



To  
Andrew Bridgman  
HM assistant Coroner  
Coroner's court  
1 Mount Tabor Street  
Stockport SK1 3AG

Date : 30.04.2026

Dear Mr Bridgman,

**Re: Regulation 28 Report to Prevent Future Deaths - Edith Millington**

We write in response to your Regulation 28 Report dated 27 March 2026.

First and foremost, we would like to express our sincere condolences to the family of Mrs Edith Millington. We are deeply saddened by the circumstances of her death and have carefully considered the concerns raised within your report. We can confirm that this is first and last incident happened since we took over the business and the access was installed by previous owners of the business and not aware of any incidents happening or noted any concerns with access by any customers.

Following a full review of the incident and the issues identified, with further consultation and input from [REDACTED] from Trafford Council we have taken immediate corrective action in respect of the entrance to our premises.

Specifically:

- **The metal access ramp referenced in your report has been completely removed.**
- **The entrance has been restructured to eliminate the previous ramp arrangement and replaced with a small, stable step.**
- **Additional fixed grab rails have been installed on both sides of the entrance to provide improved support and stability for customers entering and exiting the store.**
- Warning signs in place to remind about the step and reflectors have been stuck on the wall to warn customers about the step.

These changes have been implemented to ensure a safer and more secure access point for all customers, particularly those with mobility difficulties. We believe these measures directly address the risks identified in your report regarding instability, gradient, and lack of accessible handholds.

We remain committed to maintaining a safe environment for all customers and will continue to review our premises and procedures to ensure appropriate safety standards are upheld.

Please do not hesitate to contact us should you require any further information or wish to discuss the action taken.

Yours sincerely,  
Directors  
SAISKN LIMITED