

Formal Response to the Coroner

Milton Keynes City Council – Highways & Transportation Directorate

Date: 14 January 2026

To:

Adam Smith

Assistant Coroner for Milton Keynes

Response to Regulation 28 Report to Prevent Future Deaths – Death of Mr John Charles Hickmott

Dear Mr Smith,

Thank you for your Regulation 28 Report dated **1 December 2025** concerning the tragic death of **Mr John Charles Hickmott** on **19 February 2025**.

Milton Keynes City Council (MKCC) offers its sincere condolences to Mr Hickmott's family and all those affected.

Coroner's Concerns

You raised the following areas of concern:

1. Timeliness of repairs when streetlights are reported as not being lit.
2. Monitoring and oversight of scheduled repairs to ensure timely action.
3. The extent of proactive inspections to identify faulty streetlights or larger-scale outages not yet reported.

MKCC response and actions.

1.Timeliness of repairs when Streetlights are reported as not being lit

General streetlight repair works are contractually required to be fixed by our contractor within the stated 14 days for the block faults, unless it is outside of our control, such as an electricity supply issue to our assets.

The requirements of the contract have been reiterated to the contractor via formal notification.

2.Monitoring and oversight of scheduled repairs to ensure timely action

MKCC now undertake a sample check inspection of 10% of the repair works carried out by the contractor.

All works will be updated within the highways asset system with before and after reports and photographs. These reports will be reviewed at the regular operational lighting team meeting before being formalised into the contractual key performance indicators which form part of the overall performance framework of the contract.

3.The extent of proactive inspections to identify faulty streetlights or larger scale outages not yet reported

By April 2026, most of the highways street lighting assets and all grid road and high priority lighting areas will have had a remote monitoring system installed. This enables proactive inspection and early identification of any streetlights out. This will replace most manual scouting. There will remain a minimal level manual 'fault scouting' and identification to check any significant or unclear fault reports from the system.

From time to time there are circumstance on grid roads outside of our control where the stated streetlight repair timeline for larger outages cannot be met. MKCC have introduced a Road Safety Assessment for these instances, undertaken by an accredited Safety Auditor, who will consider temporary "Street Lights Not Working" signage as well or Temporary reduced speed limit signage, or further road safety interventions on a risk assessment basis.

(end)