

If a Parish or Town Council wishes for an item to be placed on the LHP agenda, they will need to promote this through their Essex County Councillor or District/Borough/City Member and not directly through the Highway Liaison Officer (HLO). For all other matters (e.g. maintenance issues and reporting faults), these need to be reported via the normal channels, either through the website using the on-line reporting tool or, for more complex enquiries, via the area-based highway enquiries e-mail address (details attached). The quickest and most efficient method is via the web based on-line reporting tool as this goes directly into our database, is immediately visible to the relevant Customer Team and generates a unique reference number for tracking purposes. Emergencies, such as a dangerous pothole, can be reported directly via Contact Essex (0845 603 7631).

Who is the lead Officer for my LHP?

We have a dedicated Highway Liaison Officer for each District area and details of these, together with their contact details, are also attached. The role of the HLO's is to prepare reports and present information to the LHP's. As stated above, proposals and requests for new schemes should be promoted, in the first instance, through your locally elected representatives.

Other important news

We are planning some major improvements to our web based services, including online tracking of enquiries and up-to-date work programmes to show how we are performing and where we are working. For instance, you will be aware that Essex County Council now has an additional £11 million to invest in repairing our weather damaged roads. As you will be aware, our roads have experienced extreme weather conditions, including heavy snowfall, flooding and hot and cold temperatures, leading to greater damage and an increase in the number of repairs needed.

The first phase of the programme runs from July to October and we will target the outstanding defects we are aware of across Essex. The second phase of work will start in November 2012 and will focus on strengthening the road network to ensure fewer potholes occur in the longer term.

More details on this programme, along with information on areas we will be treating can be found on our website:

<http://www.essexhighways.org/Roadworks-Centre/Potholes.aspx>

I am aware that there has been criticism in the past that correspondence and enquiries from Parish and Town Councils have not been dealt with satisfactorily. Please be assured that we are doing our best to address these issues and are putting measures in place, such as the online reporting tool, to ensure that we perform better in this area.

We will update you over the coming months as new features on our website become available.

Councillor Derrick Louis
Cabinet Member for Highways & Transportation