



FAO: HM Area Coroner for Greater
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Date: 06/03/2026

Dear Ms Wilkes

RE: LCC Response to the Regulation 28 Report arising from the Inquest into the Death of Ayan Sediqi

We write on behalf of Lincolnshire County Council ('LCC') in response to the Regulation 28 Report issued by the Area Coroner for Greater Lincolnshire on the 9 January 2026 following the inquest into the death of Ayan Sediqi, which concluded on the 19 December 2025.

As set out within the report, the accident occurred on the A1 (southbound) on the 2 January 2025. At the location of the accident there was a significant volume of water flowing across both lanes of the southbound carriageway, some of which had turned to ice due to the freezing temperatures. The accident occurred after the vehicle, in which Ayan Sediqi was a passenger, encountered the ice causing the vehicle to slide across the carriageway into the layby and collide with a tree. The water was identified as coming from a drainage pipe running adjacent to the A1 southbound carriageway, which was blocked by the ingress of tree roots. Following the collision there was a media appeal by Lincolnshire Police, which evidenced that many members of the public had witnessed the water on the carriageway; however, enquiries revealed that no reports were received by any of the authorities involved.

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South Holland District Council, East Lindsey District Council, West Lindsey District Council

The report raises the Coroner's concern in relation to the lack of public awareness as to who, where and how motorists should report circumstances which present a risk of immediate danger to road users.

Responsibility for the maintenance and repairs of the roads and/or drainage in Lincolnshire is shared between LCC and the National Highways Agency and is dependent on the particular road and location. The maintenance and repair of drains on the A1 at the accident location is the responsibility of the National Highways Agency and a full repair was conducted once they had knowledge of the issue in relation to the blocked drain.

As set out within the Highway Code the first point of contact, where there is an immediate risk of danger to road users, is the emergency services on 999.

As set out during the Coroner's investigation, LCC has a system in place which allows for defects to be reported to relevant authorities, which would enable any identified defect to be picked up and repaired in line with LCC's Highway Asset Management Plan ('HIAMP'). The National Highways Agency also has a similar system in place. Reports to LCC can be made in the following ways:

Customer Service Centre ('CSC')

LCC has a Customer Service Centre ('CSC'). This is a centrally located telephone answering service for the whole County Council. If a call is received regarding a potential highway defect, the CSC advisor logs and records the call as the caller describes the issue. On conclusion of the call the CSC advisor provides the caller with a reference number to enable any follow-up to be made. The call is automatically dated and timed on the computerised system known as CRM. The CRM automatically creates an "enquiry" in the Confirm highways asset management system. These enquiries are available to Officers within minutes, either visible on dashboards on the web based Confirm OnDemand or on their tablet devices whilst they are in the field through Confirm Connect. Their list of public reports updates wirelessly throughout the day on these tablets, is displayed in list or map views and can be updated on-site or repair jobs issued.

FixMyStreet ('FMS')

LCC's website allows fault reports to be submitted electronically through FixMyStreet ('FMS'). FMS is a stand-alone platform, which LCC has integrated into its own reporting system. Fault reports can also be submitted through the national FMS website. When a report is generated, this automatically creates an enquiry within the Confirm asset management system. In the same way as with enquiries logged by the CSC, these fault reports display as enquiries either on dashboards in the host system or on list and map views on tablet devices in the field through Confirm Connect. Fault reports on FMS are therefore available to officers within a few minutes of being logged by the public, subject to internet connections and 4G coverage. Where a report is received and it is at a location

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that is the responsibility of the National Highways Agency, FMS will ensure that the report is directed to them to be actioned.

Service Requests

Any correspondence that amounts to a 'service request' will be logged into the CRM by the Divisional Support Staff. These will then be forwarded to the relevant officer for action in the same way as the telephone calls to the CSC. A 'service request' includes, but is not limited to, a request for repair of a highway defect and notification of a claim or incident which is alleged to have been caused by a defect in the highway.

It is clear that there is an awareness of LCC's reporting system, as LCC receive daily reports, which are actioned and dealt with in line with the HIAMP. Due to the size of the Lincolnshire Road Network, along with LCC's own inspection and maintenance regime, LCC rely on the reports made by members of the public to assist in ensuring that the roads remain safe for all road users. There has been no suggestion that reporting systems are inadequate; however, the Coroner's concerns arise in relation to the lack of public awareness of the reporting systems in place and what they should do in an emergency situation.

As stated above, LCC rely on the reporting mechanisms they have in place and the following improvements are currently being considered/implemented:

- Amendments to the wording on the LCC FixMyStreet System web page to better reflect the responsibilities under the different types of reportable defects.
- Liaison with LCC's Communications Team for a push on the available reporting methods, including explaining the different organisations responsible for the road network within Lincolnshire and what to do in an emergency situation.
- The LCC Communications Strategy is currently under review and is looking at aspects such as:

Refined Template Responses

As an experienced adopter of FMS, LCC's approach and template responses have often been recognised by mySociety as examples of best practice. To maintain this high standard, the existing templates are being reviewed to ensure they are clear, consistent and easy to understand. The aim is to give customers the right information, at the right time, including explaining why an outcome has been reached. The service acknowledges that not all templates suit every scenario and will use feedback from councillors and customers to make improvements.

This is a significant piece of work due to the Council's highly detailed configuration of FMS. Currently, 44 bespoke templates are assigned across 144 different categories and

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status combinations. Each one needs to be checked for wording and accuracy in the specific operational context in which it is triggered. Changes will therefore be introduced in stages as templates are revised, tested and rolled out.

This approach ensures that changes are carefully considered and implemented without disrupting service consistency. Over time these improvements will strengthen communication quality, support transparency, and build trust in the service.

Better Routine and Signposting

Officers regularly review system and process performance to identify opportunities for improvement. Officers are currently testing functionality to correct a report's category where an issue has been logged under the wrong heading so it can automatically be sent to the correct team. Improvements are also being made to the way follow up comments added to the FMS by customers are directed to officers to ensure clear visibility and aid timely responses.

Work is ongoing to improve asset data and ownership clarity for both LCC and non-LCC assets, this will enable additional information to be rolled out across other categories resulting in increased transparency and awareness for customers.

Planned Improvements

Over the next 12 months planned improvements will build on changes already delivered and in progress. The pipeline of work will continue to focus efforts on changes that improve customer experience and can be delivered with the same level of resource or ideally less. This section provides more detail on some of the planned improvements.

Improved Reporting Process

Enhancing the reporting journey is important for accuracy, efficiency and customer experience. Additional guidance or prompts, and clearer map keys will make the process more intuitive at the point of reporting. Alongside this, additional features such as What3Words will be explored to increase report location accuracy for categories that do not use asset only reporting. As well as making things clearer for the customer, these changes will help enable more effective triage.

Furthermore, within their Engagement Strategy, LCC have committed to the following objectives:

Provide comprehensive service information and resources, and improve stakeholder awareness of their availability to drive interaction with self-service channels

Effective self-service relies on the availability of relevant and accessible information. Despite the availability of digital platforms such as one.network and FixMyStreet, and

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information on the LCC website, many members of the public remain unaware of where to find accurate information and timely updates. By improving public awareness and engagement with these resources, we aim to enhance transparency and enable residents to self-serve.

By the end of March 2026, we will complete an audit of all public-facing highways information on the LCC website. Following this we will deliver identified improvements and undertake quarterly reviews to ensure quality and accessibility are maintained. We will seek to raise public awareness of service information and resources through targeted stakeholder communication and will measure performance using website analytics data including unique visitor numbers for key website pages. Data from 2024/25 will provide a baseline from which we aim to achieve an annual increase in unique website visitors.

How we will achieve this:

Audit the availability, quality, consistency and accessibility of all public-facing highways information on our website to identify any information gaps or areas for improvement by March 2026.

Implement improvements where necessary to better enable stakeholders to self-serve, and undertake quarterly reviews, including quality checks to ensure our highways content is comprehensive and meets accessibility standards.

Ensure stakeholders have access to relevant information about highways services, including policies, planned works and self-service tools via the council's website.

Regularly update service delivery information so stakeholders remain informed of current priorities and any changes.

Undertake quarterly reviews with relevant stakeholders to maintain availability, quality and accessibility of information.

Promote the availability of information and self-service tools through the highway's newsletter and targeted other stakeholder communications.

Increase visibility at public events to promote information sources and gather feedback on how to further improve awareness.

Increase the use of social media channels to engage a wider audience.

Continue to develop and promote FixMyStreet (FMS)

Ensuring the platform, we use deliver a user-friendly experience, is crucial for enabling stakeholder engagement. By continuing to develop and promote the FMS platform we ensure it provides quality information, integrates with our internal asset management system to support delivery and demonstrates our commitment to continuous improvement and enhancing stakeholder experience.

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We will continue to maintain a prioritised pipeline of enhancements. Performance will be measured through the number of unique users actively using FMS and the percentage of positive feedback received through the post-completion survey. Data collected during 2025/26 will provide a baseline from which we aim to achieve an annual improvement of both measures.

How we will achieve this:

Progress a pipeline of FMS improvements to improve customer experience, enhance the quality of reports and visibility of planned works, and maintain efficient integration with our asset management system.

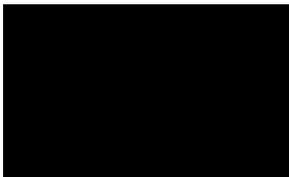
Promote FMS through planned communication activities.

Review existing template responses to ensure customer communication is comprehensive and suitable for the situation.

Collect stakeholder satisfaction data through the post-completion survey.

LCC seeks to ensure that the Lincolnshire Road Network is repaired and maintained and continually seeks to improve its methods of working through its policies and identified strategies with a view to ensuring that the roads are safe for all road users and avoiding accidents like the one involving Ayan Sediqi. We take this opportunity to again offer our sincere condolences to the family of Ayan Sediqi for their loss.

Yours faithfully



Principal Lawyer



For Legal Services Lincolnshire

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