

Thurrock Council

Local Highways Maintenance Transparency Report 2026-27



Core Report

Highways maintenance transparency report

Core Report – Thurrock

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How we maintain local roads, pavements, and the wider highway network in Thurrock

A1 – What we are responsible for maintaining

Thurrock is a borough situated just to the east of London, sitting on the River Thames. It is home to approximately 180,000 residents, 56 schools, 36 GP practices, and thriving freight (three ports) and retail (Lakeside) industries, and is also the northern gateway to the Dartford Crossing, and part of the National Strategic Network (M25 and A13).

Below are primary assets that Thurrock is responsible for maintaining:

- Carriageways – 353Km total network length
- Footways – 722Km footway total lane length
- Streetlighting – 17,300 column lanterns, 3,100 other lit assets (signs/bollards/wall lights etc.)
- Traffic Signals – 34 Traffic Light sets & 190 Crossings (Toucan/Pelican/Zebra)
- Drainage – 24,000 gullies
- Vehicle Restraint Systems – 31Km of Safety Barrier
- Bridges & other Structures – 118 Assets

As outlined above, as a major freight and retail hub serving London and the South East, Thurrock's roads experience high traffic volumes 24 hours a day, 7 days a week. Although the borough's highway network is relatively modest in size, we are among the busiest, which create significant maintenance and funding challenges. To ensure roads remain safe and meet required condition standards, Thurrock uses a combination of Central Government funding and additional competitive bid funding to maintain and improve key routes and address wider network needs.

A2 – Road conditions in Thurrock

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	7%	22%	71%
2024	4%	23%	73%
2025	3%	23%	74%

A2.2. B and C roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	4%	21%	75%
2024	3%	22%	75%
2025	3%	19%	78%

A2.3. U roads

Year	Percentage of road in red category
2023	26%
2024	25%
2025	23%

Councils use road condition surveys to assess the state of their roads. The results are grouped into three categories:

- **Green** – the road is in good condition and no further investigation or treatment is required
- **Amber** – the road may need maintenance soon
- **Red** – the road is in poor condition and should be considered for maintenance

The published [official statistics for road condition](#) include more detail about the methodology, timing and coverage of this data

A2.4. - Additional information on carriageway condition

Thurrock's classified road network (A, B and C roads) is surveyed using PAS 2161-accredited [SCANNER](#) technology. However, the unclassified network had continued to rely on the outdated Coarse Visual Inspection (CVI) method, which is over 30 years old. To modernise its approach and achieve [PAS 2161](#) coverage across the entire carriageway network, Thurrock introduced Annual Engineers Inspections ([AEI](#)) on all unclassified roads in the 2026 fiscal year.

The AEI survey provides more detailed and practical engineering data to support future maintenance programmes. It also delivers a more accurate assessment of road condition, whereas CVI could classify some cosmetic defects as severe, leading to an exaggerated view of deterioration. When PAS 2161 results were converted to RAG ratings, the proportion of roads in the red category **fell by almost 75%**, providing a more accurate representation of the true condition of Thurrock's road network.

A3 – What we are doing about potholes and other road defects

A3.1. – What is a pothole?

Thurrock defines a 'Pothole' as a paved surface defect where there has been a distinct loss of surface and possibly course material due to constant wear by network traffic, together with environmental ingress/erosion. The depth and area can vary depending upon whether the defect is on a carriageway, or non-carriageway surface – see below for details:

Type	Description	Investigatory Level(s)	Response Times*
Carriageway	Pothole	>=50mm vertical face depth and 75mm across in any horizontal direction <50mm vertical face depth and 75mm across in any horizontal direction	Priority 1 - Make safe or repair 2 hours, but not greater than 24 hours Priority 2 - Repair within 5 days, unless a pothole defect >=50mm or then it is classed as 72-hour repairs
Non-carriageway	Pothole	>=25mm vertical face depth and 75mm across in any horizontal direction	Priority 1 - Make safe or repair 2 hours, but not greater than 24 hours Priority 2 - Repair within 5 days, unless a pothole defect >=25mm or then it is classed as 72-hour repairs

*Once a defect has been identified and recorded, the risk it presents and therefore **Priority** needs to be established. The [Highways Maintenance Strategy](#) is for guidance only and the risks contained in the register are based on the highest assumed risk attributable to the type of defect, position and assessed type of usage (adhering to Strategic Risk Management ISO:31000). Local knowledge could assess the risk differently. The position of the defect on the carriageway is also of significance and will contribute to the assessment.

A3.2. – What we are doing to tackle potholes

Thurrock is always conscientious in its safety inspections, as well as responding to all customer enquiries, but due to the national concerns surrounding potholes, Thurrock adhere to KPI's specifically to monitor those which have been identified by council or customer, and in turn those that have been successfully fixed and whether the completion was within the allotted time for that priority category. Potholes filled for 2025-26 was **4,045** can be found on the [Thurrock Potholes Filled](#) page.

As laid out in Thurrock's [Highways Maintenance Strategy](#), Thurrock does not rely solely on reactive pothole repairs. It also delivers preventative maintenance aimed at stopping defects from developing in the first place. This includes annual road condition assessments, carriageway resurfacing, carriageway preventative treatments, footway renewal, structural maintenance and borough-wide patching programmes. These planned interventions are designed to preserve the highway network, address deterioration early and reduce the likelihood of potholes forming

Thurrock vies to deliver permanent pothole repairs wherever safe, practical and cost-effective. For urgent Category 1 defects, the Council may undertake a permanent repair, a temporary repair, or make the site safe, with temporary repairs programmed for permanent completion later. Its asset management approach focuses on addressing underlying carriageway deterioration through resurfacing and structural maintenance to reduce repeat repairs. To support early intervention, Thurrock is running two targeted programmes: a 12-week summer Jet Patcher programme and a dedicated 'seek and find' patching programme, both designed to identify and repair defects earlier and improve network resilience ahead of winter.

A3.3. How members of public can report potholes and other highway defects

Members of the public can report highway defects in different ways:

- **The Report It tool** – By accessing via the Thurrock website (www.thurrock.gov.uk). The public can access the 'Report It' link in the top-right of the homepage and navigate through 'Travel & Transport' to 'Street Maintenance' and select 'Potholes' which then links to the [ReportIt](#) portal where various defects for highway assets can be reported geospatially.
- **Customer Service Centre** – For members of the public who do not or cannot use the Thurrock website, the Customer Service Centre can be reached on **01375 652652** where the team will log customer and defect information, then provide information on the progress of the enquiry upon request. If there is an emergency defect on the highway that has been identified outside of standard office-working hours, that can be reported by contacting **01375 372468**.

A3.4. What happens after a pothole is reported

All enquiries logged by members of the public (via website or phone call) are entered into the ReportIt portal, which is linked to the Customer Relationship Management module of Thurrock's Asset and Works Management system. The enquiries are then automatically sorted to the relevant team, who then (in accordance with the [Highway Maintenance Strategy](#)) will carry out inspections to determine severity of the enquiry, then suitable actions will be implemented. This is all recorded by the CRM system, which generates progression emails for those who had left an email in their contact details (those who did not will need to contact Customer Services).

A4 – What we spend to maintain the highway network and where the funding is coming from

A4.1. – Spending on highways maintenance

	2024-25	2025-26	2026-27 (projected)
Total spend on highways maintenance	£ 8,507,272.93	£10,244,690.85	£ 18,511,826.81
Of which spent on:			
Carriageways	£ 3,673,6260.48	£ 4,146,557.26	£ 5,677,417.62
Footways	£ 1,175,639.02	£ 1,378,415.44	£ 1,529,435.04
Structures (for example bridges or tunnels)	£ 429,122	£ 1,283,296.94	£ 3,235,940.26
Drainage	£ 612,184.80	£ 365,593.71	£ 426,175.92
Street lighting	£ 1,976,128.92	£ 1,966,966.65	£ 2,324,721.51
Other assets	£ 885,567.51	£ 1,037,100.34	£ 1,103,017.55

A4.2 – Where our funding for highways maintenance comes from

Funding sources for highways maintenance	2024-25	2025-26	2026-27 (projected)
Funding received through the Department for Transport / UK Government	£2,888,599.94	£3,313,051.87	£4,734,350.73
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£1,638,233.22	£3,024,802.51	£5,568,394.08
Council Revenue Funding	£3,980,439.77	£3,867,302.00	£4,104,541.00
Total	£8,507,272.93	£10,244,690.85	£14,407,285.81

A5 – Our maintenance plans for this year

A5.1 – Our plans for highways maintenance for 2026-27

Thurrock's 2026/27 highways programme focuses on maintaining and improving network condition through a combination of renewal and preventative treatments.

- The Council plans to deliver **8.6km of carriageway resurfacing** across the network, supported by Department for Transport funding, Council investment and secured bid funding.
- Preventative maintenance includes **2.1km of carriageway micro-surfacing** and **1.2km of innovative rejuvenation and sealing treatment** to extend pavement life and reduce future deterioration.
- Footway improvements will include the **renewal of 2.8km of footways** and the conversion of a further **1.3km of slabbed footways to asphalt** to improve durability and reduce maintenance needs.
- Structures maintenance will address defects through targeted repairs and inspections, while progressing Orchard Footbridge renewal (subject to DfT approval) and expansion joint repairs on strategic structures.
- Street lighting works include the annual replacement of **100-200 concrete columns** from a stock of over 6,000, alongside the already completed 2026/27 lighting renewal in Grays High Street.

A5.2 - Full list of planned carriageway and footway works

The Thurrock Council highways' works programme, for 2026/27 is published on the Thurrock website, and is updated regularly – the latest update can be found here:

<https://www.thurrock.gov.uk/roads-and-pavements-maintenance/overview>

A5.3 – How decisions are made on our maintenance plans

We prioritise highway maintenance using a risk-based asset management approach that focuses on safety, network condition, service needs and whole-life value. Condition surveys, inspections, network maintenance priority, asset data and local knowledge are used to identify where investment will deliver the greatest benefit. Planned maintenance programmes are prioritised using factors such as route importance, bus and freight usage, access to schools and hospitals, asset condition and risk. Preventative treatments are prioritised ahead of reactive repairs wherever possible, as they extend asset life, reduce long-term costs and minimise disruption.

To deliver an efficient service, we use lifecycle planning, whole-life cost analysis and coordinated work programmes across all asset groups. Investment decisions are evidence-based, transparent and informed by risk, carbon impact and value for money. Rolling programmes, proactive maintenance and continuous performance monitoring help us maximise the benefit of available funding while maintaining a safe, reliable and resilient highway network.