

How to report an  
issue to the Country  
Council step by step



<https://www.worcestershire.gov.uk/>

The screenshot displays the website's header and a main navigation grid. At the top, a banner features the text "UKRAINE HOW YOU CAN HELP in Worcestershire" on a blue and yellow background, with a map of the county and a heart icon. Below the banner is a grid of eight dark red buttons: "Apply", "Pay", "Renew", "Tell us about a road or highway issues", "Libraries", "Jobs", "Support for Ukraine", and "Coronavirus (COVID-19)". A "Chat with us" button is located in the bottom right corner. A blue circle highlights the "Tell us about a road or highway issues" button.

**UKRAINE**  
**HOW YOU**  
**CAN HELP**  
in Worcestershire

Apply   Pay   Renew   Tell us about a road or highway issues

Libraries   Jobs   Support for Ukraine   Coronavirus (COVID-19)

Chat with us

# At the bottom of the next page



Grit bins



Gritting



Bridges and structures



Public rights of way



Other road or footway issues

## Report Other Issues on the Road or Pavement

### Find the location

Please tell us the location of the problem. The more information you can provide, the easier it will be for us to find the problem and fix it.

#### Location of Fault

Nearest Town or Village

e.g. Redditch or Alfrick

Street Name or Road Number

e.g. High Street or A444. Please leave blank if not known

Building Name or Number

e.g. 17 or Montgomery House (please do not use hyphens e.g. 164-168). Please leave blank if not known

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# Locate as instructed on the page

## Worcestershire County Council

Please zoom in until you are able to pinpoint the position of the issue by clicking on the correct location in the map. You can control the zoom by using the + and - buttons at the top left of the map.

+

-

Please help us by entering as much information as possible regarding the issue you are reporting

Broken step to path and path is overgrown

Click Next button below to continue

<< Prev Next >>

Aerial

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# You need to create an account but it will remember this if you want it to.

In case we need to contact you in order to obtain more detailed information regarding your report(s), we ask for some contact details.

#### **Citizen Account?**

If you have one of our new Citizen Accounts created after April 1st 2016, you can login in below and your report(s) will be logged against your account. You will then be able to view all of your reports, together with any updates, when you login to our Citizen Portal.

Don't have an account? [Click here to register](#)

If you do not wish to register, just continue to fill out the details in the "Your Details" section.

#### **Your Login Details**

Username

Password

#### **Your Details**

First name

Surname