

Essex Highways

A red graphic element consisting of two curved, parallel lines that sweep from the bottom right towards the top right, partially overlapping the 'Highways' text.

Essex Highways Update – the first in an occasional series of items covering information designed to help and inform you about the roads and other highways assets Essex County Councils responsible for.

Essex County Council (ECC) is responsible for most of the roads, footways, public rights of way and other key highway-related assets in its area. ECC delivers most of the services through Essex Highways, a partnership between ECC and Ringway Jacobs, its managing contractor. You'll often see Essex Highways branded vehicles and operatives out and about on the Essex network.

Roads and footways are something that absolutely everyone has an interest in and opinion about, as we all use them every time we leave our home, or when someone comes to us. In this and future articles, we will try and provide information that seeks to:

- improve understanding of how best to interact with the service
- help us help you with particular enquiries and issues
- increase understanding of the range of services offered and the limitations on them
- point out specific information that may be of particular interest to you, local residents and road-users

Who's responsible for the roads in Essex?

Essex is a geographically large county, with an extensive highway network. This means there's a lot to look after, and it's an expensive task. Proximity to London, four ports and two airports generates even more traffic.

However it's important to understand that Essex County Council does not look after every road in the area. There are five points worth knowing, should you want to report or query a highways issue:

1. The M11; M25; the A12 and most of the A120 are the responsibility of Highways England – so all enquiries about those routes should be directed to Highways England at www.gov.uk/government/organisations/highways-england.

2. The A130 from Howe Green Interchange (A12 near Chelmsford) to Rayleigh Spur Roundabout (A1245) is currently maintained by CountyRoute for Essex County Council. To report a problem on this stretch of the A130, please call 0845 351 1130.

3. Roads in Thurrock or Southend-on-Sea's areas are the respective unitary authority's responsibility – Report Southend and Thurrock highways problems online, at www.southend.gov.uk/report_it or www.thurrock.gov.uk/report.

4. Finally, there are the rest of the roads in ECC's area. Generally, these fall into one of two categories – 'roads maintainable at the public's expense' or private roads. ECC look after the former category. You can review the comprehensive list of roads that ECC maintain by visiting the relevant web page:
www.essexhighways.org/transport-and-roads/Roads-and-Pavements/who-isresponsible-for-my-road.aspx

You can also view which roads we are responsible for, on our Highways Information Map, www.essexhighways.org/Transport-and-Roads/Interactive-Maps-and-LiveTravel-Information/Highways-Information-Map.aspx Simply accept the terms and conditions and, on the next screen, click on 'Assets', then select 'Highway Records', zooming in to the area you are interested in.

How to report or check a problem on an ECC maintained road

If you want to report a new problem on an ECC road or related item, or check an existing issue, then please go online and use our web tools. Both tools were significantly improved at the beginning of 2017, and both are available on the Essex Highways web site www.essex.gov.uk/highways.

There are video guides available on the site too, to show you how to use the tools. All reports go straight into our engineering database and the relevant engineering or inspecting team is alerted, so we can assess the issue and retain a record of it. Multiple defects can be logged at one time and you can check and see if a defect has already been reported. On our 'Check a Query' tool you can use an existing reference number, our map, or a post code or address to check the status of previously reported issues.

Anyone who is unable to access our online service can still telephone 0345 603 7631.