

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR). Please see our comments, as follows.

Please could I request all evidence collected by the River Rangers at all United Utilities assets in and around Windermere since the scheme began?

Please include, but do not limit this to:

- **Sample data collected**
- **Photographic evidence provided**
- **Records of all routine monitoring rounds**
- **Documentation of any specific activities undertaken in response to reported pollution incidents and specific actions that have been undertaken from this such as reporting issues to the EA.**

Additionally, could you provide a list of all forms of evidence the River Rangers are instructed to collect as part of their job description?

After liaising with the local River Rangers Team, I can confirm that whilst samples are collected for visual analysis, these are not sent to a laboratory, and no additional analysis is carried out on these, therefore in line with Regulation 12(4)(a) of the EIR, I am unable to supply you with a copy of sample data, as this does not exist.

In respect of photographs that the River Rangers take, we are required to carry out a review of each image. at present we deem the task to be manifestly unreasonable. This is because some images capture customer properties/addresses, United Utilities colleagues' faces and non-UU assets. Where this is the case, we are required to redact part of the image and/or additional context to avoid confusion. In total, there are 12,440 images, which we have broken down for you in the table below, by number of images per month. Based on the below, please can you kindly refine your request to a shorter period, or up to around 2,000-2,250 images, as we estimate that reviewing all 12,440 images would take approximately 92 hours of dedicated UU resource to complete.

As advised below, as there are over 1000 images associated with months November 2024 to January

2025, should you refine your search to these three months specifically, we will likely apply the manifestly unreasonable exception under Regulation 12(4)(b) to those files.

Month	No of folders	No of items
Nov-23	7	108
Dec-23	4	32
Jan-24	13	127
Feb-24	32	527
Mar-24	29	619
Apr-24	18	414
May-24	19	332
Jun-24	13	389
Jul-24	22	628
Aug-24	16	441
Sep-24	22	830
Oct-24	25	731
Nov-24	30	1000
Dec-24	18	1037
Jan-25	20	1337
Feb-25	16	827
Mar-25	19	956
Apr-25	15	932
May-25	11	854
SONDE Checks	25	319

Please note that the role of a River Ranger is to be quite dynamic, therefore there are no set day-to-day tasks that they must carry out. Additionally, their workload varies dependent on the area they cover. With this in mind, please see a general overview of the work that they carry out below;

- Check outfalls
- Pick up litter
- Check final effluent at sites
- Check inlets at sites
- Engage with the public
- Carry out clean ups in and around the local waterways

I can also confirm that following conversations with the local River Rangers Team, there is no set documentation that the River Rangers are required to fill in as part of their job, therefore in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with this. I can however confirm that evidence of their work comes in the form of images that they collect onsite. As above, if you could kindly refine your request to a shorter period, or up to around 2,000-2,250 images, then we may be able to disclose these to you under the EIR.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at

EIRRequests@uuplc.co.uk, addressing your request to [REDACTED]
[REDACTED], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks
EIR Team

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.