

Organisation name	ES London
Inspection date	11 June 2024
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution Signalled: check provision not seen at inspection

Recommendation

We recommend continued accreditation with a supplementary inspection within 12 months to assess the off-site junior vacation courses or a full inspection for separate accreditation.

Changes to the summary statement

Courses for under 18s can be added.
The need for improvement in *Publicity* can be removed.

New summary statement

The British Council inspected and accredited ES London in February 2022 and June 2024. 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 English for adults (18+) and young people (16+) and for closed groups of under 18s and vacation courses for under 18s.

Strengths were noted in the area of premises and facilities.

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 staff, and in accordance with the provider's stated goals, values, and publicity. The school is well managed and administration systems are generally appropriate.

Safeguarding under 18s

The provision meets the section standard. In general, there is appropriate provision for the safeguarding of students under the age of 18 within the school; and in the leisure activities and accommodation provided. There is a clear and comprehensive safeguarding policy, and staff are well trained to implement it. Safer recruitment policies are clear and appropriate, although some suitability checks are incomplete.

Organisation profile

Inspection history	Dates/details
First inspection	September 2022
Last full inspection	September 2022
Subsequent checks/visits (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	ES Dubai, ES Camps Los Angeles, ES Camps New York, ES Camps Cape Town.
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	85	140
Minimum age (including closed group or vacation)	16	12
Typical age range	18–60	12–70
Typical length of stay	12 weeks	4 weeks
Predominant nationalities	Brazilian, Colombian, Saudi Arabian	Brazilian, Italian
Total number of teachers on eligible ELT courses	7	20
Total number of managers including academic	4	7
Total number of administrative/ancillary staff	4	14

Premises profile

Address of main site	46–47 Russell Square, London WC1B 4JP
Additional sites in use	N/a
Additional sites not in use	UCL, Gower Street, London
Sites inspected	46–47 Russell Square, London WC1B 4JP

Introduction

Background

This was a routine spot check to follow up on the new accreditation of ES London plus a check on courses not offered at the time of original accreditation: provision for under 18s. During the visit, the inspector followed up on points to be addressed from 2022, and reviewed the area of safeguarding under 18s for the current cohort of 16- and 17-year-old students studying on adult courses, and for the junior vacation courses which ran in summer 2023, January 2024 and will run again during Summer 2024.

Preparation

The spot check was carried out by one inspector, who had not been involved in the previous inspection in 2022. The inspector contacted the centre in advance to check if there were any dates which would not be suitable and when key staff would be present. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the ES London website and brochure.

Programme and persons present

The inspector arrived at 10.45 and left at 14.45. Meetings were held with the director, director of studies (DoS), assistant director of studies (ADoS), camps global operations director, the human resources manager, a group of under 18 students and a group of teachers. Upon arrival, the inspector requested a range of documents, all of which were provided.

Findings

Findings are reported in the following section and in the Action taken on points to be addressed.

Management

The provider has updated its brochure and website since the last inspection, when a need for improvement was noted in the area of *Publicity*.

Safeguarding under 18s

Since the inspection in 2022, ES London has started to accept students under the age of 18. The school has been enrolling 16- and 17-year-old students on adult courses since early 2023. In addition, closed groups of students aged 12 to 18 and over have been enrolled at the school since the start of 2024. ES London ran a summer camp for students aged 12 to 17 in summer 2023, another vacation course in January 2024 and is running a similar programme in University College London during summer 2024. The school has a range of safeguarding policies, systems and protocols in place for safeguarding under 18s.

The school intends to apply for a separate accreditation for vacation courses after summer 2024.

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.	Not 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.	Not met
S7 There are suitable arrangements for the accommodation of students.	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

S4 Some staff files do not include two references.

S6 Students are not made sufficiently aware of any rules regarding the time they are expected to return to their homestay in the evening.

Action taken on points to be addressed

Management

M5 Very few end-of-course student surveys had been gathered by the time of the supplementary inspection.
Not yet addressed. Week-one feedback is collected informally by the ADOS. Every six weeks, students are invited to give feedback. At the end of the course, a link to feedback is shared with students, but very few students respond.

M20 The conditions under which a student may be asked to leave their course are not made sufficiently clear in the student code of conduct and the terms and conditions and the information makes unnecessary references to the UAE and UAE law.

Addressed. The student code of conduct is clear and is referenced in the terms and conditions.

M21 The complaints policy is unnecessarily complicated and would not be understood by many students and their representatives.

Addressed. The complaints policy is now clear and comprehensible.

M22 There are inaccurate statistics given about ES London, such as the number of different nationalities that study there.

Addressed. The statistics are now accurate and up to date.

M27 In the school brochure, the accommodation offered is referred to as 'a home away from home', which is hard to substantiate.

Addressed. The text regarding homestays is now accurate and realistic.

M28 In the brochure, teachers are referred to as 'highly qualified', which they are not.

Addressed. The text regarding teacher qualifications is now accurate and realistic.

Premises and resources

P7 The coursebook series being used at the time of the inspection was unpopular with academic staff and some students in London.

Addressed. Staff and students in focus groups expressed satisfaction with the coursebooks in use.

Welfare and student services

W7 There is no information made available to students on compliance with UK law or other general welfare issues such as road safety.

Addressed. There is now good information about UK law and other general welfare issues in the learner handbook and the induction slideshow.

Conclusions

Overall, the school has appropriate systems and practices in place for the safeguarding of under 18s.

Following summer 2024, the school should either apply for a separate accreditation for the vacation programme, or there should be a supplementary inspection which takes place at the time that vacation courses are running.

In general, appropriate steps have been taken to act upon the points to be addressed from the previous inspection. However, in the case of M5, student feedback procedures remain inadequate.

Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in S4 and S6 have been addressed.
