



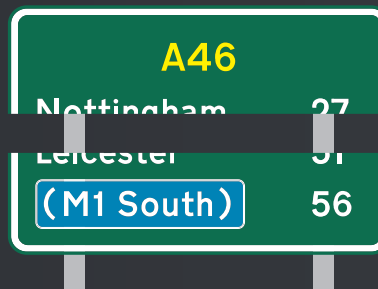
CLEARER / SAFER / EASIER

PROGRESS REPORT

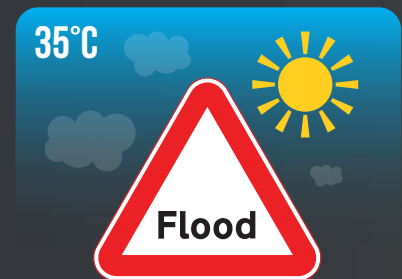
NOVEMBER 2022



CAN I READ IT?



JUST MEND IT!



IS IT USEFUL?

Why Sort My Sign?

When it comes to road signs, if it's not clear it's not safe.

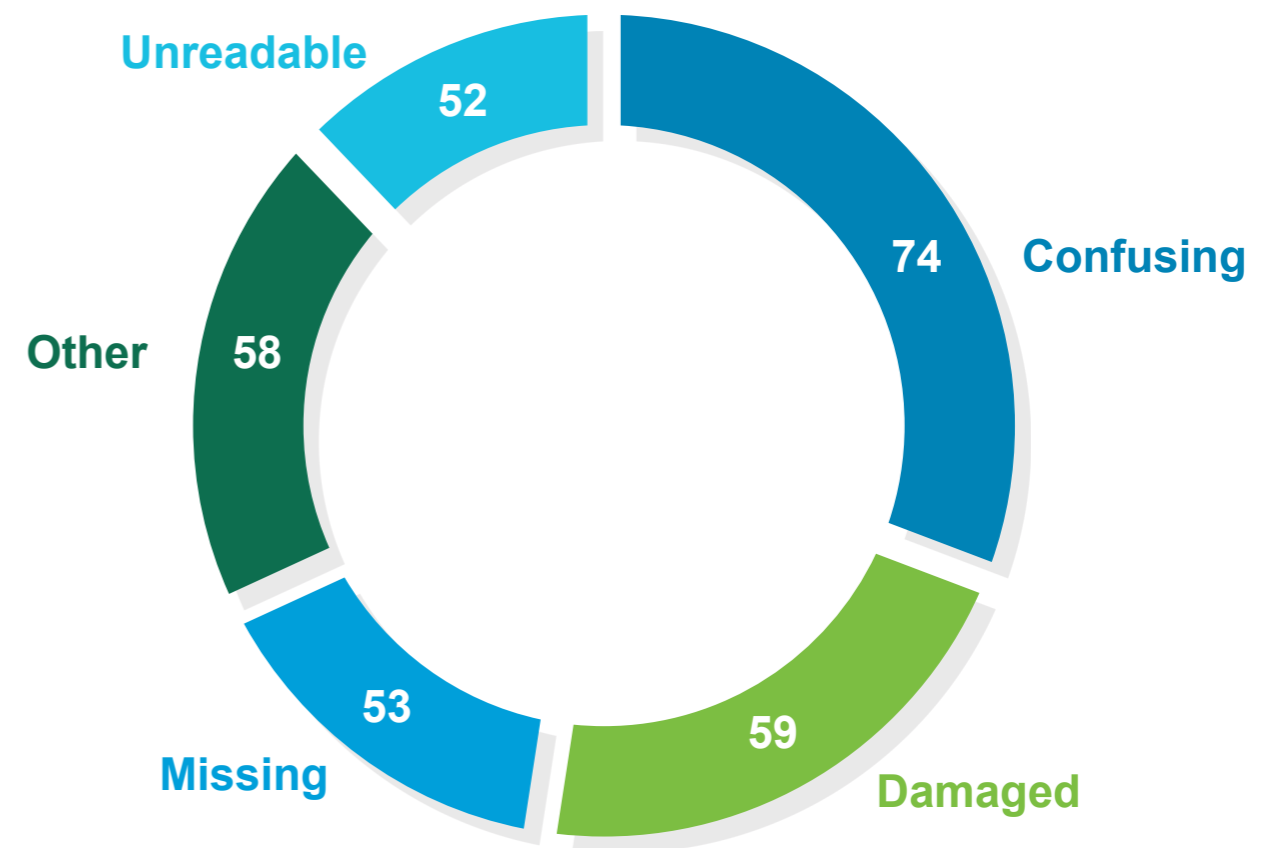
Transport Focus launched Sort My Sign in February 2020 to help improve road user information on the motorways and major 'A' roads managed by National Highways. We asked road users to tell us about signs they want to see sorted.

We also worked with National Highways to ensure a high standard of sign maintenance is achieved in future.

What's the problem?

Since the launch of Sort My Sign we received **296 reports** of damaged or confusing signs.

What problems were reported?



It was reported, now it's sorted!

A52 exit entering Spondon: missing offside 30mph sign



Before



After

M2/A2 slip road, Faversham: missing roundabout sign



Before



After

A14 Kettering: dirty sign



Before



After

A sign being cleaned in Hull



Mowing grass in Scunthorpe



What have we achieved?

National Highways confirmed that more than three in four reports have now been sorted and we are continuing to chase up the rest.

We have highlighted areas for improvement to National Highways processes and policies relating to signs.

We challenged the organisation to do better in four areas:

- ✓ Ensure drivers can see signs properly, through better management of vegetation and improved cleaning.
- ✓ Increase the pace which signs are repaired or replaced when damaged.
- ✓ Improve its approach to renewing worn out signs.
- ✓ Make continuous small improvements, such as adding new signs or moving them to a better position.

In response, National Highways has committed to:

- ✓ Increase focus on vegetation obscuring signs.
- ✓ Improve response time to resolving defects identified by road users.
- ✓ Develop an internal customer focus campaign with the aim of picking up basic repairs needed on the network.

What action has National Highways taken?

- ✓ Improved its approach to and frequency of network inspections and the maintenance of signs.
- ✓ Introduced an online portal to make it easier for road users to report sign problems.
- ✓ Increased staff training to allow inspectors to safely fix small problems. It will also run a trial to train staff to fix a wider range of issues.
- ✓ Worked to help highway inspectors to understand how road users see and use signs.
- ✓ It will continue to ask road users for feedback on specific roads to help target areas for improvement.

Transport Focus has also asked National Highways to give increased focus in two areas:

- ✓ Reduce the number of missing signs.
- ✓ Develop a robust plan to ensure signs on the network are not compromised by being dirty and unreadable, and that cleaning is consistent from region to region.

What next?

Transport Focus is keen to help National Highways deliver fundamental, lasting improvement for road users when it comes to permanent signs.

We encourage road users to continue to report signs that are either damaged or confusing on National Highways roads. This can be done directly to National Highways at <https://report.nationalhighways.co.uk/>

We will continue to press National Highways to resolve the individual problems reported already and carry on our work to secure changes in policy and processes, so these things are not a problem in the future.



Any enquiries about this report should be addressed to:

joanne.trotman@transportfocus.org.uk

#SortMySign
CLEARER/SAFER/EASIER
transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council
Copyright 2022 Transport Focus