



Mr Allen
Area Coroner for the Coroner Area of Dorset
The Coroner's Office for the County of Dorset
Civic Centre
Bourne Avenue
Bournemouth
BH2 6DY

8 April 2024

Dear Mr Allen

**Regulation 28: Report to Prevent Future Death
Investigation into the Death of Natalie Christina Mountford**

We have carefully reviewed your report into this tragic incident, following attendance by representatives from Wessex Water at the inquests on 31 January and 5 February 2024. In particular we have considered your comments on our record keeping processes, including the potential for reports of water on the highway to potentially be "lost".

We have reviewed our processes and have made the following changes:

- Where a Local Authority Highways team raises concerns of water on a highway potentially caused by a Wessex Water asset, we shall log these on our customer services system. This generates a 'record' for each report which will allow us to formally acknowledge receipt, track investigations and send updates of findings and actions taken. This will reduce the risk of reports potentially being lost.
- We are engaging with Local Authority Highways teams to identify actual or potential risks to users of the highway. Reports identified as high risk will be treated as a priority and all reports will be inspected as soon as possible.
- We shall hold briefing events for all Highways teams in our area on the changes to our reporting system as the process rolls out.

The operation and effectiveness of this process will be kept under review and may be amended if further improvements are identified.

On behalf of myself and Wessex Water, I would like to extend our sincere condolences to the family and friends of Natalie Mountford.

Yours sincerely

Group Chief Executive