

To members of the Safeguarding Adults Board,

This has been extremely difficult for us to write, but we feel it is important that our voice is heard clearly.

As a family, we would like to sincerely thank Gill Taylor for leading the Safeguarding Adult Review with professionalism, care, and independence. She was the first and for a long time the only person who gave us some sincere condolences and made us feel heard. We recognise the depth of work involved and appreciate the thoroughness with which the review has been conducted.



We also acknowledge the wider work of the independent review and those involved in supporting it, thank you all. We feel strongly that Identifying learning and driving improvement is essential.

What happened to our sister Colleen was a preventable tragedy. It is our firm belief that had the agencies involved in her care communicated effectively, shared critical information, and fulfilled their responsibilities, her death could have been avoided. There were multiple opportunities to act, and those opportunities were missed.

We have come to understand that, at times, Colleen was treated as a process or administrative case rather than as the vulnerable adult she was. This lack of person-centred care had devastating consequences. Colleen was a daughter, a mother of two, and a much-loved member of our family. She deserved protection, dignity, and proper care.

We need the board not only to reflect on the findings but to fully acknowledge where systems and professionals failed, and to take responsibility for those failures. Accountability is critical, not just for our family, but to ensure meaningful change and to prevent this from happening to another vulnerable person.

While the review provides some reassurance that lessons are being identified, our expectation is that these lessons lead to tangible action, clear ownership, and measurable change. Without this, there is a risk that the same failures will be repeated.

Our grief remains profound. Colleen's daughters continue to live with the loss of their mother, and our family continues to carry the weight of what has happened. Justice, to us, means not only recognising what went wrong, but ensuring that those responsible are held accountable and that real change follows.

We will continue to seek this accountability and push for improvements in the system. This cannot end with a report, it must lead to action.

We would also welcome the opportunity to continue working with Ranjit and team going forward, to ensure that the lessons identified lead to meaningful, lasting change and

that no other family has to experience what we have. We want Colleen's death to mean something and bring much needed change.

Thank you to those who are committed to ensuring that change happens. We expect that commitment to be demonstrated through accountability as well as learning.

Yours sincerely,

Colleen's family