

**Cllr Peter Black**  
**Convener, Adult Services Scrutiny Panel**

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*Date:* 3 April 2019

**BY EMAIL**

Dear Cllr Black

**Adult Services Scrutiny Performance Panel – 19.2.19**

With reference to your letter dated 5 March 2019 please find response below.

*Timeliness of response to safeguarding issues – The Panel is very concerned with these figures as they have drastically reduced. The Panel wish to be informed about the reason for this.*

Whilst we saw a dip in the % of Safeguarding enquiries threshold within 7 days during November and December 2018, this figure has now seen an upward trajectory to 82% in January 2019. This 'dip' was mainly due to staff shortages, a culmination of vacancies, sickness and annual leave.

As a priority the Head of Adult Services will be carrying out a Service Area restructure which will include placing a Senior Practitioner at the Common Access Point to threshold all Safeguarding enquiries as they come into the Department.

Yours faithfully



**Councillor Mark Child**  
**CABINET MEMBER FOR CARE, HEALTH & AGEING WELL**