



Road Closures and Diversion Routes

Quick Guide

Our commitment to monitoring road closures and ensuring diversion routes are implemented safely

Why do roads need to be closed?

Temporary road closures may be required to facilitate the safe and efficient delivery of essential maintenance works, infrastructure improvements, emergency repairs, and new utility installations. These are undertaken by utility companies, Suffolk Highways and others.

Closures are only used when other traffic management options, such as temporary traffic signals or give-and-take systems, are not appropriate.

Road closures ensure:

- The safety of road users, the workforce, and the public
- Allows the work to be completed more efficiently, reducing the time the road is affected overall

Road closures may be required by work promoters:

- Utility Companies (water, gas, electricity, telecoms)
- Suffolk Highways (for resurfacing, drainage, potholes repairs, etc.)

Urgent or immediate road closures

- Reactive closures are used where there is an urgent or immediate risk to public safety, with initial measures installed quickly and further signing added as required
- All work promoters must notify Suffolk County Council within 2 hours of the closure (or by 10am the next day if out of hours)
- SCC informs emergency services, bus operators and other key stakeholders once road closure details are available

Planned road closures (not events)

Planned road closures must be applied for in advance through the [road closure application process](#).

Each application is carefully reviewed by Network Assurance (Suffolk County Council / Suffolk Highways). This includes checking the submitted details, such as the proposed diversion route and supporting information, and seeking further clarification where required.

Once the legal requirements under the Road Traffic Regulation Act have been met and the relevant fee has been received, the application is progressed to Suffolk County Council's Legal Services team so that a legal order can be made.

At the same time, the works are assessed through the Suffolk Permit Scheme. This process considers how and when the works will take place, applying national conditions set by the Department for Transport to help manage disruption on the network.

Suffolk Highways' role is to coordinate works and manage their impact on the road network. Responsibility for carrying out the works, including traffic management and the design and implementation of diversion routes, rests with the work promoter (organisation) undertaking the works.



ROAD
AHEAD
CLOSED

Diversion routes

Diversion routes should be of similar road category, where possible. For example:

- Where a “B” road is closed, alternative “A” or “B” roads would be considered first. If these are not suitable, “C” and “U” roads may be considered, subject to their width, and any necessary mitigation measures. In immediate or emergency situations, it may not be possible to fully implement mitigation measures at the outset of the road closure.
- Diversion routes should be designed in line with the Department for Transport's Traffic Signs Manual (Chapter 8).
- Additional signage, such as “Access as far as...”, is requested and encouraged to help provide clearer information to road users, particularly where the works site is located a significant distance from the “Road Ahead Closed” signing. However, there is currently no mechanism to require work promoters to install or maintain this signage.

For more details visit: [Diversion Routes](#)



How we monitor road closures

Suffolk County Council's Network Assurance team conducts audits on selected road closures to ensure they comply with safety and signage requirements.

If inadequacies are found, work promoters are issued a formal request to make improvements. Work promoters are also bound by the New Roads and Street Works Act 1991 and must follow national safety codes when working on the highway.

Utilities and work promoters

- Anglian Water: anglianwater.co.uk/contact-us
- Cadent Gas: cadentgas.com
- City Fibre: cityfibre.com/help-support
- Openreach: openreach.com/help-and-support
- Essex and Suffolk Water: eswater.co.uk/help-and-support/contact-us/
- UK Power Networks: ukpowernetworks.co.uk/help-and-contact

The utilities listed above are not an exhaustive list, there are many other utilities and work promoters that carry out work on the highway that are not included here.

To find out who is undertaking works in your area, visit One.network. Further details on one.network can be found on the next page.

Causeway - one.network

You can find current and planned roadworks, scheduled road closures and diversion routes in the county online via one.network.

You can:

- search by postcode or street name
- zoom in to a particular area
- pick specific details using the menu options on the left-hand side of the map
- set up email alerts for a defined area

One.network is not owned or maintained by Suffolk County Council / Suffolk Highways.

Suffolk County Council publishes road closures and diversion routes on one.network once they have been processed by Network Assurance. This information may be shared with third-party digital mapping providers (such as Google and TomTom); however, it is for those providers to decide whether and how it is used within their routing systems.

For further assistance with using one.network or for technical issues, please visit [One.network contact us](#)

