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Your Ref:
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Corporate Services
Ashbourne Centre
Kingsway Site
Kingsway
DERBY
DE22 3LZ

19 December 2023

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Mr Peter Nieto
Senior Coroner for Derby and Derbyshire
The Coroner's Court
Town Hall
Rose Hill
Chesterfield
Derbyshire
S40 1LP

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Dear Sir

Re: Regulation 28 Response: An Inquest Touching the Death of Ms Terri Harris, Connie Gent, Lacey Bennett and John Paul Bennett

May I first begin on behalf of the Trust by conveying my deepest condolences to the families of Ms Terri Harris, Connie Gent, Lacey Bennett and John Paul Bennett, their loss is most tragic, and our thoughts are with them.

Substance misuse services are provided in Derbyshire under the umbrella of Derbyshire Recovery Partnership ("DRP") with the Trust subcontracting partner agencies as part of the service, including Phoenix Futures who delivered the service to Mr Bendall.

In preparation of this response the Trust has liaised with Phoenix Futures to identify areas of improvement in their operations and how we may work together to resolve those.

Following these discussions, it has been agreed that any attendance by an individual open to probation will be via the Probation Feedback Form within 48 hours of attended appointments and 24 hours of a failed appointment; a failed appointment being when an individual does not attend the planned appointment for whatever reason. For failed appointments the Feedback Form will include the efforts made to establish contact with the individual.

To ensure that this process is embedded and operating as it should be, Phoenix Futures have committed to monthly audits of compliance which will be reported to


the Trust. Then, once the Trust and Phoenix Futures have received sufficient evidence that it is being completed on a regular basis to a high standard, Phoenix Futures will then conduct quarterly audits and local remedial action on an ongoing basis.

I hope that this information reassures you and the families of Ms Terri Harris, Connie Gent, Lacey Bennett and John Paul Bennett that steps have been taken to clearly identify to probation when an individual does not attend an appointment so that they may consider what, if any, action is appropriate when managing that individual in the community.

Yours sincerely

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CHIEF EXECUTIVE

cc.  Head of Quality & Performance, Phoenix Futures