



Guide to using the Rights of Way Reporting Tool



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Date: 08/04/2024

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Introduction

The purpose of this guide is to provide user groups and other stakeholders who regularly report issues to the Buckinghamshire Council Rights of Way Operations Team with information on how they can make the most of the information in the system and to explain what information you can provide with your reports to make them as helpful as possible.

We heavily rely on the public reporting issues to us as it gives us an indication of the condition of the network and alerts us to issues that we wouldn't know about otherwise. However, with just a little bit more information included in reports we may be able to progress some reports quicker and ensure the issue is resolved as efficiently as possible.

We would appreciate it if all reports, queries and questions can be inputted through the system. This reduces officer admin time and the system is also accessible to all staff in the team. In a few circumstances an email may be more appropriate. In these cases please use the email address pathvolunteer@buckinghamshire.gov.uk

The system can be used on a computer or a mobile device (signal dependent).

We thank you for your continued support in helping us to maintain public rights of way in Buckinghamshire.

How to use the Rights of Way Reporting System

Report a new issue

To report a new issue to us you must first be logged in. Once logged in, click on the "Report an issue" button on the lefthand side.



This will allow you to see the rights of way map, with an added extra of being able to now see issues that have already been reported. These are shown with yellow triangles. 

Please note, a line of green triangles  indicates that a particular path is on our annual clearance schedule and the surface growth on this path will be cleared annually in the summer.

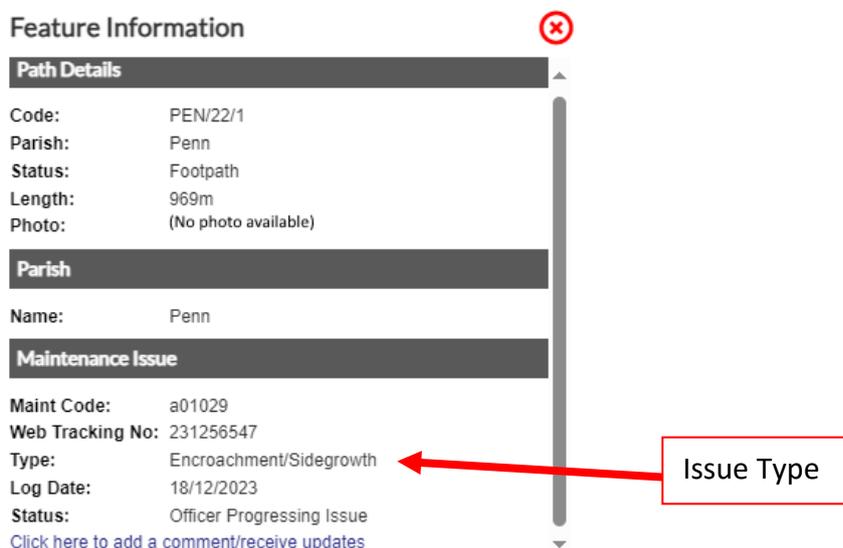
The instructions on how to report an issue and what the three tools do are located at the top of this page.

1. Use the search options to locate a path, settlement or parish, then zoom in so you can accurately mark the location of the issue. Click on map features using the info tool  to see further information or to add a comment.
2. To add a new issue, ensure the select tool  is highlighted and click the path or furniture where the issue has occurred.
3. Once the Path has been selected, switch to the add issue tool  and click the map at the exact location of the issue.

Please only include one issue per report. For example, if you find a fallen tree and a damaged stile on the same path close to each other, please still add these as separate reports so that they can be progressed and tracked accordingly.

Reporting an issue that has already been reported

Before you report an issue please check to see if it has already been reported. If there is a yellow triangle near to the point where your issue is then you can use the info  tool to click on an issue. Doing so will give you the Path Details, Parish Details and details of the reported issue in a textbox.



Feature Information 

Path Details

Code: PEN/22/1
Parish: Penn
Status: Footpath
Length: 969m
Photo: (No photo available)

Parish

Name: Penn

Maintenance Issue

Maint Code: a01029
Web Tracking No: 231256547
Type: Encroachment/Sidegrowth  **Issue Type**
Log Date: 18/12/2023
Status: Officer Progressing Issue
[Click here to add a comment/receive updates](#)

Please check that the issue Type matches the issue you are reporting (see above). If it is different, for example- it says Obstruction/Fallen tree and you wish to report a damaged stile then please add a new issue.

If it is the same, then you can click the link at the bottom of the issue that says “Click here to add a comment/receive updates” to receive updates or add a comment about that issue.

There may also be multiple issues on a path that appear in the textbox when you click on the path so make sure you click the “Click here to add a comment/receive updates” link that is under the issue you wish to report on.

Feature Information ✕

Name: Wendover

Maintenance Issue

Maint Code: a00951
Web Tracking No: None
Type: Encroachment/Overgrowth
Log Date: 28/11/2023
Status: Officer Progressing Issue
[Click here to add a comment/receive updates](#)

Maintenance Issue

Maint Code: a01452
Web Tracking No: 240338352
Type: Obstruction/Fallen Tree
Log Date: 11/03/2024
Status: Inspection Required
[Click here to add a comment/receive updates](#)

Links to add a comment/ receive updates for two different issues on the same path.

The exception to this is if you have a photo to add. Unfortunately, the system doesn't allow for photos to be added to comments, only to new reports. Please therefore report the issue as a new issue, but let us know in the text the reference of the issue your photo relates to. This will allow us to manually match up the reports. Please see the example below.

Description/location details

This relates to issue reference 12345. I've included a photo. The fallen tree is still there.

Receiving updates

If you wish to receive updates on your issue, then please tick the box before you submit your report.

Please tick this box if you require status updates - these will only be sent to your registered email address:



The system will then send you an email automatically whenever the status of your issue is changed by an officer. You can also view the current status of your issue by using the Track an issue function.

Public rights of way map

Report an issue

Track an issue

My reported issues

Manage my account

Log out

Finding your location

You can use the Search Map option on the lefthand side to search for a particular area to help you locate the path you wish to report an issue on.

Search map

Select the type of search you require and enter the search term below.

Town/Village

Street Name

Postcode

Parish

Grid Reference e.g. SP819135

Route Code e.g. AYL/27/1

 Search

There is also an option below this to go to your current location.

Current location

 Go to current location

This is useful if you are out and about as it will find your location and you can report an issue there and then from your mobile device (dependent on your mobile network signal).

Information to include in your report

Details

The details we require will be different depending on the type of issue you are reporting. In general, the more information you can provide the better. Below we have included a list of commonly reported issues and the info that is really helpful to us if it is included.

Fallen trees

- Which side of the right of way has the tree fallen from? Please describe using north, east, south and west if possible, rather than left or right as left or right can change based on which way you approach the obstruction from.
- Is the tree completely on the ground or hung up on another tree/ fence?
- Can people easily get round the tree?

Overgrown hedges/overhanging trees

- When reporting overgrowth please specify whether this is hedge growth from the sides or overhanging trees or whether it is vegetation growing from the surface of the path.
- If it is overgrown hedges/ overhanging trees, please specify which side of the right of way is the issue.
- Please give location references to indicate the length/extent of the issue, this could be visual references, coordinates or grid references.
- What is the approximate width remaining along the path?
- Is the path fenced in? If so, is this with barbed or electric fencing?

Surface vegetation

- As above, please specify that this is surface growth, such as nettles, brambles, etc, that grows from the surface of the path, rather than from the sides, like a hedge or treeline.
- Is the path fenced in? If so, is this with barbed or electric fencing?

Damaged gates and stile

- Please specify what is wrong with the stile, for example, missing step, wobbly step, wobbly fence, etc.
- Please specify exactly what is wrong with the gate and whether this obstructs access. For example, if the gate has no latch, this doesn't affect access but could be an issue for livestock control.

Damaged bridges

- Please specify the part of the bridge that is damaged and how it is damaged.

Surface issues

- Please specify what the issue is with the surface, eg: erosion, gullying
- Please give location references to indicate the length/extent of the issue, this could be visual references, coordinates or grid references.

Photos

Please try to include a photo with all reports as this helps us to see what the issue is. Please try to include a photo that shows the issue clearly and also shows its location. For example, if taking a photo of a fallen tree, try to include the whole tree and where the tree is rooted. With some issues you may wish to include two photos, for example on a damage bridge you may take one to show the whole bridge and the location and a second photo that shows the damage up close. The photos need to be smaller than 4mb so please make these smaller if needed before sending.

As mentioned in the section titled “Reporting an issue that has already been reported”, photos can’t be added to comments on existing issues so please still send photos by reporting these as new issues, but please provide the reference number of the issue it relates to.

How to manage reports in your area

If you monitor rights of way in a certain area, for example as part of a Parish Council or as a Path rep/checker then it would be really helpful to us if you could check the map that shows outstanding issues before you go out and visit the paths on your list and report back to us on whether the outstanding issues on the map are still there or in the same state. You can either add a comment, or report it as a new issue if you have a photo to include, stating the reference number of the issue it relates to. Please see the section titled “Reporting an issue that has already been reported” above for details on how to do this.

There may be a reason why we can’t resolve an issue even though it appears on the ground to be resolved as we still have actions to carry out. If this is the case then we will send you a message back through the system to explain further. You will need to have ticked the box to receive updates when you made your report to receive these.

If you have any specific questions about an issue you have reported or that you have seen on the map then please ask this by adding a comment to the issue through the system. We will then aim to get back to you as soon as possible. If you feel that it would be better discussed with a certain officer then you can also include a note to ask if that officer can contact you directly and we will aim to do this where it is practicable.

Frequently Asked Questions

How do I log in?

The website to report issues to us is as follows-

<https://www.buckinghamshire.gov.uk/environment/countryside-and-public-rights-of-way/public-rights-of-way/report-an-issue-with-a-public-footpath-bridleway-or-byway/>

You can then use the following steps to log in:

1. Click the “Report now” button on this page.



2. This will take you to a map. This map will show public rights of way in Buckinghamshire, but in order to report an issue you will need to be logged in.
3. To log in, or to make an account if this is your first time using the system, please click the “Log in” button on the lefthand side of the screen.



4. If this is your first time using the system, scroll down to where it says “Registration” and fill in the requested details. Once you click “Create my account” you will receive an email to activate your account, please check your junk box for this.

Registration

Please enter the following details:

Passwords must be:

- At least 6 characters in length
- At least 1 number and 1 letter
- At least 1 non-alphabetic or non-numeric character e.g. ! " £ \$

* User name:

* Password:

* Confirm password

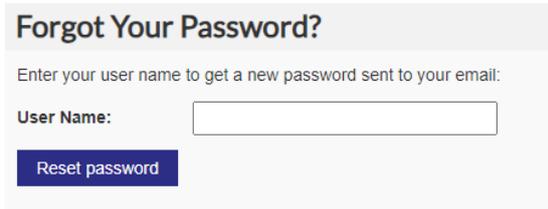
Email address:

5. If you already have an account, then please log in with the username and password that you created. Please note, it asks for username and not email address (unless you set your username as your email address).

What should I do if I am having issues logging in?

If you are having issues logging in, then please follow the following steps.

1. Scroll down to where it says, "Forgot Your Password?"



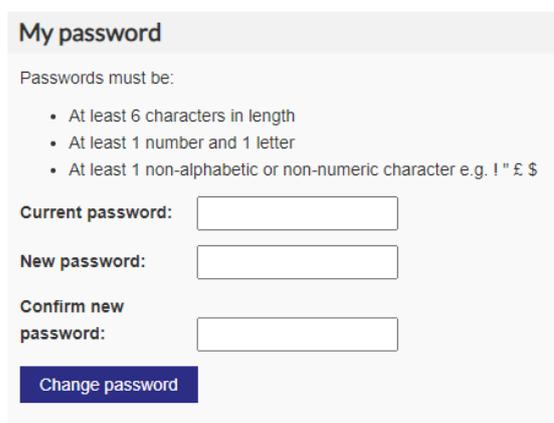
The screenshot shows a form titled "Forgot Your Password?". Below the title, it says "Enter your user name to get a new password sent to your email:". There is a text input field labeled "User Name:" and a blue button labeled "Reset password".

2. Please type in your username (not your email address, unless you set your email address as your username) and the system will email you a new password. Please check your junk box for this email.
3. You will then be able to log in with your username and this new password.
4. Once you are logged in, we would then recommend changing your password by clicking on "Manage my account" on the lefthand side.



The screenshot shows a vertical list of menu items: "Public rights of way map", "Report an issue", "Track an issue", "My reported issues", "Manage my account", and "Log out". The "Manage my account" item is highlighted with a red rectangular border.

5. Then scroll down to where it says, "My password" and you will be able to set a new password here.



The screenshot shows a form titled "My password". It lists password requirements: "At least 6 characters in length", "At least 1 number and 1 letter", and "At least 1 non-alphabetic or non-numeric character e.g. ! " £ \$". Below these are three text input fields labeled "Current password:", "New password:", and "Confirm new password:". A blue button labeled "Change password" is at the bottom.

6. If you have forgotten your username or are still having issues after following these steps, then please email pathvolunteer@buckinghamshire.gov.uk

How can I track an issue I have reported?

If you have already reported an issue you can track the status of that issue by clicking “Track an issue” on the lefthand side.



A box will then appear and you can type in the reference number that you received via email, which will then bring up the current status and the location of the issue on the map.

Reference number:

Alternatively, you can click on “My reported issues” on the lefthand side.



This will bring up a table showing all the issues you have reported with the date it was reported, the issue type, the location and the current status and when this was last updated. If you click on a reported issue in this table it will bring up the location on the map.

Submitted	Problem	Parish	Status	Updated	Parent Path
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What does the issue status “SI Raised” mean?

Most of the statuses we use are self-explanatory but one question we often get asked is what the status “SI Raised” means. This is Site Instruction raised which means a job has been raised for a works crew, a contractor or a volunteer work group.

The path I want to report an issue on isn’t shown on the online map. What should I do?

The Rights of Way Operations Team only manage rights of way shown on the definitive map. If you find that a path is not shown on the map then that path isn’t a recorded right of way. If it is in an urban area and is tarmac, it could be a footway that is maintained by Buckinghamshire Highways. Please report this on Fix My Street- <https://fixmystreet.buckinghamshire.gov.uk/>

Other paths not shown may be permissive paths managed privately by the landowner.