

Mr Zafar Siddique  
Senior Coroner  
Black Country Area  
Coroner's Court  
Jack Judge House  
Halesowen Street  
Oldbury  
B69 2AJ

Our Ref: SJL/SAG  
Your Ref:  
Matter being dealt with by: [REDACTED]  
Telephone: [REDACTED]  
Date: 31 January 2020

Dear Mr Siddique

Thank you for your report regarding Ms Alam's inquest, and the concerns raised from the evidence revealed during the course of the inquest.

I can confirm the Service Manager from Social Work and Therapy has reviewed the concerns and actions identified, which has resulted the following outcomes.

In relation to our approaches to sharing information of risk. The Service Manager of Social Work and Therapy, and the Service Manager of Neighbourhoods have met and reviewed the identified concerns and actions within the report. As a result an operational group has been set up to explore and develop a vulnerable adult risk management protocol.

In relation to point 2, an action for Social Services to consider reviewing their training for social workers, obtaining accurate and up to date information prior to any visit. A review of our current practice guidance is being undertaken, and lessons learnt will be shared with all staff groups, through team meeting sessions.

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In order to be assured of the robustness of our joint agency protocols. I can confirm the Service Manager of Social Work and Therapy has made contact with [REDACTED] Urgent Care Manager, Mental Health Trust, and there are plans in place to undertake a review of our current protocols within the next four weeks.

I trust the information provided will satisfy you that we have acknowledged and responded to the concerns and actions identified.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Glen', written in black ink.

[REDACTED]  
**Director of Adult Social Care**

cc: David Stevens, Chief Executive