

# *NRA Southern Region*



## **1993/94 QUARTERLY REVIEW (2) April 1 - Sept 30 1993**

*November 1993*

*Corporate Planning*

QUARTERLY REVIEW 1993/94

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1. WATER QUALITY

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
CONSENTING	Backlog of consent applications (No. awaiting determination)	105	112	0	0
	No. of new consent applications received	136	161	0	0
	No. of consents determined	117	131	0	0
	No. of consents determined in statutory period	113	124	0	0
	No. of consents determined or reviewed	171	348	0	0
	No. of consents replaced by HMIP Authorisations	10	4	0	0
	Total cost of Consenting (£) :				
	- Direct Cost basis	87000	33000	0	0
- Total Cost basis	141000	123000	0	0	
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	1744	1803	0	0
	No. of routine effluent samples programmed	1863	2046	0	0
	Total cost of Compliance Monitoring (£)				
	- Direct Cost basis	88000	55000	0	0
	- Total Cost basis	143000	623000	0	0
LABORATORY ANALYSIS	Total No. samples analysed and reported	8700	9590	0	0
	No. of samples analysed and reported in target time	8694	9549	0	0
	No. of Laboratory Analyses/Determinations :				
	(a) Organics	9169	16028	0	0
	(b) Metals	8147	9969	0	0
	(c) Other	61688	66792	0	0
	(d) Microbiology	5912	6760	0	0
	Total Cost of Laboratory Analyses/Determinations (£) :				
	(a) Organics	N/A	N/A	N/A	0
	(b) Metals	N/A	N/A	N/A	0
	(c) Other	N/A	N/A	N/A	0
	(d) Microbiology	N/A	N/A	N/A	0
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	79	90	0	0
POLLUTION INCIDENTS	No. of substantiated pollution incidents :				
	- Category 1	2	2	0	0
	- Category 2	17	14	0	0
	No. of Incidents attended within Target time :				
	- Category 1	2	2	0	0
	- Category 2	16	14	0	0
	Cat 1 Incidents by source of pollution :				
	- Industrial & Commercial	0	2	0	0
	- Agricultural	1	0	0	0
	- Sewage/Water related	0	0	0	0
	- Other	1	0	0	0
	Cat 2 Incidents by source of pollution :				
	- Industrial & Commercial	1	3	0	0
	- Agricultural	2	3	0	0
	- Sewage/Water related	4	4	0	0
- Other	10	4	0	0	

## 2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
HYDROMETRY	Rainfall :				
	- actual (mm)	202	218	0	0
	- long term average (mm)	161	175	0	0
LICENSING	Backlog of licence applications (No. awaiting determination) :				
	- Abstraction Licences	68	61	0	0
	- Impoundment Licences	9	3	0	0
	No. of new licence applications received :			0	0
	- Abstraction Licences	27	25	0	0
	- Impoundment Licences	4	8	0	0
	No. of Licence applications determined :				
	- Abstraction Licences	58	29	0	0
	- Impoundment Licences	4	4	0	0
	No. of Licence applications determined in statutory period :				
	- Abstraction Licences	48	10	0	0
	- Impoundment Licences	4	4	0	0
	No. of licences varied :				
	- Abstraction Licences	67	29	0	0
	- Impoundment Licences	3	0	0	0
No. of Licences revoked :					
- Abstraction Licences	20	21	0	0	
- Impoundment Licences	0	2	0	0	
Total costs of Licensing :					
Direct Cost Basis (£)	136000	104000	0	0	
Total Cost Basis (£)	238000	213000	0	0	
ENFORCEMENT	(a) Highly Critical Licences :				
	- No. of Licences in force	20	21	0	0
	- No. of inspections required by NRA policy	10	11	0	0
	- Actual No. of inspections made	26	20	0	0
	(b) Critical Licences :				
	- No. of Licences in force	1261	1274	0	0
	- No. of inspections required by NRA policy	316	319	0	0
	- Actual No. of inspections made	462	408	0	0
	(c) Less Critical & non critical Licences :				
	- No. of Licences in force	1426	1414	0	0
	- No. of inspections required by NRA policy	118	118	0	0
	- Actual No. of inspections made	262	165	0	0

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
REGULATION	No of consents determined	50	83	0	0
	No of consents determined within statutory period	50	81	0	0
MAINTENANCE	Total maintenance expenditure (£)	1826000	2075000	0	0
	No. of HEs benefitting from maintenance works	N/A	N/A	0	0
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	N/A	N/A	0	0
	No.flooded properties	N/A	N/A	0	0
OPERATIONAL PERFORMANCE	Value of work completed (£)	4106000	3723000	0	0
	Cost of work completed (£)	4106000	3723000	0	0

4. FISHERIES

1993/94

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

## 5. RECREATION

1993/94

ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	65	98	0	0
No. responded to by deadline request	59	80	0	0
No. of requests for recreation advice	94	69	0	0
No. of requests for recreation advice provided with a considered initial response or site visit within target time	90	65	0	0

## 6. CONSERVATION

1993/94

ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	108	98	0	0
No. responded to by deadline requested	87	80	0	0
No. of requests for conservation advice	198	210	0	0
No. of requests for recreation advice provided with a considered initial response or site visit within target time	180	192	0	0

## 7. NAVIGATION

1993/94

ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
No. of licensed craft.	787	1993	0	0
No. of Licence inspections made.	2091	2299	0	0
No. of satisfactory/compliant Licences inspected	1908	2245	0	0
No. of major emergency incidents.	0	0	0	0
No. of major emergency incidents attended within 4 hours of notification.	0	0	0	0
No of planning applications/abstraction consents/ discharge consents & land drainage consents submitted for consideration.	15	0	0	0
No. processed by deadline request.	0	0	0	0
No. of requests for navigation advice	N/A	405	0	0
No. of requests for navigation advice provided with a considered initial response or site visit within target time	N/A	404	0	0

## 8. MULTIFUNCTIONAL

1993/94

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

9. PERSONNEL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
EMPLOYEE NUMBERS	(a) FTE BASIS				
	1. COMPLEMENTED POSTS :				
	- No of permanent employees	647	630	0	0
	- No of limited period employees on NRA terms	18	23	0	0
	- No of consultants	1	2	0	0
	- No of agency & other employees	5	8	0	0
	- No of vacancies	44	20	0	0
	- Approved Manpower Control Total for complemented posts	715	694	0	0
	2. UNCOMPLEMENTED POSTS :				
	- No of limited period employees on NRA terms	29	36	0	0
	- No of consultants	1	5	0	0
	- No of agency & other employees	4	8	0	0
	- No of vacancies	N/A	N/A	0	0
	- Approved Manpower Control Total for uncomplemented posts	N/A	30	0	0
	(b) HEADCOUNT BASIS				
	1. COMPLEMENTED POSTS :				
	- No of permanent employees	651	635	0	0
- No of limited period employees on NRA terms	26	29	0	0	
- No of consultants	1	2	0	0	
- No of agency & other employees	5	8	0	0	
2. UNCOMPLEMENTED POSTS :					
- No of limited period employees on NRA terms	29	39	0	0	
- No of consultants	1	5	0	0	
- No of agency & other employees	4	8	0	0	
STAFF TURNOVER	Average No. of Permanent employees (FTEs) in Complemented post over last 12 months :				
	- Manual employees	246	243	0	0
	- Non-Manual employees	406	407	0	0
	Total No. Permanent employees (FTEs) in Complemented posts leaving over last 12 months :				
	- Manual employees	11	11	0	0
	- Non-Manual employees	22	25	0	0
	HEALTH & SAFETY	No of reportable accidents :			
- Manual Employees		3	1	0	0
- Non-Manual Employees		0	0	0	0
Total No. working days :					
- Manual Employees		13310	12870	0	0
- Non-Manual Employees		22468	22385	0	0
No. working days lost due to reportable accidents :					
- Manual Employees	33	115	0	0	
- Non-Manual Employees	0	0	0	0	
TRAINING & DEVELOPMENT	No. of days devoted to training :				
	- Manual employees	23	9	0	0
	- Non-Manual employees	172	112	0	0

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
WATER QUALITY OFFENCES	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	1140	230	0	0
	(ii) Total cost basis (£)	N/A	N/A	0	0
WATER RESOURCES OFFENCES	No. of Prosecutions concluded :				
	- Abstraction offences	1	1	0	0
	- Impoundment offences	0	0	0	0
	No. of Successful prosecutions concluded :				
	- Abstraction offences	0	1	0	0
	- Impoundment offences	0	0	0	0
	Fines imposed :				
	- Abstraction offences (£)	0	0	0	0
	- Impoundment offences (£)	0	0	0	0
	Costs awarded :				
	- Abstraction offences (£)	0	420	0	0
	- Impoundment offences (£)	0	0	0	0
	No. of formal cautions accepted :				
	- Abstraction offences	1	0	0	0
	- Impoundment offences	0	0	0	0
	No. of warning letters sent :				
	- Abstraction offences	23	15	0	0
	- Impoundment offences	0	1	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	72	190	0	0
	(ii) Total cost basis (£)	N/A	N/A	0	0
FLOOD DEFENCE OFFENCES	No. of prosecutions concluded	0	0	0	0
	No. of Successful prosecutions concluded	0	0	0	0
	Fines imposed (£)	0	0	0	0
	Costs awarded (£)	0	0	0	0
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
	(i) Direct cost basis (£)	0	0	0	0
(ii) Total cost basis (£)	0	0	0	0	

Continued

## LEGAL (Continued)

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
FISHERIES OFFENCES	No. of Prosecutions concluded for licence offences :				
	- Rod	54	128	0	0
	- Commercial Instrument	0	0	0	0
	No. of Prosecutions concluded for byelaw/other offences	1	0	0	0
	No. Successful prosecutions concluded for licence offences :				
	- Rod	50	125	0	0
	- Commercial Instrument	0	0	0	0
	No. Successful prosecutions concluded for byelaw/other offences	1	0	0	0
	Fines imposed for licence offences :				
	- Rod (£)	3123	6368	0	0
	- Commercial Instrument (£)	0	0	0	0
	Fines (£) imposed for byelaw/other offences	0	0	0	0
	Costs awarded for licence offence prosecutions :				
	- Rod (£)	1715	4914	0	0
	- Commercial Instrument (£)	0	0	0	0
	Costs (£) awarded for byelaw/other offence prosecutions	100	0	0	0
No. of formal cautions accepted for licence offences :					
- Rod	4	9	0	0	
- Commercial Instrument	0	0	0	0	
No. of formal cautions accepted for byelaw/other offences	0	0	0	0	
No. of warning letters sent for licence offences :					
- Rod	14	12	0	0	
- Commercial Instrument	0	0	0	0	
No. of warning letters sent for byelaw/other offences	0	0	0	0	
Total Cost of undertaking prosecutions concluded in quarter :					
(i) Direct cost basis (£)	3681	6529	0	0	
(ii) Total cost basis (£)	N/A	N/A	0	0	
NAVIGATION OFFENCES	No. of prosecutions concluded	1	14	0	0
	No. of Successful prosecutions concluded	1	13	0	0
	Fines imposed (£)	75	1110	0	0
	Costs awarded (£)	45	450	0	0
	No. of Formal Cautions accepted	0	0	0	0
	No. of Warning Letters sent	0	0	0	0
	Total Cost of undertaking prosecutions concluded in quarter :				
(i) Direct cost basis (£)	175	480	0	0	
(ii) Total cost basis (£)	N/A	N/A	0	0	

## CHANGES MADE TO Q1 FIGURES

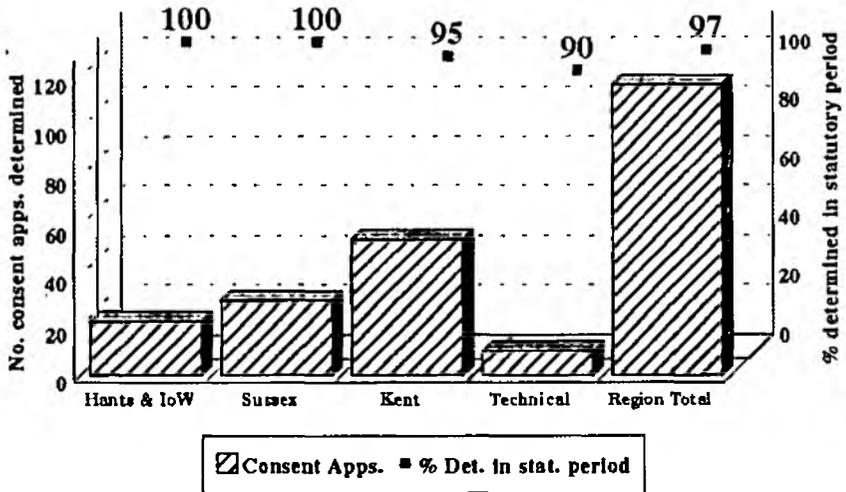
WQ	Consents determined or reviewed:	171
WR	Long term average rainfall	161
Navigation	Inspections made:	2091
	Satisfactory/compliant licences inspected:	1908
Personnel	FTE complemented vacancies:	44
Legal	Fisheries rod licence offences	
	- Prosecutions concluded:	54
	- Successful prosecutions concluded:	50
	- Fines imposed:	£3123
	- Costs awarded:	£1715
	- Direct cost of undertaking prosecutions:	£3681

## COMMENTS TO ACCOMPANY Q2 DATA

WQ	<p>Consenting: the Region's high number of revocations resulting from validation of the CfD scheme and HMIP authorisations will have a significant impact on the OPM 'average cost of determining a consent'. In terms of WQ workload and hence costs, the actual number of consents determined is much more significant.</p> <p>Cost of Consenting/Monitoring: costs given for Q1 and Q2 must be added together for the correct year to date (cumulative) expenditure. Each Quarter should not be considered separately.</p> <p>Lab Analysis: the 60 day target time is still on-going for samples taken in the second half of September.</p>
WR	<p>Rainfall: the Institute of Hydrology is now using 1961-90 long term averages in place of those for 1941-70, hence Q1 change.</p>
FRC	<p>Requests for 'where to fish' recreation-type advice are shown under Recreation.</p> <p>Not every fish kill is judged to be worth attending. The Board Report for Q1 showed % attendance in target time against the <i>total number</i> of incidents rather than against those <i>incidents actually attended</i>.</p>
Nav	<p>Regulation &amp; Enforcement: excludes the Harbour of Rye as the activity is not appropriate to the Harbour.</p> <p>Other activity areas: includes Harbour of Rye data.</p>
Personnel	<p>Employee Numbers: an average over the 3 month reporting period.</p> <p>Manpower Control Total: includes Chemistry Lab staff (26 FTEs); without Chemistry staff, the MCT would equal 668.</p> <p>Training: excludes time on day release courses; data not recorded.</p>
Legal	<p>Costs: direct costs only cover Legal department staff time. The department has no accounting procedure for establishing total costs. For a crude total cost figure, the direct costs could be multiplied by 100%.</p>

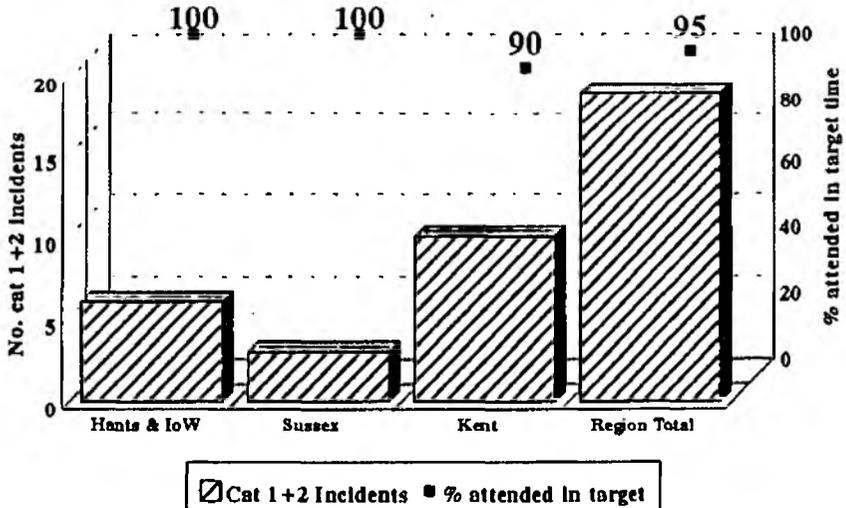
## Water Quality

### Consent applications determined and % determined in statutory period



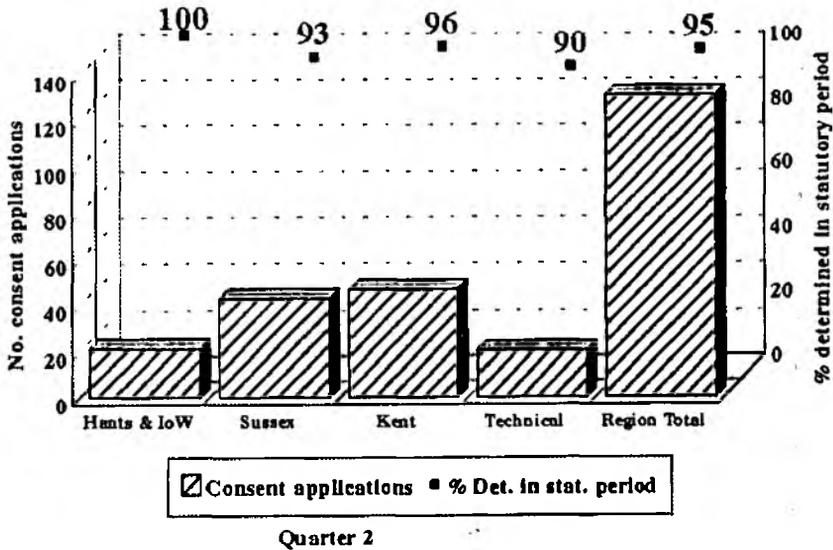
Quarter 1 (Apr-June) 1993/94

### Category 1 and 2 pollution incidents and % attended in target time

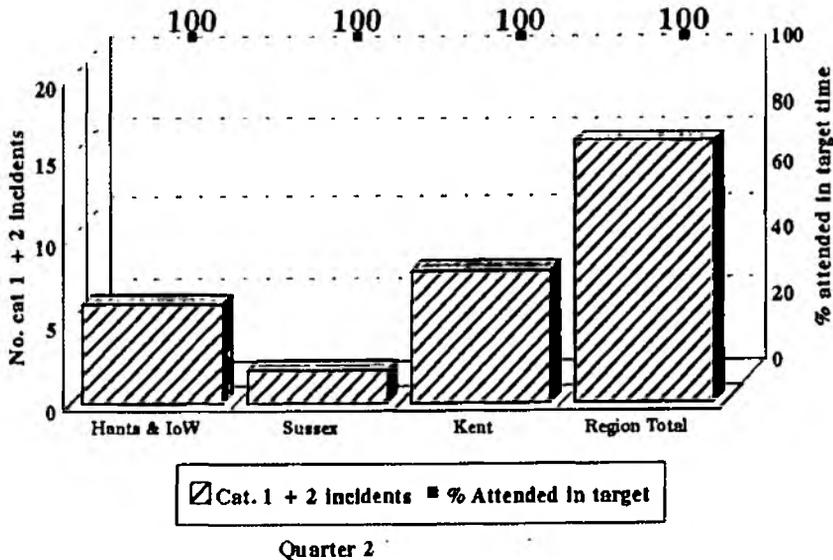


Quarter 1 (Apr-June) 1993/94

## Water Quality Consents determined and % determined in statutory period

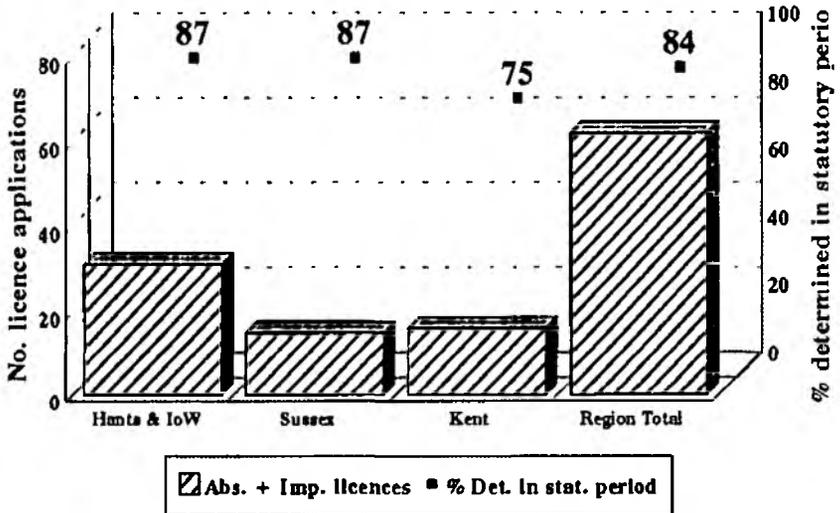


## Category 1 and 2 pollution incidents and % attended in target time



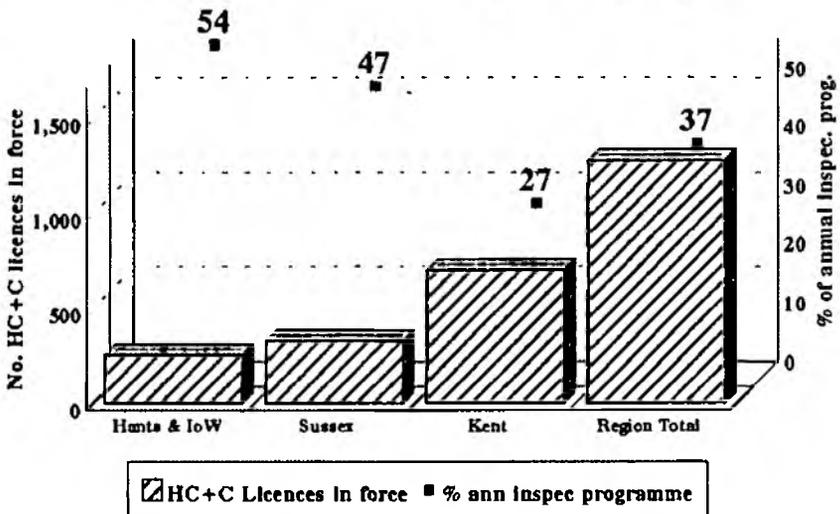
## Water Resources

### Licence applications determined and % determined in statutory period



Quarter 1 (Apr-June) 1993/94

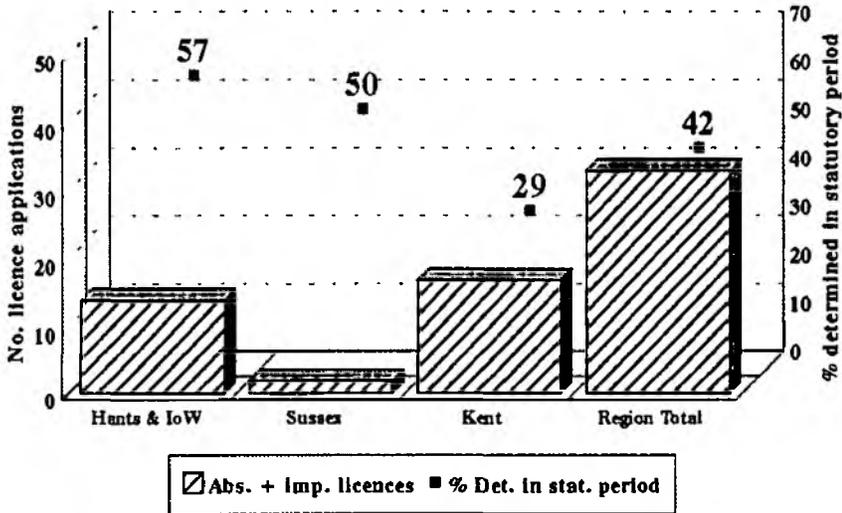
### Highly Critical and Critical Licences and % achievement of *annual* inspection programme



Quarter 1 (Apr-June) 1993/94

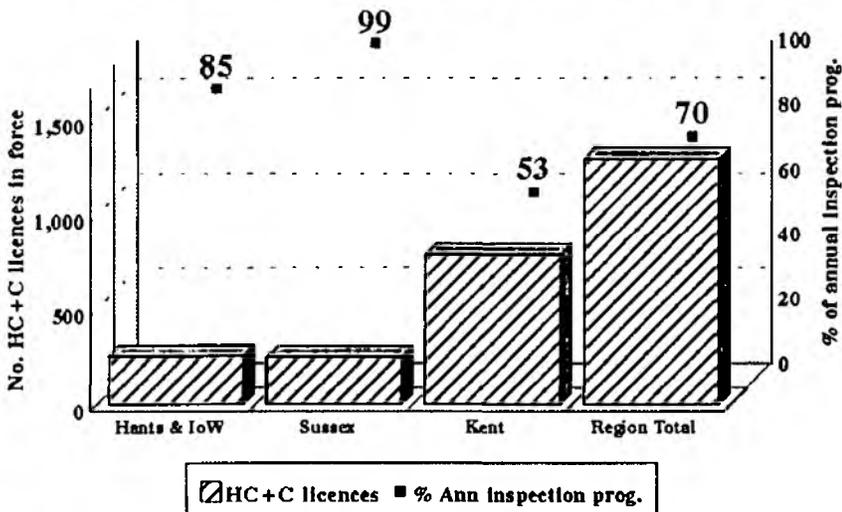
## Water Resources

### Licence applications determined and % determined in statutory period



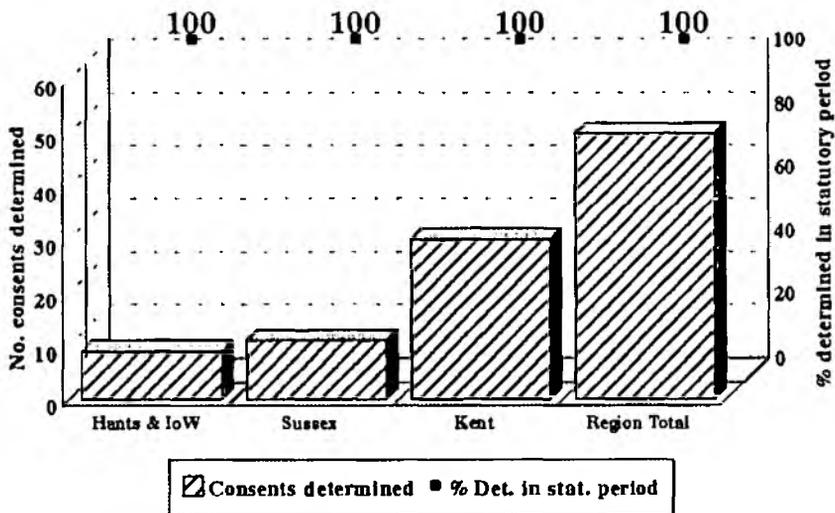
Quarter 2

### Highly critical and critical licences and % achievement of *annual* inspection programme



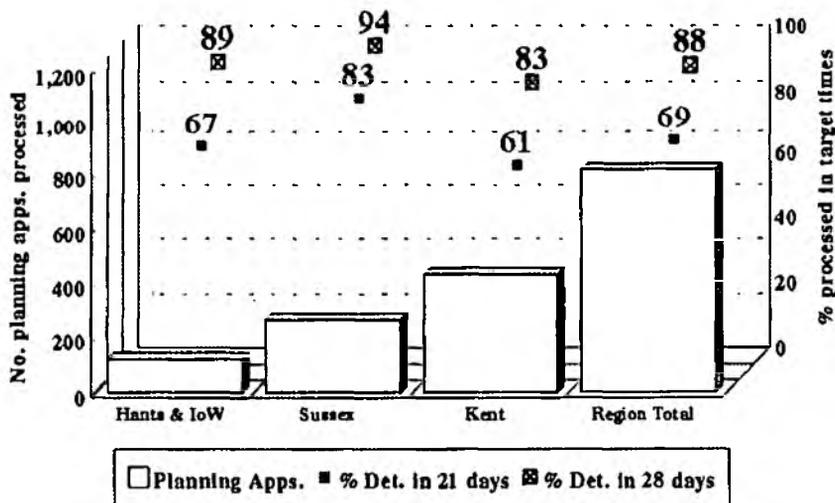
Quarter 2

## Flood Defence Consents determined and % determined in statutory period



Quarter 1 (Apr-June) 1993/94

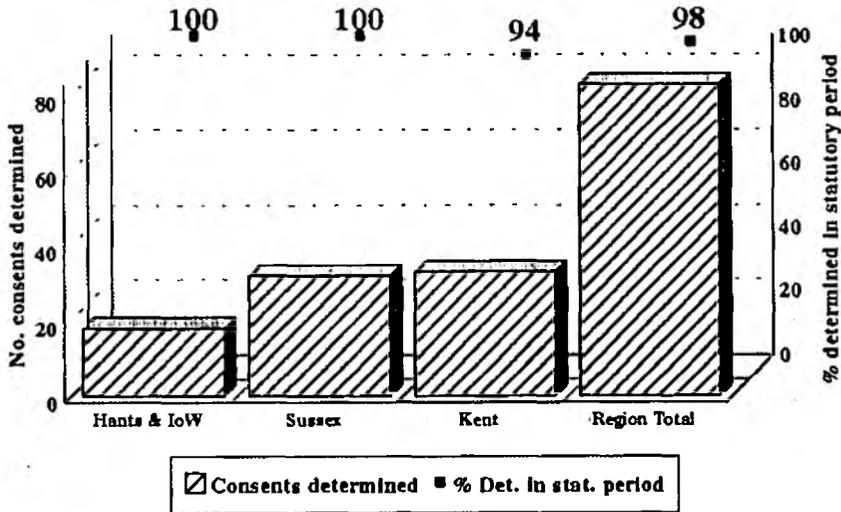
## Planning Liaison Planning applications processed and % processed in 21 and 28 days



Quarter 1 (Apr-June) 1993/94

## Flood Defence

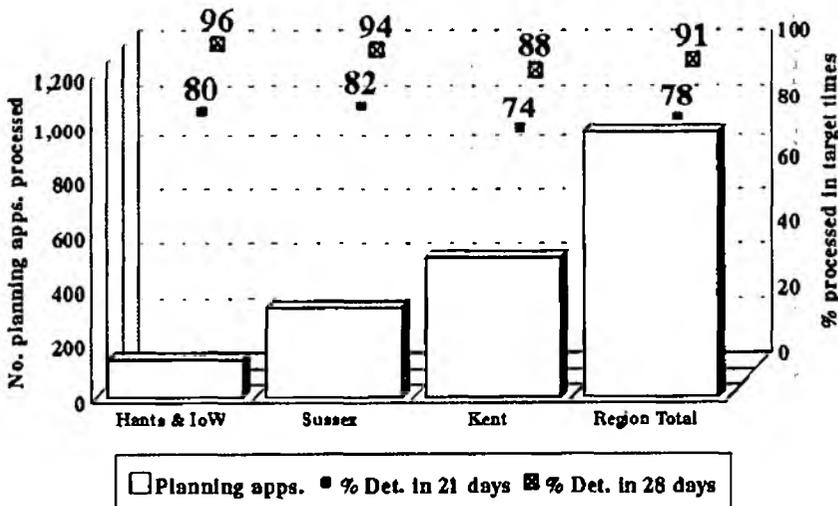
### Consents determined and % determined in statutory period



Quarter 2

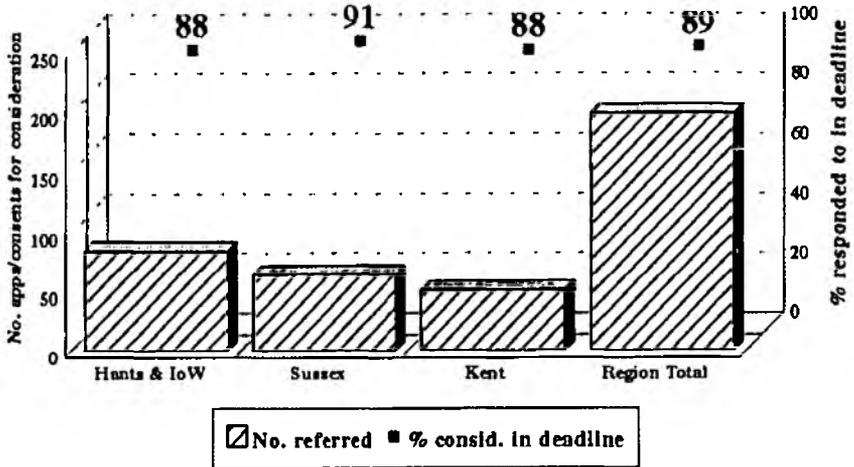
## Planning Liaison

### Planning applications processed and % processed within 21 and 28 days



Quarter 2

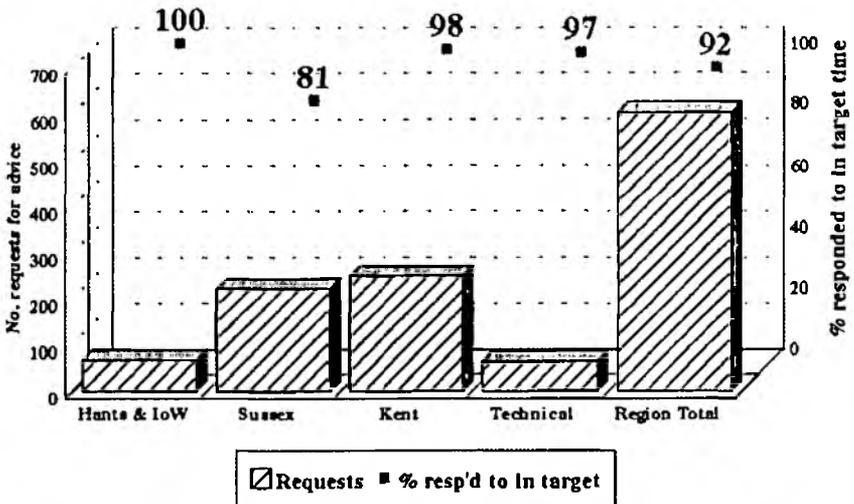
## Fisheries, Recreation and Conservation Applications and consents referred to FRC for consideration and % responded to in deadline



Quarter 1 (Apr-June) 1993/94

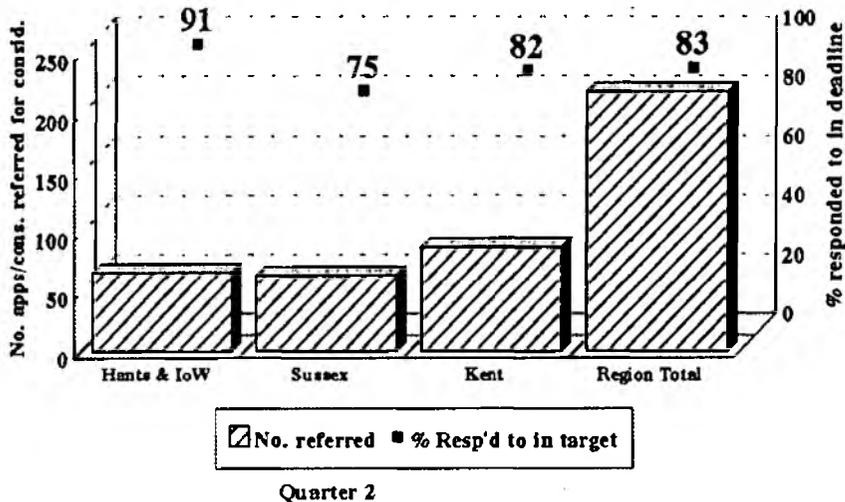
Planning applications, abstraction consents, discharge consents and land drainage consents

## Requests for FRC advice and % responded to in target time



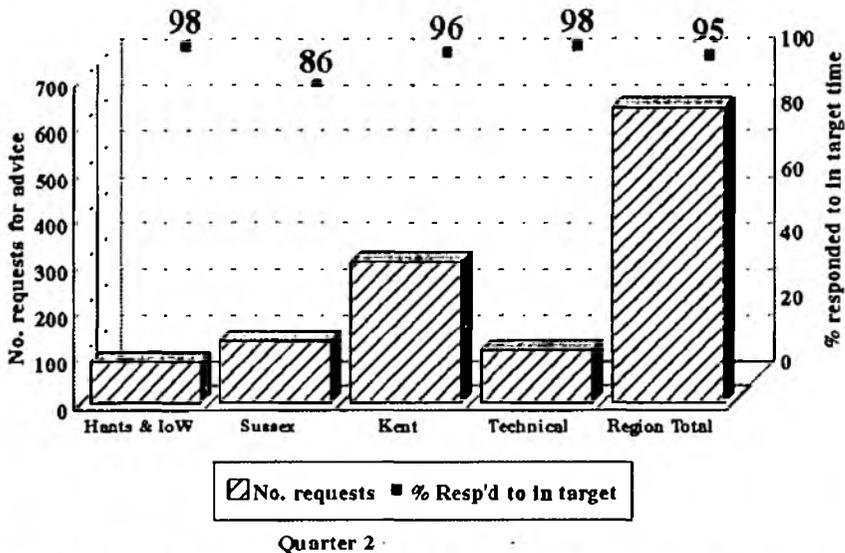
Quarter 1 (Apr-June) 1993/94

## Fisheries, Recreation and Conservation Applications/consents referred to FRC for consideration and % responded to within deadline

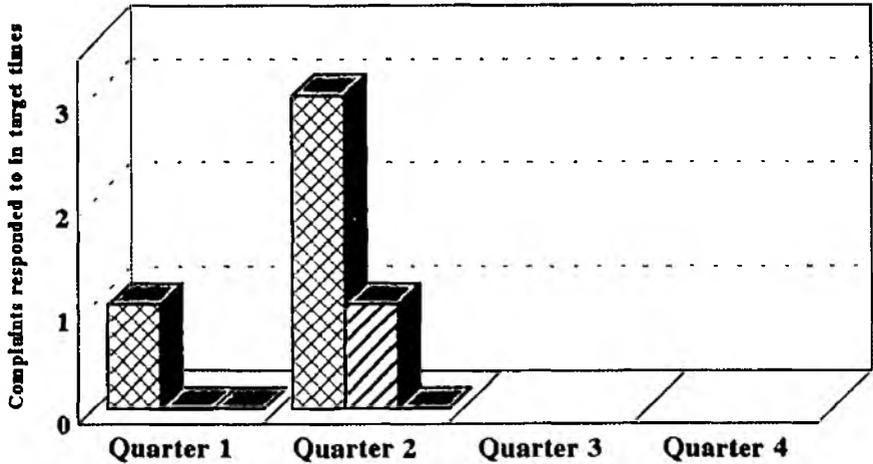


Planning applications, abstraction consents, discharge consents and land drainage consents

## Requests for FRC advice and % responded to within target time



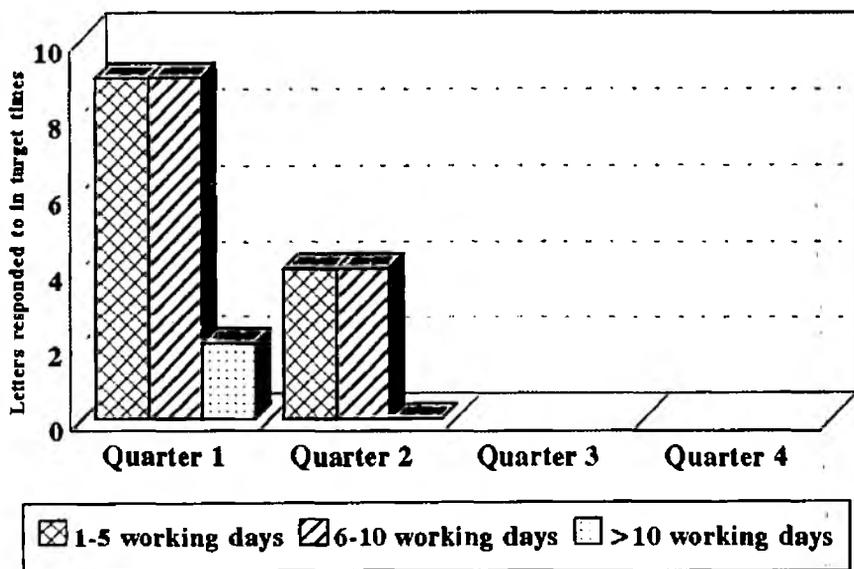
## Speed of Response to Complaints Regional Total



☒ 1-5 working days    ☎ 6-10 working days    ⬜ >10 working days

1993/94

## Speed of Response to MPs' Letters Regional Total



*Section 2*

**HAMPSHIRE & IoW  
AREA**

## 1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
CONSENTING	Backlog of consent applications (No. awaiting determination)	1	26	0
	No. of new consent applications received	24	33	120
	No. of consents determined	22	21	120
	No. of consents determined in statutory period	22	21	120
	No. of consents determined or reviewed	22	21	120
	No. of consents replaced by HMIP Authorisations			
	Total cost of Consenting (£) :			
- Direct Cost basis				
- Total Cost basis				
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	564	444	
	No. of routine effluent samples programmed	596	485	
	Total cost of Compliance Monitoring (£)			
	- Direct Cost basis			
- Total Cost basis				
LABORATORY ANALYSIS	Total No. samples analysed and reported	0	0	
	No. of samples analysed and reported in target time	0	0	
	No. of Laboratory Analyses/Determinations :			
	(a) Organics	0	0	
	(b) Metals	0	0	
	(c) Other	0	0	
	(d) Microbiology	0	0	
	Total Cost of Laboratory Analyses/Determinations (£) :			
	(a) Organics	N/A	N/A	
	(b) Metals	N/A	N/A	
	(c) Other	N/A	N/A	
	(d) Microbiology	N/A	N/A	
	% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0	
	POLLUTION INCIDENTS	No. of substantiated pollution incidents :		
- Category 1		0	1	2
- Category 2		6	5	20
No. of Incidents attended within Target time :				
- Category 1		0	1	2
- Category 2		6	5	20
Cat 1 Incidents by source of pollution :				
- Industrial & Commercial		0	1	
- Agricultural		0	0	
- Sewage/Water related		0	0	
- Other		0	0	
Cat 2 Incidents by source of pollution :				
- Industrial & Commercial		0	1	
- Agricultural		0	1	
- Sewage/Water related		0	1	
- Other	6	2		

## 2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
HYDROMETRY	Rainfall :			
	- actual (mm)	210	211	850
	- long term average (mm)	157	205	188
LICENSING	Backlog of Licence applications (No. awaiting determination) :			
	- Abstraction Licences		7	28
	- Impoundment Licences		0	2
	No. of new licence applications received :			
	- Abstraction Licences		12	48
	- Impoundment Licences		3	12
	No. of Licence applications determined :			
	- Abstraction Licences	27	13	52
	- Impoundment Licences	4	1	4
	No. of Licence applications determined in statutory period :			
	- Abstraction Licences	23	7	28
	- Impoundment Licences	4	1	4
	No. of Licences varied :			
	- Abstraction Licences		8	32
	- Impoundment Licences		0	2
	No. of Licences revoked :			
	- Abstraction Licences		2	8
	- Impoundment Licences		1	4
	Total costs of Licensing :			
Direct Cost Basis (£)	0	0		
Total Cost Basis (£)	0	0		
ENFORCEMENT	(a) Highly Critical Licences :			
	- No. of Licences in force	4	4	
	- No. of inspections required by NRA policy	1	2	
	- Actual No. of inspections made	9	6	
	(b) Critical Licences :			
	- No. of Licences in force	250	250	
	- No. of inspections required by NRA policy	63	63	
	- Actual No. of inspections made	129	78	
	(c) Less Critical & non critical Licences :			
	- No. of Licences in force	599	600	
	- No. of inspections required by NRA policy	50	50	
	- Actual No. of inspections made	125	46	

## 3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION	No of consents determined	9	18	70
	No of consents determined within statutory period	9	18	70
MAINTENANCE	Total maintenance expenditure (£)	177000	231000	500000
	No. of HEs benefitting from maintenance works	0	0	
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	0	0	
	No.flooded properties	6	0	
OPERATIONAL PERFORMANCE	Value of work completed (£)	0	0	
	Cost of work completed (£)	0	0	

## 4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :			
	- Pollution	0	2	8
	- Natural causes & Disease	1	0	2
	- Other (Unclassified)	0	0	0
	No. of incidents attended	1	2	10
	No. of incidents attended in target time	1	1	9
	No. of fish killed :			
	- Salmonid	0	0	
	- Non-Salmonid	18	300	
	No. of fish rescues	0	3	6
No. of fish rescues initiated in target time	0	3	6	
No. of fish saved by remedial action	0	5000		
PLANNING & DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	16	5	40
	No.responded to by deadline requested	16	5	40
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice	12	55	100
	No of requests for advice responded to in target time	12	53	90

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	26	31	70
	No. responded to by deadline request	N/A	28	65
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	10	11	25
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	10	11	25

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	42	31	70
	No. responded to by deadline requested	N/A	28	65
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	45	21	50
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	45	21	50

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION & ENFORCEMENT	No. of planning applications processed	132	144	550
	No. of planning applications processed :			
	No. processed in 1 to 14 Days of receipt	31	68	200
	No. processed in 15 to 21 Days of receipt	51	43	200
	No. processed in 22 to 28 Days of receipt	28	22	100
	No. processed after more than 28 Days of receipt	14	5	40
CUSTOMER RELATIONS	No. of complaints received :			
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	3
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	
	No. responded to in more than 10 working days of receipt	N/A	N/A	
	No. of MPs letters received :			
No. responded to in 1 - 5 working days of receipt	N/A	N/A	10	
No. responded to in 6 - 10 working days of receipt	N/A	N/A		
No. responded to in more than 10 working days of receipt	N/A	N/A		

H4

## 10. LEGAL

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1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2
WATER RESOURCES	No. of warning letters sent :		
	- Abstraction offences	5	7
	- Impoundment offences	0	0
FISHERIES	No. of warning letters sent for licence offences :		
	- Rod		
	- Commercial Instrument		
	No. of warning letters sent for byelaw/other offences		

H5

RESPONSIBLE MANAGER:HAMPSHIRE & IOW AREA MANAGER	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Water Resources</u></p> <p>Complete compensation payments for cress grower and works associated with Alre scheme cress beds. Commence river compensation borehole in line with 3 year programme</p> <p>Complete Test groundwater investigation</p> <p>OPMs: 60% non-strategic licence applications determined in statutory period</p> <p>OPMs: 100% achievement of licence enforcement programme</p>	<p>Mar 1994</p> <p>Nov 1993</p> <p>Mar 1994</p> <p>1993/94</p>	<p>Mar 1994</p> <p>Oct 1993</p> <p>Mar 1994</p> <p>1993/94</p>		<p>Compensation payment in hands of Estates and Legal sections. Feasibility study due in October. Capital work will not begin until 1994/95.</p> <p>Draft received in Q2. Final Report due October.</p> <p>On target.</p>
<p><u>Water Quality</u></p> <p>Carry out OI on Portals on R Test</p> <p>Review all fish farm consents on Test and Itchen in accordance with policy and provide a report</p> <p>Complete actions identified as responsibility of Area in Regional WQ Improvements Plan Produce a report</p> <p>OPMs: 90% of Cat 1 &amp; 2 incidents attended in target response time</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Dec 1993</p> <p>Mar 1994</p> <p>1993/94</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Dec 1993</p> <p>Mar 1994</p> <p>1993/94</p>		<p>Underway.</p> <p>Still awaiting confirmation of PIN. Target still realistic.</p> <p>On going.</p> <p>100% attendance in target time in Q1 and Q2.</p>

RESPONSIBLE MANAGER:HAMPSHIRE & IOW AREA MANAGER	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
OPMs: 95% area consents determined within statutory period	1993/94	1993/94		On target.
OPMs: 100% achievement of effluent monitoring programme	1993/94	1993/94		Achievable if effluent discharges can be sampled.
<u>Flood Defence</u>  M/T: 50% completion of scheduling programme	Mar 1994	Mar 1994		
<u>Planning Liaison</u>  OPMs: 85% planning applications processed in 28 day target time	1993/94	1993/94		Cumulative Q1 and Q2 performance equalled 93%.
<u>FRCN</u>  Complete Allbrook fish pass on R Itchen	Mar 1994	Mar 1994		Work due to start in October.
Stock 200,000 salmon parr to R Test and monitor 1993 grilse run through Hampshire Salmon Investigation Milestone: parr stocking complete	Mar 1994 (Aug 93)	Mar 1994	(Aug 93)	Radio tagging targets for salmon exceeded on both Test and Itchen. Parr stocking completed.
OPMs: 100% achievement of planned fisheries survey programme (season dependent, Q3 & Q4)	Mar 1994	Mar 1994		
OPMs: 90% fish kills attended in target time	1993/94	1993/94		

*Section 3*

**SUSSEX AREA**

## 1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
CONSENTING	Backlog of consent applications (No. awaiting determination)	20	15	
	No. of new consent applications received	38	49	80
	No. of consents determined	30	43	
	No. of consents determined in statutory period	30	40	
	No. of consents determined or reviewed	30	43	
	No. of consents replaced by HMIP Authorisations			
	Total cost of Consenting (£) : - Direct Cost basis - Total Cost basis			
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	576	638	2500
	No. of routine effluent samples programmed	634	688	2600
	Total cost of Compliance Monitoring (£) - Direct Cost basis - Total Cost basis			
LABORATORY ANALYSIS	Total No. samples analysed and reported	N/A	0	
	No. of samples analysed and reported in target time	N/A	0	
	No. of Laboratory Analyses/Determinations :			
	(a) Organics	0	0	
	(b) Metals	0	0	
	(c) Other	0	0	
	(d) Microbiology	0	0	
	Total Cost of Laboratory Analyses/Determinations (£) :			
	(a) Organics	N/A	N/A	
	(b) Metals	N/A	N/A	
(c) Other	N/A	N/A		
(d) Microbiology	N/A	N/A		
% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0		
POLLUTION INCIDENTS	No. of substantiated pollution incidents :			
	- Category 1	1	0	
	- Category 2	2	2	
	No. of Incidents attended within Target time :			
	- Category 1	1	0	
	- Category 2	2	2	
	Cat 1 Incidents by source of pollution :			
	- Industrial & Commercial	0	0	
	- Agricultural	0	0	
	- Sewage/Water related	0	0	
	- Other	1	0	
	Cat 2 Incidents by source of pollution :			
	- Industrial & Commercial	0	0	
	- Agricultural	1	2	
	- Sewage/Water related	0	0	
- Other	1	0		

## 2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
HYDROMETRY	Rainfall :			
	- actual (mm)	0	249	N/A
	- long term average (mm)	0	206	814
LICENSING	Backlog of Licence applications (No. awaiting determination) :			
	- Abstraction Licences		7	28
	- Impoundment Licences		1	4
	No. of new licence applications received :			
	- Abstraction Licences		1	4
	- Impoundment Licences		1	4
	No. of Licence applications determined :			
	- Abstraction Licences	15	1	32
	- Impoundment Licences	0	1	4
	No. of Licence applications determined in statutory period :			
	- Abstraction Licences	13	0	26
	- Impoundment Licences	0	1	4
	No. of Licences varied :			
	- Abstraction Licences		5	20
	- Impoundment Licences		0	0
	No. of Licences revoked :			
	- Abstraction Licences		7	28
- Impoundment Licences		1	4	
Total costs of Licensing :				
Direct Cost Basis (£)	0	0		
Total Cost Basis (£)	0	0		
ENFORCEMENT	(a) Highly Critical Licences :			
	- No. of Licences in force	7	7	
	- No. of inspections required by NRA policy	3	4	
	- Actual No. of inspections made	16	9	
	(b) Critical Licences :			
	- No. of Licences in force	319	243	
	- No. of inspections required by NRA policy	80	61	
	- Actual No. of inspections made	139	129	
	(c) Less Critical & non critical Licences :			
	- No. of Licences in force	318	345	
	- No. of inspections required by NRA policy	27	29	
	- Actual No. of inspections made	80	77	

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION	No of consents determined	11	32	84
	No of consents determined within statutory period	11	32	84
MAINTENANCE	Total maintenance expenditure (£)	662000	823000	
	No. of HEs benefitting from maintenance works	0	0	
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	0	0	
	No.flooded properties	0	0	
OPERATIONAL PERFORMANCE	Value of work completed (£)	0	0	
	Cost of work completed (£)	0	0	

4. FISHERIES

1993/94

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

5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	31	32	113
	No. responded to by deadline request	28	24	88
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	35	22	
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	31	19	

6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	31	32	113
	No. responded to by deadline requested	28	24	88
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	51	37	
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	39	31	

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION & ENFORCEMENT	No. of planning applications processed	273	306	1158
	No. of planning applications processed :			
	No. processed in 1 to 14 Days of receipt	114	179	586
	No. processed in 15 to 21 Days of receipt	104	90	388
	No. processed in 22 to 28 Days of receipt	30	39	138
	No. processed after more than 28 Days of receipt	16	19	70
CUSTOMER RELATIONS	No. of complaints received :			
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	
	No. responded to in more than 10 working days of receipt	N/A	N/A	
	No. of MPs letters received :			
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	
No. responded to in 6 - 10 working days of receipt	N/A	N/A		
	No. responded to in more than 10 working days of receipt	N/A	N/A	

## 10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2
WATER RESOURCES	No. of warning letters sent :		
	- Abstraction offences	1	1
	- Impoundment offences	0	1
FISHERIES	No. of warning letters sent for licence offences :		
	- Rod	2	8
	- Commercial Instrument	0	0
	No. of warning letters sent for byelaw/other offences	0	0

RESPONSIBLE MANAGER:SUSSEX AREA MANAGER	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
OPMs: 60% non-strategic licence applications determined in statutory period	Mar 1994	Mar 1994		Authorisation arrangements awaiting national decision. Currently licence reports completed in Area but sent to Region for authorisation - leads to duplication of effort. Fewer applications with drought end.
OPMs: 100% achievement of licence enforcement programme	1993/94	1993/94		Enforcement concentrated in Q1 and Q2. More interlinking of hydrometry/enforcement may lead to changes.
<u>Water Quality</u>				
Complete actions identified as responsibility of Area in Regional WQ Improvements Plan.	Dec 1993	Dec 1993		Surveys of class failure watercourses completed. Some remedial work begun but benefits not yet been realised. Reports being finished on actions.
Produce a report	Mar 1994	Mar 1994		
OPMs: 90% of Category 1 & 2 incidents attended in target response time	1993/94	1993/94		Subject to accurate site/incident messages being sent to correct person eg from control room.
OPMs: 100% achievement of effluent monitoring programme	1993/94	1993/94		Being achieved subject to acceptance of a zero flow if there is no discharge at time of visit.
OPMs: 95% area consents determined within statutory period	1993/94	1993/94		Target dependent on Authorisation arrangements as in WR above. Operating on pre-LP method ie small consents authorised in Area/District.

RESPONSIBLE MANAGER:SUSSEX AREA MANAGER	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Flood Defence</u>				
Market Testing: 50% completion of scheduling programme	Mar 1994	Mar 1994		Full clarification still required from HO. By anticipating results, just over 50% of required programmed has been completed.
<u>Planning Liaison</u>				
OPMs: 85% planning applications processed in target time of 28 days	1993/94	1993/94		Target being met owing to fewer applications and extra resources from other sections to cover admin workload. FRCN/FD admin suffering.
<u>FRCN</u>				
Complete Pool's Bay fish pass on R Ouse 6 mth milestone: 80% complete	Nov 1993 (Sep 93)	Sep 1994 (Jul 94)		Project deferred. No construction possible due to access bridge collapse, preventing autumn build.
Undertake strategic river corridor surveys of 125km of R Arun catchment 6 mth milestone: 90% field work complete	Mar 1994 (Sep 93)	Mar 1994 (Oct 93)		On target.
Complete Management Plan for Parkwood 6 mth milestone: field work complete	Mar 1994 (Sep 93)	Apr 1994		RMT moved target opening date to April as work not specified correctly. Now on target for this.
OPMs: 100% achievement of planned fisheries survey programme (season dependent, Q3 & Q4)	Mar 1994	Mar 1994		On target but subject to weather.
OPMs: 90% fish kills attended in target time	1993/94	1993/94		Greater than 90% response being achieved.

*Section 4*

**KENT AREA**

## 1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
CONSENTING	Backlog of consent applications (No. awaiting determination)	34	31	
	No. of new consent applications received	62	63	
	No. of consents determined	55	47	
	No. of consents determined in statutory period	52	45	
	No. of consents determined or reviewed	55	47	
	No. of consents replaced by HMIP Authorisations			
	Total cost of Consenting (£) : - Direct Cost basis - Total Cost basis			
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	604	721	
	No. of routine effluent samples programmed	633	873	
	Total cost of Compliance Monitoring (£) - Direct Cost basis - Total Cost basis			
LABORATORY ANALYSIS	Total No. samples analysed and reported	0	0	
	No. of samples analysed and reported in target time	0	0	
	No. of Laboratory Analyses/Determinations :			
	(a) Organics	0	0	
	(b) Metals	0	0	
	(c) Other	0	0	
	(d) Microbiology	0	0	
	Total Cost of Laboratory Analyses/Determinations (£) :			
	(a) Organics	N/A	N/A	
	(b) Metals	N/A	N/A	
(c) Other	N/A	N/A		
(d) Microbiology	N/A	N/A		
% of analyses meeting specified quality requirements (accuracy / limits of detection)	0	0		
POLLUTION INCIDENTS	No. of substantiated pollution incidents :			
	- Category 1	1	1	
	- Category 2	9	7	
	No. of Incidents attended within Target time :			
	- Category 1	1	1	
	- Category 2	8	7	
	Cat 1 Incidents by source of pollution :			
	- Industrial & Commercial	0	1	
	- Agricultural	1	0	
	- Sewage/Water related	0	0	
	- Other	0	0	
	Cat 2 Incidents by source of pollution :			
	- Industrial & Commercial	1	2	
	- Agricultural	1	0	
- Sewage/Water related	4	3		
- Other	3	2		

## 2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
HYDROMETRY	Rainfall :			
	- actual (mm)	0	0	
	- long term average (mm)	0	0	
LICENSING	Backlog of Licence applications (No. awaiting determination) :			
	- Abstraction Licences		29	116
	- Impoundment Licences		2	8
	No. of new licence applications received :			
	- Abstraction Licences		12	48
	- Impoundment Licences		4	16
	No. of Licence applications determined :			
	- Abstraction Licences	16	15	60
	- Impoundment Licences	0	2	8
	No. of Licence applications determined in statutory period :			
	- Abstraction Licences	12	3	30
	- Impoundment Licences	0	2	8
	No. of Licences varied :			
	- Abstraction Licences		16	64
- Impoundment Licences		0	2	
No. of Licences revoked :				
- Abstraction Licences		12	48	
- Impoundment Licences		0	2	
Total costs of Licensing :				
Direct Cost Basis (£)	0	0		
Total Cost Basis (£)	0	0		
ENFORCEMENT	(a) Highly Critical Licences :			
	- No. of Licences in force	9	10	
	- No. of inspections required by NRA policy	6	5	
	- Actual No. of inspections made	1	5	
	(b) Critical Licences :			
	- No. of Licences in force	692	781	
	- No. of inspections required by NRA policy	173	195	
	- Actual No. of inspections made	194	201	
	(c) Less Critical & non critical Licences :			
	- No. of Licences in force	509	469	
- No. of inspections required by NRA policy	41	39		
- Actual No. of inspections made	57	42		

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION	No of consents determined	30	33	126
	No of consents determined within statutory period	30	31	122
MAINTENANCE	Total maintenance expenditure (£)	987000	1021000	4015000
	No. of HEs benefitting from maintenance works	0	0	
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	0	0	
	No.flooded properties	0	0	
OPERATIONAL PERFORMANCE	Value of work completed (£)	0	0	
	Cost of work completed (£)	0	0	

4. FISHERIES

1993/94

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

## 5. RECREATION

1993/94

ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	8	35	
No. responded to by deadline request	8	28	
No. of requests for recreation advice	43	30	
No. of requests for recreation advice provided with a considered initial response or site visit within target time	43	30	

## 6. CONSERVATION

1993/94

ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	35	35	140
No. responded to by deadline requested	29	28	120
No. of requests for conservation advice	85	141	450
No. of requests for recreation advice provided with a considered initial response or site visit within target time	81	130	420

## 7. NAVIGATION

1993/94

ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
No. of licensed craft.	787	1993	
No. of Licence inspections made.	2091	2299	7000
No. of satisfactory/compliant Licences inspected	1908	2245	6750
No. of major emergency incidents.	0	0	2
No. of major emergency incidents attended within 4 hours of notification.	0	0	2
No of planning applications/abstraction consents/ discharge consents & land drainage consents submitted for consideration.	15	0	
No. processed by deadline request.		0	
No. of requests for navigation advice	N/A	400	1500
No. of requests for navigation advice provided with a considered initial response or site visit within target time	N/A	400	1500

K4

## 8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION & ENFORCEMENT	No. of planning applications processed	455	448	1806
	No. of planning applications processed :			
	No. processed in 1 to 14 Days of receipt	124	264	776
	No. processed in 15 to 21 Days of receipt	140	114	508
	No. processed in 22 to 28 Days of receipt	95	73	336
	No. processed after more than 28 Days of receipt	72	60	264
CUSTOMER RELATIONS	No. of complaints received :			
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	
	No. responded to in more than 10 working days of receipt	N/A	N/A	
	No. of MPs letters received :			
	No. responded to in 1 - 5 working days of receipt	N/A	N/A	
	No. responded to in 6 - 10 working days of receipt	N/A	N/A	
	No. responded to in more than 10 working days of receipt	N/A	N/A	

## 10. LEGAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2
WATER RESOURCES	No. of warning letters sent :		
	- Abstraction offences	12	7
	- Impoundment offences	0	0
FISHERIES	No. of warning letters sent for licence offences :		
	- Rod	12	4
	- Commercial Instrument	0	0
	No. of warning letters sent for byelaw/other offences	0	0

RESPONSIBLE MANAGER: KENT AREA MANAGER	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Water Resources</u></p> <p>Complete R Darent observation boreholes Complete R Darent weirs construction</p> <p>OPMs: 60% non-strategic licence applications determined in statutory period</p> <p>OPMs: 100% achievement of licence enforcement programme</p>	<p>Sep 1993 Mar 1994</p>	<p>Mar 1994</p>	<p>Jul 1993</p>	<p>Completed. On target - tenders invited by Thames Region expected early Nov.</p>
<p><u>Water Quality</u></p> <p>Complete actions identified as responsibility of Area in Regional WQ Improvement Plan Produce a report</p> <p>Collect farm data within E Rother catchment to bring database up to Kent standard</p> <p>OPMs: 90% of Category 1 &amp; 2 incidents attended in target response time</p> <p>OPMs: 100% achievement of effluent monitoring programme</p> <p>OPMs: 95% area consents determined in statutory period</p>	<p>Dec 1993</p>	<p>Dec 1993</p>		<p>15% actions dependent on biological survey. Rye district transfer gives 37% increase in kms. 100% target now forecast as 75%.</p> <p>Phase I of developing Kent standard progressing satisfactorily. Phase II data collection still on target.</p> <p>Shortfall in Q1 has been redressed in Q2 with 100% compliance.</p> <p>Consideration must now be given to allocation of manpower resources in light of new 'Red List' programme.</p>
	<p>Mar 1994</p>	<p>Mar 1994</p>		
	<p>1993/94</p>	<p>1993/94</p>		

RESPONSIBLE MANAGER: KENT AREA MANAGER	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Flood Defence</u></p> <p>Undertake joint FD/Nav R Medway regime study to determine balance of interests 6 mth milestone: 40% complete.</p> <p>M/T: 50% completion of scheduling programme</p>	<p>Mar 1994 (Sep 93)</p> <p>Mar 1994</p>	<p>Mar 1994 (Dec 93)</p> <p>May 1994</p>		<p>Study 5-10% complete by Sept. Complete by mid Jan. Report by mid February.</p> <p>Progress on recruitment to section will now enable 40% scheduling to be completed by Mar 1994.</p>
<p><u>Planning Liaison</u></p> <p>OPMs: 85% planning applications processed in 28 day target time</p>	<p>1993/94</p>	<p>1993/94</p>		<p>Greater use of precedents has streamlined internal consultation enabling some progress against previous shortfall due to vacancies.</p>
<p><u>FRCN</u></p> <p>Undertake strategic river corridor surveys of 125km in Kent (50km of this in Darent catchment) 6 mth milestone: field work 95% complete</p> <p>Draw up 5 year Management Plan for Harbour of Rye and secure user support 6 mth milestone: Draft text complete</p> <p>Carry out 4 yearly dredging of Strand Quay, Rye</p> <p>OPMs: 100% achievement of planned fisheries survey programme (season dependent, Q3 &amp; Q4)</p> <p>OPMs: 90% fish kills attended in target time</p>	<p>Mar 1994 (Sep 93)</p> <p>Mar 1994 (Sep 93)</p> <p>Nov 1993</p> <p>Mar 1994</p> <p>1993/94</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>1993/94</p>	<p>(Sep 93)</p> <p>(Sep 93)</p> <p>Sept 1993</p>	<p>Field data for 125km completed to NRA standard in liaison with EN (EN carried out 23km on Beult for NRA). Reports on target for Mar 1994.</p> <p>Draft plan completed and presented to HoRAC for consultation in Oct. Full consultation planned for Final Publication on target.</p> <p>Dredging completed on Sept 30 within budget.</p> <p>60% in-house surveys completed. 10 contract surveys of R Medway in progress.</p> <p>Cross functional working between WQ and FRCN assisted in achieving targets.</p>

*Section 5*

**TECHNICAL  
DEPARTMENT**

## 1. WATER QUALITY

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
CONSENTING	Backlog of consent applications (No. awaiting determination)	50	40	
	No. of new consent applications received	12	16	
	No. of consents determined	10	20	
	No. of consents determined in statutory period	9	18	
	No. of consents determined or reviewed	64	237	
	No. of consents replaced by HMIP Authorisations	10	4	
	Total cost of Consenting (£) :			
- Direct Cost basis	Q2	120000		
- Total Cost basis	cumulative	264000		
DISCHARGE MONITORING & CONTROL	No. of routine effluent samples taken	0	0	
	No. of routine effluent samples programmed	0	0	
	Total cost of Compliance Monitoring (£)			
	- Direct Cost basis	Q2	143000	
- Total Cost basis	cumulative	766000		
LABORATORY ANALYSIS	Total No. samples analysed and reported	8700	9590	
	No. of samples analysed and reported in target time	8694	9549	
	No. of Laboratory Analyses/Determinations :			
	(a) Organics	9169	16028	
	(b) Metals	8147	9969	
	(c) Other	61608	66792	
	(d) Microbiology	5912	6760	
	Total Cost of Laboratory Analyses/Determinations (£) :			
	(a) Organics	N/A	N/A	
	(b) Metals	N/A	N/A	
(c) Other	N/A	N/A		
(d) Microbiology	N/A	N/A		
% of analyses meeting specified quality requirements (accuracy / limits of detection)	79	90		
POLLUTION INCIDENTS	No. of substantiated pollution incidents :			
	- Category 1	0	0	
	- Category 2	0	0	
	No. of Incidents attended within Target time :			
	- Category 1	0	0	
	- Category 2	0	0	
	Cat 1 Incidents by source of pollution :			
	- Industrial & Commercial	0	0	
	- Agricultural	0	0	
	- Sewage/Water related	0	0	
	- Other	0	0	
	Cat 2 Incidents by source of pollution :			
	- Industrial & Commercial	0	0	
	- Agricultural	0	0	
	- Sewage/Water related	0	0	
- Other	0	0		

## 2. WATER RESOURCES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
HYDROMETRY	Rainfall :			
	- actual (mm)	202	218	
	- long term average (mm)	161	175	
LICENSING	Backlog of Licence applications (No. awaiting determination) :			
	- Abstraction Licences	68	18	
	- Impoundment Licences	9	0	
	No. of new licence applications received :			
	- Abstraction Licences	27	0	
	- Impoundment Licences	4	0	
	No. of Licence applications determined :			
	- Abstraction Licences	[58]	0	
	- Impoundment Licences	[4]	0	
	No. of Licence applications determined in statutory period :			
	- Abstraction Licences	[48]	0	
	- Impoundment Licences	[4]	0	
	No. of Licences varied :			
	- Abstraction Licences	67	0	
	- Impoundment Licences	3	0	
	No. of Licences revoked :			
	- Abstraction Licences	20	0	
- Impoundment Licences	0	0		
Total costs of Licensing :				
Direct Cost Basis (£)	136000	104000		
Total Cost Basis (£)	238000	213000		
ENFORCEMENT	(a) Highly Critical Licences :			
	- No. of Licences in force	0	0	
	- No. of inspections required by NRA policy	0	0	
	- Actual No. of inspections made	0	0	
	(b) Critical Licences :			
	- No. of Licences in force	0	0	
	- No. of inspections required by NRA policy	0	0	
	- Actual No. of inspections made	0	0	
	(c) Less Critical & non critical Licences :			
	- No. of Licences in force	0	0	
	- No. of inspections required by NRA policy	0	0	
	- Actual No. of inspections made	0	0	

HQ2

3. FLOOD DEFENCE

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION	No of consents determined	0	0	
	No of consents determined within statutory period	0	0	
MAINTENANCE	Total maintenance expenditure (£)	0	0	
	No. of HEs benefitting from maintenance works	N/A	N/A	
EMERGENCY RESPONSE	No.flooded properties for which flood warning was issued	N/A	N/A	
	No.flooded properties	N/A	N/A	
OPERATIONAL PERFORMANCE	Value of work completed (£)	4106000	3723000	
	Cost of work completed (£)	4106000	3723000	

4. FISHERIES

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
FISH KILLS & RESCUES	No. of Fish Kills (incidents) due to :			
	- Pollution	0	0	
	- Natural causes & Disease	0	0	
	- Other (Unclassified)	0	0	
	No. of incidents attended	0	0	
	No. of incidents attended in target time	0	0	
	No. of fish killed :			
	- Salmonid	0	0	
	- Non-Salmonid	0	0	
	No. of fish rescues	0	0	
No. of fish rescues initiated in target time	0	0		
No. of fish saved by remedial action	0	0		
PLANNING & DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	
	No.responded to by deadline requested	0	0	
PROMOTION & ADVISORY SERVICES	No of requests for fishery advice	41	96	272
	No of requests for advice responded to in target time	41	96	272

## 5. RECREATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	
	No. responded to by deadline request	0	0	
PROMOTION & ADVISORY SERVICES	No. of requests for recreation advice	6	6	24
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	6	5	22

## 6. CONSERVATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
PLANNING AND DEVELOPMENT CONTROL	No. of planning applications/abstraction consents/ discharge consents & land drainage consents referred for consideration	0	0	
	No. responded to by deadline requested	0	0	
PROMOTION & ADVISORY SERVICES	No. of requests for conservation advice	17	11	60
	No. of requests for recreation advice provided with a considered initial response or site visit within target time	15	10	54

## 7. NAVIGATION

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION & ENFORCEMENT	No. of licensed craft.	0	0	
	No. of Licence inspections made.	0	0	
	No. of satisfactory/compliant Licences inspected	0	0	
EMERGENCY RESPONSE	No. of major emergency incidents.	0	0	
	No. of major emergency incidents attended within 4 hours of notification.	0	0	
PLANNING & DEVELOPMENT CONTROL	No of planning applications/abstraction consents/ discharge consents & land drainage consents submitted for consideration.	0	0	
	No. processed by deadline request.	0	0	
PROMOTION & ADVISORY SERVICES	No. of requests for navigation advice	0	5	12
	No. of requests for navigation advice provided with a considered initial response or site visit within target time	0	4	10

HQ4

RESPONSIBLE MANAGER: Technical Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>Water Resources</u>				
Publish final version of Regional WR Strategy	Nov 1993	Feb 1994		Delayed by staff departures, recruitment difficulties and finalisation of AMP2 strategy with Water Cos.
Establish National Demand Management Centre following business case approval from HO	Oct 1993		Jun 1993	Achieved ahead of target at June EG meeting.
Implement agreed R Darent Action Plan	1993-96	1993-96		Main targets met, secondary target delayed.
<u>Water Quality</u>				
Determine 100 deemed or temporary consents 6 mth milestone: 50 consents determined	Mar 1994 (Sep 93)	Mar 1994 (Sep 93)	(Aug 93)	Progress ahead of schedule as shown by 6 mth milestone (87 achieved to date).
Review 200 consents from CfD rationalisation 6 mth milestone: 100 reviewed	Mar 1994 (Sep 93)	Mar 1994 (Sep 93)	(Jul 93)	Progress well ahead of schedule (329 achieved to date).
Provide improved guidance to Areas and promote liaison procedures on enforcement of Groundwater Protection Policy	Jan 1994	Jan 1994		Area agreement to liaison procedures still awaited.
Introduce new Farm Waste policy	Mar 1994		Sept 1993	Being implemented.
Review Regional sampling programme to ensure compliance with EC Directives	Dec 1993		Aug 1993	Completed.
Apply Fisheries Ecosystem SWQOs to R Test and Medway catchments	Dec 1993	Dec 1993		Current regional work complete. Awaiting 'green light' from DoE on Pilot Catchments.

RESPONSIBLE MANAGER: Technical Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
Complete 1993 AMP2 negotiations with SWS Ltd	Dec 1993	Dec 1993		On schedule.
OPMs: 90% non-area consents determined in statutory period	1993/94	1993/94		90% achieved in Q1 and Q2.
<u>Laboratories</u>				
Market Test Laboratory service Milestone: establish client/contractor split	Mar 1994 (Jul 93)		Jun 1993	C/C split achieved. Further work now seems unlikely.
Achieve NAMAS accreditation at Waterlooville Laboratory Milestone: accreditation of Chemistry group	Dec 1993 (Jun 93)		(Jun 93)	Target achieved for Chemistry well ahead of schedule.
OPMs: 95% water quality samples analysed in target time (60 days)	1993/94	1993/94		On going progress. Q2 performance = 99%.
<u>Operations</u>				
Establish Market Testing Support Team Formulate costing system Complete M/T of Plant & Transport in line with National guidelines	Sep 1993 Mar 1994 Mar 1994	Mar 1994 Mar 1994	Sep 1993	Complete. All staff in post. Progress being made. On target.
Co-ordinate multi-functional emergency exercise to test emergency procedures	Dec 1993	Dec 1993		Exercise planned.
Co-ordinate production of Final Plans for Test, Medway and Itchen and Consultation Reports for Darent, Rother and Stour	Mar 1994	Mar 1994		Test and Medway Final Plan published; Itchen target Jan 1994; Darent awaiting decisions; Rother and Stour 1st draft.

RESPONSIBLE MANAGER: Technical Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Flood Defence</u></p> <p>Complete Standards of Service exercise</p> <p>Carry out S105 appraisal in one catchment subject to flooding (as specified by Planning Liaison Co-ord)</p> <p>Complete Brockenhurst Flood Relief Scheme 6 mth milestone: tender let</p>	Oct 1993	Nov 1993		Likely now to be mid-November.
	Mar 1994	Mar 1994		
<p><u>FRCN</u></p>				
<p>Produce Regional directory of NRA recreation sites for water based activities. Enter onto Region's database.</p>	Dec 1993	Dec 1993	(Sep 93)	Tender let on programme.
				On target.

*Section 6*

**BUSINESS SERVICES**

8. MULTIFUNCTIONAL

1993/94

ACTIVITY	ITEM	QUARTER 1	QUARTER 2	YEAR END F'CAST
REGULATION & ENFORCEMENT	No. of planning applications vetted	N/A	N/A	
	No. of planning applications processed :			
	No. processed in 1 to 14 Days of receipt	N/A	N/A	
	No. processed in 15 to 21 Days of receipt	N/A	N/A	
	No. processed in 22 to 28 Days of receipt	N/A	N/A	
	No. processed after more than 28 Days of receipt	N/A	N/A	
CUSTOMER RELATIONS	No. of complaints received :			
	No. responded to in 1 - 5 working days of receipt	0	3	20
	No. responded to in 6 - 10 working days of receipt	1	1	3
	No. responded to in more than 10 working days of receipt	0	0	0
	No. of MPs letters received :			
	No. responded to in 1 - 5 working days of receipt	9	4	30
	No. responded to in 6 - 10 working days of receipt	9	4	18
No. responded to in more than 10 working days of receipt	2	0	2	

HQS

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

Continued

## LEGAL (Continued)

1993/94

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

HQ7

RESPONSIBLE MANAGER: Business Services Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Finance</u></p> <p>Implement national procurement policy to make savings of 5% on materials and plant budget</p> <p>New Charging for Discharges bills ready for despatch following CfD Phase 2 review</p> <p>Set out and monitor monthly finance standards of service</p>	<p>Sep 1993</p> <p>Mar 1994</p> <p>Jul 1993</p>	<p></p> <p>Mar 1994</p> <p></p>	<p>Jul 1993</p> <p></p> <p>Jun 1993</p>	<p>Saving of 9% achieved.</p> <p>Phase 2 programming on schedule.</p> <p>Policy implemented.</p>
<p><u>Information Systems</u></p> <p>Enable users to utilize their PCs fully, resulting in an increase in network connectivity time by 20% from Q1 to Q4 of 1993/94</p> <p>Save £30k (approx 50%) on Guildbourne House telephone bill through new PABX implementation</p> <p>Phase out ICL links in favour of Wide Area Network, saving £50k</p> <p>Complete VAX clustering so enhancing service levels by keeping systems running, reducing computer downtime to 0.5% of computer time</p> <p>Implement WQ Archive on Region's computers</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Jun 1994</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p>	<p>Users in all main locations can access network. Progress in line with plan but dependent upon support workload and new priorities</p> <p>Approx £11k saved to date.</p> <p>Pilot study initiated. Project delayed by departure of contractors and new priorities.</p> <p>RECS able to run on either microvax. Hardware aspects complete. Rate of progress on software and data aspects depends upon support workload.</p> <p>Progress to plan but rate of progress depends on successful recruitment of staff.</p>

RESPONSIBLE MANAGER: Business Services Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Estates</u></p> <p>Complete planned property disposals at: 1. Paddocks Farm, Hothfield, Kent 2. Land at Dymchurch Depot, 3. Woodleas Farm, 4. Rippers Cross Farmhouse and 5. Town Lock, Tonbridge</p> <p>Carry out 14 rent reviews within approved rent review period and 80 licence reviews</p> <p>Complete negotiations for entry onto private land by planned commencement date for 100% capital schemes</p> <p>Meet accommodation needs of Area Offices resulting from Logical Process. Complete necessary property acquisitions and disposals</p> <p>Implement planned building maintenance programme for main office buildings</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p>	<p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p>		<p>1. Awaiting reinstatement; 2. sale agreed, with solicitors; 3. contracts exchanged; 4. on the market; 5. option agreed.</p> <p>Rent reviews and licence renewals being carried out to plan.</p> <p>Negotiations and agreements been/being completed for schemes at Bembridge, Lymington, Pennington, Brockenhurst etc</p> <p>Options have been identified. Matter with Head Office.</p> <p>Detailed budget has been produced and approved. Work now underway.</p>
<p><u>Corporate Planning</u></p> <p>Produce Regional Plan Summary for all staff</p> <p>Develop and implement Area OPM monitoring system</p> <p>Produce draft and final Regional Plan in accordance with national timetable</p>	<p>Jul 1993</p> <p>Aug 1993</p> <p>Mar 1994</p>	<p></p> <p></p> <p>Mar 1994</p>	<p>Jul 1993</p> <p>Sept 1993</p>	<p>Target completed.</p> <p>Area monitoring system in place. Network file transfer system still inoperable in Hants &amp; Kent.</p> <p>Awaiting HO guidance.</p>

RESPONSIBLE MANAGER: Business Services Manager	REGION: SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Administration</u></p> <p>Develop and implement NRA 'Customer Care' programme across the Region through:</p> <ul style="list-style-type: none"> <li>- Complete staff awareness training</li> <li>- Complete training of all front-line staff</li> <li>- Report back on complaints</li> </ul> <p>Produce an updated Admin procedures manual in accordance with customer requirements and implement its findings</p> <p>Manage the transition of local committee services from Region to Areas culminating in a Region-wide code of practice</p> <p>Set up a Regional database of organisations and market it to functions</p> <p>Review office work-stations to ensure compliance with EC Regulations for PC users</p>	<p>Oct 1993 Mar 1994 Quarterly</p> <p>Oct 1993</p> <p>Sep 1993</p> <p>Sep 1993</p> <p>Mar 1994</p>	<p>Mar 1994 Mar 1994 Quarterly</p> <p>Dec 1993</p> <p></p> <p>Mar 1994</p> <p>Mar 1994</p>	<p></p> <p>Sep 1993</p>	<p>Training for Customer Care Manager first. Final course to be arranged. First report on new style in Oct.</p> <p>Revised forecast completion date.</p> <p>Completed on target.</p> <p>Meeting held between PR, Admin and Corporate Planning to coordinate progress/action required. Corp Planning database transferred to Admin.</p> <p>On going.</p>



*Section 7*

**PUBLIC RELATIONS**

RESPONSIBLE MANAGER:Public Relations Manager	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<p><u>Press and Media</u></p> <p>Maintain an immediate response to press enquiries</p> <p>Generate and monitor increased regional coverage for NRA</p> <p>Develop use of video news release techniques to boost TV coverage</p> <p><u>Publications and Promotions</u></p> <p>Bring Regional publications into line with national publications policy</p> <p>Assess requirement for publications in minority languages</p> <p>OPMs: 95% external inquiries/information requests answered within 10 days of receipt</p>	<p>1993/94</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Dec 1993</p> <p>1993/94</p>	<p>1993/94</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Mar 1994</p> <p>Dec 1993</p> <p>1993/94</p>	<p>Oct 1993</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>Sep 1993</p>	<p>Network of media contacts now updated. Media log and monitoring systems now in operation.</p> <p>Too soon to evaluate though some progress noted.</p> <p>Availability of services in Region to be identified. No progress yet although contacts established with local companies.</p> <p>Closer liaison established with HO Corporate Affairs continuing.</p> <p>Review of Regional publications underway.</p> <p>New recording system now working to monitor levels of service.</p>

*Section 8*

**PERSONNEL TABLES**

**ENVIRONMENTAL  
POLICY TARGETS**

## PERSONNEL

COMPLEMENTED FTE POSTS AS AT SEPTEMBER 30 1993

In post Vac	Hants IoW	Sussex	Kent	Labs [Chem]	Tech	BSM	Pers	Others (PR/RGM)	In Post Vacs	Posts Total	Pre LP 93/94 Plan	
Water Resource	9.5 1	13 0	18 1		12 5				52.5 7	59.5	63	
Water Quality	12.5 0	15 1	20 1		22 0				69.5 2	71.5	117	
Scientific Labs				[26 posts]	24 2				50 2	52	In WQ above	
FD Non Manual	6 1	11 1	11 6		11 8				39 16	55	122	
FD Manual	25 0	75 2	132 4		0 0				232 6	238	253	
FD Ops + Area Plan Liaison	2 0	5 0	5 3		42 2				54 5	59	In FD above	
Tech Ops Man		1							1	1		
FRC(N) Non Man (N in Kent)	8 1	9 0	13 1		3 1				33 3	36	36	
FRC(N) Manual	0	0	0						0	0	4	
Support Admin+Sec	5 1	7 1	10.5 1		5 1	74 4			101.5 8	109.5	98	
BSM Manual		1							1	1		
Personnel							7 1		7 1	8	9	
PR								4 0	4 0	4	4	
RGM + SMs + RGM's office	1 0	1 0	1 0		3 0	1 0	1 0	3 0	11 0	11	9	
NonMan:In post Vacs	44 4	61 3	78.5 13	[26 posts]	122 19	75 4	8 1	7 0	421.5 44	465.5	458	
Manual:In post Vacs	25 0	77 2	132 4		0 0				234 6	240	257	
Total Posts	73	143	227.5	26	141	79	9	7	655.5 50	705.5	715	
Estimate March 1993	73	145	229.5	267.5 (GHs + Labs Non Manual) + 11 frozen FD Manual								715

FTEs = full time equivalents.

In post = permanent FTEs plus limited period FTEs (on temporary contracts) on NRA Terms &amp; Conds.

Vacancies = unfilled posts

2 Sussex GB in BS (stores) and Tech Ops (fitter)

**IMPLEMENTATION OF INTERNAL ENVIRONMENTAL POLICY 1993/1994**

Review Period: Q2 April 1 - Sept 30 1993

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

RESPONSIBLE MANAGER:RMT and Env. Business Policy Co-ordinator	REGION:SOUTHERN			
Key Actions and Targets for 1993/94	Completion Date			Progress and Comments
	Target	Forecast	Actual	
<u>ENERGY CONSUMPTION</u>				
1. Use in buildings: 5% reduction compared to 1991/92	Mar 1994	Mar 1994		Energy audit complete; progress on target. Tariff transfers have resulted in £ savings.
<u>WATER CONSUMPTION</u>				
2. Use in buildings: 10% reduction compared to 1992/93 (national target 10% compared to 1991/92)	Mar 1994	Mar 1994		On target due to leakage reduction. Further progress on % use will be difficult.
<u>PAPER</u>				
3. Use: 5% reduction compared to 1992/93 (national target 5% compared to 1991/92)	Mar 1994	Mar 1994		Base is volume purchased. Problem is increases at present. New initiatives for Q3 eg PIN numbers programmed in p/copiers to achieve base line figure.
Milestone: no increase in use over 6 months compared to same period in 1992/93	Sep 1993	Mar 1994		
4. 60% of paper purchased to be recycled	Mar 1994	Mar 1994		On target.
<u>OZONE DEPLETERS</u>				
5. Phase out use of CFCs and Halons in aerosols and fire extinguishers	Dec 1993	Dec 1993		Use in fire extinguishers being phased out. Investigations underway.
Introduce scheme to phase out use of other ozone depleting substances	Mar 1994	Mar 1994		

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