

Freedom of Information – Response – 26695

I am writing to request information under the Freedom of Information Act 2000. Please provide details of any information held by the Council relating to complaints, concerns, investigations, referrals, or allegations about alleged financial misconduct by private care homes owned, operated, or managed by Simply UK, including any entities trading under the name Portland Group or Morar.

I believe in your council area this relates to Abbeygate Manor in Bury St Edmunds and Langham Manor in Suffolk.

This request includes (but is not limited to) information held by:

- *Trading Standards*
- *Adult Social Care*
- *Safeguarding teams*
- *Environmental Health*
- *Licensing or regulatory services*
- *Any other department that may reasonably hold relevant information*

Specifically, I am seeking:

1. *Records of complaints or concerns raised by members of the public, residents, families, staff, service providers, trades people or other organisations relating to alleged financial misconduct*
2. *This can include withholding of deposits, overcharging fees, erroneous invoicing, withholding of funds that should be reimbursed, and other alleged means by which the home may have accrued money which was not due to them or should have been released by them*
3. *This can also include the homes' non-payment of fees to service and utility providers and tradespeople*
4. *Internal correspondence, reports, or assessments relating to such complaints or concerns*
5. *Records of investigations, enforcement action, compliance checks, warnings, or referrals to other bodies (including the Care Inspectorate or police)*
6. *Any correspondence between the Council and Simply UK / Morar relating to complaints or regulatory concerns around financial misconduct*

Following searches of our records, Suffolk County Council's directorate for Adult Social Care can confirm that no information is held within the scope of this request. Specifically:

- We do not hold any records of complaints or concerns raised by members of the public, residents, families, staff, service providers, tradespeople, or other organisations relating to alleged financial misconduct connected to Langham Manor or Abbeygate Manor.
- Feedback from Finance colleagues indicates:
 - The Financial Assessment and Income Service (FIAS) is not aware of any outstanding debt or financial concerns.

- The Income Team has confirmed there is nothing recorded under Morar or Simply UK.

Accordingly, we do not hold:

- Records of complaints or concerns relating to alleged financial misconduct (including withholding deposits, overcharging fees, erroneous invoicing, or withholding funds).
- Information regarding non-payment of fees to service or utility providers or tradespeople.
- Internal correspondence, reports, or assessments relating to such complaints or concerns.
- Records of investigations, enforcement action, compliance checks, warnings, or referrals to other bodies (including the Care Inspectorate or police).
- Any correspondence between the Council and Simply UK / Morar regarding complaints or regulatory concerns around financial misconduct.