

Guide to Information held by the Utility Regulator

Section	Description of information	How to obtain
Who we are and what we do		
	Roles and responsibilities	http://www.niaur.gov.uk/about/what_we_do
	Organisational structure	http://www.niaur.gov.uk/about/
	Relevant legislation	http://www.opsi.gov.uk/
	Board and senior management team	http://www.niaur.gov.uk/about/the_board
	Contact details	http://www.niaur.gov.uk/contacts/
What and how we spend		
	Finance statements, budgets, and variance reports	http://www.niaur.gov.uk/uploads/publications/2009-10-28_NIAUR_Resource_Accounts_2008-2009.pdf
	Board and senior management team expenses	Will be available from April 2010
	Pay and grading structures	Available on request
	Procurement procedure	Coming soon
	Contracts awarded	Coming soon
	Internal financial regulations	Available on request
Priorities/ objectives and how we are meeting them		
	Strategic plans	http://www.niaur.gov.uk/publications/show/category/corporate/
	Annual Business Plan	http://www.niaur.gov.uk/uploads/publications/FWP_2009-10.pdf
	Annual Report	http://www.niaur.gov.uk/uploads/publications/2008-09_Annual_Report.pdf
	Internal and external performance	Please contact us for further information

	reviews	
How we make decisions		
	Major policy proposals and decisions	http://www.niaur.gov.uk/publications/
	Public consultations	http://www.niaur.gov.uk/publications/show/category/open_consultations/
	Senior management team minutes	http://www.niaur.gov.uk/publications/show/category/corporate/
	Reports and papers from senior management team meetings	Please contact us for further information
	Internal communication guidance, criteria used for decision making, internal instructions, manuals and guidance	http://www.niaur.gov.uk/uploads/publications/Branding_Guidelines.pdf http://www.niaur.gov.uk/uploads/publications/Consultation_Guidance.pdf
Policies and procedures		
	For conducting business	Coming soon
	For recruiting and employing new staff	Coming soon
	Customer service	Coming soon
	Records management and personal data policies	Coming soon
Lists and registers		
	Disclosure logs	http://www.niaur.gov.uk/uploads/publications/FOI_Disclosure_Log.pdf
	Gifts and hospitality	Coming soon
Services we offer		
	Regulatory responsibilities	http://www.niaur.gov.uk/about/
	For industry	http://www.niaur.gov.uk/about/
	Leaflets, booklets and newsletters	http://www.niaur.gov.uk/publications/
	Advice and guidance	http://www.niaur.gov.uk/customer_information/
	Media releases	http://www.niaur.gov.uk/news/

