

Reporting Community Issues Online

How To Do It Guide



Is there an issue affecting your community that needs to be addressed? Would you like to change something about where you live? Do you think something could be done better?

One of the key roles of the Area Boards is to help local people find solutions to things that are complex or non-routine and affect the community as a whole – not simply a few individuals. For the majority of routine problems, the Council can respond directly and this www.wiltshire.gov.uk is the best place to start for most problems that are likely to affect you:

- A personal enquiry about matters affecting you, your property or your family
- Anti Social Behaviour (ASB) reporting
- Benefit fraud
- Common road and highway problems (CLARENCE)
- Control of dangerous structures
- Injuries and accidents at work
- Lost and stray dogs
- Missed rubbish or recycling collection
- Noise nuisance
- Planning matters
- Public toilets
- Public transport
- Report or claim an abandoned vehicle
- Road spillages
- Street care and cleaning
- Vandalism



The MyWiltshire App

To make life even easier, we have an app so you can report things like **potholes, dog mess, graffiti, litter and rights of way problems** on the go using your Smartphone. The MyWiltshire app is available to download at both the [App Store](#) (for iPhones and iPads) and from [Google Play](#)[™] (for Android phones). You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

MyWiltshire App available via:



However, if your problem does not fit into any of these categories or if the matter is causing widespread concern in the community, you can report it to your Area Board by filling in our online community issue form, just follow these six simple steps. The form will ask you to tell us about the problem you are looking to resolve, who you have spoken to about the matter and what ideas you might have for solving it.

STEP ONE

Go to www.wiltshire.gov.uk.

The screenshot shows the Wiltshire Council website homepage. The navigation menu on the left includes links for Home, Area boards, Planning and building control, Leisure and recreation, Rubbish and recycling, Parking, transport and streets, Housing, council tax and benefits, Schools and learning, Arts, heritage and libraries, Social care and health, Business advice, Community and environment, and Council and democracy. The 'Home' link is circled in red. The main content area features a 'Customer notice' about website maintenance, a 'Salisbury market place regeneration' feature with a photo and navigation options, and a 'My area' section with a map and useful details.

STEP TWO

Select Area Boards using the link on the left hand side.

This screenshot is identical to the first one, but the 'Area boards' link in the left-hand navigation menu is highlighted with a red circle, indicating the next step in the process.

STEP THREE

Scroll down to Key Links and click 'Report an issue to your area board' link.

Visitors to Wiltshire

Contact details

[Contact Wiltshire Council](#)

Choose your address

To view contact details for this service, first, enter your postcode.

[Live outside Wiltshire](#)

Enter your postcode

Area Boards across Wiltshire

Below is a list of area boards across Wiltshire, to find out how to get involved or what decisions are being made locally, click on an area which is local to you.

- [Amesbury](#)
- [Bradford on Avon](#)
- [Calne](#)
- [Chippenham](#)
- [Corsham](#)
- [Devizes](#)
- [Malmesbury](#)
- [Marlborough](#)
- [Melksham](#)
- [Pewsey](#)
- [Salisbury](#)
- [Southern Wiltshire](#)
- [South West Wiltshire](#)
- [Tidworth](#)
- [Trowbridge](#)
- [Warminster](#)
- [Westbury](#)
- [Royal Wootton Bassett & Cricklade](#)

Key links

- [Report an issue to your area board](#)
- [Track an issue in your area](#)
- [Contact your area board](#)

STEP FOUR

Scroll Down to the bottom of the page and click 'online community issue form' link.

Older people

Visitors to Wiltshire

Contact details

[Contact Wiltshire Council](#)

Choose your address

To view contact details for this service, first, enter your postcode.

[Live outside Wiltshire](#)

- [A personal enquiry about matters affecting you, your property or your family](#)
- [Anti Social Behaviour \(ASB\) reporting](#)
- [Benefit fraud](#)
- [Common road and highway problems \(CLARENCE\)](#)
- [Control of dangerous structures](#)
- [Injuries and accidents at work](#)
- [Lost and stray dogs](#)
- [Missed rubbish or recycling collection](#)
- [Noise nuisance](#)
- [Planning matters](#)
- [Public toilets](#)
- [Public transport](#)
- [Report or claim an abandoned vehicle](#)
- [Road spillages](#)
- [Street care and cleaning](#)
- [Vandalism](#)

However, if your problem does not fit into any of these categories or if the matter is causing widespread concern in the community, you can report it to your Area Board by filling in our [online community issue form](#). The form will ask you to tell us about the problem you are looking to resolve, who you have spoken to about the matter and what ideas you might have for solving it.

When we receive your form, we will be able to work with you to fully understand the nature of the issue, consult with our own departments that can help and also ask other interested members of your community for their views. Your divisional councillor and local parish council will also play a key role in the process. We can discuss your issue or idea with our police, fire and health partners and other relevant local organisations as required. We will also look to see how your issue relates to the priorities for action set out in your area's community area plan. Your issue will be logged on the online [Community Issues System](#) and progress will be tracked as the matter moves forward – you will be kept informed personally by email.

So, if you have a burning issue that affects the wider community, please log it with your local Area Board and we will see what we can do. [Start here](#).

STEP FIVE

Select your area and then fill in the form (Shown Below). Any questions marked with ‘*’ are required.

Wiltshire Council - Where everybody matters

Area Board Home
Report Issue
Search Issues

A to Z
My area
Find my nearest
Moving house
Advice for parents
Older people
Visitors to Wiltshire

Contact details

Contact Wiltshire Council

Choose your address

To view contact details for this service, first, enter your postcode.

Live outside Wiltshire

Search

Text reader High contrast Accessibility

Pay Report Book Apply

You are here: Home > Home

This is our new look design, please [tell us what you think](#).

Report an issue in your community

Report an issue in your community

Use this form to Report an issue in your community. (Please ensure that only one issue is reported per form.)

Wiltshire Council has a duty to protect personal information and will process personal data in accordance with the Data Protection Act 1998 and any amendments to the Act. The personal data you provide on this form will only be used for the purpose of progressing the issue raised, it may also be used for the prevention or detection of fraud or crime and in an anonymised form for statistical purposes. It may be shared with partner organisations in connection with resolving the issue. The data will be stored on computer and/or manual files.

You have a right to a copy of your information held by any organisation, with some exemptions. To gain access to your personal data held by Wiltshire Council or if you have any data protection concerns please contact Wiltshire Council's Corporate Information team at dataprotection@wiltshire.gov.uk.

What is the issue? (Please be as specific as possible and where possible provide evidence) *

(If you are reporting a speeding issue please identify the exact location where you require the metro count strips to be laid ie. lamp post column number(s), road sign(s), and house number(s) and the name and number of the road.)

Where is the issue happening? *

Melksham

How long has it been an issue? *

Who is affected by this issue? *

STEP SIX

Once you have filled in the form just click the submit button at the bottom and you're done.

out?

Have you been in touch with your Councillor? *

First Name *

Last name *

Organisation if applicable

I am

Email *

Telephone (full std code and number, eg 01225 713000) *

Address:

House Name or Number:

Street Name:

Town:

County:

Post Code:

Submit

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