

[REDACTED]

From: [REDACTED]
Sent: 21 November 2023 14:57
To: South West Enquiries
Cc: [REDACTED]
Subject: RE: 22849316 - Hard/Permanent Signs (Signage) NHHC:04530002896

Hi [REDACTED]

Please see response below.

Having looked at the junction itself is minor in nature with the A30. On the westbound approach, there is a junction warning sign in place prior to the actual turn off – see Google link <https://www.google.com/maps/@50.6156089,-4.4359584,3a,75y,258.79h,82.65t/data=!3m9!1e1!3m7!1spSjgAdOSjRPk6pR-FL7b2Q!2e0!7i16384!8i8192!9m2!1b1!2i39?entry=ttu> which appears to be in accordance with Traffic Signs Chapter 4 requirements. In general, the more important junctions normally have either a stack or a map sign in place prior to the turn off, others only have a Dia no 506.1 (junction warning) in place. The type of sign used depends on the importance of destination, road classification, volume of traffic and junction type. The flag sign by the junction for Treguddick is in the driver's view from approximately 140m prior to the turn off.

My initial assessment is that the current westbound signing is in order and conforms to Traffic Signs Manual Chapter 4 requirements, therefore National Highways does not have any plans to improve it. To avoid sign clutter, it is National Highways' policy to not use advance directional signing at minor junctions.

Kind Regards

[REDACTED]

[REDACTED] **BSc, IEng, FIHE Senior Asset Engineer**
National Highways | Brunel House | 930 Aztec West | Bristol | BS32 4SR
Mobile: [REDACTED] | **Web:** <http://www.highwaysengland.co.uk>

From: South West Enquiries <SouthwestEnquiries@nationalhighways.co.uk>
Sent: Monday, November 13, 2023 12:43 PM
To: [REDACTED] <[REDACTED]@nationalhighways.co.uk>
Cc: [REDACTED] <[REDACTED]@nationalhighways.co.uk>
Subject: 22849316 - Hard/Permanent Signs (Signage) NHHC:04530002896

Hi [REDACTED]

We've received the below customer enquiry and need information from you to respond.

Can I please have a response by **23/11/23**. If this isn't possible, please can you advise when you'll be able to provide the requested information.

If you don't think you can help me with this enquiry, please let me know immediately, and, where possible, suggest who may be better placed to assist please.

Kind Regards

██████████ | **Business Services Co-Ordinator | South West Operations**
National Highways | Ash House | Falcon Road, Sowton Ind. Estate | Exeter | EX2 7LB.
Tel: 0██████████ Web: <http://www.nationalhighways.co.uk>

Hi,

A case has been assigned to you in National Highways CCC's CRM system.

New - Please note the following when responding:

- If you are responding to redirect the case, please:
 - Type "REDIRECT" at the beginning of the subject line so that we can prioritise the request.
 - Provide a description of why you believe this case needs to be redirected.
- If you are responding to request the case to be closed, please :
 - Include the date and time that the response was provided to the customer.
 - Include the method in which the response was provided (for example, by email, phone conversation or voicemail).
 - Ensure that you reply to this notification so that your request automatically links with the case.

Case details follow:

Case Identifiers:

Case Number: 22849316
Control Works log Number:

Customer:

██████████

Organisation:

Mobile:
Landline:
Email: enquiries@cornwallhighways.co.uk

Preferred Contact Method:
Contact Method Notes:

Address:

Description:

I have recently had discussions with Treguddick Distillery and Visitor Centre near Launceston about signing for their attraction.

They do not qualify for Brown Tourism signing but following a site visit it was noted that there isn't an advanced direction sign for Treguddick on the westbound approach.

There is only a sign at the actual turning into Treguddick which may be seen too late by visitors, can an additional sign be investigated for this location please.

Details:

Priority: Normal
Case Type: Enquiry
Reason for Sending: Response required
Has the CCC provided a closing response?: No
Claim Type:
Subject: Hard/Permanent Signs (Signage)
Received: 13/11/2023 10:51
Travel Time:
Travel Time Accuracy: Date and Time

Location:

Road: A30
Junction:
Marker Post: P123/4A

Accuracy: Approximate
Location Comments:
Latitude / Longitude: 50.61509, -4.43916

[View on Google Maps](#)

Original Email (if applicable):

(attached if applicable)

Additional Comments:

Vehicles:

1: -
2: -

Ownership:

Owner: XXXXXXXXXX
Also Notify 1:
Also Notify 2:

Kind regards,

Highways England Customer Contact Centre