

# Reporting issues on Public Rights of Way In England and Wales

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Reporting issues on public rights of way helps to protect and improve equestrian access. If there is a problem on your rights of way network – a fallen tree, broken gate, narrow fencing or anything else that makes it difficult or dangerous to use – you **MUST** report it to your local Highway Authority (your county council).

Use the guide below to resolve any issues you may come across on your local rights of way

## 1 Identify the location of the issue



You could use [what3words](#) app, Ordnance Survey grid reference using an OS paper or online map, or a postcode taken from an online map such as [Bingmaps](#).

## 2 Take photos of the issue if possible

Use an everyday object for scale if you can so that if, for example, you are reporting a hole, the size of the hole can be assessed.



## 3 Check the online map of rights of way in your county/authority area.

Make sure the issue is on a route that is recorded as a Public Bridleway, Restricted Byway or Byway Open to All Traffic. Note the reference number of the route. *(If you have no access to the internet, ask a friend or family member to report on your behalf, or to find a telephone number on the local authority website.)*

## 4 Report the issue via the online reporting portal for the county/authority.

You may have to register an email address to do this. If there is an option to tick to receive an acknowledgement and updates on the issue, please do so. Include photos taken, location of the issue and the reference number(s) of the route(s).

## 5 Even if the problem has already been reported, **REPORT IT AGAIN!**



## 6 Allow the authority a reasonable time to respond to the report.

(At least a month unless there is imminent risk of or actual injury.) Some issues will have higher priority if there are safety implications or if they are on a busy route.

## 7 Follow up the report if you do not receive a satisfactory response within a reasonable time

Contact the county/authority again via the details on your acknowledgement email/message from them.

## 8 Raise with the Parish Council if you are dissatisfied with the response from the county/authority.

Finally, if the issue remains unresolved, contact [access@bhs.org.uk](mailto:access@bhs.org.uk) for further guidance.