

ESCC update to Brightling Parish Council 11th January 2022

HIGHWAYS

With regards to the roads, below is an email sent out from the Highways team.

Potholes

We have some 2,400 defects reported in the system for attention, approximately 1,800 are potholes which is about 1,000 above normal operating levels. We have increased resources to 150% as well as working extended hours and weekends, and will keep these resources at this level / review over the coming weeks.

Drainage/Flooding

The second highest category of reports / defects is for drainage and flooding problems. Again we have additional resources covering 24 hours a day.

Gritting

We have an additional 1,500 tonnes of salt on order and awaiting delivery and are continuing to refill grit bins.

Customer Contact

We have had almost twice the number of customer contacts during December (around 8,000) compared to previous years (4,500) but have a full complement of customer service agents who are working overtime and weekends to process them. The Highway Stewards are also working overtime to help inspect and process cases as quickly as possible as well as undertake their statutory inspections.

The situation I describe above comes after the wettest November on record, followed by the 10-day cold snap at the beginning of December, and then the rain over the festive period. No doubt your residents will be contacting you about potholes and flooding, so please report these to us in the usual way via the East Sussex Highways website.

I am logging potholes almost on an hourly basis. I would urge members of the public to do so where they can on the Highways website.

[East Sussex Highways](#)