

# Right Choice Independent Special School

First Floor, 1-4 Beresford Square, Woolwich, London SE18 6BB

**Inspection date**

9 May 2023

**Overall outcome**

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

## Main inspection findings

### Part 1. Quality of education provided

*Paragraph 2(1), 2(1)(a), 2(1)(b), 2(1)(b)(i), 2(2), 2(2)(a), 2(2)(b), 2(2)(e), 2(2)(e)(i), 2(2)(e)(ii) and 2(2)(e)(iii)*

- At the time of the standard inspection, these requirements were unmet because the proprietor had failed to plan an ambitious curriculum that ensured that all pupils could achieve well. The knowledge and skills leaders wanted pupils to learn had not been identified. Curriculum content was not well sequenced. Although the intended curriculum included all the required areas of learning, most pupils accessed only a fraction of available subjects. The curriculum for pupils educated off site was very limited.
- Leaders have made very little progress in improving the quality of education. There is a curriculum policy in place but it does not take account of the needs of pupils with special education needs and/or disabilities (SEND). Information about pupils' needs is inaccurate.
- The policy sets out a curriculum offer, but this does not reflect what is delivered in reality. This is because leaders do not have a clear idea of what they want the curriculum offer to be. As a result, curriculum plans are superficial. They do not identify the subject content that pupils need to know. Decisions around how the content will be delivered and how teaching will be adapted to meet the needs of pupils with SEND have not been clarified. Leaders have spent valuable time developing plans for subjects that are unlikely to be taught, such as A-level French and A-level music.
- Pupils are assessed when they join the school. However, leaders do not use information from the assessments to plan a suitable curriculum for pupils. All pupils go on to complete entry-level qualifications whatever the outcome of the on-entry assessment.
- Pupils do not experience all the required areas of learning. There is no physical education for pupils and the school no longer uses alternative provision to provide placements for vocational qualifications. In addition, pupils who are educated at home receive three hours of schooling each week solely in English and mathematics.
- The school does not meet all the requirements for these paragraphs.

*Paragraph 2(2), 2(2)(e), 2(2)(e)(i), 2(2)(e)(ii) and 2(2)(e)(iii)*

- At the time of the standard inspection, these requirements were unmet because the proprietor had not ensured that pupils received impartial careers education, information, advice and guidance to help them prepare for the next stage of their education.
- Careers education is delivered as part of personal and social education and through an employability course. However, the curriculum plans lack detail. It is not clear how pupils are informed about different careers. Nor is it clear how the careers education programme links to pupils' education health care plans (EHC plan) to provide personalised advice and guidance.
- The school does not meet all the requirements for these paragraphs.

*Paragraph 2(A)(1), 2(A)(1)(b), 2(A)(1)(d), 2(A)(1)(e), 2(A)(1)(f), 2(A)(1)(g) and 2(A)(2)*

- At the time of the full standard inspection, these independent school standards (the standards) were unmet because the proprietor had failed to fulfil the statutory requirements for relationships and sex education (RSE). Leaders had not written a policy or consulted with parents and carers.
- Leaders have prepared a policy which follows statutory guidance and refers to suitable resources. Leaders have taken steps to engage with parents in various ways for meaningful consultation. However, the programme for teaching lacks detail. It is not clear how the content is delivered to ensure that all pupils receive the information they need.
- The school does not meet all the requirements for these paragraphs.

*Paragraph 3, 3(a), 3(b), 3(c), 3(d), 3(e), 3(g) and 3(h)*

- At the time of the standard inspection, these requirements were unmet because teaching was disjointed and few staff were subject specialists. They did not have knowledge of the subjects they taught. Pupils with SEND were poorly supported. Pupils did not have opportunities to build knowledge securely over time. The proprietor had not ensured that staff received support to develop their subject knowledge and present subject matter clearly. Staff did not know how to check pupils' understanding.
- The proprietor has not ensured that these requirements are met. Staff do not know how to adapt teaching to meet pupils' needs and address any gaps in their knowledge. Pupils have individual education programmes with details of their specific needs. However, staff have not had sufficient guidance on strategies to enable them to deliver and adapt subject content. Staff do not have opportunities to develop their subject knowledge or their understanding of assessment.
- Staff are supported to develop strategies for managing behaviour. This has a positive impact on pupils' behaviour and their attitudes to learning.
- The school does not meet all the requirements for these paragraphs.
- The school does not meet all the requirements for this part.

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

*Paragraph 7, 7(a) and 7(b)*

- At the time of the full standard inspection, these standards were not met because leaders were failing in their duty to protect pupils from harm. The school's safeguarding

policy was out of date and leaders responsible for safeguarding had not renewed their training. Staff had not received sufficient safeguarding training. There was no system to log safeguarding concerns and responses. Leaders had not followed the statutory duty in referring concerns to the local authority designated officer (LADO) and the Disclosure and Barring Service. Leaders had not addressed safeguarding concerns for pupils educated off site or not educated at all.

- The proprietor has ensured that the safeguarding policy meets requirements and is published on the school's website. Leaders with responsibility for safeguarding, and staff, now have received up-to-date safeguarding training. The proprietor and leaders now follow safeguarding guidance and know what to do were allegations to be made requiring the advice of the LADO. However, procedures are still new, and staff and leaders are not secure and confident in their knowledge. This means the standard is not met consistently. Leaders have developed their own record-keeping system in which records of any concerns are kept together with leaders' responses and follow-up. This is an improvement but does not provide leaders with an overview or link with the school's records of any behaviour incidents.
- Pupils' poor or non-attendance remains a key safeguarding issue for leaders to address. A fifth of pupils on roll receive no schooling. Very few pupils attended on the day of the inspection. Leaders do not make sufficient checks to assure themselves that pupils who are absent, including those who receive only three hours of tuition each week at home, are safe.

- The school does not meet all the requirements for these paragraphs.

*Paragraphs 9, 9(a), 9(b), 9(c) and 10*

- At the time of the standard inspection, these requirements were not met because pupils' behaviour and attitudes to learning were poor. Leaders did not have a consistent approach for staff to follow when responding to incidents of poor behaviour. Bullying was not dealt with effectively.
- Leaders have put a behaviour policy in place. Staff understand and follow the policy and feel supported by leaders. Pupils said that action is taken to deal with any issues that arise. This is beginning to have a positive impact on the learning environment in school. Relationships between pupils and staff in class are usually supportive and respectful. At lunchtime, pupils and staff eat lunch and talk together, enjoying the social time.
- Leaders record-keeping is not strong. Behaviour incidents are recorded, and staff and leaders respond appropriately in line with the school's policy. However, record-keeping does not help leaders to identify any behaviour patterns and trends, repeated incidents and volumes of exclusions. For example, the log for exclusions simply records the date when parents were informed.
- The school has an anti-bullying policy in place, this includes different types of bullying, such as online, racist and homophobic bullying. Pupils said that there is very little bullying and that adults take action.
- The school does not meet all the requirements for these paragraphs.

*Paragraphs 11, 12, 13, 15, 16, 16(a) and 16(b)*

- At the time of the standard inspection, these requirements were not met. The health and safety and first-aid policies were not suitable. There was no risk assessment policy in

place. Risk assessments were weak and did not take into account pupils' specific needs. There were numerous failings in fire safety checks and procedures. For example, fire extinguishers had not been serviced, fire doors were not kept shut and there was no fire risk assessment. Admission and attendance registers did not meet requirements.

- The proprietor has ensured that there is a health and safety policy which meets requirements. Regular checks on the premises take place and are recorded. There is a fire risk assessment, fire extinguishers have been serviced and fire doors are kept closed. Regular testing of the fire alarm and fire drill exercises are recorded. These standards are now met.
- There is now a risk assessment policy in place. However, it does not give leaders and staff sufficient guidance concerning the level of detail required and how to use risk assessments. Risk assessments are weak. They do not take account of the needs of pupils with SEND. Risk assessments for off-site activities do not include travel and are not customised for the school's specific context.
- There is a first-aid policy which is comprehensive and detailed, and staff and leaders have completed first-aid training. However, the policy is not implemented appropriately. First aid given is not recorded, other than in pupils' individual files. So, leaders have no overview of first-aid incidents and the school's response.
- Leaders have ensured that all the required information, including pupils' previous schools, is now included on the admissions register. However, information about pupils' attendance is not clearly recorded.
- The school does not meet all the requirements for these paragraphs.
- The school does not meet all the requirements for this part.

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

##### *Paragraph 18(2), 18(2)(e) and 18(3)*

- At the time of the standard inspection, these standards were not met because leaders did not follow the government's guidance on recruiting staff. For example, leaders did not seek additional overseas vetting checks and they accepted references from applicants' friends and colleagues.
- Leaders and staff now refer to the guidance on safer recruitment and have had recent training on requirements for the record of pre-employment checks. Leaders know how to assess risk and conduct checks on staff who have lived or worked overseas. Staff appointed since the last inspection have professional references, including from their most recent previous employer. Leaders have called for professional references for previously appointed staff and have updated their personnel files with this information.
- The school meets the requirements for these paragraphs.
- The school meets all the requirements for this part.

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

##### *Paragraphs 25, 28(1) and 28(1)(d)*

- At the time of the standard inspection, these standards were not met because the hot water supply posed a scalding risk to pupils and the premises were not maintained to a standard that ensured the health and safety of pupils.

- The hot water is now regulated so that the temperature is suitable for washing.
- There is a planned rolling programme of improvements and some evidence of its implementation. However, parts of the building remain poorly maintained. For example, there are broken blinds, graffiti and holes in the walls. A store cupboard has a missing door. This has a negative impact on the learning environment for pupils and poses a risk to pupils' safety and welfare.
- The school does not meet all the requirements for these paragraphs.

*Paragraph 29, 29(a) and 29(b)*

- At the time of the standard inspection, these standards were met.
- The school does not have any outside space. Leaders said that pupils go regularly to local green space at Woolwich Arsenal, but pupils reported that this does not happen in practice. No log of outings for recreation or physical education were available. Leaders have not ensured that these standards are met consistently.
- The school does not meet all the requirements for these paragraphs.
- The school does not meet all the requirements for this part.

Part 6. Provision of information

*Paragraph 32(1), 32(1)(c), 32(1)(h), 32(2), 32(2)(b), 32(2)(b)(i), 32(3), 32(3)(d) and 32(3)(f)*

- At the time of the standard inspection, these standards were not met. Little of the required information was available to parents on the school's website. Key policies, including the safeguarding policy, were missing or contained inaccurate information. Information about the proprietor was also missing. Leaders were not able to provide the required annual statement of income and expenditure to local authorities for pupils with EHC plans.
- Leaders have ensured that the safeguarding policy is up to date and on the school's website for parents. The breakdown of the income and expenditure for each funded pupil is now prepared and available for the local authority.
- Some other required policies are either missing, inaccurate or links to them from the website do not work. For example, the complaints policy meets requirements and the number of complaints registered in the preceding school year is recorded, but the current version of the policy is not available for parents on the website. The proprietor's contact details remain incomplete.

- The school does not meet all the requirements for these paragraphs.

*Paragraph 32(1), 32(1)(d), 32(3), 32(3)(a), 32(3)(e) and 32(3)(g)*

- At the time of the standard inspection, these standards were met.
- The report of the standard inspection in September 2022 is not published on the website. The link to the admissions policy is broken and there are no details of the results of public examinations taken by pupils in previous school years. Leaders have not ensured that these standards are met consistently.
- The school does not meet all the requirements for these paragraphs.
- The school does not meet all the requirements for this part.

## Part 7. Manner in which complaints are handled

### *Paragraph 33 and 33(f)*

- At the time of the full standard inspection, these standards were not met. This was because the policy did not include information about the arrangements for a panel hearing if a parent should be dissatisfied with the response to their complaint.
- Leaders have ensured that the complaints policy is accurate and meets requirements.
- The school meets all the requirements for these paragraphs.
- The school meets all the requirements for this part.

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

### *Paragraph 34(1), 34(1)(a), 34(1)(b) and 34(1)(c)*

- At the time of the standard inspection, these standards were not met because the quality and capacity of the school's leadership was weak and many of the standards were not met.
- The proprietor has not focused sufficiently on improving the quality of education provided. Limited progress has been made in developing an RSE policy and enabling staff to manage behaviour in classes. However, no progress has been made in developing a curriculum for pupils which is ambitious, meets their needs and prepares them for the next stage of their education. Limited progress has been made towards ensuring pupils are safe.
- Leaders' approach to record-keeping is haphazard, as a result, leaders do not have an overview of safeguarding, behaviour or first aid. Information about pupils' special educational needs is inaccurate. Many standards continue not to be met.
- The school does not meet all the requirements for these paragraphs.
- The school does not meet all the requirements for this part.

## Schedule 10 of the Equality Act 2010

- At the time of the full standard inspection, leaders did not have an accessibility plan in place.
- The proprietor has prepared a detailed accessibility plan with appropriate timescales.
- The school meets this requirement.

## **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. 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	134402
DfE registration number	203/6300
Inspection number	10286935

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 school
Age range of pupils	12 to 18
Gender of pupils	Mixed
Gender of pupils in the sixth form	Mixed
Number of pupils on the school roll	15
Of which, number on roll in sixth form	5
Number of part-time pupils	None
Proprietor	Ursula Grant
Headteacher	Banjo Aromolaran
Annual fees (day pupils)	£17,000 to £35,000
Telephone number	0208 854 6229
Website	<a href="http://www.right-choice.co.uk">www.right-choice.co.uk</a>
Email address	<a href="mailto:banjo@rcpc.co.uk">banjo@rcpc.co.uk</a>
Date of previous standard inspection	27 to 29 September 2022

## Information about this school

- This school provides full-time, permanent placements to pupils with EHC plans. Most pupils have social, emotional and mental health needs. At the time of this inspection, the school was no longer providing temporary placements as an alternative provider.
- In the past, the school has used a number of alternative providers to give pupils access to a wider range of vocational courses. However, at the time of this inspection and at the time of the last standard inspection, no use was being made of these providers.
- The proprietor Ursula Grant is incorrectly listed on Get Information about Schools, the

Department of Education's (DfE) register of educational establishments. The school's headteacher, Banjo Aromolaran, is also the school's sole proprietor.

- The school is in breach of its registration agreement because pupils are receiving off-site tuition at home and are not receiving full-time education at the school's site.
- The school's most recent inspection was a standard inspection in September 2022.

## 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.
- The school's last standard inspection took place in September 2022, when the school was judged to be inadequate. A number of standards were not met. The arrangements for safeguarding were judged to be ineffective.
- Following the standard inspection, the DfE required the school to prepare an action plan to address the unmet standards. The action plan was statutory. The action plan was evaluated as not acceptable by Ofsted on 3 March 2023 and was rejected by DfE.
- This was the first progress monitoring inspection since the school was judged to be inadequate.
- The inspection was conducted without notice.
- The inspector met with the proprietor, who is also the headteacher, and other members of the senior team, including those responsible for safeguarding. The inspector met with a range of other leaders and staff.
- The inspector looked at subject plans, visited classes and observed the school during breaktimes.
- The inspector met with pupils to hear their views.
- The inspector reviewed a range of school policies and records, including the record of pre-employment checks and the safeguarding policy.

## Inspection team

Janet Hallett, lead inspector

Ofsted Inspector

## 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 un-met at this inspection*

#### 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)(e) for pupils receiving secondary education, access to accurate, up-to-date careers guidance that-
    - 2(2)(e)(i) is presented in an impartial manner;
    - 2(2)(e)(ii) enables them to make informed choices about a broad range of career options; and
    - 2(2)(e)(iii) helps to encourage them to fulfil their potential;
  - 2(2)(g) where the school has pupils above compulsory school age, a programme of activities which is appropriate to their needs;
  - 2(2)(h) that all pupils have the opportunity to learn and make progress; and
  - 2(2)(i) effective preparation of pupils for the opportunities, responsibilities and experiences of life in British society.
- 2A(1) The standard in this paragraph is met if the proprietor-

- 2A(1)(b) ensures that every registered pupil who is provided with secondary education at the school is provided with relationships and sex education, except in so far as the pupil is excused as mentioned in sub-paragraph (2),
  - 2A(1)(d) in making arrangements for the purposes of paragraphs (a), (b), has regard to any guidance under section 80A of the Education Act 2002 that applies in relation to the provision of education by maintained schools,
  - 2A(1)(g) publishes a copy of the statement on a website and provides a copy of the statement free of charge to anyone who asks for one.
- 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(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.

### **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.
- 9 The standard in this paragraph is met if the proprietor promotes good behaviour amongst pupils by ensuring that-
- 9(c) a record is kept of the sanctions imposed upon pupils for serious misbehaviour.
- 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 5. Premises of and accommodation at schools**

- 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.

## **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, the Secretary of State or an independent inspectorate;
  - 32(1)(b) the information specified in sub-paragraph (3) is provided 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(2) The information specified in this sub-paragraph is-
  - 32(2)(b) either-
    - 32(2)(b)(i) where the proprietor is an individual, the proprietor's full name, address for correspondence during both term-time and holidays and a telephone number or numbers on which the proprietor may be contacted.
- 32(3) The information specified in this sub-paragraph is-
  - 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 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.

*Standards that were met at the previous inspection, but are now judged to not be met at this inspection*

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

- 29(1) The standard in this paragraph is met if the proprietor ensures that suitable outdoor space is provided in order to enable-
  - 29(1)(a) physical education to be provided to pupils in accordance with the school curriculum; and
  - 29(1)(b) pupils to play outside.

## **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)(d) following an inspection under section 108 or 109 of the 2008 Act, a copy of the report of the inspection (if it has been sent to the proprietor) is published and maintained on the school's internet website, and provided to the parents of each registered pupil, by any date specified by the body who conducted the inspection.
- 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)(e) particulars of the school's academic performance during the preceding school year, including the results of any public examinations;
  - 32(3)(g) a copy of the report of any inspection carried out under sections 108 or 109 of the 2008 Act or section 87(1) of the 1989 Act.

## **The school now meets the following requirements of the independent school standards**

### **Part 1. Quality of education provided**

- 2A(1) The standard in this paragraph is met if the proprietor–
  - 2A(1)(e) makes and keeps up to date a separate written statement of its policy with regard to the provision of education as required by each of paragraphs (a) and (b),
  - 2A(1)(f) consults parents of registered pupils at the school before making or revising a statement under sub-paragraph (e).
- 2A(2) Arrangements made by the proprietor for the purposes of sub-paragraph (1)(b) must ensure that where a pupil's parent requests that the pupil is wholly or partly excused from sex education provided as part of relationships and sex education, the pupil is so excused until the request is withdrawn, unless or to the extent that the head teacher considers that the pupil should not be so excused.
- 3(h) utilises effective strategies for managing behaviour and encouraging pupils to act responsibly.

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

- 7(b) such arrangements have regard to any guidance issued by the Secretary of State.
- 9(a) a written behaviour policy is drawn up that, amongst other matters, sets out the sanctions to be adopted in the event of pupil misbehaviour;
- 9(b) the policy is implemented effectively.
- 10 The standard in this paragraph is met if the proprietor ensures that bullying at the school is prevented in so far as reasonably practicable, by the drawing up and implementation of an effective anti-bullying strategy.
- 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.

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

- 18(2) The standard in this paragraph is met if
  - 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.

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

- 28(1) The standard in this paragraph is met if the proprietor ensures that–
  - 28(1)(d) the temperature of hot water at the point of use does not pose a scalding risk to users.

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

- 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: and
- 32(1)(h) where a pupil wholly or partly funded by a local authority (except where funding is solely for free of charge early years provision in accordance with the duty contained in section 7 of the Childcare Act 2006) is registered at the school, an annual account of income received and expenditure incurred by the school in respect of that pupil is provided to the local authority and, on request, to the Secretary of State.

## **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(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.

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

- Arrangements are made to meet the requirements of paragraph 3 of schedule 10 of the Equality Act 2010.

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