

# Southend-on-Sea Borough Council

## Department for People

### Sharon Houlden – Head of Adult Services

Our ref: FOI 03525

Telephone: 01702 215007 ext 5920

Your ref:

Fax:

Date: 8<sup>th</sup> June 2015

E-mail: [elainematson@southend.gov.uk](mailto:elainematson@southend.gov.uk)

Contact Name: Elaine Matson

DX 2812 Southend



Francis Ugboma

By email to

[request-267347-2fa9c8@whatdotheyknow.com](mailto:request-267347-2fa9c8@whatdotheyknow.com)

Dear Francis Ugboma

### Freedom of Information Request – FOI 03525

I am writing regarding your request for information, which was received on 9<sup>th</sup> May 2015.

In that request you asked us the following questions and I can confirm that the search for the information you requested has been completed and our responses are given below:

**Please tell me if social services have ever used MCC Social Care Ltd or its staff on a self-employed / employed basis within your council?**

**Please tell me how many social workers work for this company?**

**Please tell me if any complaints have been made against this company or social workers working within it?**

**Please specify the nature of complaints?**

1. I can confirm that there is no record of Southend Borough Council using MCC Social Care since 2009/10. There are no records available prior to 2009/10.
2. Southend Borough Council does not hold a record of this information.
3. Southend Borough Council does not hold a record of this information.
4. Southend Borough Council does not hold a record of this information.

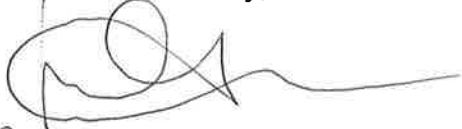
If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our response, you should write to the Group Manager – Policy, Engagement and Communication, Corporate Services Department, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER.

If you are not content with the outcome of your review, you can make a complaint under the Council's complaints process by writing to Corporate Complaints Officer, Corporate Services Department, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, S22 6ER.

You can also apply directly to the Information Commissioner (ICO) for a decision although generally the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,



Elaine Matson  
Business Support Administration Manager