

Organisation name	West London English School
Inspection date	25 January 2023
Current accreditation status	Accredited
Reason for spot check	Signalled: check provision not seen at inspection

Recommendation

We recommend continued accreditation. The next inspection falls due in 2024; there are no grounds for bringing this forward; however, evidence must be submitted within three months to demonstrate that weaknesses in W1 and S7 have been addressed. The required evidence was subsequently submitted.

Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

New summary statement

The British Council inspected West London English School in May and July 2019 and January 2023. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers courses in general and professional English for adults (18+) and young people (16+), general English for closed groups of under 18s and vacation courses for under 18s. Strengths were noted in the areas of academic management, learner management and teaching.

The inspection report stated that the organisation met the standards of the Scheme.

Updated summary inspection findings
Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and in accordance with the provider's stated goals. Management systems and quality control are sound, communication is good and student administration is efficient and effective. Publicity is satisfactory.

Welfare and student services

Overall, the provision meets the section standard. The needs of the students for security, pastoral care, information and leisure activities are met. Students benefit from well-managed student services and suitable accommodation.

Organisation profile

Inspection history	Dates/details
First inspection	2015
Last full inspection	2019
Subsequent spot check(s) (if applicable)	March 2020
Subsequent supplementary check(s) (if applicable)	N/a
Subsequent interim visit(s) (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	236	420
Minimum age (including closed group or vacation)	14	12
Typical age range	14–60	12–60

Typical length of stay	6 weeks	4 weeks
Predominant nationalities	Brazilian, Saudi Arabian, Japanese	Italian, Saudi Arabian, Japanese
Total number of teachers on eligible ELT courses	15	25
Total number of managers including academic	5	8
Total number of administrative/ancillary staff	6	6

Premises profile

Address of main site	Shaftesbury House, 49–51 Uxbridge Road, Ealing, London W5 5SA
Additional sites in use	University of West London, Sentry House, 61–63 Uxbridge Road, Ealing, London W5 5SA
Additional sites not in use	West London College, The Green, Ealing, London W5 5EW
Sites inspected	Shaftesbury House, 49–51 Uxbridge Road, Ealing, London W5 5SA

Introduction

Background

West London English School (WLES) runs courses for adults and under 18s in its premises in Shaftesbury House. It also makes use of nearby premises belonging to the University of West London, as needed. One classroom was being used at the time of this inspection. In the summer, WLES plans to run young learner courses jointly with West London College, in the college premises, which are a four-minute walk from the school.

At the time of the last full inspection, WLES used accommodation agencies registered with the British Council to provide homestay accommodation, but in 2020 began to recruit homestay hosts which are managed directly by the school. During the period of the pandemic, it was not possible to inspect the new accommodation systems fully. The main aim of this spot check was to inspect and report on the management of the accommodation provision, with particular reference to the care of students aged under 18 being accommodated in homestays.

WLES currently offers accommodation with a small number of homestay hosts. During the week of the inspection, five homestay were being used to accommodate 12 students aged under 18 and one adult. Most students arrange their own accommodation, or accommodation is arranged directly by the students' agents.

Preparation

As this was a signalled inspection, the inspector contacted the school and a suitable time for the inspection was agreed, when there was a group of under 18s studying at the school, some of whom were staying in homestay accommodation arranged by the school.

Programme and persons present

The inspector arrived at 10.00 and left at 13.15. She had meetings with the managing director, the director of studies, the accommodation officer, two group leaders and a representative group of students. She scrutinised documents relating to accommodation and safeguarding.

Findings

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

All criteria in this area are fully met.

Accommodation: homestay only

W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

Comments

All criteria in this area are fully met.

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Not met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

WLES accepts groups of students aged under 18 throughout the year and runs a summer school for young learners aged 12–17. At the time of the inspection there was a group of 35 students from Brazil and Uruguay, 30 of whom were under 18, studying on a two-week course. In total, there were 33 students aged under 18s enrolled at the school.

S3 This criterion is met overall. However, for students in the Brazilian group the parental consent form for each student includes the signature of the parent/guardian but not their full name and contact details. The details of the group leaders are given instead. Parents'/guardians' details have been made available separately to the school by the group leaders. For any individually enrolled students the parental consent form contains full details of the parents/guardians in addition to a signature.

S7 A male adult student from the Brazilian group was being accommodated in the same homestay as two boys aged 15 from the same group.

S8 For the students in the Brazilian group, arrangements are in place for contact between the school and the parents/guardians to take place via the group leaders.

Action taken on points to be addressed**Management**

M2 Plans do not relate to the organisation's goals and values and do not contain steps, waystages and a time frame.

Addressed. The organisation has clear objectives for the future of the organisation and has realistic plans to achieve them.

M9 Job descriptions are at times vague and unclear and there is no evidence of review.

Addressed. Job descriptions are clear and have recently been reviewed.

Premises and resources

P6 Teachers share a central office landscape of limited size with administrative staff; storage space is also limited.

Partially addressed. New storage cupboards for staff have been constructed. Teachers use the kitchen which has some seating and have the use of classrooms when lessons are not taking place. However, there is still limited space in which staff can relax.

Conclusions

The homestay accommodation arranged by the school is suitable: systems for recruitment, induction and the relaying of information and guidance to hosts are very robust. Information given to students about their homestay accommodation is comprehensive. Feedback from group leaders and students about the homestay accommodation arranged by the school is very positive. Suitable arrangements are in place to ensure the safety of under 18s in their accommodation. However, a request from the agent to place a male adult with two boys aged 15 from the same group resulted in S7 not being met. The accommodation officer has been made aware of this criterion.

W1 is also not met because the school has not conducted a risk assessment for its use of the premises it occasionally uses in University of West London premises.

Points to be addressed from the last full inspection have been successfully addressed. For the point which has not been fully addressed (P6), significant improvements have been made.
