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21 July 2009

Ms V Bennett

Our Ref: ndt 0907 16

Sent by email: request-14084-
9f2f3d34@whatdotheyknow.com

Dear Ms Bennett

Your request for information

Thank you for your email dated 6 July 2009 which was received by Ofsted on the same day. You have requested the following information in regards to Sunshine Pre School (Medway):

1. When the Notice to Improve was issued to the above pre school, was the setting duty bound to inform parents?
2. Has there been a follow up inspection since the Notice to Improve was put in place, if so, what are the findings? If a follow up inspection has taken place, are the setting duty bound to inform parents?
3. Has the outcome summary of the allegation of September 2008 had any bearing on the registration of the nursery with Ofsted?
4. What would be the complaints procedure if the setting had been found to be keeping findings and information from parents?

We have dealt with your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the Freedom of Information Act 2000, Ofsted is under a duty to provide you, as a member of the public, with all the information you have requested, provided it is not 'exempt' information. The FOIA provides for circumstances in which information is 'exempt' and therefore does not have to be provided in response to a request. Ofsted may refuse a request for information if the information is exempt under the Act.

I can confirm under s1(1)(a) that Ofsted do hold the information you have requested.

I have addressed each part of your request in the order listed above.

1. When a notice to improve is sent to the setting, we suggest that it is good practice for the setting to share this information with parents; however, it is not obligatory.
2. There has been no further inspection.
3. There has been no change in registration as a result of the outcome summary.
4. As previously stated, there is no obligation for the setting to share the information you have mentioned with parents. Settings are required to make sure that inspection reports are distributed to parents and that records of complaints that they have investigated are made available to parents should they request it. Should you be concerned that inspection reports and complaints are not being made available to parents, then we would recommend that you make a complaint directly to the setting, following their complaints procedure. Alternatively, you may make a complaint to Ofsted for investigation by contacting the Compliance, Investigation and Enforcement Team.

If you feel we have not applied the FOIA correctly to your request, in the first instance, please contact Helen Franklin on the number above or by email at Helen.Franklin@ofsted.gov.uk and she will do her best to resolve your concerns. Alternatively, you may request a formal review by writing to: Deputy Director of Corporate Services, Ofsted, Alexandra House, 33 Kingsway, London, WC2B 6SE.

I have also enclosed a copy of the Ofsted complaints procedure which explains the process in more detail.

Yours sincerely



Helen Franklin
Disclosure Officer
Compliance, Investigation and Enforcement Team