

# Information

From:	Melinda Dunseith
Date:	16/09/2016
To:	All Parish Councils

## **G.I.S Mapping Systems For Public Footpaths and Rights of Way, And “Report a Problem” on our Highways**

For more information contact:	<p>Name: Geoff Dight Email: <a href="mailto:Highways@somerset.gov.uk">Highways@somerset.gov.uk</a></p> <p><b>“Report it” – report a problem on the Highways</b></p> <p>Website: <a href="http://www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/report-a-pothole-or-road-defect/">www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/report-a-pothole-or-road-defect/</a></p> <p><b>Public Footpaths and Rights of Way</b></p> <p>Website: <a href="http://roam.somerset.gov.uk/roam/map">http://roam.somerset.gov.uk/roam/map</a></p>
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## **Parish Councils – Briefing paper**

### **Introduction – “Report a problem” on the Highway**

A new online, interactive map has been launched by Somerset County Council to allow residents to report potholes and other issues on Somerset’s Highways.

‘Report it’ is now available at <http://www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/> and allows users to report any issues across all 4,206 miles of Somerset’s highways.

#### **How does it work?**

Residents can now go on the website to report issues they find on a highway such as a pothole, blocked drain or poor road surface. Simply log the issue on the map by location and then fill in the details of the problem using an online form. People can also leave an email address to receive updates on potholes they have reported.

When residents report a road defect it will be inspected within 3 working days, and programme repair work will be scheduled where required.

You can find out more [information about how we find and repair potholes here](#).

### **Introduction – Explore Somerset – (Public Footpaths and Rights of Way)**

A new online mapping system to help people find their way around Somerset’s extensive rights of way network has been launched by Somerset County Council.

#### **How does it work?**

Explore Somerset is now available at [www.somerset.gov.uk/rightsofway](http://www.somerset.gov.uk/rightsofway) and allows users to plan their route across all 9,000 public rights of way in Somerset.

The interactive system can also be used to simply report any issues you find on a right of way – such as a broken stile or blocked path.

Residents can log the issue on the map and also upload photos to help wardens easily locate the problem. They can also leave an email address to receive updates when the issue is resolved or closed.

Explore Somerset is being improved and developed all the time, and one of the next phases is to develop a volunteer module for the many individuals and groups who give up their time to help the County Council look after the network.

## **For more information**

### **Explore Somerset**

If you have any queries about Explore Somerset please email: [rightsofway@somerset.gov.uk](mailto:rightsofway@somerset.gov.uk), or if you're interested in volunteering opportunities on the path network then please visit [www.somerset.gov.uk/rightsofway](http://www.somerset.gov.uk/rightsofway) or email [rowvolunteers@somerset.gov.uk](mailto:rowvolunteers@somerset.gov.uk).

Website:

[www.roam.somerset.gov.uk/roam/map](http://www.roam.somerset.gov.uk/roam/map)

### **“Report a Problem” on our Highways**

If you have any queries about “Report a problem” on our Highways please email: Geoff Dight, on: [Highways@somerset.gov.uk](mailto:Highways@somerset.gov.uk).

Website:

[www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/report-a-pothole-or-road-defect/](http://www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/report-a-pothole-or-road-defect/)

The Highways ‘Report It, and “Explore Somerset” online systems continue to be improved and will work in co-ordination with the all new Travel Somerset website, ([www.travelsomerset.co.uk](http://www.travelsomerset.co.uk)).

Residents can also report issues to Highways and Public Footpaths and Rights of Way through our dedicated Contact Centre on 0300 123 2224.

**We are encouraging people to use this online option, so please share this information with residents as you feel is appropriate.**