

Durham Constabulary



Altogether Better Policing

[REDACTED]
Assistant Chief Constable

**Chief Constable's Office
Constabulary Headquarters
Aykley Heads
DURHAM
County Durham
DH1 5TT**



12th May 2026

Dear Ms Richards

Durham Constabulary Response to the Regulation 28; Report To Prevent Future Deaths relating to the case of Natalie Louise AINSWORTH DOB 13/10/1995 issued at conclusion of the inquest on 13/03/2026

Since the issuing of the notice the Force have reviewed processes around the recording of additional information received into the Force Control Room as part of a missing person investigation.

As a result, changes have been made to how that information is recorded and shared with those engaged in enquiries to locate the missing person and to ensure that all information is readily available to those conducting reviews of risk assessments.

The new process is that the member of Control Room staff will now directly input the new or updated information into the missing person enquiry log whilst also making direct contact with the Investigating Officer to ensure that they are aware of the update's presence in that log. The Control Room Incident (Storm) log will also reflect that this entry has been made, recording the detail of the message passed to the Investigating Officer alongside the time of the update. (For example Officer A was contacted by radio at 1300 hours and informed of the newly identified address, 123 High Street.) This will ensure that a clear record of the update is available to the Investigator and subsequent reviewing Supervisor.

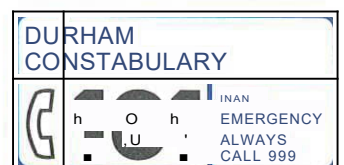
In the period between the death of Natalie AINSWORTH and the inquest conclusion the Constabulary had already reviewed it's Missing From Home Policy and Guidance and provided updated training to those conducting risk assessments. This focused around the recognition vulnerability and other risk factors and determining the appropriate response as a result.



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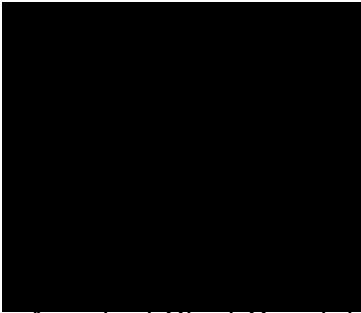
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I trust that I have provided enough information to deal with your report but should you require any additional information please do not hesitate to contact me.

Yours sincerely



Assistant Chief Constable

Ms Janine Richards
Assistant Coroner for County Durham and Darlington