

	<p>REGULATION 29 RESPONSE TO A REPORT TO PREVENT FUTURE DEATHS</p> <p>THIS RESPONSE IS BEING SENT TO:</p> <p>The Area Coroner for the Coroner area of Greater Lincolnshire, of The Myle Cross Centre, Macaulay Drive, Lincoln, Lincolnshire LN2 4EL in response to a 'Regulation 28 Report to Prevent Future Deaths' issued after an inquest into the death of Ayan Sediqi.</p>
1	<p>NATIONAL HIGHWAYS</p> <p>I am [REDACTED], Director of Operational Services, Operations Directorate, responding on behalf of National Highways Limited, Three Snowhill, Snow Hill Queensway, Birmingham, B4 6GA.</p> <p>National Highways is the highway authority for the strategic road network (SRN) of 4,400 miles of major A roads and most motorways in England. National Highways is responsible for operating, maintaining and improving the SRN on behalf of the Secretary of State for Transport.</p>
2	<p>CORONER'S MATTERS OF CONCERN</p> <p>The MATTERS OF CONCERN are as follows:–</p> <p>There is a lack of public awareness as to who, where and how motorists should report circumstances which present a risk of immediate danger to road users.</p>
3	<p>DETAILS OF ACTION TAKEN</p> <p>Reporting an Emergency</p> <p>To report a risk of immediate danger to road users, the Highway Code provides clear guidance in the section "<i>Breakdowns and Incidents (275 to 287)</i>" that the first point of contact where there is immediate danger / an emergency (risk of collision, injury, fire etc) or obstructions is to call the emergency services on 999. A link to the relevant section of the Highway Code is provided here.</p> <p>https://www.gov.uk/guidance/the-highway-code/breakdowns-and-incidents-274-to-287</p> <p>National Highways Customer Contact Centre</p> <p>If a road user calls the National Highways 24/7 Customer Contact Centre (CCC) on 0300 123 5000, we provide the same guidance in the front-end message customers hear, namely that they should call 999 if the nature of their call is an emergency. The CCC handled over 379,000 customer contacts (telephone calls, emails) in the 12 months to 31 January 2026, with the near 300,000 telephone calls being answered on average within 37 seconds. The nature of these calls range from reports of broken-down vehicles and potholes, to requests for details of planned road closures and CCTV footage to support insurance claims.</p> <p>When a customer calls the CCC raising an immediate risk or issue, this is immediately referred to one of our seven Regional Operations Centres (ROCs)</p>

who will review and, depending on the priority level of the risk, consider sending it to the emergency services or despatch a resource to assess the reported situation thereby ensuring safety issues are responded to in a timely nature at any time of the day.

National Highways Website – Defect Reporting

Understanding the shift towards self-service channels, we have introduced a Defect Reporting Tool (DRT) on the National Highways website (<https://report.nationalhighways.co.uk/>) that can be accessed through just three clicks from the home page. Before accessing the DRT, customers are again reminded to call 999 in an emergency. National Highways received 12,970 reports through the DRT tool in the 12 months to the end of December 2025. An important feature of the DRT is that it understands who operates and maintains the road and location that a user is reporting an issue about. If the road is operated by a Local Highway Authority (LHA), the user's report is automatically directed to the relevant LHA to investigate.

During 2026/27 we plan to launch a new version of the National Highways website that is designed on optimising how users find the DRT and making it visible on multiple pages for increased ease of access.

Road Improvement Schemes

When travelling on the SRN, we do place black on yellow hard plate signs at the end of major roadwork schemes, providing road users with details of how to contact National Highways via the CCC number on 0300 123 5000.

4 DETAILS OF FURTHER ACTION PROPOSED

To increase road user awareness of National Highways and how we can be contacted, we are already exploring the following themes and opportunities:

Communications Activity

We will look to incorporate advice into existing campaigns where feasible to do so, and we will explore the possibility of more bespoke awareness raising activity in this space. This could include information in relevant press briefings, social activity and through our partnerships (building on our existing work with for example, Halfords, KwikFit and police forces across England).

Fleet Livery

National Highways currently has 803 on-road vehicles that have the ***www.nationalhighways.co.uk*** website address as part of their standard livery. We will seek to extend this to all new National Highways vehicles as the fleet is replaced over time to increase the number of our vehicles displaying our website address to over 1,300.

Engagement Van

National Highways has an engagement van that travels the country to support colleagues when they are meeting the general public and discussing future road work schemes. By 30 June 2026, we will ensure that they have promotional material that covers when and how members of the public can contact National Highways.

Motorway Service Areas (MSAs)

We maintain good working relationships with the companies who operate the MSAs and we will seek to identify how we might work with them to promote how and when to contact National Highways at the next meeting, expected to be by 31 August 2026.

Wayfinder Services

Through our Digital Labs team we have established and maintain relationships with wayfinder service providers, such as Google and Waze, providing them with access to our data. We recognise that road users have difficulty in understanding where the responsibility between National Highways and Local Highway Authority roads starts and ends. Whilst we understand the wayfinder service providers are private entities and make the decisions on their own products, we could use these relationships to explore the issue with them. We will seek out the next opportunity to discuss the subject and this will be done by 30 April 2026.

Traffic Officers and Highways Inspectors

A number of roles within National Highways interact with road users as part of their day-to-day duties. We will ensure that they have access to the information they need to educate and inform road users about when and how to contact National Highways as part of those regular interactions. This will be in place and rolled out to the Traffic Officers and Highways Inspectors by 30 September 2026.

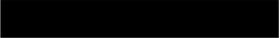
Social Media Channels

Whilst we promote the use of other ways of contacting National Highways to inform us of a risk to road users, we recognise that customers also use Social Media. We are currently standing up a new 24/7 team to handle contacts received through our X (formerly known as Twitter) channels which is planned to be operational from April 2026.

Roadside Infrastructure

Variable Message Signs (VMS) are the most visible piece of infrastructure at the roadside of National Highways' network, although located predominantly on motorways and not on the major A-roads.

VMS are traffic signs covered by legislation pertaining to their use and accordingly we prioritise safety and operational messaging. However, we will explore opportunities to increase awareness of National Highways using VMS

	<p>by the end of 2026, in line with safety and operational requirements. Such use of VMS would need to be similar to “Don’t Drive Tired” and linked to wider communications, and mustn’t be seen to encourage mobile phone use, due to the associated safety implication.</p> <p>At the same time, we will also investigate if hard plate signage (black on yellow signs) with appropriate messaging, might guide road users to reporting situations they consider present a risk of immediate danger to road users.</p>																		
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6	<p>SAFETY OF ROAD USERS</p> <p>The safety of everyone on our road network matters; it is an imperative for our business in what we set out to achieve and a core value of our organisation in how we go about it.</p> <p>The actions already taken and those which are planned as outlined above are designed to help report a risk of immediate danger to road users to National Highways so that appropriate action can be taken to prevent future deaths.</p>																		
	<p>4 March 2026</p> <p>Signed: </p> <p> Director of Operational Services</p>																		