How to report a footpath problem to Kent County Council (KCC).

There are two ways of reporting footpath problems to KCC:-

1) Online
2) By phone to 03000 41 71 71 (Monday to Friday, 9am to 5pm)

You need to be able to identify where the problem is, either by marking your map when you discover the problem or by the Ordinance Survey grid reference which identifies it.

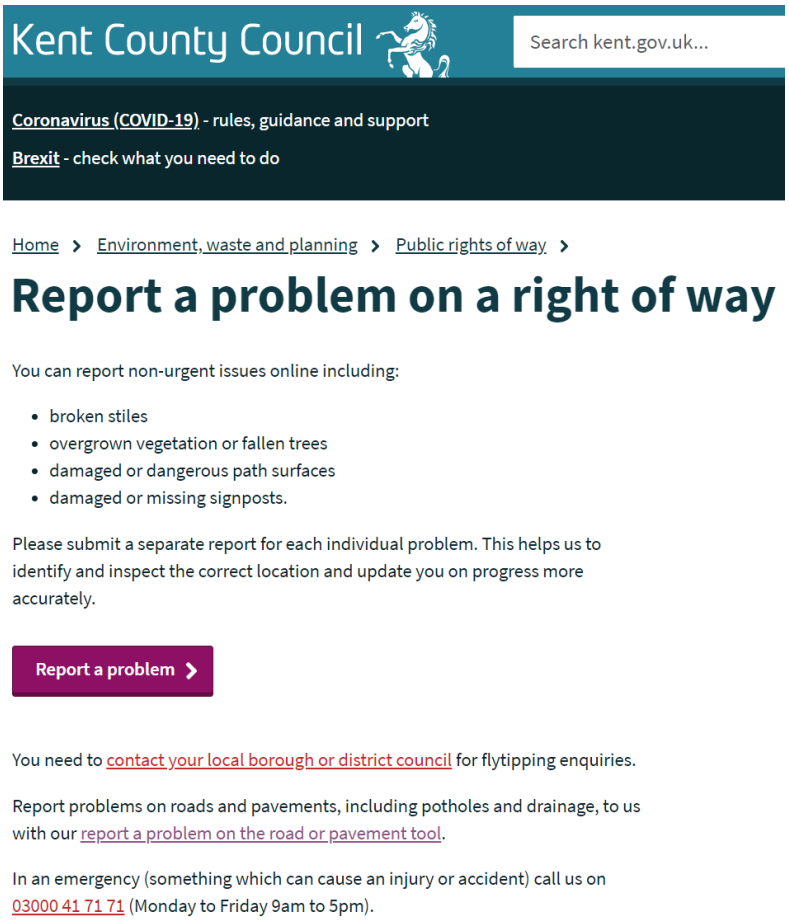
The preferred option is online as it allows you to precisely identify the problem site and monitor KCC's action to resolve it.

To report your problem online, search using the link below and save it to your favourites (hold down the ctrl key and click on the link):
https://www.kent.gov.uk/environment-waste-and-planning/public-rights-of-way/report-a-problem-on-a-right-of-way
Or, search for "Kent County Council" and select the main site. Then once on the KCC site put "report a problem" (in quotes) in the search box and then select "Report a problem on a right of way."

Either method should bring you to a screen like the one on the right.

Registering
After clicking on the "Report a problem" button you will be taken to the Login page. On your first visit you will need to supply contact details so that KCC staff can contact you if they need further information in relation to a fault you have reported. It also allows them to email you with progress reports.

On subsequent visits you can log in using your email address and the password you set when you registered. There is a button to use if you have forgotten your password.



For general enquiries or technical issues with the fault reporting tool, email prow@kent.gov.uk

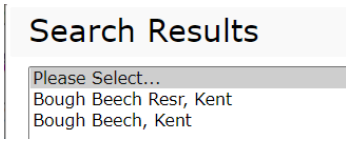
Reporting a problem

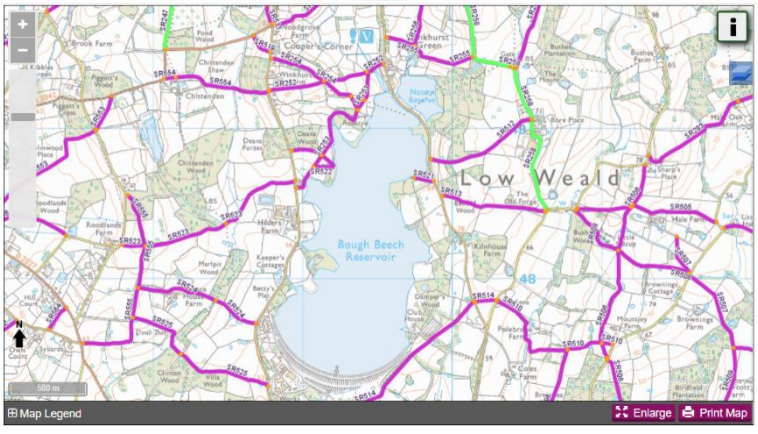
When reporting a fault, having logged on you should see a screen like the one below:-



In addition to the suggestions above the map, on a PC or laptop you can zoom in using the mouse wheel or the + & - buttons, and you can drag the map holding the normal mouse button down.

Let's suppose, for demonstration purposes, I wish to report a broken stile on a walk near Bough Beech. To do this I need to home in on the right part of the map, and enlarge it; the map will show all the 'furniture' (gates, stiles, etc) once I have enlarged the map sufficiently. There are several ways to home in on the area you want; it's often simplest just to zoom in and fined the location. Selecting Town/Village and searching for "bough beech" comes up with two answers. I choose the first, and the map will zoom in:



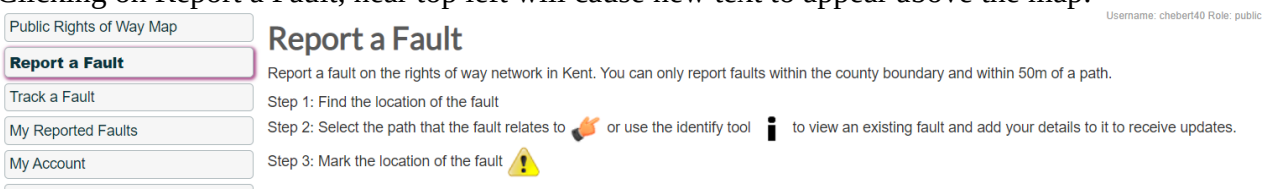


I then position the mouse pointer where the stile is and zoom in:



The "furniture" will be shown once you zoom in far enough.

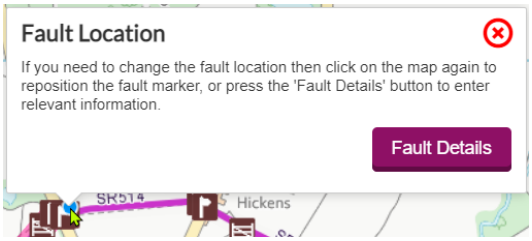
Clicking on Report a Fault, near top left will cause new text to appear above the map:



If you click on the hand symbol (upper right) and then on a path, that section of path will be highlighted – see right. (The stile in this case is hidden by the signpost icon.

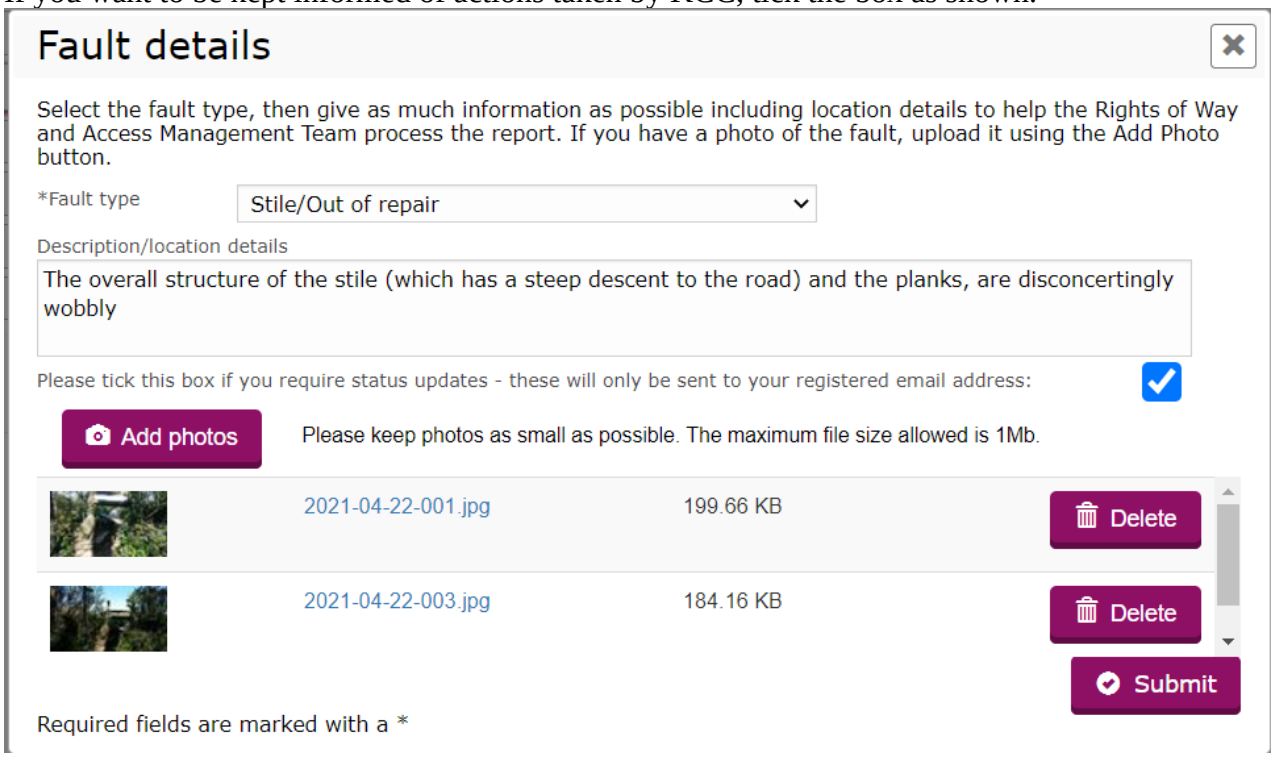


Next, click on the  button, and then at the appropriate place on the map. A "Fault Location" box will then appear:



Click on the "Fault Details" button, to get a form on which to enter details of the problem. Start by selecting the type of problem from the drop-down list which appears ("Stile/Out of repair", in this case), then describe the problem and upload any appropriate photos (clicking the "Add photos" button will allow you to find the files on your computer in the normal fashion; you can select and upload all of them at the same time (e.g. holding the Ctrl key down and clicking on each file in turn).

If you want to be kept informed of actions taken by KCC, tick the box as shown.

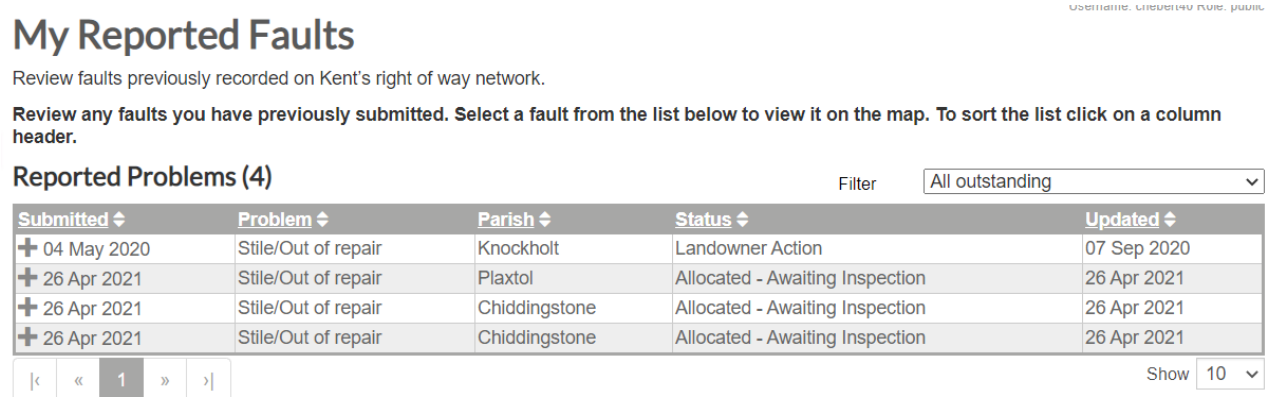


When you're happy you've supplied everything, click on the "Submit" button. You will see a message with a reference number.

Note: if a fault has already been reported, ( will show on the map) you can only add comments.

Monitoring your reported problems.

To monitor your reported problems, log on then select (on the left hand side) My Reported Faults and you should get a screen like the one below.



My Reported Faults

Review faults previously recorded on Kent's right of way network.

Review any faults you have previously submitted. Select a fault from the list below to view it on the map. To sort the list click on a column header.

Reported Problems (4)

Filter: All outstanding

Submitted	Problem	Parish	Status	Updated
04 May 2020	Stile/Out of repair	Knockholt	Landowner Action	07 Sep 2020
26 Apr 2021	Stile/Out of repair	Plaxtol	Allocated - Awaiting Inspection	26 Apr 2021
26 Apr 2021	Stile/Out of repair	Chiddingstone	Allocated - Awaiting Inspection	26 Apr 2021
26 Apr 2021	Stile/Out of repair	Chiddingstone	Allocated - Awaiting Inspection	26 Apr 2021

|‹ « 1 » ›| Show 10

All faults are dealt using KCC's priority order and with reduced resources their timescale may not be what we might ideally desire.