

Appendix 1

Prioritisation of PROW problem categories

Priority 1	Public Safety Issues Examples: Any issue with potential to cause injury; dangerous bridges, bulls & other dangerous animals, dangerous structures. This category of issue will be investigated/responded to in 24-72 hours from receipt of complaint.
Priority 2	Obstructions and statutory duties Examples: physical obstructions which prevent the public from using a path, serious disturbance to path surface, encroachment, intimidation, misleading signs, badly overgrown vegetation. Missing fingerposts. This category of issue will be investigated/responded to in 2-4 weeks from receipt of complaint.
Priority 3	Maintenance issues and minor compliance issues Examples: Improving stiles/gates, drainage problems, surfacing improvements, waymarking. This category of issue will be investigated/responded to in 4-6 weeks from receipt of complaint.
Priority 4	Non-statutory requests/enquiries Examples: Requests for additional signing, improvements not covered by higher priorities. This category of issue will be dealt with at the discretion of the relevant officer. In some cases, suggestions for improvements will be referred to the Countryside Access Development Officer for inclusion on list of ROWIP suggestions.

N.B. The timescales given here are for an officer to look at the problem, not to issue the work to fix it or to temporarily close the path. Work timescales are dependent on urgency, contractor availability and resources.