

13 May 2024

Ms Lauren Costello  
HM Assistant Coroner  
HM Coroner Manchester South  
[REDACTED]

Dear Ms Costello

**Re. Regulation 28 Report into the death of Ian Dixon**

I write in reference to the Regulation 28 Report into the death of Ian Dixon issued to Stockport Metropolitan Borough Council (SMBC) on the 19<sup>th</sup> March 2024.

In the first instance, I would like to offer my sincere condolences to the family and friends of Mr Dixon.

SMBC provided a statement prepared by [REDACTED] (Team Manager - Adult Social Care) and attended the inquest on 13 December 2023.

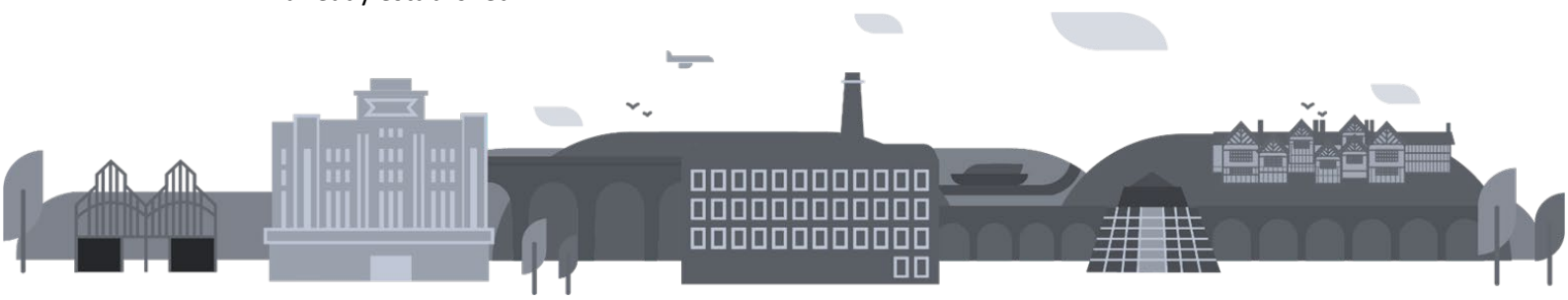
[REDACTED] presented evidence on the involvement of SMBC's referral to for an additional stair handrail for Mr Dixon. The procedure involves our operational services referring to SMBC Equipment and Adaptations Team, who will then make a referral to Stockport Homes where arrangements for the necessary work will be made.

At the time of Mr Dixon's death, the formal level service agreements (SLA) in place did not specifically identify timescales for the installation of minor adaptations. It is dependent on the demand and capacity of the Handyperson Service. At the time the referral for Mr Dixon was received the Handyperson Service confirmed there was a backlog in work. a fast-track request is expected to take place within 3 working days and a routine request is expected to take place within 5 working days.

Furthermore, there is no formal process with the SMBC Equipment & Adaptations Team for following up whether work has been carried out following a referral to Stockport Homes.

To address these issues SMBC have liaised with Stockport Homes and have seen evidence of changes they will implement and will ensure we are active participants including:

1. Target timescales will be developed, agreed with SMBC and published by the end of May 2024.
2. The progress of major adaptations (e.g. stairlifts, level access showers etc) will be monitored via the monthly Adaptations Panel attended by both SMBC and SHG Officers. This meeting is already established.





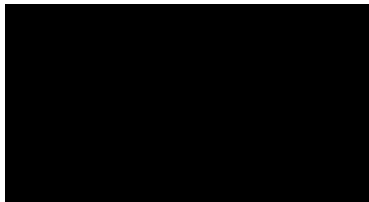
3. A Sharepoint site will be developed providing access to both SMBC and SHG staff to monitor the progress of the installation and provision of minor adaptations (e.g. handrails, grab rails etc) - this will be in place by the end of May 2024.

In addition to the changes that will be made in collaboration with Stockport Homes SMBC will take the following actions:

1. Effective immediately, the worker in the Equipment and Adaptations team who has ordered the adaptation will be responsible for ensuring the request has been actioned /completed before the case is closed.
2. The named worker will be responsible for ensuring this is clearly documented on the SMBC case management system.
3. The Team Manager will have responsibility for oversight of this process and will retain the role of chair of the Major Adaptations Panel and has close links with Stockport Homes colleagues and will use this forum to monitor the changes described above.
4. In relation to all actions identified above, strengthening of the current SLA is required to ensure that both consistency of approach between both organisations and necessary targets are set and monitored. This will be completed by the end of June ensuring formal governance and sign off is agreed and understood.

Thank you for raising your concerns with me and I trust that the actions detailed fully address them.

Yours sincerely



**Chief Executive**

