

## Correspondence & Letters Direct To & From Dilwyn Playgroup Management

All correspondence was sent by us using Royal Mail Signed For post. Receipts & proof of receiving signature are with our records.

**Jim McGeown**

**1 Newton Cottages  
Nr Weobley  
Herefordshire  
HR4 8QX  
01544 318263**

13<sup>th</sup> May 2015

To Play Leader/ Dilwyn Playgroup Management

Around 22<sup>nd</sup> April Dilwyn Playgroup Management submitted a referral of their concerns of child abuse in my family to Herefordshire Children's Services.

This you did under the Multi-Agency Referral Form (MARF) system, immediate intervention or assessment required.

This initiated a highest level of vulnerability, level 4, assessment. This required a social worker to visit my home to investigate physical, sexual or emotional abuse in my family.

I would like to meet in person with playgroup management committee /relevant staff to discuss my experiences of this home visit and investigation.

I would like to know in full detail all your concerns about abuse in my family.

I would like to understand why your concerns were so significant that they required immediate escalation using "MARF" to level 4 without speaking to me first.

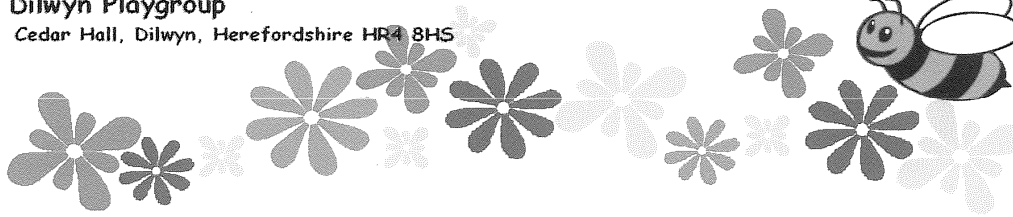
May I suggest that an ideal time to have these discussions would be at your next monthly committee meeting.

I am looking forward to a prompt response from you.

Yours  
Jim McGeown

**Dilwyn Playgroup**

Cedar Hall, Dilwyn, Herefordshire HR4 8HS



POSTMARKED  
19<sup>TH</sup> MAY

Dear Jim,

Thank you for your letter of queries. I will start by saying that I feel it is inappropriate that we should have a meeting with the committee as they do not get involved with these decisions. Also I feel it would be unfair on the members of staff who have had to report the incidents to OFSTED, LADO and MASH as they are doing their jobs correctly and should not need to explain.

However as you are asking for an explanation, I will put this in writing to you to refer back to.

In September 2014 Megan was working as a student placement with us. During session Megan then smacked Pippa, witnessed by other staff in session that day. This is an illegal offence as Pippa is in care of Dilwyn playgroup, and Megan should treat Pippa the same as the other children. Staff, including volunteers are not allowed to smack any child at any time, this is in the safeguarding training that Megan had received as part of her course and also a course held by playgroup to all committee members and staff which Megan was involved in earlier last year. The leader at the time reminded Megan that this is not allowed, the leader consulted the chairperson at the time and it was decided that it should be written down in Megan's file, however was not reported. I am unsure of the reason it was not reported.

Then in March 2015 Megan found herself again going to smack another child. She had stopped herself and reported it to the Leader at the time, who then consulted Megan's course Tutor. It was then decided by the course tutor that Megan was no longer suitable to carry on with her course, as safeguarding is the biggest aspect in child care, and despite Megan being reminded that it is not allowed to smack a child in playgroup, she still continued to act against this advice, also stating that she would do it again.

By Law, we as a playgroup, have to inform OFSTED that Megan was no longer volunteering with us and have to report the reason why. It was then that OFSTED said they would need to come to playgroup to inspect Megan's file, in which the incident from September was in there, we then had to tell OFSTED about the September incident (as they would find it), in which OFSTED informed us, that because it was involving Megan's daughter we needed to report this to MASH. We initiated this as a level 3, so cannot explain why they put it down a level 4. This was out of our hands.

So this is the explanation of why Megan was reported. It is what staff of any nursery or preschool has to do in an event like this. It is a criminal offence to keep information from OFSTED.

I hope this makes the situation clearer and if you require any other information please do not hesitate to contact me.

Kind Regards

A handwritten signature in black ink, appearing to be 'Stephanie Kyles', written in a cursive style.

Stephanie Kyles.

Chairperson of Dilwyn Playgroup Management committee.

**Jim McGeown**

**1 Newton Cottages  
Nr Weobley  
Herefordshire  
HR4 8QX  
01544 318263**

20<sup>th</sup> May 2015

To Stephanie Kyles/ Dilwyn Playgroup Management

Thank you for your letter postmarked 19<sup>th</sup> May 2015.

Issues between playgroup and my wife Megan in her capacity as a volunteer staff member is the internal business of Dilwyn Playgroup. As are reports regarding this to OFSTED and LADO. Therefore you are correct, it is none of my personal business, nor do I wish it to be.

My letter of 13<sup>th</sup> May, copy attached, is regarding actions that have reached out from playgroup to challenge myself, my family and home life.

Around Thursday 14<sup>th</sup> May a further referral was submitted by playgroup to Herefordshire Children's Services regarding concerns of physical abuse of my daughter Pippa.

One consequence of this was being required to sit in a hospital room as a doctor examined my child for physical and sexual abuse in the presence of a social worker. This unpleasant experience I would not wish onto any father.

I would like to meet in person with playgroup management committee /relevant staff to discuss my experiences and try to understand your concerns about abuse in my family.

I understand that it is playgroup policy to welcome all parents and carers to attend and contribute at committee meetings.

May I suggest that an ideal time to have these discussions would be at your next monthly committee meeting. I would be most pleased if you could add this matter to the agenda of this meeting.

I am looking forward to a prompt response from you.

Yours  
Jim McGeown

**Jim M<sup>c</sup>Geown**

**1 Newton Cottages  
Nr Weobley  
Herefordshire  
HR4 8QX  
01544 318263**

9<sup>th</sup> June 2015

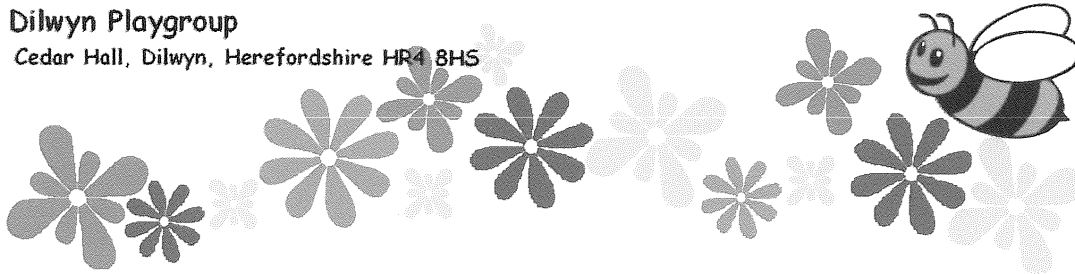
To Play Leader/ Dilwyn Playgroup Management

I sent letters on 13<sup>th</sup> & 19<sup>th</sup> May, copies attached. I have received no relevant reply. It is incorrect & unjust if playgroup management committee /relevant staff will not discuss these issues with me in a business like environment. What action must I take to enable this?

Yours  
Jim McGeown

**Dilwyn Playgroup**

Cedar Hall, Dilwyn, Herefordshire HR4 8HS



Dear Jim,

It is still felt that it would inappropriate for you to have a meeting with us. As I have already explained it is a legal obligation to have duty of care for the children in our setting and we will continue to keep a high standard of safeguarding.

If you need any more information please contact your social worker as they are the lead professionals in this matter, they can explain in detail why 'playgroups and nurseries' have to follow these procedures.

Kind Regards

Stephanie Kyles.

To  
Louise Lewis  
Dilwyn Playgroup  
Venmore Cottage  
Dilwyn  
Hereford  
HR4 8JN

**Jim, Megan, Freya &  
Pippa McGeown  
1 Newton Cottages,  
Nr Weobley,  
Herefordshire,  
HR4 8QX,  
Tel 01544 318263**

24th July 2015

Dear Louise Lewis

Thank you for forwarding your policies and procedures. We would still like to know the reasons behind playgroups actions.

I am writing to you as the named practitioner for safeguarding the children. To request that you share your findings as set out in your policies and procedures.

I Request the confidential records on Pippa McGeown relating to all concerns observed in her behaviour, physical condition or appearance.

I request a copy of all actions or decisions made in relation to Pippa McGeown and with particular reference to the safeguarding referrals to MASH. In particular the telephone referral made by playgroup to MASH on the morning of Thursday 14<sup>th</sup> May expressing concerns that Pippa had bruising to arm and leg.

You may consider this as a Subject Access Request. Please supply the information I am entitled to under the Data Protection Act 1998.

Pippa McGeown has a right to this information as in the case of young children these rights are likely to be exercised by those with parental responsibility for them.

I am requesting this information on Pippa McGeown's behalf as part of my parental responsibility.

I believe it would be detrimental to my children, if as an individual with parental responsibility, I cannot access this information.

If you need advice on dealing with this request, the Information Commissioner's Office can assist you and can be contacted on 0303 123 1113 or at [ico.org.uk](http://ico.org.uk)

Confirmation of receipt and action upon this letter would be very much appreciated.

Yours Sincerely  
Jim McGeown

PRESCHOOL  
Dilwyn Playgroup  
C/o Venmore Cottage  
Dilwyn  
Hereford  
HR4 8JN

1 Newton Cottages  
Nr Weobley  
Herefordshire  
HR4 8QX  
4<sup>th</sup> August 2015

Dear Mr McGeown

I confirm receipt of your letter dated 24<sup>th</sup> July 2015 and I have attached copies of Pippa McGeown's confidential records.

Dilwyn Playgroup has acted in a professional manner regarding Mrs McGeown and with Pippa, following the advice and statutory guidelines set out by Ofsted, the Local Authority and the Preschool Learning Alliance. Playgroup staff are legally obliged to refer and share information related to any harm or potential harm of a child in their care. Playgroup has cooperated fully with Herefordshire Council's Children's Services and followed the advice they have given at every stage. I would also like to clarify that social services make the decision on the level and escalation needed for each referral made, based on the evidence they have in front of them from Playgroup and other sources.

I hope that on receiving the attached documentation you will understand the procedures Dilwyn Playgroup has to legally follow – in this case, the risk of physical harm to a child.

Mrs McGeown has been very defamatory towards Playgroup and me. I have had several parents wanting to know the nature of the referral as Mrs McGeown had been discussing it with them. I have always maintained a professional approach and have said it is a confidential matter, particularly given the small community we are part of.

Following Mrs McGeown's behaviour at St Mary's Primary schools sports day on the 16<sup>th</sup> July 2015, where she was very angry, swearing about me and Mrs Stephanie Kyles calling us "Bloody Bitches" in front of many other parents, including Stephanie and I - I was very concerned and felt threatened for my physical safety, my staff and that of my children. I have been advised if this behaviour continues and is of a defamatory nature - to inform the police, which I will do.

I realise that this has all been very upsetting for you and Mrs McGeown as it has for Playgroup staff too – however, behaving aggressively towards Playgroup staff is not going to resolve the issue.

Yours sincerely



Mrs Louise Lewis  
Play leader  
Dilwyn Playgroup

To  
Louise Lewis, Play Leader  
Dilwyn Playgroup Limited  
Venmore Cottage  
Dilwyn  
Hereford  
HR4 8JN

**Jim, Megan, Freya &  
Pippa McGeown**  
1 Newton Cottages,  
Nr Weobley,  
Herefordshire,  
HR4 8QX,  
Tel 01544 318263

9th August 2015

Dear Louise Lewis

Thank you for sending information in response to my letter of 24<sup>th</sup> July. There are a number of points of contention contained in these records but these can be addressed at an appropriate point in the future. Please find enclosed a formal Subject Access Request.

May I in this covering letter address a number of points contained in your letter of 4<sup>th</sup> August 2015.

Mrs McGeown has been very defamatory towards Playgroup and me. I have had several parents wanting to know the nature of the referral as Mrs McGeown had been discussing it with them. I have always maintained a professional approach and have said it is a confidential matter, particularly given the small community we are part of.

When asked by parents and villagers about the nature of playgroups referrals and actions may I urge you to tell them in full detail about your actions as you see them and in a manner that you are prepared to stand by.

To assist you in this please find copies of Dr Merrick's and the attending social workers reports. You can then communicate with full knowledge that we were vindicated. That nothing was other than would be expected with a boisterous 3 year old. That two child care professionals were of the same view and neither of them believed this was a child protection matter. That they were indeed complimentary about the turnout and behaviour of our happy engaging children.

I want nothing confidential about our dealings and it is my intention to promote and provide accurate information about our case to the widest possible audience. Discussing it openly and honestly with everybody who is interested. Having grown up and lived in a Leicestershire village community for 30 years I know from experience openness is the best course of action.

Page 1 of letter dated 9/08/2015

July 2015, where she was very angry, swearing about me and Mrs Stephanie Kyles calling us "Bloody Bitches" in front of many other parents, including Stephanie and I - I was very concerned and felt threatened for my physical safety, my staff and that of my children. I have been advised if this behaviour continues and is of a defamatory nature - to inform the police, which I will do.

You were mistaken. This was not anger but righteous indignation and a reasonable reaction of any reasonable person considering what you have done to us. If you find our response to your actions troubling and particularly if you feel it defamatory towards yourself or playgroup.

Then I would urge you to consult with your adviser and take action that you feel is correct. This could provide a welcome additional public platform for the examination of playgroups actions. For in me you will find an honest man who expresses honest opinions and I stand by my words and actions.

I realise that this has all been very upsetting for you and Mrs McGeown as it has for Playgroup staff too – however, behaving aggressively towards Playgroup staff is not going to resolve the issue.

We have never manifested or threatened any aggression towards any member of playgroup staff and despite what has happened over the last three months I have tried to be courteous and polite whenever I have meet playgroup staff in a public setting.

What would have helped resolve this issue would have been to have had a businesslike meeting where I can look you all in the eye and you can tell me why you have made the referrals. I still desire this and if you could get a social worker present then all the better.

Yours Sincerely  
Jim McGeown

Page 2 of letter dated 9/08/2015



To  
Louise Lewis, Play Leader  
Dilwyn Playgroup Limited  
Venmore Cottage  
Dilwyn  
Hereford  
HR4 8JN

**Jim, Megan, Freya &  
Pippa McGeown  
1 Newton Cottages,  
Nr Weobley,  
Herefordshire,  
HR4 8QX,  
Tel 01544 318263**

Ref Subject Access Request

12<sup>th</sup> August 2015

Dear Louise Lewis

**Subject access request, Data Protection Act 1998.**

Further to my letter of 24<sup>th</sup> July 2015 in which I made a subject access request, I would now like you to revisit the way you handled my request.

I requested the following information:-

I Requested the confidential records on Pippa McGeown relating to all concerns observed in her behaviour, physical condition or appearance.

I requested a copy of all actions or decisions made in relation to Pippa McGeown and with particular reference to the safeguarding referrals to MASH. In particular the telephone referral made by playgroup to MASH on the morning of Thursday 14<sup>th</sup> May expressing concerns that Pippa had bruising to arm and leg.

I received a response from you on 6<sup>th</sup> August from Louise Lewis as Play Leader. I have attached a copy of both letters for your information. From the information you have provided and from my reading of the Information Commissioner's Office website at [ico.org.uk](http://ico.org.uk), I suspect you have failed to disclose all the relevant information I requested.

There are significant differences between records obtained from Herefordshire Council Children's Wellbeing Directorate and information provided by you. These differences lead me to believe you have withheld information.

You may wish to contact Wayne Calder, Team Manager, MASH Team or Christine Dallow, Information Access Team, Formal Complaint Reference: IAT 10119 Case Records, for clarification of these differences.

I believe that I have not received all the data I am entitled to. I expected to receive all personal data relating to Pippa that may be contained within the following Records:-

*Page 1 of letter dated 12/08/2015*

**Children's Wellbeing Directorate**  
Jo Davidson

Your Ref:

Our Ref:

Please ask for: Josh Davies

Direct Line / Extension: 01432 260180

E-mail: [childrensplimentsandcomplaints@herefordshire.gov.uk](mailto:childrensplimentsandcomplaints@herefordshire.gov.uk)

2<sup>nd</sup> July 2015

My name is Wayne Calder and I am a Team Manager in the MASH Team of Herefordshire Children's Wellbeing Directorate.

I acknowledge receipt of your letter dated the 02/06/2015. In your letter you identified that:

- That a social worker, Paul Coleman, attended your home on the 06/05/2015 and the 15/05/2015 in regards to referrals that the department had received.
- You go onto say that a Child Protection medical was conducted on the 16/05/2015 with a social worker present.

I have now had an opportunity to review the case and can respond by clarifying that:

- On the 15/05/2015 further information was received from Pippa's school stating that Pippa had bruising to her arm and leg, there was no disclosure made by the child into how the bruising occurred so it was agreed between the parents and the social worker that the child would be taken to the GP.
- Our Emergency Duty Team (our team that works outside of normal office hours i.e

I believe that on the morning of Thursday 14<sup>th</sup> May 2015 a referral was made by telephone stating that Pippa had bruising to her arm and leg.

I understand that procedures are such that:- *"if a referral is made by telephone contact a Multi-Agency Referral Form should be completed within two working days"*.

Also Dilwyn Playgroup procedures state:- *"record everything in writing plus any actions or decisions made, and the reasons these decisions were made"*

As there is nothing relating to this referral of 14/5/2015 in the copy of key events/chronology you provided or the above written records. I believe that you are withholding this information.

I believe that around noon of Thursday 14<sup>th</sup> May 2015 a social worker visited Dilwyn Playgroup setting with reference to this referral (I don't know the social workers name but she was a Muslim lady wearing a Hijab).

I believe that she had a meeting with Mrs Stephanie Kyles, Chairperson of Playgroup. I believe that she was then given access to Pippa in the setting.

As there is nothing relating to this visit in the copy of key events/chronology you provided or written records. I believe that you are withholding this information.

Page 2 of letter dated 12/08/2015

On Tuesday 16<sup>th</sup> June at 11.30am a playgroup representative attended a multi agency meeting held at Herefordshire Council Children's Wellbeing Directorate, New Bath St Offices. I believe your procedures would require a written record of playgroups input and actions.

As there is nothing relating to this visit in the copy of key events/chronology you provided or written records. I believe that you are withholding this information.

- The Playgroup Leader will inform the Chairperson of the committee and Ofsted of any action you propose to take.
- OFSTED must be informed at the earliest possible opportunity but within 14 days.

According to Dilwyn Playgroup procedures OFSTED will be notified of each action you propose to take. As you have taken a number of actions against us I believe there will be records of a number of notifications.

As there is nothing relating to these in the copy of key events/chronology you provided or written records. I believe that you are withholding this information.

If you have withheld any information relating to Pippa and my family I would be grateful if you would confirm this and tell me why you consider it appropriate to do so.

If there is anything further you can do to resolve this matter, or further information you can provide, please do so.

As the statutory time limit for responding to my subject access request is 40 days and 14 have now passed, I would be grateful if you could provide this information before Friday 4<sup>th</sup> September 2015.

I must advise you that if I do not receive a satisfactory response from you, I will submit a 'request for assessment' to the Information Commissioner's Office (ICO).

You can find advice on the ICO's website on how to deal with a subject access request [[ico.org.uk/sar](http://ico.org.uk/sar)] and information on their powers and the action they can take [[ico.org.uk/action](http://ico.org.uk/action)] or call them on 0303 123 1113.

If there is anything you would like to discuss, please contact me on the following telephone number 01544 318263.

Yours sincerely

Jim McGeow

Page 3 of letter dated 12/08/2015

Dilwyn Playgroup  
C/o Venmore Cottage  
Dilwyn  
Hereford  
HR4 8JN

1 Newton Cottages  
Nr Weobley  
Herefordshire  
HR4 8QX  
26<sup>th</sup> August 2015

Dear Mr McGeown

I confirm receipt of your letter dated 12<sup>th</sup> August 2015

On Thursday the 14<sup>th</sup> May 12.03pm Dilwyn Playgroup was visited by an Ofsted Inspector  
With regards to Wayne Calder I have already spoken to him to clarify any differences.

On Tuesday the 16<sup>th</sup> June I attended a Strategy Meeting at Bath Street in Hereford. The minutes to this meeting would have to be obtained from Children's services as it was decided a section 47 would be put into place but social care would lead the enquiry and it would not be a joint agency enquiry so playgroup would have no more involvement. – Hence my brief notes – attended meeting section 47 in place.

Playgroup did inform Ofsted within 14days of the LADO and MASH Referral and we have followed all the correct procedures, confirmed by inspectors visit on 14<sup>th</sup> May 2015

No social worker or any other Multi agency professional has been to Dilwyn playgroup to observe Pippa in session.

I have read the ICO code of Practice and spoken to an adviser. Dilwyn Playgroup has followed the procedures set out by them and we have sent you hard copies of everything we hold on file for Pippa McGeown, No information has been withheld if you have any evidence that we have withheld information please submit it to Dilwyn Playgroup in writing.

With this in mind and with a clear conscience I will not be replying to any future correspondence received from you.

Yours sincerely



Mrs Louise Lewis  
Play leader  
Dilwyn Playgroup