

How to Report 'Faults' on Public Rights of Way on Essex Highways Website

Using the online system to report your faults means that within minutes your enquiry is in the hands of the onsite Inspection team and you receive automatic updates whenever the Inspector is working on resolving the problem.

1. Go to the Essex Highways homepage by clicking the link below

<http://www.essexhighways.org/transport-and-roads.aspx>



2. The home page has little pictograms – if you have a fault to report click on "tell us about something"



3. The next page asks you to check that you are reporting to the correct authority, but for issues in Southend or Thurrock select the appropriate unitary authority. Proceed to the bottom of the page and click on "Report it"



4. 14 pictograms appear. Click on the Public Rights of Way pictogram



5. 8 pictograms of types of 'faults' appear - click on the appropriate one. Follow the on screen prompts about the type of issue you are reporting. (If unsure you can use the back button to look at other options.)



6. When you get to the map, zoom in to the area where your fault is. You can also type in a postcode (no spaces), village or street to get you to the vicinity of the path, there is a second drop down menu to the right to select from. Zoom out to orientate yourself if necessary



7. To report your fault it is important to indicate an accurate location, so you must zoom right in - if you haven't zoomed in far enough the following message appears - "Zoom in further to see house numbers and reported issues".



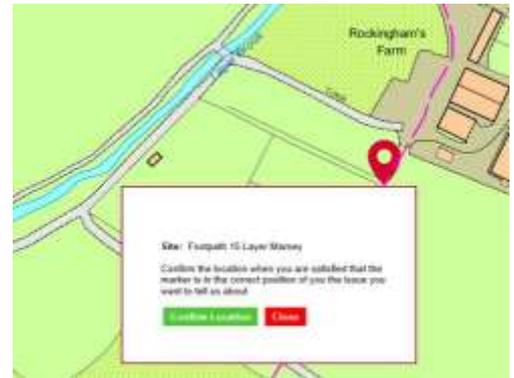
Locations that have already been reported are

marked by a purple diamond. Click the diamond to find out more



8. Once you have marked the exact location of your fault an information box appears displaying the PROW number and parish. *“Confirm”* the location.

Complete the form that appears. Enter your email address to receive automated updates on the issue you have reported. This also allows the PROW Inspector to contact you if necessary



9. **What happens next?**

A reference number will come up on screen, keep a note of the fault you reported, its location and the reference number for your records. If you have entered an email address you will have the reference number sent to you. If you wish, you can also track issues through the website *“Check a Query”*

--- Footpath ←→ Bridleway ← Byway ↔ Restricted Byway



Your report will go direct to the onsite Inspector and will be recorded in the ECC Highways records system. It will never be deleted from the system but issues that require no further action will disappear from the ‘report it’ map 28 days after the Inspector first looked at it. Issues waiting to be resolved (for example an enquiry that led to a defect being raised), will remain until 28 days after they have been resolved.

“Thank you for reporting this PROW fault”.