

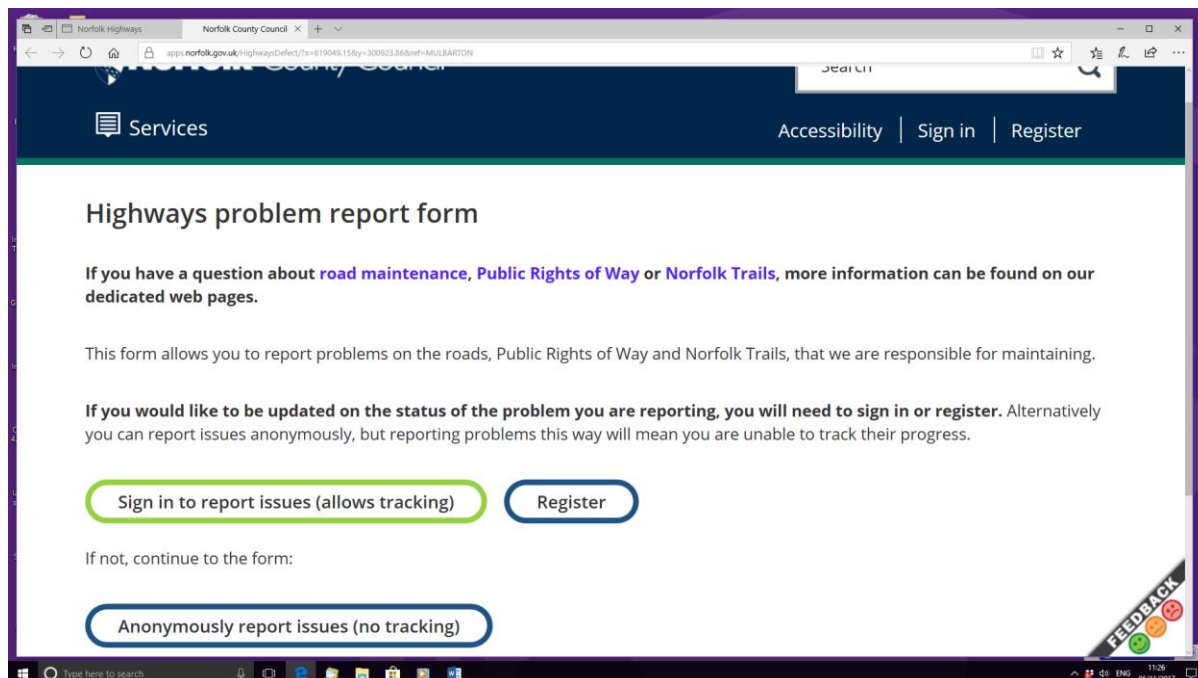
Reporting problems about Paths to Norfolk County Council

First do you know how to get into the Norfolk County Council interactive Highways map?

It is at <http://maps.norfolk.gov.uk/highways/#> The map that comes up has a key on the left side. If you are sure of all details you could go straight to the problem report form, but if new or unsure read the instructions. Basically at the top right there is a box saying "Address", use the little arrow to alter this to "Place". Then enter to the right of that the name of the parish where you think the path is. It may give you several parts of that parish, so select one you think might be right. Then drag the map around the screen expanding or minimising the scale until you have found the path you wish to report.

Click your cursor on the position of the problem. A box appears giving the parish and path number. Note these down. It may be the parish is next door to the one you thought it was. At the bottom right of the screen is a grid reference in the form "Easting 6-digit number. Northing 6-digit number" (ignoring the decimals). This changes with the position of the cursor. So if the problem is a one point problem e.g. unsafe stile, check again that you have clicked the correct point and note the grid reference in the form "6-digit number.6-digit number". If it is for a substantial length such as a crop field, click on both ends and note both sets of numbers. (These numbers are related to the more usual grid references but there is no point in explaining that here).

Back to the box giving the parish and path number. At its bottom is "Report a problem" which is clicked on. This gives way to the screen:-

The screenshot shows a web browser window displaying the Norfolk County Council website. The page title is "Highways problem report form". The URL in the address bar is "http://maps.norfolk.gov.uk/highways/Defect/?v=818046.15&y=309033.86&w=M&L&B&RTON". The page has a dark blue header with "Services" on the left and "Accessibility | Sign in | Register" on the right. The main content area is white. It starts with a paragraph: "If you have a question about road maintenance, Public Rights of Way or Norfolk Trails, more information can be found on our dedicated web pages." Below this is another paragraph: "This form allows you to report problems on the roads, Public Rights of Way and Norfolk Trails, that we are responsible for maintaining." Then, a paragraph states: "If you would like to be updated on the status of the problem you are reporting, you will need to sign in or register. Alternatively you can report issues anonymously, but reporting problems this way will mean you are unable to track their progress." There are three buttons: "Sign in to report issues (allows tracking)" (highlighted with a green border), "Register" (highlighted with a blue border), and "Anonymously report issues (no tracking)" (highlighted with a blue border). At the bottom right, there is a "FEEDBACK" button with a star icon. The Windows taskbar is visible at the bottom of the browser window.

You can proceed immediately by clicking on the "Anonymous" heading but you would get no future feedback. If not already registered, you can go through this procedure which can take a working day or so, before you can resume using the "Sign in" heading. Having clicked the "Sign in" heading the next screen appears:-

Sign in

Sign in using your email address and password to:

- Report or track a highways defect
- Order and pay for a copy certificate for a birth, death, or marriage

For any road maintenance queries visit our [road maintenance section](#).

If you do not have a My Norfolk account, [register here](#).

Email address

ianmitchell5@virginmedia.com

Password

.....

[Forgotten password](#)

Submit

My Norfolk guidance

- Help with My Norfolk account
- Website privacy and cookies
- Disclaimer

Other online accounts

- Jobs
- Library
- School places
- Adult learning courses
- holdall smartcard
- Norfolk Directory

FEEDBACK

Enter your password and “submit” to get the screen:-

Services Accessibility | Sign out | Account

Highways problem report form

If you have a question about [road maintenance](#), [Public Rights of Way](#) or [Norfolk Trails](#), more information can be found on our dedicated web pages.

This form allows you to report problems on the roads, Public Rights of Way and Norfolk Trails, that we are responsible for maintaining.

If you would like to be updated on the status of the problem you are reporting, you will need to sign in or register. Alternatively you can report issues anonymously, but reporting problems this way will mean you are unable to track their progress.

✓ You are signed in

Continue to the form:

Report a highways fault

FEEDBACK

You are reporting a highways fault whether a road or public right of way, but the distinction comes with the next screen where you will put a dot against one of the two:-

Norfolk County Council

Search

Services Accessibility Sign out Account

Highways problem report form

Is this problem on a road or Public Right of Way or Norfolk Trail?

☐ Road

☐ Public Right of Way or Norfolk Trails

Previous Next

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Connect

FEEDBACK

“Next” brings up the screen:-

Norfolk County Council

Search

Services Accessibility Sign out Account

Highways problem report form

What is the problem?

-- Select one option --

Previous Next

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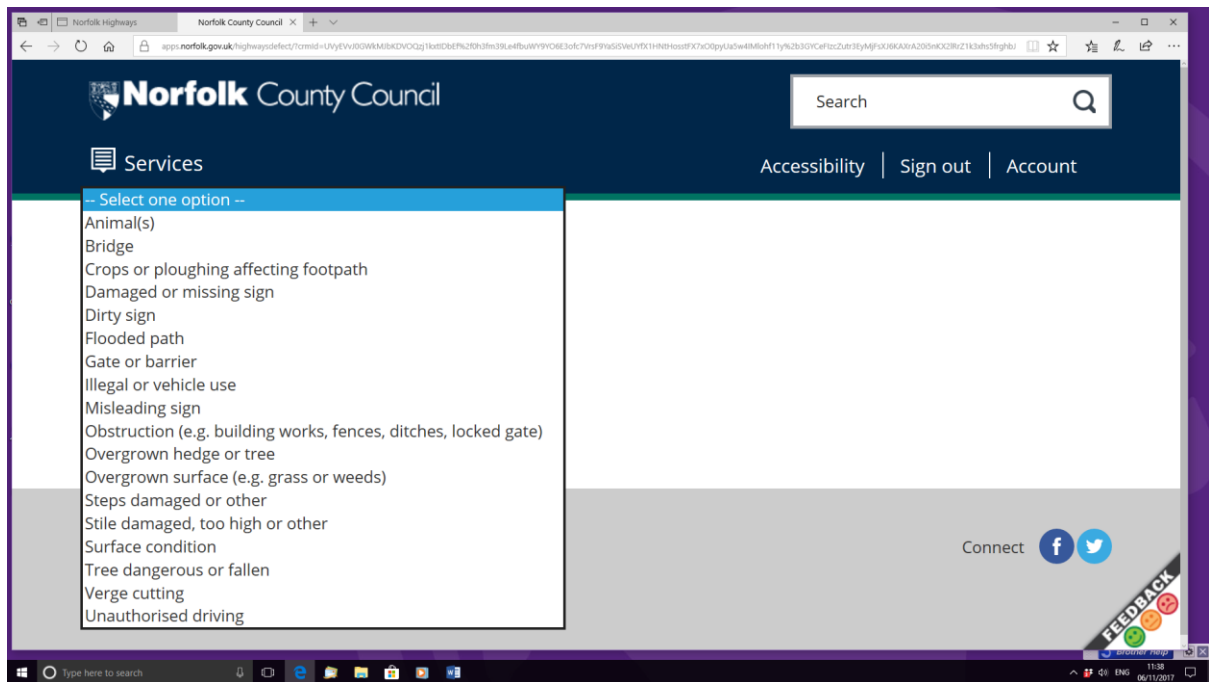
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Connect

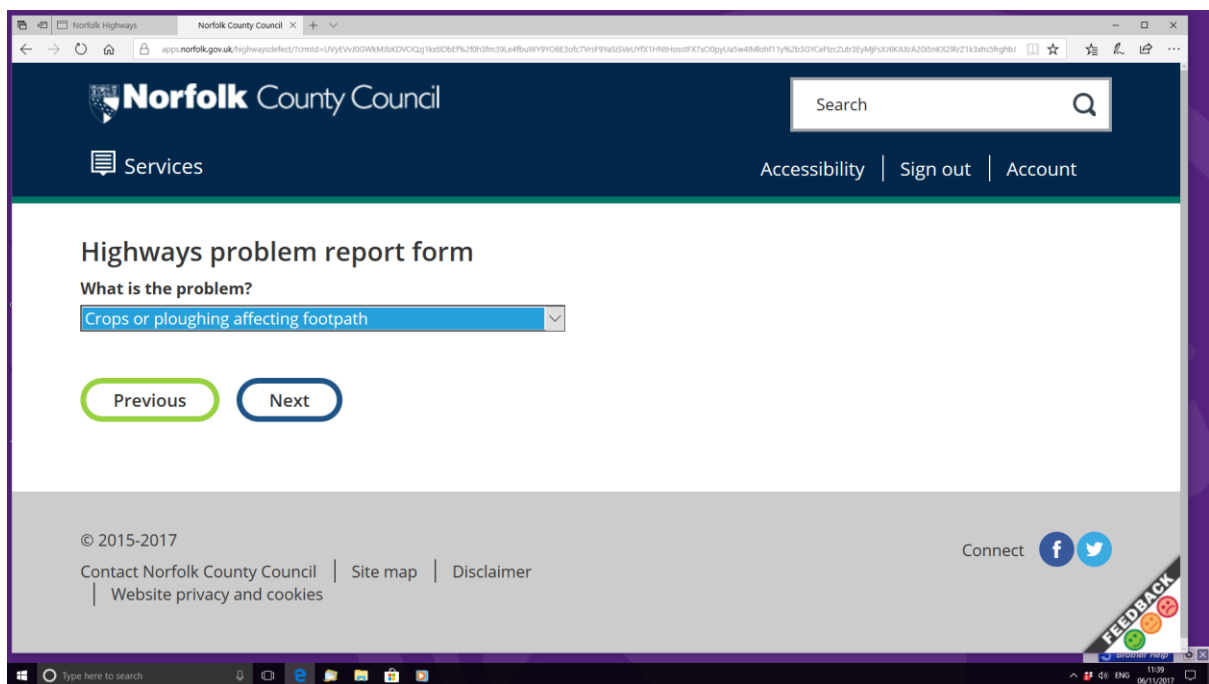
FEEDBACK

The “option” arrow brings up a choice of one out of 18 general problems shown below. In some cases it may be obvious in others it may need some thought. For instance a generally overgrown and blocked path may have both an “Overgrown hedge” and an “Overgrown surface (grass or weeds)”. To include both you may have to make two separate reports.

In the case of “Crops or ploughing” the distinction has to come in later screens:-

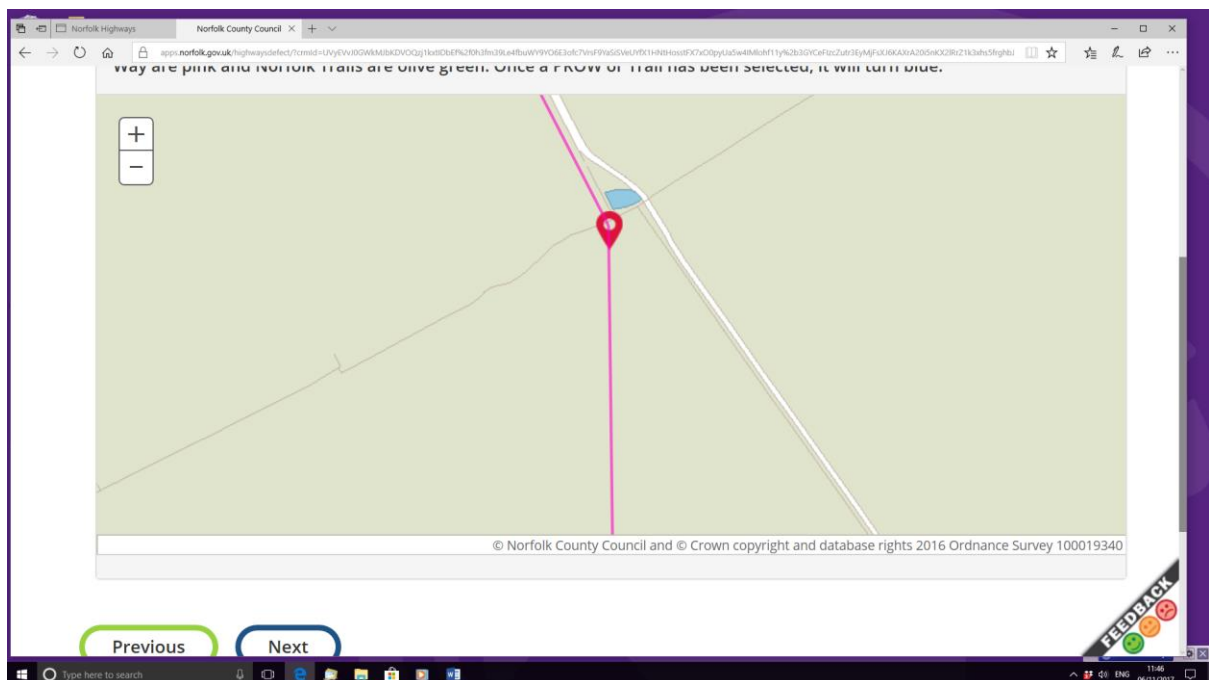
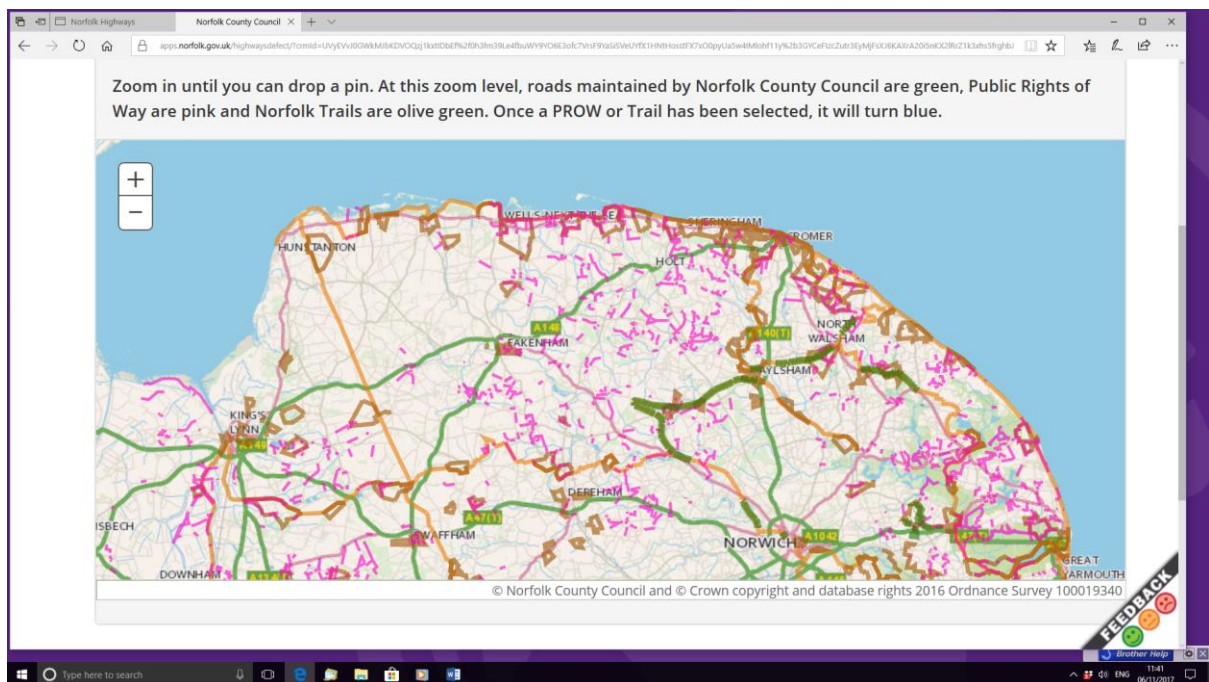


Decide for example as below:-



To move on press “Next”, to have second thoughts press “Previous”. This option is available right up to final submission.

Next comes a location map. Not quite the same as the original map you started with. But you enlarge with the + sign and minimise with the – sign and drag the map around with the cursor until you can locate the problem. Then enlarge until you can point the cursor at the right position release the cursor and a pointer appears as in the following made up example:-



Pressing “Next” brings up a screen with another decision. In this example it asks for the name of the crop. If you had originally selected a dangerous or fallen tree, the box on the screen below would ask for the size of tree and later the condition of the tree.

For crops it may depend on the time of year and your knowledge of what crops look like at various stages. For instance wheat and barley may be indistinguishable to some people until the ears show in the summer, so “cereal” might cover it.

This screenshot shows the first step of the 'Highways problem report form' on the Norfolk County Council website. The page has a dark blue header with the council's logo, a search bar, and links for 'Services', 'Accessibility', 'Sign out', and 'Account'. The main content area is white and contains the title 'Highways problem report form' and the question 'What is the crop?'. Below the question is a text input field. At the bottom of the form area are two buttons: 'Previous' (highlighted with a green border) and 'Next' (highlighted with a blue border). The footer includes copyright information for 2015-2017, contact details for Norfolk County Council, and social media links for Facebook and Twitter. A 'FEEDBACK' button is visible in the bottom right corner.

Next comes:-

This screenshot shows the second step of the 'Highways problem report form'. The page layout is identical to the first step, but the question is now 'Any other details relevant to the problem:'. Below the question is a larger text input field. The 'Previous' and 'Next' buttons remain at the bottom of the form area. The header, footer, and social media links are also present.

Here you can go into detail. It may be potato ridges set at right angles or diagonal to the path, or oilseed rape collapsing into the narrow path originally cut or sprayed through it before flowering. It is the opportunity to enter the details you originally noted down off the interactive map: the parish and path number, the grid reference(s). The farm name would be useful to the Council if you have any idea which one the field goes with (possibly by tracks leading to it). You might say if you were hoping to lead a group walk using the path, and what alternative you would have to take (edge of field or road) if the path remains obstructed.

Norfolk County Council

Search

Services Accessibility Sign out Account

Highways problem report form

Any other details relevant to the problem:

Foxley Footpath 1 crosses this field from 603726.322882 to 603698.322545 and no path has been marked through the crop of winter cereal.

Previous Next

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Connect

FEEDBACK

The final screen before submission allows you to check and correct or alter all the previous entries:-

Norfolk County Council

Summary

Check the details below are correct and click 'Submit'.

Defect type:
 Public Rights of Way and Norfolk Trails : Public Rights of Way - Crops or ploughing affecting footpath

Street name:
 Foxley FP1

Type of crop:
 Wheat

Other details:
 Foxley Footpath 1 crosses this field from 603726.322882 to 603698.322545 and no path has been marked through the crop of winter cereal.

Previous Submit

FEEDBACK

To correct anything, you would have to press “Previous” back as far as was necessary. The “Street name” is sometimes a bit surprising. The “Pin” on the map for a fingerpost missing or down is usually close to a road although apparently placed on the path, but the “Street name” resulting is often that of the road rather than the path. This is the reason for entering the parish and path number in the “Other details”

If this Summary is OK, this is the only chance at the moment of preserving a personal record of your entry by:

(1) highlighting the key text and copying and pasting or

(2) doing a screen print (in either case saving in, say, Word), or

(3) doing a print to keep or to scan.

I usually do a print (of the current page only) because on that print I can then write the NCC reference number that appears almost instantaneously after pressing "Submit", as well to add the date. Then I scan and save, ensuring that the parish, path number, date and NCC reference are prominent in the name of the document.

At present any other acknowledgements or feed-backs from NCC do not have the details that you will have entered. They refer to the reference: "ENQ9....." with a link to a map showing the parish and path number. If you have made several reports about the same path, you will need your own document to see what the feed-back is about. Feed-back at the moment is a bit formulaic and does not tell you much. We hope that in time NCC will improve the system in this respect.

Below are two recent reports plus two made earlier in 2017:-

Highways problem report form

Summary

Check the details below are correct and click 'Submit'.

Defect type:

Public Rights of Way and Norfolk Trails : Public Rights of Way Damaged or missing sign

Street name:

CATBRIDGE LANE

Type of sign:

Fingerpost with 2 fingers, 1 pointing into Mulbarton Footpath 3, the other pointing across Catbridge Lane to the entrance to Footpath 1.

Extent of problem:

The fingerpost looks quite sound but needs to be dug into the ground again as today it is standing propped against a dead tree beside the path.

Other details:

Not specified

Previous

Submit

ref. ENQ900122599

1/11/17

Highways problem report form

Summary

Check the details below are correct and click 'Submit'.

Defect type:

Public Rights of Way and Norfolk Trails : Public Rights of Way - Tree dangerous or fallen

Street name:

Mulbarton FP3

Size of tree:

Trunk is about 30 cms diameter, covered in ivy stems

Condition of tree:

It has fallen out of the hedge on the north side of Mulbarton FP3 diagonally blocking the whole path. The trunk is only crossable because at knee high one can sit on it and get one leg over at a time

Other details:

A vehicle cannot easily be brought up the path because it is fenced off from the garden. It looks to me as if it is a chainsaw job to cut the trunk into small sections which can then be rolled away for disposal. I cannot tell which house the hedge and tree belong to. The path is on the land of and is accessed via Fairview House.

Previous

Submit

Ref: ENQ 900122600
1/11/17

Highways problem report form

Summary

Check the details below are correct and click 'Submit'.

Defect type:

Public Rights of Way and Norfolk Trails : Public Rights of Way - Bridge

Street name:

Gissing FP8

Other details:

There is no bridge at 615559,286216 on Gissing FP8. Neither arm of the deep ditch here appears to be bridged and I had to get down into the ditch to cross it where it seemed driest.

Previous

Submit

Ref: ENQ 900079451
25/04/17

Highways problem report form

Summary

Check the details below are correct and click 'Submit'.

Defect type:

Public Rights of Way and Norfolk Trails : Public Rights of Way - Bridge

Street name:

RECTORY ROAD

Other details:

Gissing Footpath 8 has no bridge across the roadside ditch at 615138,286203 opposite White House on Rectory Road

Previous

Submit

Ref: ENQ 900079444
25/04/17

✓

I would be grateful if people sending a report to the Council sent me (ian.mitchell5@virginmedia.com) a copy of the details that they have retained for themselves by one of the means described above.

Ian Mitchell

Footpath Co-ordinator

The Ramblers, Norfolk