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Date: 19<sup>th</sup> March 2004

Mr & Mrs Neville Crawford  
[REDACTED]

Dear Mr and Mrs Crawford

I am writing on behalf of the Trust to indicate our regret and apologies for the failings in our service at the time of Lucy's death in April 2000. These failings, not fully identified in our original review became evident later in the process following another reported death in Northern Ireland. At that time we sought, through your legal representatives, to reach settlement on the legal proceedings.

We cannot presume to lessen the grief of your loss. However please be assured that the procedures linked to Lucy's death were reviewed and changed. Furthermore we fully intend to formally reflect on the findings of the Coroner to ensure that we, and others, learn the lessons of Lucy's tragic death.

It remains a matter of regret to the Trust that the opportunity to discuss these matters more openly with you was complicated by legal processes.

I trust that even at this time that the sentiments expressed above may offer some reassurance.

Yours sincerely

**Hugh Mills**  
**Chief Executive**  
bor/mmcg/0652

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