
Our ref: Ecc18366529 04 25 Essex County Council

From ECC Customer Services <ECC.CustomerServices@essex.gov.uk>

Date Wed 2025-05-07 3:31 PM

To [REDACTED] <langford.ulting.pc@gmail.com>

Dear Ms Wilson,

Thank you for your email regarding the proposed works on Langford Road scheduled for this summer.

The importance of the matter is recognised, and I can confirm that I have liaised with the relevant service areas, and I am now in a position to respond.

The road closure is necessary to allow the removal of the existing embankment, which is approximately five metres high at the disused railway bridge. This will be replaced with a new embankment to support the new road, which will be at a different level.

The current road and embankment will be dismantled and rebuilt, allowing the new road to be constructed on top. This new road alignment will improve visibility for motorists driving over the bridge and enhance safety by eliminating the bend in the road. Verges will be added on either side of the railway bridge along with the installation of safety barriers, providing further protection.

The new embankment will be constructed over an intermediate pressure gas main, requiring special working procedures and supervision by the gas board. Additionally, a retaining wall will be built on the south side of the new road to provide support.

Due to the extensive earthworks required, it is not feasible to complete the construction using only traffic lights or overnight closures. Therefore, the majority of the works will be carried out via a 24/7 road closure.

We have minimised the impact on the traveling public as much as possible. Changes to the retaining wall design have been made to reduce the risk of delays. Traffic lights will be used for as much of the work as possible, and the road closure is planned during the school holidays when peak traffic is reduced.

The road closure is being advertised as required by statute. It will be advertised in the local paper in June, and notices will be placed on-site to inform people of the closure. Details of the closure and diversion route will be sent to stakeholders in the summer. A letter drop will also be sent to residents informing them of the closure and diversion route.

Essex Highways has a dedicated webpage for the Westcombe Park development, which is regularly updated and includes details of the road closure. You can access the webpage here: <https://www.essexhighways.org/westcombe-park-development-heybridge-maldon>

Earlier this year, communications were sent to all affected parish councils, local MPs, and members of the affected electoral divisions, informing them of the works and directing them to the webpage for further updates. In March, a meeting was held between the developer and affected district and parish councillors to discuss the closure and its impacts. Councillors for Langford and Ulting Parish Council and Heybridge were present at this meeting.

Details of the road closure are also advertised online via one. Network and can be accessed using this link: <https://one.network/?GB143159386>.

As the start date approaches, the frequency of communications will increase, and the Highway Authority is confident that the works will proceed as planned.

The signed diversion route for the closure will direct traffic to use the A12 and the A414. The diversion route signage will start in Hatfield Peverel to prevent traffic from using the B1019 unless it is local traffic. Information signs will be placed at strategic locations throughout the area, including the A12 Witham south and Witham north junctions, to inform traffic not to use those junctions for access to Maldon. Signs will also be placed to discourage rat running and inform traffic that through access to Maldon is not possible.

We will share the diversion route plans once they have been agreed with the developer. Due to the nature of the works, access for emergency services cannot be maintained, and they will need to follow an alternative route. The developer is responsible for traffic management and any impact on emergency services. They must obtain all necessary consents for the works to proceed, including any necessary consents with the emergency services. The developer must confirm that emergency services have been adequately consulted and informed of the works prior to being issued with a license by the Highway Authority.

To date, the Highway Authority has not received any risk assessments or method statements from the developer for the proposed works. These will be submitted when the developer makes a formal application for a license to work on the highway.

The planning permission for the development requires the construction of a new relief road, known as Jubilee Way, between Langford Road and Broad Street Green. This road will be constructed by the developer. Where the developer is required to work on the public highway to construct the new road, the Highway Authority is obligated to facilitate its construction. As mentioned above, we will continue to share updates on this project however the works will inevitably cause delay and inconvenience. We appreciate the support of the local parishes to support the ongoing communication of these works.

On review, your complaint is not upheld because the road closure and associated works are necessary for safety improvements and have been communicated to all relevant parties in advance.

I hope this response has been helpful and has reassured you that we are committed to delivering a high standard of service. Thank you for taking the time to contact us as your feedback is important in helping us implement any necessary improvements to the services we deliver.

Your concerns have been considered in line with the corporate complaints procedure which is a 1 stage process: www.essex.gov.uk/complaints.

This is our final response to your complaint. You may now complain to the Local Government and Social Care Ombudsman. The Ombudsman is not a further appeal. It looks at whether public bodies have followed the right steps when taking action or reaching a decision. The Ombudsman decides whether it can and should investigate complaints. For example, the Ombudsman may decide not to investigate your complaint if you have not been significantly personally affected by the issue you are raising. You can find out more information about what complaints the Ombudsman may consider on its website.

If you wish to raise your complaint with the Ombudsman, you can find out more information about how to do so below:

Website: <https://www.lgo.org.uk/how-to-complain>

Telephone: 0300 061 0614

If you wish to contact us further about this matter or any new issues, please do so via our [online form](#).

Kind regards,

