

REPORTING POTHOLES

The Suffolk site is quite interesting to explore once you know how to do it, so I have produced this guide.

These are the steps, with additional guidance to avoid getting frustrated with the system!

A – Familiarisation with the map.

1) - click with your mouse onto this web site (all clicks are left-clicks):

<https://www.suffolk.gov.uk/roads-and-transport/roads-pavements-and-verges/potholes/report-a-pothole/>

2) - click “start”

3) - read and then press “continue” at the bottom left of the text box – you can then see the map.

4) - placing your pointer anywhere on the map, scroll forwards with the wheel of your mouse to magnify the map, and home in to the Worlingworth area. If you don’t know how to do that, you can use the + and - boxes at the right-hand lower corner of the screen.

If you want to shift the map up, down or sideways, hold down your left click button and drag the map around to where you want it – then let go of the left click button and the map will stay there.

5) - as you continue to expand the map you will see a number of small blue circles appearing, some with numbers in them – ignore them for the moment.

6) - continue to expand and shift the map until you have the Worlingworth area central on your screen.

7) - now left-click on one of the blue dots – perhaps the one at the northern end of Swan Road, which currently has a 3 on it. The map will super-enlarge to a close up of that place.

Note: be careful not to press your left-click on anywhere other than a blue circle as this will start an alert for a new report by plotting a red indicator (I shall call them flags) onto the map! If this happens, you will need to close the map to go back out, and start again at step 3) above.

8) - left-click on “key” at the top-right of the page and this will explain the current status of all the coloured marker flags now showing on the road, currently one each of blue, yellow and purple.

9) - now left-click on any of these coloured flags and an information box will drop down to describe the current situation. It is interesting to go round the area checking what has been reported and what is planned – notice you can report footpath access problems too, not just potholes.

B - How do I report a pothole?

1) - Find the location on the road you want to report, zoom in quite close, and then left-click once – a red flag with a post will appear. If it is not quite on the right place you can always left-click-hold over it and drag it to the correct position before letting go.

2) - now to the reporting – the form should have dropped down on the left-hand edge of the screen – if not, then click on the green box: “Report it”.

3) - now complete all the fields (boxes) down to and including “phone” (they have never phoned me), but here is a tip:

The “description of problem” box can take a lot of words - enough to really let off steam! - but the “location of problem” box is small, so I give details of the exact place in the “description” box rather than in the “location” one, only giving a general indication in the latter.

4) - I used to go out and take photographs as I found that reports without photographic evidence were being rejected, but this was before the extra funding, since when I have not needed to add any pictures.

5) - left-click on the green “submit report” box and you are done. You can now close the window to leave.

C - What happens next?

The next day you should receive an email acknowledging and logging your Report and then, a few days later, you should receive an email with the result – it will look like the ones I publish on the Nextdoor Worlingworth site in the Crime and Safety section.

You may find that these emails go straight to your SPAM folder so keep looking there for them too.

For any further clarification, please do not hesitate to ask.

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