



**11th May 2026**

**To: HMAc Janine Richards**

Dear HMAc Richards

I write in response to the Regulation 28 Report to Prevent Future Deaths which was issued to the Chief Constable of Durham Constabulary in relation to Natalie Louise Ainsworth, date of birth 13/10/1995, following the conclusion of the inquest on 13/03/2026.

Firstly, I would like to express my sincere condolences to Natalie's family and friends. I recognise the profound loss they have experienced, and my thoughts are with them at this very difficult time. It is vitally important that any learning arising from these circumstances are identified and acted upon.

I have carefully considered the concerns raised and have sought assurance from Durham Constabulary regarding the actions taken in response to your Report.

The Constabulary has undertaken a review of its processes concerning the recording and management of additional information received within the Force Control Room during missing person investigations. As a result, improvements have been implemented to strengthen both the recording and communication of such information.

Specifically, Control Room staff are now required to input any new or updated information directly into the missing person enquiry log. In addition, they must make direct contact with the investigating officer to ensure that they are aware of the update and its location within the log. The Control Room Incident (Storm) log will also clearly record that this action has been completed. These measures will ensure that all relevant information is clearly documented, readily accessible to those conducting enquiries, and available to supervisors responsible for reviewing risk assessments.

Furthermore, I am advised that, in the period between Natalie's death and the conclusion of the inquest, the Constabulary had already reviewed its Missing From Home Policy and Guidance. This was supported by updated training for officers and staff, with a particular focus on recognising vulnerability, identifying risk factors, and determining the appropriate operational response.

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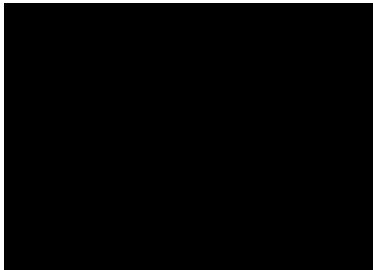
**DURHAM POLICE AND CRIME COMMISSIONER**

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In my role as Durham Police and Crime Commissioner I am satisfied that these actions demonstrate a clear commitment by Durham Constabulary to learning and continuous improvement. I will continue to hold the Chief Constable to account to ensure that these changes are fully embedded and effective in practice.

Yours sincerely



Durham Police and Crime Commissioner