

Response issued under the Freedom of Information Act 2000

Our Reference: CQC IAT 1617 0495

Date of Response: 26 October 2016

Information Requested:

“Would you please provide figures for the total number of individual contacts you have received (from members of public, professionals, providers, whistleblowers etc) about Inclusion North CIC, 197 Woodhouse Street, Leeds, LS6 2NY between 2008 and the present.

Please provide this information as numbers for each of the following categories 1. Contact as an information of concern enquiry 2. Contact as a safeguarding enquiry 3. Contact as a whistleblowing enquiry.”

The Information Access team has now coordinated a response to your request and we are able to confirm that the Care Quality Commission (CQC) does hold some recorded information in relation to this matter.

Experts by Experience, contractors and sub-contractors

Choice Support had a contract with CQC up to the end of January 2016 for the provision of Experts by Experience; Inclusion North was one of their subcontractors.

Whilst our Experts by Experience team would be aware if any specific concerns had been raised about Inclusion North during that time, they would not have logged *all routine* emails that might simply have mentioned Inclusion North. In addition to this, our Experts by Experience team would have dealt with any concerns via Choice Support as the contractor, and would not have had direct dealings with Inclusion North.

Having checked our records we confirm that we hold one email from an individual who wished to share information of concern specifically about Inclusion North, it was received in July 2016.

CQC Complaints and Internal Review procedure

If you are not satisfied with our handling of your request, then you may request an internal review.

Please clearly indicate that you wish for a review to be conducted and state the reason(s) for requesting the review.

Please be aware that the review process will focus upon our handling of your request and whether CQC have complied with the requirements of the Freedom of Information Act 2000. The internal review process should not be used to raise concerns about the provision of care or the internal processes of other CQC functions.

If you are unhappy with other aspects of the CQC's actions, or of the actions of registered providers, please see our website for information on how to raise a concern or complaint:

www.cqc.org.uk/contact-us

To request a review please contact:

Information Access
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

E-mail: information.access@cqc.org.uk

Further rights of appeal exist to the Information Commissioner's Office under section 50 of the Freedom of Information Act 2000 once the internal appeals process has been exhausted.

The contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone Helpline: 01625 545 745

Website: www.ico.org.uk