24 May 2018

FREEDOM OF INFORMATION REQUEST – 583/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

I acknowledge the OFSTED are the regulatory body and would usually deal with complaints regarding nurseries and any subsequent investigations. However in this instance I am interested in the information held by Rutland County Council.

Please provide responses to the following queries.

1. Please provide the number of complaints received by Rutland County Council about Oakham Day Nursery from Jan 2015 to April 2018.

   Answer: No official complaints have been received through the Rutland County Council’s ‘Comments, compliments and complaints’ process. However, two referrals were made to the Local Authority Designated Officer (LADO) in September 2017 and March 2018.

2. Please provide brief details regarding the nature of the complaint for each incidence.

   Answer: The two referrals made to the LADO were in regard to Safeguarding and Early Years Foundation Stage Practice.

3. Please provide brief details of any investigation or inspection carried out by the LADO or any other RCC officer that took place as a result.

   Answer: Two LADO investigations were undertaken. Ofsted were involved and established good communication with Rutland County Council throughout the process.

4. Please give brief details of the outcome of any such investigation.

   Answer: The September 2017 investigation was not substantiated. The March 2018 investigation was substantiated.

5. Please provide details of any assistance/guidance provided to the nursery owners in order to, a. address the concerns surrounding the most recent incident leading to the closure of the nursery, and b. to try and prevent the closure of the nursery
At the time of the issues at Oakham Day Nursery, the Nursery was judged by Ofsted at their last inspection to be ‘Good’ and entitled to access Rutland County Council’s ‘Core offer’ of Early Years support. The Nursery accessed some of the support offered. Additional support was put in place following the referral.

6. Please provide details of any support/assistance provided by RCC to parents of children who attended Oakham Day Nursery

Answer: Rutland County Council's Learning and Skills service has supported all parents who have phoned or e-mailed the Local Authority and guided parents to Rutland Childcare providers who have available places. Contact details for providers were supplied.

7. Please provide details of any work you have done with other Rutland nursery’s / pre-school providers to ensure adequate availability of childcare places following the closure of Oakham Day Nursery

Answer: Rutland County Council has been working with all Rutland Providers including Childminders and the Rutland Childminding Agency to help find places for children from Oakham Day Nursery. Additional arrangements have been put in place to ensure all providers are able to claim out of normal funding periods.

If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council