Provided by the Environment Agency in October 2023:

1. *To report pollution in your river environment call 0800807060 (even if you are unsure of what you are looking at). If you can provide pictures alongside the report, this is very helpful and can be done so through ics@environment-agency.gov.uk. If you are interested in feedback, please ask for this when reporting the incident.*
2. *High phosphate readings can be reported but please note that these reports will not always get a response as high phosphate is not always indicative of an acute pollution. This decision will be made by our officers who are trained to make these decisions.*
3. *When you call in an incident, it is triaged by our central office and categorised from 1 to 4, where 1 is a serious pollution with major impacts on several kilometres of the waterbody, 2 is a pollution with significant impact on a localised area, 3 is an incident with minimal impact on the watercourse and 4 is an incident with no impact on the water environment. Please note the Environment Agency is only funded to respond to category 1 and 2 incidents.*
4. *Once the incident is triaged it is then either passed to the local Environment Officer or stored on our system. For those reports stored on our system, these are used in future resource targeting, particularly where continuous, multiple reports are observed.*
5. *For reports that are passed to the local Environment Officer, these will be assessed by the individual according to their knowledge, experience, local conditions and other factors. If it is deemed significant to attend, they will do so. If they are unable to attend, the report is still logged and the data can be used in future investigations and targeting in the catchment.*
6. *High ammonia readings and low oxygen levels are indicative of pollution, so if these readings are taken, it is important to include these results in your report.*
7. *Where feedback has been requested and is appropriate to give, the Environment Officer will endeavour to provide it. However, please be patient in this respect as this is a busy area of work for us and it is not always possible to give feedback to every incident reported.*