MONTHS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	3	0	0	5
G16	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	8	4	4	0	14
G17	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	1	0	0	0	1

	- ALL OTHER SITES	1	1	1	0	3
G18	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- MRS ONLY	0	1	0	0	1
	- ALL OTHER SITES	0	0	0	0	0
TRANSFER OF LICENCE						Cum Total
G19	APPLICATIONS RECEIVED					
	- ALL SITES	1	0	2	0	3
G20	ISSUED WITHIN INITIAL 3 MONTHS STATUTORY PERIOD					
	- ALL OTHER SITES	0	0	1	0	1
G21	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	1	0	0	0	1
G22	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	2	1	0	3
G23	IN PROCESS <2 MONTHS					
	- ALL SITES	1	1	1	0	3
G24	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- ALL SITES	2	0	1	0	3
G25	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G26	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	0	0	0	0
SURRENDER OF LICENCE						Cum Total
G27	APPLICATIONS RECEIVED					
	- ALL SITES	3	0	3	0	6
G28	ISSUED WITHIN INITIAL 3 MONTHS STATUTORY PERIOD					
	- ALL SITES	0	1	0	0	1
G29	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G30	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	1	0	0	1
G31	IN PROCESS <3 MONTHS					
	- ALL SITES	3	1	3	0	7
G32	OUTSTANDING (IN PROCESS 3-12 MONTHS)					
	- ALL SITES	0	0	0	0	0
G33	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	2	2	2	0	6
G34	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	0	0	0	0
CARRIER & BROKER REGISTRATION	ITEM					Cum Total
H1	NUMBER CARRIER APPLICATIONS RECEIVED	41	64	78	0	183
H2	NUMBER CARRIER RENEWALS RECEIVED	55	43	22	0	120
H3	NUMBER BROKER APPLICATIONS RECEIVED	1	0	0	0	1
H4	NUMBER BROKER RENEWALS RECEIVED	0	0	0	0	0
H5	NUMBER APPLICATIONS >2 MONTHS old outstanding at 31/03/2000				0	

LICENCE REVIEWS	ITEM					Cum Total	Annual Plan
I1	NUMBER REGULATION 15 REVIEWS	0	0	0	0	0	0
AGENCY INITIATED (NO FEE) LICENCE MODIFICATIONS	ITEM					Cum Total	Annual Plan
J1	NO. LICENCES REQUIRING FIN. PROV. MOD.	7	0	7	0	14	0
J2	NO. LICENCES REQUIRING TIME LIMITED MOD.	7	0	0	0	7	0
J3	NO. LICENCES REQUIRING SITE RETURNS MOD.	5	0	5	0	10	0
J4	OTHER AGENCY INITIATED MODIFICATIONS	1	0	1	0	2	0
TFS NOTIFICATIONS GRANT OF LICENCE	ITEM					Cum Total	
K1	COMPLETE NOTIFICATIONS RECEIVED	12	12	8		32	
K2	ACKNOWLEDGED WITHIN STATUTORY PERIOD	11	19	8		28	
K3	ACKNOWLEDGED OUTSIDE STATUTORY PERIOD	0	0	0		0	
K4	DETERMINED WITHIN STATUTORY TIME	8	7	8		23	
K5	DETERMINED OUTSIDE STATUTORY TIME	0	0	1		1	
K6	REJECTED	0	0	0		0	
A ITEMS K1-6 TO BE PROVIDED BY TFS NATIONAL SERVICE TO AREAS VIA REGIONAL WASTE							
PLAN 1999/00							
SUPERVISING PERMITTED ACTIVITIES	ITEM						
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	0	0	0	0	0	
ACTUAL 1999/00							
	ITEM					Cum Total	Annual Plan
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	0
L2	NUMBER OF VISITS (WMP EQUIV)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
L3	ANNUAL AUDITS OF COMPLEX SITES	0	0	1	0	1	0
L4	VISITS TO MRS (para 44 & 48)	5	0	15	0	20	0
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	2	0	0	0	2	0
L6	NO OF ENVIRONMENTAL MONITORING CHECK AUDITS	0	0	8	0	8	0
TECHNICAL COMPETANCE	ITEM						
M1	NO. TECHNICAL COMPETANCE STATUS REVIEWS REQUIRED (Table 1 WMLR '94 sites only)	224					
	TOTAL NO. COMPLETED (Table 1 WMLR '94 sites only)	0	0				
	% OF TOTAL	0%	0%				

M2	SITES WITHOUT TECHNICALLY COMPETENT MANAGEMENT					
	NUMBER OF SITES (Table 1 WMLR 14 sites only)			4	0	
SUPERVISING TRANSFRONTIER SHIPMENTS	ITEM					
					Cum Total	Annual Plan
N1	SHIPMENTS INSPECTED AT CONSIGNEE OR PRODUCER	11	0	7	0	18
N2	SHIPMENTS INSPECTED AT PORT OF ENTRY/ EXIT	0	0	0	0	44
SUPERVISING PRODUCER RESPONSIBILITY						
	ACTUAL 1999/00					
	ITEM					
					Cum Total	Annual Plan
Q1	VISITS TO OBLIGATED COMPANIES REGISTERED WITH AGENCY	1	0	17	0	18
Q2	VISITS TO OBLIGATED COMPANIES REGISTERED WITH SCHEME	0	0	0	0	0
Q3	VISITS TO OBLIGATED NON-REGISTERED PRODUCERS	6	0	2	0	8
Q4	VISITS TO ACCREDITED REPROCESSORS	7	0	12	0	19
OTHER REGULATORY ACTIVITIES						
	ACTUAL 1999/00					
	ITEM					
					Cum Total	Annual Plan
P1	SPECIAL WASTE PRODUCER VISITS	7	21	10	0	38
P2	CARRIER CHECKS	0	0	0	0	0
P3	NO. ORGANISATIONS ENCOURAGED TO ADOPT WASTE MIN. PLANS	0	0	0	0	0
SWAT DATA ENTRY	ITEM					
	CONSIGNMENT NOTES					
Q1	PRENOTES					
	NUMBER RECEIVED	1898	1999	2028	0	5923
Q2	CARRIER/ EXTENDED ROUNDS					
	NUMBER RECEIVED	878	500	744	0	1922
Q3	OTHER DEPOSIT NOTES					
	NUMBER RECEIVED	3807	3948	4014	0	11769
Q4	TOTAL	8383	6447	8784	0	19614
	NUMBER ENTERED					0
	NO. IN BACKLOG	1324	1154	2097	0	4575
	DATA ITEM Q4 (NUMBER ENTERED) TO BE PROVIDED BY SWAT CLIENT TO AREAS VIA					
ENFORCEMENT ACTION	ITEM					
					Cum Total	
R1	FORMAL WRITTEN WARNINGS	14	0	5	0	19

R2	SECTION 38, 41 & 42 NOTICES SERVED	3	8	2	0	11
R3	SECTION 71 NOTICES SERVED	89	17	10	0	96
R4	SECTION 34 NOTICES SERVED	37	7	5	0	49
R5	SECTION 6 CoPA NOTICES SERVED	0	0	1	0	1
R6	SECTION 69 EPA NOTICES SERVED	0	2	2	0	4
R7	CASE FILES TO LEGAL	4	0	0	0	4
R8	CAUTIONS OFFERED AND ACCEPTED	2	8	8		19
R9	PROSECUTIONS BROUGHT	25	8	28		61
DATA ITEMS R8 & R9 TO BE OBTAINED DIRECTLY BY BCT FROM NATIONAL						

v3 D - 12 April 1999

WASTE REGULATION BASE DATA												
WASTE MANAGEMENT LICENCES												
SITE TYPE	Q1			Q2			Q3			Q4		
	No. of Sites	Planned No. of Routine Inspections (OOI M99)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER
A1	CO-DISPOSAL LANDFILL SITES	11	231	111	12	255	133	10	200.75	103		
A2	OTHER LANDFILL SITES TAKING SPECIAL WASTE (INERT/ DEFINED UNDER SWR 96)	3	60	24	3	60	22	1	22	15		
A3	BOREHOLES	0	0	0	0	0	0	0	0	0		
A4	HOUSEHOLD, COMMERCIAL AND INDUSTRIAL WASTE LANDFILLS	22	243	121	22	243	133	13	118.25	69		
A5	LANDFILLS TAKING NON-BIODEGRADABLE WASTES (NOT CONSTRUCTION)	10	57	39	9	51	19	3	13.75	7		
A6	LANDFILLS TAKING OTHER WASTES (CONSTRUCTION; DEMOLITION; DREDGINGS)	38	219	118	38	219	102	16	85.25	38		
A7	INDUSTRIAL WASTE LANDFILLS (FACTORY CURTILLAGE)	6	30	13	6	30	13	5	22	12		
A8	LAGOONS	0	0	0	0	0	0	0	0	0		
A9	SPECIAL WASTE TRANSFER STATIONS	19	228	93	18	216	86	15	165	72		
A10	IN-HOUSE STORAGE FACILITIES	3	0.75	0	3	2.25	2	3	2.0625	4		
A11	HOUSEHOLD, COMMERCIAL AND INDUSTRIAL TRANSFER STATIONS	66	768	362	67	780	381	60	629.75	303		
A12	CLINICAL WASTE TRANSFER STATIONS	8	96	44	8	96	36	6	66	38		
A13	HOUSEHOLD WASTE AMENITY SITES	29	336	170	29	348	182	29	319	168		
A14	TRANSFER STATIONS TAKING NON-BIODEGRADABLE WASTES	17	186	98	17	186	96	12	121	71		

A15	MATERIAL RECYCLING TREATMENT FACILITIES	2	24	22	2	24	15	2	22	15			
A16	PHYSICAL TREATMENT FACILITIES	6	66	23	6	66	26	6	60.5	30			
A17	PHYSICO-CHEMICAL TREATMENT FACILITIES	1	12	2	1	12	0	1	11	0			
A18	INCINERATORS	0	0	0	0	0	0	0	0	0			
A19	METAL RECYCLING SITES (VEHICLE DISMANTLERS)	41	141	146	41	141	125	39	132	101			
A20	METAL RECYCLING SITES (MIXED MRSs)	20	69	51	20	69	40	18	57.75	35			
A21	CHEMICAL TREATMENT FACILITIES	0	0	0	0	0	0	0	0	0			
A22	COMPOSTING FACILITIES	2	24	9	2	24	10	1	11	3			
A23	BIOLOGICAL TREATMENT FACILITIES	2	24	8	2	24	8	2	22	9			
A24	MOBILE PLANT	1	0	2	1	0	7	1	0	1			
	TOTALS	307	2814.75	1456	307	2848.25	1436	243	1240	1094	0	0	0

B NUMBERS OF REGISTERED EXEMPTIONS

	ACTIVITY TYPE	Q1		Q2		Q3		Q4	
		TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES
B1	MRS (PARA 44 & 45)	1		3		0			
B2	WASTE TO LAND (PARA 9 & 19)		30	21	21	19	19		
B3	LANDSPREADING (PARA 7)	28		44		50			
B4	ALL OTHER EXEMPTIONS	16		14		23			

C NUMBERS OF REGISTERED CARRIERS & BROKERS

	TYPE	Q1	Q2	Q3	Q4
C1	REGISTERED CARRIERS	1965	1891	1931	
C2	REGISTERED BROKERS	13	13	13	

D PRODUCER RESPONSIBILITY

	TYPE	Q1	Q3
--	------	----	----

D1	NUMBER OF AGENCY REGISTERED COMPANIES				
D2	NUMBER OF SCHEME REGISTERED COMPANIES				
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS				
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES				
DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.					
E	NUMBER OF TFS SHIPMENTS				
	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	180	134	127	
F	SPECIAL WASTES				
	TYPE	01/04/1998			
F1	NUMBER OF SPECIAL WASTE PRODUCERS				
DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS					

	TYPE	Q1	Q3		
D1	NUMBER OF AGENCY REGISTERED COMPANIES				
D2	NUMBER OF SCHEME REGISTERED COMPANIES				
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS				
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES				
DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.					
E	NUMBER OF TFS SHIPMENTS				
	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	180	134	127	
F	SPECIAL WASTES				
	TYPE	01/04/1998			
F1	NUMBER OF SPECIAL WASTE PRODUCERS				
DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS					

**CUSTOMER CHARTER
PERFORMANCE**

**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

SOUTH AREA

The Environment Agency - North West Region
South Area Achievement of Customer Standards
JANUARY 1999 - DECEMBER 1999

The Service We Provide	The Standard We Aim To Meet	1998/99			
		Q4	Q1	Q2	Q3
1. Answering your telephone calls	Your telephone call to be answered within 15 seconds	Not Available	(34,935) 94%	(23,388) 85%	(32,712) 95%
2. Responding to your complaints	An immediate response where this is possible and a written response or holding reply within 5 days of receiving your complaint	(3) 100%	(2) 100%	(9) 100%	(4) 100%
3. Responding to Government Information Requests	Simple requests made under the Open Government Code of Practice on Access to Government Information will be responded to within 20 Days	NIL	NIL	NIL	NIL
4. Responding to requests for Environmental Information	Requests for information under the Environmental Information Regulations will be responded to within 2 months of receipt	(216) 99.5%	(254) 96.5%	(154) 99.3	(304) 100%
5. Responding to your application for a licence to abstract or impound water	A decision on your application within three months of receiving your completed application. Complex cases may take longer to determine and we will seek to agree a longer response period with you if this is the case	(10) 100%	(9) 89%	(6) 100%	(6) 100%
6. Responding to pollution emergencies	Attending the location within two hours of reporting in normal working hours and within four hours of reporting at other times	* Cat 1 * Cat 2 NIL (5) 60%	NIL 10 (100%)	NIL (17) 88%	NIL (9) 100%
7. Water sample analyses Public Register	Results of our Water samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(1760) 100%	(1607) 96%	(2038) 98.1	(1941) 97%
6. Effluent sample analyses Public Register	Results of our Effluent samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(693) 100%	(879) 85.6%	(1104) 93.8	(1267) 93%
9. Responding to your application for a discharge consent	A decision on your application within 4 months of receiving your completed application. Complex discharges may take longer to determine and we will seek to agree a longer period you if this is the case.	(44) 47.7%	(29) 82.2%	(8) 100%	(24) 92%
10. Responding to Integrated Pollution Control (IPC) applications	We will determine IPC applications within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	(1) 100%	(2) 100%	(0) 100%	(3) 100%
11. Responding to applications relating to radioactive waste	Applications seeking registration or authorisation for the production, management & disposal of radioactive waste will be determined within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	Registration Authorisation (5) 100% NIL	(10) 100% NIL	(3) 100% NIL	(5) 100% NIL
12. Responding to waste management licence applications	All applications for waste management licences will be determined within 4 months of receipt of a fully completed application. Any modifications to licences will be determined within 2 months of receipt and all licence surrenders will be processed within 3 months of receipt. Complex cases may take longer and we will agree upon a response period with the applicant	Application Modification Surrender (5) 100% (3) 100% (6) 100%	(11) 100% (5) 100% (8) 100%	(11) 100% (1) 100% (3) 100%	(2) 100% (7) 100% (3) 100%
13. Responding to your application for a consent to carry out flood defence or land drainage works on main river, or certain works on ordinary watercourses and in the flood plain	A decision on your application within 2 months of receiving your completed application	(74) 100%	(64) 100%	(82) 100%	(55) 100%
14. Responding to reported fish kills	Attending 90% of reported fish kills within 2 hours of reporting in normal working hours and within 4 hours of reporting at other times.	(14) 100%	(30) 100%	(78) 99.1%	(12) 100%
15. Responding to reports of illegal fishing	We will assess and initiate appropriate actions for 90% of reported incidents of illegal fishing or suspicious handling of salmon within 2 hours of being notified during normal working hours, or within 4 hours at all other times.	NIL	(2) 100%	NIL	(2) 100%
16. Responding to requests for advice on fisheries conservation, navigation or recreation matters	Providing either a considered response or making a site visit within 20 days of receiving a request.	(643) 99%	(292) 98%	(210) 98.6%	(243) 98.3%
17. Providing advice to local authority planning offices as a consultee on planning application	Advice provided on 50% of applications within 14 days, 75% of applications within 21 days and 95% of applications within 28 days of receipt.	1 - 14 days 1 - 21 days 1 - 28 days (3602) 82.5% (3733) 85.5% (3899) 89.3%	(4347) 89.6% (4459) 91.6% (4608) 95%	(5000) 91.4% (5140) 93.9% (5277) 96.5%	(3985) 90.9% (4141) 94.5% (4266) 97.3%

QUARTERLY OPM's

Q1 & Q2 1999/2000

SOUTH AREA

SOUTH	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2)		Quarter 1	Quarter 2
Section 1			
1.10 No. of new applications received		26	23
1.11 No. of consent applications determined		29	8
1.12 No. of consents determined in target time		24	8
% discharge consent determined in target time		82.8%	100.0%
1.13 Number of Consent Reviews received		0	0
1.14 No. of consent reviews determined		0	0
No. of variations applied for by discharger		4	1
1.15 No. of variations determined		0	0
1.16 No. of variations determined in target time		0	0
% variations determined in target time		#DIV/0!	#DIV/0!
No. of Consent modifications Initiated by the Agency		0	0
No. of consent modifications determined		0	0
No. of consent revocations		0	1
1.17 No. of consents applications/ variations awaiting determination		54	69
1.18 No. of Groundwater applications received		0	1
Discharge Inspection (PPE reference: H)			
ROUTINE MONITORING:			
			0
			0
			0
No. of programmed routine enforcement sampling visits made		819	819
2.18 No. of routine enforcement sampling visits made		739	863
2.19 % achievement of planned routine effluent sampling programme		90%	105%
2.20			
2.22			
Monitoring Controlled Waters (PPE reference: F)			
3.11 No. Routine single samples taken: statutory sampling prog:			
Chemical samples:			
3.18 Total		586	592
Biology:			
3.24 Total		0	48
Microbiology samples:			
3.31 Total		32	36
3.32 % achievement of planned statutory sampling programme (612)		101%	110%
3.33 No. Routine single samples taken: National Surveillance Prog:			
Chemical samples:			
3.37 Total		800	835
Biology:			
3.40 Total		0	5
3.41 % achievement of planned national surveillance sampling programme (885)		94%	98%
3.42 No. Routine single samples taken: Regional Operational sampling prog			
Chemical samples:			
3.49 Total		64	64
3.50 Biology:			
3.56 Total		531	19

3.57	Microbiology samples:		
3.64	Total	0	12
3.65	% achievement of planned regional operational sampling programme (348)	171%	27%
3.67	No. of non effluent samples placed on Public Register	1607	2038
3.68	No. placed on Public Register in Target Time	1546	1999
	% of samples place on public register in target time.	96.2%	98.1%
3.69	No. of effluent samples placed on Public Register	879	1104
3.70	No. placed on Public Register in Target Time	840	1035
	% of samples place on public register in target time.	95.6%	93.8%
Pollution Prevention (Scale is an Issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	1202	0
4.19	No. of reported incidents responded to by an authorised officer within target time	1202	0
	% of reported incidents responded to by an authorised officer within target time	100.0%	#DIV/0!
4.20	No. of Cat 1 incidents investigated	0	0
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	0	0
	% of category 1 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.22	No. of Cat 2 incidents investigated	10	17
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	10	15
	% of category 2 incidents investigated within stipulated standards of service	100.0%	88.2%
4.24	No. Pollution incident Reportees provided with feedback	10	12
4.25	% Pollution incident Reportees provided with feedback	71%	71%
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	9	2
5.11	No. of successful prosecutions concluded	9	2
5.12	Fines imposed (£)	13500	10000.00
5.13	Costs awarded (£)	1400	3473.13
5.14	No. of formal cautions issued and accepted	4	1
5.15	No. of warning letters sent	18	12
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	0
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	0

Integrated Pollution Control			
IPC			
ACTIVITY	ITEM		
		QTR 1	QTR 2
AUTHORISATION	EPA '90		
	Applications :		
Section 2			
1.0	No. of IPC valid applications duly made	1	0
1.0	No. of IPC valid applications determined		
	0 to 4 months	1	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	1	0
	Total	2	0
	No. determined within 4 months or agreed extension time	2	0
1.0	% determined within target period	100.0%	#DIV/0!
1.0	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	2	0
	>4 to 6 months	0	1
	>6 to 12 months	1	1
	> 12 months	0	0
	Total	3	2
	Substantial Variations to authorisations :		
1.0	No. of IPC valid applications for substantial variation duly made	2	0
1.0	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	1	1
	>4 to 6 months	0	0
	>6 to 12 months	1	1
	> 12 months	0	0
	Total	2	2
	No. determined within 4 months or agreed extension time	2	2
1.0	% determined within target period	100.0%	100.0%
1.0	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	2	1
	>4 to 6 months	1	0
	>6 to 12 months	0	0
	>12 months	2	2
	Total	5	3
	Non-substantial variations to authorisations :		
1.0	No. of IPC valid applications for non-substantial variations duly made	18	20
1.0	No. of IPC valid applications for non-substantial variations determined in :		
	0 to 4 months old	19	19
	>4 to 6 months	0	4
	>6 to 12 months	1	4
	> 12 months	0	3
	Total	20	30
	No. determined within 4 months or agreed extension	20	30
1.0	% determined within 4 months	100%	100%
1.0	No. of IPC valid applications for non-substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	7	7
	>4 to 6 months	15	1
	>6 to 12 months	17	16
	>12 months	14	8
	Total	53	32

	Commercial Confidentiality Claims :		
	No. of IPC applications where a claim for commercial confidentiality was made and accepted	1	0
	Authorisation reviews :		
1.0	No. of IPC 4 year reviews of authorisation required by statute [per procedure EAQ/2010 arising within the quarter	7	9
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2010) within	0	3
1.0	the quarter which were carried out within 4 years of authorisation or of the last review		
1.0	% of statutory review programme completed in time	0.0%	33.3%
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were		
1.0	overdue (ie completed in a period > 4 years since authorisation or from last review)		
	that were :		
	0 to 3 months overdue	2	1
	> 3 to 6 months overdue	0	3
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	2	4
1.0	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end which are :		
	0 to 3 months overdue	4	6
	> 3 to 6 months overdue	2	1
	> 6 to 12 months overdue	2	0
	> 12 months overdue	0	2
	Total	8	9
	No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)		
	Part A's	276	274
	Part B's	1	1
	Total	277	275
	No. of IPC Authorisations Revoked or Surrendered in Period :		0
	Part A's	0	0
	Part B's	0	0
	Total	0	0
INSPECTION/ MONITORING			
1.0	Annual No. of programmed visits indicated under RSDM41 guidance	965	965
	No. of Inspection visits under EPA'90 :		
	- application related	9	14
	- programmed visits	87	104
	- reactive visits	39	32
	- other visits	1	2
	Cumulative (YTD) % achievement of RSDM41 inspection guidance (programmed visits only)	13.2%	27.5%
1.0	No. of processes independently monitored	0	0
	No. of detailed site audits completed	0	0
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as	0	0
1.0	at end of quarter)		
	% of total No. of Part A processes assessed and assigned an OPRA score	0.0%	0.0%
	(cumulative number as at end of quarter)		
CRI DEVELOPMENT WORK			
1.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
2.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
INCIDENTS			
	EPA '90		
1.0	No. of pollution incident allegations found to be justified	20	19
1.0	No. of regulated processes involved	11	14

1.0	No. of Schedule 1 Part A notifications received from operators	48	53
1.0	No. of regulated processes involved	28	11
ENFORCEMENT			
	EPA '90		
	PROSECUTIONS :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines Imposed (£)	0	0
	Costs awarded (£)	0	0
	Number of prosecutions pending at quarter end	0	0
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	0
	APPEALS :		
	No. of appeals concluded	0	0
	No. of appeals resolved in favour of the appellant	0	0
	No. of appeals withdrawn	0	0
	Number of appeals pending at quarter end	0	0
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	0
	No. of judicial reviews resolved in favour of the applicant	0	0
	Number of judicial reviews pending at quarter end	0	0
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	0	0
	No. of Prohibition Notices issued under s.14 EPA'90	0	0
IMPROVING AIR QUALITY			
1.0	No. of key industrial source groups identified	0	0
1.0	No. of air quality assessments underway for key industrial source groups	0	0
1.0	No. of air quality assessments completed for key industrial source groups	0	0

RADIOACTIVE SUBSTANCES (RAS)			
ACTIVITY	ITEM		
		QTR 1	QTR 2
AUTHORISATION	Applications for authorisation :		
	RSA Band 1 & 2 Permissions		
1.	No. of applications duly made within the reporting period	0	0
2.	No. of RSA applications for authorisation determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
3.	No. of RSA Band 1 & 2 applications duly made then withdrawn in period	0	0
4.	No. of authorisations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	RSA Band 3 Permissions		
5.	No. of applications duly made within the reporting period	0	1
6.	No. of applications determined within the reporting period which are :		
	0 to 4 months	0	1
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	1
7.	No. of applications determined within target time or agreed extension time	0	1
	% determined within target period	#DIV/0!	100%
8.	No. of applications duly made then withdrawn in period	0	0
9.	No. of applications for authorisations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Major Variation to authorisation :		
	RSA Band 1 & 2		
10.	No. of RSA Band 1 & 2 Major Variations duly made within the reporting period	0	0
11.	No. of RSA Band 1 & 2 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
12.	No. of Major Variations duly made then withdrawn in period	0	0
13.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	RSA Band 3		

14.	No. of RAS Band 3 Major Variations duly made within the reporting period	0	1
15.	No. of RSA Band 3 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	1
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	1
16.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Minor Variation to authorisation		
	RSA Band 1 & 2		
17.	No. of RSA Minor Variations duly made within the reporting period	0	0
18.	No. of RSA Band 1 & 2 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
19.	No. of RSA Band 1 & 2 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
	RSA Band 3		
20.	No. of RSA Minor Variations duly made within the reporting period	0	2
21.	No. of RSA Band 3 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	1
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	1
22.	No. of RSA Band 3 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	1
REGISTRATION	Applications for Registration		
	RSA Band 4		
23.	No. of applications for registration duly made within the reporting period	5	4
24.	No. of RSA Band 4 applications determined within the reporting period which are:		
	0 to 4 months	9	3
	>4 to 6 months	1	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	10	3
25.	No. of applications determined within statutory period or agreed extension time	10	3
	% applications determined within target period	100%	100%

26.	No. of applications duly made then withdrawn in period	0	0
27.	No. of RSA Band 4 registrations awaiting determination which at quarter end are:		
	0 to 4 months old	1	2
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	1	1
	Total	2	0
	<u>Applications for Major Variation to Registrations</u>		
	RSA Band 4		
28.	No. of RSA Major Variations to registrations duly made within the reporting period	4	6
29.	No. of Major Variations determined within the reporting period which are:		
	0 to 4 months	5	6
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	5	6
30.	No. of major variations awaiting determination which at quarter end are:		
	0 to 4 months old	1	1
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	1	1
	<u>Applications for Minor Variation to registrations</u>		
	RSA Band 4		
31.	No. of RSA Minor Variations to registrations duly made within the reporting period	5	5
32.	No. of Minor Variations determined within the reporting period which are:		
	0 to 4 months	3	6
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	1
	Total	3	7
33.	No. of minor variations duly made and then withdrawn within the period	0	2
34.	No. of minor variations awaiting determination which at quarter end are:		
	0 to 4 months old	2	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	2	0
	Total	4	0
REVOCATIONS	No. of RSA Band 1 & 2 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 3 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 4 Registrations Revoked/ Cancelled in Period	0	2
REVIEWS	<u>RSA Band 1 & 2 Permissions</u>		
	No. of RSA Band 1 & 2 Applications/Authorisations in revision/review in Period	0	0
	No. of RSA Band 1 & 2 Authorisations which at the end of the Period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	No. of RSA Band 1 & 2 revision/reviews completed in Period	0	0
INSPECTION	<u>No. of regulated permissions under RSA '93:</u>		

35.	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	67	67
	Band 4	519	519
	Total	586	603
	<u>Inspection Visits under RSA'93:</u>		
	<u>Number of Application related visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	2	0
	<u>Number of Programmed (routine inspection) visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	3	0
	Band 4	11	5
	<u>Number of Reactive visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	7	2
	<u>Number of Other visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>No. of inspection visits required in accordance with the RSR Workload Model guidance in Period</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	Total	0	0
	<u>% achievement of annual inspections against RSR Workload Model guidance in Period</u>		
	Band 1	#DIV/0!	#DIV/0!
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	#DIV/0!	#DIV/0!
	- Major Nuclear Sites (Categories C)	#DIV/0!	#DIV/0!
	- Intermediate Nuclear Sites (Category D)	#DIV/0!	#DIV/0!
	- Minor Nuclear Sites (Category E)	#DIV/0!	#DIV/0!
	Band 3	#DIV/0!	#DIV/0!
	Band 4	#DIV/0!	#DIV/0!

INCIDENTS	RSA '93		
36.	Band 1 & 2 incidents		
	No. of incidents found to be justified	1	0
	No. of Regulated Processes involved	1	0
	Band 3 incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 4 incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	RSA '93 Enforcement actions :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (ú)	0	0
	Costs awarded (ú)	0	0
	No. of Enforcement Notices issued under s.21 RSA'93	0	0
	No. of Prohibition Notices issued under s.22 RSA'93	0	0

	LAND QUALITY		
ACTIVITY	ITEM	QTR 1	QTR 2
<i>Section 4</i>			
1.0	No. of new contaminated land sites assessed for Agency involvement	25	25
1.0	No. of contaminated land site visits	28	25

WATER RESOURCES			
ACTIVITY	ITEM	QTR 1	QTR 2
HYDROMETRY			
Section 5			
1.0	Number of data requests responded to within 10 working days	25	28
1.0	Total number of data requests received	25	28
1.0	% of hydrometric data requests responded to within 10 working days	100%	100%
LICENSING			
1.0	No. of formal licence applications determined in target time	8	6
1.0	No. of formal licence applications determined	9	6
1.0	% formal licences determined in target time (statutory period or agreed extension)	88.9%	100%
1.0	No. of licence applications determined in :		
	0 to 3 months	6	4
	> 3 to 6 months	1	2
	> 6 to 12 months	1	0
	> 12 months	1	0
	- Total No. licences determined	9	6
1.0	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	4	5
	> 3 to 6 months old	2	0
	> 6 to 12 months old	0	0
	> 12 months	11	11
	Total	17	16
1.0	No. of new formal licence applications received	8	5
1.1	No. of upward variations made	1	2
1.2	No. of downward variations made	2	1
1.3	No. of other variations made	8	12
2.1	No. of part successions made	5	0
2.2	No. of whole or remainder successions made	4	5
3.0	No. of licences revoked/lapsed/expired	4	6
INSPECTION			
	(a) Highly critical sites :		
1.0	- No. of sites in force	2	2
3.0	- No. of inspections required by NRA policy	2	2
1.0	- Actual no. of inspections made	0	1
1.0	% achievement of licence enforcement policy - highly critical licences	0.0%	50.0%
1.0	No. of unplanned visits made	0	0
	(b) Critical sites :		
1.0	- No. of sites in force	329	329
3.0	- No. of inspections required by NRA policy	82	62
1.0	- Actual no. of inspections made	25	126
1.0	% achievement of licence enforcement policy - critical licences	30.5%	153.7%
1.0	No. of unplanned visits made	8	15
	(c) Less critical sites :		
2.0	- No. of sites in force	438	438
3.0	- No. of inspections required by NRA policy	22	22
1.0	- Actual no. of inspections made	17	16
1.0	% achievement of licence enforcement policy - less critical licences	77.3%	72.7%
1.0	No. of unplanned visits made	7	7
	(d) Small sites :		
?	- No. of sites in force	713	713
3.0	- No. of inspections required by NRA policy	3	3
1.0	- Actual no. of inspections made	0	0

1.0	% achievement of licence enforcement policy - less critical licences	0.0%	0.0%
1.0	No. of unplanned visits made	0	0
1.0	No. of non-compliant sites (total for all inspections)	9	18
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	9	0
	- Impoundment offences	0	0

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	64	82
2.0	No of valid consent & byelaw applications determined	63	82
	% of consents & byelaws determined within statutory time	101.6%	100.0%
IMPROVEMENT & DEVELOPMENT			
	Total actual flood defence capital expenditure:		
	- Fluvial defences	786	1709
	- Tidal Defences	4	0
	- Sea Defences	0	0
	- Other	0	2
	- Total	790	1711
	Total planned flood defence capital expenditure:		
	- Fluvial defences	1135	1135
	- Tidal Defences	16	16
	- Sea Defences	0	0
	- Other	0	0
	- Total	1151	1151
	Actual expenditure as proportion of planned expenditure - Capital prog.	68.6%	148.7%
FLOOD WARNING			
1.0	No. of flooded properties which received a flood warning	0	0
2.0	No. of flooded properties	0	0
1.0	% of flooded properties which received a flood warning	0	0
ENFORCEMENT			
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0

FISHERIES			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	62	92
2.0	No. of consent applications received	62	93
	% of consent applications responded to in target time	100.0%	98.9%
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	3756	2263
1.0	No. of rod licence checks made (excluding multiple checks)	3454	1911
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	222	60
4.0	No. of valid licences subsequently produced following an unsatisfactory check	89	31
1.0	No. of failures to produce a valid rod licence	133	76
	Evasion rate (%)	3.9%	4.0%
3.0	No. of locations visited (rod licence enforcement)	181	150
1.0	No. of reports of illegal fishing actioned within target time	2	0
2.0	No. of reports of illegal fishing	2	0
	% of reports of illegal fishing actioned within target time	100.0%	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	0	0
2.0	No. of reports of handling of salmon in suspicious circumstances	0	0
	% of reports of handling of salmon in suspicious circumstances actioned in target time	#DIV/0!	#DIV/0!
	No. of infringements, licence offences :		
	- net	0	0
	No. of infringements, byelaw/other offences :		
	- rod & line	2	0
	- net	0	0
	- Other	0	0
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	68	0
	No. of prosecution/formal caution recommendations made	119	0
	% of prosecution/formal caution recommendations made within 35 days of date of offence	57.1%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	18	111
	- Net	0	0
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	9	9
	No. successful prosecutions concluded for licence offences :		
	- Rod	17	108
	- Net	0	0
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	9	9
	Fines imposed for licence offences :		
	- Rod (£)	575	3619.00
	- Net (£)	0	0
	Fines (£) imposed for byelaw/other offences		
	- rod & line	0	0
	- net	0	0

- Other	240	555.00
Costs awarded for licence offence prosecutions :		
- Rod (E)	760	4585.00
- Net (E)	0	0
Costs (E) awarded for byelaw/other offence prosecutions		
- rod & line	0	0
- net	0	0
- Other	200	300.00
No. of formal cautions accepted for licence offences :		
- Rod	1	1
- Net	0	0
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	1	0
No. of warning letters sent for licence offences :		
- Rod	15	8
- Net	0	0
No. of warning letters sent for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	0	0

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 1	QTR 2
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	0	30
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	8	8
	- Natural causes	9	34
	- Other	13	36
	No. of fish kills where emergency attendance is deemed necessary	30	78
	No. of fish kills attended by staff	30	78
	No. of fish kills attended by staff in target time	30	75
	% of fish kills attended by staff within target time	100.0%	96.2%
	No. of fish killed	343	7385
	No. of emergency fish rescues initiated in target time	14	9
	No. of emergency fish rescues	14	9
	% of emergency fish rescues actioned within target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
	1.0 No. of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	19	27
	- No. of Agency consent applications	36	36
	- No. of Agency works	2	0
	No. of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	17	25
	- No. of Agency consent applications	36	30
	- No. of Agency works	2	0
	% of referrals responded to by deadline requested	96.5%	87.3%
PROMOTION & ADVISORY SERVICES			
	No. of requests for fishery advice responded to in-target time	260	207
	No. of requests for fishery advice	266	210
	% of requests for fishery advice responded to in target time	97.7%	98.6%

	RECREATION		
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
Section 8			
1.0	No. of requests for Recreation advice responded to in target time	260	207
2.0	No. of requests for Recreation advice	266	210
1.0	% of requests for advice responded to in target time	97.7%	98.6%
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	19	27
	- No. of Agency consent applications	36	36
	- No. of Agency works	2	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	17	25
	- No. of Agency consent applications	36	30
	- No. of Agency works	2	0
	% of referrals responded to by deadline requested	96.5%	87.3%

CONSERVATION			
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	26	60
2.0	No. of requests for Conservation advice	26	60
	% of requests for advice responded to in target time	100.0%	100.0%
PLANNING & DEVELOPMENT CONTROL			
7	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	207	218
	- No. of Agency consent applications	124	95
	- No. of Agency works	32	24
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	199	207
	- No. of Agency consent applications	119	95
	- No. of Agency works	32	24
	% of referrals responded to by deadline requested	96.4%	96.7%
	Number of SPA's, SAC's and Ramsar Sites		
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW		
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities		
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	1	1

	NAVIGATION		
ACTIVITY	ITEM	QTR 1	QTR 2
INSPECTION & ENFORCEMENT			
Section 10	Checks made at locks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licence/registrations checked	0	0
	All other licence enforcement checks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licences/registrations checked	0	0
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)	0	0
1.0	No. of offences recommended for prosecution within target time	0	0
2.0	No. of offences recommended for prosecution	0	0
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time	0	0
2.0	No. of emergency incidents	0	0
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No of referrals received by Navigation for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
3.0	No of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time	0	0
2.0	No. of requests for Navigation advice	0	0
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

	MULTIFUNCTIONAL		
ACTIVITY	ITEM	QTR 1	QTR 2
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt	4347	5000
	No. processed in 15 to 21 Days of receipt	112	140
	No. processed in 22 to 28 Days of receipt	149	137
	No. processed after more than 28 Days of receipt	242	194
	Percentage of planning applications processed within 14 days	89.6%	91.4%
	Percentage of planning applications processed within 21 days	91.9%	93.9%
	Percentage of planning applications processed within 28 days	95.0%	96.5%
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
2.0	- policy complaint	1	3
	- failure complaint	0	6
	- conduct complaint	1	0
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	2	9
	No. responded to in 6 - 10 working days of receipt	0	0
	No. responded to in more than 10 working days of receipt	0	0
	Percentage of complaints responded to within target time (5 working days)	100.0%	100.0%
	Percentage of complaints responded to within 10 working days	100.0%	100.0%
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	0	0
	- failure complaint	0	0
	- conduct complaint	1	0
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	5	9
	No. responded to in 11 - 15 working days of receipt	0	0
	No. responded to in more than 15 working days of receipt	0	0
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	100.0%
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	2	2
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	68	0
	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
	Total revenue received (£)	0	0
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	58	0
	No. of requests responded to in full within standard of service target time	34	0
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	23	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
WRITTEN REQUEST MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations)	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	521	560
	No. of requests that resulted in a charge being made (ie over de minimis)	8	8
	Total revenue received (£)	400	475
Excludes Searches	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	245	153
	No. of requests responded to in full within standard of service target time	236	0

	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	9	1
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	0
	- when the requested information is not environmental information	0	0
	- when a request is too general or manifestly unreasonable	0	0
	- when the requested information is not in an accessible form or location	0	0
	- when payment of a reasonable charge is refused	0	0
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
	- when its disclosure would increase the likelihood of damage to the environment	0	0
	- when the information relates to matters affecting international relations, national defence or public security	0	0
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
	- when information is contained within a document or other record which is still in the course of completion	0	0
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
	- when information is supplied in part - ie part refusal	0	0
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
	No. of requests that resulted in a charge being made - ie over de minimis	0	0
	Total of monies received (£)	0	0
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
	No. of requests refused (NB These require referral to Legal and Head Office)	0	0
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	943	827
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	0
	Total of monies received (£)	0	0
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
	SEARCHES		
	No. of search requests received	485	585
	Total of monies received (£)	0	23820.00

	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	116	139
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	0	0
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	56	8
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	0

PERSONNEL			
ACTIVITY	ITEM	QTR 1	QTR 2
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	113	113
	- Non-manual employees	283	292
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	0
	- Non-manual employees	4	6
	Turnover rate (%) :		
	- Manual employees	0.0	0.0
	- Non-manual employees	1.4	2.1
HEALTH & SAFETY			
	No of reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	Total no. working days :		
	- Manual employees	26442	26442
	- Non-manual employees	73580	75920
	- Total	100022	102362
	No working days lost due to reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	0.0	0.0
	- Non-manual employees	0.0	0.0
	- Total	0.0	0.0
TRAINING & DEVELOPMENT			
	No. of days devoted to training :		
	- Manual employees	0	0
	- Non-manual employees	135	90
	- Total	135	90
	% of working days devoted to training :		
	- Manual employees	0.0	0.0
	- Non-manual employees	0.2	0.1
	- Total	0.1	0.1

QUARTERLY OPM's

Q3 1999/2000

SOUTH AREA

SOUTH	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2) Section 1		Quarter 3	Quarter 4
1.10	No. of new applications received	21	
1.11	No. of consent applications determined	24	
1.12	No. of consents determined in target time	22	
	% discharge consent determined in target time	92%	#DIV/0!
1.13	Number of Consent Reviews received	0	
1.14	No. of consent reviews determined	0	
	No. of variations applied for by discharger	0	
1.15	No. of variations determined	1	
1.16	No. of variations determined in target time	1	
	% variations determined in target time	100%	#DIV/0!
	No. of Consent modifications initiated by the Agency	0	
	No. of consent modifications determined	0	
	No. of consent revocations	5	
1.17	No. of consents applications/ variations awaiting determination	66	
1.18	No. of Groundwater applications received	10	
Discharge Inspection (PPE reference: H)			
	ROUTINE MONITORING:		
	No. of discharges inspected:numeric		
	No. of discharges inspected:descriptive		
	% achievement of planned inspection programme(numeric and descriptive)		
	No. of planned effluent sampling visits made	819	
	No. of routine effluent samples taken	977	
	% achievement of planned routine effluent sampling programme	119%	#DIV/0!
Monitoring Controlled Waters (PPE reference: F)			
3.11	No. Routine single samples taken: statutory sampling prog:		
	Chemical samples:		
3.18	Total	606	
	Biology:		
3.24	Total	8	
	Microbiology samples:		
3.31	Total	0	
3.32	% achievement of planned statutory sampling programme (607)	101%	
3.33	No. Routine single samples taken: National Surveillance Prog:		
	Chemical samples:		
3.37	Total	827	
	Biology:		
3.40	Total	0	
3.41	% achievement of planned national surveillance sampling programme (855)	97%	
3.42	No. Routine single samples taken: Regional Operational sampling prog		
	Chemical samples:		
3.49	Total	20	
3.50	Biology:		
3.56	Total	514	

3.57	Microbiology samples:		
3.64	Total	0	
3.65	% achievement of planned regional operational sampling programme (348)	153%	
3.67	No. of non effluent samples placed on Public Register	1941	
3.68	No. placed on Public Register in Target Time	1874	
	% of samples place on public register in target time.	97%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	1267	
3.70	No. placed on Public Register in Target Time	1180	
	% of samples place on public register in target time.	93%	#DIV/0!
Pollution Prevention (Scale is an Issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer		
4.19	No. of reported incidents responded to by an authorised officer within target time		
	% of reported incidents responded to by an authorised officer within target time	#DIV/0!	#DIV/0!
4.20	No. of Cat 1 incidents investigated	0	
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	0	
	% of category 1 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.22	No. of Cat 2 incidents investigated	9	
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	9	
	% of category 2 incidents investigated within stipulated standards of service	100%	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback	9	
4.25	% Pollution incident Reportees provided with feedback		
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	1	
5.11	No. of successful prosecutions concluded	1	
5.12	Fines imposed (£)	5000.00	
5.13	Costs awarded (£)	810.00	
5.14	No. of formal cautions issued and accepted	1	
5.15	No. of warning letters sent	10	
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	

	Integrated Pollution Control		
	IPC		
ACTIVITY	ITEM		
		QTR 3	QTR 4
	No. of regulated processes under EPA '90 (Exant Authorisations, Part A & B)		
	Part A's	277	
	Part B's	1	
	Total	278	0
AUTHORISATION	Applications :		
	No. of IPC valid applications duly made	7	
	No. of IPC valid applications determined		
	0 to 4 months	1	
	> 4 months	2	
	Total	3	0
	No. determined within 4 months or agreed extension time	3	
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	6	
	4-12 months old	0	
	>12 months old	0	
	Total	6	0
	substantial variations to authorisations :		
	No. of IPC valid applications for substantial variation duly made	1	
	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	
	> 4 months	1	
	Total	1	0
	No. determined within 4 months or agreed extension time	1	
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	1	
	4-12 months old	1	
	> 12 months old	1	
	Total	3	0
	non substantial variations to authorisations :		
	No. of IPC valid applications for non substantial variation duly made	18	

	No. of IPC valid applications for non substantial variation determined in :		
	0 to 4 months	15	
	> 4 months	6	
	Total	21	0
	No. determined within 4 months	21	
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for non substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	12	
	4-12 months old	4	
	>12 months old	5	
	Total	21	0
4 YEAR REVIEWS	Authorisation reviews :		
	No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010) arising within the quarter	18	
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	7	
	% of statutory review programme completed in time	38.9%	#DIV/0!
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review)	7	
	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end	13	
INSPECTION			
	Annual No. of programmed visits indicated under RSDM41 guidance	965	
	No. of Inspection visits under EPA'90 :		
	- application related	7	
	- programmed visits	103	
	- reactive visits	12	
	- other visits	0	
	Cumulative (YTD) % achievement of RSDM41 inspection guidance	39.4%	#DIV/0!
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as quarter	0	
	No. of Part A processes which are non-operational ie. Do not need an OPRA score	2	
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	0.0%	#DIV/0!
INCIDENTS	EPA '90		
	No. of pollution incident allegations found to be justified	22	
	No. of regulated processes involved	9	
ENFORCEMENT	EPA '90		

	PROSECUTIONS :		
	No. of Prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines Imposed (E)	0	
	Costs awarded (E)	0	
	Number of prosecutions pending at quarter end	0	
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or	0	
	prohibition notice	0	
	APPEALS :		
	No. of appeals concluded	0	
	No. of appeals resolved in favour of the appellant	0	
	No. of appeals withdrawn	0	
	Number of appeals pending at quarter end	0	
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	
	No. of judicial reviews resolved in favour of the applicant	0	
	Number of judicial reviews pending at quarter end	0	
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	0	
	No. of Prohibition Notices issued under s.14 EPA'90	0	

ACTIVITY	RADIOACTIVE SUBSTANCES (RAS)	QTR 3	QTR 4
	ITEM		
NUCLEAR SITE AUTHORISATIONS	NUCLEAR SITES: <u>Applications for RSA Band 1 & 2 authorisation :</u> 1. No. of applications duly made within the reporting period 0 2. No. of applications determined within the reporting period 0 3. No. of applications outstanding (awaiting determination) which at quarter end are: 0 to 12 months 0 >12 to 24 months 0 >24 months 0 Total 0 <u>Applications for variation to RSA Band 1 & 2 authorisation :</u> 4. No. of RSA Band 1 & 2 variations duly made within the reporting period 0 5. No. of RSA Band 1 & 2 variations determined within the reporting period which are: 0 to 12 months 0 >12 to 24 months 0 >24 months 0 Total 0 6. No. of variations outstanding (awaiting determination) which at quarter end are: 0 to 12 months 0 >12 to 24 months 0 >24 months 0 Total 0 <u>Nuclear Site Reviews :</u> 7. No. of RSA Band 1 & 2 Authorisations due for review in the reporting period 0 8. No. of RSA Band 1 & 2 Reviews completed in the reporting period 0 9. No. of RSA Band 1 & 2 Reviews which at the end of the reporting period are overdue by: 0 to 12 months 0 >12 to 24 months 0 >24 months 0 Total 0		
NON NUCLEAR PERMISSIONS	NON NUCLEAR PERMISSIONS : BAND 3 AUTHORISATIONS: <u>Applications for RSA Band 3 authorisation :</u> 10. No. of applications duly made within the reporting period 0 11. No. of applications determined within the reporting period which are: 0 to 4 months 0 >4 months 0 Total 0 12. No. of applications determined within 4 months or agreed extension time 0 % determined within target period 0 13. No. of applications for authorisation awaiting determination which at quarter end are: 0 to 4 months 0 >4 months 0 Total 0 <u>Applications for variation to RSA Band 3 authorisations :</u> 14. No. of RSA Band 3 variations duly made within the reporting period 1 15. No. of RSA Band 3 variations determined within the reporting period which are: 0 to 4 months 0 >4 months 0 Total 0		

16.	No. of applications determined within 4 months or agreed extension time	0	
	% determined within target period		
17.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	1	
	> 4 months	0	
	Total	1	0
	<u>RSA Band 3 Revocations :</u>		
18.	No. of RSA Band 3 Authorisations revoked within the reporting period	1	
	<u>BAND 4 REGISTRATIONS:</u>		
	<u>Applications for RSA Band 4 registration :</u>		
19.	No. of applications duly made within the reporting period	3	
20.	No. of applications determined in reporting period which are:		
	0 to 4 months	5	
	>4 months	0	
	Total	5	0
21.	No. of applications determined within 4 months or agreed extension time	5	
	% determined within target period	100%	
22.	No. of applications for registration awaiting determination which at quarter end are:		
	0 to 4 months	0	
	>4 months	1	
	Total	1	0
	<u>Applications for variation to RSA Band 4 registrations :</u>		
23.	No. of RSA Band 4 variations duly made within the reporting period	10	
24.	No. of RSA Band 4 variations determined within the reporting period which are:		
	0 to 4 months	4	
	>4 months	2	
	Total	6	0
25.	No. of applications determined within 4 months or agreed extension time	6	
	% determined within target period	100%	
26.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	5	
	> 4 months	0	
	Total	5	0
	<u>RSA Band 4 Cancellations :</u>		
27.	No. of RSA Band 4 Registrations cancelled within the reporting period	10	
INSPECTIONS			
	REGULATORY VISITS :		
28.	<u>No. of regulated sites for Bands 1 & 2 :</u>		
	Band 1	0	
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)	0	
	- Major Nuclear Sites (Categories B)	0	
	- Major Nuclear Sites (Categories C)	0	
	- Intermediate Nuclear Sites (Category D)	0	
	- Minor Nuclear Sites (Category E)	0	
	Total Band 1 & 2 Sites	0	0
	<u>No. of regulated permissions for Bands 3 & 4 :</u>		
	Band 3 Authorisations	0	
	Band 4 Registrations	0	
	Total Band 3 & 4 Permissions	0	0
29.	<u>Number of Visits made within the reporting period:</u>		
	Band 1	0	
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)	0	
	- Major Nuclear Sites (Categories B)	0	
	- Major Nuclear Sites (Categories C)	0	
	- Intermediate Nuclear Sites (Category D)	0	
	- Minor Nuclear Sites (Category E)	0	
	Band 3	0	
	Band 4	0	
	Total	0	0

		<u>No. of visits required in accordance with the RSR Workplanning Model</u>	
Band 1		0	
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		0	
- Major Nuclear Sites (Categories B)		0	0
- Major Nuclear Sites (Categories C)		0	0
- Intermediate Nuclear Sites (Category D)		0	0
- Minor Nuclear Sites (Category E)		0	0
Band 3		0	0
Band 4		0	0
Total		0	0
		<u>% achievement of annual FER inspections (accumulative)</u>	
Band 1		#DIV/0!	#DIV/0!
Band 2 - Categories B		#DIV/0!	#DIV/0!
Band 2 - Categories C		#DIV/0!	#DIV/0!
Band 2 - Categories D		#DIV/0!	#DIV/0!
Band 2 - Categories E		#DIV/0!	#DIV/0!
Band 3		#DIV/0!	#DIV/0!
Band 4		#DIV/0!	#DIV/0!
		INCIDENTS & ENFORCEMENTS	
INCIDENTS		<u>RSA '93</u>	
30.	No. of Nuclear site incidents reported within the period	0	
31.	No. of Non Nuclear incidents reported within the period	0	
ENFORCEMENTS		<u>RSA '93 Enforcement actions :</u>	
32.	No. of Prosecutions concluded	0	
33.	No. of successful prosecutions concluded	0	
34.	Fines imposed (£)	0	
35.	Costs awarded (£)	0	
36.	No. of formal cautions issued and accepted	0	
37.	No. of warning letters sent	0	
38.	No. of Enforcement Notices issued	0	
39.	No. of Prohibition Notices issued	0	

	LAND QUALITY		
ACTIVITY	ITEM	QTR 3	QTR 4
Section 4			
1.0	No. of new contaminated land sites assessed for Agency involvement	30	
1.0	No. of contaminated land site visits	20	

	WATER RESOURCES		
ACTIVITY	ITEM	QTR 3	QTR 4
HYDROMETRY			
Section 5			
	Number of data requests responded to within 10 working days	43	
	Total number of data requests received	44	
	% of hydrometric data requests responded to within 10 working days	97.7%	#DIV/0!
LICENSING			
	No. of formal licence applications determined in target time	6	
	No. of formal licence applications determined	6	
	% formal licences determined in target time (statutory period or agreed extension)	100.0%	#DIV/0!
	No. of licence applications determined in :		
	0 to 3 months	6	
	> 3 to 6 months	0	
	> 6 to 12 months	0	
	> 12 months	0	
	- Total No. licences determined	6	0
	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	11	
	> 3 to 6 months old	0	
	> 6 to 12 months old	0	
	> 12 months	8	
	Total	19	0
	No. of new formal licence applications received	9	
	No. of upward variations made	3	
	No. of downward variations made	1	
	No. of other variations made	4	
	No. of part successions made	0	
	No. of whole or remainder successions made	4	
	No. of licences revoked/lapsed/expired	6	
INSPECTION	(a) Highly critical sites :		
	- No. of sites in force	2	
	- No. of inspections required by NRA policy	1	
	- Actual no. of inspections made	2	
	% achievement of licence enforcement policy - highly critical licences	200.0%	#DIV/0!
	No. of unplanned visits made	0	
	(b) Critical sites :		
	- No. of sites in force	329	
	- No. of inspections required by NRA policy	82	
	- Actual no. of inspections made	56	
	% achievement of licence enforcement policy - critical licences	68.3%	#DIV/0!
	No. of unplanned visits made	9	
	(c) Less critical sites :		
	- No. of sites in force	438	
	- No. of inspections required by NRA policy	22	
	- Actual no. of inspections made	8	
	% achievement of licence enforcement policy - less critical licences	36.4%	#DIV/0!
	No. of unplanned visits made	4	
	(d) Small sites :		
	- No. of sites in force	713	

	- No. of inspections required by NRA policy	4	
	- Actual no. of inspections made	2	
	% achievement of licence enforcement policy - less critical licences	50.0%	#DIV/0!
	No. of unplanned visits made	0	
	No. of non-compliant sites (total for all inspections)	23	
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	0	
	- Impoundment offences (£)	0	
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	0	
	- Impoundment offences (£)	0	
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	
	- Impoundment offences	0	
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	13	
	- Impoundment offences	0	

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	55	
2.0	No of valid consent & byelaw applications determined	55	
	% of consents & byelaws determined within statutory time	100.0%	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	<u>Total actual flood defence capital expenditure:</u>		
	- Fluvial defences	1274	
	- Tidal Defences	0	
	- Sea Defences	0	
	- Other	2	
	- Total	1276	0
	<u>Total planned flood defence capital expenditure:</u>		
	- Fluvial defences	1135	
	- Tidal Defences	16	
	- Sea Defences	0	
	- Other	0	
	- Total	1151	0
	Actual expenditure as proportion of planned expenditure - Capital prog.	110.9%	#DIV/0!
FLOOD WARNING			
	No. of flooded properties which received a flood warning		
	No. of flooded properties		
	% of flooded properties which received a flood warning	0	0
ENFORCEMENT			
	No. of prosecutions concluded	0	
	No. of successful prosecutions concluded	0	
	Fines imposed (£)	0	
	Costs awarded (£)	0	
	No. of formal cautions accepted	0	
	No. of warning letters sent	0	

	FISHERIES		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	83	
2.0	No. of consent applications received	83	
	% of consent applications responded to in target time	100.0%	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	1337	
1.0	No. of rod licence checks made (excluding multiple checks)	959	
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	84	
4.0	No. of valid licences subsequently produced following an unsatisfactory check	43	
1.0	No. of failures to produce a valid rod licence	41	
	Evasion rate (%)	4.3%	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)	44	
1.0	No. of reports of illegal fishing actioned within target time	2	
2.0	No. of reports of illegal fishing	2	
	% of reports of illegal fishing actioned within target time	100.0%	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	0	
2.0	No. of reports of handling of salmon in suspicious circumstances	0	
	% of reports of handling of salmon in suspicious circumstances actioned in target time	#DIV/0!	#DIV/0!
	No. of infringements, licence offences :		
	- net	0	
	No. of infringements, byelaw/other offences :		
	- rod & line	0	
	- net	0	
	- Other	0	
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	18	
	No. of prosecution/formal caution recommendations made	27	
	% of prosecution/formal caution recommendations made within 35 days of date of offence	66.7%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	31	
	- net	0	
	- Other	7	
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	30	
	- net	0	
	- Other	7	
	Fines imposed for licence offences :		
	- Rod (£)	0	
	- Net (£)	0	
	Fines (£) imposed for byelaw/other offences		

- rod & line	1296.50	
- net	0	
- Other	232.50	
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	
- Net (£)	0	
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	1470.00	
- net	0	
- Other	150.00	
No. of formal cautions accepted for licence offences :		
- Rod	0	
- Net	0	
No. of formal cautions accepted for byelaw/other offences		
- rod & line	1	
- net	0	
- Other	0	
No. of warning letters sent for licence offences :		
- Rod	0	
- Net	0	
No. of warning letters sent for byelaw/other offences		
- rod & line	0	
- net	0	
- Other	0	

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 3	QTR 4
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	12	
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	2	
	- Natural causes	3	
	- Other	7	
	No. of fish kills where emergency attendance is deemed necessary	12	
	No. of fish kills attended by staff	12	
	No. of fish kills attended by staff in target time	12	
	% of fish kills attended by staff within target time	100.0%	#DIV/0!
	No. of fish killed	380	
	No. of emergency fish rescues initiated in target time	10	
	No. of emergency fish rescues	10	
	% of emergency fish rescues actioned within target time	100.0%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
	1.0 No of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	12	
	- No. of Agency consent applications	47	
	- No. of Agency works	3	
	No of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	10	
	- No. of Agency consent applications	32	
	- No. of Agency works	3	
	% of referrals responded to by deadline requested	72.6%	#DIV/0!
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice responded to in target time	113	
	No of requests for fishery advice	115	
	% of requests for fishery advice responded to in target time	98.3%	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
<i>Section 8</i>			
1.0	No. of requests for Recreation advice responded to in target time	113	
2.0	No. of requests for Recreation advice	115	
1.0	% of requests for advice responded to in target time	98.3%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	12	
	- No. of Agency consent applications	47	
	- No. of Agency works	3	
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	10	
	- No. of Agency consent applications	32	
	- No. of Agency works	3	
	% of referrals responded to by deadline requested	72.6%	#DIV/0!

	CONSERVATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	13	
2.0	No. of requests for Conservation advice	13	
	% of requests for advice responded to in target time	100.0%	#DIV/0!
PLANNING & - DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	171	
	- No. of Agency consent applications	115	
	- No. of Agency works	34	
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	168	
	- No. of Agency consent applications	114	
	- No. of Agency works	34	
	% of referrals responded to by deadline requested	98.8%	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites	18	
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW	3	
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities	0	
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	1	

	NAVIGATION		
ACTIVITY	ITEM	QTR 3	QTR 4
INSPECTION & ENFORCEMENT			
Section 10	<u>Checks made at locks</u>		
1.0	No. of licence/registration offences		
2.0	No. of licence/registrations checked		
	<u>All other licence enforcement checks</u>		
1.0	No. of licence/registration offences		
2.0	No. of licences/registrations checked		
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)		
1.0	No. of offences recommended for prosecution within target time		
2.0	No. of offences recommended for prosecution		
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	No. of formal cautions accepted		
	No. of warning letters sent		
			Cont'd ...J
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time		
2.0	No. of emergency incidents		
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Navigation for consideration : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
3.0	No. of referrals responded to by deadline requested : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time		
2.0	No. of requests for Navigation advice		
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

	MULTIFUNCTIONAL		
ACTIVITY	ITEM	QTR 3	QTR 4
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt	3985	
	No. processed in 15 to 21 Days of receipt	156	
	No. processed in 22 to 28 Days of receipt	125	
	No. processed after more than 28 Days of receipt	118	
	Percentage of planning applications processed within 14 days	90.9%	#DIV/0!
	Percentage of planning applications processed within 21 days	94.5%	#DIV/0!
	Percentage of planning applications processed within 28 days	97.3%	#DIV/0!
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
2.0	- policy complaint	3	
	- failure complaint	1	
	- conduct complaint	0	
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	4	
	No. responded to in 6 - 10 working days of receipt	0	
	No. responded to in more than 10 working days of receipt	0	
	Percentage of complaints responded to within target time (5 working days)	100.0%	#DIV/0!
	Percentage of complaints responded to within 10 working days	100.0%	#DIV/0!
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	0	
	- failure complaint	0	
	- conduct complaint	0	
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	5	
	No. responded to in 11 - 15 working days of receipt	0	
	No. responded to in more than 15 working days of receipt	0	
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	#DIV/0!
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	0	
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	0	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	0	
	No. of requests responded to in full within standard of service target time	0	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
WRITTEN REQUEST MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations) Excludes Searches	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	474	
	No. of requests that resulted in a charge being made (ie over de minimis)	1	
	Total revenue received (£)	50.00	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	304	

	No. of requests responded to in full within standard of service target time	0	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	
	- when the requested information is not environmental information	0	
	- when a request is too general or manifestly unreasonable	0	
	- when the requested information is not in an accessible form or location	0	
	- when payment of a reasonable charge is refused	0	
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	
	- when its disclosure would increase the likelihood of damage to the environment	0	
	- when the information relates to matters affecting international relations, national defence or public security	0	
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	
	- when information is contained within a document or other record which is still in the course of completion	0	
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	
	- when information is supplied in part - ie part refusal	0	
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	
	No. of requests that resulted in a charge being made - ie over de minimis	0	
	Total of monies received (£)	0	
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	
	No. of requests refused (NB These require referral to Legal and Head Office)	0	
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	801	
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	
	Total of monies received (£)	0	
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	
	SEARCHES		
	No. of search requests received	504	

	Total of monies received (£)
	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge

25200.00	
248	
0	
11	
0	

	PERSONNEL		
ACTIVITY	ITEM	QTR 3	QTR 4
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	113	
	- Non-manual employees	298	
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	
	- Non-manual employees	3	
	Turnover rate (%) :		
	- Manual employees	0.0	#DIV/0!
	- Non-manual employees	1.0	#DIV/0!
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	Total no. working days :		
	- Manual employees	0	
	- Non-manual employees	780	
	- Total	780	0
	No working days lost due to reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees		
	- Non-manual employees	309	
	- Total	309	0
	% of working days devoted to training :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	39.6	#DIV/0!
	- Total	39.6	#DIV/0!

WASTE OPM's

SOUTH

1999/2000

SOUTH

WASTE

.0

GRANT OF LICENCE		Q1	Q2	Q3	Q4	Cum Total
G1	APPLICATIONS RECEIVED					
	- MRS ONLY	0	1	1	0	2
	- ALL OTHER SITES	5	5	2	0	12
G2	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G3	ISSUED WITHIN INITIAL 4 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	1	0	0	3
G4	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	1	0	0	0	1
	- ALL OTHER SITES	2	0	0	0	2
G5	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	2	3	0	0	5
	- ALL OTHER SITES	4	7	2	0	13
G6	IN PROCESS <4 MONTHS					
	- MRS ONLY	0	1	1	0	2
	- ALL OTHER SITES	10	5	3	0	18
G7	OUTSTANDING (IN PROCESS 4-12 MONTHS)					
	- MRS ONLY	2	16	12	0	30
	- ALL OTHER SITES	8	2	2	0	12
G8	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	7	18	22	0	47
	- ALL OTHER SITES	23	3	5	0	31
G9	REJECTED (INCLUDING REFUSALS/ WITHDRAWALS)					
	- MRS ONLY	0	0	1	0	1
	- ALL OTHER SITES	0	0	0	0	0
MODIFICATION OF LICENCE CONDITIONS						Cum Total
G10	APPLICATIONS RECEIVED					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	11	3	2	0	16
G11	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G12	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	2	0	2
G13	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	1	1	0	0	2
	- ALL OTHER SITES	2	0	0	0	2
G14	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	0	5	0	7
G15	IN PROCESS <2 MONTHS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	8	8	2	0	18
G16	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	12	13	9	0	34
G17	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	0	0	2	0	2

	- ALL OTHER SITES	16	16	17	0	49
G18	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	3	0	0	3
TRANSFER OF LICENCE						Cum Total
G19	APPLICATIONS RECEIVED					
	- ALL SITES	3	2	2	0	7
G20	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- ALL OTHER SITES	1	0	1	0	2
G21	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G22	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	0	0	0	0
G23	IN PROCESS <3 MONTHS					
	- ALL SITES	3	0	1	0	4
G24	OUTSTANDING (IN PROCESS 3-12 MONTHS)					
	- ALL SITES	2	7	5	0	14
G25	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	4	3	4	0	11
G26	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	1	1	0	2
SURRENDER OF LICENCE						Cum Total
G27	APPLICATIONS RECEIVED					
	- ALL SITES	4	3	3	0	10
G28	ISSUED WITHIN INITIAL 3 MONTHS STATUTORY PERIOD					
	- ALL SITES	0	0	0	0	0
G29	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	5	1	0	0	6
G30	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	3	2	3	0	8
G31	IN PROCESS <3 MONTHS					
	- ALL SITES	3	3	8	0	14
G32	OUTSTANDING (IN PROCESS 3-12 MONTHS)					
	- ALL SITES	1	5	0	0	6
G33	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	9	3	1	0	13
G34	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	2	2	0	4
CARRIER & BROKER REGISTRATION	ITEM					Cum Total
H1	NUMBER CARRIER APPLICATIONS RECEIVED	49	51	33	0	133
H2	NUMBER CARRIER RENEWALS RECEIVED	181	102	103	0	386
H3	NUMBER BROKER APPLICATIONS RECEIVED	2	1	1	0	4
H4	NUMBER BROKER RENEWALS RECEIVED	1	4	1	0	6
H5	NUMBER APPLICATIONS >2 MONTHS old outstanding at 31/03/2008				0	

LICENCE REVIEWS	ITEM					Cum Total	Annual Plan
I1	NUMBER REGULATION 15 REVIEWS	0	0	0	0	0	0
AGENCY INITIATED (NO FEE) LICENCE MODIFICATIONS	ITEM					Cum Total	Annual Plan
J1	NO. LICENCES REQUIRING FIN. PROV. MOD.	50	50	50	0	150	0
J2	NO. LICENCES REQUIRING TIME LIMITED MOD.	34	8	0	0	40	0
J3	NO. LICENCES REQUIRING SITE RETURNS MOD.	0	0	0	0	0	0
J4	OTHER AGENCY INITIATED MODIFICATIONS	17	11	11	0	39	0
TFS NOTIFICATIONS GRANT OF LICENCE	ITEM					Cum Total	
K1	COMPLETE NOTIFICATIONS RECEIVED	0	12	7		29	
K2	ACKNOWLEDGED WITHIN STATUTORY PERIOD	7	7	5		19	
K3	ACKNOWLEDGED OUTSIDE STATUTORY PERIOD	0	0	0		0	
K4	DETERMINED WITHIN STATUTORY TIME	4	8	6		18	
K5	DETERMINED OUTSIDE STATUTORY TIME	0	0	0		0	
K6	REJECTED	1	0	0		1	
A ITEMS K1-6 TO BE PROVIDED BY TFS NATIONAL SERVICE TO AREAS VIA REGIONAL WASTE							
PLAN 1999/00							
SUPERVISING PERMITTED ACTIVITIES	ITEM						
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	0	12	3	0	0	
ACTUAL 1999/00							
	ITEM					Cum Total	Annual Plan
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	0
L2	NUMBER OF VISITS (WMP EQUIV)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
L3	ANNUAL AUDITS OF COMPLEX SITES	26	0	0	0	26	0
L4	VISITS TO MRS (para 44 & 45)	29	0	30	0	59	0
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	0	12	3	0	15	15
L6	No OF ENVIRONMENTAL MONITORING CHECK AUDITS	81	71	0	0	152	0
TECHNICAL COMPETANCE	ITEM						
M1	NO. TECHNICAL COMPETANCE STATUS REVIEWS REQUIRED (Table 1 WMLR '94 sites only)	0					
	TOTAL NO. COMPLETED (Table 1 WMLR '94 sites only)	0	0				
	% OF TOTAL	#DIV/0!	#DIV/0!				
M2	SITES WITHOUT TECHNICALLY COMPETENT MANAGEMENT						
	NUMBER OF SITES (Table 1 WMLR '94 sites only)			8	0		

SUPERVISING TRANSFRONTIER SHIPMENTS	ITEM					Cum Total	Annual Plan
N1	SHIPMENTS INSPECTED AT CONSIGNEE OR PRODUCER	6	0	3	0	9	9
N2	SHIPMENTS INSPECTED AT PORT OF ENTRY/ EXIT	0	0	0	0	0	0
SUPERVISING PRODUCER RESPONSIBILITY							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
O1	VISITS TO OBLIGATED COMPANIES REGISTERED WITH AGENCY	5	2	15	0	22	0
O2	VISITS TO OBLIGATED COMPANIES REGISTERED WITH SCHEME	0	0	20	0	20	0
O3	VISITS TO OBLIGATED NON-REGISTERED PRODUCERS	3	1	0	0	4	0
O4	VISITS TO ACCREDITED REPROCESSORS	2	0	24	0	26	0
OTHER REGULATORY ACTIVITIES							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
P1	SPECIAL WASTE PRODUCER VISITS	44	50	52	0	146	0
P2	CARRIER CHECKS	224	143	184	0	551	0
P3	NO. ORGANISATIONS ENCOURAGED TO ADOPT WASTE M.N. PLANS	0	0	30	0	30	0
SWAT DATA ENTRY	ITEM						
	CONSIGNMENT NOTES						
Q1	PRENOTES					Cum Total	
	NUMBER RECEIVED	5362	5263	4026	0	14651	
Q2	CARRIER/ EXTENDED ROUNDS						
	NUMBER RECEIVED	2568	2484	2184	0	7236	
Q3	OTHER DEPOSIT NOTES						
	NUMBER RECEIVED	12595	13661	12548	0	38802	
Q4	TOTAL	20525	21408	18758	0	60689	
	NUMBER ENTERED						
	NO. IN BACKLOG	0	1938	2954	0	4893	
DATA ITEM Q4 (NUMBER ENTERED) TO BE PROVIDED BY SWAT CLIENT TO AREAS VIA							
ENFORCEMENT ACTION	ITEM					Cum Total	
R1	FORMAL WRITTEN WARNINGS	17	0	0	0	17	
R2	SECTION 38, 41 & 42 NOTICES SERVED	10	0	9	0	19	
R3	SECTION 71 NOTICES SERVED	30	47	17	0	94	
R4	SECTION 34 NOTICES SERVED	5	0	3	0	8	
R5	SECTION 5 CoPA NOTICES SERVED	8	5	14	0	27	
R6	SECTION 69 EPA NOTICES SERVED	34	14	0	0	48	
R7	CASE FILES TO LEGAL	0	12	17	0	29	
R8	CAUTIONS OFFERED AND ACCEPTED	1	1	2	0	4	
R9	PROSECUTIONS BROUGHT	3	7	14	0	24	

DATA ITEMS R8 & R9 TO BE OBTAINED DIRECTLY BY BCT FROM NATIONAL

V3.0 - 12 April 1999

1 WASTE REGULATION BASE DATA												
A WASTE MANAGEMENT LICENCES												
SITE TYPE	Q1 VISIT PROGRAMME			Q2 VISIT PROGRAMME			Q3 VISIT PROGRAMME			Q4 VISIT PROGRAMME		
	No. of Sites	Planned No. of Routine Inspections (ODI 3/99)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER	No. of Sites	Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER
A1 CO-DISPOSAL LANDFILL SITES	18	224.4	297	18	316	312	18	190	282			
A2 OTHER LANDFILL SITES TAKING SPECIAL WASTE (INERT/ DEFINED UNDER SWR 96)	4	39.6	21	4		35	4	23	31			
A3 BOREHOLES	2	14.85	9	2		8	2	10	8			
A4 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL WASTE LANDFILLS	22	136.95	120	20		116	22	143	119			
A5 LANDFILLS TAKING NON-BIODEGRADABLE WASTES (NOT CONSTRUCTION)	62	240.09	189	60	242	152	60	230	194			
A6 LANDFILLS TAKING OTHER WASTES (CONSTRUCTION; DEMOLITION; DREDGINGS)	26	97.35	84	28		79	28	120	99			
A7 INDUSTRIAL WASTE LANDFILLS (FACTORY CURTILLAGE)	8	13.2	31	8	26	18	8	27	25			
A8 LAGOONS	7	34.65	16	7		37	7	34	38			
A9 SPECIAL WASTE TRANSFER STATIONS	42	277.2	244	44		193	42	207	192			
A10 IN-HOUSE STORAGE FACILITIES	8	3.3	7	8	4	9	10	15	12			
A11 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL TRANSFER STATIONS	126	478.5	673	122	1156	664	122	578	604			
A12 CLINICAL WASTE TRANSFER STATIONS	15	99.42	93	15		55	15	68	43			
A13 HOUSEHOLD WASTE AMENITY SITES	35	231	155	35	350	135	35	147	150			
A14 TRANSFER STATIONS TAKING NON-BIODEGRADABLE WASTES	10	53.19	38	12		40	9	30	37			
A15 MATERIAL RECYCLING TREATMENT FACILITIES	21	118.8	96	21		83	21	107	101			
A16 PHYSICAL TREATMENT FACILITIES	12	79.2	48	12		45	12	57	41			
A17 PHYSICO-CHEMICAL TREATMENT FACILITIES	11	72.6	92	11		72	11	78	61			
A18 INCINERATORS	3	13.62	18	3		16	4	12	10			

A19	METAL RECYCLING SITES (VEHICLE DISMANTLERS)	60	99	217	62	180	60	260	231			
A20	METAL RECYCLING SITES (MIXED MRSs)	60	99	191	57	185	143	62	266	198		
A21	CHEMICAL TREATMENT FACILITIES	9	59.4	28	8	352	36	8	34	21		
A22	COMPOSTING FACILITIES	1	6.6	4	1		4	1	5	6		
A23	BIOLOGICAL TREATMENT FACILITIES	4	26.4	46	4		22	4	15	15		
A24	MOBILE PLANT	2	0	0	1	0	0	2	0	0		
	TOTALS	566	2518.32	2717	563	2631	2452	567	2395	2516	0	0

B NUMBERS OF REGISTERED EXEMPTIONS

	ACTIVITY TYPE	Q1		Q2		Q3		Q4	
		TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES
B1	MRS (PARA 44 & 45)	168		180		196			
B2	WASTE TO LAND (PARA 9 & 19)	497	0	515		546			
B3	LANDSPREADING (PARA 7)	0							
B4	ALL OTHER EXEMPTIONS	2557		2679		2796			

C NUMBERS OF REGISTERED CARRIERS & BROKERS

	TYPE	Q1	Q2	Q3	Q4
C1	REGISTERED CARRIERS	4896	4860	4831	
C2	REGISTERED BROKERS	34	35	35	

D PRODUCER RESPONSIBILITY

	TYPE	Q1	Q3
D1	NUMBER OF AGENCY REGISTERED COMPANIES		
D2	NUMBER OF SCHEME REGISTERED COMPANIES		
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS		
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES		

DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.

E	NUMBER OF TFS SHIPMENTS				
	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	24	22	29	
F	SPECIAL WASTES				
	TYPE	01/04/1999			
F1	NUMBER OF SPECIAL WASTE PRODUCERS				

DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS

	TYPE	Q1	Q3
D1	NUMBER OF AGENCY REGISTERED COMPANIES		
D2	NUMBER OF SCHEME REGISTERED COMPANIES		
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS		
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES		

DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.

E	NUMBER OF TFS SHIPMENTS				
	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	24	22		
F	SPECIAL WASTES				
	TYPE	01/04/1999			
F1	NUMBER OF SPECIAL WASTE PRODUCERS				

DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS

**CUSTOMER CHARTER
PERFORMANCE**

**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

R.F.H.

The Environment Agency - North West Region
R.F.H. Achievement of Customer Standards
JANUARY 1999 - DECEMBER 1999

The Service We Provide		The Standard We Aim To Meet		1998/99	1999/00		
				Q4	Q1	Q2	Q3
1. Answering your telephone calls	Your telephone call to be answered within 15 seconds			(66,556) 98%	(53,122) 99%	(53,122) 99%	(44,738) 98%
2. Responding to your complaints	An immediate response where this is possible and a written response or holding reply within 5 days of receiving your complaint			(4) 100%	(4) 75%	(5) 80%	
3. Responding to Government Information Requests	Simple requests made under the Open Government Code of Practice on Access to Government Information will be responded to within 20 Days			Nil	Nil	Nil	Nil
4. Responding to requests for Environmental Information	Requests for information under the Environmental Information Regulations will be responded to within 2 months of receipt			(177) 100%	(136) 93%	(130) 100%	(87) 100%
5. Responding to your application for a licence to abstract or impound water	A decision on your application within three months of receiving your completed application. Complex cases may take longer to determine and we will seek to agree a longer response period with you if this is the case			Nil	Nil	Nil	Nil
6. Responding to pollution emergencies	Attending the location within two hours of reporting in normal working hours and within four hours of reporting at other times	* Cat 1 * Cat 2		Nil Nil	Nil Nil	Nil Nil	Nil Nil
7. Water sample analyses Public Register	Results of our Water samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken			(519) 91%	(1581) 83%	(2231) 96%	(1668) 93%
8. Effluent sample analyses Public Register	Results of our Effluent samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken			Nil	Nil	Nil	Nil
9. Responding to your application for a discharge consent	A decision on your application within 4 months of receiving your completed application. Complex discharges may take longer to determine and we will seek to agree a longer period you if this is the case.			Nil	Nil	Nil	Nil
10. Responding to Integrated Pollution Control (IPC) applications	We will determine IPC applications within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant			Nil	Nil	Nil	Nil
11. Responding to applications relating to radioactive waste	Applications seeking registration or authorisation for the production, management & disposal of radioactive waste will be determined within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	Registration Authorisation		Nil Nil	Nil Nil	Nil Nil	Nil Nil
12. Responding to waste management licence applications	All applications for waste management licences will be determined within 4 months of receipt of a fully completed application. Any modifications to licences will be determined within 2 months of receipt and all licence surrenders will be processed within 3 months of receipt. Complex cases may take longer and we will agree upon a response period with the applicant	Application Modification Surrender		Nil Nil Nil	Nil Nil Nil	Nil Nil Nil	Nil Nil Nil
13. Responding to your application for a consent to carry out flood defence or land drainage works on main river, or certain works on ordinary watercourses and in the flood plain	A decision on your application within 2 months of receiving your completed application			Nil	Nil	Nil	Nil
14. Responding to reported fish kills	Attending 90% of reported fish kills within 2 hours of reporting in normal working hours and within 4 hours of reporting at other times.			Nil	Nil	Nil	Nil
15. Responding to reports of illegal fishing and the handling of salmon in suspicious circumstances	We will assess and initiate appropriate actions for 90% of reported incidents of illegal fishing or suspicious handling of salmon within 2 hours of being notified during normal working hours, or within 4 hours at all other times.			Nil	Nil	Nil	Nil
16. Responding to requests for advice on fisheries conservation, navigation or recreation matters	Providing either a considered response or making a site visit within 20 days of receiving a request.			Nil	Nil	Nil	Nil
17. Providing advice to local authority planning offices as a consultee on planning application	Advice provided on 50% of applications within 14 days, 75% of applications within 21 days, 95% of applications within 28 days of receipt.	1 - 14 days 1 - 21 days 1 - 28 days		Nil Nil Nil	Nil Nil Nil	Nil Nil Nil	Nil Nil Nil

QUARTERLY OPM's

Q1 & Q2 1999/2000

R.F.H.

RFH	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control		Quarter 1	Quarter 2
(PPE reference: G2)			
Section 1			
1.10 No. of new applications received		0	0
1.11 No. of consent applications determined		0	0
1.12 No. of consents determined in target time		0	0
% discharge consent determined in target time		#DIV/0!	#DIV/0!
1.13 Number of Consent Reviews received		0	0
1.14 No. of consent reviews determined		0	0
No. of variations applied for by discharger		0	0
1.15 No. of variations determined		0	0
1.16 No. of variations determined in target time		0	0
% variations determined in target time		#DIV/0!	#DIV/0!
No. of Consent modifications initiated by the Agency		0	0
No. of consent modifications determined		0	0
No. of consent revocations		0	0
1.17 No. of consents applications/ variations awaiting determination		0	0
1.18 No. of Groundwater applications received		0	0
Discharge Inspection			
(PPE reference: H)			
ROUTINE MONITORING:			
			0
			0
			0
No. of programmed routine enforcement sampling visits made		0	0
2.18 No. of routine enforcement sampling visits made		0	0
2.19 % achievement of planned routine effluent sampling programme		#DIV/0!	
2.20			
2.22			
Monitoring Controlled Waters			
(PPE reference: F)			
3.11 No. Routine single samples taken: statutory sampling prog:			
Chemical samples:			
3.18 Total		222	171
Biology:			
3.24 Total		0	0
Microbiology samples:			
3.31 Total		0	7
3.32 % achievement of planned statutory sampling programme (103)		216%	173%
3.33 No. Routine single samples taken: National Surveillance Prog:			
Chemical samples:			
3.37 Total		3	6
Biology:			
3.40 Total		0	0
3.41 % achievement of planned national surveillance sampling programme (18)		16%	33%
3.42 No. Routine single samples taken: Regional Operational sampling prog			
Chemical samples:			
3.49 Total		855	366
3.50 Biology:			
3.56 Total		0	0

3.57	Microbiology samples:		
3.64	Total	775	1371
3.65	% achievement of planned regional operational sampling programme (1765)	92%	98%
3.67	No. of non effluent samples placed on Public Register	1581	0
3.68	No. placed on Public Register in Target Time	1320	0
	% of samples place on public register in target time.	83.5%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	0	0
3.70	No. placed on Public Register in Target Time	0	0
	% of samples place on public register in target time.	#DIV/0!	#DIV/0!
Pollution Prevention			
(Scale Is an Issue)			
(PPE Reference:B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance			
and response			
(PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	0	0
4.19	No. of reported incidents responded to by an authorised officer within target time	0	0
	% of reported incidents responded to by an authorised officer within target time	#DIV/0!	#DIV/0!
4.20	No. of Cat 1 incidents investigated	0	0
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	0	0
	% of category 1 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.22	No. of Cat 2 incidents investigated	0	0
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	0	0
	% of category 2 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback	0	0
4.25	% Pollution incident Reportees provided with feedback		
ENFORCEMENT			
(INFORMATION)			
(PPE ref:I)			
5.10	No. of prosecutions concluded	0	0
5.11	No. of successful prosecutions concluded	0	0
5.12	Fines imposed (£)	0	0
5.13	Costs awarded (£)	0	0
5.14	No. of formal cautions issued and accepted	0	0
5.15	No. of warning letters sent	0	0
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	0
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	0

Integrated Pollution Control			
IPC			
ACTIVITY	ITEM		
		QTR 1	QTR 2
AUTHORISATION	EPA '90		
	Applications :		
Section 2			
1.0	No. of IPC valid applications duly made	0	0
1.0	No. of IPC valid applications determined		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
	No. determined within 4 months or agreed extension time	0	0
1.0	% determined within target period	#DIV/0!	#DIV/0!
1.0	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
	Substantial Variations to authorisations :		
1.0	No. of IPC valid applications for substantial variation duly made	0	0
1.0	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
	No. determined within 4 months or agreed extension time	0	0
1.0	% determined within target period	#DIV/0!	#DIV/0!
1.0	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
	Non-substantial variations to authorisations :		
1.0	No. of IPC valid applications for non-substantial variations duly made	0	0
1.0	No. of IPC valid applications for non-substantial variations determined in :		
	0 to 4 months old	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
	No. determined within 4 months	0	0
1.0	% determined within 4 months	#DIV/0!	#DIV/0!
1.0	No. of IPC valid applications for non-substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0

	Commercial Confidentiality Claims :		
	No. of IPC applications where a claim for commercial confidentiality was made and accepted	0	0
	Authorisation reviews :		
1.0	No. of IPC 4 year reviews of authorisation required by statute [per procedure EAQ/2/010 arising within the quarter	0	0
1.0	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	0	0
1.0	% of statutory review programme completed in time	#DIV/0!	#DIV/0!
1.0	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review) that were :		
	0 to 3 months overdue	0	0
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	0	0
1.0	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end which are :	0	0
	0 to 3 months overdue	0	0
	> 3 to 6 months overdue	0	0
	> 6 to 12 months overdue	0	0
	> 12 months overdue	0	0
	Total	0	0
	No. of regulated processes under EPA '90 (Extant Authorisations. Part A & B)		
	Part A's	0	0
	Part B's	0	0
	Total	0	0
	No. of IPC Authorisations Revoked or Surrendered in Period :	0	0
	Part A's	0	0
	Part B's	0	0
	Total	0	0
INSPECTION/ MONITORING			
1.0	Annual No. of programmed visits indicated under RSDM41 guidance	0	0
	No. of Inspection visits under EPA'90 :		
	- application related	0	0
	- programmed visits	0	0
	- reactive visits	0	0
	- other visits	0	0
	Cumulative (YTD) % achievement of RSDM41 inspection guidance (programmed visits only)	#DIV/0!	#DIV/0!
1.0	No. of processes independently monitored	0	0
	No. of detailed site audits completed	0	0
1.0	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as at end of quarter)	0	0
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	#DIV/0!	#DIV/0!
CRI DEVELOPMENT WORK			
1.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
2.0	No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
CRI DEVELOPMENT WORK			
INCIDENTS			
1.0	EPA '90 No. of pollution incident allegations found to be justified	0	0
1.0	No. of regulated processes involved	0	0

1.0	No. of Schedule 1 Part A notifications received from operators	0	0
1.0	No. of regulated processes involved	0	0
ENFORCEMENT			
EPA '90			
PROSECUTIONS :			
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines Imposed (£)	0	0
	Costs awarded (£)	0	0
	Number of prosecutions pending at quarter end	0	0
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	0
APPEALS :			
	No. of appeals concluded	0	0
	No. of appeals resolved in favour of the appellant	0	0
	No. of appeals withdrawn	0	0
	Number of appeals pending at quarter end	0	0
JUDICIAL REVIEWS :			
	No. of judicial reviews concluded	0	0
	No. of judicial reviews resolved in favour of the applicant	0	0
	Number of judicial reviews pending at quarter end	0	0
ENFORCEMENT & PROHIBITION NOTICES :			
	No. of Enforcement Notices issued under s.13 EPA'90	0	0
	No. of Prohibition Notices issued under s.14 EPA'90	0	0
IMPROVING			
AIR QUALITY			
1.0	No. of key industrial source groups identified	0	0
1.0	No. of air quality assessments underway for key industrial source groups	0	0
1.0	No. of air quality assessments completed for key industrial source groups	0	0

RADIOACTIVE SUBSTANCES (RAS)			
ACTIVITY	ITEM	QTR 1	QTR 2
AUTHORISATION	Applications for authorisation:-		
	RSA Band 1 & 2 Permissions		
1.	No. of applications duly made within the reporting period	0	0
2.	No. of RSA applications for authorisation determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
3.	No. of RSA Band 1 & 2 applications duly made then withdrawn in period	0	0
4.	No. of authorisations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	RSA Band 3 Permissions		
5.	No. of applications duly made within the reporting period	0	0
6.	No. of applications determined within the reporting period which are :		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
7.	No. of applications determined within target time or agreed extension time	0	0
	% determined within target period	#DIV/0!	#DIV/0!
8.	No. of applications duly made then withdrawn in period	0	0
9.	No. of applications for authorisations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Major Variation to authorisation:-		
	RSA Band 1 & 2		
10.	No. of RSA Band 1 & 2 Major Variations duly made within the reporting period	0	0
11.	No. of RSA Band 1 & 2 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
12.	No. of Major Variations duly made then withdrawn in period	0	0
13.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	RSA Band 3		

14.	No. of RAS Band 3 Major Variations duly made within the reporting period	0	0
15.	No. of RSA Band 3 Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
16.	No. of major variations outstanding (awaiting determination) which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	Applications for Minor Variation to authorisation		
	RSA Band 1 & 2		
17.	No. of RSA Minor Variations duly made within the reporting period	0	0
18.	No. of RSA Band 1 & 2 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
19.	No. of RSA Band 1 & 2 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
	RSA Band 3		
20.	No. of RSA Minor Variations duly made within the reporting period	0	0
21.	No. of RSA Band 3 Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
22.	No. of RSA Band 3 Minor Variations outstanding (awaiting determination) at quarter end :		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months old	0	0
	Total	0	0
REGISTRATION	Applications for Registration		
	RSA Band 4		
23.	No. of applications for registration duly made within the reporting period	0	0
24.	No. of RSA Band 4 applications determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	> 12 months	0	0
	Total	0	0
25.	No. of applications determined within statutory period or agreed extension time	0	0
	% applications determined within target period	#DIV/0!	#DIV/0!

26.	No. of applications duly made then withdrawn in period	0	0
27.	No. of RSA Band 4 registrations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	<u>Applications for Major Variation to Registrations</u>		
	RSA Band 4		
28.	No. of RSA Major Variations to registrations duly made within the reporting period	0	0
29.	No. of Major Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
30.	No. of major variations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
	<u>Applications for Minor Variation to registrations</u>		
	RSA Band 4		
31.	No. of RSA Minor Variations to registrations duly made within the reporting period	0	0
32.	No. of Minor Variations determined within the reporting period which are:		
	0 to 4 months	0	0
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	0
	Total	0	0
33.	No. of minor variations duly made and then withdrawn within the period	0	0
34.	No. of minor variations awaiting determination which at quarter end are:		
	0 to 4 months old	0	0
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	0	0
REVOCATIONS	No. of RSA Band 1 & 2 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 3 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 4 Registrations Revoked/ Cancelled in Period	0	0
REVIEWS	RSA Band 1 & 2 Permissions		
	No. of RSA Band 1 & 2 Applications/Authorisations in revision/review in Period	0	0
	No. of RSA Band 1 & 2 Authorisations which at the end of the Period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	No. of RSA Band 1 & 2 revision/reviews completed in Period	0	0
INSPECTION	No. of regulated permissions under RSA '93:		

35.	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	Total	0	0
	<u>Inspection Visits under RSA'93:</u>		
	<u>Number of Application related visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>Number of Programmed (routine inspection) visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>Number of Reactive visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>Number of Other visits</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	<u>No. of inspection visits required in accordance with the RSR Workload Model guidance in Period</u>		
	Band 1	0	0
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	0	0
	- Major Nuclear Sites (Categories C)	0	0
	- Intermediate Nuclear Sites (Category D)	0	0
	- Minor Nuclear Sites (Category E)	0	0
	Band 3	0	0
	Band 4	0	0
	Total	0	0
	<u>% achievement of annual inspections against RSR Workload Model guidance in Period</u>		
	Band 1	#DIV/0!	#DIV/0!
	<u>Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):</u>		
	- Major Nuclear Sites (Categories B)	#DIV/0!	#DIV/0!
	- Major Nuclear Sites (Categories C)	#DIV/0!	#DIV/0!
	- Intermediate Nuclear Sites (Category D)	#DIV/0!	#DIV/0!
	- Minor Nuclear Sites (Category E)	#DIV/0!	#DIV/0!
	Band 3	#DIV/0!	#DIV/0!
	Band 4	#DIV/0!	#DIV/0!

INCIDENTS	RSA '93		
36.	Band 1 & 2 Incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 3 Incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	Band 4 Incidents		
	No. of incidents found to be justified	0	0
	No. of Regulated Processes involved	0	0
	RSA '93 Enforcement actions :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (û)	0	0
	Costs awarded (û)	0	0
	No. of Enforcement Notices issued under s.21 RSA'93	0	0
	No. of Prohibition Notices issued under s.22 RSA'93	0	0

	LAND QUALITY		
ACTIVITY	ITEM	QTR 1	QTR 2
<i>Section 4</i>			
1.0	No. of new contaminated land sites assessed for Agency involvement	0	0
1.0	No. of contaminated land site visits	0	0

WATER RESOURCES			
ACTIVITY	ITEM	QTR 1	QTR 2
HYDROMETRY			
Section 5			
1.0	Number of data requests responded to within 10 working days	0	0
1.0	Total number of data requests received	0	0
1.0	% of hydrometric data requests responded to within 10 working days	#DIV/0!	#DIV/0!
LICENSING			
1.0	No. of formal licence applications determined in target time	0	0
1.0	No. of formal licence applications determined	0	0
1.0	% formal licences determined in target time (statutory period or agreed extension)	#DIV/0!	#DIV/0!
1.0	No. of licence applications determined in :		
	0 to 3 months	0	0
	> 3 to 6 months	0	0
	> 6 to 12 months	0	0
	> 12 months	0	0
	- Total No. licences determined	0	0
1.0	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	0	0
	> 3 to 6 months old	0	0
	> 6 to 12 months old	0	0
	> 12 months	0	0
	Total	0	0
1.0	No. of new formal licence applications received	0	0
1.1	No. of upward variations made	0	0
1.2	No. of downward variations made	0	0
1.3	No. of other variations made	0	0
2.1	No. of part successions made	0	0
2.2	No. of whole or remainder successions made	0	0
3.0	No. of licences revoked/lapsed/expired	0	0
INSPECTION			
	(a) Highly critical sites :		
1.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	0	0
1.0	- Actual no. of inspections made	0	0
1.0	% achievement of licence enforcement policy - highly critical licences	#DIV/0!	#DIV/0!
1.0	No. of unplanned visits made	0	0
	(b) Critical sites :		
1.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	0	0
1.0	- Actual no. of inspections made	0	0
1.0	% achievement of licence enforcement policy - critical licences	#DIV/0!	#DIV/0!
1.0	No. of unplanned visits made	0	0
	(c) Less critical sites :		
2.0	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	0	0
1.0	- Actual no. of inspections made	0	0
1.0	% achievement of licence enforcement policy - less critical licences	#DIV/0!	#DIV/0!
1.0	No. of unplanned visits made	0	0
	(d) Small sites :		
?	- No. of sites in force	0	0
3.0	- No. of inspections required by NRA policy	0	0
1.0	- Actual no. of inspections made	0	0

1.0	% achievement of licence enforcement policy - less critical licences	#DIV/0!	#DIV/0!
1.0	No. of unplanned visits made	0	0
1.0	No. of non-compliant sites (total for all inspections)	0	0
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>Costs awarded :</u>		
	- Abstraction offences (£)	0	0
	- Impoundment offences (£)	0	0
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0
	<u>No. of warning letters sent :</u>		
	- Abstraction offences	0	0
	- Impoundment offences	0	0

FLOOD DEFENCE			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION & ENFORCEMENT			
Section 8			
1.0	No of consents & byelaws positively determined within statutory period	0	0
2.0	No of valid consent & byelaw applications determined	0	0
	% of consents & byelaws determined within statutory time	#DIV/0!	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	Total actual flood defence capital expenditure:		
	- Fluvial defences	55	0
	- Tidal Defences	0	0
	- Sea Defences	0	0
	- Other	439	570
	- Total	494	570
	Total planned flood defence capital expenditure:		
	- Fluvial defences	0	0
	- Tidal Defences	0	0
	- Sea Defences	0	0
	- Other	494	494
	- Total	494	494
	Actual expenditure as proportion of planned expenditure - Capital prog.	100.0%	115.4%
FLOOD WARNING			
1.0	No. of flooded properties which received a flood warning	0	0
2.0	No. of flooded properties	0	0
1.0	% of flooded properties which received a flood warning	0	0
ENFORCEMENT			
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0

FISHERIES			
ACTIVITY	ITEM	QTR 1	QTR 2
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	0	0
2.0	No. of consent applications received	0	0
	% of consent applications responded to in target time	#DIV/0!	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	0	0
1.0	No. of rod licence checks made (excluding multiple checks)	0	0
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	0	0
4.0	No. of valid licences subsequently produced following an unsatisfactory check	0	0
1.0	No. of failures to produce a valid rod licence	0	0
	Evasion rate (%)	#DIV/0!	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)	0	0
1.0	No. of reports of illegal fishing actioned within target time	0	0
2.0	No. of reports of illegal fishing	0	0
	% of reports of illegal fishing actioned within target time	#DIV/0!	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	0	0
2.0	No. of reports of handling of salmon in suspicious circumstances	0	0
	% of reports of handling of salmon in suspicious circumstances actioned in target time	#DIV/0!	#DIV/0!
	No. of infringements, licence offences :		
	- net	0	0
	No. of infringements, byelaw/other offences :		
	- rod & line	0	0
	- net	0	0
	- Other	0	0
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	0	0
	No. of prosecution/formal caution recommendations made	0	0
	% of prosecution/formal caution recommendations made within 35 days of date of offence	#DIV/0!	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	0
	- Net	0	0
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	0	0
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	0
	- Net	0	0
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	0	0
	- net	0	0
	- Other	0	0
	Fines imposed for licence offences :		
	- Rod (£)	0	0
	- Net (£)	0	0
	Fines (£) imposed for byelaw/other offences		
	- rod & line	0	0
	- net	0	0

- Other	0	0
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	0
- Net (£)	0	0
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	0	0
- net	0	0
- Other	0	0
No. of formal cautions accepted for licence offences :		
- Rod	0	0
- Net	0	0
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	0	0
No. of warning letters sent for licence offences :		
- Rod	0	0
- Net	0	0
No. of warning letters sent for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	0	0

FISHERIES Cont'd			
ACTIVITY	ITEM	QTR 1	QTR 2
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	0	0
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	0	0
	- Natural causes	0	0
	- Other	0	0
	No. of fish kills where emergency attendance is deemed necessary	0	0
	No. of fish kills attended by staff	0	0
	No. of fish kills attended by staff in target time	0	0
	% of fish kills attended by staff within target time	#DIV/0!	#DIV/0!
	No. of fish killed	0	0
	No. of emergency fish rescues initiated in target time	0	0
	No. of emergency fish rescues	0	0
	% of emergency fish rescues actioned within target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
	1.0 No. of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	No. of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY SERVICES	No. of requests for fishery advice responded to in target time	0	0
	No. of requests for fishery advice	0	0
	% of requests for fishery advice responded to in target time	#DIV/0!	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
<i>Section 8</i>			
1.0	No. of requests for Recreation advice responded to in target time	0	0
2.0	No. of requests for Recreation advice	0	0
1.0	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!

CONSERVATION			
ACTIVITY	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time	0	0
2.0	No. of requests for Conservation advice	0	0
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
7	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites		
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW		
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities		
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	0	0

	NAVIGATION		
ACTIVITY	ITEM	QTR 1	QTR 2
INSPECTION & ENFORCEMENT			
Section 10	Checks made at locks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licence/registrations checked	0	0
	All other licence enforcement checks		
1.0	No. of licence/registration offences	0	0
2.0	No. of licences/registrations checked	0	0
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)	0	0
1.0	No. of offences recommended for prosecution within target time	0	0
2.0	No. of offences recommended for prosecution	0	0
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	0	0
	No. of warning letters sent	0	0
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time	0	0
2.0	No. of emergency incidents	0	0
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Navigation for consideration :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	0	0
	- No. of Agency consent applications	0	0
	- No. of Agency works	0	0
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time	0	0
2.0	No. of requests for Navigation advice	0	0
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 1	QTR 2
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
?	No. processed in 1 to 14 Days of receipt	0	0
	No. processed in 15 to 21 Days of receipt	0	0
	No. processed in 22 to 28 Days of receipt	0	0
	No. processed after more than 28 Days of receipt	0	0
	Percentage of planning applications processed within 14 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 21 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 28 days	#DIV/0!	#DIV/0!
CUSTOMER	Complaints		
RELATIONS			
	No. of complaints received (by type)		
2.0	- policy complaint	1	1
	- failure complaint	2	1
	- conduct complaint	1	3
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	3	4
	No. responded to in 6 - 10 working days of receipt	1	1
	No. responded to in more than 10 working days of receipt	0	0
	Percentage of complaints responded to within target time (5 working days)	75.0%	80.0%
	Percentage of complaints responded to within 10 working days	100.0%	100.0%
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	0	0
	- failure complaint	0	0
	- conduct complaint	0	0
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	5	3
	No. responded to in 11 - 15 working days of receipt	0	0
	No. responded to in more than 15 working days of receipt	0	0
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	100.0%
REQUESTS FOR	No. of visitors inspecting Agency-held public registers	45	30
INFORMATION			
FROM	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	71	72
THE AGENCY'S			
PUBLIC			
REGISTERS	No. of requests that resulted in a charge being made (ie over de minimis)	1	2
	Total revenue received (£)	128.7	665
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	71	71
	No. of requests responded to in full within standard of service target time	67	59
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	1
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
WRITTEN REQUEST	written requests :		
MADE FOR			
INFORMATION	No. of requests received that required environmental information to be sent by post, fax or E-Mail (deemed to be subject to the Regulations)	127	130
Environmental	No. of requests that resulted in a charge being made (ie over de minimis)	0	0
Information	Total revenue received (£)	0	0
Excludes Searches	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	127	130
	No. of requests responded to in full within standard of service target time	118	117

	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	9	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
	No. of requests refused by reason for refusal: (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	0
	- when the requested information is not environmental information	0	0
	- when a request is too general or manifestly unreasonable	0	0
	- when the requested information is not in an accessible form or location	0	0
	- when payment of a reasonable charge is refused	0	0
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
	- when its disclosure would increase the likelihood of damage to the environment	0	0
	- when the information relates to matters affecting international relations, national defence or public security	0	0
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
	- when information is contained within a document or other record which is still in the course of completion	0	0
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
	- when information is supplied in part - ie part refusal	0	0
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
	No. of requests that resulted in a charge being made - ie over de minimis	0	0
	Total of monies received (£)	0	0
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
	No. of requests refused (NB These require referral to Legal and Head Office)	0	0
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	434	405
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	0
	Total of monies received (£)	0	0
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
	SEARCHES		
	No. of search requests received	0	0
	Total of monies received (£)	0	0

	No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	0	0
	No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	0	0
	No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	0	0
	No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	0

	PERSONNEL		
ACTIVITY	ITEM	QTR 1	QTR 2
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	0	0
	- Non-manual employees	271	273
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	0
	- Non-manual employees	6	8
	Turnover rate (%) :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	2.2	2.9
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	Total no. working days :		
	- Manual employees	0	0
	- Non-manual employees	70460	70980
	- Total	70460	70980
	No working days lost due to reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	0.0
	- Total	0.0	0.0
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees	0	0
	- Non-manual employees	116.5	20
	- Total	116.5	20
	% of working days devoted to training :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.2	0.0
	- Total	0.2	0.0

QUARTERLY OPM's

Q3 1999/2000

R.F.H.

RFH	1999/00 QUARTERLY TEMPLATE			
	WATER QUALITY			
Discharge Monitoring & Control (PPE reference: G2)			Quarter 3	Quarter 4
Section 1				
1.10	No. of new applications received			
1.11	No. of consent applications determined			
1.12	No. of consents determined in target time			
	% discharge consent determined in target time	#DIV/0!	#DIV/0!	
1.13	Number of Consent Reviews received			
1.14	No. of consent reviews determined			
	No. of variations applied for by discharger			
1.15	No. of variations determined			
1.16	No. of variations determined in target time			
	% variations determined in target time	#DIV/0!	#DIV/0!	
	No. of Consent modifications initiated by the Agency			
	No. of consent modifications determined			
	No. of consent revocations			
1.17	No. of consents applications/ variations awaiting determination			
1.18	No. of Groundwater applications received			
Discharge Inspection (PPE reference: H)				
	ROUTINE MONITORING:			
	No. of discharges inspected:numeric			
	No. of discharges inspected:descriptive			
	% achievement of planned inspection programme[numeric and descriptive]			
	No. of planned effluent sampling visits made			
	No. of routine effluent samples taken			
	% achievement of planned routine effluent sampling programme	#DIV/0!	#DIV/0!	
Monitoring Controlled Waters (PPE reference: F)				
3.11	No. Routine single samples taken: statutory sampling prog: Chemical samples:			
3.18	Total	95		
	Biology:			
3.24	Total	0		
	Microbiology samples:			
3.31	Total	16		
3.32	% achievement of planned statutory sampling programme (103)	108%		
3.33	No. Routine single samples taken: National Surveillance Prog: Chemical samples:			
3.37	Total	18		
	Biology:			
3.40	Total	0		
3.41	% achievement of planned national surveillance sampling programme (19)	95%		
3.42	No. Routine single samples taken: Regional Operational sampling prog Chemical samples:			
3.49	Total	762		
3.50	Biology:			
3.56	Total	0		

3.57	Microbiology samples:		
3.64	Total	323	
3.65	% achievement of planned regional operational sampling programme (1766)	61%	
3.67	No. of non effluent samples placed on Public Register	1668	
3.68	No. placed on Public Register in Target Time	1558	
	% of samples place on public register in target time.	93%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	0	
3.70	No. placed on Public Register in Target Time	0	
	% of samples place on public register in target time.	#DIV/0!	#DIV/0!
Pollution Prevention (Scale is an Issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer		
4.19	No. of reported incidents responded to by an authorised officer within target time		
	% of reported incidents responded to by an authorised officer within target time	#DIV/0!	#DIV/0!
4.20	No. of Cat 1 incidents investigated		
4.21	No. of Cat 1 incidents investigated within stipulated standards of service		
	% of category 1 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.22	No. of Cat 2 incidents investigated		
4.23	No. of Cat 2 incidents investigated within stipulated standards of service		
	% of category 2 incidents investigated within stipulated standards of service	#DIV/0!	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback		
4.25	% Pollution incident Reportees provided with feedback		
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded		
5.11	No. of successful prosecutions concluded		
5.12	Fines imposed (£)		
5.13	Costs awarded (£)		
5.14	No. of formal cautions issued and accepted		
5.15	No. of warning letters sent		
5.16	No. of enforcement notices issued under section 90 B of WRA'91		
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices		

	Integrated Pollution Control		
	IPC		
ACTIVITY	ITEM		
		QTR 3	QTR 4
	No. of regulated processes under EPA '90 (Exant Authorisations, Part A & B)		
	Part A's		
	Part B's		
	Total	0	0
AUTHORISATION	Applications :		
	No. of IPC valid applications duly made		
	No. of IPC valid applications determined		
	0 to 4 months		
	> 4 months		
	Total	0	0
	No. determined within 4 months or agreed extension time		
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old		
	4-12 months old		
	> 12 months old		
	Total	0	0
	substantial variations to authorisations :		
	No. of IPC valid applications for substantial variation duly made		
	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months		
	> 4 months		
	Total	0	0
	No. determined within 4 months or agreed extension time		
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old		
	4-12 months old		
	> 12 months old		
	Total	0	0
	non substantial variations to authorisations :		
	No. of IPC valid applications for non substantial variation duly made		

	No. of IPC valid applications for non substantial variation determined in :		
	0 to 4 months		
	> 4 months		
	Total	0	0
	No. determined within 4 months		
	% determined within target period	#DIV/0!	#DIV/0!
	No. of IPC valid applications for non substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old		
	4-12 months old		
	>12 months old		
	Total	0	0
4 YEAR REVIEWS	Authorisation reviews :		
	No. of IPC 4 year reviews of authorisation required by statute [per procedure EAQ/2/010 arising within the quarter		
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review		
	% of statutory review programme completed in time	#DIV/0!	#DIV/0!
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review)		
	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end		
INSPECTION	Annual No. of programmed visits indicated under RSDM41 guidance		
	No. of Inspection visits under EPA'90 :		
	- application related		
	- programmed visits		
	- reactive visits		
	- other visits		
	Cumulative (YTD) % achievement of RSDM41 inspection guidance	#DIV/0!	#DIV/0!
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as quarter end)		
	No. of Part A processes which are non-operational ie. Do not need an OPRA score		
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	#DIV/0!	#DIV/0!
INCIDENTS	EPA '90		
	No. of pollution incident allegations found to be justified		
	No. of regulated processes involved		
ENFORCEMENT	EPA '90		

	PROSECUTIONS :		
	No. of Prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	Number of prosecutions pending at quarter end		
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or		
	prohibition notice		
	APPEALS :		
	No. of appeals concluded		
	No. of appeals resolved in favour of the appellant		
	No. of appeals withdrawn		
	Number of appeals pending at quarter end		
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded		
	No. of judicial reviews resolved in favour of the applicant		
	Number of judicial reviews pending at quarter end		
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90		
	No. of Prohibition Notices issued under s.14 EPA'90		

<u>ACTIVITY</u>	<u>RADIOACTIVE SUBSTANCES (RAS)</u> <u>ITEM</u>	QTR 3	QTR 4
NUCLEAR SITE AUTHORISATIONS	NUCLEAR SITES: <u>Applications for RSA Band 1 & 2 authorisation :</u> 1. No. of applications duly made within the reporting period 2. No. of applications determined within the reporting period 3. No. of applications outstanding (awaiting determination) which at quarter end are: 0 to 12 months >12 to 24 months >24 months Total <u>Applications for variation to RSA Band 1 & 2 authorisation :</u> 4. No. of RSA Band 1 & 2 variations duly made within the reporting period 5. No. of RSA Band 1 & 2 variations determined within the reporting period which are: 0 to 12 months >12 to 24 months >24 months Total 6. No. of variations outstanding (awaiting determination) which at quarter end are: 0 to 12 months >12 to 24 months >24 months Total <u>Nuclear Site Reviews :</u> 7. No. of RSA Band 1 & 2 Authorisations due for review in the reporting period 8. No. of RSA Band 1 & 2 Reviews completed in the reporting period 9. No. of RSA Band 1 & 2 Reviews which at the end of the reporting period are overdue by: 0 to 12 months >12 to 24 months >24 months Total	0	0
NON NUCLEAR PERMISSIONS	NON NUCLEAR PERMISSIONS : BAND 3 AUTHORISATIONS: <u>Applications for RSA Band 3 authorisation :</u> 10. No. of applications duly made within the reporting period 11. No. of applications determined within the reporting period which are: 0 to 4 months >4 months Total 12. No. of applications determined within 4 months or agreed extension time % determined within target period 13. No. of applications for authorisation awaiting determination which at quarter end are: 0 to 4 months >4 months Total <u>Applications for variation to RSA Band 3 authorisations :</u> 14. No. of RSA Band 3 variations duly made within the reporting period 15. No. of RSA Band 3 variations determined within the reporting period which are: 0 to 4 months >4 months Total	0	0

16.	No. of applications determined within 4 months or agreed extension time % determined within target period		
17.	No. of applications for variation awaiting determination with at quarter end are: 0 to 4 months > 4 months Total	0	0
18.	<u>RSA Band 3 Revocations :</u> No. of RSA Band 3 Authorisations revoked within the reporting period		
19.	<u>BAND 4 REGISTRATIONS:</u> <u>Applications for RSA Band 4 registration :</u> No. of applications duly made within the reporting period		
20.	No. of applications determined in reporting period which are: 0 to 4 months >4 months Total	0	0
21.	No. of applications determined within 4 months or agreed extension time % determined within target period		
22.	No. of applications for registration awaiting determination which at quarter end are: 0 to 4 months >4 months Total	0	0
23.	<u>Applications for variation to RSA Band 4 registrations :</u> No. of RSA Band 4 variations duly made within the reporting period		
24.	No. of RSA Band 4 variations determined within the reporting period which are: 0 to 4 months >4 months Total	0	0
25.	No. of applications determined within 4 months or agreed extension time % determined within target period		
26.	No. of applications for variation awaiting determination with at quarter end are: 0 to 4 months > 4 months Total	0	0
27.	<u>RSA Band 4 Cancellations :</u> No. of RSA Band 4 Registrations cancelled within the reporting period		
INSPECTIONS 28.	REGULATORY VISITS : <u>No. of regulated sites for Bands 1 & 2 :</u> Band 1 Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98) - Major Nuclear Sites (Categories B) - Major Nuclear Sites (Categories C) - Intermediate Nuclear Sites (Category D) - Minor Nuclear Sites (Category E) Total Band 1 & 2 Sites <u>No. of regulated permissions for Bands 3 & 4 :</u> Band 3 Authorisations Band 4 Registrations Total Band 3 & 4 Permissions		
29.	<u>Number of Visits made within the reporting period:</u> Band 1 Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98) - Major Nuclear Sites (Categories B) - Major Nuclear Sites (Categories C) - Intermediate Nuclear Sites (Category D) - Minor Nuclear Sites (Category E) Band 3 Band 4 Total		

		<u>No. of visits required in accordance with the RSR Workplanning Model</u>	
Band 1			
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)			
- Major Nuclear Sites (Categories B)			
- Major Nuclear Sites (Categories C)		0	0
- Intermediate Nuclear Sites (Category D)		0	0
- Minor Nuclear Sites (Category E)		0	0
Band 3		0	0
Band 4		0	0
Total		0	0
		<u>% achievement of annual FER inspections (accumulative)</u>	
Band 1		#DIV/0!	#DIV/0!
Band 2 - Categories B		#DIV/0!	#DIV/0!
Band 2 - Categories C		#DIV/0!	#DIV/0!
Band 2 - Categories D		#DIV/0!	#DIV/0!
Band 2 - Categories E		#DIV/0!	#DIV/0!
Band 3		#DIV/0!	#DIV/0!
Band 4		#DIV/0!	#DIV/0!
INCIDENTS		INCIDENTS & ENFORCEMENTS	
		<u>RSA '93</u>	
30.	No. of Nuclear site incidents reported within the period		
31.	No. of Non Nuclear incidents reported within the period		
ENFORCEMENTS		<u>RSA '93 Enforcement actions :</u>	
32.	No. of Prosecutions concluded		
33.	No. of successful prosecutions concluded		
34.	Fines imposed (£)		
35.	Costs awarded (£)		
36.	No. of formal cautions issued and accepted		
37.	No. of warning letters sent		
38.	No. of Enforcement Notices issued		
39.	No. of Prohibition Notices issued		

	<u>LAND QUALITY</u>		
ACTIVITY	ITEM	QTR 3	QTR 4
Section 4			
1.0	No. of new contaminated land sites assessed for Agency involvement		
1.0	No. of contaminated land site visits		

	WATER RESOURCES		
ACTIVITY	ITEM	QTR 3	QTR 4
HYDROMETRY			
Section 5			
	Number of data requests responded to within 10 working days		
	Total number of data requests received		
	% of hydrometric data requests responded to within 10 working days	#DIV/0!	#DIV/0!
LICENSING			
	No. of formal licence applications determined in target time		
	No. of formal licence applications determined		
	% formal licences determined in target time (statutory period or agreed extension)	#DIV/0!	#DIV/0!
	No. of licence applications determined in :		
	0 to 3 months		
	> 3 to 6 months		
	> 6 to 12 months		
	> 12 months		
	- Total No. licences determined	0	0
	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old		
	> 3 to 6 months old		
	> 6 to 12 months old		
	> 12 months		
	Total	0	0
	No. of new formal licence applications received		
	No. of upward variations made		
	No. of downward variations made		
	No. of other variations made		
	No. of part successions made		
	No. of whole or remainder successions made		
	No. of licences revoked/lapsed/expired		
INSPECTION	(a) Highly critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy		
	- Actual no. of inspections made		
	% achievement of licence enforcement policy - highly critical licences	#DIV/0!	#DIV/0!
	No. of unplanned visits made		
	(b) Critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy		
	- Actual no. of inspections made		
	% achievement of licence enforcement policy - critical licences	#DIV/0!	#DIV/0!
	No. of unplanned visits made		
	(c) Less critical sites :		
	- No. of sites in force		
	- No. of inspections required by NRA policy		
	- Actual no. of inspections made		
	% achievement of licence enforcement policy - less critical licences	#DIV/0!	#DIV/0!
	No. of unplanned visits made		
	(d) Small sites :		
	- No. of sites in force		

	- No. of inspections required by NRA policy		
	- Actual no. of inspections made		
	% achievement of licence enforcement policy - less critical licences	#DIV/0!	#DIV/0!
	No. of unplanned visits made		
	No. of non-compliant sites (total for all inspections)		
ENFORCEMENT			
	<u>No. of prosecutions concluded :</u>		
	- Abstraction offences		
	- Impoundment offences		
	<u>No. of successful prosecutions concluded :</u>		
	- Abstraction offences		
	- Impoundment offences		
	% success rate of prosecutions taken	#DIV/0!	#DIV/0!
	<u>Fines imposed :</u>		
	- Abstraction offences (£)		
	- Impoundment offences (£)		
	<u>Costs awarded :</u>		
	- Abstraction offences (£)		
	- Impoundment offences (£)		
	<u>No. of formal cautions accepted :</u>		
	- Abstraction offences		
	- Impoundment offences		
	<u>No. of warning letters sent :</u>		
	- Abstraction offences		
	- Impoundment offences		

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION & ENFORCEMENT			
<i>Section 6</i>			
1.0	No of consents & byelaws positively determined within statutory period		
2.0	No of valid consent & byelaw applications determined		
	% of consents & byelaws determined within statutory time	#DIV/0!	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	Total actual flood defence capital expenditure:		
	- Fluvial defences	0	
	- Tidal Defences	0	
	- Sea Defences	0	
	- Other	0	
	- Total	0	0
	Total planned flood defence capital expenditure:		
	- Fluvial defences	0	
	- Tidal Defences	0	
	- Sea Defences	0	
	- Other	494	
	- Total	494	0
	Actual expenditure as proportion of planned expenditure - Capital prog.	0.0%	#DIV/0!
FLOOD WARNING			
	No. of flooded properties which received a flood warning		
	No. of flooded properties		
	% of flooded properties which received a flood warning	0	0
ENFORCEMENT	No. of prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	No. of formal cautions accepted		
	No. of warning letters sent		

	FISHERIES		
ACTIVITY	ITEM	QTR 3	QTR 4
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time		
2.0	No. of consent applications received		
	% of consent applications responded to in target time	#DIV/0!	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)		
1.0	No. of rod licence checks made (excluding multiple checks)		
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)		
4.0	No. of valid licences subsequently produced following an unsatisfactory check		
1.0	No. of failures to produce a valid rod licence		
	Evasion rate (%)	#DIV/0!	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)		
1.0	No. of reports of illegal fishing actioned within target time		
2.0	No. of reports of illegal fishing		
	% of reports of illegal fishing actioned within target time	#DIV/0!	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time		
2.0	No. of reports of handling of salmon in suspicious circumstances		
	% of reports of handling of salmon in suspicious circumstances actioned in target time	#DIV/0!	#DIV/0!
	No. of infringements, licence offences :		
	- net		
	No. of infringements, byelaw/other offences :		
	- rod & line		
	- net		
	- Other		
	No. of prosecution/formal caution recommendations made within 35 days of date of offence		
	No. of prosecution/formal caution recommendations made		
	% of prosecution/formal caution recommendations made within 35 days of date of offence	#DIV/0!	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod		
	- Net		
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line		
	- net		
	- Other		
	No. successful prosecutions concluded for licence offences :		
	- Rod		
	- Net		
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line		
	- net		
	- Other		
	Fines imposed for licence offences :		
	- Rod (£)		
	- Net (£)		
	Fines (£) imposed for byelaw/other offences		

	- rod & line		
	- net		
	- Other		
	<u>Costs awarded for licence offence prosecutions :</u>		
	- Rod (£)		
	- Net (£)		
	<u>Costs (£) awarded for byelaw/other offence prosecutions</u>		
	- rod & line		
	- net		
	- Other		
	<u>No. of formal cautions accepted for licence offences :</u>		
	- Rod		
	- Net		
	<u>No. of formal cautions accepted for byelaw/other offences</u>		
	- rod & line		
	- net		
	- Other		
	<u>No. of warning letters sent for licence offences :</u>		
	- Rod		
	- Net		
	<u>No. of warning letters sent for byelaw/other offences</u>		
	- rod & line		
	- net		
	- Other		

	FISHERIES Cont'd		
ACTIVITY	ITEM	QTR 3	QTR 4
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes		
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to : - Pollution - Natural causes - Other		
	No. of fish kills where emergency attendance is deemed necessary		
	No. of fish kills attended by staff		
	No. of fish kills attended by staff in target time		
	% of fish kills attended by staff within target time	#DIV/0!	#DIV/0!
	No. of fish killed		
	No. of emergency fish rescues initiated in target time		
	No. of emergency fish rescues		
	% of emergency fish rescues actioned within target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
	1.0 No. of referrals received by Fisheries for consideration : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
	No. of referrals responded to by deadline requested :		
	3.0 - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY SERVICES	No. of requests for fishery advice responded to in target time No. of requests for fishery advice		
	% of requests for fishery advice responded to in target time	#DIV/0!	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
<i>Section 8</i>			
1.0	No. of requests for Recreation advice responded to in target time		
2.0	No. of requests for Recreation advice		
1.0	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!

	CONSERVATION		
ACTIVITY	ITEM	QTR 3	QTR 4
PROMOTION & ADVISORY SERVICES			
Section 9			
1.0	No. of requests for Conservation advice responded to in target time		
2.0	No. of requests for Conservation advice		
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations		
	- No. of Agency consent applications		
	- No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites		
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW		
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities		
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan		

		NAVIGATION			
ACTIVITY	ITEM	QTR 3	QTR 4		
INSPECTION					
&					
ENFORCEMENT					
Section 10	Checks made at locks				
1.0	No. of licence/registration offences				
2.0	No. of licence/registrations checked				
	All other licence enforcement checks				
1.0	No. of licence/registration offences				
2.0	No. of licences/registrations checked				
	% of licence/ registration compliance	#DIV/0!	#DIV/0!		
	No. of other Navigation offences (not licence/ registration related)				
1.0	No. of offences recommended for prosecution within target time				
2.0	No. of offences recommended for prosecution				
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!		
	No. of prosecutions concluded				
	No. of successful prosecutions concluded				
	Fines imposed (£)				
	Costs awarded (£)				
	No. of formal cautions accepted				
	No. of warning letters sent				
				Cont'd ...J	
EMERGENCY RESPONSE					
1.0	No. of emergency incidents attended within target time				
2.0	No. of emergency incidents				
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!		
PLANNING & DEVELOPMENT CONTROL					
?	No of referrals received by Navigation for consideration :				
	- No. of Local Authority consultations				
	- No. of Agency consent applications				
	- No. of Agency works				
3.0	No of referrals responded to by deadline requested :				
	- No. of Local Authority consultations				
	- No. of Agency consent applications				
	- No. of Agency works				
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!		
PROMOTION & ADVISORY					
1.0	No. of requests for Navigation advice responded to in target time				
2.0	No. of requests for Navigation advice				
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!		

MULTIFUNCTIONAL			
ACTIVITY	ITEM	QTR 3	QTR 4
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
	? No. processed in 1 to 14 Days of receipt		
	No. processed in 15 to 21 Days of receipt		
	No. processed in 22 to 28 Days of receipt		
	No. processed after more than 28 Days of receipt		
	Percentage of planning applications processed within 14 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 21 days	#DIV/0!	#DIV/0!
	Percentage of planning applications processed within 28 days	#DIV/0!	#DIV/0!
CUSTOMER RELATIONS	Complaints		
	No. of complaints received (by type)		
	2.0 - policy complaint	1	
	- failure complaint	5	
	- conduct complaint	0	
	3.0 No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	5	
	No. responded to in 6 - 10 working days of receipt	1	
	No. responded to in more than 10 working days of receipt		
	Percentage of complaints responded to within target time (5 working days)	83.3%	#DIV/0!
	Percentage of complaints responded to within 10 working days	100.0%	#DIV/0!
	? No. of complaints which, on investigation, proved justified		
	- policy complaint	0	
	- failure complaint	0	
	- conduct complaint	0	
	No. of MPs letters:		
	1.0 No. responded to in 1 - 10 working days of receipt	3	
	No. responded to in 11 - 15 working days of receipt	0	
	No. responded to in more than 15 working days of receipt	0	
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	#DIV/0!
REQUESTS FOR INFORMATION FROM THE AGENCY'S PUBLIC REGISTERS	No. of visitors inspecting Agency-held public registers	18	
	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	79	
	No. of requests that resulted in a charge being made (ie over de minimis)	2	
	Total revenue received (£)	448.20	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	79	
	No. of requests responded to in full within standard of service target time	60	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
WRITTEN REQUEST MADE FOR INFORMATION (deemed to be subject to the Environmental Information Regulations) Excludes Searches	written requests :		
	No. of requests received that required environmental information to be sent by post, fax or E-Mail	97	
	No. of requests that resulted in a charge being made (ie over de minimis)	0	
	Total revenue received (£)	0.00	
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	97	

	No. of requests responded to in full within standard of service target time	85	
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	0	
	- when the requested information is not environmental information	0	
	- when a request is too general or manifestly unreasonable	0	
	- when the requested information is not in an accessible form or location	0	
	- when payment of a reasonable charge is refused	0	
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	
	- when its disclosure would increase the likelihood of damage to the environment	0	
	- when the information relates to matters affecting international relations, national defence or public security	0	
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	
	- when information is contained within a document or other record which is still in the course of completion	0	
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	
	- when information is supplied in part - ie part refusal	0	
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	
	No. of requests that resulted in a charge being made - ie over de minimis	0	
	Total of monies received (£)	0	
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	
	No. of requests refused (NB These require referral to Legal and Head Office)	0	
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	311	
FLAT RATE CHARG REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	
	Total of monies received (£)	0	
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	
	SEARCHES		
	No. of search requests received	0	

	<i>Total of monies received (£)</i>
	<i>No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request</i>
	<i>No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)</i>
	<i>No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)</i>
	<i>No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge</i>

0	
0	
0	
0	
0	

	PERSONNEL		
ACTIVITY	ITEM	QTR 3	QTR 4
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	0	
	- Non-manual employees	281	
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	0	
	- Non-manual employees	3	
	Turnover rate (%) :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	1.1	#DIV/0!
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	Total no. working days :		
	- Manual employees	0	
	- Non-manual employees	780	
	- Total	780	0
	No working days lost due to reportable accidents :		
	- Manual employees		
	- Non-manual employees		
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees		
	- Non-manual employees	262	
	- Total	262	0
	% of working days devoted to training :		
	- Manual employees	#DIV/0!	#DIV/0!
	- Non-manual employees	33.6	#DIV/0!
	- Total	33.6	#DIV/0!

**CUSTOMER CHARTER
PERFORMANCE**

**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

REGIONAL

**The Environment Agency - North West Region
Regional Achievement of Customer Standards
JANUARY 1999 - DECEMBER 1999**

The Service We Provide	The Standard We Aim To Meet	1998/99			
		Q4	Q1	Q2	Q3
1. Answering your telephone calls	Your telephone call to be answered within 15 seconds	(94,685) 95%	(131,469) 96	(85,561) 96.5%	(113,709) 96.4%
2. Responding to your complaints	An immediate response where this is possible and a written response or holding reply within 5 days of receiving your complaint	(15) 100%	(15) 73%	(24) 96%	(15) 93.3%
3. Responding to Government Information Requests	Simple requests made under the Open Government Code of Practice on Access to Government Information will be responded to within 20 Days	Nil	Nil	Nil	Nil
4. Responding to requests for Environmental Information	Requests for information under the Environmental Information Regulations will be responded to within 2 months of receipt	(706) 89.2%	(714) 96%	(480) 99.7%	(656) 97.1%
5. Responding to your application for a licence to abstract or impound water	A decision on your application within three months of receiving your completed application. Complex cases may take longer to determine and we will seek to agree a longer response period with you if this is the case	(27) 92.6%	(23) 91.3%	(14) 100%	(25) 96%
6. Responding to pollution emergencies	Attending the location within two hours of reporting in normal working hours and within four hours of reporting at other times	* Cat 1 (4) 100% * Cat 2 (20) 85%	(2) 100% (24) 91.7%	(1) 100% (36) 86.1%	(3) 100% (21) 90.5%
7. Water sample analyses Public Register	Results of our Water samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(4344) 98.9%	(6021) 89.9%	(5754) 97.4%	(6485) 96%
8. Effluent sample analyses Public Register	Results of our Effluent samples analyses are made available to customers through the Public Register. All the sample result will be put on the register within 60 days of being taken	(1885) 100%	(2232) 94.9%	(2415) 93.2%	(2649) 95%
9. Responding to your application for a discharge consent	A decision on your application within 4 months of receiving your completed application. Complex discharges may take longer to determine and we will seek to agree a longer period you if this is the case	(85) 72.9%	(55) 90.9%	(36) 100%	(50) 88%
10. Responding to Integrated Pollution Control (IPC) applications	We will determine IPC applications within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	(4) 100%	(3) 100%	Nil	(4) 100%
11. Responding to applications relating to radioactive waste	Applications seeking registration or authorisation for the production, management & disposal of radioactive waste will be determined within 4 months of receipt of a fully completed application. Complex cases may take longer and we will agree upon a response period with the applicant	Registration (7) 100% Nil	(11) 100% Nil	(3) 100% Nil	(6) 100% Nil
12. Responding to waste management licence applications	All applications for waste management licences will be determined within 4 months of receipt of a fully completed application. Any modifications to licences will be determined within 2 months of receipt and all licence surrenders will be processed within 3 months of receipt. Complex cases may take longer and we will agree upon a response period with the applicant	Application (11) 100% Modification (11) 100% Surrender (8) 100%	(18) 100% (7) 100% (9) 100%	(10) 100% (6) 100% (3) 100%	(4) 100% (15) 100% (3) 100%
13. Responding to your application for a consent to carry out flood defence or land drainage works on main river, or certain works on ordinary watercourses and in the flood plain	A decision on your application within 2 months of receiving your completed application	(203) 100%	(225) 100%	(250) 100%	(187) 100%
14. Responding to reported fish kills	Attending 90% of reported fish kills within 2 hours of reporting in normal working hours and within 4 hours of reporting at other times	(16) 100%	(47) 100%	(88) 96.6%	(20) 100%
15. Responding to reports of illegal fishing and the handling of salmon in suspicious circumstances	We will assess and initiate appropriate actions for 90% of reported incidents of illegal fishing or suspicious handling of salmon within 2 hours of being notified during normal working hours, or within 4 hours at all other times	(6) 100%	(33) 93.9%	(93) 96%	(43) 93%
16. Responding to requests for advice on fisheries, conservation, navigation or recreation matters	Providing either a considered response or making a site visit within 20 days of receiving a request	(796) 96.4%	(777) 98%	(664) 96.7%	(499) 96.6%
17. Providing advice to local authority planning offices as a consultee on planning applications	Advice provided on 50% of applications within 14 days, 75% of applications within 21 days and 95% of applications within 28 days of receipt.	1 - 14 days (5100) 80.3% 1 - 21 days (5466) 86.2% 1 - 28 days (5720) 90.1%	(6076) 85.4% (6449) 90.7% (6798) 95.6%	(6550) 86.9% (7001) 92.9% (7293) 96.8%	(4455) 87.1% (4707) 92% (4956) 97%

Corporate Planning - North West Region

Note telephone calls are for July & August only

QUARTERLY OPM's

Q1 & Q2 1999/2000

REGIONAL TOTALS

REGION	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2) Section 1		Quarter 1	Quarter 2
1.10 No. of new applications received		41	53
1.11 No. of consent applications determined		55	36
1.12 No. of consents determined in target time		50	36
% discharge consent determined in target time		90.9%	100.0%
1.13 Number of Consent Reviews received		11	25
1.14 No. of consent reviews determined		7	12
No. of variations applied for by discharger		8	11
1.15 No. of variations determined		2	10
1.16 No. of variations determined in target time		2	10
% variations determined in target time		100.0%	100.0%
No. of Consent modifications initiated by the Agency		6	2
No. of consent modifications determined		4	1
No. of consent revocations		1	2
1.17 No. of consents applications/ variations awaiting determination		89	106
1.18 No. of Groundwater applications received		18	4
Discharge Inspection (PPE reference: H)			
ROUTINE MONITORING:			
No. of programmed routine enforcement sampling visits made		2042	2042
2.18 No. of routine enforcement sampling visits made		1877	1826
2.19 % achievement of planned routine effluent sampling programme		92%	89%
2.20			
2.22			
Monitoring Controlled Waters (PPE reference: F)			
3.11 No. Routine single samples taken: statutory sampling prog: Chemical samples:			
3.18 Total		1927	1896
Biology:			
3.24 Total		0	86
Microbiology samples:			
3.31 Total		308	447
3.32 % achievement of planned statutory sampling programme (2307)		97%	105%
3.33 No. Routine single samples taken: National Surveillance Prog: Chemical samples:			
3.37 Total		1728	1970
Biology:			
3.40 Total		85	14
3.41 % achievement of planned national surveillance sampling programme (1943)		93%	102%
3.42 No. Routine single samples taken: Regional Operational sampling prog Chemical samples:			
3.49 Total		1043	585
Biology:			
3.50 Total		1278	623
3.57 Microbiology samples:			
3.64 Total		1057	1908
3.65 % achievement of planned regional operational sampling programme (2871)		117%	109%
3.67 No. of non effluent samples placed on Public Register		6021	5754
3.68 No. placed on Public Register in Target Time		5411	5604
% of samples place on public register in target time.		89.9%	97.4%
Qrt2temp REGION	1		
3.69 No. of effluent samples placed on Public Register		2232	2415
3.70 No. placed on Public Register in Target Time		2118	2250

% of samples place on public register in target time.	94.9%	93.2%

Pollution Prevention (Scale is an issue) (PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance and response (PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	2201	324
4.19	No. of reported incidents responded to by an authorised officer within target time	1711	313
	% of reported incidents responded to by an authorised officer within target time	77.7%	96.6%
4.20	No. of Cat 1 incidents investigated	2	1
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	2	1
	% of category 1 incidents investigated within stipulated standards of service	100.0%	100.0%
4.22	No. of Cat 2 incidents investigated	24	36
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	22	31
	% of category 2 incidents investigated within stipulated standards of service	91.7%	86.1%
4.24	No. Pollution incident Reportees provided with feedback	649	319
4.25	% Pollution incident Reportees provided with feedback		
ENFORCEMENT (INFORMATION) (PPE ref: I)			
5.10	No. of prosecutions concluded	26	7
5.11	No. of successful prosecutions concluded	25	7
5.12	Fines imposed (£)	104000	44500.00
5.13	Costs awarded (£)	136763.59	46429.24
5.14	No. of formal cautions issued and accepted	12	3
5.15	No. of warning letters sent	52	16
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	0
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	0

ACTIVITY

AUTHORISATION

Section 2

Integrated Pollution Control		
IPC		
ITEM		
	QTR 1	QTR 2
EPA '90		
Applications :		
1.0 No. of IPC valid applications duly made	2	1
1.0 No. of IPC valid applications determined		
0 to 4 months	1	1
>4 to 6 months	0	0
>6 to 12 months	0	0
> 12 months	2	0
Total	3	1
No. determined within 4 months or agreed extension time	3	1
1.0 % determined within target period	100.0%	100.0%
1.0 No. of IPC valid applications awaiting determination which at quarter end are:		
0 to 4 months old	3	1
>4 to 6 months	1	1
>6 to 12 months	1	2
>12 months	2	2
Total	7	6
Substantial Variations to authorisations :		
1.0 No. of IPC valid applications for substantial variation duly made	4	1
1.0 No. of IPC valid applications for substantial variation determined in :		
0 to 4 months	1	1
>4 to 6 months	0	2
>6 to 12 months	2	2
> 12 months	0	1
Total	3	6
No. determined within 4 months or agreed extension time	3	6
1.0 % determined within target period	100.0%	100.0%
1.0 No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
0 to 4 months old	7	4
>4 to 6 months	1	0
>6 to 12 months	1	0
>12 months	2	2
Total	11	6
Non-substantial variations to authorisations :		
1.0 No. of IPC valid applications for non-substantial variations duly made	22	36
1.0 No. of IPC valid applications for non-substantial variations determined in :		
0 to 4 months old	23	31
>4 to 6 months	1	5
>6 to 12 months	1	4
>12 months	0	3
Total	25	43
No. determined within 4 months or agreed extension time	25	43
1.0 % determined within 4 months	100.0%	100.0%
1.0 No. of IPC valid applications for non-substantial variation awaiting determination which at quarter end are:		
0 to 4 months old	10	16
>4 to 6 months	16	1
>6 to 12 months	19	16
>12 months	15	9
Total	60	42
Commercial Confidentiality Claims :		
No. of IPC applications where a claim for commercial confidentiality was made and accepted	5	0

INSPECTION/
MONITORING

<u>Authorisation reviews :</u>		
1.0 No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010 arising within the quarter)	10	10
No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	1	4
1.0 % of statutory review programme completed in time	10.0%	40.0%
No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review) that were :		
0 to 3 months overdue	3	2
> 3 to 6 months overdue	0	3
> 6 to 12 months overdue	0	0
> 12 months overdue	0	0
Total	3	5
1.0 No. of IPC 4 year reviews of authorisation awaiting determination at quarter end which are :	0	0
0 to 3 months overdue	5	6
> 3 to 6 months overdue	2	1
> 6 to 12 months overdue	2	0
> 12 months overdue	0	2
Total	9	9
<u>No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)</u>		
Part A's	411	358
Part B's	1	1
Total	412	359
<u>No. of IPC Authorisations Revoked or Surrendered in Period :</u>		
Part A's	1	0
Part B's	0	0
Total	1	0
<u>Annual No. of programmed visits indicated under RSDM41 guidance</u>		
1.0	1327	1327
<u>No. of Inspection visits under EPA'90 :</u>		
- application related	15	19
- programmed visits	146	180
- reactive visits	61	55
- other visits	9	13
<u>Cumulative (YTD) % achievement of RSDM41 inspection guidance (programmed visits only)</u>		
	16.3%	35.0%
1.0 No. of processes independently monitored	35	35
No. of detailed site audits completed	0	0
<u>No. of Part A processes assessed and assigned an OPRA score (Cumulative number as at end of quarter)</u>		
1.0	0	0
<u>% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)</u>		
	0.0%	0.0%
<u>CRI DEVELOPMENT WORK</u>		
1.0 No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
<u>CRI DEVELOPMENT WORK</u>		
2.0 No. of IPC Part A authorisations varied to satisfy CRI new reporting requirements	0	0
<u>CRI DEVELOPMENT WORK</u>		
<u>INCIDENTS</u>		
<u>EPA '90</u>		
1.0 No. of pollution incident allegations found to be justified	23	24
1.0 No. of regulated processes involved	14	17
1.0 No. of Schedule 1 Part A notifications received from operators	0	66
1.0 No. of regulated processes involved	33	18

ENFORCEMENT

EPA '90		
PROSECUTIONS :		
No. of Prosecutions concluded	0	0
No. of successful prosecutions concluded	0	0
Fines Imposed (£)	0	0
Costs awarded (£)	0	0
Number of prosecutions pending at quarter end	2	0
No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or prohibition notice	0	0
APPEALS :		
No. of appeals concluded	0	0
No. of appeals resolved in favour of the appellant	0	0
No. of appeals withdrawn	0	0
Number of appeals pending at quarter end	0	0
JUDICIAL REVIEWS :		
No. of judicial reviews concluded	0	0
No. of judicial reviews resolved in favour of the applicant	0	0
Number of judicial reviews pending at quarter end	0	0
ENFORCEMENT & PROHIBITION NOTICES :		
No. of Enforcement Notices Issued under s.13 EPA'90	2	4
No. of Prohibition Notices Issued under s.14 EPA'90	0	0
IMPROVING AIR QUALITY		
1.0 No. of key industrial source groups identified	0	0
1.0 No. of air quality assessments underway for key industrial source groups	0	0
1.0 No. of air quality assessments completed for key industrial source groups	0	0

ACTIVITY
AUTHORISATION

RADIOACTIVE SUBSTANCES (RAS)		
ITEM		
	QTR 1	QTR 2
Applications for authorisation:		
RSA Band 1 & 2 Permissions		
1. No. of applications duly made within the reporting period	0	0
2. No. of RSA applications for authorisation determined within the reporting period which are:		
0 to 4 months	0	0
>4 to 6 months	0	0
>6 to 12 months	0	0
>12 months	0	0
Total	0	0
3. No. of RSA Band 1 & 2 applications duly made then withdrawn in period	0	0
4. No. of authorisations outstanding (awaiting determination) which at quarter end are:		
0 to 4 months old	0	0
>4 to 6 months old	0	0
>6 to 12 months old	0	0
>12 months	0	0
Total	0	0
RSA Band 3 Permissions		
5. No. of applications duly made within the reporting period	1	1
6. No. of applications determined within the reporting period which are:		
0 to 4 months	0	1
>4 to 6 months	0	0
>6 to 12 months	0	0
> 12 months	0	0
Total	0	1
7. No. of applications determined within target time or agreed extension time	0	1
% determined within target period	#DIV/0!	1
8. No. of applications duly made then withdrawn in period	0	0
9. No. of applications for authorisations awaiting determination which at quarter end are:		
0 to 4 months old	1	1
>4 to 6 months old	0	0
>6 to 12 months old	0	0
>12 months	1	1
Total	2	2
Applications for Major Variation to authorisation:		
RSA Band 1 & 2		
10. No. of RSA Band 1 & 2 Major Variations duly made within the reporting period	0	0
11. No. of RSA Band 1 & 2 Major Variations determined within the reporting period which are:		
0 to 4 months	0	0
>4 to 6 months	0	0
>6 to 12 months	0	0
>12 months	0	0
Total	0	0
12. No. of Major Variations duly made then withdrawn in period	0	0
13. No. of major variations outstanding (awaiting determination) which at quarter end are:		
0 to 4 months old	0	0
>4 to 6 months old	0	0
>6 to 12 months old	0	0
>12 months	2	2
Total	2	2

RSA Band 3		
14.	No. of RAS Band 3 Major Variations duly made within the reporting period	0 2
15.	No. of RSA Band 3 Major Variations determined within the reporting period which are:	
	0 to 4 months	1 1
	>4 to 6 months	0 0
	>6 to 12 months	0 0
	>12 months	0 0
	Total	1 1
16.	No. of major variations outstanding (awaiting determination) which at quarter end are:	
	0 to 4 months old	0 1
	>4 to 6 months old	0 0
	>6 to 12 months old	0 0
	>12 months	2 0
	Total	2 1
Applications for Minor Variation to authorisation		
RSA Band 1 & 2		
17.	No. of RSA Minor Variations duly made within the reporting period	0 1
18.	No. of RSA Band 1 & 2 Minor Variations determined within the reporting period which are:	
	0 to 4 months	0 0
	>4 to 6 months	0 0
	>6 to 12 months	0 0
	>12 months	0 0
	Total	0 0
19.	No. of RSA Band 1 & 2 Minor Variations outstanding (awaiting determination) at quarter end :	
	0 to 4 months old	0 1
	>4 to 6 months old	0 0
	>6 to 12 months old	0 0
	>12 months old	0 0
	Total	0 1
RSA Band 3		
20.	No. of RSA Minor Variations duly made within the reporting period	0 3
21.	No. of RSA Band 3 Minor Variations determined within the reporting period which are:	
	0 to 4 months	0 2
	>4 to 6 months	0 0
	>6 to 12 months	0 0
	>12 months	0 0
	Total	0 2
22.	No. of RSA Band 3 Minor Variations outstanding (awaiting determination) at quarter end :	
	0 to 4 months old	0 1
	>4 to 6 months old	0 0
	>6 to 12 months old	0 0
	>12 months old	0 0
	Total	0 1
REGISTRATION		
Applications for Registration		
RSA Band 4		
23.	No. of applications for registration duly made within the reporting period	5 7
24.	No. of RSA Band 4 applications determined within the reporting period which are:	
	0 to 4 months	10 3
	>4 to 6 months	1 0
	>6 to 12 months	0 0
	> 12 months	0 0
	Total	11 3
25.	No. of applications determined within statutory period or agreed extension time	11 3
	% applications determined within target period	100% 100%
26.	No. of applications duly made then withdrawn in period	0 0

27.	No. of RSA Band 4 registrations awaiting determination which at quarter end are:		
	0 to 4 months old	3	5
	>4 to 6 months old	0	1
	>6 to 12 months old	0	1
	>12 months	1	1
	Total	4	8
	<u>Applications for Major Variation to Registrations</u>		
	RSA Band 4		
28.	No. of RSA Major Variations to registrations duly made within the reporting period	4	7
29.	No. of Major Variations determined within the reportin period which are:		
	0 to 4 months	5	6
	>4 to 6 months	0	0
	>6 to 12 months	0	1
	>12 months	0	0
	Total	5	7
30.	No. of major variations awaiting determination which at quarter end are:		
	0 to 4 months old	2	2
	>4 to 6 months old	1	1
	>6 to 12 months old	0	0
	>12 months	0	0
	Total	3	3
	<u>Applications for Minor Variation to registrations</u>		
	RSA Band 4		
31.	No. of RSA Minor Variations to registrations duly made within the reporting period	5	11
32.	No. of Minor Variations determined within the reporting period which are:		
	0 to 4 months	3	9
	>4 to 6 months	0	0
	>6 to 12 months	0	0
	>12 months	0	1
	Total	3	10
33.	No. of minor variations duly made and then withdrawn within the period	0	2
34.	No. of minor variations awaiting determination which at quarter end are:		
	0 to 4 months old	2	3
	>4 to 6 months old	0	0
	>6 to 12 months old	0	0
	>12 months	2	0
	Total	4	3
REVOCATIONS	No. of RSA Band 1 & 2 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 3 Authorisations Revoked/ Cancelled in Period	0	0
	No. of RSA Band 4 Registrations Revoked/ Cancelled in Period	16	20
REVIEWS	<u>RSA Band 1 & 2 Permissions</u>		
	No. of RSA Band 1 & 2 Applications/Authorisations in revision/review in Period	1	0
	No. of RSA Band 1 & 2 Authorisations which at the end of the Period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	No. of RSA Band 1 & 2 revision/reviews completed in Period	0	0

35.

No. of regulated permissions under RSA '93:		
Band 1 Sites	1	1
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	2	2
- Major Nuclear Sites (Categories C)	4	4
- Intermediate Nuclear Sites (Category D)	1	1
- Minor Nuclear Sites (Category E)	2	2
Band 3 Permissions	90	90
Band 4 Permissions	680	680
Total	780	780
Inspection Visits under RSA '93:		
Number of Application related visits		
Band 1	0	0
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	0	0
- Major Nuclear Sites (Categories C)	0	0
- Intermediate Nuclear Sites (Category D)	0	0
- Minor Nuclear Sites (Category E)	1	0
Band 3	0	0
Band 4	2	0
Number of Programmed (routine inspection) visits		
Band 1	25	20
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	14	8
- Major Nuclear Sites (Categories C)	8	6
- Intermediate Nuclear Sites (Category D)	1	1
- Minor Nuclear Sites (Category E)	4	7
Band 3	3	1
Band 4	23	18
Number of Reactive visits		
Band 1	2	1
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	0	0
- Major Nuclear Sites (Categories C)	0	1
- Intermediate Nuclear Sites (Category D)	0	0
- Minor Nuclear Sites (Category E)	0	0
Band 3	0	0
Band 4	9	3
Number of Other visits		
Band 1	4	2
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	0	0
- Major Nuclear Sites (Categories C)	0	0
- Intermediate Nuclear Sites (Category D)	0	0
- Minor Nuclear Sites (Category E)	1	0
Band 3	0	0
Band 4	0	0
No. of inspection visits required in accordance with the RSR Workload Model guidance in Period		
Band 1	90	90
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	31	31
- Major Nuclear Sites (Categories C)	24	24
- Intermediate Nuclear Sites (Category D)	3	3
- Minor Nuclear Sites (Category E)	4	4
Band 3	90	90
Band 4	375	375
Total	617	617
% achievement of annual inspections against RSR Workload Model guidance in Period		
Band 1	34.4	25.6
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98):		
- Major Nuclear Sites (Categories B)	45.2	25.8
- Major Nuclear Sites (Categories C)	33.3	29.2
- Intermediate Nuclear Sites (Category D)	33.3	33.3
- Minor Nuclear Sites (Category E)	150.0	175.0
Band 3	10.0	3.3
Band 4	45.3	28.0

INCIDENTS

36.

RSA '93		
Band 1 & 2 Incidents		
No. of incidents found to be justified	1	0
No. of Regulated Processes involved	1	0
Band 3 Incidents		
No. of incidents found to be justified	1	0
No. of Regulated Processes involved	0	0
Band 4 Incidents		
No. of incidents found to be justified	2	0
No. of Regulated Processes involved	0	0
RSA '93 Enforcement actions :		
No. of Prosecutions concluded	0	0
No. of successful prosecutions concluded	0	0
Fines imposed (ú)	0	0
Costs awarded (ú)	0	0
No. of Enforcement Notices issued under s.21 RSA'93	0	0
No. of Prohibition Notices issued under s.22 RSA'93	0	0

ACTIVITY
Section 4

	LAND QUALITY		
	ITEM	QTR 1	QTR 2
1.0	No. of new contaminated land sites assessed for Agency involvement	51	41
1.0	No. of contaminated land site visits	64	82

ACTIVITY
HYDROMETRY
Section 5

LICENSING

INSPECTION

WATER RESOURCES			
	ITEM	QTR 1	QTR 2
1.0	Number of data requests responded to within 10 working days	134	225
1.0	Total number of data requests received	134	226
1.0	% of hydrometric data requests responded to within 10 working days	100.0%	99.6%
1.0	No. of formal licence applications determined in target time	21	19
1.0	No. of formal licence applications determined	23	19
1.0	% formal licences determined in target time (statutory period or agreed extension)	91.3%	100.0%
1.0	No. of licence applications determined in :		
	0 to 3 months	16	12
	> 3 to 6 months	4	3
	> 6 to 12 months	1	1
	> 12 months	2	3
	- Total No. licences determined	23	19
1.0	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	16	12
	> 3 to 6 months old	3	3
	> 6 to 12 months old	5	2
	> 12 months	16	16
	Total	40	33
1.0	No. of new formal licence applications received	24	12
1.1	No. of upward variations made	1	2
1.2	No. of downward variations made	2	1
1.3	No. of other variations made	19	18
2.1	No. of part successions made	5	0
2.2	No. of whole or remainder successions made	17	15
3.0	No. of licences revoked/lapsed/expired	13	7
	(a) Highly critical sites :		
1.0	- No. of sites in force	12	2
3.0	- No. of inspections required by NRA policy	23	23
1.0	- Actual no. of inspections made	19	22
1.0	% achievement of licence enforcement policy - highly critical licences	82.6%	95.7%
1.0	No. of unplanned visits made	1	2
	(b) Critical sites :		
1.0	- No. of sites in force	360	329
3.0	- No. of inspections required by NRA policy	238	238
1.0	- Actual no. of inspections made	70	247
1.0	% achievement of licence enforcement policy - critical licences	29.4%	103.8%
1.0	No. of unplanned visits made	18	25
	(c) Less critical sites :		
2.0	- No. of sites in force	449	438
3.0	- No. of inspections required by NRA policy	48	48
1.0	- Actual no. of inspections made	27	39
1.0	% achievement of licence enforcement policy - less critical licences	56.3%	81.3%
1.0	No. of unplanned visits made	8	12

ENFORCEMENT

(d) Small sites :		
- No. of sites in force	1236	713
3.0 - No. of inspections required by NRA policy	6	6
1.0 - Actual no. of inspections made	2	0
1.0 % achievement of licence enforcement policy - less critical licences	33.3%	0.0%
1.0 No. of unplanned visits made	2	0
1.0 No. of non-compliant sites (total for all inspections)	9	18
<u>No. of prosecutions concluded :</u>		
- Abstraction offences	1	0
- Impoundment offences	0	0
<u>No. of successful prosecutions concluded :</u>		
- Abstraction offences	1	0
- Impoundment offences	0	0
% success rate of prosecutions taken	100.0%	#DIV/0!
<u>Fines imposed :</u>		
- Abstraction offences (£)	3500	0
- Impoundment offences (£)	0	0
<u>Costs awarded :</u>		
- Abstraction offences (£)	4207.9	0
- Impoundment offences (£)	0	0
<u>No. of formal cautions accepted :</u>		
- Abstraction offences	0	0
- Impoundment offences	0	0
<u>No. of warning letters sent :</u>		
- Abstraction offences	9	0
- Impoundment offences	0	0

ACTIVITY	FLOOD DEFENCE		QTR 1	QTR 2	
	ITEM				
REGULATION & ENFORCEMENT Section 6					
1.0	No of consents & byelaws positively determined within statutory period		225	250	
2.0	No of valid consent & byelaw applications determined		224	250	
	% of consents & byelaws determined within statutory time		100.4%	100.0%	
IMPROVEMENT & DEVELOPMENT					
	Total actual flood defence capital expenditure:				
	- Fluvial defences		903	2052	
	- Tidal Defences		13	6	
	- Sea Defences		16	27	
	- Other		449	589	
	- Total		1381	2674	
	Total planned flood defence capital expenditure:				
	- Fluvial defences		1530	1530	
	- Tidal Defences		16	16	
	- Sea Defences		39	39	
	- Other		494	494	
	- Total		2079	2079	
		Actual expenditure as proportion of planned expenditure - Capital prog.		66.4%	128.6%
FLOOD WARNING					
1.0	No. of flooded properties which received a flood warning		0	0	
2.0	No. of flooded properties		0	0	
1.0	% of flooded properties which received a flood warning		0	0	
ENFORCEMENT					
	No. of prosecutions concluded		0	2	
	No. of successful prosecutions concluded		0	2	
	Fines imposed (£)		0	1000.00	
	Costs awarded (£)		0	2459.78	
	No. of formal cautions accepted		0	1	
	No. of warning letters sent		0	0	

ACTIVITY	FISHERIES		QTR 1	QTR 2
	ITEM			
REGULATION Section 7				
1.0	No. of consent applications dealt within target time		155	155
2.0	No. of consent applications received		155	156
	% of consent applications responded to in target time		100.0%	99.4%
INSPECTION & ENFORCEMENT				
2.0	No. of rod licence checks made (including multiple checks)		7257	4252
1.0	No. of rod licence checks made (excluding multiple checks)		6676	3635
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)		428	151
4.0	No. of valid licences subsequently produced following an unsatisfactory check		182	58
1.0	No. of failures to produce a valid rod licence		246	140
	Evasion rate (%)		3.7%	3.9%
3.0	No. of locations visited (rod licence enforcement)		409	296
1.0	No. of reports of illegal fishing actioned within target time		28	78
2.0	No. of reports of illegal fishing		30	82
	% of reports of illegal fishing actioned within target time		93.3%	95.1%
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time		3	11
2.0	No. of reports of handling of salmon in suspicious circumstances		3	11
	% of reports of handling of salmon in suspicious circumstances actioned in target time		100.0%	100.0%
	No. of infringements, licence offences :			
	- net		0	2
	No. of infringements, byelaw/other offences :			
	- rod & line		16	4
	- net		0	2
	- Other		2	2
	No. of prosecution/formal caution recommendations made within 35 days of date of offence		190	17
	No. of prosecution/formal caution recommendations made		262	18
	% of prosecution/formal caution recommendations made within 35 days of date of offence		72.5%	94.4%
	No. of prosecutions concluded for licence offences :			
	- Rod		38	175
	- Net		4	0
	No. of prosecutions concluded for byelaw/other offences			
	- rod & line		0	0
	- net		0	0
	- Other		13	19
	No. successful prosecutions concluded for licence offences :			
	- Rod		37	170
	- Net		1	0
	No. successful prosecutions concluded for byelaw/other offences			
	- rod & line		0	0
	- net		0	0
	- Other		13	19
	Fines imposed for licence offences :			
	- Rod (£)		1505	6764.00
	- Net (£)		0	0
	Fines (£) imposed for byelaw/other offences			
	- rod & line		0	0
	- net		0	0
	- Other		560	864.00

Costs awarded for licence offence prosecutions :		
- Rod (£)	1595	7566.66
- Net (£)	150	0
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	0	0
- net	0	0
- Other	510	533.34
No. of formal cautions accepted for licence offences :		
- Rod	1	3
- Net	0	0
No. of formal cautions accepted for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	1	7
No. of warning letters sent for licence offences :		
- Rod	27	10
- Net	0	0
No. of warning letters sent for byelaw/other offences		
- rod & line	0	0
- net	0	0
- Other	4	1
FISHERIES Cont'd		
ITEM	QTR 1	QTR 2
Length (km) of previously fishless river benefiting from restoration schemes	0	30
No. of Fish Kills (incidents) due to :		
- Pollution	15	12
- Natural causes	14	44
- Other	18	38
No. of fish kills where emergency attendance is deemed necessary	47	94
No. of fish kills attended by staff	47	94
No. of fish kills attended by staff in target time	47	91
% of fish kills attended by staff within target time	100.0%	96.8%
No. of fish killed	16674	8755
No. of emergency fish rescues initiated in target time	25	25
No. of emergency fish rescues	25	25
% of emergency fish rescues actioned within target time	100.0%	100.0%
No of referrals received by Fisheries for consideration :		
- No. of Local Authority consultations	73	49
- No. of Agency consent applications	185	168
- No. of Agency works	8	12
No of referrals responded to by deadline requested :		
- No. of Local Authority consultations	61	42
- No. of Agency consent applications	170	129
- No. of Agency works	8	12
% of referrals responded to by deadline requested	89.8%	79.9%
No of requests for fishery advice responded to in target time	362	265
No of requests for fishery advice	370	277
% of requests for fishery advice responded to in target time	97.8%	95.7%

ACTIVITY	RECREATION			
	ITEM	QTR 1	QTR 2	
PROMOTION & ADVISORY SERVICES Section 8				
1.0	No. of requests for Recreation advice responded to in target time	345	251	
2.0	No. of requests for Recreation advice	351	262	
1.0	% of requests for advice responded to in target time	98.3%	95.8%	
PLANNING & DEVELOPMENT CONTROL ?				
	No. of referrals received by Recreation for consideration :			
	- No. of Local Authority consultations	73	49	
	- No. of Agency consent applications	185	168	
	- No. of Agency works	8	12	
	3.0 No. of referrals responded to by deadline requested :			
	- No. of Local Authority consultations	61	42	
	- No. of Agency consent applications	170	129	
	- No. of Agency works	8	12	
	% of referrals responded to by deadline requested	89.8%	79.9%	

ACTIVITY	CONSERVATION		
	ITEM	QTR 1	QTR 2
PROMOTION & ADVISORY SERVICES Section 9			
PLANNING & DEVELOPMENT CONTROL	1.0 No. of requests for Conservation advice responded to in target time	56	183
	2.0 No. of requests for Conservation advice	56	183
	% of requests for advice responded to in target time	100.0%	100.0%
	7 No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	437	460
	- No. of Agency consent applications	272	217
	- No. of Agency works	44	27
	3.0 No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	429	441
	- No. of Agency consent applications	267	216
	- No. of Agency works	44	27
	% of referrals responded to by deadline requested	98.3%	97.2%
IMPROVEMENT	Number of SPA's, SAC's and Ramsar Sites	31	0
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW	3	0
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities	0	0
	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	4	2

ACTIVITY	NAVIGATION		QTR 1	QTR 2
	ITEM			
INSPECTION & ENFORCEMENT Section 10	Checks made at locks			
	1.0	No. of licence/registration offences	0	0
	2.0	No. of licence/registrations checked	0	0
	All other licence enforcement checks			
	1.0	No. of licence/registration offences	0	0
	2.0	No. of licences/registrations checked	0	0
	% of licence/ registration compliance		#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)		0	0
	1.0	No. of offences recommended for prosecution within target time	0	0
	2.0	No. of offences recommended for prosecution	0	0
	% of offences recommended for prosecution in target time		#DIV/0!	#DIV/0!
	No. of prosecutions concluded		0	0
	No. of successful prosecutions concluded		0	0
	Fines imposed (£)		0	0
	Costs awarded (£)		0	0
	No. of formal cautions accepted		0	0
	No. of warning letters sent		0	0
	EMERGENCY RESPONSE			
1.0		No. of emergency incidents attended within target time	0	0
2.0		No. of emergency incidents	0	0
% of emergency incidents attended in target time		#DIV/0!	#DIV/0!	
PLANNING & DEVELOPMENT CONTROL ?				
	No. of referrals received by Navigation for consideration :			
	- No. of Local Authority consultations		0	0
	- No. of Agency consent applications		0	0
	- No. of Agency works		0	0
	3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations		0	0
	- No. of Agency consent applications		0	0
	- No. of Agency works		0	0
	% of referrals responded to by deadline requested		#DIV/0!	#DIV/0!
	PROMOTION & ADVISORY			
1.0		No. of requests for Navigation advice responded to in target time	0	0
2.0		No. of requests for Navigation advice	0	0
% of requests for advice responded to in target time		#DIV/0!	#DIV/0!	

ACTIVITY
PLANNING
LIAISON
Section 11

CUSTOMER
RELATIONS

REQUESTS FOR
INFORMATION
FROM
THE AGENCY'S
PUBLIC
REGISTERS

MULTIFUNCTIONAL			
ITEM		QTR 1	QTR 2
<u>No. of planning applications:</u>			
No. processed in 1 to 14 Days of receipt		6076	6550
No. processed in 15 to 21 Days of receipt		373	451
No. processed in 22 to 28 Days of receipt		349	292
No. processed after more than 28 Days of receipt		316	243
Percentage of planning applications processed within 14 days		85.4%	86.9%
Percentage of planning applications processed within 21 days		90.7%	92.9%
Percentage of planning applications processed within 28 days		95.6%	96.8%
<u>Complaints</u>			
<u>No. of complaints received (by type)</u>			
2.0 - policy complaint		8	5
- failure complaint		4	11
- conduct complaint		3	8
<u>No. of complaints responded to within time bands</u>			
No. responded to in 1 - 5 working days of receipt		11	23
No. responded to in 6 - 10 working days of receipt		4	1
No. responded to in more than 10 working days of receipt		0	0
Percentage of complaints responded to within target time (5 working days)		73.3%	95.8%
Percentage of complaints responded to within 10 working days		100.0%	100.0%
<u>No. of complaints which, on investigation, proved justified</u>			
- policy complaint		0	1
- failure complaint		1	2
- conduct complaint		1	1
<u>No. of MPs letters:</u>			
1.0 No. responded to in 1 - 10 working days of receipt		29	27
No. responded to in 11 - 15 working days of receipt		1	0
No. responded to in more than 15 working days of receipt		0	0
Percentage of MPs' letters replied to within target time (within 10 working days)		96.7%	100.0%
<u>No. of visitors inspecting Agency-held public registers</u>			
		53	34
<u>No. of requests received that required information from the public registers to be sent by post, fax or E-Mail</u>			
		192	174
<u>No. of requests that resulted in a charge being made (ie over de minimis)</u>			
		1	2
<u>Total revenue received (£)</u>			
		128.7	665
<u>No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)</u>			
		182	133
<u>No. of requests responded to in full within standard of service target time</u>			
		154	59
<u>No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)</u>			
		23	1
<u>No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge</u>			
		0	0

**WRITTEN REQUEST
MADE FOR
INFORMATION
(deemed to be
subject to the
Environmental
Information
Regulations)
Excludes Searches**

written requests :		
No. of requests received that required environmental information to be sent by post, fax or E-Mail	988	941
No. of requests that resulted in a charge being made (ie over de minimis)	8	8
Total revenue received (£)	400	475
No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	686	479
No. of requests responded to in full within standard of service target time	658	306
No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	28	1
No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
- when the requested information is not held by the Agency	0	6
- when the requested information is not environmental information	0	0
- when a request is too general or manifestly unreasonable	0	0
- when the requested information is not in an accessible form or location	0	0
- when payment of a reasonable charge is refused	0	0
- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
- when its disclosure would increase the likelihood of damage to the environment	0	0
- when the information relates to matters affecting international relations, national defence or public security	0	0
- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
- when information is contained within a document or other record which is still in the course of completion	0	0
- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
- when information is supplied in part - ie part refusal	0	0
No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
No. of requests that resulted in a charge being made - ie over de minimis	0	0
Total of monies received (£)	0	0
No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
No. of requests refused (NB These require referral to Legal and Head Office)	0	0
No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	1438	1267

**REQUESTS
MADE FOR
INFORMATION
WHICH QUOTE
THE OPEN
GOVERNMENT
CODE OF
PRACTICE ON
ACCESS TO
GOVERNMENT
INFORMATION**

**GENERAL
ENQUIRIES**

FLAT RATE CHARGES
REQUESTS

LAND OWNERSHIP ENQUIRIES		
No. of land ownership enquiries received	0	0
Total of monies received (£)	0	0
No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
SEARCHES		
No. of search requests received	669	739
Total of monies received (£)	8623	32248
No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request	236	270
No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)	76	87
No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)	77	32
No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge	0	0

ACTIVITY	PERSONNEL			
	ITEM	QTR 1	QTR 2	
STAFF TURNOVER Section 13	Average no. of permanent employees (FTEs) in complemented posts over last 12 months :			
	- Manual employees	177	177	
	- Non-manual employees	1026	920	
	Total no. permanent employees (FTEs) in complemented posts leaving over last 12 months :			
	- Manual employees	1	0	
	- Non-manual employees	22	23	
	Turnover rate (%) :			
	- Manual employees	0.6	0.0	
	- Non-manual employees	2.1	2.5	
HEALTH & SAFETY	No of reportable accidents :			
	- Manual employees	3	0	
	- Non-manual employees	0	0	
	- Total	3	0	
	Total no. working days :			
	- Manual employees	41418	41418	
	- Non-manual employees	266760	239200	
	- Total	308178	280618	
	No working days lost due to reportable accidents :			
	- Manual employees	28	0	
	- Non-manual employees	0	0	
	- Total	28	0	
TRAINING & DEVELOPMENT	% of working days lost due to reportable accidents :			
	- Manual employees	0.1	0.0	
	- Non-manual employees	0.0	0.0	
	- Total	0.0	0.0	
	No. of days devoted to training :			
	- Manual employees	0	0	
	- Non-manual employees	436.5	146.5	
	- Total	436.5	146.5	
	% of working days devoted to training :			
	- Manual employees	0.0	0.0	
	- Non-manual employees	0.2	0.1	
	- Total	0.1	0.1	

QUARTERLY OPM's

Q3 1999/2000

REGIONAL TOTALS

REGION	1999/00 QUARTERLY TEMPLATE		
	WATER QUALITY		
Discharge Monitoring & Control (PPE reference: G2)		Quarter 3	Quarter 4
Section 1			
1.10	No. of new applications received	40	0
1.11	No. of consent applications determined	50	0
1.12	No. of consents determined in target time	48	0
	% discharge consent determined in target time	96%	#DIV/0!
1.13	Number of Consent Reviews received	6	0
1.14	No. of consent reviews determined	22	0
	No. of variations applied for by discharger	0	0
1.15	No. of variations determined	10	0
1.16	No. of variations determined in target time	10	0
	% variations determined in target time	100%	#DIV/0!
	No. of Consent modifications initiated by the Agency	3	0
	No. of consent modifications determined	5	0
	No. of consent revocations	17	0
1.17	No. of consents applications/ variations awaiting determination	96	0
1.18	No. of Groundwater applications received	11	0
Discharge Inspection (PPE reference: H)			
	ROUTINE MONITORING:		
	No. of discharges inspected:numeric	0	0
	No. of discharges inspected:descriptive	0	0
	% achievement of planned inspection programme(numeric and descriptive)	0	0
	No. of planned effluent sampling visits made	2042	0
	No. of routine effluent samples taken	2306	0
	% achievement of planned routine effluent sampling programme	113%	#DIV/0!
Monitoring Controlled Waters (PPE reference: F)			
3.11	No. Routine single samples taken: statutory sampling prog:		
	Chemical samples:		
3.18	Total	1825	0
	Biology:		
3.24	Total	8	0
	Microbiology samples:		
3.31	Total	39	0
3.32	% achievement of planned statutory sampling programme (2109)	89%	
3.33	No. Routine single samples taken: National Surveillance Prog:		
	Chemical samples:		
3.37	Total	2049	0
	Biology:		
3.40	Total	4	0
3.41	% achievement of planned national surveillance sampling programme (1944)	106%	
3.42	No. Routine single samples taken: Regional Operational sampling prog		
	Chemical samples:		
3.49	Total	1092	0
3.50	Biology:		
3.56	Total	713	0

3.57	Microbiology samples:		
3.64	Total	502	0
3.65	% achievement of planned regional operational sampling programme (2884)	80%	
3.67	No. of non effluent samples placed on Public Register	6485	0
3.68	No. placed on Public Register in Target Time	6214	0
	% of samples place on public register in target time.	96%	#DIV/0!
3.69	No. of effluent samples placed on Public Register	2649	0
3.70	No. placed on Public Register in Target Time	2504	0
	% of samples place on public register in target time.	95%	#DIV/0!
Pollution Prevention			
(Scale is an issue)			
(PPE Reference: B2)			
4.14	% achievement of planned High Priority inspections		
4.15	% achievement of planned Medium Priority inspections		
4.16	% of sites included in planned high priority programme		
4.17	% of sites included in planned medium priority programme		
Incident attendance			
and response			
(PPE ref: J)			
4.18	No. of reported incidents responded to by an authorised officer	162	0
4.19	No. of reported incidents responded to by an authorised officer within target time	158	0
	% of reported incidents responded to by an authorised officer within target time	97.5%	#DIV/0!
4.20	No. of Cat 1 incidents investigated	3	0
4.21	No. of Cat 1 incidents investigated within stipulated standards of service	3	0
	% of category 1 incidents investigated within stipulated standards of service	100%	#DIV/0!
4.22	No. of Cat 2 incidents investigated	21	0
4.23	No. of Cat 2 incidents investigated within stipulated standards of service	19	0
	% of category 2 incidents investigated within stipulated standards of service	90%	#DIV/0!
4.24	No. Pollution incident Reportees provided with feedback	161	0
4.25	% Pollution incident Reportees provided with feedback	0.95	0
ENFORCEMENT			
(INFORMATION)			
(PPE ref: I)			
5.10	No. of prosecutions concluded	4	2
5.11	No. of successful prosecutions concluded	4	2
5.12	Fines imposed (£)	23500.00	11000.00
5.13	Costs awarded (£)	12739.14	5394.89
5.14	No. of formal cautions issued and accepted	4	1
5.15	No. of warning letters sent	19	4
5.16	No. of enforcement notices issued under section 90 B of WRA'91	0	
5.17	No. of actions taken under Section 90 B(4) to secure compliance with Enforcement notices	0	

Integrated Pollution Control			
IPC			
ACTIVITY	ITEM		
		QTR 3	QTR 3
<u>No. of regulated processes under EPA '90 (Extant Authorisations, Part A & B)</u>			
Part A's		418	0
Part B's		1	0
Total		419	0
AUTHORISATION	Applications :		
	No. of IPC valid applications duly made	8	0
	No. of IPC valid applications determined		
	0 to 4 months	1	0
	> 4 months	2	0
	Total	3	0
	No. determined within 4 months or agreed extension time	3	0
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications awaiting determination which at quarter end are:		
	0 to 4 months old	7	0
	4-12 months old	2	0
	>12 months old	1	0
	Total	10	0
	substantial variations to authorisations :		
	No. of IPC valid applications for substantial variation duly made	1	0
	No. of IPC valid applications for substantial variation determined in :		
	0 to 4 months	0	0
	> 4 months	1	0
	Total	1	0
	No. determined within 4 months or agreed extension time	1	0
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	1	0
	4-12 months old	2	0
	>12 months old	1	0
	Total	4	0
	non substantial variations to authorisations :		
	No. of IPC valid applications for non substantial variation duly made	22	0

	No. of IPC valid applications for non substantial variation determined in :		
	0 to 4 months	19	0
	> 4 months	8	0
	Total	27	0
	No. determined within 4 months	27	0
	% determined within target period	100.0%	#DIV/0!
	No. of IPC valid applications for non substantial variation awaiting determination which at quarter end are:		
	0 to 4 months old	12	0
	4-12 months old	9	0
	>12 months old	5	0
	Total	26	0
4 YEAR REVIEWS	Authorisation reviews :		
	No. of IPC 4 year reviews of authorisation required by statute (per procedure EAQ/2/010 arising within the quarter	20	0
	No. of IPC 4 year reviews of authorisation completed (per procedure EAQ/2/010) within the quarter which were carried out within 4 years of authorisation or of the last review	9	0
	% of statutory review programme completed in time	45.0%	#DIV/0!
	No. of IPC 4 year reviews of authorisation completed in the quarter but which were overdue (ie completed in a period > 4 years since authorisation or from last review)	0	0
	No. of IPC 4 year reviews of authorisation awaiting determination at quarter end	13	0
INSPECTION			
	Annual No. of programmed visits indicated under RSDM41 guidance	1327	0
	No. of Inspection visits under EPA'90 :		
	- application related	11	0
	- programmed visits	172	0
	- reactive visits	27	0
	- other visits	17	0
	Cumulative (YTD) % achievement of RSDM41 inspection guidance	51.2%	#DIV/0!
	No. of Part A processes assessed and assigned an OPRA score (Cumulative number as quarter	16 (19)	0
	No. of Part A processes which are non-operational ie. Do not need an OPRA score	2	0
	% of total No. of Part A processes assessed and assigned an OPRA score (cumulative number as at end of quarter)	3.8%	#DIV/0!
INCIDENTS	EPA '90		
	No. of pollution incident allegations found to be justified	32	0
	No. of regulated processes involved	16	0
ENFORCEMENT	EPA '90		

	PROSECUTIONS :		
	No. of Prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines Imposed (£)	0	0
	Costs awarded (£)	0	0
	Number of prosecutions pending at quarter end	3	0
	No. of actions taken under s.24 EPA'90 to secure compliance with an enforcement or		
	prohibition notice	0	0
	APPEALS :		
	No. of appeals concluded	0	0
	No. of appeals resolved in favour of the appellant	0	0
	No. of appeals withdrawn	0	0
	Number of appeals pending at quarter end	0	0
	JUDICIAL REVIEWS :		
	No. of judicial reviews concluded	0	0
	No. of judicial reviews resolved in favour of the applicant	0	0
	Number of judicial reviews pending at quarter end	0	0
	ENFORCEMENT & PROHIBITION NOTICES :		
	No. of Enforcement Notices issued under s.13 EPA'90	0	0
	No. of Prohibition Notices issued under s.14 EPA'90	0	0

ACTIVITY	ITEM	RADIOACTIVE SUBSTANCES (RAS)	
		QTR 3	QTR 3
NUCLEAR SITE AUTHORISATIONS	NUCLEAR SITES:		
	<u>Applications for RSA Band 1 & 2 authorisation :</u>		
	1. No. of applications duly made within the reporting period	0	0
	2. No. of applications determined within the reporting period	0	0
	3. No. of applications outstanding (awaiting determination) which at quarter end are:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	Total	0	0
	<u>Applications for variation to RSA Band 1 & 2 authorisation :</u>		
	4. No. of RSA Band 1 & 2 variations duly made within the reporting period	0	0
	5. No. of RSA Band 1 & 2 variations determined within the reporting period which are:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	Total	0	0
	6. No. of variations outstanding (awaiting determination) which at quarter end are:		
	0 to 12 months	3	0
	>12 to 24 months	0	0
	>24 months	0	0
	Total	3	0
	<u>Nuclear Site Reviews :</u>		
	7. No. of RSA Band 1 & 2 Authorisations due for review in the reporting period	1	0
	8. No. of RSA Band 1 & 2 Reviews completed in the reporting period	0	0
	9. No. of RSA Band 1 & 2 Reviews which at the end of the reporting period are overdue by:		
	0 to 12 months	0	0
	>12 to 24 months	0	0
	>24 months	0	0
	Total	0	0
NON NUCLEAR PERMISSIONS	NON NUCLEAR PERMISSIONS :		
	BAND 3 AUTHORISATIONS:		
	<u>Applications for RSA Band 3 authorisation :</u>		
	10. No. of applications duly made within the reporting period	0	0
	11. No. of applications determined within the reporting period which are:		
	0 to 4 months	1	0
	>4 months	0	0
	Total	1	0
	12. No. of applications determined within 4 months or agreed extension time	1	0
	% determined within target period	100%	0
	13. No. of applications for authorisation awaiting determination which at quarter end are:		
	0 to 4 months	0	0
	>4 months	1	0
	Total	1	0
	<u>Applications for variation to RSA Band 3 authorisations :</u>		
	14. No. of RSA Band 3 variations duly made within the reporting period	5	0
	15. No. of RSA Band 3 variations determined within the reporting period which are:		
	0 to 4 months	3	0
	>4 months	0	0
	Total	3	0

16.	No. of applications determined within 4 months or agreed extension time	3	0
	% determined within target period	100%	0
17.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	4	0
	> 4 months	0	0
	Total	4	0
	<u>RSA Band 3 Revocations :</u>		
18.	No. of RSA Band 3 Authorisations revoked within the reporting period	1	0
	BAND 4 REGISTRATIONS:		
	<u>Applications for RSA Band 4 registration :</u>		
19.	No. of applications duly made within the reporting period	4	0
20.	No. of applications determined in reporting period which are:		
	0 to 4 months	8	0
	>4 months	1	0
	Total	9	0
21.	No. of applications determined within 4 months or agreed extension time	9	0
	% determined within target period	100%	0
22.	No. of applications for registration awaiting determination which at quarter end are:		
	0 to 4 months	1	0
	>4 months	1	0
	Total	2	0
	<u>Applications for variation to RSA Band 4 registrations :</u>		
23.	No. of RSA Band 4 variations duly made within the reporting period	12	0
24.	No. of RSA Band 4 variations determined within the reporting period which are:		
	0 to 4 months	4	0
	>4 months	2	0
	Total	6	0
25.	No. of applications determined within 4 months or agreed extension time	6	0
	% determined within target period	100%	0
26.	No. of applications for variation awaiting determination with at quarter end are:		
	0 to 4 months	9	0
	> 4 months	0	0
	Total	9	0
	<u>RSA Band 4 Cancellations :</u>		
27.	No. of RSA Band 4 Registrations cancelled within the reporting period	10	0
INSPECTIONS	REGULATORY VISITS :		
28.	<u>No. of regulated sites for Bands 1 & 2 :</u>		
	Band 1	1	0
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)	2	0
	- Major Nuclear Sites (Categories C)	4	0
	- Intermediate Nuclear Sites (Category D)	1	0
	- Minor Nuclear Sites (Category E)	2	0
	Total Band 1 & 2 Sites	10	0
	<u>No. of regulated permissions for Bands 3 & 4 :</u>		
	Band 3 Authorisations	90	0
	Band 4 Registrations	680	0
	Total Band 3 & 4 Permissions	770	0
29.	<u>Number of Visits made within the reporting period:</u>		
	Band 1	31	0
	Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)		
	- Major Nuclear Sites (Categories B)	14	0
	- Major Nuclear Sites (Categories C)	8	0
	- Intermediate Nuclear Sites (Category D)	1	0
	- Minor Nuclear Sites (Category E)	5	0
	Band 3	4	0
	Band 4	11	0
	Total	74	0

		<u>No. of visits required in accordance with the RSR Workplanning Model</u>	
Band 1		90	0
Band 2 (categorised as per RSR Workplanning Model - Version 4 16/10/98)			
- Major Nuclear Sites (Categories B)		31	0
- Major Nuclear Sites (Categories C)		24	0
- Intermediate Nuclear Sites (Category D)		3	0
- Minor Nuclear Sites (Category E)		4	0
Band 3		90	0
Band 4		375	0
Total		617	0
		<u>% achievement of annual FER inspections (accumulative)</u>	
Band 1		84.4%	#DIV/0!
Band 2 - Categories B		116.1%	#DIV/0!
Band 2 - Categories C		96%	#DIV/0!
Band 2 - Categories D		100%	#DIV/0!
Band 2 - Categories E		425%	#DIV/0!
Band 3		10%	#DIV/0!
Band 4		18%	#DIV/0!
INCIDENTS		INCIDENTS & ENFORCEMENTS	
		<u>RSA '93</u>	
30. No. of Nuclear site incidents reported within the period		0	0
31. No. of Non Nuclear incidents reported within the period		0	0
ENFORCEMENTS		<u>RSA '93 Enforcement actions :</u>	
32. No. of Prosecutions concluded		0	0
33. No. of successful prosecutions concluded		0	0
34. Fines imposed (£)		0	0
35. Costs awarded (£)		0	0
36. No. of formal cautions issued and accepted		0	0
37. No. of warning letters sent		0	0
38. No. of Enforcement Notices issued		0	0
39. No. of Prohibition Notices issued		0	0

	<u>LAND QUALITY</u>		
ACTIVITY	ITEM	QTR 3	QTR 3
Section 4			
1.0	No. of new contaminated land sites assessed for Agency involvement	49	0
1.0	No. of contaminated land site visits	59	0

	WATER RESOURCES		
ACTIVITY	ITEM	QTR 3	QTR 3
HYDROMETRY			
Section 5			
	Number of data requests responded to within 10 working days	110	0
	Total number of data requests received	111	0
	% of hydrometric data requests responded to within 10 working days	99.1%	#DIV/0!
LICENSING			
	No. of formal licence applications determined in target time	24	0
	No. of formal licence applications determined	25	0
	% formal licences determined in target time (statutory period or agreed extension)	96.0%	#DIV/0!
	No. of licence applications determined in :		
	0 to 3 months	13	0
	> 3 to 6 months	6	0
	> 6 to 12 months	2	0
	> 12 months	4	0
	- Total No. licences determined	25	0
	No. of licence applications awaiting determination which at Quarter end are :		
	> 0 to 3 months old	18	0
	> 3 to 6 months old	0	0
	> 6 to 12 months old	0	0
	> 12 months	10	0
	Total	28	0
	No. of new formal licence applications received	20	0
	No. of upward variations made	3	0
	No. of downward variations made	3	0
	No. of other variations made	18	0
	No. of part successions made	0	0
	No. of whole or remainder successions made	10	0
	No. of licences revoked/lapsed/expired	8	0
INSPECTION	(a) Highly critical sites :		
	- No. of sites in force		0
	- No. of inspections required by NRA policy	22	0
	- Actual no. of inspections made	22	0
	% achievement of licence enforcement policy - highly critical licences	100.0%	#DIV/0!
	No. of unplanned visits made	0	0
	(b) Critical sites :		
	- No. of sites in force	329	0
	- No. of inspections required by NRA policy	238	0
	- Actual no. of inspections made	80	0
	% achievement of licence enforcement policy - critical licences	33.6%	#DIV/0!
	No. of unplanned visits made	9	0
	(c) Less critical sites :		
	- No. of sites in force	438	0
	- No. of inspections required by NRA policy	48	0
	- Actual no. of inspections made	16	0
	% achievement of licence enforcement policy - less critical licences	33.3%	#DIV/0!
	No. of unplanned visits made	8	0
	(d) Small sites :		
	- No. of sites in force	713	0

- No. of inspections required by NRA policy	10	0
- Actual no. of inspections made	5	0
% achievement of licence enforcement policy - less critical licences	50.0%	#DIV/0!
No. of unplanned visits made	0	0
No. of non-compliant sites (total for all inspections)	24	0
ENFORCEMENT		
<u>No. of prosecutions concluded :</u>		
- Abstraction offences	1	1
- Impoundment offences	0	0
<u>No. of successful prosecutions concluded :</u>		
- Abstraction offences	1	1
- Impoundment offences	0	0
% success rate of prosecutions taken	100.0%	100.0%
<u>Fines imposed :</u>		
- Abstraction offences (£)	0	0
- Impoundment offences (£)	0	0
<u>Costs awarded :</u>		
- Abstraction offences (£)	1291.73	1291.73
- Impoundment offences (£)	0	0
<u>No. of formal cautions accepted :</u>		
- Abstraction offences	0	0
- Impoundment offences	0	0
<u>No. of warning letters sent :</u>		
- Abstraction offences	13	0
- Impoundment offences	0	0

	FLOOD DEFENCE		
ACTIVITY	ITEM	QTR 3	QTR 3
REGULATION & ENFORCEMENT			
Section 6			
1.0	No of consents & byelaws positively determined within statutory period	187	0
2.0	No of valid consent & byelaw applications determined	187	0
	% of consents & byelaws determined within statutory time	100.0%	#DIV/0!
IMPROVEMENT & DEVELOPMENT			
	<u>Total actual flood defence capital expenditure:</u>		
	- Fluvial defences	1838	0
	- Tidal Defences	87	0
	- Sea Defences	6	0
	- Other	20	0
	- Total	1951	0
	<u>Total planned flood defence capital expenditure:</u>		
	- Fluvial defences	1530	0
	- Tidal Defences	16	0
	- Sea Defences	39	0
	- Other	494	0
	- Total	2079	0
	Actual expenditure as proportion of planned expenditure - Capital prog.	93.8%	#DIV/0!
FLOOD WARNING			
	No. of flooded properties which received a flood warning	0	0
	No. of flooded properties	0	0
	% of flooded properties which received a flood warning	0	0
ENFORCEMENT	No. of prosecutions concluded	0	0
	No. of successful prosecutions concluded	0	0
	Fines imposed (£)	0	0
	Costs awarded (£)	0	0
	No. of formal cautions accepted	3	3
	No. of warning letters sent	0	0

	FISHERIES		
ACTIVITY	ITEM	QTR 3	QTR 3
REGULATION			
Section 7			
1.0	No. of consent applications dealt within target time	136	0
2.0	No. of consent applications received	136	0
	% of consent applications responded to in target time	100.0%	#DIV/0!
INSPECTION & ENFORCEMENT			
2.0	No. of rod licence checks made (including multiple checks)	3673	0
1.0	No. of rod licence checks made (excluding multiple checks)	2899	0
3.0	No. of unsatisfactory rod licence checks made (excl. multiple checks)	152	0
4.0	No. of valid licences subsequently produced following an unsatisfactory check	78	0
1.0	No. of failures to produce a valid rod licence	74	0
	Evasion rate (%)	2.6%	#DIV/0!
3.0	No. of locations visited (rod licence enforcement)	164	0
1.0	No. of reports of illegal fishing actioned within target time	37	0
2.0	No. of reports of illegal fishing	40	0
	% of reports of illegal fishing actioned within target time	92.5%	#DIV/0!
1.0	No. of reports of handling of salmon in suspicious circumstances actioned in target time	3	0
2.0	No. of reports of handling of salmon in suspicious circumstances	3	0
	% of reports of handling of salmon in suspicious circumstances actioned in target time	100.0%	#DIV/0!
	No. of infringements, licence offences :		
	- net	0	0
	No. of infringements, byelaw/other offences :		
	- rod & line	1	0
	- net	4	0
	- Other	3	0
	No. of prosecution/formal caution recommendations made within 35 days of date of offence	36	0
	No. of prosecution/formal caution recommendations made	59	0
	% of prosecution/formal caution recommendations made within 35 days of date of offence	61.0%	#DIV/0!
	No. of prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. of prosecutions concluded for byelaw/other offences		
	- rod & line	67	
	- net	0	
	- Other	11	
	No. successful prosecutions concluded for licence offences :		
	- Rod	0	
	- Net	0	
	No. successful prosecutions concluded for byelaw/other offences		
	- rod & line	64	
	- net	0	
	- Other	11	
	Fines imposed for licence offences :		
	- Rod (£)	0	
	- Net (£)	0	
	Fines (£) imposed for byelaw/other offences		

- rod & line	3716.50	
- net	0	
- Other	532.50	
Costs awarded for licence offence prosecutions :		
- Rod (£)	0	
- Net (£)	0	
Costs (£) awarded for byelaw/other offence prosecutions		
- rod & line	3117.50	
- net	0	
- Other	262.50	
No. of formal cautions accepted for licence offences :		
- Rod	0	
- Net	0	
No. of formal cautions accepted for byelaw/other offences		
- rod & line	1	
- net	0	
- Other	0	
No. of warning letters sent for licence offences :		
- Rod	0	
- Net	0	
No. of warning letters sent for byelaw/other offences		
- rod & line	8	
- net	0	
- Other	0	

	FISHERIES Cont'd		
ACTIVITY	ITEM	QTR 3	QTR 3
IMPROVEMENT	Length (km) of previously fishless river benefiting from restoration schemes	20.8	0
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :		
	- Pollution	5	0
	- Natural causes	6	0
	- Other	9	0
	No. of fish kills where emergency attendance is deemed necessary	20	0
	No. of fish kills attended by staff	20	0
	No. of fish kills attended by staff in target time	20	0
	% of fish kills attended by staff within target time	100.0%	#DIV/0!
	No. of fish killed	4027	0
	No. of emergency fish rescues initiated in target time	30	0
	No. of emergency fish rescues	30	0
	% of emergency fish rescues actioned within target time	100.0%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
1.0	No. of referrals received by Fisheries for consideration :		
	- No. of Local Authority consultations	36	0
	- No. of Agency consent applications	134	0
	- No. of Agency works	17	0
	No. of referrals responded to by deadline requested :		
3.0	- No. of Local Authority consultations	28	0
	- No. of Agency consent applications	110	0
	- No. of Agency works	17	0
	% of referrals responded to by deadline requested	82.9%	#DIV/0!
PROMOTION & ADVISORY SERVICES			
	No. of requests for fishery advice responded to in target time	178	0
	No. of requests for fishery advice	188	0
	% of requests for fishery advice responded to in target time	94.7%	#DIV/0!

	RECREATION		
ACTIVITY	ITEM	QTR 3	QTR 3
PROMOTION & ADVISORY SERVICES			
Section 8			
1.0	No. of requests for Recreation advice responded to in target time	169	0
2.0	No. of requests for Recreation advice	174	0
1.0	% of requests for advice responded to in target time	97.1%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Recreation for consideration :		
	- No. of Local Authority consultations	36	0
	- No. of Agency consent applications	134	0
	- No. of Agency works	17	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	28	0
	- No. of Agency consent applications	110	0
	- No. of Agency works	17	0
	% of referrals responded to by deadline requested	82.9%	#DIV/0!

	CONSERVATION		
ACTIVITY	ITEM	QTR 3	QTR 3
PROMOTION & ADVISORY SERVICES			
<i>Section 9</i>			
1.0	No. of requests for Conservation advice responded to in target time	135	0
2.0	No. of requests for Conservation advice	137	0
	% of requests for advice responded to in target time	98.5%	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No. of referrals received by Conservation for consideration :		
	- No. of Local Authority consultations	456	0
	- No. of Agency consent applications	236	0
	- No. of Agency works	49	0
3.0	No. of referrals responded to by deadline requested :		
	- No. of Local Authority consultations	440	0
	- No. of Agency consent applications	224	0
	- No. of Agency works	49	0
	% of referrals responded to by deadline requested	96.2%	#DIV/0!
	Number of SPA's, SAC's and Ramsar Sites	49.11	0
	Number of 'Urgent' priority SPA's and SAC's agreed with EN/CCW	6	0
	Number of 'Urgent' priority SPA's and SAC's reviewed to establish 'significant effect' of existing Agency Authorisations and activities	0	0
IMPROVEMENT	No. of new projects started (in the quarter) in support of Biodiversity Action Plan	5	0

	NAVIGATION		
ACTIVITY	ITEM	QTR 3	QTR 3
INSPECTION & ENFORCEMENT			
Section 10	Checks made at locks		
1.0	No. of licence/registration offences		
2.0	No. of licence/registrations checked		
	All other licence enforcement checks		
1.0	No. of licence/registration offences		
2.0	No. of licences/registrations checked		
	% of licence/ registration compliance	#DIV/0!	#DIV/0!
	No. of other Navigation offences (not licence/ registration related)		
1.0	No. of offences recommended for prosecution within target time		
2.0	No. of offences recommended for prosecution		
	% of offences recommended for prosecution in target time	#DIV/0!	#DIV/0!
	No. of prosecutions concluded		
	No. of successful prosecutions concluded		
	Fines imposed (£)		
	Costs awarded (£)		
	No. of formal cautions accepted		
	No. of warning letters sent		
EMERGENCY RESPONSE			
1.0	No. of emergency incidents attended within target time		
2.0	No. of emergency incidents		
	% of emergency incidents attended in target time	#DIV/0!	#DIV/0!
PLANNING & DEVELOPMENT CONTROL			
?	No.of referrals received by Navigation for consideration : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
3.0	No of referrals responded to by deadline requested : - No. of Local Authority consultations - No. of Agency consent applications - No. of Agency works		
	% of referrals responded to by deadline requested	#DIV/0!	#DIV/0!
PROMOTION & ADVISORY			
1.0	No. of requests for Navigation advice responded to in target time		
2.0	No. of requests for Navigation advice		
	% of requests for advice responded to in target time	#DIV/0!	#DIV/0!

	MULTIFUNCTIONAL		
ACTIVITY	ITEM	QTR 3	QTR 3
PLANNING			
LIAISON			
Section 11			
	No. of planning applications:		
7	No. processed in 1 to 14 Days of receipt	4455	0
	No. processed in 15 to 21 Days of receipt	252	0
	No. processed in 22 to 28 Days of receipt	249	0
	No. processed after more than 28 Days of receipt	159	0
	Percentage of planning applications processed within 14 days	87.1%	#DIV/0!
	Percentage of planning applications processed within 21 days	92.0%	#DIV/0!
	Percentage of planning applications processed within 28 days	96.9%	#DIV/0!
CUSTOMER	Complaints		
RELATIONS			
	No. of complaints received (by type)		
2.0	- policy complaint	6	0
	- failure complaint	12	0
	- conduct complaint	3	0
3.0	No. of complaints responded to within time bands		
	No. responded to in 1 - 5 working days of receipt	19	0
	No. responded to in 6 - 10 working days of receipt	2	0
	No. responded to in more than 10 working days of receipt	0	0
	Percentage of complaints responded to within target time (5 working days)	90.5%	#DIV/0!
	Percentage of complaints responded to within 10 working days	100.0%	#DIV/0!
?	No. of complaints which, on investigation, proved justified		
	- policy complaint	1	0
	- failure complaint	0	0
	- conduct complaint	0	0
	No. of MPs letters:		
1.0	No. responded to in 1 - 10 working days of receipt	23	0
	No. responded to in 11 - 15 working days of receipt	0	0
	No. responded to in more than 15 working days of receipt	0	0
	Percentage of MPs' letters replied to within target time (within 10 working days)	100.0%	#DIV/0!
REQUESTS FOR	No. of visitors inspecting Agency-held public registers	23	0
INFORMATION			
FROM	No. of requests received that required information from the public registers to be sent by post, fax or E-Mail	160	0
THE AGENCY'S			
PUBLIC	No. of requests that resulted in a charge being made (ie over de minimis)	2	
REGISTERS	Total revenue received (£)	448.2	0
	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	160	0
	No. of requests responded to in full within standard of service target time	60	0
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	0	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
WRITTEN REQUEST	written requests :		
MADE FOR			
INFORMATION	No. of requests received that required environmental information to be sent by post, fax or E-Mail	832	0
(deemed to be			
subject to the	No. of requests that resulted in a charge being made (ie over de minimis)	1	
Environmental	Total revenue received (£)	50	0
Information			
Regulations)	No. of requests responded to in full within statutory maximum time limit (ie within 2 months from date of receipt of request)	461	0
Excludes Searches			

	No. of requests responded to in full within standard of service target time	321	0
	No. of requests responded to in excess of the statutory maximum time limit (ie > 2 months)	2	0
	No. of requests responded to in full in excess of the statutory maximum time limit due to a delay or non-payment of a charge	0	0
	No. of requests refused by reason for refusal : (These require referral to Legal and Head Office)		
	- when the requested information is not held by the Agency	4	0
	- when the requested information is not environmental information	0	0
	- when a request is too general or manifestly unreasonable	0	0
	- when the requested information is not in an accessible form or location	0	0
	- when payment of a reasonable charge is refused	0	0
	- when information is capable of being treated as confidential and its disclosure would contravene any statutory provision or rule of law or would involve the breach of any agreement	0	0
	- when the information is personal information contained in records held in relation to an individual who has not consented its disclosure	0	0
	- when the information was supplied to the Agency by a person who was not under or could have been under any legal obligation to do so; did not supply it to the Agency in circumstances such that the Agency is entitled to disclose it by any other means than the Regulations; and, has not consented to its disclosure	0	0
	- when its disclosure would increase the likelihood of damage to the environment	0	0
	- when the information relates to matters affecting international relations, national defence or public security	0	0
	- when information relates to legal or other proceedings (whether actual or reasonably prospective)	0	0
	- when information relates to the Agency's confidential deliberations or the contents of internal communications	0	0
	- when information is contained within a document or other record which is still in the course of completion	0	0
	- when information relates to matters affecting commercial or industrial confidentiality or intellectual property (copyright, patents etc.)	0	0
	- when information is supplied in part - ie part refusal	0	0
REQUESTS MADE FOR INFORMATION WHICH QUOTE THE OPEN GOVERNMENT CODE OF PRACTICE ON ACCESS TO GOVERNMENT INFORMATION	No. of requests received that required open government information to be sent by post, fax, or E-Mail	0	0
	No. of requests that resulted in a charge being made - ie over de minimis		
	Total of monies received (£)	0	0
	No. of requests that were responded to in full within the maximum time limit of 20 working days from date of receipt of the request	0	0
	No. of requests responded to in full within standard of service target time (within 10 working days from date of receipt)	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) where no extension was agreed	0	0
	No. of requests responded to in full in excess of the time limit (ie > 20 working days) due to a delay or non-payment of a charge	0	0
	No. of requests refused (NB These require referral to Legal and Head Office)	0	0
GENERAL ENQUIRIES	No. of general enquiries received - ie enquiries or requests for more general information not covered by the supply of information under the previous categories (above), which can be satisfied with a simple written or oral response, or by supplying readily available free publicity material	1134	0
FLAT RATE CHARGE REQUESTS	LAND OWNERSHIP ENQUIRIES		
	No. of land ownership enquiries received	0	0
	Total of monies received (£)	0	0
	No. of enquiries responded to in full within 10 working days from the date of receipt	0	0
	No. of enquiries responded to in full in excess of 10 working days from the date of receipt	0	0
	SEARCHES		
	No. of search requests received	655	0

	<i>Total of monies received (£)</i>
	<i>No. of search requests that were responded to in full within the statutory maximum time of 2 months from date of receipt of the request</i>
	<i>No. of search requests responded to in full within the service target time (within 10 working days from the date of receipt)</i>
	<i>No. of search requests responded to in full in excess of the statutory time limit (ie > 2 months)</i>
	<i>No. of search requests responded to in full in excess of the time limit of 2 months due to delay or non-payment of a charge</i>

32880	0
329	0
57	0
32	0
0	0

	PERSONNEL		
ACTIVITY	ITEM	QTR 3	QTR 3
STAFF			
TURNOVER	Average no. of permanent employees (FTEs) in complemented posts		
Section 13	over last 12 months :		
	- Manual employees	178	0
	- Non-manual employees	948	0
	Total no. permanent employees (FTEs) in complemented posts		
	leaving over last 12 months :		
	- Manual employees	1	0
	- Non-manual employees	10	0
	Turnover rate (%) :		
	- Manual employees	0.6	#DIV/0!
	- Non-manual employees	1.1	#DIV/0!
HEALTH & SAFETY	No of reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	Total no. working days :		
	- Manual employees	41652	0
	- Non-manual employees	246480	0
	- Total	288132	0
	No working days lost due to reportable accidents :		
	- Manual employees	0	0
	- Non-manual employees	0	0
	- Total	0	0
	% of working days lost due to reportable accidents :		
	- Manual employees	0.0	#DIV/0!
	- Non-manual employees	0.0	#DIV/0!
	- Total	0.0	#DIV/0!
TRAINING & DEVELOPMENT	No. of days devoted to training :		
	- Manual employees	#VALUE!	0
	- Non-manual employees	841	0
	- Total	#VALUE!	0
	% of working days devoted to training :		
	- Manual employees	#VALUE!	#DIV/0!
	- Non-manual employees	0.3	#DIV/0!
	- Total	#VALUE!	#DIV/0!

WASTE OPM's

REGIONAL

1999/2000

REGION WASTE

GRANT OF LICENCE		Q1	Q2	Q3	Q4	Cum Total
G1	APPLICATIONS RECEIVED					
	- MRS ONLY	1	1	5	0	7
	- ALL OTHER SITES	6	9	4	0	19
G2	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G3	ISSUED WITHIN INITIAL 4 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	1	0	0	3
G4	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	1	0	0	0	1
	- ALL OTHER SITES	4	2	0	0	6
G5	ISSUED OUTSIDE INITIAL 4M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	2	3	1	0	6
	- ALL OTHER SITES	9	9	3	0	21
G6	IN PROCESS <4 MONTHS					
	- MRS ONLY	1	1	4	0	6
	- ALL OTHER SITES	13	10	8	0	31
G7	OUTSTANDING (IN PROCESS 4-12 MONTHS)					
	- MRS ONLY	2	17	12	0	31
	- ALL OTHER SITES	12	7	5	0	24
G8	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	40	23	48	0	111
	- ALL OTHER SITES	41	16	21	0	80
G9	REJECTED (INCLUDING REFUSALS/ WITHDRAWALS)					
	- MRS ONLY	0	0	9	0	9
	- ALL OTHER SITES	1	1	1	0	3
MODIFICATION OF LICENCE CONDITIONS						Cum Total
G10	APPLICATIONS RECEIVED					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	19	6	7	0	32
G11	APPLICATIONS SUBJECT TO CONSULTATION AND COMPENSATION REGS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	0	0	0	0	0
G12	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	2	7	0	11
G13	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- MRS ONLY	1	1	0	0	2
	- ALL OTHER SITES	2	0	0	0	2
G14	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	2	3	8	0	13
G15	IN PROCESS <2 MONTHS					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	11	9	2	0	22
G16	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- MRS ONLY	0	0	0	0	0
	- ALL OTHER SITES	18	17	13	0	48
G17	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- MRS ONLY	1	0	2	0	3

	- ALL OTHER SITES	17	17	18	0	52
G18	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- MRS ONLY	0	1	0	0	
	- ALL OTHER SITES	0	3	0	0	
TRANSFER OF LICENCE						Cum Total
G19	APPLICATIONS RECEIVED					
	- ALL SITES	8	2	5	0	
G20	ISSUED WITHIN INITIAL 2 MONTHS STATUTORY PERIOD					
	- ALL OTHER SITES	5	0	2	0	
G21	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	4	0	0	0	
G22	ISSUED OUTSIDE INITIAL 2M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	0	2	1	0	
G23	IN PROCESS <2 MONTHS					
	- ALL SITES	4	1	3	0	
G24	OUTSTANDING (IN PROCESS 2-12 MONTHS)					
	- ALL SITES	4	7	6	0	
G25	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	4	3	4	0	
G26	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	1	1	0	
SURRENDER OF LICENCE						Cum Total
G27	APPLICATIONS RECEIVED					
	- ALL SITES	8	3	6	0	
G28	ISSUED WITHIN INITIAL 3 MONTHS STATUTORY PERIOD					
	- ALL SITES	1	1	0	0	
G29	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - INTERNAL FACTORS					
	- ALL SITES	5	1	0	0	
G30	ISSUED OUTSIDE INITIAL 3M STATUTORY PERIOD - EXTERNAL FACTORS					
	- ALL SITES	3	3	3	0	
G31	IN PROCESS <3 MONTHS					
	- ALL SITES	6	4	11	0	
G32	OUTSTANDING (IN PROCESS 3-12 MONTHS)					
	- ALL SITES	1	5	0	0	
G33	OUTSTANDING (IN PROCESS >12 MONTHS)					
	- ALL SITES	11	5	3	0	
G34	REJECTED (INCLUDING DEEMED REJECTIONS/ WITHDRAWALS)					
	- ALL SITES	0	2	2	0	
CARRIER & BROKER REGISTRATION	ITEM					Cum Total
H1	NUMBER CARRIER APPLICATIONS RECEIVED	101	120	121	0	342
H2	NUMBER CARRIER RENEWALS RECEIVED	229	153	131	0	513
H3	NUMBER BROKER APPLICATIONS RECEIVED	3	1	2	0	6
H4	NUMBER BROKER RENEWALS RECEIVED	1	4	1	0	6
H5	NUMBER APPLICATIONS >2 MONTHS old outstanding at 31/03/2000				0	

LICENCE REVIEWS	ITEM					Cum Total	Annual Plan
I1	NUMBER REGULATION 18 REVIEWS	0	0	0	0	0	0
AGENCY INITIATED (NO FEE) LICENCE MODIFICATIONS	ITEM					Cum Total	Annual Plan
J1	NO. LICENCES REQUIRING FIN. PROV. MOD.	57	50	57	0	164	0
J2	NO. LICENCES REQUIRING TIME LIMITED MOD.	41	12	0	0	53	0
J3	NO. LICENCES REQUIRING SITE RETURNS MOD.	5	0	5	0	10	0
J4	OTHER AGENCY INITIATED MODIFICATIONS	53	13	15	0	81	
TFS NOTIFICATIONS GRANT OF LICENCE	ITEM					Cum Total	
K1	COMPLETE NOTIFICATIONS RECEIVED	21	24	15	0	60	
K2	ACKNOWLEDGED WITHIN STATUTORY PERIOD	18	10	13	0	41	
K3	ACKNOWLEDGED OUTSIDE STATUTORY PERIOD	0	0	0	0	0	
K4	DETERMINED WITHIN STATUTORY TIME	12	15	12	0	39	
K5	DETERMINED OUTSIDE STATUTORY TIME	0	0	1	0	1	
K6	REJECTED	1	0	0	0	1	
A ITEMS K1-6 TO BE PROVIDED BY TFS NATIONAL SERVICE TO AREAS VIA REGIONAL WASTE							
PLAN 1999/00							
SUPERVISING PERMITTED ACTIVITIES	ITEM						
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0		
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	89	122	133	0		
ACTUAL 1999/00							
	ITEM					Cum Total	Annual Plan
L1	EFFORT (hours) SPENT ON ROUTINE SITE INSPECTIONS	0	0	0	0	0	0
L2	NUMBER OF VISITS (WMP EQUIV)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
L3	ANNUAL AUDITS OF COMPLEX SITES	29	0	4	0	33	0
L4	VISITS TO MRS (para 44 & 45)	48	4	48	0	98	0
L5	VISITS TO WASTE TO LAND EXEMPTIONS (para 9 & 19)	11	75	36	0	122	344
L6	NO OF ENVIRONMENTAL MONITORING CHECK AUDITS	87	75	8	0	170	0
TECHNICAL COMPETANCE	ITEM						
M1	NO. TECHNICAL COMPETENCE STATUS REVIEWS REQUIRED (Table 1 WMLR '94 sites only)	262					
	TOTAL NO. COMPLETED (Table 1 WMLR '94 sites only)	38	0	0			
	% OF TOTAL	15%	15%	#DIV/0!			
M2	SITES WITHOUT TECHNICALLY COMPETENT MANAGEMENT						
	NUMBER OF SITES (Table 1 WMLR '94 sites only)					0	

SUPERVISING TRANSFRONTIE R SHIPMENTS	ITEM					Cum Total	Annual Plan
N1	SHIPMENTS INSPECTED AT CONSIGNEE OR PRODUCER	17	0	10	0	27	
N2	SHIPMENTS INSPECTED AT PORT OF ENTRY/ EXIT	0	0	0	0	0	51.6
SUPERVISING PRODUCER RESPONSIBILI TY							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
Q1	VISITS TO OBLIGATED COMPANIES REGISTERED WITH AGENCY	7	3	32	0	42	40
Q2	VISITS TO OBLIGATED COMPANIES REGISTERED WITH SCHEME	0	1	24	0	25	10
Q3	VISITS TO OBLIGATED NON-REGISTERED PRODUCERS	9	1	6	0	16	
Q4	VISITS TO ACCREDITED REPROCESSORS	9	0	36	0	45	0
OTHER REGULATORY ACTIVITIES							
	ACTUAL 1999/00						
	ITEM					Cum Total	Annual Plan
P1	SPECIAL WASTE PRODUCER VISITS	51	71	64	0	186	0
P2	CARRIER CHECKS	224	143	185	0	552	
P3	NO. ORGANISATIONS ENCOURAGED TO ADOPT WASTE MIN. PLANS	0	0	30	0	30	0
SWAT DATA ENTRY	ITEM						
	CONSIGNMENT NOTES						
Q1	PRENOTES					Cum Total	
	NUMBER RECEIVED	6436	8407	7128	0	23971	
Q2	CARRIER/ EXTENDED ROUNDS						
	NUMBER RECEIVED	3254	2996	2933	0	9183	
Q3	OTHER DEPOSIT NOTES						
	NUMBER RECEIVED	17998	19284	18186	0	55468	
Q4	TOTAL	29688	30687	28247			
	NUMBER ENTERED					0	
	NO. IN BACKLOG	1876	4017	5365	0	11258	
	DATA ITEM Q4 (NUMBER ENTERED) TO BE PROVIDED BY SWAT CLIENT TO AREAS VIA						
ENFORCEMENT ACTION	ITEM					Cum Total	
R1	FORMAL WRITTEN WARNINGS	47	11	7	0	65	
R2	SECTION 38, 41 & 42 NOTICES SERVED	14	8	15	0	35	
R3	SECTION 71 NOTICES SERVED	103	66	34	0	203	
R4	SECTION 34 NOTICES SERVED	43	7	8	0	58	
R5	SECTION 8 CoPA NOTICES SERVED	8	5	15	0	28	
R6	SECTION 69 EPA NOTICES SERVED	34	17	9	0	60	
R7	CASE FILES TO LEGAL	5	14	18	0	37	
R8	CAUTIONS OFFERED AND ACCEPTED	3	1	16	0	27	
R9	PROSECUTIONS BROUGHT	26	20	42	0	90	
	DATA ITEMS R8 & R9 TO BE OBTAINED DIRECTLY BY BCT FROM NATIONAL						

1 WASTE REGULATION BASE DATA

A WASTE MANAGEMENT LICENCES

SITE TYPE	No. of Sites	Q1		No. of Sites	Q2		No. of Sites	Q3		No. of Sites	Q4	
		VISIT PROGRAMME			VISIT PROGRAMME			VISIT PROGRAMME			VISIT PROGRAMME	
		Planned No. of Routine Inspections (ODI 3/99)	ACTUAL NUMBER		Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER		Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER		Planned No. of Routine Inspections (OPRA)	ACTUAL NUMBER
A1 CO-DISPOSAL LANDFILL SITES	44	769.4	589	45	713	577	43	506.75	486			
A2 OTHER LANDFILL SITES TAKING SPECIAL WASTE (INERT/ DEFINED UNDER SWR 86)	9	124.6	52	9	82	70	7	53	54			
A3 BOREHOLES	2	14.85	9	2	0	6	2	10	8			
A4 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL WASTE LANDFILLS	46	392.95	247	44	258	257	37	271.25	200			
A5 LANDFILLS TAKING NON-BIODEGRADABLE WASTES (NOT CONSTRUCTION)	107	422.09	296	104	422	238	98	325.75	274			
A6 LANDFILLS TAKING OTHER WASTES (CONSTRUCTION; DEMOLITION; DREDGINGS)	73	350.35	218	75	247	198	53	217.25	147			
A7 INDUSTRIAL WASTE LANDFILLS (FACTORY CURTILLAGE)	30	84.2	74	30	122	72	29	87	69			
A8 LAGOONS	7	34.65	16	7	0	37	7	34	36			
A9 SPECIAL WASTE TRANSFER STATIONS	66	550.2	357	67	251	306	64	397	287			
A10 IN-HOUSE STORAGE FACILITIES	11	4.05	7	11	6.25	11	13	17.0625	16			
A11 HOUSEHOLD, COMMERCIAL AND INDUSTRIAL TRANSFER STATIONS	206	1395.5	1113	203	2016	1116	198	1270.75	958			
A12 CLINICAL WASTE TRANSFER STATIONS	25	219.42	150	25	105	98	23	144	88			
A13 HOUSEHOLD WASTE AMENITY SITES	75	699	388	75	738	365	75	494	342			
A14 TRANSFER STATIONS TAKING NON-BIODEGRADABLE WASTES	27	239.18	136	29	186	136	21	151	106			
A15 MATERIAL RECYCLING TREATMENT FACILITIES	23	142.8	118	23	24	98	23	128	116			
A16 PHYSICAL TREATMENT FACILITIES	19	157.2	78	19	71	75	19	122.5	75			
A17 PHYSICO-CHEMICAL TREATMENT FACILITIES	14	108.6	104	14	26	81	14	100	65			
A18 INCINERATORS	4	25.82	25	4	5	20	5	17	16			
A19 METAL RECYCLING SITES (VEHICLE DISMANTLERS)	104	249	368	106	155	312	102	397	338			
A20 METAL RECYCLING SITES (MIXED MRSs)	86	186	246	83	282	185	86	342.75	241			

A21	CHEMICAL TREATMENT FACILITIES	9	59.4	28	8	352	36	8	34	21			
A22	COMPOSTING FACILITIES	4	42.6	19	4	28	18	3	21	11			
A23	BIOLOGICAL TREATMENT FACILITIES	7	82.4	60	7	34	38	8	47	30			
A24	MOBILE PLANT	3	0	2	2	0	7	3	0	1			
	TOTALS	1001	6334.07	4710	996	6123.25	4367	939	4087	3968	0	0	0

B NUMBERS OF REGISTERED EXEMPTIONS

	ACTIVITY TYPE	Q1		Q2		Q3		Q4	
		TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES	TOTAL NUMBER REGISTERED	KNOWN ACTIVE SITES
B1	MRS (PARA 44 & 45)	170		184		203			
B2	WASTE TO LAND (PARA 9 & 19)		67		38				
B3	LANDSPREADING (PARA. 7)	783	97	767	112	291	157		
B4	ALL OTHER EXEMPTIONS	3483		3634		3488			

C NUMBERS OF REGISTERED CARRIERS & BROKERS

	TYPE	Q1	Q2	Q3	Q4
C1	REGISTERED CARRIERS	7787	7886	7899	
C2	REGISTERED BROKERS	63	64	64	

D PRODUCER RESPONSIBILITY

	TYPE	Q1	Q3
D1	NUMBER OF AGENCY REGISTERED COMPANIES		
D2	NUMBER OF SCHEME REGISTERED COMPANIES		
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS		
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES		

DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.

E NUMBER OF TFS SHIPMENTS

	TYPE	Q1	Q2	Q3	Q4
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	204	156	156	

F SPECIAL WASTES

	TYPE	01/04/1999
F1	NUMBER OF SPECIAL WASTE PRODUCERS	

DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS

	TYPE	Q1	Q3
D1	NUMBER OF AGENCY REGISTERED COMPANIES		
D2	NUMBER OF SCHEME REGISTERED COMPANIES		
D3	NUMBER OF REGISTERED ACCREDITED REPROCESSORS		
D4	NUMBER OF APPROVED COMPLIANCE SCHEMES		
DATA ITEMS D1 - D4 TO BE PROVIDED TO AREAS FROM PRUU VIA REGIONAL PR REPS.			
E	NUMBER OF TFS SHIPMENTS		
	TYPE	Q1	Q2
E1	NUMBERS OF TFS SHIPMENTS NOTIFIED	204	158
F	SPECIAL WASTES		
	TYPE	01/04/1999	
F1	NUMBER OF SPECIAL WASTE PRODUCERS		
DATA ITEM F1 TO BE PROVIDED TO AREAS FROM SWAT CLIENT MANAGER VIA REGIONAL SWAT CO-ORDINATORS			

**APPLICATIONS HANDLED
GRAPHS**

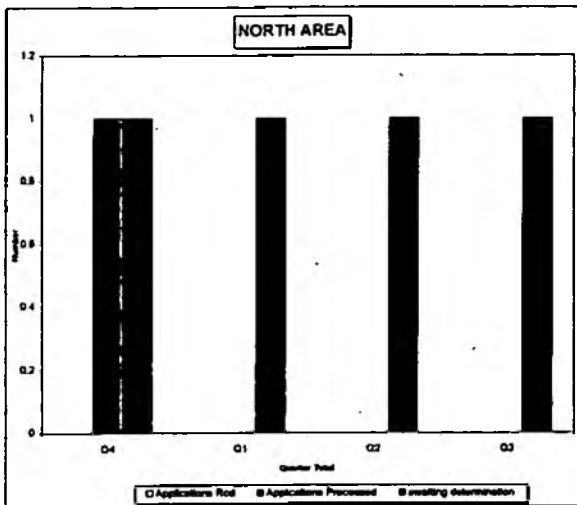
**Q4 1998/99 &
Q1, Q2 & Q3 1999/2000**

NORTH WEST REGION
P.I.R - Applications Profile

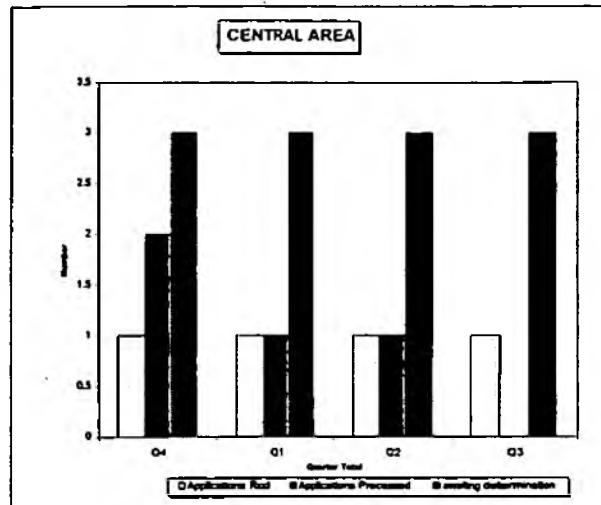
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

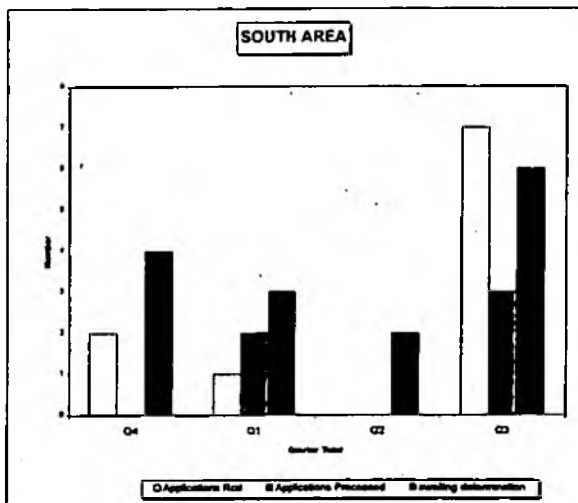
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



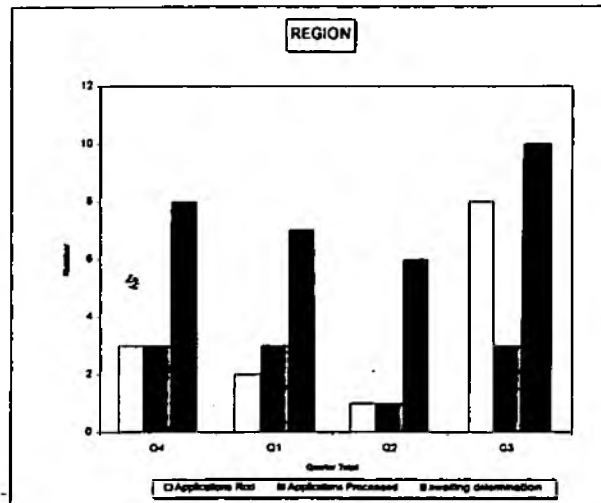
	Q4	Q1	Q2	Q3
Applications B/F	2	1	1	1
Applications Rcd	0	0	0	0
Applications Processed	1	0	0	0
Applications Withdrawn	0	0	0	0
> 12 months	1	1	1	1
> 6 to 12 months	0	0	0	0
> 4 to 6 months	0	0	0	0
0 to 4 months	0	0	0	0
Total Number applications awaiting determination	1	1	1	1



	Q4	Q1	Q2	Q3
Applications B/F	4	3	3	3
Applications Rcd	1	1	1	1
Applications Processed	2	1	1	0
Applications Withdrawn	0	0	0	1
> 12 months	1	1	1	0
> 6 to 12 months	1	0	1	2
> 4 to 6 months	0	1	0	0
0 to 4 months	1	1	1	1
Total Number applications awaiting determination	3	3	3	3



	Q4	Q1	Q2	Q3
Applications B/F	2	4	3	2
Applications Rcd	2	1	0	7
Applications Processed	0	2	0	3
Applications Withdrawn	0	0	1	0
> 12 months	1	0	0	0
> 6 to 12 months	1	1	1	0
> 4 to 6 months	0	0	1	0
0 to 4 months	2	2	0	6
Total Number applications awaiting determination	4	3	2	6



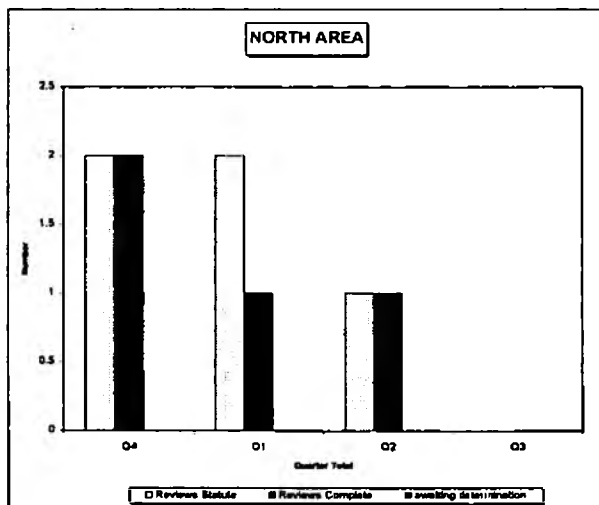
	Q4	Q1	Q2	Q3
Applications B/F	8	8	7	8
Applications Rcd	3	2	1	8
Applications Processed	3	3	1	3
Applications Withdrawn	0	0	1	1
> 12 months	3	2	2	1
> 6 to 12 months	2	1	2	2
> 4 to 6 months	0	1	1	0
0 to 4 months	3	3	1	7
Total Number applications awaiting determination	8	7	6	10

NORTH WEST REGION
P.I.R - 4 Yearly Review Profile

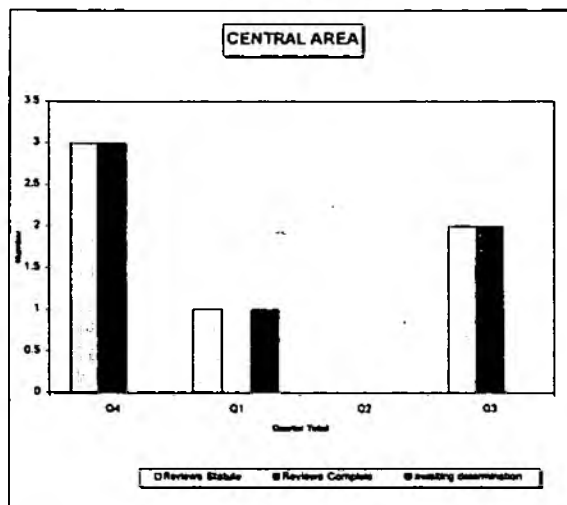
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

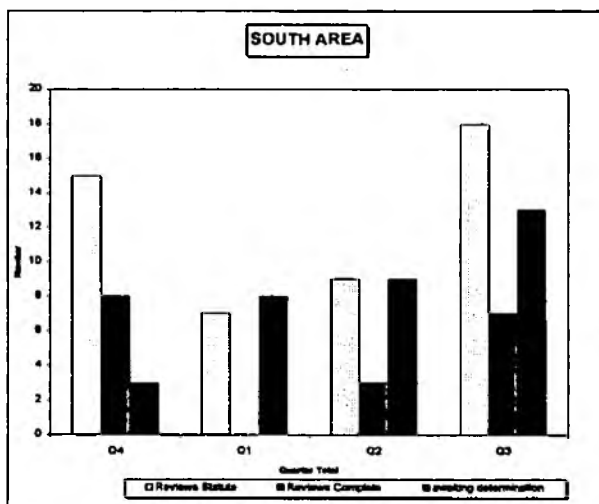
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



	Q4	Q1	Q2	Q3
Reviews B/F	2	0	0	0
Reviews Status	2	2	1	0
Reviews Complete	2	1	1	0
Reviews Overdue Complete	2	1	0	0
> 12 months	0	0	0	0
> 6 to 12 months	0	0	0	0
> 3 to 6 months	0	0	0	0
0 to 3 months	0	0	0	0
Total Number reviews awaiting determination	0	0	0	0

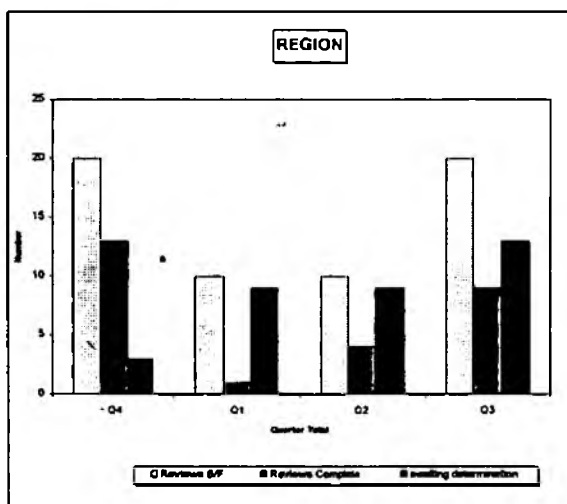


	Q4	Q1	Q2	Q3
Reviews B/F	23	0	1	0
Reviews Status	3	1	0	2
Reviews Complete	3	0	0	2
Reviews Overdue Complete	23	0	1	0
> 12 months	0	0	0	0
> 6 to 12 months	0	0	0	0
> 3 to 6 months	0	0	0	0
0 to 3 months	0	1	0	0
Total Number reviews awaiting determination	0	1	0	0



	Q4	Q1	Q2	Q3
Reviews B/F	20	3	7	9
Reviews Status	15	7	9	18
Reviews Complete	8	0	3	7
Reviews Overdue Complete	24	2	4	7
> 12 months	0	0	2	0
> 6 to 12 months	0	2	0	0
> 3 to 6 months	1	2	1	0
0 to 3 months	2	4	6	0
Total Number reviews awaiting determination	3	8	9	13

* one review provided in Q1 remains overdue (review date should have been 7)



	Q4	Q1	Q2	Q3
Reviews B/F	45	3	8	9
Reviews Status	20	10	10	20
Reviews Complete	13	1	4	9
Reviews Overdue Complete	49	3	5	7
> 12 months	0	0	2	0
> 6 to 12 months	0	2	0	0
> 3 to 6 months	1	2	1	0
0 to 3 months	2	5	6	0
Total Number reviews awaiting determination	3	9	9	13

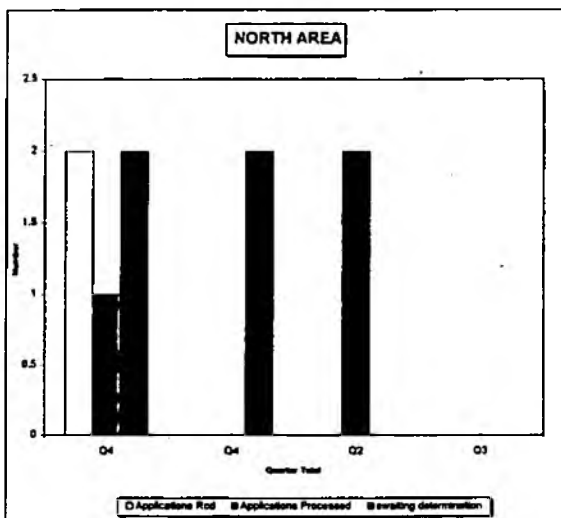
NORTH WEST REGION

P.I.R - Substantial Variations Profile

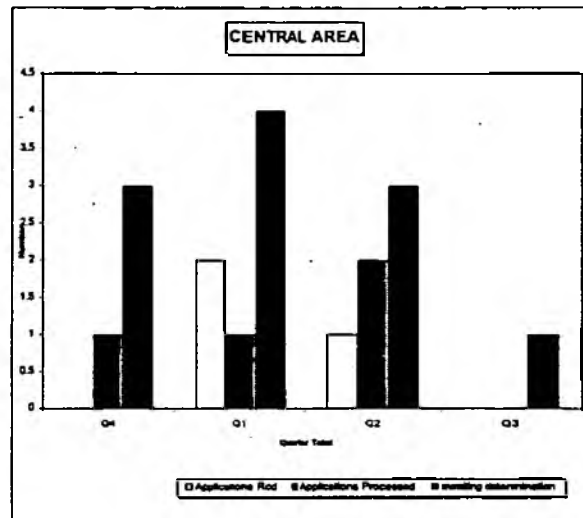
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

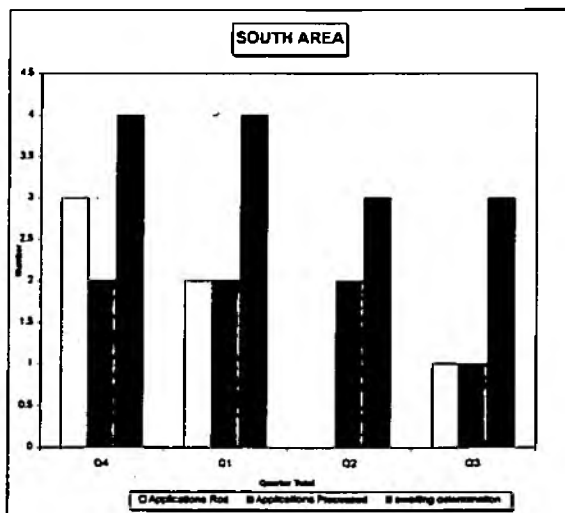
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



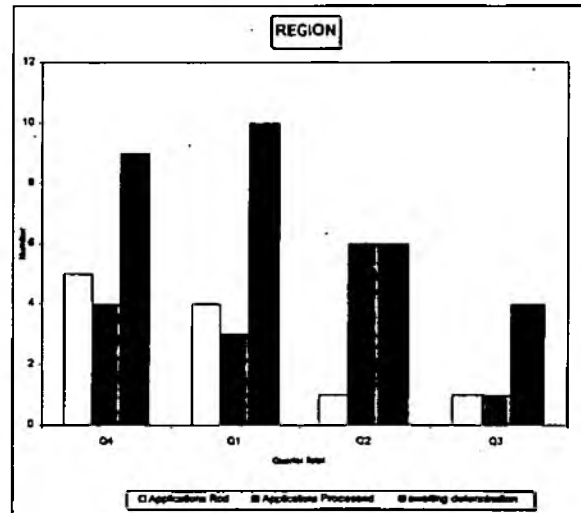
	Q4	Q1	Q2	Q3
Applications B/F	1	2	2	0
Applications Rcd	2	0	0	0
Applications Processed	1	0	2	0
Applications Withdrawn	0	0	0	0
> 12 months	0	0	0	0
>4 to 12 months	0	0	0	0
0 to 4 months	2	2	0	0
Total Number applications awaiting determination	2	2	0	0



	Q4	Q1	Q2	Q3
Applications B/F	4	3	4	3
Applications Rcd	0	2	1	0
Applications Processed	1	1	2	0
Applications Withdrawn	0	0	0	2
> 12 months	1	1	0	0
>4 to 12 months	0	0	0	1
0 to 4 months	2	3	3	0
Total Number applications awaiting determination	3	4	3	1



	Q4	Q1	Q2	Q3
Applications B/F	4	4	4	3
Applications Rcd	3	2	0	1
Applications Processed	2	2	2	1
Applications Withdrawn	0	0	0	0
> 12 months	2	2	2	1
>4 to 12 months	1	0	0	1
0 to 4 months	1	2	1	1
Total Number applications awaiting determination	4	4	3	3



	Q4	Q1	Q2	Q3
Applications B/F	9	9	10	6
Applications Rcd	5	4	1	1
Applications Processed	4	3	6	1
Applications Withdrawn	0	0	0	2
> 12 months	3	3	2	1
>4 to 12 months	1	0	0	2
0 to 4 months	5	7	4	1
Total Number applications awaiting determination	9	10	6	4

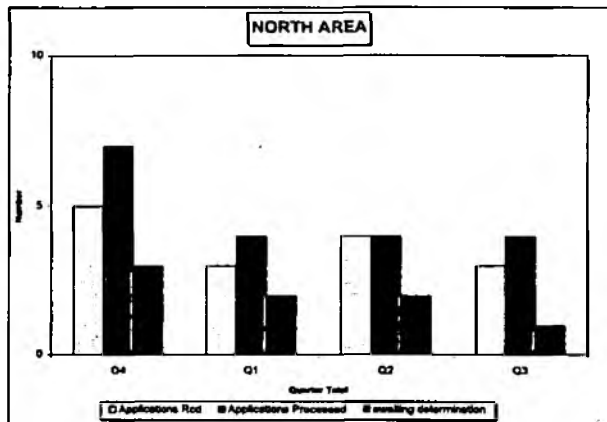
NORTH WEST REGION

P.I.R - Non-Substantial Variations Profile

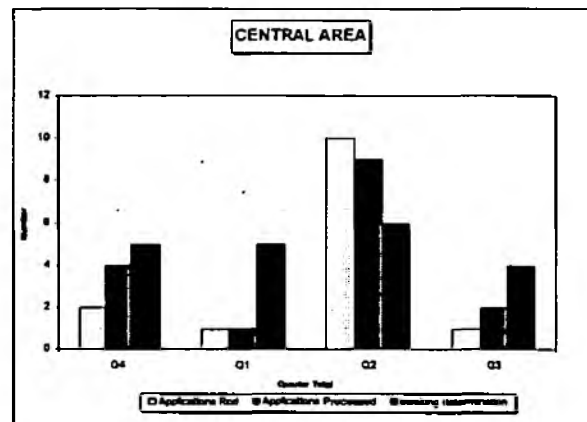
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

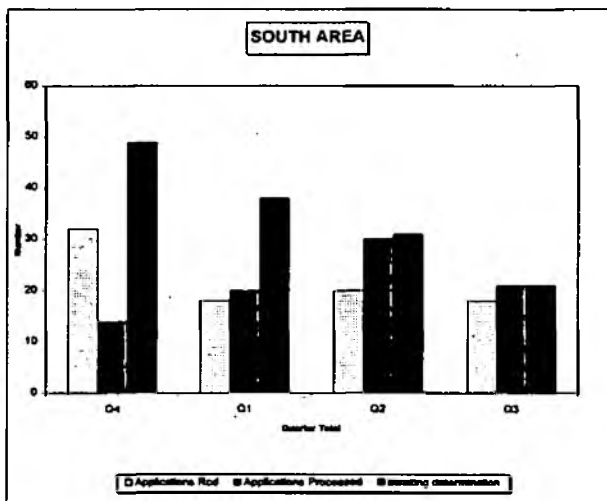
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



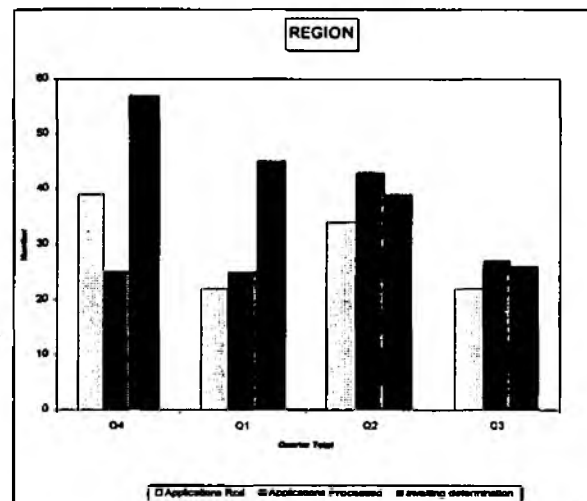
	Q4	Q1	Q2	Q3
Applications B/F	5	3	2	2
Applications Rcd	5	3	4	3
Applications Processed	7	4	4	4
Applications Withdrawn	0	0	0	0
> 12 months	1	1	1	1
>4 to 12 months	1	0	0	0
0 to 4 months	1	1	1	0
Total Number applications awaiting determination	3	2	2	1



	Q4	Q1	Q2	Q3
Applications B/F	6	5	5	6
Applications Rcd	2	1	10	1
Applications Processed	4	1	9	2
Applications Withdrawn	1	0	0	1
> 12 months	1	2	0	0
>4 to 12 months	0	1	0	4
0 to 4 months	4	2	6	0
Total Number applications awaiting determination	5	5	6	4



	Q4	Q1	Q2	Q3
Applications B/F	41	49	38	31
Applications Rcd	32	18	20	18
Applications Processed	14	20	30	21
Applications Withdrawn	4	0	11	8
> 12 months	12	14	8	5
>4 to 12 months	4	17	16	4
0 to 4 months	33	7	7	12
Total Number applications awaiting determination	49	38	31	21



	Q4	Q1	Q2	Q3
Applications B/F	37	57	45	39
Applications Rcd	39	22	34	22
Applications Processed	25	25	43	27
Applications Withdrawn	5	0	11	8
> 12 months	14	17	8	5
>4 to 12 months	5	18	16	4
0 to 4 months	38	10	14	12
Total Number applications awaiting determination	57	45	39	26

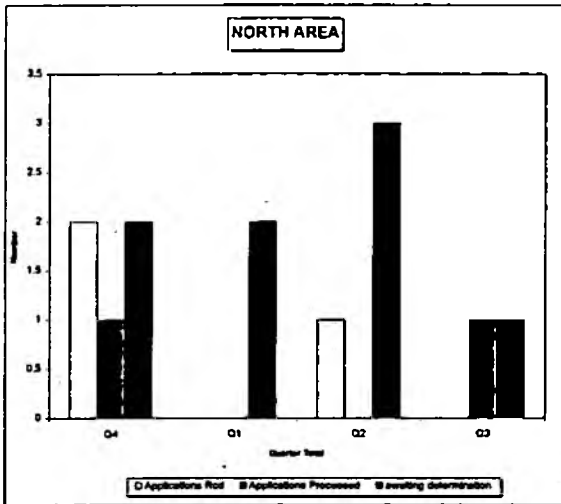
NORTH WEST REGION

R.S.R - Applications Profile (Band 4)

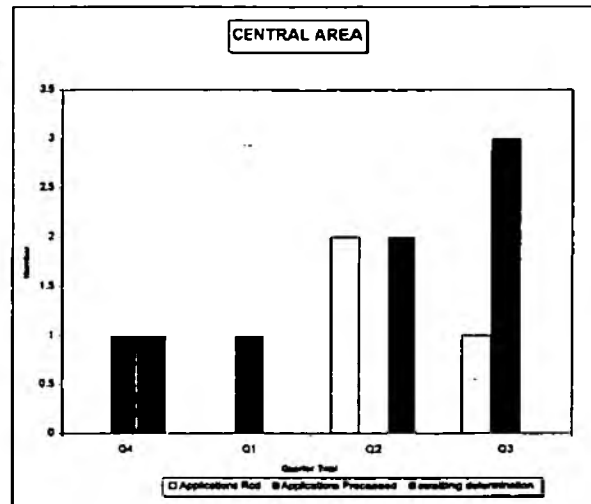
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

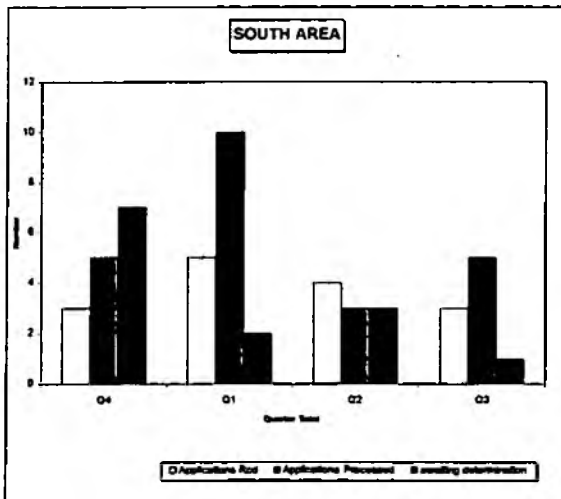
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



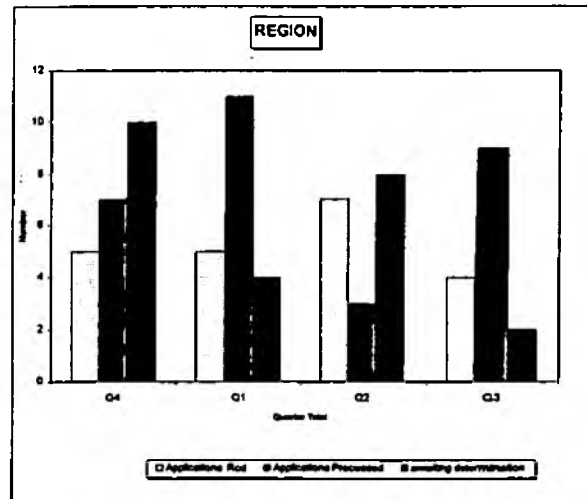
	Q4	Q1	Q2	Q3
Applications B/F	1	2	2	3
Applications Rcd	2	0	1	0
Applications Processed	1	0	0	1
Applications Withdrawn	0	0	0	1
>4 to 6 months	0	0	2	0
0 to 4 months	2	2	1	1
Total Number applications awaiting determination	2	2	3	1



	Q4	Q1	Q2	Q3
Applications B/F	2	1	0	2
Applications Rcd	0	0	2	1
Applications Processed	1	1	0	3
Applications Withdrawn	0	0	0	0
>4 to 6 months	0	0	0	0
0 to 4 months	1	0	2	0
Total Number applications awaiting determination	1	0	2	0



	Q4	Q1	Q2	Q3
Applications B/F	9	7	2	3
Applications Rcd	3	5	4	3
Applications Processed	8	10	3	5
Applications Withdrawn	0	0	0	0
> 4 months	5	1	1	1
0 to 4 months	2	1	2	0
Total Number applications awaiting determination	7	2	3	1



	Q4	Q1	Q2	Q3
Applications B/F	14	10	4	8
Applications Rcd	5	5	7	4
Applications Processed	7	11	3	9
Applications Withdrawn	0	0	0	1
> 12 months	5	1	3	1
0 to 4 months	5	3	5	1
Total Number applications awaiting determination	10	4	8	2

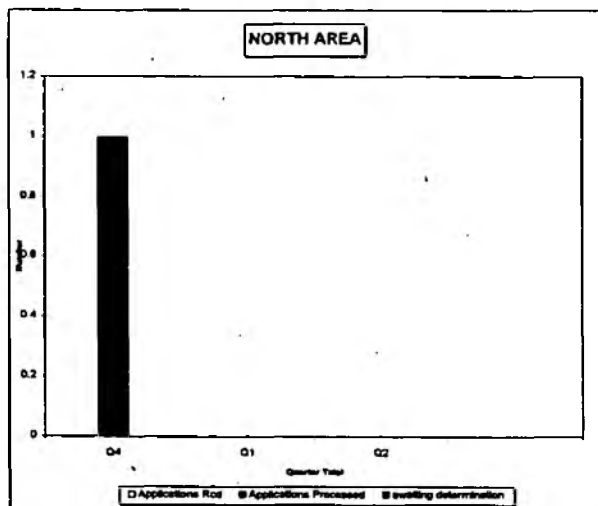
NORTH WEST REGION

R.S.R - Major Variations Profile (Band 4)

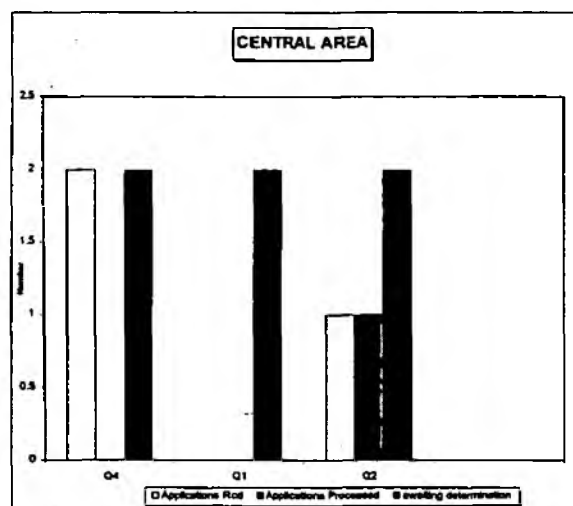
Q4 - 1999/00

Q1 & Q2 - 1999/2000

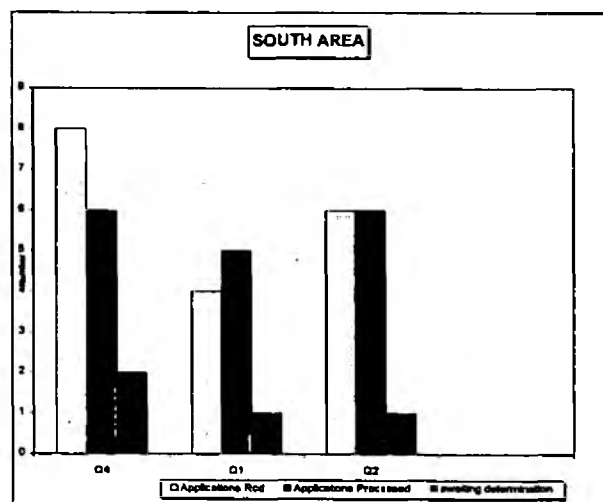
CORPORATE PERFORMANCE MONITORING REPORT January 99 - September 99



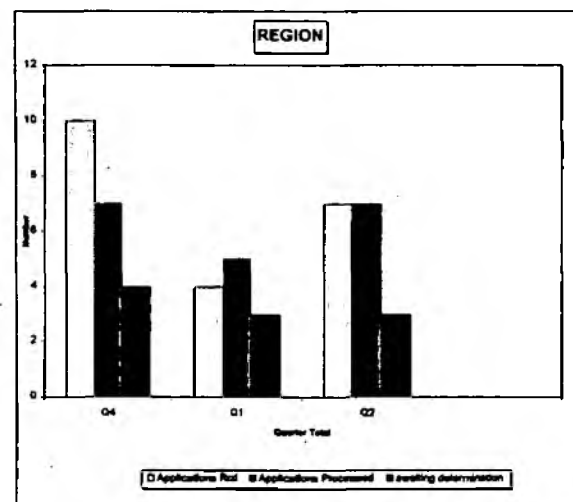
	Q4	Q1	Q2
Applications B/F	1	0	0
Applications Rcd	0	0	0
Applications Processed	1	0	0
Applications Withdrawn	0	0	0
> 12 months	0	0	0
> 6 to 12 months	0	0	0
> 4 to 6 months	0	0	0
0 to 4 months	0	0	0
Total Number applications awaiting determination	0	0	0



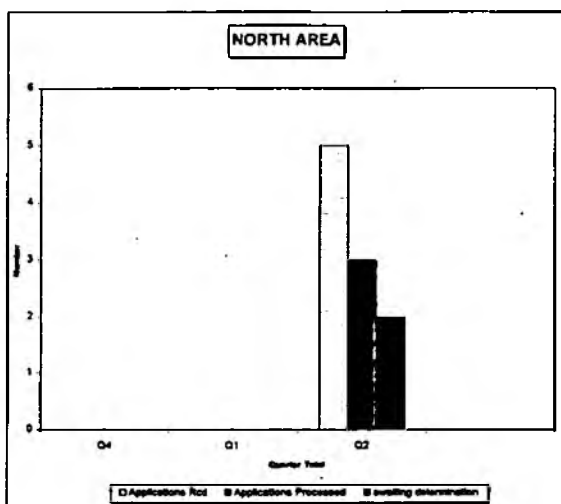
	Q4	Q1	Q2
Applications B/F	0	2	2
Applications Rcd	2	0	1
Applications Processed	0	0	1
Applications Withdrawn	0	0	0
> 12 months	0	0	0
> 6 to 12 months	0	0	0
> 4 to 6 months	0	1	1
0 to 4 months	2	1	1
Total Number applications awaiting determination	2	2	2



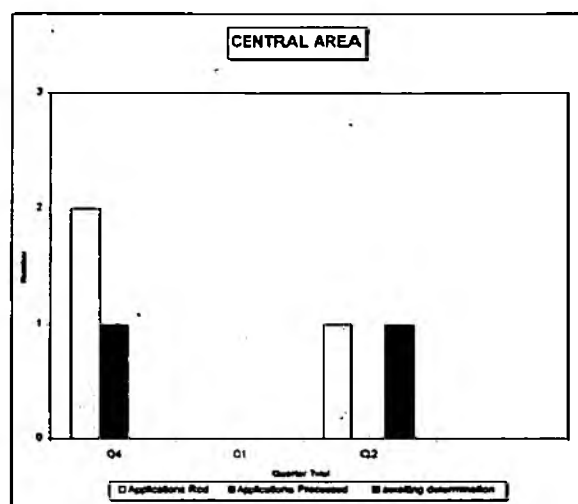
	Q4	Q1	Q2
Applications B/F	0	2	1
Applications Rcd	8	4	6
Applications Processed	6	5	6
Applications Withdrawn	0	0	0
> 12 months	0	0	0
> 6 to 12 months	0	0	0
> 4 to 6 months	0	0	0
0 to 4 months	2	1	1
Total Number applications awaiting determination	2	1	1



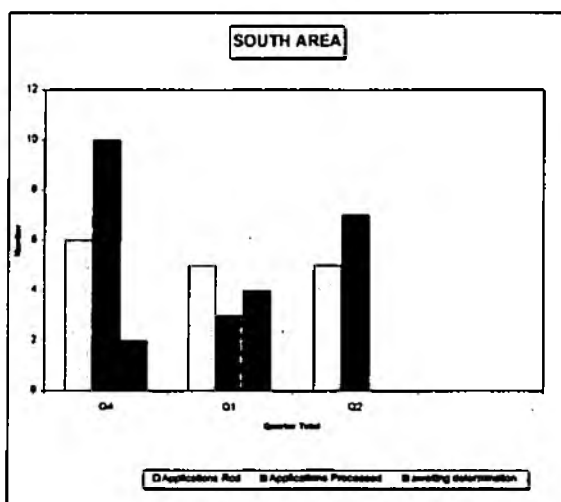
	Q4	Q1	Q2
Applications B/F	0	4	3
Applications Rcd	10	4	7
Applications Processed	7	5	7
Applications Withdrawn	0	0	0
> 12 months	0	0	0
> 6 to 12 months	0	0	0
> 4 to 6 months	0	1	1
0 to 4 months	4	2	2
Total Number applications awaiting determination	4	3	3



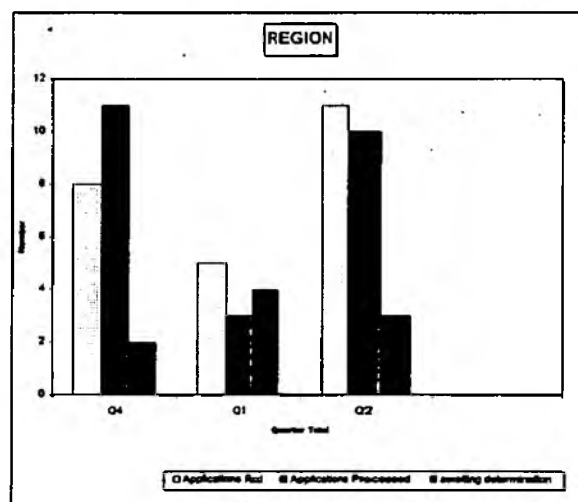
	Q4	Q1	Q2	
Applications B/F	0	0	0	
Applications Rcd	0	0	5	
Applications Processed	0	0	3	
Applications Withdrawn	0	0	0	
> 12 months	0	0	0	
> 6 to 12 months	0	0	0	
> 4 to 6 months	0	0	0	
0 to 4 months	0	0	2	
Total Number applications awaiting determination	0	0	2	



	Q4	Q1	Q2	
Applications B/F	0	0	0	
Applications Rcd	2	0	1	
Applications Processed	1	0	0	
Applications Withdrawn	1	0	0	
> 12 months	0	0	0	
> 6 to 12 months	0	0	0	
> 4 to 6 months	0	0	0	
0 to 4 months	0	0	1	
Total Number applications awaiting determination	0	0	1	



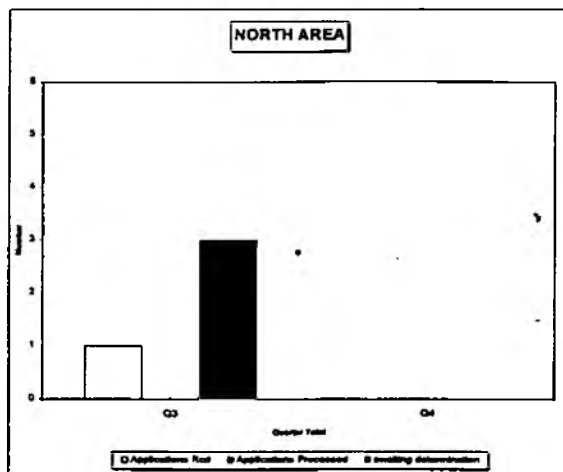
	Q4	Q1	Q2	
Applications B/F	6	2	4	
Applications Rcd	6	5	5	
Applications Processed	10	3	7	
Applications Withdrawn	0	0	2	
> 12 months	0	2	0	
> 6 to 12 months	2	0	0	
> 4 to 6 months	0	0	0	
0 to 4 months	0	2	0	
Total Number applications awaiting determination	2	4	0	



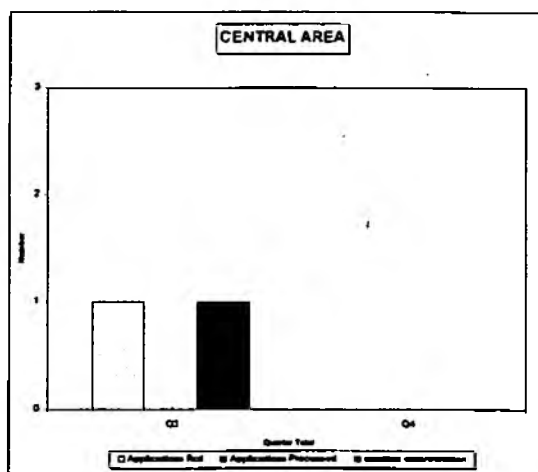
	Q4	Q1	Q2	
Applications B/F	3	2	4	
Applications Rcd	8	5	11	
Applications Processed	11	3	10	
Applications Withdrawn	1	0	2	
> 12 months	0	2	0	
> 6 to 12 months	2	0	0	
> 4 to 6 months	0	0	0	
0 to 4 months	0	2	3	
Total Number applications awaiting determination	2	4	3	

NORTH WEST REGION
R.S.R - Variations Profile (Band 4)

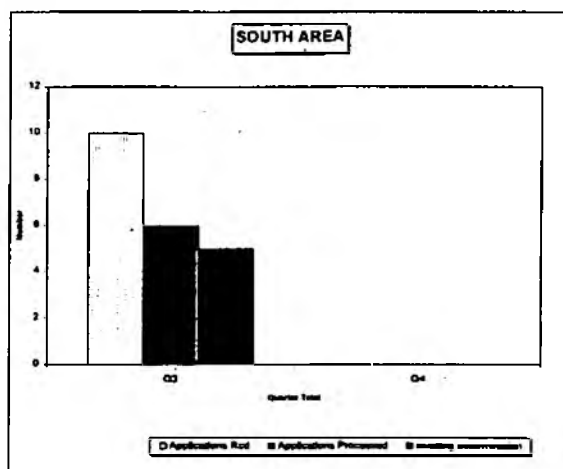
Q3 & Q4 - 1999/2000
 CORPORATE PERFORMANCE MONITORING REPORT September 99 - March 00



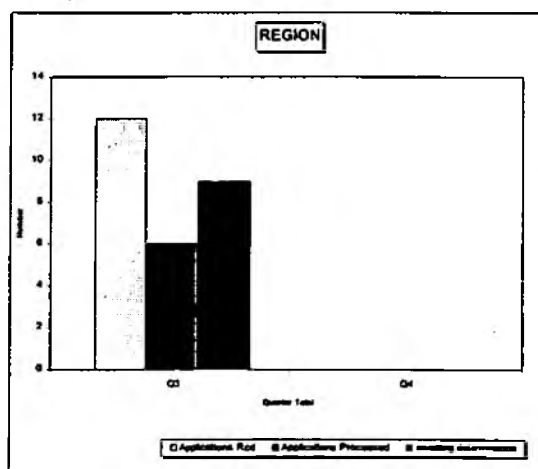
	Q3	Q4		
Applications B/F	2	3		
Applications Rcd	1			
Applications Processed	0			
Applications Withdrawn	0			
>4 months	8			
0 to 4 months	3			
Total Number applications awaiting determination	3	0		



	Q3	Q4		
Applications B/F	3	1		
Applications Rcd	1			
Applications Processed	0			
Applications Withdrawn	3			
>4 months	0			
0 to 4 months	1			
Total Number applications awaiting determination	1	0		



	Q3	Q4		
Applications B/F	1	5		
Applications Rcd	10			
Applications Processed	6			
Applications Withdrawn	0			
>4 months	0			
0 to 4 months	5			
Total Number applications awaiting determination	5	0		



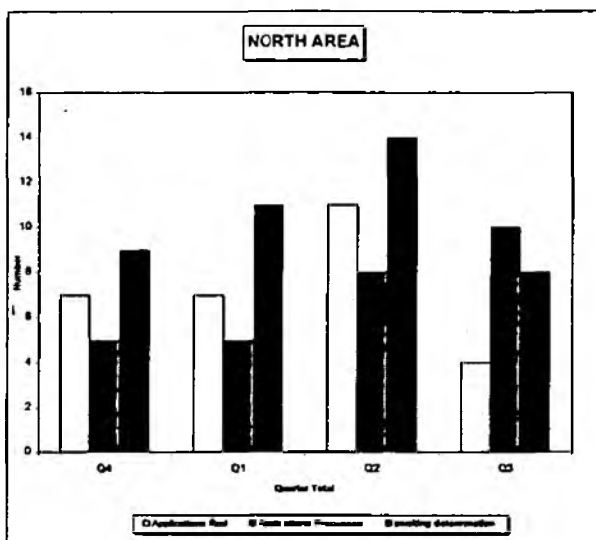
	Q3	Q4		
Applications B/F	6	9		
Applications Rcd	12			
Applications Processed	6			
Applications Withdrawn	3			
>4 months	0			
0 to 4 months	9			
Total Number applications awaiting determination	9	0		

NORTH WEST REGION **Water Quality - Applications Profile**

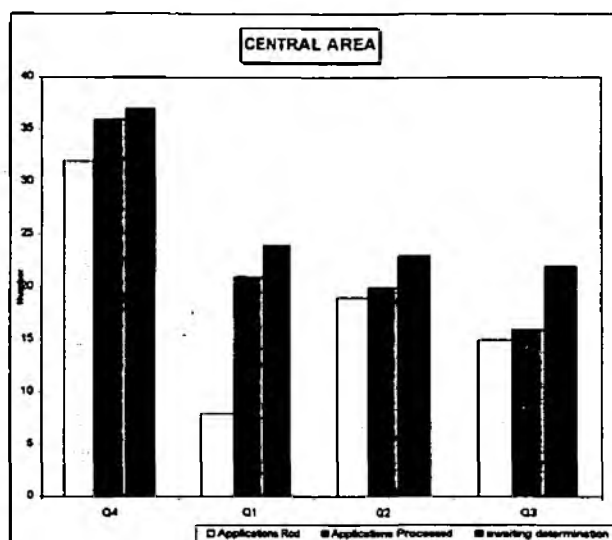
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

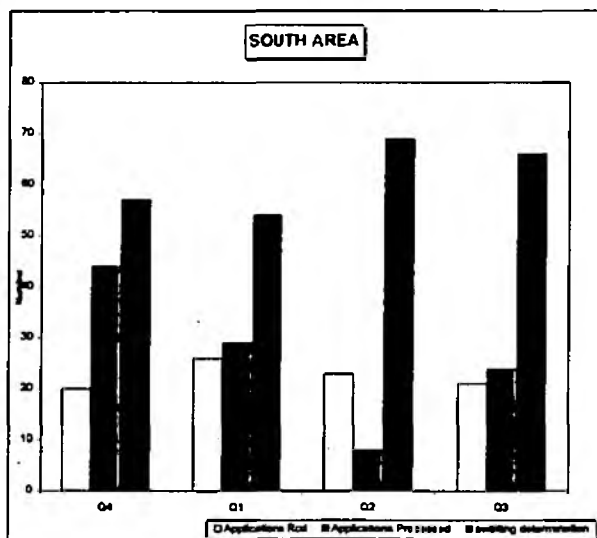
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



	Q4	Q1	Q2	Q3
Applications B/F	7	9	11	14
Applications Rcd	7	7	11	4
Applications Processed	5	6	8	10
Applications Withdrawn	0	0	0	0
>12 months	0			0
>6 to 12 months	0			1
>4 to 6 months	1			1
0 to 4 months	8			6
Total Number applications awaiting determination	9	11	14	8

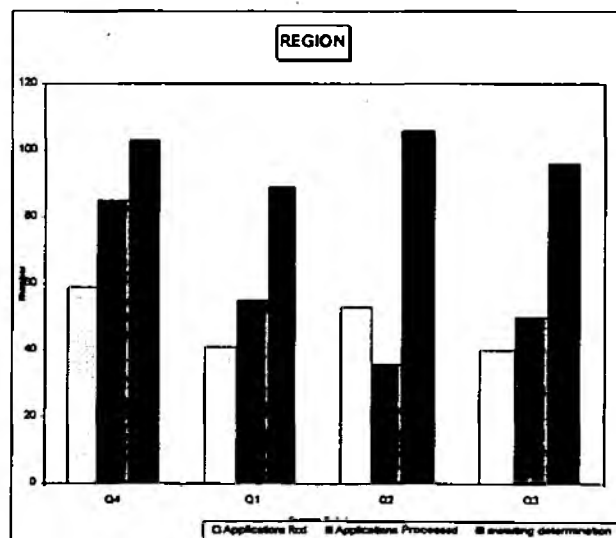


	Q4	Q1	Q2	Q3
Applications B/F	44	37	24	23
Applications Rcd	32	6	19	15
Applications Processed	36	21	20	16
Applications Withdrawn	3	0	0	0
>12 months	1			0
>6 to 12 months	0			0
>4 to 6 months	3			0
0 to 4 months	33			22
Total Number applications awaiting determination	37	24	23	22



	Q4	Q1	Q2	Q3
Applications B/F	81	57	64	69
Applications Rcd	20	26	23	21
Applications Processed	44	29	8	24
Applications Withdrawn	0	0	0	0
>12 months	0			15
>6 to 12 months	0			3
>4 to 6 months	35 *			2
0 to 4 months	22 *			46
Total Number applications awaiting determination	57	64	69	66

*Estimated figures



	Q4	Q1	Q2	Q3
Applications B/F	132	103	89	106
Applications Rcd	69	41	53	40
Applications Processed	85	55	38	50
Applications Withdrawn	3	0	0	0
>12 months	1	0	0	15
>6 to 12 months	0	0	0	4
>4 to 6 months	39	0	0	3
0 to 4 months	63	0	0	74
Total Number applications awaiting determination	103	89	106	96

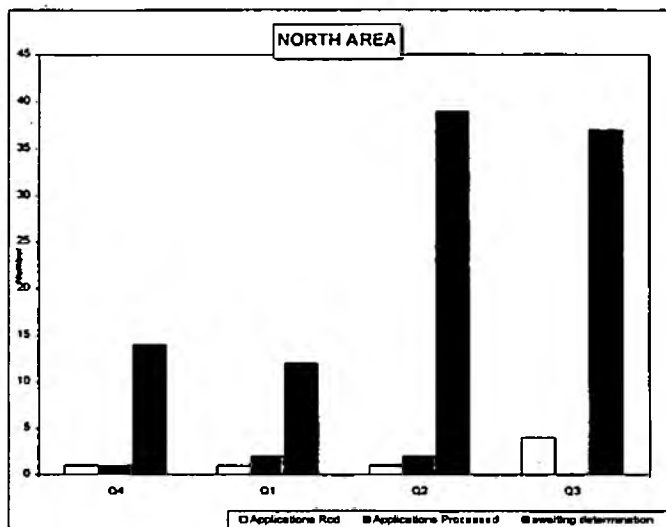
NORTH WEST REGION

Waste - Applications Profile (including MRS)

Q4 - 1998/99

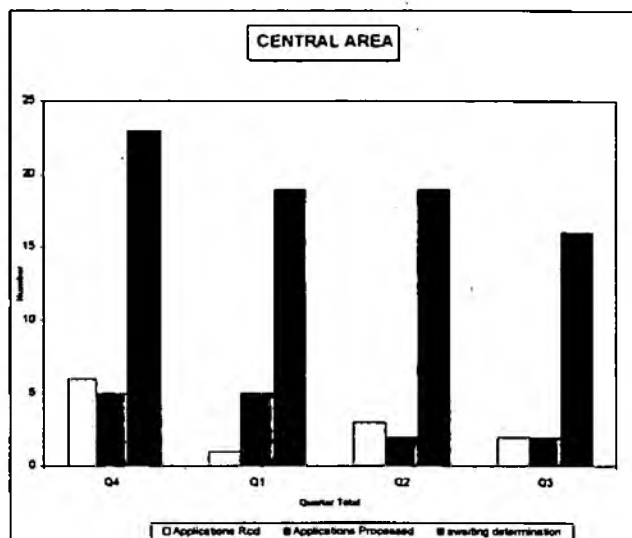
Q1, Q2 & Q3 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99

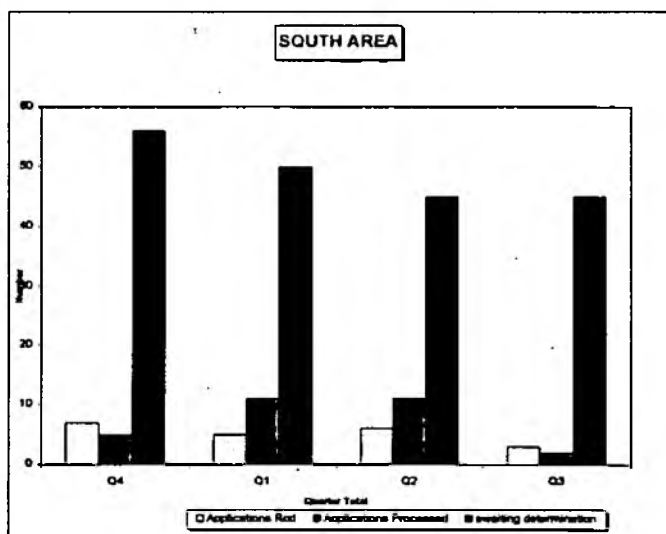


	Q4	Q1	Q2	Q3
Applications B/F	14	14	12	39
Applications Rcd	1	1	1	4
Applications Processed	1	2	2	0
Applications Rejected	0	1	0	6
> 12 months	10	10	38	30
< 4 to 12 months	2	0	2	2
< 4 months (stat. period)	2	2	1	5
Total Number applications awaiting determination	14	12	39	37

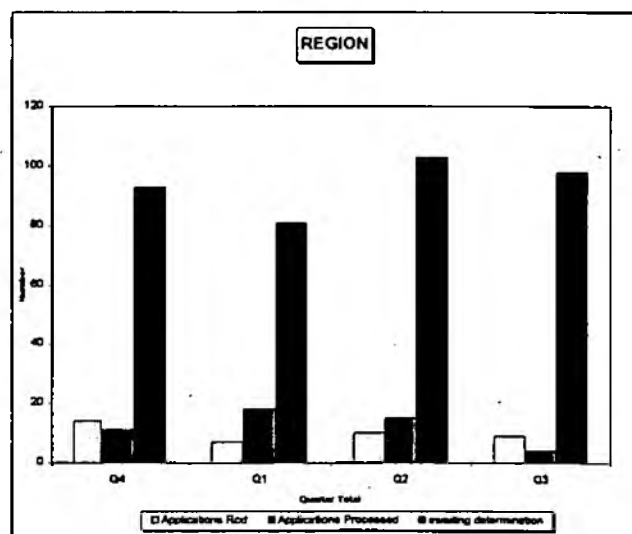
* Identified respectively as part of MRS Project. Now included in standard CPM's as part of backlog.



	Q4	Q1	Q2	Q3
Applications B/F	26	23	19	19
Applications Rcd	6	1	3	2
Applications Processed	6	6	2	2
Applications Rejected	3	0	1	3
> 12 months	11	13	12	12
< 4 to 12 months	6	4	4	1
< 4 months (stat. period)	7	2	3	3
Total Number applications awaiting determination	23	19	19	16



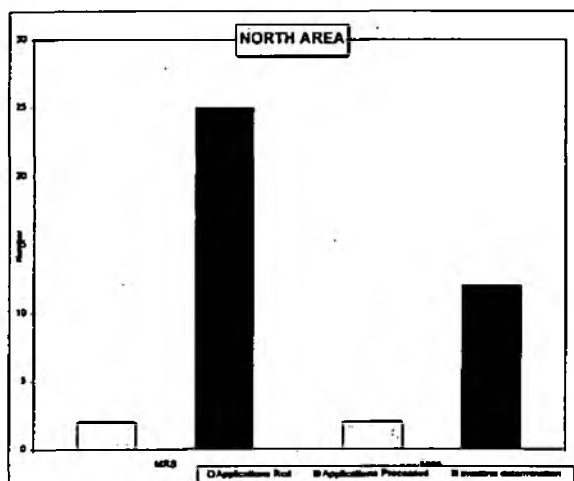
	Q4	Q1	Q2	Q3
Applications B/F	55	58	60	45
Applications Rcd	7	5	6	3
Applications Processed	5	11	11	2
Applications Rejected	1	0	0	1
> 12 months	34	30	21	27
< 4 to 12 months	10	10	18	14
< 4 months (stat. period)	12	10	6	4
Total Number applications awaiting determination	56	60	45	45



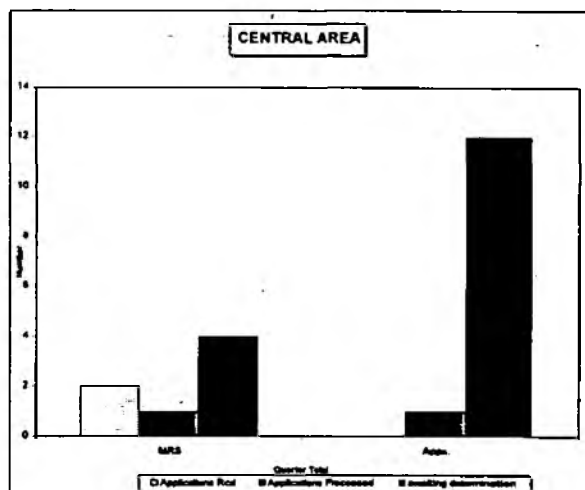
	Q4	Q1	Q2	Q3
Applications B/F	94	93	61	103
Applications Rcd	14	7	10	9
Applications Processed	11	18	15	4
Applications Rejected	4	1	1	10
> 12 months	55	53	69	69
< 4 to 12 months	17	14	24	17
< 4 months (stat. period)	21	14	10	12
Total Number applications awaiting determination	93	81	103	98

NORTH WEST REGION
MRS Applications Profile against Waste Application Profile

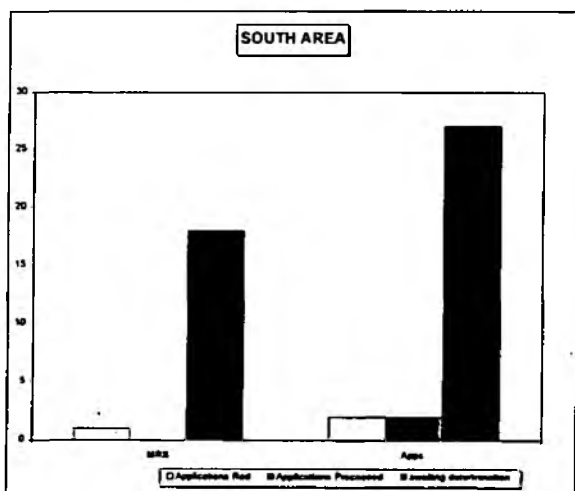
Q3 - 1999/2000
 CORPORATE PERFORMANCE MONITORING REPORT October 99 - December 99



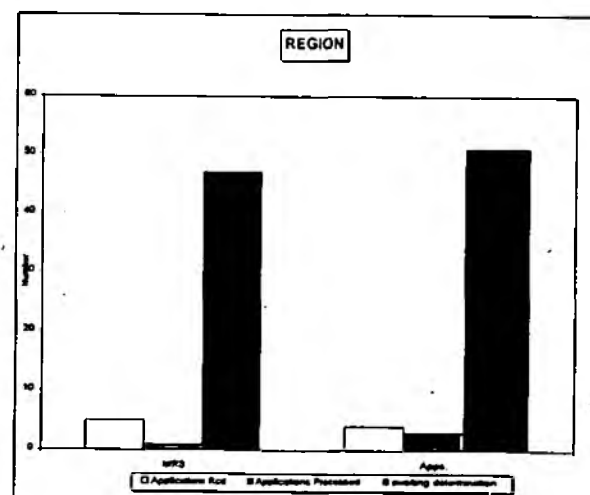
	MRS	Apps.
Applications B/F	28	11
Applications Rcd	2	2
Applications Processed	0	0
Applications Rejected	5	1
> 12 months	23	7
< 4 to 12 months	0	2
< 4 months (stat. period)	2	3
Total Number applications awaiting determination	25	12



	MRS	Apps.
Applications B/F	5	14
Applications Rcd	2	0
Applications Processed	1	1
Applications Rejected	3	0
> 12 months	3	9
< 4 to 12 months	0	1
< 4 months (stat. period)	1	2
Total Number applications awaiting determination	4	12



	MRS	Apps.
Applications B/F	35	10
Applications Rcd	1	2
Applications Processed	0	2
Applications Rejected	1	0
> 12 months	5	22
< 4 to 12 months	12	2
< 4 months (stat. period)	1	3
Total Number applications awaiting determination	18	27



	MRS	Apps.
Applications B/F	68	35
Applications Rcd	5	4
Applications Processed	1	3
Applications Rejected	9	1
> 12 months	31	38
< 4 to 12 months	12	5
< 4 months (stat. period)	4	6
Total Number applications awaiting determination	47	51

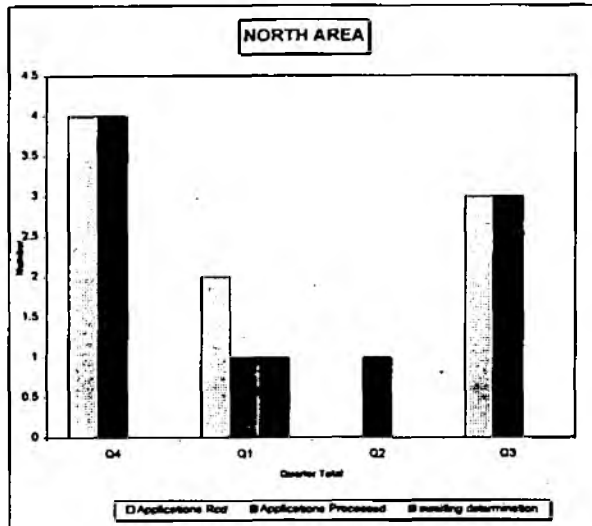
NORTH WEST REGION

Waste - Modifications Profile (including MRS)

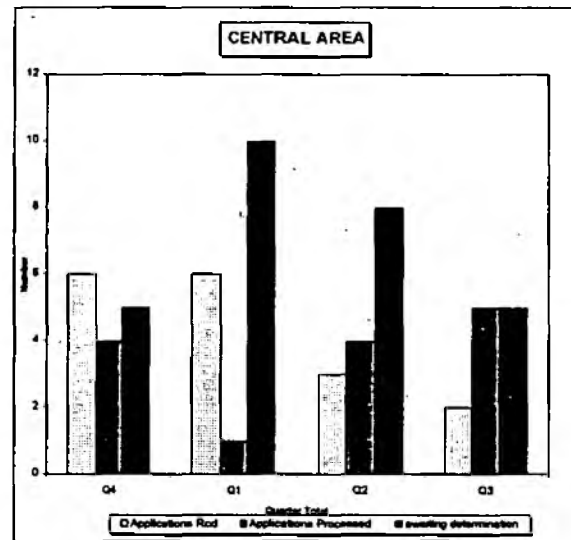
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

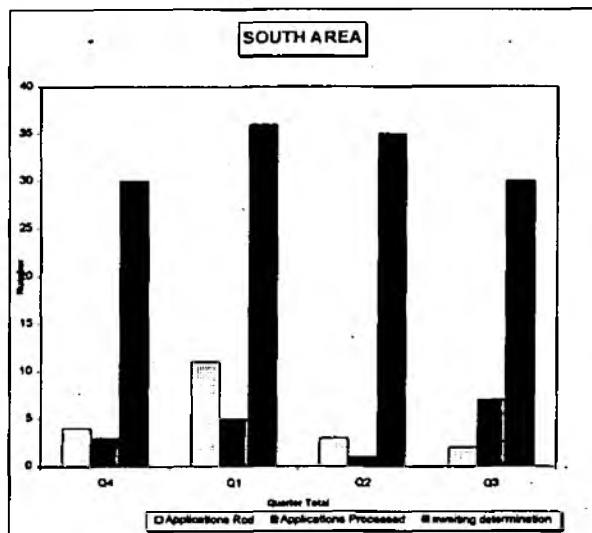
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



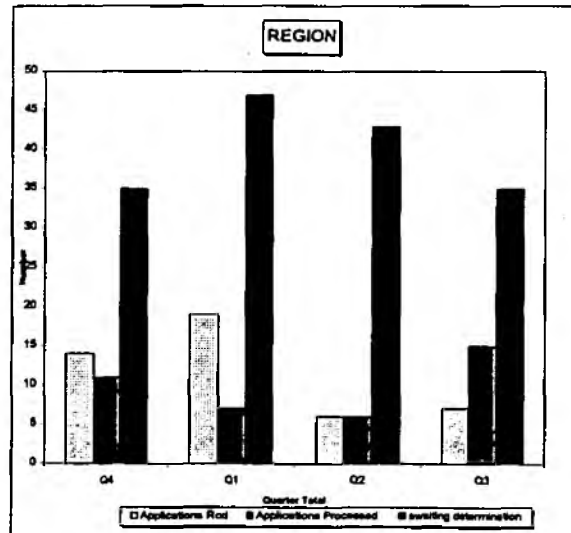
	Q4	Q1	Q2	Q3
Applications B/F	0	0	1	0
Applications Rcd	4	2	0	3
Applications Processed	4	1	1	3
Applications Rejected	0	0	0	0
> 12 months	0	0	0	0
< 4 to 12 months	0	0	0	0
< 4 months (stat. period)	0	1	0	0
Total Number applications awaiting determination	0	1	0	0



	Q4	Q1	Q2	Q3
Applications B/F	3	5	10	8
Applications Rcd	6	6	3	2
Applications Processed	4	1	4	5
Applications Rejected	0	0	1	0
> 12 months	1	2	1	1
< 4 to 12 months	2	6	4	4
< 4 months (stat. period)	2	2	3	0
Total Number applications awaiting determination	6	10	6	5



	Q4	Q1	Q2	Q3
Applications B/F	30	30	36	35
Applications Rcd	4	11	3	2
Applications Processed	3	5	1	7
Applications Rejected	1	0	3	0
> 12 months	20	16	18	19
< 4 to 12 months	8	12	13	9
< 4 months (stat. period)	1	8	6	2
Total Number applications awaiting determination	30	36	35	30



	Q4	Q1	Q2	Q3
Applications B/F	33	35	47	43
Applications Rcd	14	19	6	7
Applications Processed	11	7	5	15
Applications Rejected	1	0	4	0
> 12 months	21	16	17	20
< 4 to 12 months	11	18	17	13
< 4 months (stat. period)	3	11	8	2
Total Number applications awaiting determination	35	47	43	35

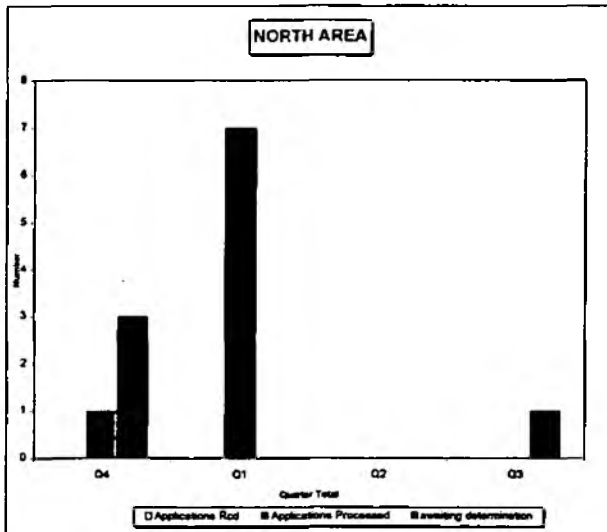
NORTH WEST REGION

Waste - Transfers Profile (including MRS)

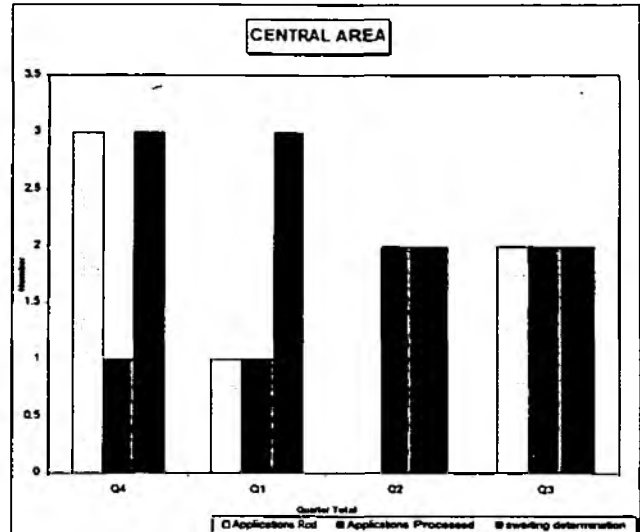
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

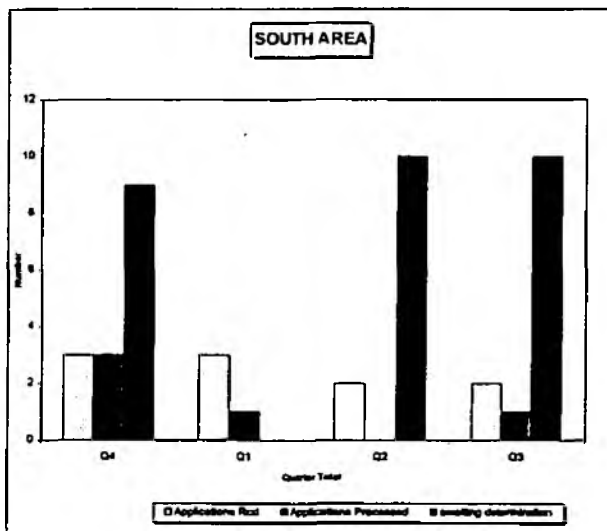
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



	Q4	Q1	Q2	Q3
Applications B/F	1	3	0	0
Applications Rcd	3	4	0	1
Applications Processed	1	7	0	0
Applications Rejected	0	0	0	0
> 12 months	0	0	0	0
< 4 to 12 months	0	0	0	0
< 4 months (stat. period)	3	0	0	1
Total Number applications awaiting determination	3	0	0	1

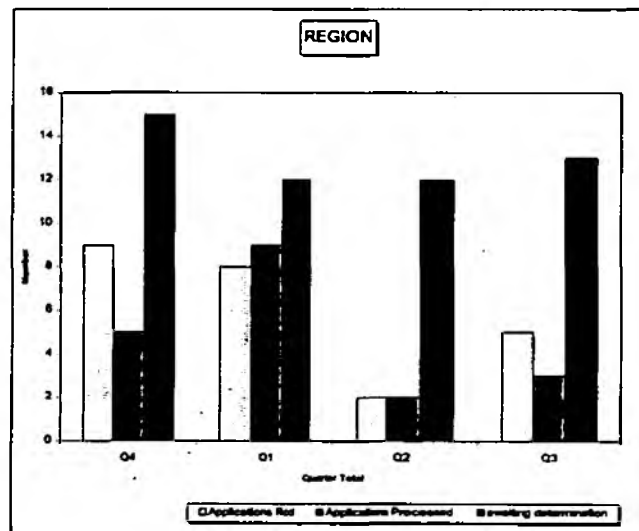


	Q4	Q1	Q2	Q3
Applications B/F	1	3	3	2
Applications Rcd	3	1	0	2
Applications Processed	1	1	2	2
Applications Rejected	0	0	0	0
> 12 months	1	0	0	0
< 4 to 12 months	0	2	0	1
< 4 months (stat. period)	2	1	2	1
Total Number applications awaiting determination	3	3	2	2



	Q4	Q1	Q2	Q3
Applications B/F	10	9	9	10
Applications Rcd	3	3	2	2
Applications Processed	3	1	0	1
Applications Rejected	1	0	1	1
> 12 months	4	4	3	4
< 4 to 12 months	2	2	7	5
< 4 months (stat. period)	3	3	0	1
Total Number applications awaiting determination	9	9	10	10

* 2 Transfers applications deleted from system



	Q4	Q1	Q2	Q3
Applications B/F	12	15	10	12
Applications Rcd	9	8	2	5
Applications Processed	5	9	2	3
Applications Rejected	1	0	1	1
> 12 months	5	4	3	4
< 4 to 12 months	2	4	7	6
< 4 months (stat. period)	8	4	2	3
Total Number applications awaiting determination	15	12	12	13

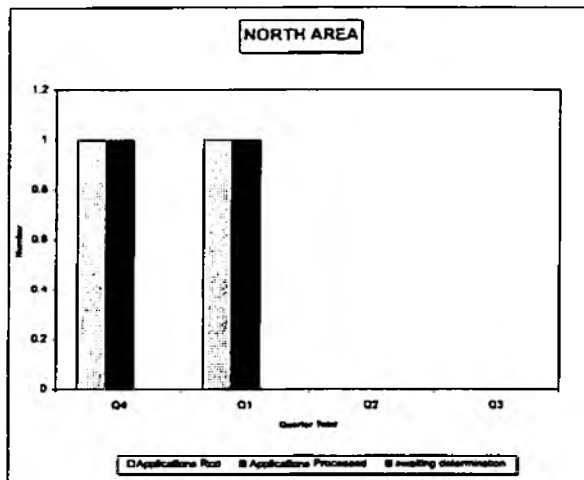
NORTH WEST REGION

Waste - Surrenders Profile (including MRS)

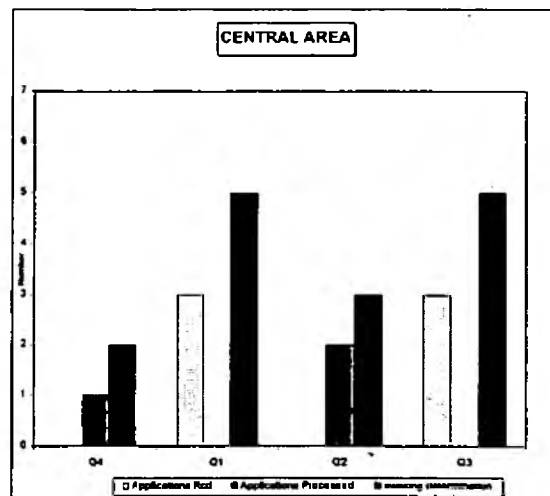
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

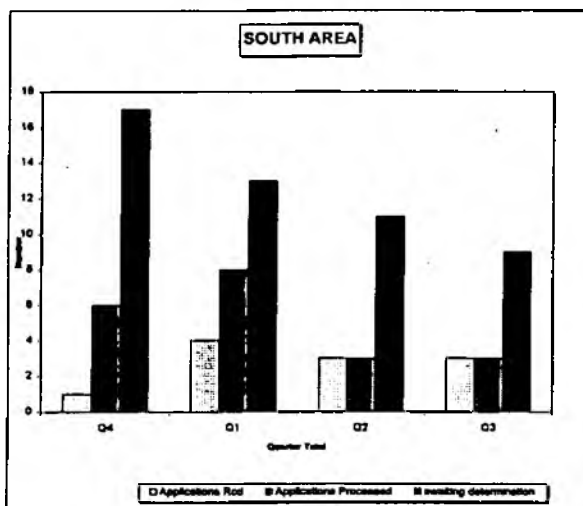
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



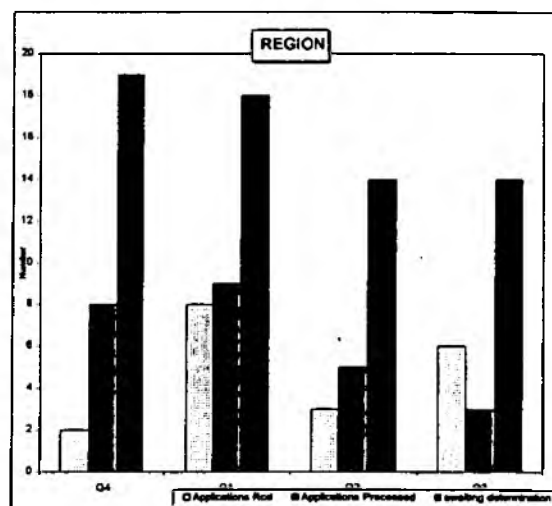
	Q4	Q1	Q2	Q3
Applications B/F	0	0	0	0
Applications Red	1	1	0	0
Applications Processed	1	1	0	0
Applications Rejected	0	0	0	0
> 12 months	0	0	0	0
< 4 to 12 months	0	0	0	0
< 4 months (stat. period)	0	0	0	0
Total Number applications	0	0	0	0
awaiting determination	0	0	0	0



	Q4	Q1	Q2	Q3
Applications B/F	3	2	5	3
Applications Red	0	3	0	3
Applications Processed	1	0	2	0
Applications Rejected	0	0	0	1
> 12 months	1	2	3	2
< 4 to 12 months	1	0	0	0
< 4 months (stat. period)	0	3	0	3
Total Number applications	2	5	3	5
awaiting determination	0	0	0	0



	Q4	Q1	Q2	Q3
Applications B/F	25	17	13	11
Applications Red	1	4	3	3
Applications Processed	8	8	3	3
Applications Rejected	3	0	2	2
> 12 months	13	8	3	1
< 4 to 12 months	3	1	5	0
< 4 months (stat. period)	1	3	3	8
Total Number applications	17	13	11	8
awaiting determination	0	0	0	0



	Q4	Q1	Q2	Q3
Applications B/F	28	18	16	14
Applications Red	2	8	3	6
Applications Processed	8	9	5	3
Applications Rejected	3	0	2	3
> 12 months	14	11	8	3
< 4 to 12 months	4	1	5	0
< 4 months (stat. period)	1	8	3	11
Total Number applications	19	18	14	14
awaiting determination	0	0	0	0

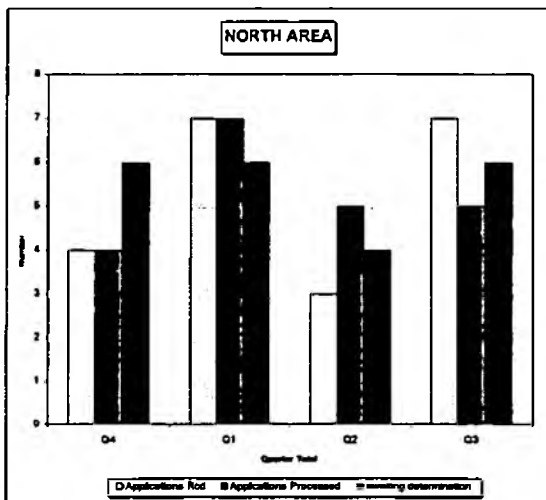
NORTH WEST REGION

Water Resources - Applications Profile

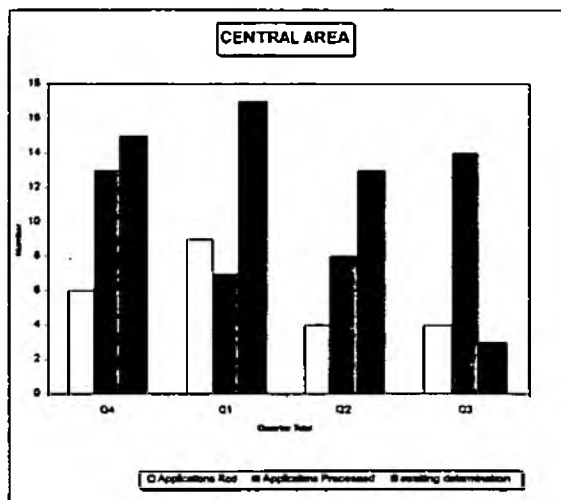
Q4 - 1998/99

Q1, Q2 & Q3 - 1999/2000

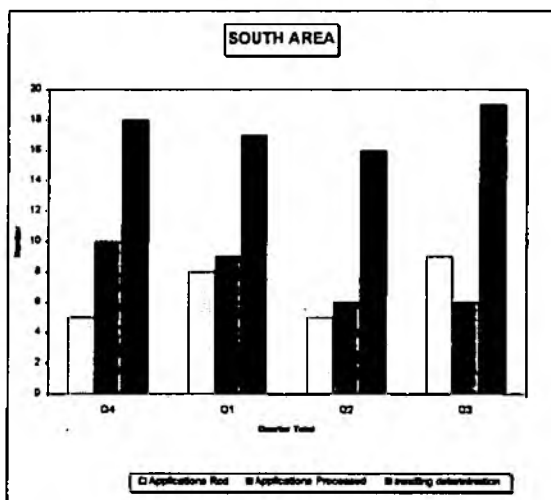
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



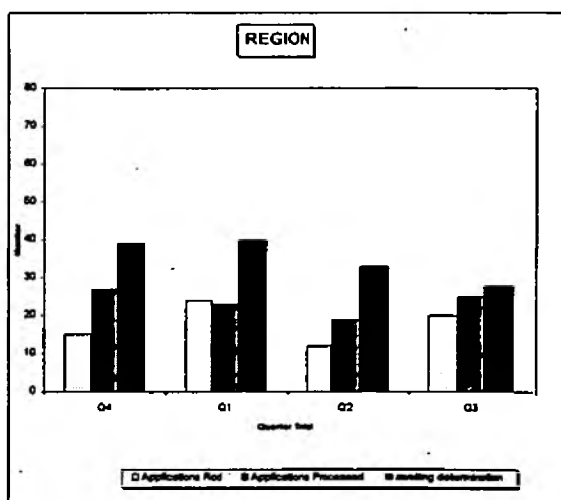
	Q4	Q1	Q2	Q3
Applications B/F	6	6	6	4
Applications Rcd	4	7	3	7
Applications Processed	4	7	5	5
> 12 months	0	0	0	0
> 6 to 12 months	0	1	1	0
> 3 to 6 months	3	0	1	0
0 to 3 months	3	5	2	8
Total Number applications awaiting determination	8	6	4	8



	Q4	Q1	Q2	Q3
Applications B/F	22	15	17	13
Applications Rcd	6	9	4	4
Applications Processed	13	7	8	14
> 12 months	5	5	3	0
> 6 to 12 months	4	4	1	2
> 3 to 6 months	1	1	2	0
0 to 3 months	5	7	5	1
Total Number applications awaiting determination	15	17	13	3



	Q4	Q1	Q2	Q3
Applications B/F	23	18	17	16
Applications Rcd	5	8	5	8
Applications Processed	10	9	8	6
> 12 months	13	11	11	8
> 6 to 12 months	0	0	0	0
> 3 to 6 months	1	2	0	0
0 to 3 months	4	4	5	11
Total Number applications awaiting determination	18	17	16	16



	Q4	Q1	Q2	Q3
Applications B/F	51	39	40	33
Applications Rcd	15	24	12	20
Applications Processed	27	23	19	25
> 12 months	18	18	16	8
> 6 to 12 months	4	5	2	2
> 3 to 6 months	5	3	3	0
0 to 3 months	12	16	12	18
Total Number applications awaiting determination	39	40	33	28

INSPECTION GRAPHS

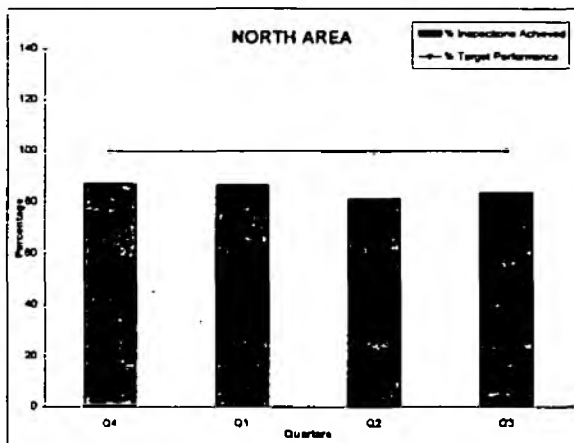
Q4 1998/99 &
Q1, Q2 & Q3 1999/2000

NORTH WEST REGION

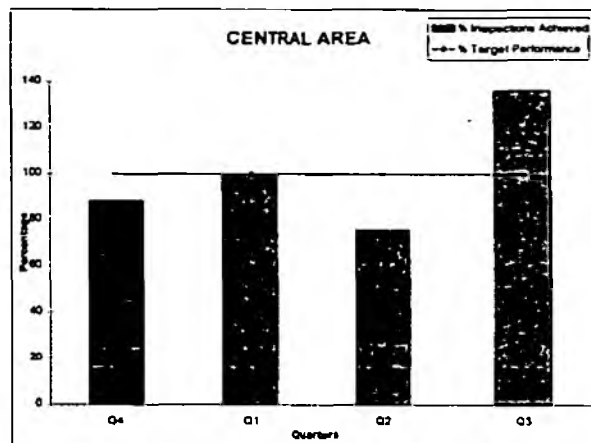
WATER QUALITY Enforcement Sampling INSPECTION

Q4 - 1998/99 & Q1, Q2 & Q3 - 1999/2000

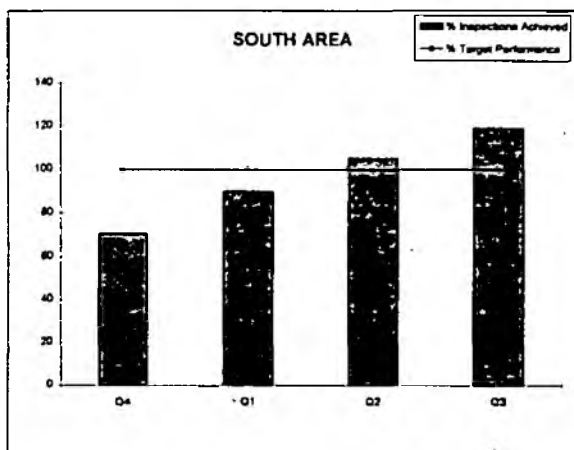
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



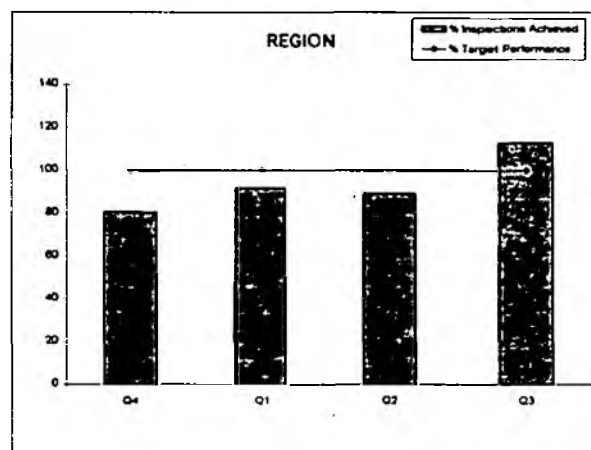
	Q4	Q1	Q2	Q3
Sampling visits programmed	776	645	645	645
Actual visits achieved	678	560	525	541
% Inspections Achieved	87.4	86.8	81.4	83.9
% Target Performance	100	100	100	100



	Q4	Q1	Q2	Q3
Sampling visits programmed	683	578	578	578
Actual visits achieved	603	578	438	788
% Inspections Achieved	88.3	100	75.8	136.3
% Target Performance	100	100	100	100



	Q4	Q1	Q2	Q3
Sampling visits programmed	1004	819	819	819
Actual visits achieved	711	739	863	977
% Inspections Achieved	70.8	90.2	105.4	119.3
% Target Performance	100	100	100	100



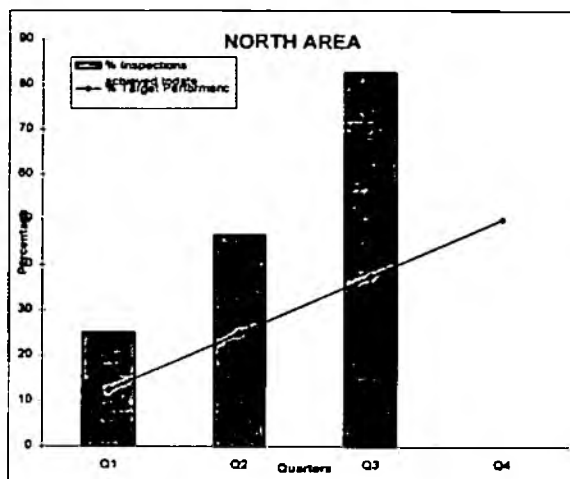
	Q4	Q1	Q2	Q3
Sampling visits programmed	2463	2042	2042	2042
Actual visits achieved	1992	1877	1826	2306
% Inspections Achieved	80.9	91.9	89.4	112.9
% Target Performance	100	100	100	100

NORTH WEST REGION

PIR Inspections

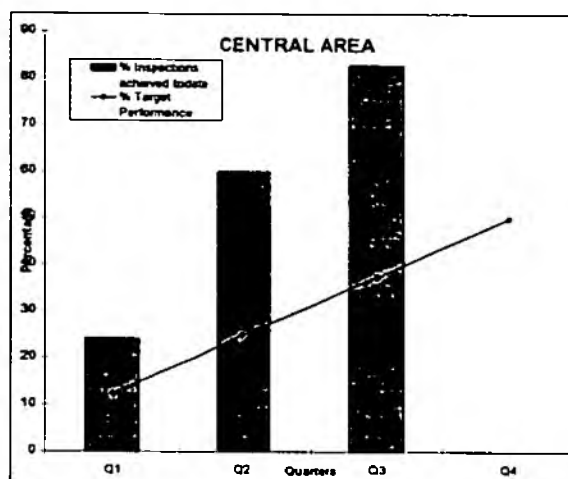
Q1 & Q2 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT April 99 - September 99



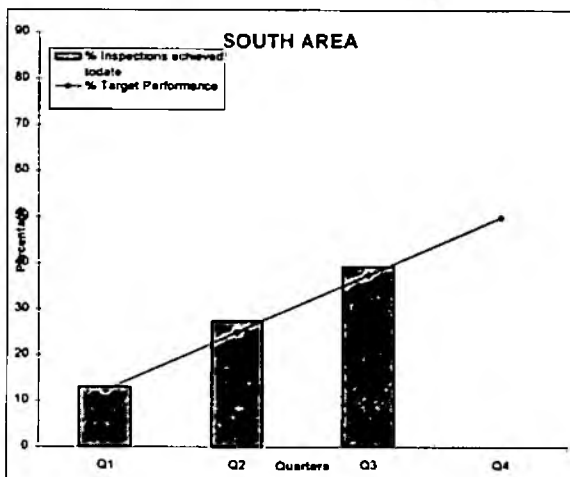
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	35	30	50	
% Inspections achieved to date	25.2	46.8	82.7	
% Target Performance	12.5	25	37.5	50

Annual No. Programmed Visits/FER 1999/00 139



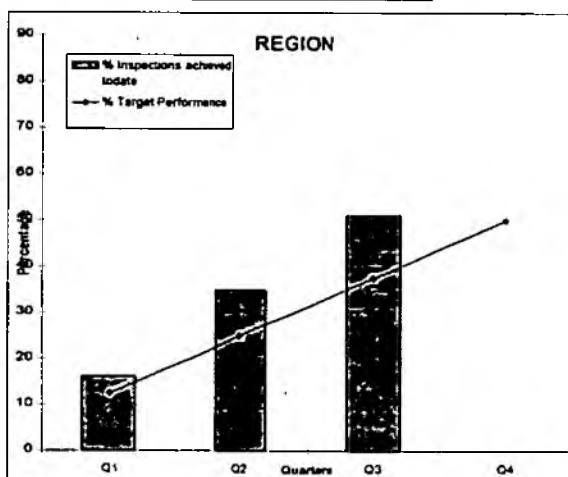
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	54	80	51	
% Inspections achieved to date	24.2	60.1	83.0	
% Target Performance	12.5	25	37.5	50

Annual No. Programmed Visits/FER 1999/00 223



	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	127	138	115	
% Inspections achieved to date	13.2	27.5	39.4	
% Target Performance	12.5	25	37.5	50

Annual No. Programmed Visits/FER 1999/00 965



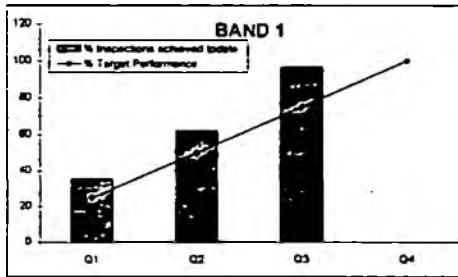
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	216	248	216	
% Inspections achieved to date	16.3	35.0	51.2	
% Target Performance	12.5	25	37.5	50

Annual No. Programmed Visits/FER 1999/00 1327

NOTE: INSPECTION INCLUDE PROGRAMMED, REACTIVE & OTHER VISITS BUT NOT APPLICATION RELATED
NOTE: TARGET PERFORMANCE IS 50% OF ANNUAL NO. PROGRAMMED VISITS

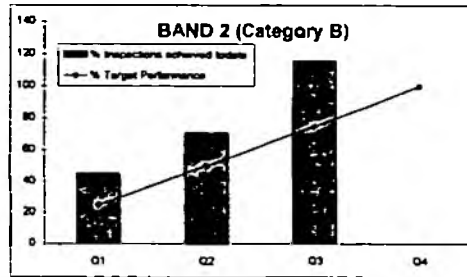
NORTH WEST REGION RSR Inspections

Q1, Q2 & Q3 - 1999/2000
CORPORATE PERFORMANCE MONITORING REPORT April 99 - December 99



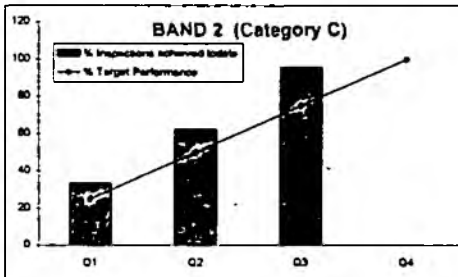
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	32	24	31	
% Inspections achieved to date	35.6	62.2	84.7	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 90



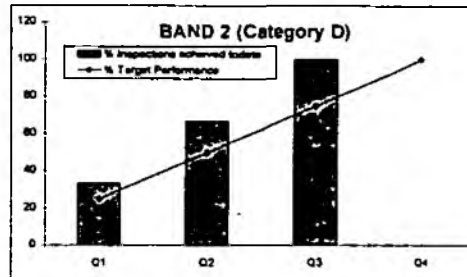
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	14	8	14	
% Inspections achieved to date	45.2	71.0	116.1	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 31



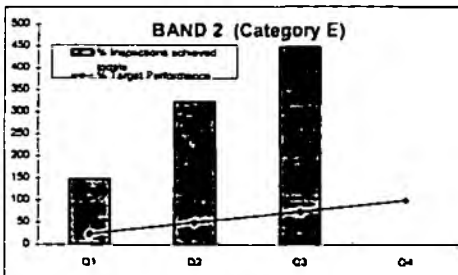
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	8	7	8	
% Inspections achieved to date	33.3	62.5	95.8	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 24



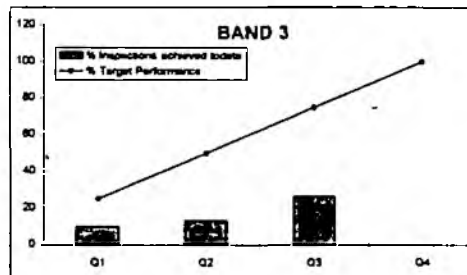
	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	1	1	1	
% Inspections achieved to date	33.3	66.7	100.0	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 3



	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	150	325	450	
% Inspections achieved to date	325	450	100	
% Target Performance	25	50	75	100

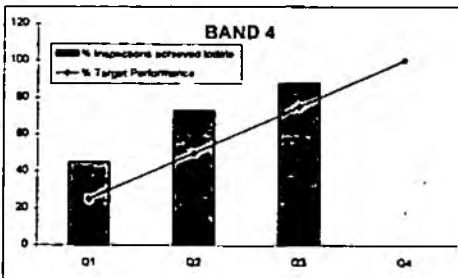
Annual Programmed Visits 1999/00 4



	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	3	1	4	
% Inspections achieved to date	10	13	27	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 30

ANNUAL PROGRAMMED VISITS TAKEN FROM CORPORATE PLAN OPMS IS 90 HOWEVER WE ACHIEVE 33% WHICH EQUALS 30



	Q1	Q2	Q3	Q4
Actual Inspections this Quarter	34	21	11	
% Inspections achieved to date	45.3	73.3	88.0	
% Target Performance	25	50	75	100

Annual Programmed Visits 1999/00 73

ANNUAL PROGRAMMED VISITS TAKEN FROM CORPORATE PLAN OPMS IS 375 HOWEVER WE ACHIEVE 20% WHICH EQUALS 75

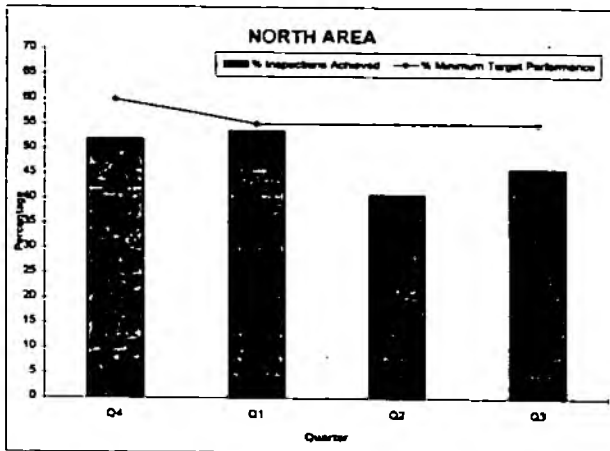
NOTE: INSPECTION INCLUDE PROGRAMMED, REACTIVE & OTHER VISITS BUT NOT APPLICATION RELATED, HOWEVER AS FROM Q3 ALL INSPECTIONS ARE INCLUDED
NOTE: TARGET PERFORMANCE IS 100% OF ANNUAL NO. PROGRAMMED VISITS

NORTH WEST REGION

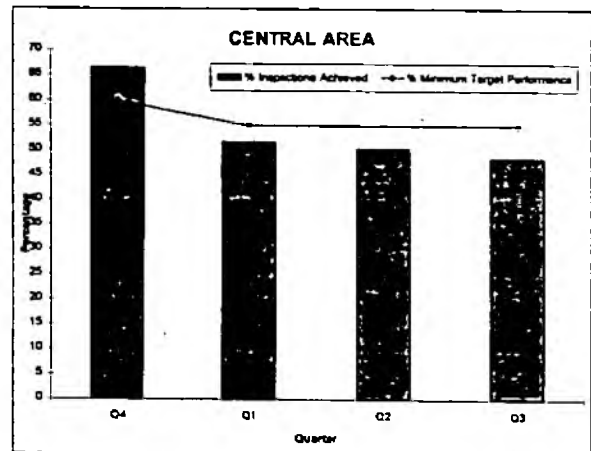
WASTE Inspections

Q4 - 1998/99 & Q1, Q2 & Q3 - 1999/2000

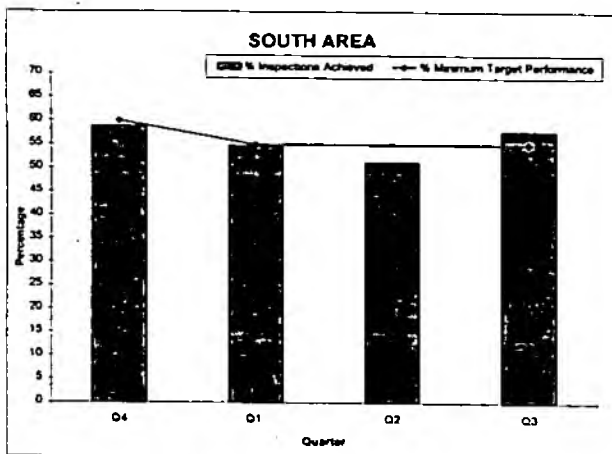
CORPORATE PERFORMANCE MONITORING REPORT January 99 - December 99



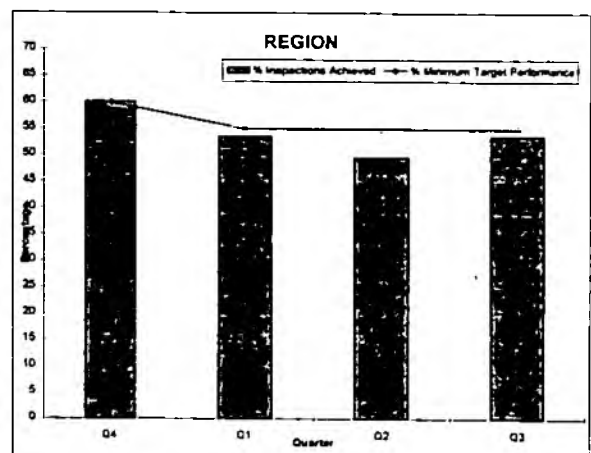
	Q4	Q1	Q2	Q3
WMP 4 Target Inspection	1026	1001	1174	822
Actual Inspection	534	537	479	378
% Inspections Achieved	52.0	53.6	40.8	46.0
% Minimum Target Performance	60	55	55	55



	Q4	Q1	Q2	Q3
WMP 4 Target Inspection	2231	2814	2846.25	2254
Actual Inspection	1486	1456	1436	1094
% Inspections Achieved	66.6	51.7	50.5	48.5
% Minimum Target Performance	60	55	55	55



	Q4	Q1	Q2	Q3
WMP 4 Target Inspection	4276	4965	4784	4354
Actual Inspection	2514	2717	2452	2516
% Inspections Achieved	58.8	54.7	51.3	57.8
% Minimum Target Performance	60	55	55	55



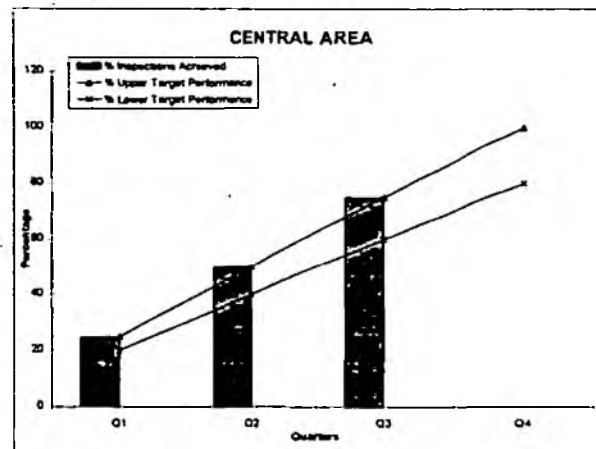
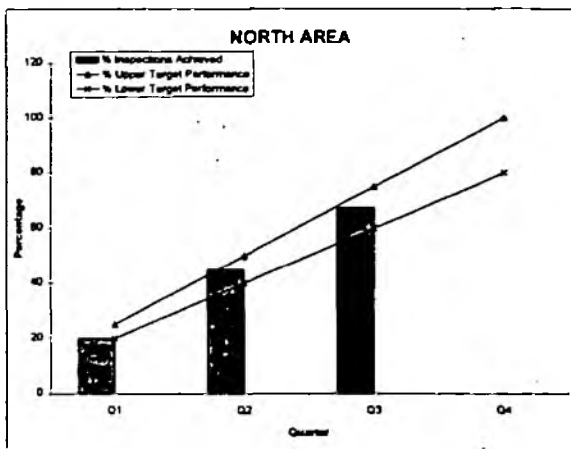
	Q4	Q1	Q2	Q3
WMP 4 Target Inspection	7533	8780	8804.25	7430
Actual Inspection	4534	4710	4367	3988
% Inspections Achieved	60.2	53.6	49.6	53.7
% Minimum Target Performance	60	55	55	55

NORTH WEST REGION

WATER RESOURCES - Highly Critical Inspections

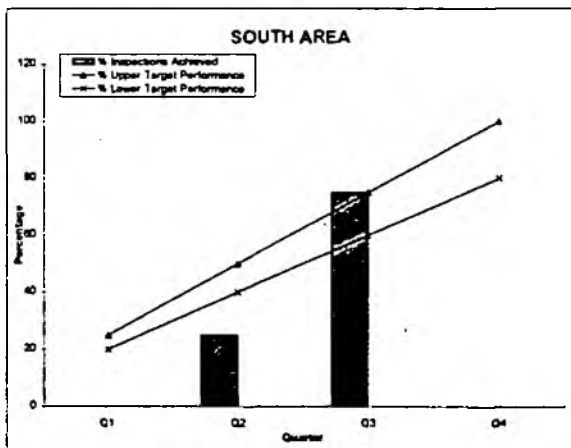
Q1, Q2 & Q3 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT April 99 - December 99



	Q1	Q2	Q3	Q4
Actual Inspection	8	10	9	
% Inspections Achieved	20	45	68	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	20	40	60	80

Annual Programmed Inspections 1999/00: 40

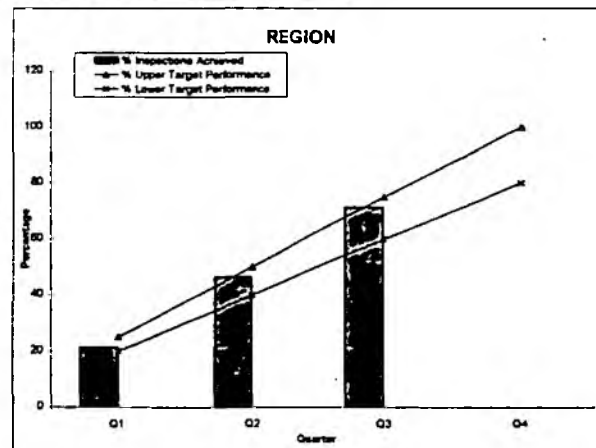


	Q1	Q2	Q3	Q4
Actual Inspection	0	1	2	
% Inspections Achieved	0	25	75	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	20	40	60	80

Annual Programmed Inspections 1999/00: 4

	Q1	Q2	Q3	Q4
Actual Inspection	11	11	11	
% Inspections Achieved	25	50	75	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	20	40	60	80

Annual Programmed Inspections 1999/00: 44



	Q1	Q2	Q3	Q4
Actual Inspection	19	22	22	#VALUE!
% Inspections Achieved	22	47	72	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	20	40	60	80

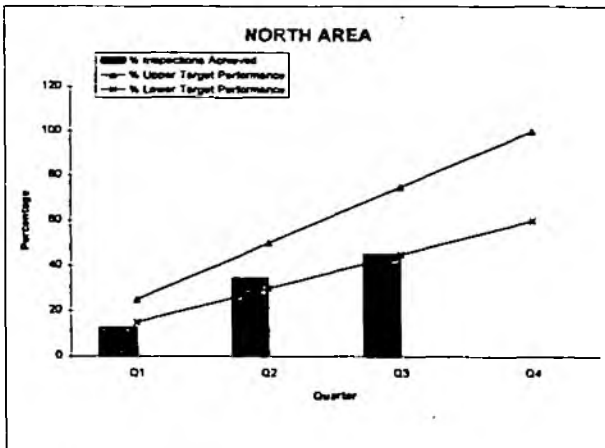
Annual Programmed Inspections 1999/00: 54

NORTH WEST REGION

WATER RESOURCES - Critical Inspections

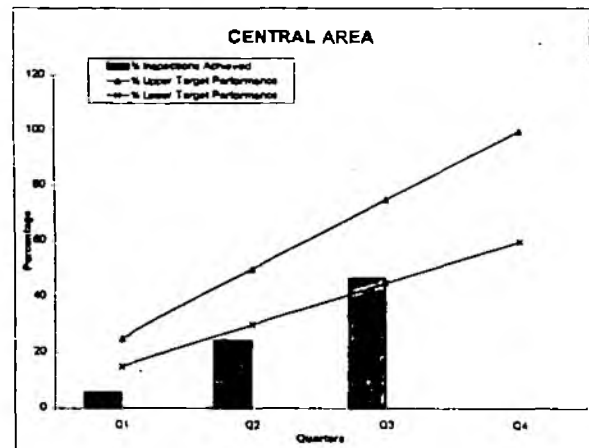
Q1, Q2 & Q3 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT April 99 - December 99



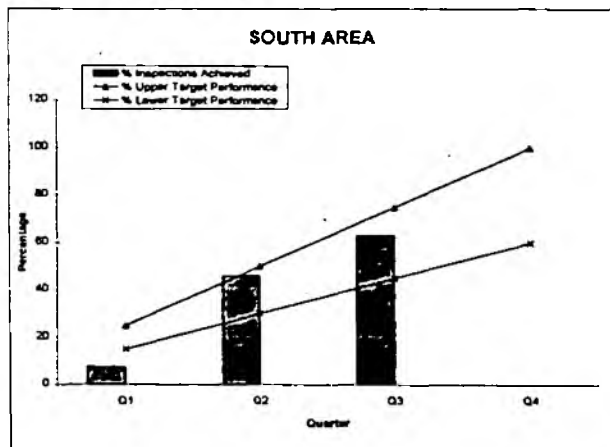
	Q1	Q2	Q3	Q4
Actual Inspection	16	27	13	
% Inspections Achieved	13	35	45	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	15	30	45	60

Annual Programmed Inspections 1999/00 124



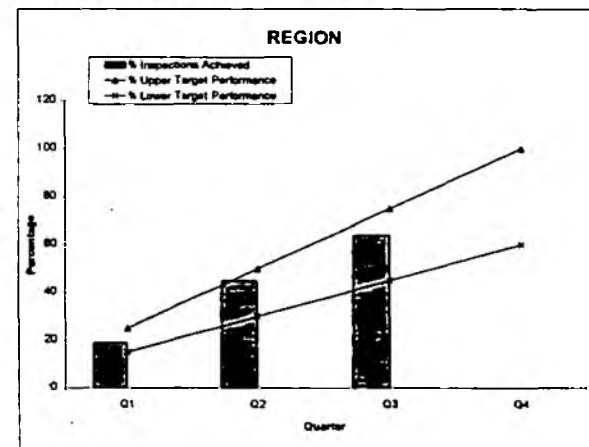
	Q1	Q2	Q3	Q4
Actual Inspection	29	94	111	
% Inspections Achieved	6	25	47	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	15	30	45	60

Annual Programmed Inspections 1999/00 100



	Q1	Q2	Q3	Q4
Actual Inspection	25	126	56	
% Inspections Achieved	8	46	63	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	15	30	45	60

Annual Programmed Inspections 1999/00 328



	Q1	Q2	Q3	Q4
Actual Inspection	181	247	180	#VALUE!
% Inspections Achieved	19	45	64	#VALUE!
% Upper Target Performance	25	50	75	100
% Lower Target Performance	15	30	45	60

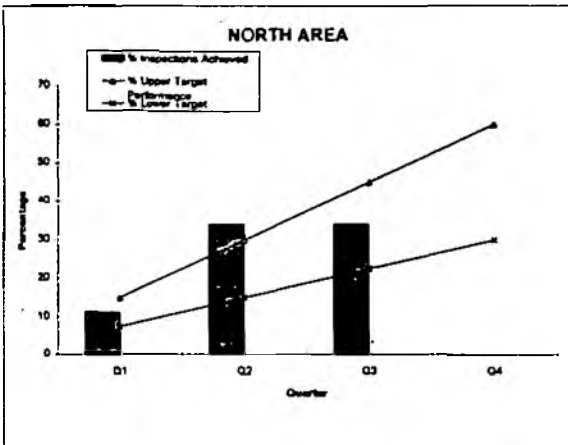
Annual Programmed Inspections 1999/00 967

NORTH WEST REGION

WATER RESOURCES - Less Critical Inspections

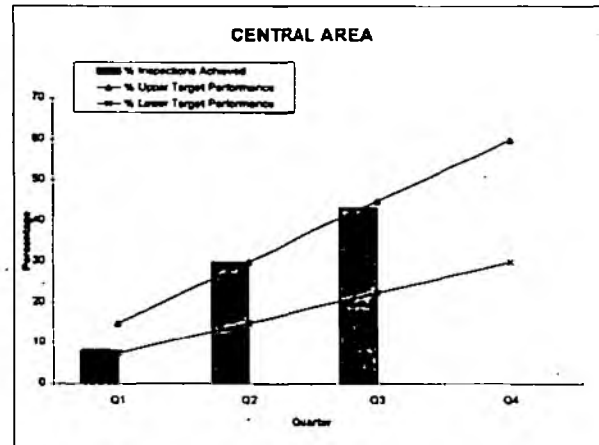
Q1, Q2 & Q3 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT April 99 - December 99



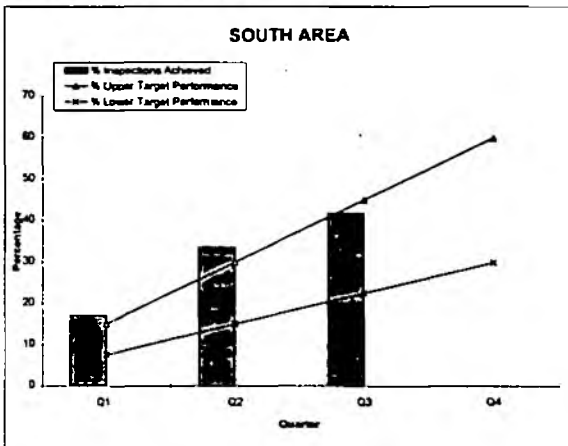
	Q1	Q2	Q3	Q4
Actual Inspection	5	10	0	
% Inspections Achieved	11	34	34	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 44



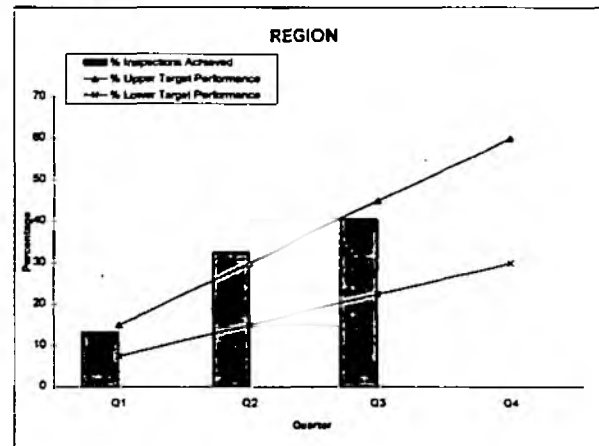
	Q1	Q2	Q3	Q4
Actual Inspection	5	13	8	
% Inspections Achieved	8	30	43	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 60



	Q1	Q2	Q3	Q4
Actual Inspection	17	16	8	
% Inspections Achieved	17	34	42	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 60



	Q1	Q2	Q3	Q4
Actual Inspection	27	39	16	#VALUE!
% Inspections Achieved	13	33	41	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

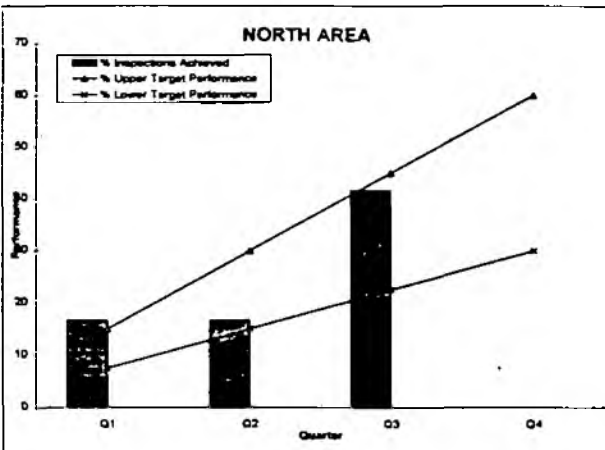
Annual Programmed Inspections 1999/00 122

NORTH WEST REGION

WATER RESOURCES - Small Sites Inspections

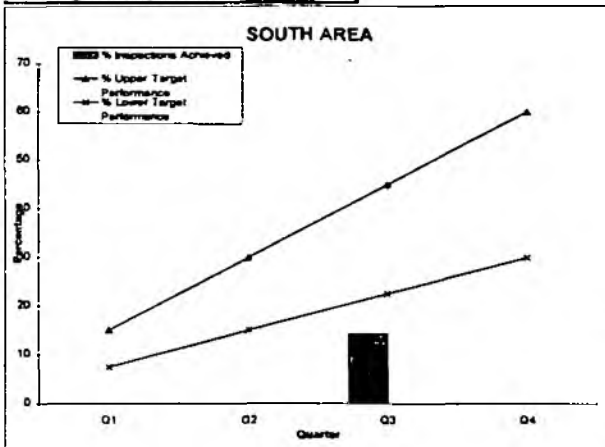
Q1, Q2 & Q3 - 1999/2000

CORPORATE PERFORMANCE MONITORING REPORT April 99 - December 99



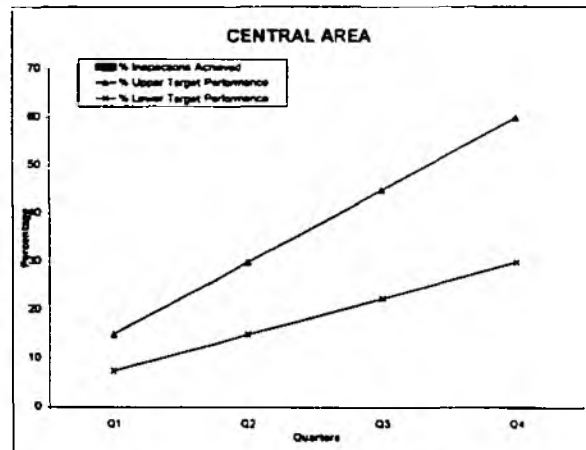
	Q1	Q2	Q3	Q4
Actual Inspection	2	0	3	
% Inspections Achieved	17	17	42	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 13



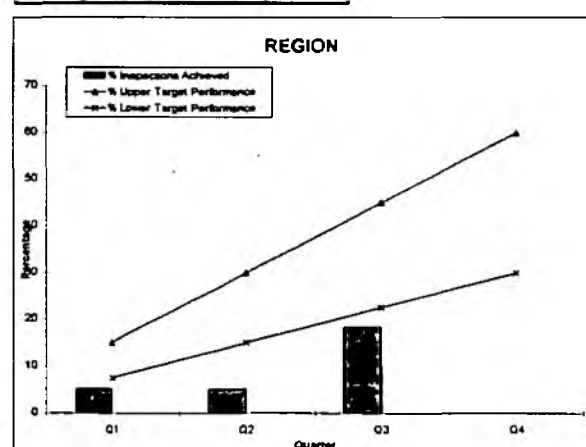
	Q1	Q2	Q3	Q4
Actual Inspection	0	0	2	
% Inspections Achieved	0	0	14	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 14



	Q1	Q2	Q3	Q4
Actual Inspection	0	0	0	
% Inspections Achieved	0	0	0	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 12



	Q1	Q2	Q3	Q4
Actual Inspection	2	0	5	#VALUE!
% Inspections Achieved	5	5	18	#VALUE!
% Upper Target Performance	15	30	45	60
% Lower Target Performance	7.5	15	22.5	30

Annual Programmed Inspections 1999/00 31

PROSECUTION TABLES

1998/99 & 1999/2000

**NORTH WEST REGION
PROSECUTIONS**

1998/99	No. Prosecutions					% Successful					Fines					Average Fine				Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	TOTAL
Water Quality	18	15	11	9	53	100	80	100	100	89	39250	22000	41750	14500	117500	2180.6	2444.4	3795.5	1811	12888	10244	13418	7552	44080
Fisheries	103	189	112	88	492	90.3	96.8	90.2	93.1	93	3763	7905	4100	3605	19373	40.5	43.2	40.6	44	3827	8819	4170	2500	17416
Water Resources	0	0	0	5	5	0	0	0	100	100	0	0	0	6000	6000	0	0	0	1200	0	0	0	1143	1143
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	5	2	4	0	11	100	100	100	0	100	81000	20000	2500	0	103500	18200	10000	825	0	21755	10418	25859	0	87129
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste Regulation	15	31	47	27	120	100	71	100	100	93	5200	39050	88250	51500	184000	347	1775	1878	1907	4238	9388	20801	6421	40647
TOTAL	141	237	174	129	681	93	81	93.7	95.3	93	129213	88955	138800	75605	430373	911.37	888.94	928.44	443.19	142885.91	184585.9	64147.8	17618.2	170418.8

1999/2000	No. Prosecutions					% Successful					Fines					Average Fine				Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	TOTAL
Water Quality	28	7	4		37	96	100	100			104000.00	44500.00	23500.00		172000.00	4168.67	6357.14	5875.00		138783.59	46429.24	12739.14		195931.97
Fisheries	55	194	78		327	93	97	96			2065.00	7828.00	4249.00		13942.00	40.49	40.36	56.65		2255.00	8100.00	3360.00		13735.00
Water Resources	1	0	1		2	100	0	100			3500.00	0.00	0.00		3500.00	3500.00	0.00	0.00		4207.90	0.00	1291.73		5499.63
Flood Defence	0	2	0		2	0	100	0			0.00	1000.00	0.00		1000.00	0.00	500.00	0.00		0.00	2549.78	0.00		2549.78
PIR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00
RSR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00
Waste Regulation	28	20	42		90	78.6	100	98			22850.00	13900.00	48152.00		85002.00	1042.80	695.00	1174.44		11291.93	12311.97	19178.27		42782.17
TOTAL	110	223	125		458	90	97.3	96.8			132515.00	67028.00	75901.00		275444.00	911.37	888.94	928.44		154518.42	65350.99	36589.14		260498.55

1998/99	No. Cautions					Notices Issued					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	10	20	9	9	48	0	0	0	0	0	57	26	17	23	123
Fisheries	33	10	5	2	50	0	0	0	0	0	69	38	23	9	137
Water Resources	0	0	3	0	3	0	0	0	0	0	0	1	0	0	1
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	0	0	1	0	1	0	4	11	0	15	1	0	0	1	2
RSR	0	0	0	0	0	2	1	0	0	3	0	0	0	0	0
Waste Regulation	3	4	4	3	14	58	104	610	76	846	0	2	1	1	4
TOTAL	46	34	22	14	116	58	109	621	76	864	127	65	41	34	267

1999/2000	No. Cautions					Notices Issued					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	12	3	4		19	0	0	0		0	59	18	19		94
Fisheries	2	10	1		13	0	0	0		0	33	11	8		52
Water Resources	0	0	0		0	0	0	0		0	9	0	0		9
Flood Defence	0	1	3		4	0	0	0		0	4	0	0		4
PIR	0	3	1		4	2	4	0		6	6	7	7		20
RSR	0	0	0		0	0	0	0		0	1	0	0		1
Waste Regulation	3	11	15		29	202	101	115		418	39	38	33		108
TOTAL	17	28	24		69	204	105	115		424	151	70	67		288

**NORTH WEST REGION
PROSECUTIONS - North Area**

	1998/99				No. Prosecutions				% Successful				Fines				Average Fine				Costs			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Quality	9	4	2	1	16	100	100	100	100	100	100	100	5750	8000	9000	2000	638.8	2000	4500	2000	3173.6	4498.85	3335	664
Water Resources	30	26	14	25	95	80	100	100	88	91	1283	1480	0	0	0	0	52.63	56.92	59.3	47.38	960	935	440	494.99
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	1	0	0	0	1	100	0	0	0	0	100	100	0	0	0	0	1000	0	0	0	3000	0	20000	0
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste Regulation	8	3	1	1	13	100	87	100	100	92	700	24000	10000	4000	4000	38700	87.5	12000	10000	4000	750	1993.3	3500	1317.43
TOTAL	48	33	17	27	125	88	97	100	89	92	6713	33480	19830	6995	6995	69918					7853.6	7424.93	27275	2476.42

1999/2000	No. Prosecutions				% Successful				Fines				Average Fine				Costs			
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	10	0	2	12	100	0	100	100	100	62000	0	11000.00	73000	6200.00	0	7750.00	0	5394.89	13144.89	
Fisheries	6	29	28	63	50	97	100	100	100	220	1730	4250.00	73.33	61.50	80.36	410.00	1350	3085.00		
Water Resources	1	0	1	2	100	0	100	100	100	3500	0	0.00	3500	3500.00	0	4207.90	0	1291.73	5499.63	
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0	0	
PIR	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0	0	
RSR	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0	0	
Waste Regulation	0	5	0	5	0	100	0	100	0	0	7500	0.00	7500	0.00	1500.00	0	5364.75	5364.75		
TOTAL	17	34	31	82	82.3	97	100	100	100	69720	9230	13250.00	84200	9773.33	1901.50	12287.90	6747.75	8011.62	27694.27	

	1998/99				No. Cautions				Notices Issued				Warning Letters			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Quality	1	5	2	8	0	0	0	0	0	0	0	0	10	6	6	15
Fisheries	16	2	3	1	22	0	0	0	0	0	0	0	4	4	7	4
Water Resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	0	0	1	0	1	0	2	1	0	3	0	0	0	0	0	0
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste Regulation	0	2	0	2	5	8	6	4	23	0	0	0	0	0	0	1
TOTAL	17	9	6	11	33	6	10	7	26	3	3	3	14	10	15	20

	1999/2000				No. Cautions				Notices Issued				Warning Letters			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Quality	0	0	1	1	0	0	0	0	0	0	0	0	26	0	3	31
Fisheries	0	0	0	0	0	0	0	0	0	0	0	0	6	3	8	17
Water Resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Flood Defence	0	1	3	4	0	0	0	0	0	0	0	0	0	0	0	0
PIR	0	2	1	3	1	1	1	0	2	0	0	0	0	0	0	0
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste Regulation	0	2	2	4	6	3	52	0	61	16	0	7	0	0	0	23
TOTAL	0	5	8	14	7	4	52	0	61	16	0	7	0	0	0	23

NORTH WEST REGION
PROSECUTIONS - Central Area

1998/99	No. Prosecutions					% Successful					Fines					Average Fine					Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	6	9	2	6	23	100	33	100	100	74	14500	12500	3750	6500	37250	2416.7	4166.7	1875	1083.33	1632.5	3274.7	2494.34	5337.28	12738.82	
Fisheries	26	81	22	9	140	92.8	96.2	81.82	89	93	1080	3630	310	800	6020	41.53	49.1	17.22	100	1020	2910	405	280	4615	
Water Resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PIR	0	2	4	0	6	0	100	100	0	100	0	20000	2500	0	22500	0	10000	625	0	0	19415.73	5958.83	0	25374.56	
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Waste Regulation	3	13	42	18	76	100	48.2	100	100	91	3000	5500	87750	7500	83750	1000	916.67	1613.1	416.67	1437.5	2654.67	13130.12	1826.77	19049.08	
TOTAL	37	105	70	33	245	94.6	84.7	94.4	97	91	18580	41630	74310	14800	149520					40000	28255.1	21068.20	7444.05	61777.44	

1999/2000	No. Prosecutions					% Successful					Fines					Average Fine				Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4
Water Quality	7	5	1		13	85.7	100	100			28500.00	34500.00	7500.00		70500.00	4750.79	6900.00	7500.00		127613.59	42956.11	6534.25		177103.95
Fisheries	22	45	12		79	100	98	83			1030.00	1724.00	470.00		3224.00	46.82	39.09	47.00		885.00	1865.00	435.00		3185.00
Water Resources	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00
Flood Defence	0	2	0		2	0	100	0			0.00	1000.00	0.00		1000.00	0.00	500.00	0.00		0.00	2549.78	0.00		2549.78
PIR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00
RSR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00
Waste Regulation	25	8	28		61	78	100	100			21050.00	2000.00	42502.00		65552.00	1107.69	250.00	1517.93		9931.93	3508.60	8763.74		22204.27
TOTAL	54	60	41		155	87	98	95.1			50500.00	39224.00	50472.00		140276.00					136430.52	750679.49	15732.99		205043.00

1998/99	No. Cautions					Notices Issued					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	5	8	8	3	22	0	0	0	0	0	20	3	4	2	29
Fisheries	2	1	0	0	3	0	0	0	0	0	19	3	2	3	27
Water Resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	0	0	0	0	0	0	0	9	0	9	0	0	0	1	1
RSR	0	0	0	0	0	2	1	0	0	3	0	0	0	0	0
Waste Regulation	0	0	2	2	4	20	64	548	34	666	0	0	0	0	0
TOTAL	17	9	8	5	29	22	65	557	34	678	39	6	6	6	57

1999/2000	No. Cautions					Notices Issued					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	8	2	2		12	0	0	0		0	13	4	6		23
Fisheries	0	0	0		0	0	0	0		0	12	0	0		12
Water Resources	0	0	0		0	0	0	0		0	0	0	0		0
Flood Defence	0	0	0		0	0	0	0		0	4	0	0		4
PIR	0	0	0		0	1	3	0		4	3	1	0		4
RSR	0	0	0		0	0	0	0		0	0	0	0		0
Waste Regulation	2	6	11		21	109	32	20		161	8	1	0		7
TOTAL	10	10	13		33	110	35	20		165	38	6	6		50

**NORTH WEST REGION
PROSECUTIONS - South Area**

1998/99	No. Prosecutions					% Successful					Fines					Average Fine					Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	3	2	7	2	14	100	100	100	100	100	19000	1500	29000	6000	55500	633.33	750	4142.86	3000	8059.96	2472.4	7588.68	1550.82	19671.86	
Fisheries	45	82	78	54	257	95.5	96.3	90.7	100	95	1420	2595	2980	1810	8785	33.02	34.85	42.90	33.52	1847.4	3073.52	3324.98	1725	9970.9	
Water Resources	0	0	0	5	5	0	0	0	100	100	0	0	0	6000	6000	0	0	0	1200	0	0	0	1143.36	1143.36	
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PIR	4	0	0	0	4	100	0	0	0	100	80000	0	0	0	80000	20000	0	0	0	18754.93	0	0	0	0	18754.93
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Waste Regulation	4	15	4	8	31	100	93.3	100	100	97	1500	9550	10500	40000	61550	375	642.14	2625	5000	2050	4739.91	3970.69	3276.58	14037.16	
TOTAL	58	99	87	69	313	96.4	95.9	91.9	100	95.4	101620	13645	42480	16810	53810	1144.83	750	4142.86	3000	30712.29	10283.63	14684.35	57895.78	63578.25	

1999/2000	No. Prosecutions					% Successful					Fines					Average Fine					Costs				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	9	2	1		12	100	100	100			13500.00	10000.00	5000.00		28500.00	1500.00	5000.00	5000.00		1400.00	3473.13	810.00		5683.13	
Fisheries	27	120	38		185	96	96	97			815.00	4174.00	1529.00		6518.00	31.44	35.49	41.32		960.00	4885.00	1620.00		7465.00	
Water Resources	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00	
Flood Defence	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00	
PIR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00	
RSR	0	0	0		0	0	0	0			0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00	0.00		0.00	
Waste Regulation	3	7	14		24	100	100	93			1900.00	4400.00	5650.00		11950.00	633.33	628.57	434.62		1360.00	3438.62	10414.53		15213.15	
TOTAL	39	129	53		221	97.4	97.7	96.2			16215.00	16574.00	12179.00		48968.00	1144.83	750.00	4142.86	3000.00	3720.00	11706.76	12844.63		28301.28	

1998/99	No. Cautions					Enforcement Notices					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	4	7	1	8	18	0	0	0	0	0	27	17	5	8	55
Fisheries	15	7	2	1	25	0	0	0	0	0	46	29	14	2	91
Water Resources	0	0	3	0	3	0	0	0	0	0	0	1	0	0	1
Flood Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PIR	0	0	0	0	0	0	2	1	0	3	1	0	0	0	1
RSR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste Regulation	3	2	2	1	8	31	32	56	39	158	0	2	1	0	3
TOTAL	22	16	6	8	54	31	34	57	39	161	74	49	20	10	151

1999/2000	No. Cautions					Enforcement Notices					Warning Letters				
	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL	Q1	Q2	Q3	Q4	TOTAL
Water Quality	4	1	1		6	0	0	0		0	18	12	10		40
Fisheries	2	1	1		4	0	0	0		0	15	8	0		23
Water Resources	0	0	0		0	0	0	0		0	9	0	0		9
Flood Defence	0	0	0		0	0	0	0		0	0	0	0		0
PIR	0	1	0		1	0	0	0		0	3	6	7		16
RSR	0	0	0		0	0	0	0		0	1	0	0		1
Waste Regulation	1	1	2		4	87	66	43		196	17	35	26		78
TOTAL	7	4	4		15	87	66	43		196	63	61	43		167



ENVIRONMENT AGENCY

P.O. Box 12, Richard Fairclough House, Knutsford Road, Warrington WA4 1HG.
Tel: (01925) 653999 Telex: 628425 Fax: (01925) 415961