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DWI data loading portal

Contents

Part 1: Step by Step Guide	1
Signing into the Government Gateway	1
Part 2: Preparation	3
Before submitting a monthly data return, please check:.....	3
Part 3: Loading a File.....	5
Data loading portal	5
Loading Failure Reports	11
Part 4: Resubmissions.....	13
Part 5: Legal Instrument Report Uploading.....	13
ANNUAL RETURNS	16
Adding users to the portal	17

Part 1: Step by Step Guide

Signing into the Government Gateway

To begin the process of loading data, please enter this URL in your internet browser:

<https://dwi-reporting.defra.gov.uk/>

On the first screen, click on the radio button to select the first option, **Logon - Use this option to logon to the application, or if you wish to enrol in the application.**



[Return To: Application Home](#)

Security Validation

Please Choose Your Required Option.

Logon with Government Gateway

- ☒ Logon - Use this option to logon to the application, or if you wish to enrol in the application.
- ☐ Logon and manage my account - Use this option to logon and then manage my services, users or assistants.
- ☐ I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.

Figure 1 - Government gateway security validation

You should be taken to the page where you enter your 12-digit ID number (1), and your password (2)

Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

1

Password

2

Figure 2 - Government gateway sign in

Please note: your 12-digit ID number may have been provided to you with gaps between the digits e.g. 12 34 56 78. When the ID number is being entered, there should be no gaps e.g. 12345678.

When the information has been entered, press the **Sign in** button.

Part 2: Preparation

Before submitting a monthly data return, please check:

All failure reports must be no larger than 50 mb in size. If a failure report is larger than 10 mb for whatever reason (i.e. embedded file containing an appendix) this will need to be removed and uploaded separately and reflected in the 'Comments' column of the sample results spreadsheet alongside the initial failure report (i.e. if the failure report is referred to as [XXX_A003_11_11_2021.docx] then the embedded file can be referred to as [XXX_A003_11_11_2021_Appendix1.docx]):

Comments
[XXX_A003_11_11_2021.docx][XXX_A003_11_11_2021_Appendix1.docx]

Figure 3 - naming of files

Make sure that the failure report references in compliance data returns match the filenames of the actual documents. An exact match is necessary for the upload to succeed, this includes adding the file extension in the compliance data return.

All data files must be in .csv format except where otherwise stated. Failure reports can be in .doc .docx and .pdf format.

All columns are present in files, in the right order. Attached to an email will contain the headers for each compliance file, these headers must be used in ROW 1 from column A (so it mirrors the spreadsheet), it is important that this header template is used to ensure all columns are not missed out. For RW files, some companies leave out the three location information columns. These files also require different headers to compliance files (see email attachment containing spreadsheet with headers) and should be used so no columns are left out.

Please also check for empty spaces in each row, or blank rows; currently our database does not trim fields and so this is needed to be done manually, this can be done in excel using the =TRIM() formula or opening the file in notepad (needs to be in .csv format) and checking for empty spaces and empty fields:

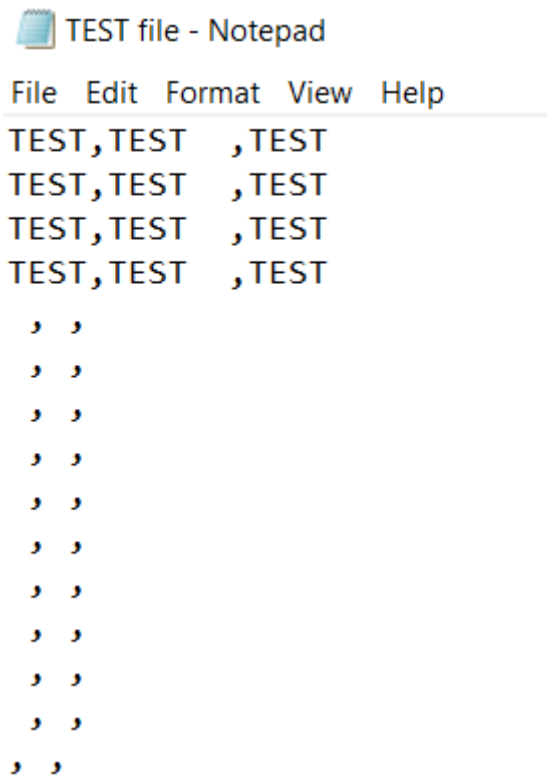


Figure 4 - checking for blank rows

In notepad ‘,’ signal delimiters. In the second column there are several fields with empty spaces which is shown between the space between ‘TEST’ and ‘,’ this will need to be changed so it looks like the first column (TEST,). There are also fields with just spaces in them which is shown by the ‘,’ at the bottom of the first and second column, these will need to be removed. Edits can be made and saved in notepad (providing the file has been closed in Excel prior to opening in notepad).

Please note that file templates have not been changed for the portal and the files that are sent to the Data Management Unit in the current process will be the files needing to be uploaded. If further information is required, please see **the Water Industry (Supplier's Information) Direction 2024**.

Part 3: Loading a File

Data loading portal

After logging into the Gateway, you will be taken to the front page of the data loading portal.

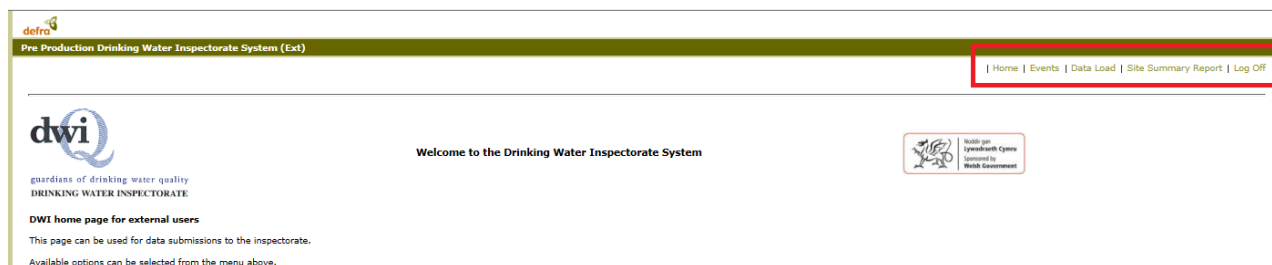


Figure 5 - DWI loading portal

From the options displayed at the top right of the screen, select **Data Load**.



Figure 6 - Data load menu

The data loading page for your company will appear. The screengrab shows the way the loading grid will appear at the start of a new year, when none of the annual information files have been loaded.

Annual & Monthly Submissions

Year **1** 2022 Company **2** Your Company Name File Type -- Please Select --

Key Waiting to be processed: Uploaded: Failed: Not Uploaded: Upload Site References First:

Company	Domain	File Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Your Company Name	Treated	Site References	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Site Details	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Local Authority	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Health Protection Agency	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Out Of Service	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Schedule Shortfall	+	+	+	+	+	+	+	+	+	+	+	+
2 Your Company Name	3 Treated	4 Sample Data	+	+	+	+	+	+	5	+	+	+	+	+
Your Company Name	Treated	Site Supply Details	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Bulk Supply Details	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Consumer Contact	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Site Change	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Supply Point Monitoring	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Pesticide Monitoring	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Service Reservoirs	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	Treated	Treatment Chemicals	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	RawWater	RIV Site References	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	RawWater	Sample Data	+	+	+	+	+	+	+	+	+	+	+	+
Your Company Name	RawWater	RIV Supply	+	+	+	+	+	+	+	+	+	+	+	+

Figure 7 - annual and monthly submissions

1. **The year.**
2. **Company.** The loading grid will always default to your company.
3. **Domain.** The type of data (Treated water, raw water, etc).
4. **File Type.** The names of the files.
5. **The data loading grid.** At the start of the year, the Details file (Site References) files for compliance and raw water sites must be loaded before other compliance and raw water information files are loaded, which is why the option to load other files is blocked. Once the compliance and raw water Site References (Details) files have been loaded, the grid will open up the options to load other files.

The data loading grid has 12 columns, one for each month of the year.

The first file that should be loaded is the Site References file, also known as the Details file, so we will use that as an example. The process is the same for loading all data files.

To load a file, click on a cell containing a plus sign in a yellow circle:

File Type	Jan	Feb	Mar	Apr	May	Jun
Site References						
Site Details						

Figure 8 - monthly upload

For compliance annual information files, the first versions should be loaded via the January (**Jan**) cell, but updated versions can be loaded in the column that matches the month in which they are being loaded. They do not always have to be loaded in the **Jan** column.

For compliance and raw water data returns, use the month that matches the data i.e. load March data via the relevant cell in the March column of the upload grid.

After pressing the upload button, you will be asked to navigate to the file within your filing system, which you can do by clicking on the **Browse** button:

File Upload

Year	2022
Company	Your Company Name
Month	January
File Type	Treated - Site References
Expected Filename	XYZDetailJAN22.csv

Select File

Upload

Browse...

Figure 9 - file upload

Left click on the file with your mouse, so that the file name appears in the **File name** box, and then click on the **Open** button:

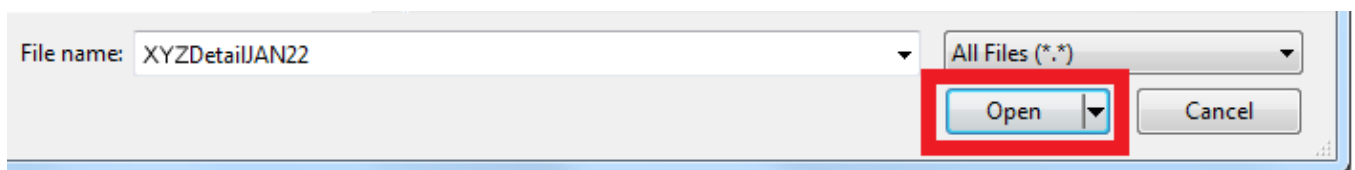


Figure 10 - file select

The file name should appear in the **Select File** box, and an example of the expected file name format will appear above the box (highlighted in blue in the screengrab below). For the purpose of this guide, the company acronym is shown as XYZ.

To load the file, press the **Upload** button, highlighted in red below.

Year	2022
Company	Your Company Name
Month	January
File Type	Treated - Site References
Expected Filename	XYZDetailJAN22.csv

Select File

C:\Old_Desktop\Compliance_Data\XYZDetailJAN22.csv

Upload

Browse...

Figure 11 - file upload

After **Upload** has been pressed, you will be returned to the loading grid. You will notice that the symbol for the file you have loaded has changed from a plus sign in a yellow circle to a clock in a pale blue circle, to indicate that upload is pending:

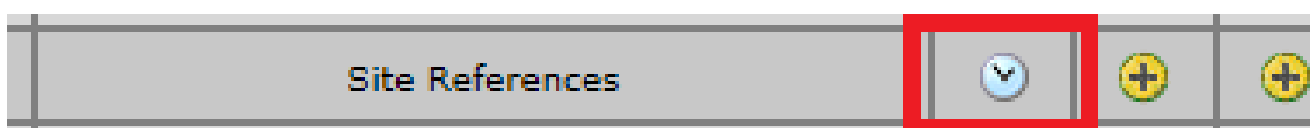


Figure 12 - file processing

The symbols change during the upload process to indicate progress, and there is a guide to their meaning at the top of the loading screen:

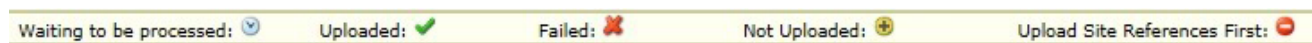


Figure 13 - loading legend

If you can upload a file successfully, you will see a padlock symbol () this is because submissions are locked after a 40-day period, this is to prevent resubmission of legacy data without the consent of DWI (see part 4). If you can load data within the 40-day period (such as uploading February data within the month of February) you will see a green tick to highlight it's been uploaded:

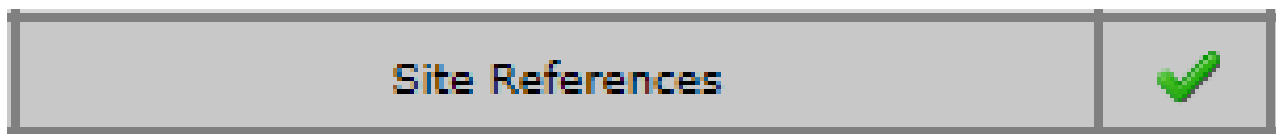


Figure 14 - successful file upload

In this case you will be able to reupload as many times required without the consent of the Inspectorate.

If a file fails upload, the icon displayed will be a red cross:

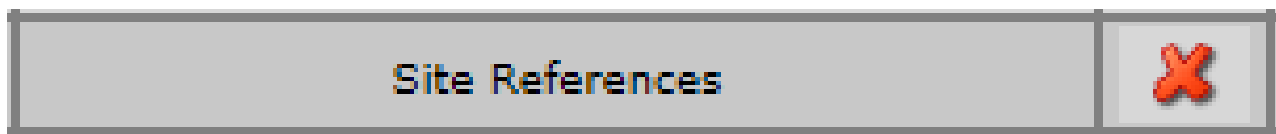


Figure 15 - failed file upload

In this case the file has been rejected and you will need to re-upload the file. You can check the errors or the progress of loading by clicking on the **Upload Status** hyperlink at the top right of the loading grid screen:



Figure 16 - data load status menu

You will be taken to the Load Status page, where details of all the files you upload will appear in a grid. The first four columns of the grid show information about the file:

File Type	Month	Company	Filename
Treated - Site References	January	Your Company Name	XYZDetailJAN22.csv

Figure 17 - data load status

The next three columns show the load status i.e. whether the file loaded successfully or failed upload, and the date and time it was loaded and processed.

Status	Uploaded Date	Processed Date
Uploaded	17 May 2022 15:41:37	17 May 2022 15:50:08

Figure 18 - uploaded status

The final five columns of the grid show information about the load process.

Rows Loaded	Rows Not Loaded	Rows With Error	Total Errors	Total Warnings	
121	0	0	0	0	

Figure 19 - data load errors

When a file loads successfully, the entry in the **Status** column will be **Uploaded**, and the **Rows Loaded** column will display the total number of rows within the file that loaded. The entries in the rest of the columns will be zero, because no issues prevented the file from loading.

If a file does not load, the entry in the **Status** column will be **Failed to Upload**, and the upload details columns will display information about the issues detected by the upload checks. In the screengrab below, the details show that no rows have been loaded, due to there being 121 rows with a total of 242 issues. To see details of the issues, click on the magnifying glass icon in the final column of the grid.

Rows Loaded	Rows Not Loaded	Rows With Error	Total Errors	Total Warnings	
0	All	121	242	0	

Figure 20 - errors

The page will change to display a table that provides details of issues that prevented the file from loading. At the top of the page, the first line shows summary details of the upload.

File Type	Month	Company	Rows loaded Ok	Rows not loaded Ok	Rows in error	Total errors	Total warnings
Treated - Site References	January	Your Company Name	0	All	121	242	0

Figure 21 - data load summary

Below that, there is a table showing details of every row of data in which one or more issues were identified.

Row	Fail Reason	Values
2	Start Date must be the 1st January for the Return Year	R0001, Anytown New Reservoir ,Jan 1 2021 12:00AM,Dec 31 2021 12:00AM,,10,MW,,,,,,,,

Figure 22 - fail reason

- **Row:** The row number of the data within the original file.
- **Fail Reason:** The issue identified. In the screengrab, there is an issue with the start date in row 2 of the file.
- **Values:** The information contained in the row of data. In the illustration, the problem identified is that the year in the start date is 2021, when the file was submitted for 2022.

It is possible to download the information to an Excel file by clicking on the Excel icon at the top left corner of the load issues details table:



Row	Fail Reason
2	Start Date must be the 1st January for the Return
3	End Date must be the 31st December for the Retu

Figure 23 - Error report download

You may wish to address the issues immediately, and then reload the file, but the database will send you a load status email that is produced overnight following the loading of any files, showing which files loaded successfully, and the information from the load issues tables for files that did not load successfully.

When you have finished checking the issues, you can use the hyperlinks at the top left of the page top to navigate back to other pages, or to log off:

Home	Events	Data Load	Site Summary Report	Log Off
Annual & Monthly Submissions	Data Load Status	Breach Reports	Print	Back

Figure 24 - back to data load grid

- **Data Load:** The link will take you back to the data loading grid.
- **Data Load Status** and **Back:** These links will take you back to the Load Status page.
- **Log off:** Closes the loading pages and logs you out of the Government Gateway.

The loading process described is the same for all data files.

Loading Failure Reports

To load a failure report after a compliance data return has loaded, click on the **Breach Reports** hyperlink that can be found in the top right of the data loading grid page, and also the Load Status page:



Figure 25 - Loading breach reports

You will be taken to the breach report upload page, which displays information about all failure reports for your company. Uploaded reports are shown in the **Supplied Files** column, and those awaiting upload are shown in the **Files Not Yet Supplied** column.

To reduce the files shown to only those that have not been submitted, click on the tick box highlighted in blue in the screengrab below.

To load a failure report, click on the hyperlink for it (highlighted in red in the screengrab below).

Breach Report Upload

A screenshot of the 'Breach Report Upload' page. At the top, there are two dropdown menus for 'Year' (set to 2022) and 'Company' (set to 'Your Company Name'). To the right of these is a checkbox labeled 'Only show files that have not yet been supplied?', which is highlighted with a blue rectangular box. Below this is a table with five columns: 'Site Ref ▲', 'Parameter Code', 'Sample Date', 'Supplied Files', and 'Files not yet supplied'. The first row of data shows 'Z319 - Anytown Supply Zone' for the site, 'C001A - Coliform Bacteria (Indicator)' for the parameter, and '02 Jan 2022' for the sample date. In the 'Files not yet supplied' column, a hyperlink 'XYZ-Z319-C001A-02Jan22.docx' is highlighted with a red rectangular box.

Figure 26 - filtering breach reports

After clicking on the hyperlink, you will be prompted to navigate to the document within your filing system by clicking on the **Browse** button.

A screenshot of a file upload interface. It features a text input field labeled 'Select File' on the left. Below the input field is an 'Upload' button. On the right side of the interface is a 'Browse...' button, which is highlighted with a red rectangular box.

Figure 27 - browsing documents

To load the file, press the **Upload** button, highlighted in red below.

Figure 28 - file selection

When the report has loaded, the file hyperlink will move from **Files Not Yet Supplied** column to the **Supplied Files** column:

Before:

Site Ref ▲	Parameter Code	Sample Date	Supplied Files	Files not yet supplied
Z319 - Anytown Supply Zone	C001A - Coliform Bacteria (Indicator)	02 Jan 2022		XYZ-Z319-C001A-02Jan22.docx

Figure 29 - before loading

After:

Site Ref ▲	Parameter Code	Sample Date	Supplied Files	Files not yet supplied
Z319 - Anytown Supply Zone	C001A - Coliform Bacteria (Indicator)	02 Jan 2022	XYZ-Z319-C001A-02Jan22.docx	

Figure 30 - after loading

If a failure report filename does not match the reference that was included in the data return, an error message will be produced during the upload process:

Figure 31 - loading error message

If there is a mismatch between the report filename and the reference in the data return, the filename can be changed to match the reference in the data return before upload is attempted again, or the reference in the data return can be changed to match the report filename, and the data return can be reloaded. That will not cause any problems to the system.

When all of the failure reports have loaded, the links to them will all appear in the **Supplied Files** column, and the **Files Not Yet Supplied** column should be empty.

When all of the required reports have been uploaded, the hyperlinks at the top right of the page can be used to return to the data loading page, the data load status page, or to end the session and log out of the Government Gateway.

Figure 32 - log out from government gateway

Part 4: Resubmissions

As mentioned briefly in part 3, if you were to upload outside of a 40-day window of the month you're uploading data for, you will often see a padlock when the data has been successfully uploaded. This is to prevent legacy data from being uploaded without the Inspectorate's consent. If you are required to resubmit data, please contact:

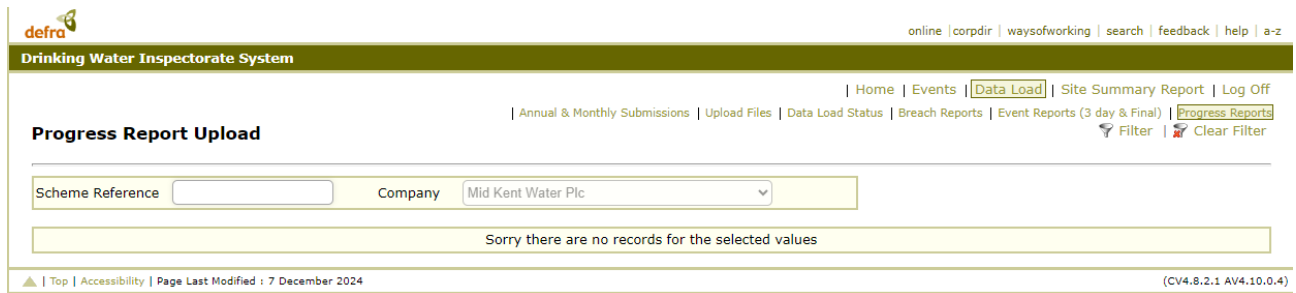
dwimonthlydata@defra.gov.uk with the dataset and the justification behind the resubmission, should permission then be granted, a member of the Inspectorate's data team will be in contact to advise this. In the portal, you will see an unlocked padlock

symbol () and you will be able to resubmit data in the month and file type requested.

If you require frequent resubmissions of certain files, such as changes to site details please do contact: dwimonthlydata@defra.gov.uk and so the Inspectorate can make necessary arrangements for frequent resubmissions from yourselves.

Part 5: Legal Instrument Report Uploading

Milestone reports, Annual Progress reports and Final completion reports should be uploaded onto the database by the company. Each report has a target completion date, however, the reports can be loaded before this date is reached if they have been completed early.



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Drinking Water Inspectorate System

| Home | Events | [Data Load](#) | [Site Summary Report](#) | [Log Off](#)
| [Annual & Monthly Submissions](#) | [Upload Files](#) | [Data Load Status](#) | [Breach Reports](#) | [Event Reports \(3 day & Final\)](#) | [Progress Reports](#)

Progress Report Upload [Filter](#) [Clear Filter](#)

Scheme Reference Company

Sorry there are no records for the selected values

[Top](#) | [Accessibility](#) | Page Last Modified : 7 December 2024 (CV4.8.2.1 AV4.10.0.4)

Search by Scheme Reference or find specific Legal instrument (LI) within the list displayed. The list should only display current active legal instruments (R28(4), R27(4), FEO, PEO, Undertaking) as well as "Not specified" which is used for items such as acknowledged actions. If the legal instrument required is not visible, please contact (dwi.enforcement@defra.gov.uk) to discuss its addition.

Scheme Reference		Company	Southern Water Services Ltd	
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If the reporting milestone is not present on the list for the Legal Instrument, please contact DWI Enforcement Team (email dwi.enforcement@defra.gov.uk) to request it is added to allow upload

Scheme Ref	Legal Instrument Name	Legal Instrument Type	Status	Last Report Received	Reports
SRN-2022-00003	Burham treatment works	Regulation 28 Notice	Not Met		
SRN-2022-00002	Weirwood New Build	Regulation 28 Notice	On Target		
SRN-2022-00001	Burham FEO	Final Enforcement Order	Not Met		
SRN-2021-00002	SES Bulk Import Metalddehyde	Undertaking	Not Met		
SRN-2020-00007	Brede WSW and Beauport WSW	Regulation 28 Notice	Met	01/02/2022 10:07:05	
SRN-2020-00006	Hardham / Lavis Aquifer Combined & Cocking Hill Iron	Regulation 28 Notice	Met		
SRN-2020-00003	AMP7 - Mid Thanet - Nitrate	Regulation 28 Notice	On Target	01/02/2022 10:07:04	
SRN-2019-00008	Data Undertaking V2	Undertaking	On Target	26/02/2024 10:41:35	
SRN-2019-00007	Burham treatment works	Regulation 28 Notice	Not Met	29/01/2021 16:07:09	
SRN-2019-00006	Catchment Management for Pesticides, Metalddehyde	Undertaking	Not Met	03/02/2021 10:07:04	
SRN-2019-00003	Booster Stations HAZREV	Undertaking	Not Met		
SRN-2018-00033	AMP7 - Brighton - Nitrate	Regulation 28 Notice	Met	01/02/2022 10:07:04	
SRN-2018-00032	AMP7 - Patcham - Nitrate	Regulation 28 Notice	Met		
SRN-2018-00030	AMP7 - Thanet Mid South Catchment - Nitrate	Regulation 28 Notice	On Target	01/02/2022 10:07:04	
SRN-2018-00029	AMP7 - North Kent Catchment - Nitrate	Regulation 28 Notice	On Target		
SRN-2018-00021	Hardham WTW	Regulation 28 Notice	On Target		
SRN-2018-00020	Sandown SR (Clear Water Tank) Ingress Notice	Regulation 28 Notice	Met		
SRN-2018-00013	AMP7 - Patching Nitrate	Regulation 28 Notice	Not Met	01/02/2022 10:07:03	
SRN-2018-00012	AMP7 - Twyford Nitrate	Regulation 28 Notice	Not Met		
SRN-2018-00011	AMP7 - Timsbury Nitrate	Regulation 28 Notice	Not Met		
SRN-2018-00010	AMP7 - Test and Itchen Catchment - Nitrate	Regulation 28 Notice	On Target		
SRN-2018-00009	AMP7 - Worthing Catchment - Nitrate	Regulation 28 Notice	On Target		
SRN-2018-00008	AMP7 - Thanet North Catchment - Nitrate	Regulation 28 Notice	On Target		
SRN-2018-00007	AMP7 - Brighton Catchment Nitrate	Regulation 28 Notice	On Target		

Figure 33 - Progress Upload Screen – All company legal instruments displayed

Once the selected LI has been located selecting the magnifying glass will open up the reporting measures for the specific LI. If the required milestone, annual report or closure report is not available to upload please contact: dwi.enforcement@defra.gov.uk to discuss its addition.

Selecting **Files** on the required milestone will allow access to the file upload.

Scheme Reference		Company	Southern Water Services Ltd	
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If the reporting milestone is not present on the list for the Legal Instrument, please contact DWI Enforcement Team (email dwi.enforcement@defra.gov.uk) to request it is added to allow upload

Scheme Ref	Legal Instrument Name	Legal Instrument Type	Status	Last Report Received	Reports
SRN-2022-00003	Burham treatment works	Regulation 28 Notice	Not Met		
SRN-2022-00002	Weirwood New Build	Regulation 28 Notice	On Target		
SRN-2022-00001	Burham FEO	Final Enforcement Order	Not Met		

Reporting Stages & Annual Reports	Report	Target Submission Date	Files Uploaded	Date of Last Upload	Upload Report
	1. a) Submit the audit strategy	31/07/2022			
	2. b) Provide a report confirming the completion of all actions due for completion by December 2020	31/01/2021			
	3. c) Provide a report confirming the completion of all actions due for completion in March 2021	30/04/2021			
	4. d) Provide a report confirming the completion of all actions due for completion by September 2021	31/10/2021			
	5. e) Provide a report confirming the completion of all actions due for completion in December 2021	31/01/2022			
	6. f) Provide a report confirming the completion of all actions due for completion in March 2022	30/04/2022			
	7. g) Provide a report confirming the completion of all actions due for completion in April 2022	31/05/2022			
	8. h) Provide a report confirming the completion of all actions due for completion in December 2022	31/01/2023			
	9. i) Provide a report confirming the completion of all actions due for completion in June 2024	31/07/2024			
	10. j) Provide a report confirming the completion of all actions due for completion in March 2025	30/04/2025			
	Final Report	30/04/2026			
	2022 December report	31/01/2023			
	2023 December report	31/01/2024			
	2024 December report	31/01/2025			

SRN-2021-00002	SES Bulk Import Metalddehyde	Undertaking	Not Met		
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Figure 34 - Reporting milestones, Annual Reports and Closure report slots for loading files.

At the top of the screen a new section will appear, the name of the LI and reporting stage will appear in bold at the top. Please ensure this is correct and the file loaded corresponds to the correct milestone stage.

Choose File: Allows the user to locate the specific file from their network/computer. The name of the file selected then appears next to the Chose file button. Once a file has been selected clicking Upload will load the file onto the portal.

The screenshot shows a web interface for file upload. At the top, there are two input fields: 'Scheme Reference' and 'Company', with 'Southern Water Services Ltd' selected in the company dropdown. Below these is a yellow header bar with the text 'SRN-2022-00001 - Burham FEO (1. a) Submit the audit strategy'. Under the header, there is a 'Choose file' button, the text 'No file chosen', and an 'Upload' button.

Figure 35 - File upload section with no file selected.

This screenshot is similar to Figure 35 but shows a file has been selected. The 'Choose file' button is now disabled, and the text next to it reads 'SRN2022_00001 Burham WSW_FEO_Audit Strategy V.2_to_submit.docx'. The 'Upload' button remains visible.

Figure 36 - File upload section with file selected.

The file may take some time depending on the size of the file and the network connection speed of the user.

The screenshot displays a progress report upload screen. It includes the same header and file selection area as the previous figures. Below this, there is a table with the following data:

Filename	File Size	Uploaded By	Uploaded	Delete
SRN2022_00001 Burham WSW_FEO_Audit Strategy V.2_to_submit.docx	12.58 MB	JAMES MEDLAND	22/04/2024 14:40	

Below the table, there is a 'Choose file' button, 'No file chosen' text, and an 'Upload' button. A note states: 'If the reporting milestone is not present on the list for the Legal Instrument, please contact DWI Enforcement Team (email dwi.enforcement@defra.gov.uk) to request it is added to allow upload'.

Scheme Ref	Legal Instrument Name	Legal Instrument Type	Status	Last Report Received	Reports
SRN-2022-00003	Burham treatment works	Regulation 28 Notice	Not Met		
SRN-2022-00002	Weinwood New Build	Regulation 28 Notice	On Target		
SRN-2022-00001	Burham FEO	Final Enforcement Order	Not Met	22/04/2024 14:40:37	

Report	Target Submission Date	Files Uploaded	Date of Last Upload	Upload Report
1. a) Submit the audit strategy	31/07/2022	SRN2022_00001 Burham WSW_FEO_A	22/04/2024 14:40:37	
2. b) Provide a report confirming the completion of all actions due for completion by December 2020	31/01/2021			
3. c) Provide a report confirming the completion of all actions due for completion in March 2021	30/04/2021			
4. d) Provide a report confirming the completion of all actions due for completion by September 2021	31/10/2021			
5. e) Provide a report confirming the completion of all actions due for completion in November 2021	31/01/2022			

Figure 37 - Progress reports upload screen

An email confirmation will be sent to the Inspectorate's enforcement team as well as the company day to day contact confirming the details of the upload.

A progress report has been uploaded as follows:

Legal Instrument Ref	SRN-2022-00001
Legal Instrument Name	Burham FEO
Reporting Stage Name	1. a) Submit the audit strategy
File Name	SRN2022_00001 Burham WSW_FEO_Audit Strategy V.2_to_submit.docx
Date/Time loaded	22/04/2024 14:40:37
Username	JAMES MEDLAND

Figure 38 - Email confirmation

The Enforcement assessment will be undertaken, should the assessing inspector require further information or request a resubmission of reports, this should be resubmitted using the same method as above, giving the file name an appropriate explanation.

ANNUAL RETURNS

In November each year the enforcement team will request specific LIs from companies which require a more comprehensive annual return update. These are to be submitted through the portal in the same way as the milestone reports. Not every LI will be requested, therefore the slots may not be used each year. Where a file is requested, it should be loaded for the year that the report is covering. So, whilst the 2024 report will be submitted by 31 January 2025, it should be loaded into the 2024 upload slot.

FAQ: - use dwf.enforcement@defra.gov.uk wherever contact is required.

- There is a file size loading limit of 50 MB – should the files exceed this please separate out into smaller files or contact the Inspectorate's enforcement team to discuss.
- Annual return slots are limited to a single file, milestone and completion reports allow multiple files should this be necessary, however please try and limit the number of files submitted where possible.
- There is a limit to the file types accepted .docx, .xlsx, .pdf, .csv, .txt, .msg. Should any other file be required to be loaded please contact the Inspectorate's enforcement team to discuss.
- Should the legal Instrument or Milestone report not appear in the selection please contact the Inspectorate's Enforcement team to discuss and request it is added.
- Once a file has been loaded companies are unable to delete this file. However, the Inspectorate has the ability to delete and add files to the list.
- In the scenario of a failure to upload files please in the first instance contact the Inspectorate's Enforcement team to discuss and submit via email if the portal is unavailable.

- Should the company experience any difficulties in loading the files please contact the Inspectorate's Enforcement team to discuss.

Adding users to the portal

Browse to 'logon and manage my account' and then follow the following steps:



Click on 'Manage Users and Assistants':



This will then take you to the government gateway page to add a new member:

Team members

We recommend that you have at least 2 team members set up as administrators.

[Add a team member](#)

Manage team members

Team member	Role	Email address	Action
James Gray (you)	Administrator	james.gray@defra.gov.uk	Manage
James Gray	Standard User		Manage

Showing 1-2 of 2 team members

[Get help with this page](#)

Click on 'Add a team member' and enter the new members details and their role:

Add a team member

Full name

Email address

What is their role?

☐

Administrator

Can access services for an organisation and manage its team members.

☐

Standard user

Can access services for an organisation.

Continue

After entering these details, a temporary password and a government gateway will be created. The password will be sent to the administrator and the government gateway will be sent to the new team member:

1 team member added

What happens next

We will send an email to `james.gray@defra.gov.uk` with a temporary password for the new team member.

Give them their temporary password so they can use it with their Government Gateway user ID to sign in. They will receive a user ID by email.

For security, do not share passwords by email.

[Continue](#)

[Return to Defra](#)

When you enter the government gateway and temp password you will be able to access the portal:

