

Anonymised feedback from parents in response to Ofsted report and our letter to parents about it:

Hi Karl,

Thank you for your informative and detailed update. I can't imagine how you all must have felt when you received the Ofsted inspection result.

I too want to give my voice on the matter. I think the report was rather harsh. You all work very hard to care for our children and both of my children are very happy there, which I consider to be important.

There are obviously some areas that need addressing but these things happen, especially as businesses evolve but you have acted in the best way I could hope for to improve these areas and also keep the parents informed.

My child has been with you now for over 5 years and has always loved her time there, and my other child has been with you for nearly 8 months and settled straight into things. You put a lot of thought into holiday activities and trips and your vast outdoor area and the way you use it is fantastic.

You also have a fabulous team that look after our children while we can't, who always seem to be on top of things, organised, calm, precessional and genuinely caring for the children.

If my child needed medication urgently I would hope you would call me for verbal consent whether a prior signature had been given or not. I'm astounded that you were penalised for doing this.

I would not and do not hesitate to recommend Rainbow to other parents as I've had nothing other than a great experience with you all.

I do hope you can soon get past this and finally get the rating you deserve.

Karl

Many thanks for sharing this update.

I just wanted to express my admiration for the honesty, transparency and dignity with which you and the whole rainbow staff have conducted themselves in response to this report.

It is so refreshing to be kept updated in such a personal way, rather than the usual "corporate" response many businesses would adopt to dealing with bad news.

Thank you to you and the team for this approach, and the energy and clear determination to put right what we (and I'm sure many other parents too) considered to be a particularly harsh report.

The only area where we remotely agreed with the report was that communication could be improved - so we are looking forward to seeing the improvements in this area, along with the many others you are making.

I cannot express enough that you have our full support. I sincerely hope to see the true quality of the setting recognised upon reinspection.

I'd like to take the opportunity to say that I think how you have handled the whole Ofsted situation is admirable!

My son has been in the nursery for over 2 years now, and I would highly recommend you to anyone that wanted childcare advice in the area!

Thank you to all of your team that have played any part in my son's care whilst in your establishment over the last couple of years.

I just wanted to take the chance to say how much we have valued the support, and environment that rainbow has provided for the children for the last 8+ years. I have reviewed the audit findings and I just want to say that the ethos of rainbow, the care, facilities and all staff are amazing and personally I do not feel the comments are representative of the experiences we have had.

We have never in the whole of the last 8 years and two children had any concerns and been anything but happy with the provisions. They have made friendships for life though attending rainbow!

I just wanted to send a short e-mail of support from my wife and I. Having read the Ofsted report over the weekend, we think it is excessively harsh in the way it reports its findings.

You can understand the registration process point but beyond that I find it hard to take the rest of their findings with any real plausibility.

Rainbows is a fantastic nursery and both [my children] really enjoy their time there. They both come home tired (thankfully) and full of enthusiasm for the things they have done and learnt during the day. I for one don't particularly care if the learning practices and child development are different in across Rainbows, at the end of the day these children are all under 5 years old, some children in this age bracket spend most of their time being dragged around mum's coffee mornings and the shops, so I don't see how some form of structured learning is bad for the children at Rainbows, whether it's joined up or not!

Another nonsense point was the health and hygiene... if my children are outside in the big field playing and a practitioner has wiped child A's nose, then I'm happy for them to wipe either of my children's noses without coming inside to wash their hands (after all I'm sure they are doing it using a clean tissue and not their bare hands).

I was really happy that you as careers for my children would administer non-prescription drugs (anti-allergy) if they required it and on my verbal say so. I have to apologise to Miss Potts and Miss Stone in [my child(ren)(s)] room as I was rather short with them on Thursday morning last week. [my child(ren)(s)] had been suffering with a little bit of hay fever and we had bought in some antihistamine oral solution to give [my child(ren)(s)] if his eyes started to become irritable whilst outside playing. Having not had sight of the Ofsted report by then, I became annoyed by the form filling out and couldn't understand why they couldn't just give [my child(ren)(s)] the recommended dosage if he needed it and I now understand why, so apologies.

Please don't be disheartened by the report, all these appraisals in my eyes are subjective and can largely depend on the mood of the inspectors on the day of the report. Rainbows is a fantastic facility and for that you should be proud. No doubt you will have the knee jerk reaction from the small minority of parents looking for alternative Nurseries but that will be their loss.

Finally please pass on our thanks to the wonderful and caring practitioners in Day Nursery 2 who look after [my child(ren)(s)] and Miss Childs / Mrs Ward in pre-school 3 who look after [my child(ren)(s)], you all do a wonderful job and you should all be very proud of Rainbows.

Just a quick note to say we have absolute confidence in Rainbow, and you have our continued full support. The report demonstrates how flawed the Ofsted approach is; both our children have really flourished at Rainbow and we're delighted with their development.

It's sad to see that you didn't get the feedback you'd hoped for. My children love it at Rainbows and my wife and I are really happy with the care provided by your staff.

Just wanted to say that we think you all do a great job and we are really happy with Rainbow.

Thank you for sending this report out. I just wanted to email to say that, as a parent of two children at Rainbow, over the past nearly 2 years of our relationship with Rainbow, we have been nothing but impressed. We feel our children are thriving with you and we have always been really pleased with how the staff have offered support and encouragement, enabling the children to develop. While there are obviously certain things that need to be tightened up, we have never felt like the quality of care offered by Rainbow has been anything less than outstanding.

I hope the frustrations of the report quickly dissipate, and that you will receive other messages of encouragement for the wonderful work you and all your staff are doing in caring for the children attending Rainbow

The care you give to our two girls is exceptional and your staff are superb. The view of a bunch of health and safety pen pushers visiting for a day will not sway me from that opinion. You have our support and if we can help in any way then please ask.

Thank you for the email. I'd just like to say that I feel very happy each day that *[my child(ren)(s)]* is at PreSchool 4. Mrs Gardner & Mrs Speight are both loved by *[my child(ren)(s)]*. *[my child(ren)(s)]* talks about them both at home with us and this week for example she asked if she could take her new book to read with them. I love that the children spend time outdoors which is so important to us as a family and I feel confident she is always fed well too! These are the important things to us and that the children are happy to go.

Over the years both my children have been with you there have been some wonderful staff so I hope they are not too disappointed by this outcome. I am happy for you to share this feedback with the team if you need to.

Not a great month and as a parent I feel there is a bit of me that's supposed to be outraged, or terrified for my kids' safety simply because the rating isn't great.

And yet I'm sat with my wife reading it and chatting about how happy our two kids are, how good the staff are generally (maybe I can think of one exception in 3 years) at making them feel settled and welcome, and how keen they are to come back and see their friends. The major issues here appear to be, if not trivial, certainly fixable and not systemic or particularly worrying.

So, I thought I'd take two mins to drop an email and say that. Sure, you can improve, and should aim to do so. We'd certainly appreciate more feedback around what the beasts are up to, how they are developing and how we could partner with you to help them (and nip any bad behaviour in the bud), but overall we love Rainbow and thought you might appreciate a positive testimonial for the team.

Good afternoon,

Thank you for your email, I would, as a parent, with my child in your care, just like to commend Rainbow Nursery and although the Ofsted report will have been a disappointment, I personally feel there is no where I'd rather *[my child(ren)(s)]* be.

[my child(ren)(s)] has come on leaps and bounds, extremely happy and eager to step foot in the door on a morning, often in no hurry to leave, this in my mind says it all.

Your staff in *[my child(ren)(s)]* room (purple room) and Miss Richardson are an absolute credit to the nursery and I do hope these comments are passed on.

Please do not be disheartened by the report, I believe an amazing job is being done by the nursery and strongly believe you have the child's best interests at heart.

Thank you for taking the time to keep all parents updated, we do appreciate it.

Hi Lisa,

Thank you for getting in touch so promptly. I have read the report this morning and just wanted to say that I think the report is not reflective or fair on the care, support and learning within the nursery. *[my child(ren)(s)]*

development since starting nursery has been incredible and seeing how happy and secure he feels within the nursery, has always made my hard task of leaving him to go to work much easier.

As a team leader of a child protection social work team, I have been through a number of OFSTED inspections so know how difficult they are and sometimes it's not what actually happens day to day that is reflected in the report but what isn't written down or evidenced that trips you up. I know *[my child(ren)(s)]* is safe within your nursery and i'm pleased you base a big emphasis on fun and happiness whilst learning, it's one of the reason why I chose to send *[my child(ren)(s)]* to Rainbows.

[my child(ren)(s)] will be joining the nursery in November and i know he will receive the best possible care and support from his nursery workers.

Dear Karl,

I am so sad reading the report. When will ofsted allow children to be children!

I am sure that it must be a difficult time for you and all the staff at Rainbow, which is why I wanted to send my support. I personally think my children have received amazing care and education from the staff at Rainbow nursery.

Just in the past week I have been impressed with *[my child(ren)(s)]* talking to me about Sports relief and teaching me all about different sports' day events. He has tired me out in the back garden!

The most important part of the report for me was that children are settled and have fun and that they form friendships and socialise. I can't understand why we are a society obsessed by assessment.

Thank you again for looking after my two wonderful and happy children.

I just wanted to write to let you know that we were very shocked and surprised by the Ofsted report, and cannot believe the rating they have given you.

Both of our children have been to your nursery since they were just a number of months old, and we would have moved them if we had ever doubted that it was not a good place for them to be. We have always found Rainbow Nursery to be an excellent nursery and pre-school, with people who genuinely care for the children, help them to develop and have fun and who keep them safe whilst still allowing them to explore. Your staff evidently enjoy what they do, take their responsibility seriously and create a wonderful environment for the children.

I can only imagine how you must all feel, but I'm hoping that we're not the only parents to write to you with our support, and I hope this only maintains your determination to challenge the rating. They did raise some useful and worthwhile points, which is great to see you putting in to action, however the rating this has resulted in seems grossly unfair and disproportionate.

I can only convey our own views and experience, which is that it is an excellent nursery and pre-school and we would whole-heartedly recommend you to anyone else, and that your staff do you proud and have given both of our children a fantastic start in life. For that, we thank you and wish you the very best of luck.

To all staff members of Rainbow Nursery,
We received the email from Karl today regarding the Ofsted report, and were sorry to hear that the report was not as favourable as hoped. We just wanted to take the opportunity to convey to you that we appreciate everything you do for *[my child(ren)(s)]*. Even though he's only with you one day per week, we see how much you care for him and all of the children you look after. We don't want you to feel disheartened by the report you've received because it's certainly not an accurate reflection of the care and attention you give the children. From reading the report it seems that many of the issues raised are more procedural and are easily rectified. So we're confident that when the next inspection takes place that the report will make for very different reading. We have absolutely no reservations in leaving Natalie in your care when she turns 1 in 5 months' time. Please don't get disheartened by this report, and thank you again for everything you do.

Thank you for your email, and for your full and frank account of the findings of the recent Ofsted inspection and the actions that you have taken and intend to take.

I just wanted to write to say how disappointed I am in the report, and the findings of the inspection team. The report clearly demonstrates that the inspectors have entirely failed to see the fantastic standard of care that my children have been experiencing over the last 8 years. They have missed the care and compassion that every staff member I have had contact with has shown to my children. They have not spotted the time that staff have spent helping my children to learn and achieve. They have neglected to comment on the superb facilities and amazing outdoor space.

I have to say that all that the report confirms for me is the significant deficiencies in the regulatory system that currently exist. I find it quite ridiculous that the report is so critical of a the failure of staff to immediately wash their hands after wiping a child's nose. I would be thankful that the staff member took the time to ensure that the child was comfortable and cared for - I am quite sure that the germs will already have been spread around the room by the child itself!

Over the years, we have experienced a number of different childcare settings, and I am very clear that the experience that we have had as parents of children attending the Rainbow Nursery has been amongst the best experiences we have had. As you know, our oldest son has special educational needs. It has been apparent since he joined the nursery, aged 3, that the staff at Rainbows are much more skilled at managing his behaviour than alternative providers. They got to know him very well, and as a result of the strong bond that they have developed with him, have been able to help him manage his behaviour very successfully. I feel very grateful for the time that staff members have invested in my son, particularly when other providers have failed to provide him with the same opportunity.

I am sure that you and your team are also disappointed in the report, so I just wanted to let you know how happy we have been with the nursery over the years. We are extremely grateful for the care that our children have received from Rainbows Nursery. We would like to thank all of the members of staff who have been involved in their care over the years. We really think that you are all amazing!

I hope that you enjoy a rest over the bank holiday weekend - you certainly deserve it! We look forward to returning to your superb care after the half term holidays.

Hi Karl - just wanted to say that we have always been pleased with the service rainbows has provided for before and after school and feel the care provided is head and shoulders above some of the other options available that have had, confusingly, better ofsted reports. The environment is always clean and well organised, I have never felt worried for a moment about safety or medication policy's and I always feel all the staff are kind, professional and caring which for me is the most important thing!

I think that report is very unfair and as far as I can see I don't think it reflects the day to day work of you and your staff.

I am sure you are very disappointed and frustrated however I do think from other parents I have spoken to that rainbows is thought of very highly and I will still certainly be recommending rainbows as being a very good before and after school setting.

Dear Karl and Harriet

My husband and I just wanted to write to offer you both our support following the letter we received tonight about the result of your recent Ofsted report and wanted to say how shocked we were with the outcome of the report and how gutted you and your staff must all be.

[my child(ren)(s)] has been coming to Rainbow nursery since she was 9 months old and we can only say that we have always been extremely happy with the care she has received. *[my child(ren)(s)]* has always enjoyed coming and has been nurtured, well cared for and stimulated whilst in your care. All the staff that have looked after *[my*

child(ren)(s)] in Purple Room, Day Nursery 2 and Pre-school 3 have always been caring and engaged in her needs and progress. My husband and I are particularly pleased with the care and progress she has made in Pre-school 3 with Miss Child as her key worker and how well she is doing with her phonics and numeracy.

The improvements you have put in place since the audit are good. However, one thing that I feel could be improved would be the addition of a parents 'evening' so that you can discuss your child's progress, whilst we receive a daily update it can be difficult to discuss things with your child standing next to you. I know (and have) phoned staff to discuss particular concerns and have always been helped.

Wishing you and your staff all the best during this challenging time.

Dear all at rainbow,

I just wanted to say that I've read the ofsted report and I'm saddened for you all.

I see how hard you work and I know how happy my little girl is to attend.

I've never been happier for my child to be somewhere.

Your staff, in every room she's been in, have been fantastic. I couldn't have asked for more.

I am more than pleased with her development and just generally how happy she is. Her happiness matters more to me than her development.

I feel like she's thriving anyway.

I really just wanted to say I'm sorry you received what I deem to be an incredibly unfair ofsted and thank you for all the hard work you put into *[my child(ren)(s)]*.

Thanks Karl.

If it is any consolation, the previous nursery my twin girls went to was rated as 'Outstanding' by Ofsted. I personally found the staff to prove 'lacking' & unprofessional & our girls seemed unhappy there. I also felt they made minimal progress. I think they brought 2 of their creative pieces home in 12 months! The digital progress reports the nursery gave me were appalling in my eyes. (I've been a secondary school teacher for 15 years and ran my own department therefore I'm extremely familiar with Ofsted). I find the hand written personal progress reports to be nicer and 'more personal'.

In terms of hygiene, I totally agree about cross contamination especially around younger children. But a lot of viruses are also 'air bound'. Unfortunately my girls had 8 viruses in a row this winter. I'm hoping they have a stronger immune system as a result.

In terms of Calpol, I actually refrain from using it as long as I can with my girls. The body has a temperature for a reason, usually to fight the virus etc. Every child is different and personally I do feel that sometimes a parents rights are sometimes taken from them, especially if it becomes compulsory that a child must have Calpol administered, (should their temperature reach 38 degrees plus). I tend to take a more holistic approach and had no issues so far.

It's reassuring to see that the constructive advice given during inspection has been taken on board and acted upon so promptly. I hope the staff moral isn't too low at Rainbows. My girls love their nursery days and have always been very happy. They settled in super quick and it was great dropping off happy girls instead of girls who clung to me because they didn't want to attend.

Dear Karl

I am sure that this is disappointing to you and the staff but as a parent who has both children under Rainbow's care, I could not be happier with the level of care and support provided. In the five plus years we have been involved with Rainbow, we have felt that all issues (which are inevitable with children!) have been dealt with promptly, well and with a level of sensitivity and practicality that is reassuring.

I recommend Rainbow regularly and have never had any concerns about my children's safety or well being.

Your staff are kind, enthusiastic and have been an enormous influence on the development of my children. You all

feel like an extension of our family.

Clearly regulations and legislation are important (as lawyers we do understand) and improvements can always be made but for me, you and your staff do an amazing job.

Hi Lisa,

Sorry to see the ofsted result. I think it's a lovely place for my child and I have no issues.

To everyone at Rainbow

After reading this report, my husband and I thought it only right to send you our full support and assurance that we are constantly bowled over by the exceptional care and high quality service you provide.

Our daughter has been at Rainbow since she was nine months old and you have worked closely with us monitoring her development and treated us and her as individuals, taking time to get to know us- as parents, as well as *[my child(ren)(s)]*. You have been right beside us through first steps, teeth and words!

Every practitioner that has ever had contact with *[my child(ren)(s)]* or us, greets us like old friends. You're all wonderful. Brush yourselves down and keep your chins up. We think you're all outstanding!