

‘How to report a road or pavement issue online’ guide

Reporting issues and viewing case updates

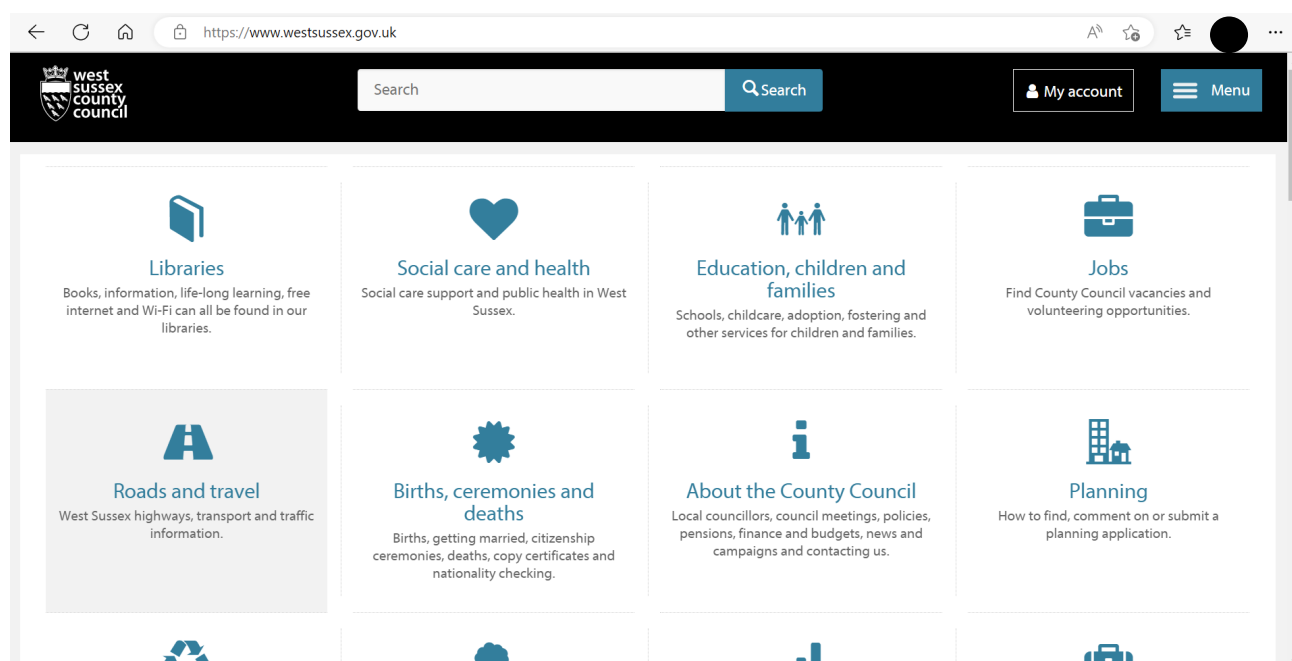
Online reporting enables you to:

- create an account, saving you time when reporting and keeping a log of your submitted reports.
- use the map to check if the issue has already been reported and view the status of current open reports.
- subscribe to updates about existing reports by viewing them on the report form map, selecting the pin for the report and submitting your email address.

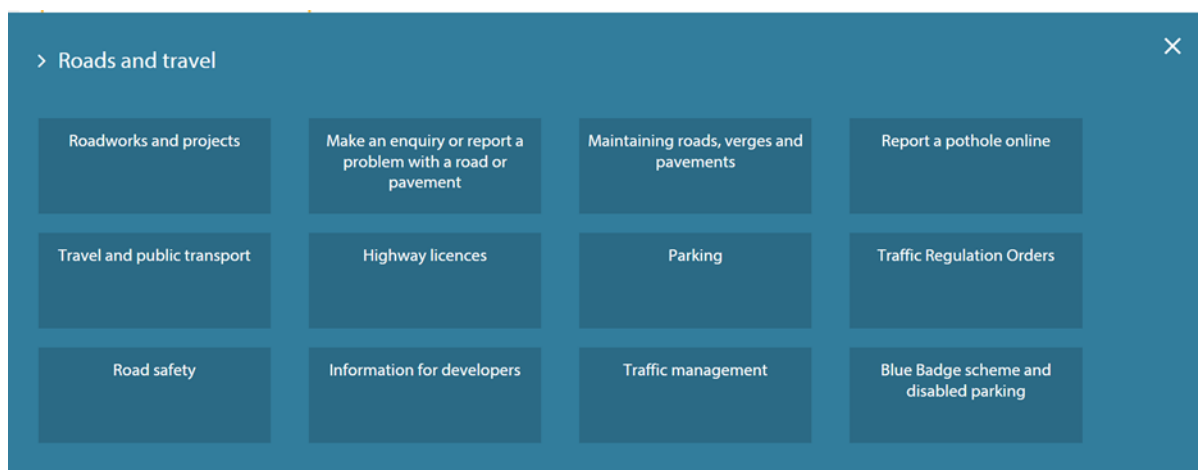
To receive progress updates you must register for an account or provide an email address when you submit your report.

Step by step guide:

Go to the West Sussex County Council Website at www.westsussex.gov.uk and you will be presented with this page.



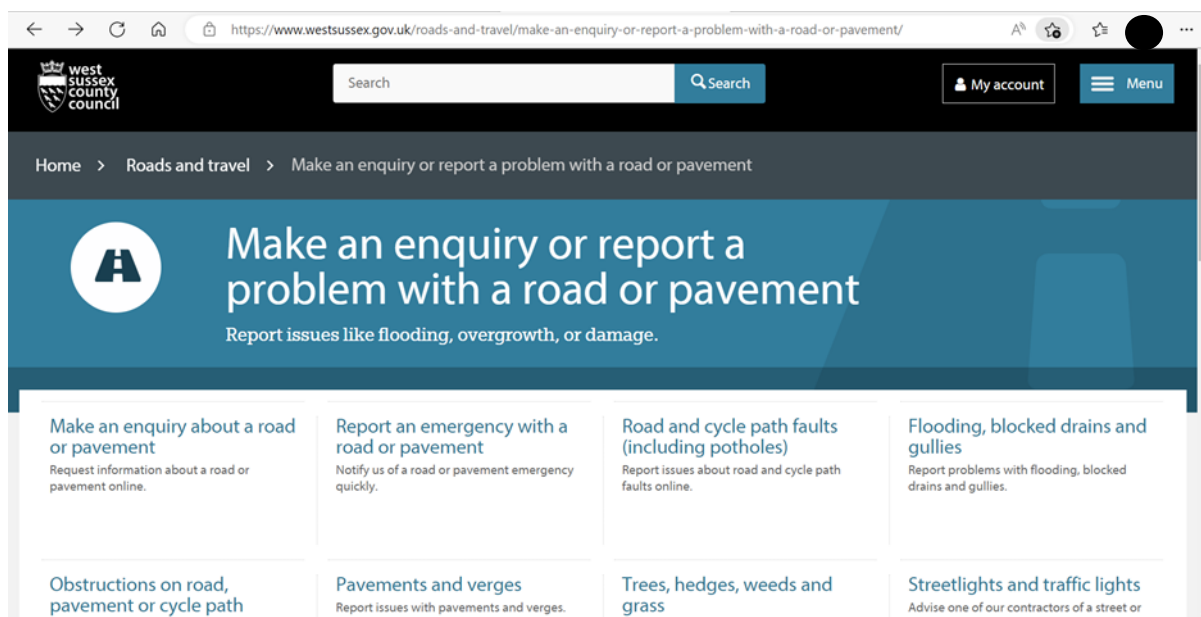
Click on 'Roads and travel'. Which will lead you to the following:



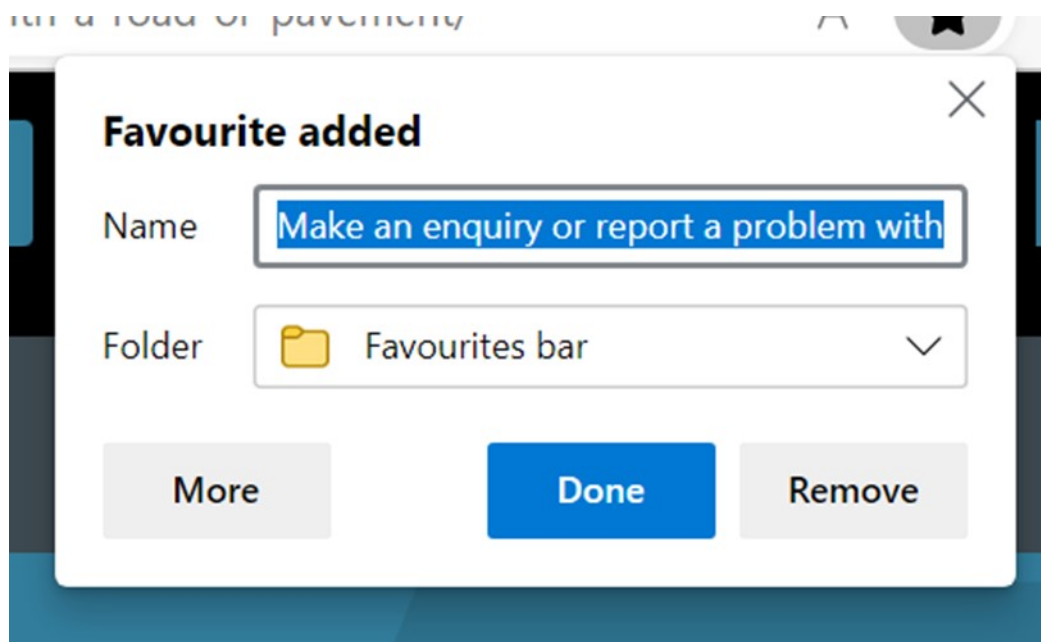
Click on 'Make an enquiry or report a problem with a road or pavement'. The following will then show with several different options for you to report.



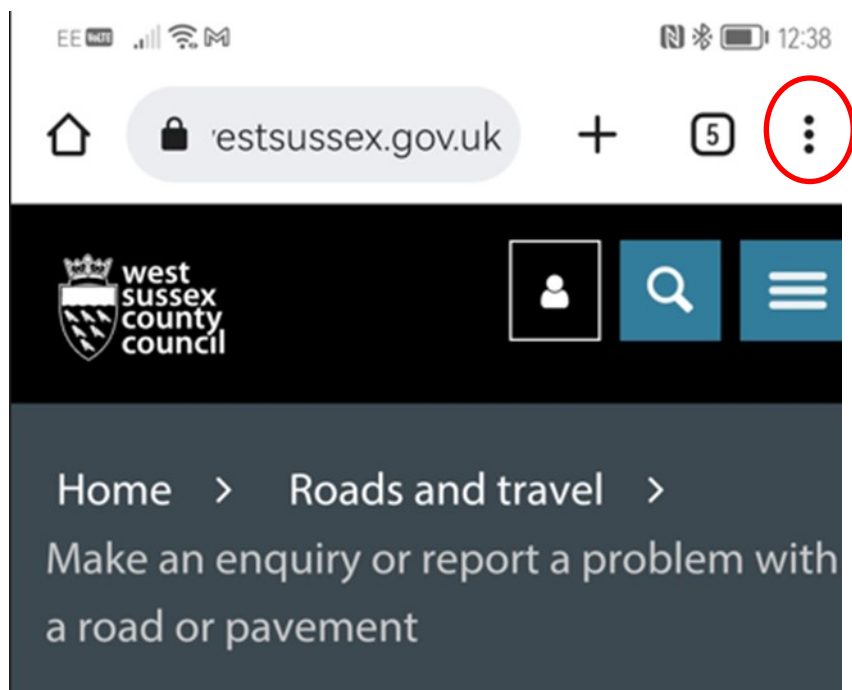
Once you get to this screen, it would be ideal for you to favourite the page so you can access it easily next time. You can do this by clicking on the star icon circled in the below photo.



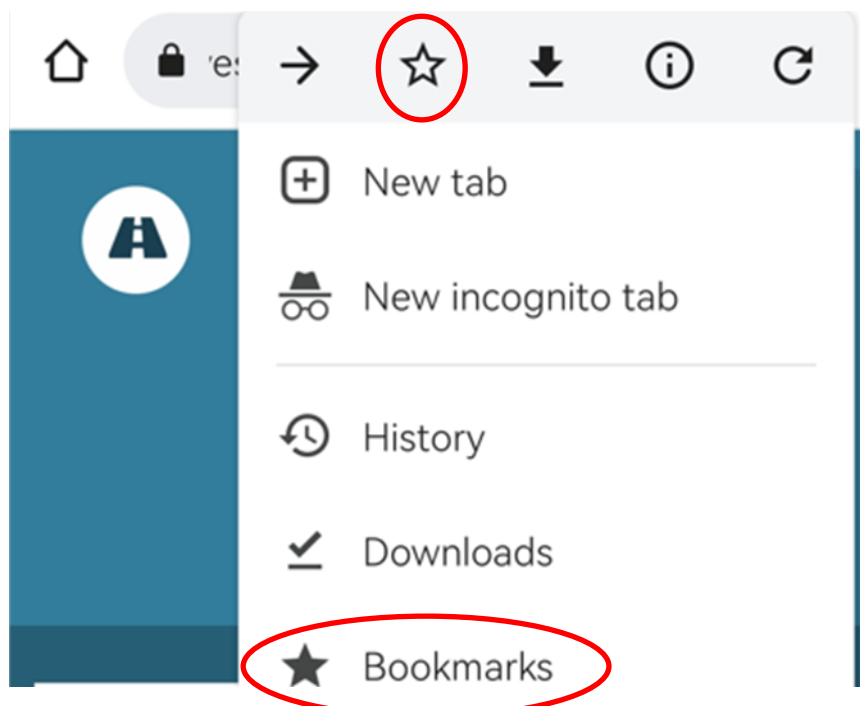
It will come up with the following where you can choose your preferred file name and save this favourite/bookmark in the appropriate folder you would like to save it in.



Or if on a mobile device, click on the three dots as circled in below picture.



Then you click on the star icon as circled below and this will bookmark the page for you. To find the bookmark page either now or at a future date, select the 3 dots again (as above) and then click on bookmarks and the web page will be displayed for you to select.



Back to how to report a road or pavement issue e.g. a Flooding, blocked drains and gullies;

Click on 'Report flooding, blocked drains or gullies online' and you will be redirected to the following screen and the online reporting form.

Flooding, blocked drains and gullies

Report problems with flooding, blocked drains and gullies.

[Report flooding, blocked drains or gullies online](#)

For more information, see our page about [flooding, drainage and gullies](#).


Be aware that we do not monitor online reports at weekends or during bank holidays.

To receive progress updates you must register for an account or provide an email address when you submit your report

Also in Make an enquiry or report a problem with a road or pavement

- > [Make an enquiry about a road or pavement](#)
- > [Report an emergency with a road or pavement](#)
- > [Road and cycle path faults \(including potholes\)](#)
- > [Obstructions on road, pavement or cycle path](#)
- > [Pavements and verges](#)
- > [Trees, hedges, weeds and grass](#)

Please note, each landing page displays links to the appropriate web online form for the specific issue you want to report e.g. potholes, overgrown vegetation etc.

 west
sussex
county
council

Register Log in

Home My requests

Welcome to your West Sussex County Council account

Sign up for an account to manage your service requests and accounts with us. Creating an account saves you time with auto-completion of your contact information when completing forms and the ability to view a history of your requests and accounts.

Sign up now

Log in

or Continue without an account

Before you continue, we would recommend registering for a WSCC Account (please see notes at start of this 'How to Guide')
You can if you choose report anonymously and continue without an account.
To receive progress updates you must register for an account or provide an email address when you submit your report.

The following screen will show and you will be asked to fill in your email address and create a password.

Registration

Please enter your email address and create a password to register

Email address *

joe.bloggs@gmail.com



Password *

Confirm password *



Your password must be 9 or more characters and contain at least one lower case letter, one upper case letter and a number.

You can also optionally use these special characters: ! @ \$ % ^ & * ~

✕ Cancel

✓ Submit

Once you have created an account you will be taken to this page where you can report your road or pavement issue.

Home My requests

Report a drainage problem

(includes flooding, drainage and gullies)




► [Your data privacy](#) (expands below).

► [To make a report](#) (guidance expands below).

This Highway's Defect Reporting Page and Map is best viewed using a modern web browser e.g. Google Chrome, Microsoft Edge or Safari etc. Internet Explorer is no longer supported.

Upload photo

If you are able to provide a photo of the problem this may provide a more precise location which would assist the Highways Team.

Drop files here to upload •  upload

Accepted file types: .jpeg, .jpg, .jpe


Uploaded: 0 of 1

Search for road

You will be asked to upload a photo if you have one, search for the address (search for road/town) and/or you can click on the map using either the touchscreen or mouse wheel to zoom in/out and place a locator pin on the map on the relevant road indicating the location of the issue.

Upload photo

If you are able to provide a photo of the problem this may provide a more precise location which would assist the Highways Team.

Drop files here to upload -  upload

Accepted file types: .jpeg, .jpg, .jpe

Uploaded: 0 of 1

Search for road

Bognor Road



Find Road

Please select the road you would like to zoom the map to

Bognor Road , Chichester

Bognor Road , Horsham

You will then be asked for further information regarding the issue you are reporting as below

The drainage issue affects *

Footpath



The drainage problem is caused by *

A blocked drain



Has this area been flooded before? *

Not sure



The flood water is such that the way is *

Passable but with care



Description *

Enter additional details on the issue or its location

Do not include:

- ✗ Names
- ✗ Email addresses
- ✗ Phone numbers
- ✗ Personal information

Next it will ask if you would like to receive updates on your report and if so ask for your details so [the](#) Highways Team can keep you informed of progress regarding the reported issue.

Receive email status updates on this enquiry? *

Yes

No

First name *

Joe

Last name *

Bloggs

Email address *

joe.bloggs@gmail.com

Phone number

Adding a phone number will allow an engineer to contact you for further details if necessary

Once completed, click 'Submit form'