

Highways, Transport and Planning



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Reporting highway issues: a guide for parishes

To help us respond to highway issues as quickly and effectively as possible, we ask that all defects are reported through the appropriate channel.

Defects such as:

- Potholes
- Damaged pavements
- Drainage and flooding issues
- Fallen trees
- Road condition concerns
- Signs, markings and other highway-related faults

should be reported using the relevant online form available on our website.

Report a problem with a road or pavement

The forms contain helpful guidance and including photographs wherever possible helps us investigate more efficiently.

We encourage use of the online reporting system, as reports are automatically routed, triaged and prioritised according to risk, helping to ensure safety-critical issues are identified and managed appropriately.

If internet access is unavailable, reports can be made by calling our Highways Customer Service Team on **01243 642105**.

Emergency issues

If an issue presents an immediate risk to public safety, please call **01243 642105**.

Emergency reports can be made 24 hours a day, 7 days a week, with out-of-hours calls transferred to our contractor's emergency service. We aim to respond to emergency issues within 2 hours.

What happens after a report is submitted?

All reported defects are triaged by the Highway Hub before being allocated to the appropriate Area Team for inspection. Defects are normally inspected by a Highways Officer within 10 working days, although issues identified as presenting a more immediate safety risk may be prioritised and escalated sooner.

Defects are assessed using the [Highway Inspection Manual \(HIM\)](#), which applies a risk-based approach considering factors such as severity, location and network usage. This ensures the highest-risk issues are prioritised first.

Parish enquiries

To escalate complex issues within your area please contact: parish-town.enquiries@westsussex.gov.uk. As a reminder, this inbox is not to be shared with residents.

For community projects, the installation of wildflower verges and so on please use: active.communities@westsussex.gov.uk.

The Parish-Town Inbox is not intended for reporting new defects, as these should be submitted through the online reporting system to ensure they are triaged and managed correctly.

Parish briefing sessions

Virtual parish briefing sessions will recommence in October, beginning with a Winter Readiness on the Highway briefing.

These sessions are designed to:

- provide parish and town councils with the latest highways service updates,
- offer insights to seasonal priorities and preparations
- give updates on key activities for local communities.

A full programme of sessions will be shared in due course.

Highway Rangers



Following the launch of our Highway Rangers programme on 3 August, the team has been making a great start in Worthing and the surrounding area.

Since the launch, the Rangers have completed 30 jobs, including:

- weeding
- cutting back overgrown vegetation
- clearing leaf litter
- clearing debris from road edge
- litter picking

To raise an issue to be considered by the team, email parish-town.enquiries@westsussex.gov.uk with the location, description of the issue and any photos.

This email address is not to be given to the public and is not to be used for general reporting of issues with the highway, such as potholes and flooding. In these circumstances, we would direct you to report via the main mechanisms, detailed above.



Grass cutting suspended

With the prolonged hot and dry weather, we have taken the decision to suspend the fourth urban grass cut. The third cut is currently being completed as planned and due to finish soon.

The grass cutting teams will instead focus on tree watering and other essential vegetation maintenance activities until conditions improve and grass cutting can resume.

Thank you for your understanding as we prioritise resources during these challenging weather conditions.

Highway improvement works

Keeping West Sussex moving requires regular maintenance of our roads and pavements. To extend the life of road surfaces, minimise waste and reduce the need for more extensive repairs, West Sussex County Council uses a range of preventative maintenance treatments. Below is a brief overview of some of the most common techniques we use.

Micro-asphalt resurfacing



Micro-asphalt is a material used to provide a new surface layer to an existing road. It contains bitumen emulsion, fine aggregate, cement and water. It is a surface treatment applied over an existing road surface. This is carried out to both roads and pavements and is a great way to extend the life of the existing surface.

[Read more about road micro-asphalt resurfacing](#)

[Read more about footway micro-asphalt resurfacing](#)

Road surface retexturing

Retexturing reverses the wear and tear of a road and restores the surface to a condition similar to when it was originally laid. It is used when a road's surface layer is aging, but the structure is in otherwise good condition.

[Read more about road surface retexturing](#)

Road surface dressing

Road Surface Dressing



Before



After

This is the process of road surface dressing treatment. Surface dressing is a treatment used to provide a new surface layer to an existing road. It involves spraying a coating of bitumen onto a road followed by one or more layers of hard stone chippings. This seals the surface against damage and improves the levels of grip available to traffic.

[Read more about road surface dressing](#)

Road resurfacing

Road Resurfacing



Before



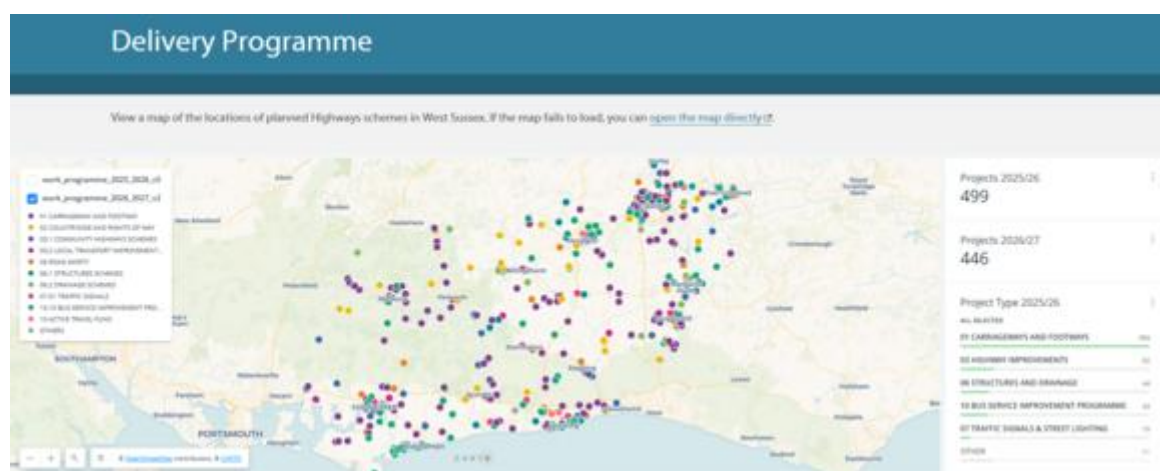
After

Carriageway resurfacing involves the replacement of the existing road surface with new asphalt or macadam (tarmac). Where possible, we will overlay the existing road

construction with new material to increase the overall strength of the road construction. Overlaying the existing surface is also better for the environment because the old surface does not have to be transported elsewhere and it is therefore more cost effective.

[Read more about road resurfacing](#)

You can find out where capital-funded road maintenance and improvement schemes are planned, from [our website](#). A list of all the projects are published each year so you can see what is due to be happening in your area.



Road safety improvements - Hanlye Lane, Cuckfield

Work has now been completed on Hanlye Lane, Cuckfield. The project, which was undertaken earlier this year, followed ongoing concerns about the number of collisions along this route, particularly for young drivers.

As part of the scheme, the 30mph speed limit was extended to align with the Cuckfield Parish boundary, and a new 40mph limit was introduced along the remainder of the lane. Road users will also notice upgraded signage, including clearer warning signs, new chevrons and additional verge marker posts on the four bends.

While on site we took the opportunity to cut back vegetation to enhance visibility as well as carry out drainage improvements to keep the road safe throughout the year.



Utility projects update

This section provides updates on projects being carried out by utility companies across the West Sussex Highways Network.



Gas works

Chichester Road, Bersted, Bognor Regis

The existing gas pipes in this area were originally installed in the 1940s and are now deteriorating rapidly. These essential upgrades are being carried out to ensure long-term safety, maintain a reliable gas supply to the community, and prevent further leaks.

Due to the location of the gas pipes in the road, for everyone's safety the replacement works will be done under road closure in three phases as follows:

Phase one: from 1 to 22 June 2026 (completed)

Phase two: from 22 June to 21 August 2026

To help ensure access arrangements are clear during phase two, we have broken this phase into four sections as follows:

Phase 2	Dates & Duration	Work Location	Access Arrangements
Phase 2a	From 22 June 2026 for approximately 2 weeks	Chichester Road: The Boulevard to Newbarn Lane	Complete
Phase 2b	From 6 July 2026 for approximately 2 weeks	Chichester Road: Newbarn Lane to Bucksham Avenue	Complete
Phase 2c	From 20 July 2026 for approximately 2 weeks	Chichester Road: Bucksham Avenue to Brazwick Avenue	Complete
Phase 2d	From 3 August 2026 for approximately 2 weeks	Chichester Road: Brazwick Avenue to Loats Lane	Access to Brazwick Avenue, petrol station, and ASDA still being planned; updates to follow; Lethaby Road closed



Phase three: from 24 August to 25 September 2026

Road closure on Chichester Road from the junction of Fairlands to North Bersted Street.

Businesses will open as usual and pedestrian access will be maintained at all times.

Market Avenue and Basin Road, Chichester

Following several gas leaks linked to the condition of the ageing gas main on Market Avenue and Basin Road, SGN undertook trial holes in late April to assess the requirements for a full mains replacement. This work is urgently necessary to ensure a safe and reliable gas supply to the community and to prevent further leaks.

WS Highways arranged for SGN works to be done early to avoid delaying road resurfacing and to prevent the new road from being dug up again. At the same time, Southern Water will carry out sewer lining works on Canal Wharf during the road closure. Please see the work programme below:

Location	Phase	Dates & Duration	Works	Access Arrangements
Market Avenue, Chichester	Phase 1	From 15 June 2026 for approximately 10 days	24 hr Lane closure on Market Avenue	Complete
	Phase 2	From 29 June 2026 for approximately 3 weeks	Eastbound closure on Market Avenue	Completed 1 week ahead
Basin Road, Chichester	Phase 3	From 13 July 2026 for approximately 8 weeks total	Road closure from Canal Wharf to Railway Crossing	Full closure of this section
	Phase 4	After Phase 3 completion	Lane closures on Basin Road (Railway Crossing to Market Avenue)	Road reopened with lane closure on the one-way section of Basin Road between Market Avenue and the railway crossing. Pedestrian access maintained at all times



A259 Brighton Road, Park Road, Worthing

Works are progressing well for gas main replacement on Park Road, alongside connection works to the existing gas main on Brighton Road.

Park Road (between the junctions of Lyndhurst Road and Brighton Road/A259) Due to the location of the gas pipes and the width of the road, a road closure will be required from 27 July to 16 October 2026 to ensure the safety of the workforce and the public. On-street parking will be suspended for the duration of the works; however, vehicle access to off-road parking for the flats will be maintained.

A259 Brighton Road at the junction with Park Road Temporary two-way traffic signals will be in operation from 16 September to 2 October 2026 to facilitate connection works to the gas main.

Stockbridge Road, Chichester

From Saturday 10 October, SGN engineers will be carrying out gas main replacement works on Stockbridge Road for approximately seven weeks.

The works will be undertaken under a road closure on Stockbridge Road between the Chichester Bypass junction and Grosvenor Road. Earlier this year, gas main replacement works were completed on the side roads off Stockbridge Road, which has significantly reduced the overall duration of the planned road closure.

Apologies for any inconvenience these essential works may cause. The section of gas main being replaced is an ageing metal pipe that has experienced a number of emergency gas leaks.

In addition, works will be carried out on the A286 Birdham Road, between Nos. 26 and 35, under multi-way temporary traffic lights.

Please note that the Grosvenor Road bus stop will be suspended for the duration of the works. A temporary bus stop will be provided nearby to minimise disruption to passengers.

We will continue to keep you updated with further information as it becomes available.

These works may have impact on bus timetables. Please check your local bus service provider for routes and timetable.

If you need further information about these works, you can contact SGN Customer Service Team by email Customer@sgn.co.uk or alternatively you can call them on 0800 912 1700. For travel and route diversion, please follow [Causeway one.network](https://www.causewayone.network).

Electrical upgrades

Manor Royal, Crawley

UKPN has now moved into the third and final phase of works to install a new underground cable within the public highway at Manor Royal, Crawley. Please see the work programme:

- 11 to 22 May, Manor Royal (completed)
- 1 June to 17 June, London Road/Junction of Martyrs Avenue (completed)

- 10 August to 3 September, Martyrs Avenue, Junction with Garage Access Road: A full Road closure on Martyrs Avenue will be required from 10 to 20 August.

If you have any questions, please contact UKPN customer care team on 0800 028 4587 Monday to Friday 8:30am – 5pm, care@ukpowernetworks.co.uk and reference 260010910.

Water infrastructure upgrades

Bull Hill, Rake

South East Water and its contractor, Clancy, continues to carry out the replacement of approximately 1.15 kilometres of water main pipework. The works commenced on 27 July 2026 and is expected to take around 6 months to complete. These works are essential due to a number of leaks and burst water mains in and around the Rake area.

The project will take place along London Road, Bull Hill and Canhouse Lane. To facilitate the works, a phased road closure will be introduced, starting at the Bull Hill junction with London Road and progressing towards Canhouse Lane as the works advance.

Find out more and sign up at [Priority Services | South East Water](#) . If you have any questions or concerns before the work starts, please call our advisors on 0333 000 0018 (Monday to Friday 8:00am to 5:30pm) or via email @ [Wholesale Contact Us | South East Water](#).

Keep up to date

Facebook, X, Bluesky & WhatsApp

Updates on emergency reports are posted every day and project updates are posted frequently on the West Sussex Highways Facebook [@West Sussex Highways](#), X [@WSHighways](#), and Bluesky [@wshighways.bsky.social](#) accounts.

Did you know you can get gritter alerts, grass-cutting updates and up-to-date information on road issues on WhatsApp? You can follow silently or opt for alerts to notify you when we share an update. To find us open WhatsApp and select "Updates" from the bottom menu, then simply search for WSHighways or click the link - [WSHighways](#).



Produced by the Customer Communications Officer, Highways Transport and Planning. Please contact active.communities@westsussex.gov.uk with any comments or suggestions for future articles.

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