

# Community Mentoring and Support School

The Annexe @ the Dean Academy, Church Road, Lydney,  
Gloucestershire GL15 5DZ

## Inspection dates

23 July 2018

### Overall outcome

**The school is unlikely to meet all the independent school standards when it opens**

## Main inspection findings

### Part 1. Quality of education provided

*Paragraph 2(1)–2(1)(b)(i), 2(2)–2(2)(b), 2(2)(d)–2(2)(d)(ii), 2(2)(h), 2(2)(i), 4*

- The school's curriculum vision is for each pupil to receive a 'personalised, age-appropriate, integrated curriculum, which will secure a core entitlement of education and wider activities'. It is anticipated that some pupils may only be in the school for a short period of time. Therefore, the school plans to deliver a range of subjects through short units of study, which have been matched to pupils' needs. The range of subjects, however, lacks breadth. Therefore, it is unclear how the school will give pupils experiences in linguistic, mathematical, scientific, technological, human and social, physical, aesthetic and creative education.
- The school has not yet drawn up effective plans and schemes of work for the range of subjects to be taught. Consequently, the proprietor cannot demonstrate how, for each subject, the school's curriculum offer will take into account the ages, aptitudes and needs of all pupils, including those pupils with an education, health and care plan. It is not clear how teaching will ensure that all pupils acquire new knowledge and skills, and make progress from their starting points into the school.
- A key focus of the school's work will be to support pupils' personal, social, health and economic education. These plans reflect the school's aims and encourage respect for other people.

*Paragraph 2(2)(e)–2(2)(e)(iii)*

- The school plans to use a suitably qualified careers adviser to ensure that pupils receive impartial and up-to-date guidance. This will enable pupils to make informed choices about their future and encourage them to fulfil their potential.

*Paragraph 3, 3(a), 3(b)*

- Due to weaknesses in the school's curriculum plans and schemes of work, teaching at the school is unlikely to meet the requirements set out in these paragraphs of the independent school standards.

*Paragraph 2(1)(b)(ii), 3(h)–3(j)*

- The school's plans and schemes of work do not undermine the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs.
- The school's behaviour policy is comprehensive and outlines how teachers will manage pupils' behaviour and encourage them to act responsibly.
- Overall, the standards in this part are unlikely to be met.

Part 2. Spiritual, moral, social and cultural development of pupils

*Paragraph 5(b)(i)–5(b)(iv), 5(c)–5(d)(iii)*

- A key focus of the school's work will be to develop pupils' self-knowledge, self-esteem and self-confidence. As well as through bespoke therapy and support, pupils' moral and social development will be covered through the delivery of a published scheme.

*Paragraph 5–5(b), 5(b)(v)–5(b)(vii)*

- The school's curriculum plans and schemes of work do not yet establish how the school will promote pupils' spiritual and cultural development. For example, there is no information about how pupils will acquire an appreciation of, and respect for, their own and other cultures.
- The school has not considered fully how it will promote the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs.
- The standard in this part is unlikely to be met.

Part 3. Welfare, health and safety of pupils

*Paragraph 7–7(b)*

- The proprietor does not have a secure understanding of safeguarding in the context of a school. Recruitment has not been carried out in line with statutory guidance and procedures are not yet in place to ensure that further appointments meet these requirements.
- The school has drawn up a safeguarding policy. However, this is not compliant with the statutory guidance issued by the Secretary of State.

*Paragraph 9–9(c), 10, 14*

- The school's behaviour and anti-bullying policies outline clearly the expectations for pupils and staff. Assuming these are implemented effectively, they are likely to promote good behaviour and, as far as is possible, minimise incidents of bullying.

- Due to the vulnerabilities faced by pupils at the school, planned staffing levels will provide high staff to pupil ratios.

*Paragraph 11*

- The school has a written health and safety policy. However, it is taken from a generic template and has not yet been adapted to reflect the school's settings.

*Paragraph 12*

- Each of the proposed sites has their own existing fire risk assessments and evacuation procedures. However, these have not been reviewed by the proprietor to ensure that they are suitable for the school's use. As a result, the proprietor cannot ensure that the premises comply with the Regulatory Reform (Fire Safety) Order 2005.

*Paragraph 13, 15*

- The school does not yet have a written first aid policy.
- The school does not have a system for maintaining attendance and admission registers.

*Paragraph 16–16(b)*

- Although risk assessments have been completed for specific activities, they are not yet in place for the proposed premises or for individual pupils.
- Overall, the standards in this part are unlikely to be met.

#### Part 4. Suitability of staff, supply staff, and proprietors

*Paragraph 18(2)–18(2)(e), 18(3), 20(6)–20(6)(b)(iii), 20(6)(a)(ii), 21(1)*

- Leaders are not familiar with the statutory guidance contained in 'Keeping children safe in education'. They have a weak understanding of the pre-employment checks required when appointing new members of staff. Additionally, they were unaware that members of staff in a management position require a check to see if they are subject to a direction made under section 128 of the Education Act 2008. The statutory checks required to confirm the appropriateness of directors have not been carried out.
- The proprietor has not undertaken safer recruitment training. At the time of the pre-registration inspection, only the headteacher was in post. The proprietor was unable to provide evidence that this appointment process had been carried out in line with the safeguarding guidance issued by the Secretary of State.

*Paragraph 21(1), 21(2), 21(3)–21(3)(b), 21(4), 21(6)–21(7)(b)*

- The proprietor has not put in place a register to record the pre-employment checks that need to be carried out.

*Paragraph 19(1)–19(3), 21(5)–21(5)(c)*

- The school does not intend to use any supply staff.
- The standards in this part are unlikely to be met.

## Part 5. Premises of and accommodation at schools

### *Paragraph 23(1)(b), 28(1)(b), 28(1)(d)*

- At all three sites, there are either separate toilet facilities for boys and girls or individual toilets which are lockable from the inside. Toilets and urinals have an adequate supply of cold water and washing facilities have hot and cold water. Hot water is set at safe temperatures.

### *Paragraph 26, 27–27(b), 29(1)–29(1)(b)*

- In each room, acoustics and lighting are suitable for the intended purpose. External lighting is also appropriate.
- At each site, pupils will have access to an outdoor space suitable for physical education (PE), as well as somewhere they can socialise and, should they wish, play. At two of the proposed sites, PE provision will be at a local leisure centre.

### *Paragraph 23(1), 23(1)(a), 23(1)(c)*

- At one of the sites, there is only one toilet. Therefore, pupils at this site will not have access to a toilet which is solely for their use.
- Not all of the sites have suitable changing facilities. Leaders plan to use a local school but this has not yet been agreed.

### *Paragraph 24(1)–24(1)(b), 24(2), 28(1), 28(1)(a), 28(1)(c), 28(2)–28(2)(b), 29(1), 29(1)(b)*

- The proprietor has not ensured that all of the proposed sites have suitable accommodation to cater for pupils' medical needs, including the short-term care of sick and injured pupils.
- Drinking water is not available at all of the sites. Where drinking water is available, it is not labelled as such.

### *Paragraph 25*

- The proprietor has not yet ensured that all of the proposed sites are of a standard to ensure the health, safety and welfare of pupils. Additionally, where specific risks have been identified, these have not been assessed adequately or control measures drawn up.
- The standards in this part are unlikely to be met.

## Part 6. Provision of information

### *Paragraph 32(2)(b), 32(2)(b)(ii)*

- The proprietor has a website which provides contact details and information about its registered office.

### *Paragraph 32(1)–32(1)(c), 32, 32(2)(a), 32(2)(d), 32(3)–32(3)(d), 32(3)(f)*

- The proprietor's aim is to provide information through the school's website. However, this is not yet in place.
- The standard in this part is unlikely to be met.

## Part 7. Manner in which complaints are handled

*Paragraph 33(a), 33(c)–33(e), 33(i)(i), 33(j)(i), 33(k)*

- The school has a written complaints policy which outlines clearly the procedures that parents should follow if they have a complaint. The policy provides details of the process complainants can follow if they remain dissatisfied, along with the timescales for each stage.
- Following the investigation of a complaint, provision is made for complainants and, where appropriate, the subject of the complaint to receive a copy of the findings and any recommendations. Written records will include details of the stage at which the complaint was resolved.
- The policy states that the details of complaints will remain confidential, except where information is requested by the Secretary of State or an inspection body.

*Paragraph 33, 33(b), 33(f)–33(i), 33(i)(ii), 33(j), 33(j)(ii)*

- The proprietor has not yet put in place a procedure for ensuring that the policy is made available to parents.
- The complaints procedure does not make provision for a hearing before a panel consisting of at least three people not involved in the matters detailed in the complaint, with one of these being independent of the school. The policy does not make it clear that the complainant may attend any such hearing and be accompanied if they wish.
- The procedure does not stipulate that a copy of the panel's findings and recommendations will be made available for the proprietor and headteacher. Neither does the procedure state that written records will be kept of any action taken by the school as a result of a complaint.
- The standard in this part is unlikely to be met.

## Part 8. Quality of leadership in and management of schools

*Paragraph 34(1)–34(1)(c)*

- The proprietor has not ensured that the independent school standards and other related requirements are likely to be met consistently when the school opens. Some of the standards that are unlikely to be met will have an impact on the welfare, health and safety of pupils.
- The proprietor does not have a sufficient knowledge of the independent school standards. While the proprietor is successfully operating a similar support and mentoring service for other registered providers, there is a lack of understanding regarding the statutory requirements placed on the proprietors of a school. For example, the proprietor has a poor understanding of 'Keeping children safe in education' and its implications for safeguarding in a school context.

- The proprietor has not yet ensured that the different sites that the school intends to use are compliant with the independent school standards. There are a number of areas which need to be addressed before the school opens.
- The standard in this part is unlikely to be met.

#### Schedule 10 of the Equality Act 2010

- The proprietor has not drawn up an accessibility plan. Therefore, the school is unlikely to meet the requirements of paragraph 3 of schedule 10 of the Equality Act.

## **Compliance with regulatory requirements**

The school is unlikely to meet the requirements of the schedule to The Education (Independent School Standards) Regulations 2014 ('the independent school standards') and associated requirements, as set out in the annex of this report.

## Proposed school details

Unique reference number	146032
DfE registration number	916/6008
Inspection number	10054922

This inspection was carried out under section 99 of the Education and Skills Act 2008, the purpose of which is to advise the Secretary of State for Education about the school's likely compliance with the independent school standards that are required for registration as an independent school.

Type of school	Independent school
School status	Independent school
Proprietor	Community Mentoring and Support CIC
Managing Director	Ben Evans
Headteacher	James Evans
Annual fees (day pupils)	£22,000 tbc
Telephone number	01242 224 509
Website	<a href="http://www.communitymas.co.uk">www.communitymas.co.uk</a>
Email address	<a href="mailto:ben.evans@communitymas.co.uk">ben.evans@communitymas.co.uk</a>
Date of previous standard inspection	Not previously inspected



## Pupils

	<b>School's current position</b>	<b>School's proposal</b>	<b>Inspector's recommendation</b>
Age range of pupils	Not applicable	11–16	13–16
Number of pupils on the school roll	Not applicable	32	32

- Since submitting its application, the proprietor has decided to begin by admitting pupils from Year 9. Accordingly, schemes of work and teaching plans have only been drawn up for pupils in Years 9 to 11. Therefore, it has not been possible for the inspector to evaluate the suitability of the school for pupils below the age of 13.

## Pupils

	<b>School's current position</b>	<b>School's proposal</b>
Gender of pupils	Not applicable	Mixed
Number of full-time pupils of compulsory school age	Not applicable	32
Number of part-time pupils	Not applicable	To be confirmed
Number of pupils with special educational needs and/or disabilities	Not applicable	To be confirmed
Of which, number of pupils with a statement of special educational needs or an education, health and care plan	Not applicable	To be confirmed
Of which, number of pupils paid for by a local authority with a statement of special educational needs or an education, health and care plan	Not applicable	To be confirmed

## Staff

	School's current position	School's proposal
Number of full-time equivalent teaching staff	Not applicable	18
Number of part-time teaching staff	Not applicable	0

## Information about this proposed school

- The Community and Mentoring School is based in Gloucestershire and will operate on three sites, situated in Lydney, Churchdown and Dursley. The school intends to open in January 2019.
- The school will cater for pupils who have found traditional, formal education difficult. Its focus will be on working with pupils who are out of school and at risk of permanent exclusion. Pupils will be referred to the school either by the local authority or their existing school. It is anticipated that pupils will attend the school for a short period of time before returning to their home school.
- During their time in the school, pupils will follow a range of national curriculum subjects. Due to the transient nature of their placements, these will be taught through short units tailored to individual need. Pupils will also be supported in addressing the behaviours which have resulted in them being at risk of permanent exclusion.
- The proprietor's application is to cater for 32 pupils between the ages of 11 and 16. However, during the inspection, this was amended to 13 to 16.

## Information about this inspection

- This pre-registration inspection was commissioned by the Department for Education in order to assess the school's readiness to open. This was done by checking whether it is likely to meet the independent school standards should it be registered.
- This was the school's first pre-registration inspection.
- The inspector held discussions with the proprietor and the headteacher. He examined the school's application and looked at other documentation provided by the school. The inspector visited the three sites which the school proposes to use as its premises.

## Inspection team

Jonathan Dyer, lead inspector

Her Majesty's Inspector

## Annex. Compliance with regulatory requirements

### The school is unlikely to meet the following independent school standards

#### Part 1. Quality of education provided

- 2(1) The standard in this paragraph is met if–
  - 2(1)(a) the proprietor ensures that a written policy on the curriculum, supported by appropriate plans and schemes of work, which provides for the matters specified in sub-paragraph (2) is drawn up and implemented effectively; and
  - 2(1)(b) the written policy, plans and schemes of work–
    - 2(1)(b)(i) take into account the ages, aptitudes and needs of all pupils, including those pupils with an EHC plan.
- 2(2) For the purposes of paragraph (2)(1)(a), the matters are–
  - 2(2)(a) full-time supervised education for pupils of compulsory school age (construed in accordance with section 8 of the Education Act 1996), which gives pupils experience in linguistic, mathematical, scientific, technological, human and social, physical and aesthetic and creative education;
  - 2(2)(b) that pupils acquire speaking, listening, literacy and numeracy skills;
  - 2(2)(h) that all pupils have the opportunity to learn and make progress.
- 3 The standard in this paragraph is met if the proprietor ensures that the teaching at the school–
  - 3(a) enables pupils to acquire new knowledge and make good progress according to their ability so that they increase their understanding and develop their skills in the subjects taught;
  - 3(b) fosters in pupils self-motivation, the application of intellectual, physical and creative effort, interest in their work and the ability to think and learn for themselves;
  - 3(c) involves well planned lessons and effective teaching methods, activities and management of class time;
  - 3(d) shows a good understanding of the aptitudes, needs and prior attainments of the pupils, and ensures that these are taken into account in the planning of lessons;
  - 3(e) demonstrates good knowledge and understanding of the subject matter being taught;
  - 3(f) utilises effectively classroom resources of a good quality, quantity and range;
  - 3(g) demonstrates that a framework is in place to assess pupils' work regularly and thoroughly and use information from that assessment to plan teaching so that pupils can progress.
- 4 The standard in this paragraph is met where the proprietor ensures that a framework for pupil performance to be evaluated, by reference to the school's own aims as provided to parents or national norms, or to both, is in place.

## **Part 2. Spiritual, moral, social and cultural development of pupils**

- 5 The standard about the spiritual, moral, social and cultural development of pupils at the school is met if the proprietor–
  - 5(a) actively promotes the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs;
  - 5(b) ensures that principles are actively promoted which–
    - 5(b)(v) further tolerance and harmony between different cultural traditions by enabling pupils to acquire an appreciation of and respect for their own and other cultures;
    - 5(b)(vi) encourage respect for other people, paying particular regard to the protected characteristics set out in the 2010 Act; and
    - 5(b)(vii) encourage respect for democracy and support for participation in the democratic process, including respect for the basis on which the law is made and applied in England.

## **Part 3. Welfare, health and safety of pupils**

- 7 The standard in this paragraph is met if the proprietor ensures that–
  - 7(a) arrangements are made to safeguard and promote the welfare of pupils at the school; and
  - 7(b) such arrangements have regard to any guidance issued by the Secretary of State.
- 11 The standard in this paragraph is met if the proprietor ensures that relevant health and safety laws are complied with by the drawing up and effective implementation of a written health and safety policy.
- 12 The standard in this paragraph is met if the proprietor ensures compliance with the Regulatory Reform (Fire Safety) Order 2005[12].
- 13 The standard in this paragraph is met if the proprietor ensures that first aid is administered in a timely and competent manner by the drawing up and effective implementation of a written first aid policy.
- 15 The standard in this paragraph is met if the proprietor ensures that an admission and attendance register is maintained in accordance with the Education (Pupil Registration) (England) Regulations 2006.
- 16 The standard in this paragraph is met if the proprietor ensures that–
  - 16(a) the welfare of pupils at the school is safeguarded and promoted by the drawing up and effective implementation of a written risk assessment policy; and
  - 16(b) appropriate action is taken to reduce risks that are identified.

## Part 4. Suitability of staff, supply staff, and proprietors

- 18(2) The standard in this paragraph is met if–
  - 18(2)(a) no such person is barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act where that person is or will be engaging in activity which is regulated activity within the meaning of Part 1 of Schedule 4 to that Act;
  - 18(2)(b) no such person carries out work, or intends to carry out work, at the school in contravention of a prohibition order, an interim prohibition order, or any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act, or any disqualification, prohibition or restriction which takes effect as if contained in either such direction;
  - 18(2)(c) the proprietor carries out appropriate checks to confirm in respect of each such person–
    - 18(2)(c)(i) the person’s identity;
    - 18(2)(c)(ii) the person’s medical fitness;
    - 18(2)(c)(iii) the person’s right to work in the United Kingdom; and
    - 18(2)(c)(iv) where appropriate, the person’s qualifications;
  - 18(2)(e) in the case of any person for whom, by reason of that person living or having lived outside the United Kingdom, obtaining such a certificate is not sufficient to establish the person’s suitability to work in a school, such further checks are made as the proprietor considers appropriate, having regard to any guidance issued by the Secretary of State.
- 18(3) The checks referred to in sub-paragraphs (2)(c) and (except where sub-paragraph (4) applies) (2)(e) must be completed before a person’s appointment.
- 20(6) The standard in this paragraph is met in relation to an individual (“MB”), not being the Chair of the school, who is a member of a body of persons corporate or unincorporate named as the proprietor of the school in the register or in an application to enter the school in the register, if–
  - 20(6)(a) MB–
    - 20(6)(a)(i) is not barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act where that individual is or will be engaging in activity which is regulated activity within the meaning of Part 1 of Schedule 4 of that Act; and
    - 20(6)(a)(ii) does not carry out work, or intend to carry out work, at the school in contravention of a prohibition order, an interim prohibition order, or any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act or any disqualification, prohibition or restriction which takes effect as if contained in either such direction;
  - 20(6)(b) subject to sub-paragraphs (7) to (8), the Chair of the school makes the following checks relating to MB–

- 20(6)(b)(ii) checks confirming MB’s identity and MB’s right to work in the United Kingdom; and
- 20(6)(b)(iii) where, by reason of MB’s living or having lived outside the United Kingdom, obtaining an enhanced criminal record certificate is not sufficient to establish MB’s suitability to work in a school, such further checks as the Chair of the school considers appropriate, having regard to any guidance issued by the Secretary of State.
- 21(1) The standard in this paragraph is met if the proprietor keeps a register which shows such of the information referred to in sub-paragraphs (3) to (7) as is applicable to the school in question.
- 21(2) The register referred to in sub-paragraph (1) may be kept in electronic form, provided that the information so recorded is capable of being reproduced in legible form.
- 21(3) The information referred to in this sub-paragraph is–
  - 21(3)(a) in relation to each member of staff (“S”) appointed on or after 1st May 2007, whether–
    - 21(3)(a)(i) S’s identity was checked;
    - 21(3)(a)(ii) a check was made to establish whether S is barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act;
    - 21(3)(a)(iii) a check was made to establish whether S is subject to any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act or any disqualification, prohibition or restriction which takes effect as if contained in such a direction;
    - 21(3)(a)(iv) checks were made to ensure, where appropriate, that S had the relevant qualifications;
    - 21(3)(a)(v) an enhanced criminal record certificate was obtained in respect of S;
    - 21(3)(a)(vi) checks were made pursuant to paragraph 18(2)(d);
    - 21(3)(a)(vii) a check of S’s right to work in the United Kingdom was made; and
    - 21(3)(a)(viii) checks were made pursuant to paragraph 18(2)(e),
    - including the date on which each such check was completed or the certificate obtained; and 21(3)(b) in relation to each member of staff (“S”), whether a check was made to establish whether S is subject to a prohibition order or an interim prohibition order, including the date on which such check was completed.
- 21(6) The information referred to in this sub-paragraph is, in relation each member (“MB”) of a body of persons named as the proprietor appointed on or after 1st May 2007, whether the checks referred to in paragraph 20(6)(b) were made, the date they were made and the date on which the resulting certificate was obtained.
- 21(7) The information referred to in this sub-paragraph is, in relation to each member of a body of persons named as the proprietor in post on 1st August 2007 who was appointed at any time before 1st May 2007–

- 21(7)(a) whether each check referred to in sub-paragraph (6) was made; and
- 21(7)(b) whether an enhanced criminal record certificate was obtained, together with the date on which any check was completed or certificate obtained.

## **Part 5. Premises of and accommodation at schools**

- 23(1) Subject to sub-paragraph (2), the standard in this paragraph is met if the proprietor ensures that–
  - 23(1)(a) suitable toilet and washing facilities are provided for the sole use of pupils;
  - 23(1)(c) suitable changing accommodation and showers are provided for pupils aged 11 years or over at the start of the school year who receive physical education.
- 24(1) The standard in this paragraph is met if the proprietor ensures that suitable accommodation is provided in order to cater for the medical and therapy needs of pupils, including–
  - 24(1)(a) accommodation for the medical examination and treatment of pupils;
  - 24(1)(b) accommodation for the short term care of sick and injured pupils, which includes a washing facility and is near to a toilet facility.
- 24(2) The accommodation provided under sub-paragraphs (1)(a) and (b) may be used for other purposes (apart from teaching) provided it is always readily available to be used for the purposes set out in sub-paragraphs (1)(a) and (b).
- 25 The standard in this paragraph is met if the proprietor ensures that the school premises and the accommodation and facilities provided therein are maintained to a standard such that, so far as is reasonably practicable, the health, safety and welfare of pupils are ensured.
- 28(1) The standard in this paragraph is met if the proprietor ensures that–
  - 28(1)(a) suitable drinking water facilities are provided;
  - 28(1)(c) cold water supplies that are suitable for drinking are clearly marked as such.
- 28(2) The facilities provided under sub-paragraph (1)(a) will be suitable only if–
  - 28(2)(a) they are readily accessible at all times when the premises are in use; and
  - 28(2)(b) they are in a separate area from the toilet facilities.

## **Part 6. Provision of information**

- 32(1) The standard about the provision of information by the school is met if the proprietor ensures that–
  - 32(1)(a) the information specified in sub-paragraph (2) is provided to parents of pupils and parents of prospective pupils and, on request, to the Chief Inspector<sup>1</sup>, the Secretary of State or an independent inspectorate;

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<sup>1</sup> For the meaning of "Chief Inspector" see section 138(1) of the 2008 Act.



- 32(1)(b) the information specified in sub-paragraph (3) is made available to parents of pupils and parents of prospective pupils and, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate;
- 32(1)(c) particulars of the arrangements for meeting the standard contained in paragraph 7 are published on the school's internet website or, where no such website exists, are provided to parents on request.
- 32(2) The information specified in this sub-paragraph is–
  - 32(2)(a) the school's address and telephone number and the name of the head teacher;
  - 32(2)(d) a statement of the school's ethos (including any religious ethos) and aims.
- 32(3) The information specified in this sub-paragraph is–
  - 32(3)(a) particulars of the school's policy on and arrangements for admissions, misbehaviour and exclusions;
  - 32(3)(b) particulars of educational and welfare provision for pupils with EHC plans and pupils for whom English is an additional language;
  - 32(3)(c) particulars of the policy referred to in paragraph 2;
  - 32(3)(d) particulars of arrangements for meeting the standards contained in paragraphs 9, 10, 11 and 13;
  - 32(3)(f) details of the complaints procedure referred to in paragraph 33, and the number of complaints registered under the formal procedure during the preceding school year.

## **Part 7. Manner in which complaints are handled**

- 33 The standard about the manner in which complaints are handled is met if the proprietor ensures that a complaints procedure is drawn up and effectively implemented which deals with the handling of complaints from parents of pupils and which–
  - 33(b) is made available to parents of pupils;
  - 33(f) where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (e), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint;
  - 33(g) ensures that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school;
  - 33(h) allows for a parent to attend and be accompanied at a panel hearing if they wish;
  - 33(i) provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is–
    - 33(i)(ii) available for inspection on the school premises by the proprietor and the head teacher;

- 33(j) provides for a written record to be kept of all complaints that are made in accordance with sub-paragraph (e) and–
- 33(j)(ii) action taken by the school as a result of those complaints (regardless of whether they are upheld).

## **Part 8. Quality of leadership in and management of schools**

- 34(1) The standard about the quality of leadership and management is met if the proprietor ensures that persons with leadership and management responsibilities at the school–
  - 34(1)(a) demonstrate good skills and knowledge appropriate to their role so that the independent school standards are met consistently;
  - 34(1)(b) fulfil their responsibilities effectively so that the independent school standards are met consistently; and
  - 34(1)(c) actively promote the well-being of pupils.

## **Schedule 10 of the Equality Act 2010**

- Arrangements to meet the requirements of paragraph 3 of schedule 10 of the Equality Act.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making a complaint about Ofsted', which is available from Ofsted's website: [www.gov.uk/government/publications/complaints-about-ofsted](http://www.gov.uk/government/publications/complaints-about-ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

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