

Moon Hall School, Reigate

Flanchford Road, Leigh, Reigate, Surrey RH2 8RE

Inspection dates

11 September 2019

Overall outcome

The school does not meet all of the independent school standards that were checked during this inspection

Main inspection findings

Part 7. Manner in which complaints are handled

Paragraph 33(b), 33(f), 33(g), 33(h), 33(i), 33(i)(i), 33(i)(ii), 33(k)

- At the previous emergency inspection, inspectors judged that the school's procedures for managing complaints did not meet the independent school standards. Governors had not made sure that complaints were considered within their stated timescales. Complaints from parents were not managed well.
- Governors have reviewed the way they handle complaints from parents and carers and made some improvements to their procedures. For example, the school's complaints policy now includes more realistic timescales for reviewing concerns.
- However, the school's procedure is still not clear enough for parents. The policy does not provide enough reassurance that serious concerns will be considered objectively. The policy outlines how a committee will be set up to review a complaint if it cannot be resolved informally. The policy indicates that the committee will consist of 'the next three available governors'. It does not state, as required, that one panel member will be independent of the management and running of the school.
- The school does not meet this aspect of the independent school standards.

Part 8. Quality of leadership in and management of schools

Paragraph 34(1)(a), 34(1)(b), 34(1)(c)

- Although overall leadership in the school has improved, governors have not ensured that all the independent school standards are met consistently.
- At the last inspection, inspectors identified that communication between governors, parents and staff was weak. A significant number of parents and staff had lost confidence in the governing body. Many parents felt that their concerns were not dealt with properly.
- The Charities Commission reviewed concerns raised by parents and made a number of recommendations to the school. The Department for Education (DfE) required the school to draw up an action plan outlining how previously unmet standards will be met. The school's action plan was judged to be acceptable, but required modifications. Some

deadlines in the action plan were not clearly defined. The plan did not include precise success criteria to help governors evaluate improvements.

- The school has sensibly strengthened the governing body by appointing new governors with a range of skills and expertise. The headteacher has commissioned external support for governance and school improvement. This support includes a new clerk, who has improved the organisation of meetings and recording of minutes.
- However, the headteacher and governors agree that improvements are still 'work in progress'. Governors have made some changes to their action plan, but it is still not precise enough. The plan does not make clear exactly how governors will measure the impact of improvements.
- In addition, it is early days for the new governors, who are in the process of getting appropriate training for their roles.
- Governors have not checked carefully enough whether the school's policies meet the independent school standards consistently. They have not ensured that the complaints procedure meets requirements.
- The headteacher has now been appointed to oversee both schools in the trust, as executive headteacher. The day-to-day running of the school, under the senior school leadership, is more settled and positive. The new academic year has started well.
- Parents, staff and governors are confident in the abilities of the executive headteacher. Several parents have sent in messages of support, praising the school leadership.
- The school's safeguarding and child protection policy is published on the school's website and is available to parents. The policy has been updated in line with the latest guidance from the Secretary of State.
- The school does not meet this aspect of the independent school standards.

Compliance with regulatory requirements

The school does not meet the requirements of the schedule to The Education (Independent School Standards) Regulations 2014 ('the independent school standards') and associated requirements that were checked during this inspection, as set out in the annex of this report. This included the standards and requirements that the school was judged to not comply with at the previous inspection. Not all of the standards and associated requirements were checked during this inspection.

School details

Unique reference number	125385
DfE registration number	936/6251
Inspection number	10118123

This inspection was carried out under section 109(1) and (2) of the Education and Skills Act 2008, the purpose of which is to advise the Secretary of State for Education about the school's suitability for continued registration as an independent school.

Type of school	Other independent school
School status	Independent special school
Age range of pupils	7 to 16
Gender of pupils	Mixed
Number of pupils on the school roll	102
Proprietor	Moon Hall Schools Educational Trust
Chair	David Baker
Headteacher	Michelle Catterson
Annual fees (day pupils)	£18,480–£23,475
Telephone number	01306 611372
Website	www.moonhallschoolreigate.co.uk
Email address	enquiries@moonhallcollege.co.uk
Date of previous standard inspection	3 March 2009

Information about this school

- Moon Hall School is a co-educational school catering for pupils aged seven to 16.
- The school is owned and governed by the Moon Hall Schools Educational Trust.
- All pupils require support for special educational needs and/or disabilities (SEND), particularly associated with dyslexia. Nearly half of pupils have education, health and care plans (EHCPs).
- About one third of pupils have places at the school funded by their local authorities. The remaining pupils are privately funded.

Information about this inspection

- This inspection was carried out at the request of the registration authority for independent schools. The purpose of the inspection was to monitor the progress the school has made in meeting the independent school standards and other requirements that it was judged to not comply with at its previous inspection.
- This inspection was the first progress monitoring inspection since the emergency inspection on 3 December 2018. The inspection was carried out with no notice.
- The Department for Education (DfE) issued the school with a statutory notice on 5 March 2019, requiring them to draw up an action plan. In June 2019, the school's action plan was judged to be acceptable with modifications.
- Her Majesty's Inspector met with the headteacher and a group of governors. She toured the school, accompanied by the headteacher.
- The inspector reviewed a range of documentation, to check the school's compliance with the independent school standards. These documents included the school's complaints procedure and records relating to complaints made by parents.
- Minutes from governors' meetings were reviewed. The inspector considered emails from parents and additional information provided by staff and parents.
- The inspector checked the school's safeguarding and child protection policy.

Inspection team

Janet Pearce, lead inspector	Her Majesty's Inspector
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Annex. Compliance with regulatory requirements

The school does not meet the following independent school standards

Standards that were not met at the previous inspection and remain unmet at this inspection

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(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.

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.

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