

Anglian Water Services Limited
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Mr Nigel Parsley
HM Senior Coroner for Suffolk
HM Coroners Court
Beacon House
White House Road
Ipswich
Suffolk



Your ref:

Dear Mr Parsley

Regulation 28 Report to Prevent Future Deaths following the inquest touching upon the death of Mr Allan Stevenson

1. I am writing to you on behalf of Anglian Water (**Anglian**) in response to your Regulation 28 Report dated 6 April 2026 (the **PFD Report**), following the inquest into the death of Mr Allan Stevenson (the **Inquest**). I wish to express our deepest sympathy and sincere condolences to the family and friends of Mr Stevenson.
2. By way of background, Anglian is a water and recycling company which operates throughout England and Wales. We supply essential water and water recycling services to around 7 million people, covering 14 counties across the East of England and Hartlepool. Our group employs around 6,000 people and work alongside 3,000 alliance partners and contractors. We are constantly striving to be the best company we can be, which reflects a company that makes a real and meaningful impact for our customers, communities, colleagues and environments.
3. The health, safety, and wellbeing of our employees, contractors, and all those affected by our operations is Anglian's highest priority. We are fully committed to creating and maintaining a safe working environment, and our approach to health and safety is embedded at every level of the organisation. We foster a culture of continuous improvement and encourage open reporting of hazards, near misses, and safety concerns.
4. As an Interested Party (**IP**) to the Inquest, Anglian was requested to provide witness statements addressing both the status of the permit application for the relevant works and further details regarding the operation of Anglian's 'defect line'. In response, Anglian submitted two statements to the Coroner, in May 2024 and December 2025.



5. To the best of our knowledge, the witness statements submitted by Anglian were not included in the final Inquest bundle, nor were they read into evidence by the Coroner. In view of this, we consider it helpful to reiterate the position set out in those statements, with the aim of addressing any concerns relating to Anglian as highlighted in the PFD Report.

'Defects Line'

6. Anglian operates a system for the notification and rectification of site defects identified during works, primarily managed through the Street Manager online reporting platform in collaboration with Suffolk County Council (**SCC**).

7. As digital logging into Street Manager can occasionally result in a "time lag", there is also a dedicated telephone line available for the immediate reporting of defects. This line is used for multiple purposes, with one of the menu options specifically relating to defect reporting. If a call to this dedicated line is not answered directly, an automated answering system records the message. Two administrators are responsible for checking for new messages every 15 to 20 minutes and ensuring prompt action is taken.

8. At the time of the incident in October 2022, notifications received via the dedicated phone line were managed as follows:

- the administrator would manually compile the details of each notification into an email, which was then circulated to a location-specific distribution list;
- this distribution list comprised Area Managers, Field Performance Managers, and, where applicable, Traffic Management companies; and
- the relevant individuals on the distribution list would then assume responsibility for addressing and rectifying the reported defect.

9. Whilst Anglian operates both a system for the notification of defects and a dedicated phone line to ensure reporting, when SCC identifies a defect during inspection, the risk level of the non-compliance determines the communication protocol:

- a) For **low-risk non-compliances**, such as those identified at the relevant site on 24 October 2022, SCC records the defect on Street Manager and issues a notification to Anglian's Street Works Compliance Team. There is no expectation for SCC to make a direct telephone call to Anglian Water in these circumstances. The Compliance Team monitors these notifications every 15 – 20 minutes both via automated prompts and through manual checks.
- b) For **high-risk non-compliances**, SCC notifies Anglian Water through both Street Manager and a direct telephone call to the general number for the Street Works Compliance Team, which is provided in the permit application and is known to SCC.

10. The distinction between 'low-risk' and 'high-risk' non-compliance can be subjective and may vary between different authorities. For example, 'low-risk' non-compliance may include issues such as

fallen down signs, or incorrect traffic management arrangements. In contrast, 'high-risk' non-compliance may involve more serious matters, such as missing safety zones or exposed excavations in the carriageway. While the classification of these defects may differ between authorities, the critical consideration is the manner and urgency with which they are addressed, according to their categorisation.

11. On 24 October 2022, SCC identified two low risk non-compliance areas relating to signage and traffic management at the site. These were communicated to Anglian via Street Manager only, in accordance with established assignment and reporting procedures.
12. Following additional internal investigation, we were able to confirm in the witness evidence that no phone call was made or expected, as the issues were not classified as high risk. Our Compliance Team received and acted upon the notifications as required, in accordance with Anglian's established assignment and reporting procedures and SCCs assessment of the risk profile.
13. In light of this, we would like to respectfully confirm that there was no failure in the operation of the defect line on the day in question. The process functioned as intended for the risk level identified, and Anglian responded to the notification in line with established procedures.
14. We trust this clarification addresses the concern raised and confirms that the defect line was not at any stage unresponsive or the cause of any delay.

Post-Inquest

15. As outlined above, Anglian is committed to maintaining the highest standards of health and safety across all its operations. As a responsible business, we recognise the importance of regularly reviewing and enhancing our processes and procedures to ensure they remain robust, effective, and in line with industry best practice.
16. Since the Inquest, we have taken the opportunity to reflect on our systems and identify further measures to strengthen our approach, with a view to continually improving the safety and efficiency of our operations.
17. Since early 2023, Anglian has tested and implemented the SKEWB Permit Manager System, which interfaces directly with the Street Manager platform and automatically imports incoming defect data into its database. Within the SKEWB system, Automated Working Groups are mapped to specific business cohorts, enabling the system to relay any identified failures or defects to the appropriate teams. While this represents a significant improvement over previous processes, the effectiveness of the system remains contingent upon the timely upload of defect information by the inspector to the Street Manager system. Consequently, the overall success of the system continues to depend on the SCC inspector's ability to upload defects promptly to the Street Manager platform.
18. In order to ensure a rapid response to urgent issues and to prevent delays that could compromise safety, Anglian continues to accept direct telephone notifications from the Highway Authority. If a telephone notification is received before the corresponding digital permit update is available in Street



Manager, the administrative team manually enters the relevant information into the SKEWB system to initiate the necessary notifications and actions.

19. When the formal Street Manager notification is subsequently received, the system may, on occasion, issue a duplicate notification. While this duplication is unintentional, it is considered to be a safe and precautionary measure designed to ensure that no necessary actions are missed, thereby reducing the risk of further incidents.
20. We remain committed to ongoing learning and improvement, and we are grateful for the opportunity to address the matters raised in your report.
21. If you require any further information or clarification, please do not hesitate to contact me.

Yours sincerely,



Group Director of Health and Safety
Anglian Water