

Guidance Notes:

2025 Members Highway Initiative

The following guidance outlines the scope of the Members Highway Initiative programme and processes we would like you to follow which will help us to clearly identify, plan and resolve the top priority defects that you wish to be repaired in your division.

During the year, each member will be supplied with a list of identified defects to review. Each member will be assigned a submission window to submit their priorities to keep a dedicated workforce busy for each members allocated week. Each member will have windows allocated throughout the year and will have opportunities to submit priorities into the portal every 6 weeks.

What can be reported?

Members' Highway Initiative - 2025/26

Please report the issue on the map or read the guidance notes for more information.

If you think there's a risk to public safety, please do not report the issue here, please follow the guidance on [Tell-us](#), to report the issue.

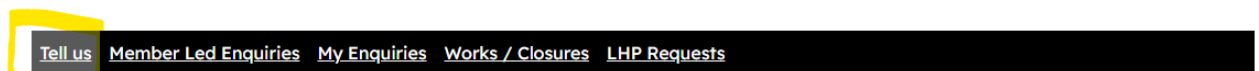


Portal Description	Reportable items	Not included
Potholes	Defects and repairs required in the carriageway/road	Large areas requiring a resurfacing scheme.
Pavement issues	Defects and repairs required on the footways/pavement including kerbing. A small length of kerbing on a concrete road.	Excavation of kerbing on a concrete road.
Street furniture	Pedestrian guard rail, unilluminated signs and posts, keep left signs and bollards	Benches, bus shelters, lit signs and poles, traffic signals, street lighting, road name signs.
Drainage issues	Defective or missing drain and manhole covers. Enforcement of blocked private ditches.	Highways flooding, covers belonging to utility companies
Vegetation on private land	Enforcement of overhanging private hedges, vegetation.	Trees on private land
Concrete carriageways or footway defects	Potholes in concrete roads / Single concrete bays / short sections of concrete footways.	Multiple concrete bays/entire lengths of concrete footways / multiple lengths of surface damage/
Siding of footpaths	Overgrown vegetation restricting the width of the footpath.	Hedge cutting

Process:

- Your submissions to us via the portal should provide us with road names and as much as possible, including precise locations. Please use 'What3words' and at least two photographs. It would be most helpful if one photograph is of the defect, and the second one shows the position of the defect in the road, relative to adjacent properties and identifying landmarks. **Please do not put yourself or others at risk when taking photographs.**
- Please note if the defect is outside a 'higher risk' area – for instance if there is a children's nursery, school, college, or care home adjacent. Local intelligence will help us plan to do the works safely.
- All submissions must be entered via the members portal - www.essexhighways.org/members-update-page using your Essex County Councillor email address to login. Use the steps below to submit your enquiries:

1) Click on the 'Tell us' tab.



On most tabs you will see a map and a table underneath the map and the information in both is linked.

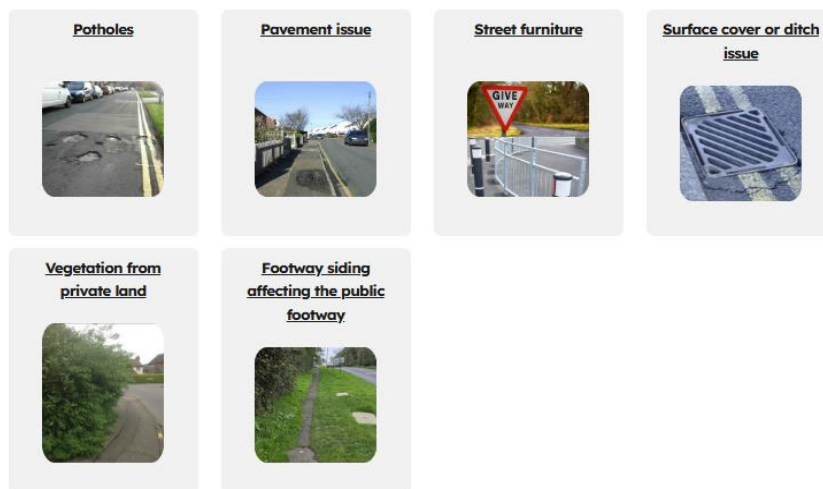
2) Click on the 'Members' Highway Initiative 2025/26' section and choose one of the options for the type of defect (potholes, pavement issue, street furniture, drainage issues or vegetation from private land).



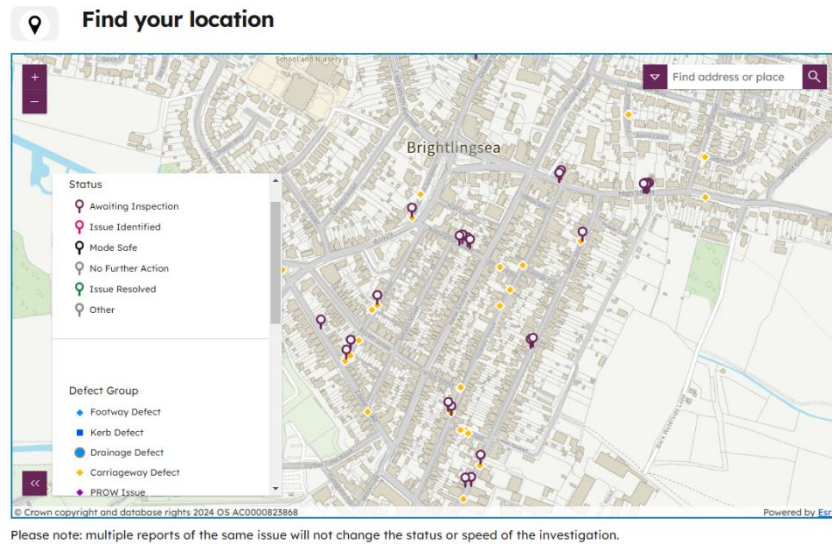
Members' Highway Initiative - 2025/26

Please report the issue on the map or read the guidance notes for more information.

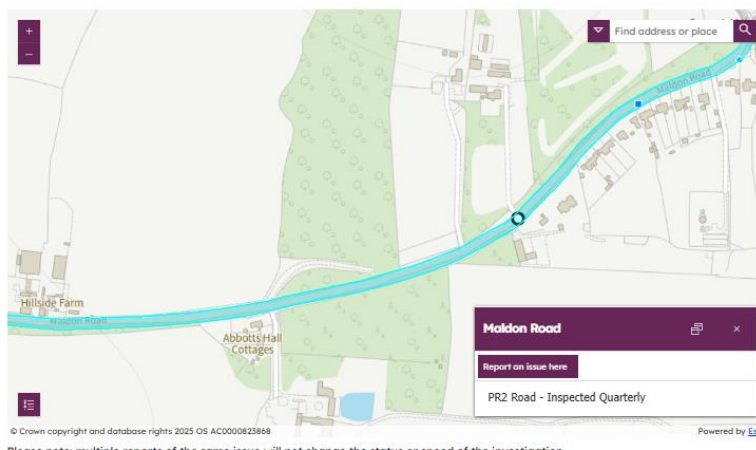
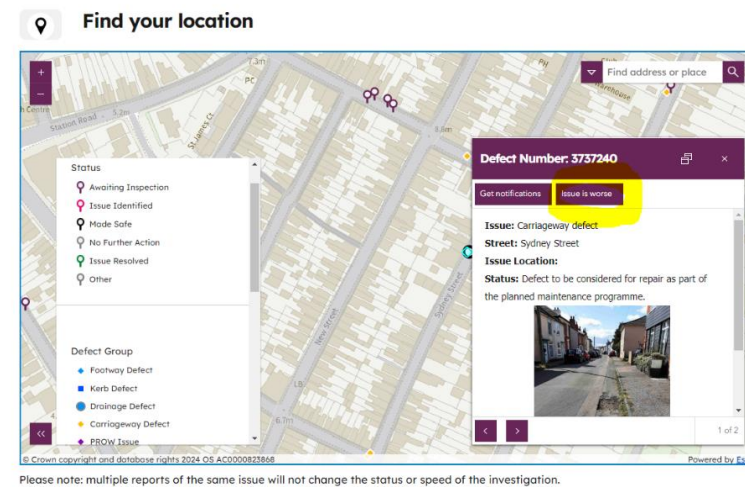
If you think there's a risk to public safety, please do not report the issue here, please follow the guidance on [Tell-us](#), to report the issue.



- Find the location of the issue on the map. On the bottom left-hand side of the map there is a key which will show you where various defects have been logged in the area and their status.



- If a defect has already been reported but it has deteriorated or you would like to prioritise it, then click on the defect on the map, select 'Issue is worse' and then please provide more details about the problem. If no defect has been logged, click on the road or footpath with the issue and select 'Report an issue here'



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- 5) Once you click 'Issue is worse', please provide a description along with any photographs and then it will be submitted on the member's portal for the team to action. If you are reporting a new issue, further drop-down options will appear for you to choose from. (Below are the options for footway defects) Click on the most appropriate option for the issue you are reporting.

What type of issue do you want to tell us about?

Select the most appropriate option below.



- 6) **If you are unable** to provide a photograph, please provide a Google Streetview image of the defect and/or the location. (Example below to be attached when submitting on the members portal).



- 7) A 'More about the Issue' section will appear. Please provide an **exact location** of the issue. What.3.words references are very helpful but specific house numbers or landmarks close to the issue help us to locate the problem when we are planning the jobs. Simply writing the name of the road may cause us to miss the defect or defects you are reporting, especially if the road is quite long. Describe the issue in detail and provide any photographs you may have of it.

*Please note: for multiple defects along the same road we **do not** need separate enquiries for each one. Instead please provide the exact locations of the defects in one enquiry so we can identify and include them in the job.*

However, if the defects are quite a distance away from each other, please submit an enquiry for each. (over half a mile).

More about the issue

By using this form to report an issue, you are agreeing to our [privacy policy](#). Please don't send other people's images or personal information without their permission.

This symbol * means you need to provide information.

Tell us exactly where the issue is * (required field)

Colchester road, Chelmsford - outside Ryan's Car wash

Describe the issue in more detail: * (required field)

Pothole around water cover

Photos really help us to assess the severity of the issue and can sometimes speed up resolving the matter, so please take the time to upload an image of the problem and an image showing the surrounding area. You can add up to 5 photos.



[Delete](#)

Submit Issue

8) Click 'Submit Issue'. This will take you to another screen with any enquiry reference number. After a short time, the enquiry will show on your Members' portal and you will receive an email notification of the enquiry to show it has been submitted to the MHI Team.

- Each submission will be triaged based on the information submitted into the portal. It will be allocated a red, amber, or green status. This status will not change throughout the life of the submission as it is an initial assessment of the work.

Green will indicate that the submission is in scope, not complex, requires minimal traffic management and will be included in the next work phase in the area (estimated 7 to 8 weeks).

Amber will indicate that the submission is in scope, requires traffic management and will be included in a work phase likely in 8 to 16 weeks.

Red will indicate that the submission is a more complex delivery and will be programmed in due course.

- We will schedule your submissions into work packages to ensure our crews have one weeks' worth of work to complete during the allocated programme timetable. Guidance on what can be delivered within one week is detailed below. If we do not have enough submissions to keep our crews busy, we will select additional works based on the defect list for your area.
- If your submission identifies a defect that we already know is going to be resolved through a future confirmed programme of work such as major resurfacing or planned maintenance, we will reject the enquiry and advise accordingly.

- Scheduling and completion of works will be subject to prevailing weather conditions and other emergency works in the location. Rescheduled works dates will be added to the member portal to be prioritised during the next window.
- We have provided estimated productivity guidance later in this document to assist you with adding one weeks' worth of work per submission window. Submitting too much work in one submission window can lead to works being scheduled during the next available window.
- You can review the status of your submission on the portal at any time. The portal will detail the triaged status and an estimated completion date. You will receive several communications throughout the process, the following emails are the minimum that you will receive: -
 - Once a submission is entered into the portal, you will receive an automated email from the system to confirm your submission has been received.
 - Once the submission window is closed, if we have not received any submissions from you, or less than one weeks work, Essex Highways Engineers will select work in your division. You will receive an email to advise of the schemes chosen for your area.
 - As the triage is completed, the portal will be updated and an automatic email will be sent to you to advise on the triage status.
 - If your submission is out of the project scope or does not contain enough information, it will be rejected and an automatic email will be sent to you explaining the reasons for rejection.
 - When the work has been scheduled and committed in our system, you will receive an email to advise you of the committed date for the works. Every effort will be made to meet the committed date but on occasions, this date may change and you will be advised of the reasons for this via the portal.
 - When works have been completed you will receive a confirmation email. Photos of the completed work are viewable on the members portal.

Productivity

It is difficult to judge what can be achieved by one crew in one week and there are many factors to consider. To assist with gauging what one week of work could look like, we have added some guidance below. Things to consider:

- Will it need traffic management such as traffic signals or road closures?
- Is it a high-speed road (over 50mph)
- Is it outside of a school, hospitals or in a busy high street or working industrial areas?

Activity	Amount	Time taken	Additional Information
Adding and removing - traffic management	1 set of lights	1 hour to install 1 hour to dismantle	
Pothole/patch in carriageway	15 to 20m ² (15 x 1m x 1m potholes)	1 day	
Footways and kerbs	15 to 20m ² (10m long by 2m wide)	1 day	
Kerbing	20m long	1.5 day	Concrete needs time to set
Kerbing – stick on	Under 20 metres	1 day	Anything over 100 metres will be referred as a capital scheme due to the excavation required.
Single kerbs (including stick on)	Under 10m in length	0.5 day	
Ironworks/Gullies/Manholes	3 to 5 ironworks (within 0.5 miles of each other)	1 day	Dependant on the pot frame being in good condition and not owned by a third party
Signs and Posts – off carriageway	3 to 5 posts (within 0.5 miles of each other)	1 day	Posts and bespoke signs can take up to 4 weeks to be delivered.

Signs and Posts – on carriageway	1 post or sign	1 day	Could require closure depending on location. (we would group this with other work of this type).
Non illuminated street furniture	Pedestrian guard rail (under 6 meters)	1 day	Could require closure depending on location.
Enforcement	1 x flooding (ditches) 1x hedges (encroachment)	1 to 6 months	Dependant on nesting season and the number of landowners
Concrete Repairs Concrete bays Concrete footpaths	1x concrete pothole 1x concrete bay 1x concrete footpath	1-2 hours 1 week 1 week	Up to 3m2 Usually, 6m x 3m x 200mm deep Up to 10m long by 1.8m wide
Footpath siding	100 linear metres	1 day	High risk areas, school routes

Example 1 - Footway: 100m2 total. Estimated completion is 5 days.



Example 2 - Footways with kerbs. Two footway patches of approximately 12 metres in length including kerb replacement and one arterial gully replacement. Estimated completion is 3 days.



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Example 3 - Carriageway patching. Various patches over a bellmouth junction. Estimated completion is 1 day due to the number of patches and the traffic management would need to switch throughout the day, or it could require a road closure.

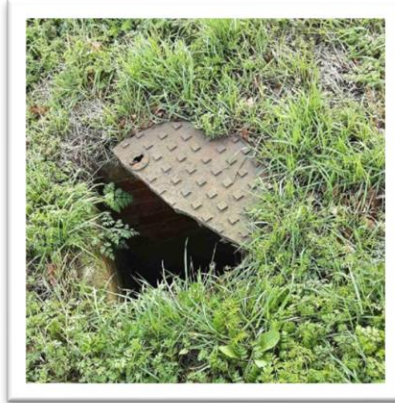


Example 4 - Carriageway patching: various patches at different locations. Estimated completion is 1 to 2 hours per patch. One pothole/patch under give and take traffic management on a local road is estimated to take up to 1 hour per patch.

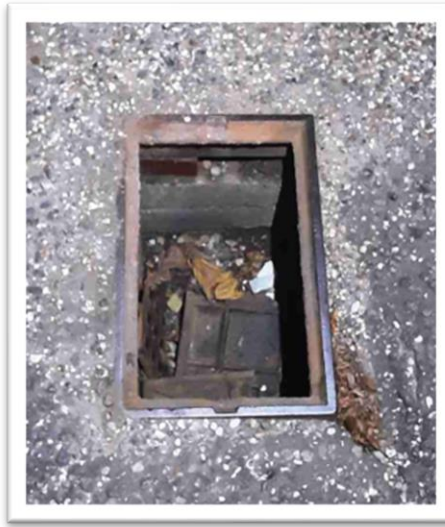
One pothole/patch with 2–3-way traffic lights on a busy junction could take up to 2 hours.



Example 5 - Ironworks/gullies/manholes: 3-5 gullies can be completed in a day if they are in close proximity, do not require extensive traffic management and the pot frame is in good condition.



Below is a missing BT cable, water valve and utility cover - Utility company manholes and boxes are the responsibility of each company and should be reported directly to them, **not MHI**.



Example 6 – Signs and Posts - These are quick to replace/reset as they are usually done off the carriageway.

The below example is to replace 2 x posts and 4 x signs, reset 2 signs and 1 post. Estimated delivery is half a day due to the location and is likely to take half a day due to location, traffic management and number of signs/posts to install. **Bespoke signs can take up to 6 weeks to be manufactured.**



Example 7 – Non illuminated street furniture. Estimated completion is one day for the pedestrian guard rail and half a day for the keep left sign.



Example 8 – kerbing on a concrete road. Estimated completion of a small section of kerbing which does not require excavation is 1.5 day.

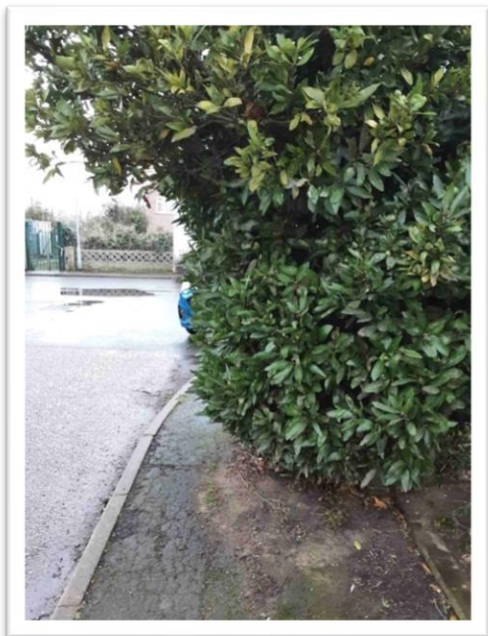
Example 9 – Reportable kerbing defects



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Example 10 – Vegetation on private land. These submissions will be passed to our enforcement team who will liaise with the landowners to ensure their vegetation is cut back to allow safe access to the roads and pavements for all users.

Vegetation covering a footway.

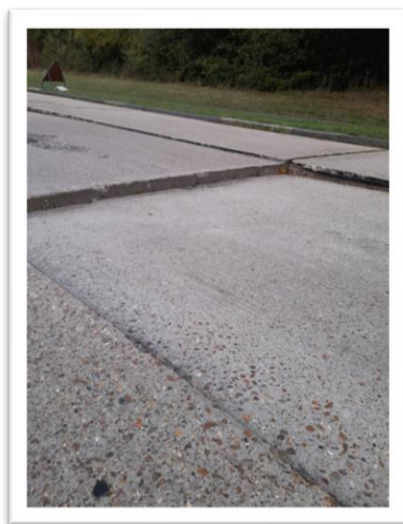


Blocked ditches leading to flood issues.

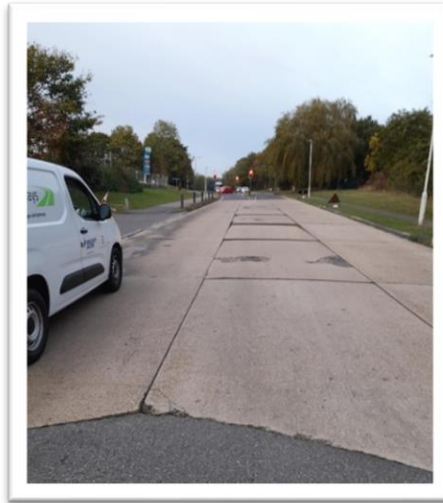


Example 11 – Concrete bays/footway – singular concrete bays, concrete potholes and sections of concrete path (usually between dropped kerbs e.g. between 2 driveways).

In scope:



Out of scope - Multiple concrete bays / large areas of concrete road / footpath – that require major reconstruction, each bay can take up to 1 week to replace.



Example 12 – Footpath siding

Up to 100 linear metres can be completed in a day.

We will undertake siding jobs in your division. This will be done during **one** of your allocated delivery slots, targeting safety issues in your division, e.g. school routes, blind bends, high footfall areas. Once an assessment has been completed following footway siding, the team may need to undertake defect repair to the footway that has been exposed by the clearance of vegetation. This will automatically be completed within your future delivery windows as a priority.

Please be aware, we will unlikely be able to undertake any siding works that include any vegetation clearance during bird nesting season between February & August.

Anything cut back will be left on site at a suitable location (e.g. banked and graded along the edge of the verge).

The RAG status for siding:

Green – Easy site, minimal TM needed, achievable in any delivery slot.

Amber – More complex TM needed, PR network, may need permitting in advance to secure the road space, this will be planned for a future delivery slot. Requires enforcement (private hedges).

Red – Not an achievable site – e.g. A127, A120, long stretches required (over 500 linear meters).

Timescales:

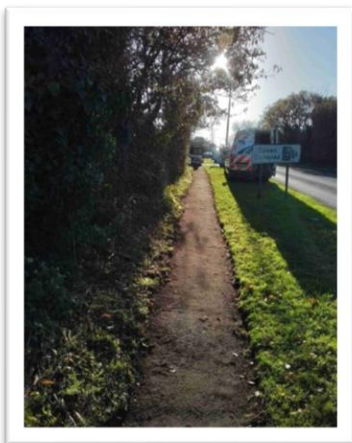
One site for siding – up to 200 linear metres over 2 days (100 linear metres per day).

Multiple sites for siding – 200 linear metres total for 3 sites over 2 days (dependant on traffic management required and distance between sites).

TM requirements – some sites will require minimum traffic management. But others may require more complex setups e.g. 2-way traffic lights on a 50mph road, lane closures, 3-way traffic lights, road closures etc.

Before:

After:



Before:

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After:



Out of scope - Long stretches of siding required (over 500 linear metres). Hedge Cutting.

