

Corporate Social Responsibility (CSR)
ANNUAL REPORT
Report 5 - December 2017



About Wimbledon School of English (WSE)

WSE is a privately owned language school based in Wimbledon, south west London, whose mission is to provide a quality service to its customers in a friendly and caring environment. At any one time the school is host to around 250 students from around 60 different countries. A wide range of courses including exam preparation; general English; EAP; Business and Legal English are offered.

CSR Statement

We believe that companies should be responsible for managing their business in a sustainable manner. This means understanding the nature of the impact they have on society as well as the level. To do this, we have used the four key areas of CSR that have been identified. These are:

- Marketplace (our customers and suppliers)
- Workplace (our staff)
- Environment (use of resources)
- Community (our involvement with society in general)

To ensure that CSR is integrated into the way we run our business, we will report annually on our achievements in these four areas.

CSR Report

Previous CSR Reports are published on the website.

We are proud to present our fifth CSR Report reporting on our achievements in 2017 as well as our plans for 2018. As before, this will be made available to all stakeholders.

Fifth Annual CSR Report Dec 2017

Highlights of 2017

- **£2128.57** for The Thunder Foundation, the school's nominated charity through regular events, charity boxes and lunch money donated once a month
- Sponsoring a 10-year old child called Rufus through The Thunder Foundation (annual)
- **£180.49** raised for Jeans for Genes
- **£175.94** raised for Save the Children
- 8 filled shoeboxes sent to Operation Christmas Child
- New sustainable window boxes were installed across school
- LED lighting installed in school
- Sensor taps installed in the ladies' toilets
- Window replacement programme started in December 2017

Marketplace

Our Policy	What we have achieved
<p>- Comply with all relevant regulatory requirements</p> <p>- Provide students with a quality service from booking to departure</p> <p>- Conduct customer satisfaction surveys and report on the results</p>	<p>We continue to stay aware of any new requirements, and follow any guidance as a result of inspections and audits from bodies such as The British Council, Quality English and IALC. WSE is also a member of English UK, who advise establishments on regulatory matters.</p> <p>E-Wimbledon has been undergoing further development to ensure students can benefit to the greatest possible extent. All classrooms now have interactive technology.</p> <p>There is a comprehensive process of self-assessment and evaluation to inform improvement planning, which considers the views of stakeholders, including students, staff and homestay providers. Staff are encouraged to contribute ideas informally, at small departmental meetings, at monthly teaching and administrative staff meetings and at the annual whole staff meeting, and progress is reviewed at the annual shareholders meeting, SMT meetings, staff meetings and in appraisals. Annual surveys of staff & homestay providers (via survey monkey) were introduced in August 2012.</p> <p>Feedback is collected from students on all aspects of their stay at regular intervals through questionnaires, tutorials and focus group meetings with the academic management team. Responses are collated and circulated amongst staff, and any issues are dealt with immediately.</p> <ul style="list-style-type: none"> - Students are required to complete a day one questionnaire to allow WSE find out more about them and to act on any initial problems that may have occurred on their arrival. - Students are invited to an “arrivals meeting” with the Assistant Director of Studies, Accommodation Manager & Welfare Officer on the first Friday of their course to check that they are happy with their course and accommodation and have settled in generally. They are also given a week one questionnaire to complete.. - Leavers’ questionnaires are given out in their final week. Quantitative and qualitative data from leavers’ questionnaires and focus groups are used to highlight areas for improvement and feed into staff and management meetings. - The school has also set up a Quality Committee which meets quarterly to review all feedback from questionnaires and other sources, and decide on any action that should be taken. - Students are invited to a “leavers meeting” to give them an opportunity to provide further feedback on all aspects of the school.

<ul style="list-style-type: none"> - Monitor and report on the services provided regularly - Promote the school and the industry through membership of National Organisations 	<ul style="list-style-type: none"> - Responses to questionnaires are read by all staff. <p>The school collects feedback from host families on an annual basis. Feedback is collated and discussed with the accommodation team and used to plan improvements.</p> <ul style="list-style-type: none"> - The school has a clear complaints procedure which is given to all new students and highlighted in the induction talk. - The school conducts an annual staff survey. Responses are collated and fed back to staff in the next monthly staff meeting, along with any resulting action points. The survey is rather long and we are considering refining it, however that would make it more difficult to conduct a year on year comparison. <p>All Academic Staff at WSE are frequently asked for feedback and opinions on new titles brought out by various publishers. Some have also been involved in writing materials.</p> <p>The Director of Studies spoke at IATEFL and the TEN Management Conference.</p> <p>The Managing Director has been a Director of English UK for over 12 years, and was Chairwoman of English UK London from 1999 until May 2015. She has regular meetings with external bodies such as UK Visas, UK Borders, the Mayor’s Office and the GLA. She is also a member of the London First Immigration Group and as part of this group, meets Ministers and Shadow Ministers.</p> <p>Members of the Management Team and Accommodation Department attend Wimbledon Chamber of Commerce and Wimbledon Town Centre Meetings and networking events.</p>
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Workplace

Our Policy	What we have achieved
<ul style="list-style-type: none"> - Comply with Health & Safety regulations in order to provide a safe working environment - Provide initial (induction) training to all staff - Provide Health and Safety Training to staff - Provide opportunities for on-going professional development 	<p>An online Fire Awareness Training programme has been rolled out to all existing staff as refresher training. New staff are required to complete this as part of their induction training together with the Safeguarding of Children online training programme and online training in the government's Prevent strategy. Staff also receive face-to-face training in Safeguarding.</p> <p>Staff attended numerous external workshops, training days and conferences, as well as in-house workshops for both admin and teaching staff.</p> <p>Our Principal led the Teacher Training SIG day at IATEFL, spoke to teachers in Italy at an EUK event, ran a workshop for the EUK Young Learners' group, spoke at the BEUK AGM and was the opening plenary speaker at the Young Learners conference with Macmillan and EUK.</p> <p>Teachers and Academic staff attended the EUK Teachers' Conference, IATEFL (two teachers presented), TEN Schools' Conference, Teaching House Presents evenings and other external sessions. External seminars covered topics such as: Inclusive Classrooms, Pronunciation, Integrating IELTS Reading and Listening comprehension, Teaching Lexis, SOLEs, Online Safety and Soft Skills, Instant Exam Class Activities and Demanding High.</p> <p>In addition to fortnightly in-house Friday workshops and monthly in-house sessions covering a range of topics, teaching staff also engaged in a Reflective Practice programme.</p> <p>Dilly Grotto completed her Cambridge Delta Module 1 in December 2017 and two other teachers are currently studying for the Delta (all supported by WSE).</p> <p>Individual admin staff attended days on Equal Opportunities, Safeguarding Levels 2 and 3, Branding, Navigating TNE Finances, Web Analytics, Upholstery, Facial Recognition and Document Fraud, Presentations, Food Safety Level 2, Emergency Response, Time Management, First Aid, GDPR. Staff also attended Marketing Conferences (TEN and EUK), EUK Management Conference, EUK Annual Conference TEN Admin Conference, IELTS Administration Conference, TEN Groups Conference and IATEFL.</p>

<ul style="list-style-type: none"> - Communicate business plans to staff 	<p>Jane Dancaaster, Fiona Dunlop and Sandro Saviolo presented the School's Development Plan to all staff at the Annual All staff Meeting in October 2017.</p>
<ul style="list-style-type: none"> - Treat all staff fairly and promote good working practices 	<p>The Staff Representatives for Admin Staff and Teaching Staff continue to liaise between staff and Senior Management.</p> <p>The Abusive Behaviour and Harassment Policy is in the Staff Handbook and is updated annually.</p> <p>All staff are invited to take part in an annual staff survey (anonymously), and are encouraged to make suggestions on how any aspect of the school can be improved.</p>

Environment

Our Policy	What we have achieved
<p>- Monitor and report on our energy usage with a view to reducing our carbon footprint</p> <p>- Raise awareness of the environmental impact of our business</p> <p>- Promote recycling and reduction in waste</p>	<p>Electricity use is being monitored and staff and students are reminded to turn off appliances when not in use. Small notices have been put in classrooms to help with this.</p> <p>LED lighting has been installed to reduce energy use.</p> <p>Sustainable fibre glass window boxes for flowers have been installed in all the front windows.</p> <p>Sensor taps were installed in the ladies' toilets</p> <p>In 2017 we started a major window replacement programme. So far we have replaced the windows in rooms 39E, F, H & I with double glazed windows.</p> <p>All classrooms now have interactive technology, further reducing the need for photocopies being used in class, and a CPD session was held on 'Paperless Teaching'</p> <p>The Health and Safety & CSR Officer gives monthly reports to Teachers and to Management discussing ongoing projects.</p> <p>Work continues with Merton Council to make the school as green as possible.</p> <p>All recyclable waste is collected by First Mile. Waste is collected as mixed recycling, which reduces the chance of recyclable waste going to landfill. The waste bins in the Snack Bar are coded for different types of waste.</p> <p>We are currently investigating installing recycling bins in all classrooms.</p>

Community

Our Policy	What we have achieved
<p>- Support local organisations that deliver community projects</p> <p>- Promote involvement with charitable causes</p>	<p>We are members of the Wimbledon Society – a charity whose objectives are to preserve Wimbledon’s amenities & natural beauty & study its history.</p> <p>We are members of Wimbledon Chamber of Commerce and the Wimbledon Town Centre Association.</p> <p>Staff and Students volunteer to help at the annual Wimbledon Guild Village Fair.</p> <p>We raise awareness of opportunities for students from EEA countries to volunteer in the community e.g. at local charity shops. (This is not allowed for countries outside the EEA)</p> <p>WSE offers free tuition to students who come to us through RefuAid, a charity assisting refugees. The first refugee accepted by WSE came through an ex-teacher. The student was given a full 12 month scholarship, and he was able to take the CAE and IELTS exams during his time studying at WSE. He is now preparing to enter university.</p> <p>This success story led the way to our involvement with RefuAid last year. Through RefuAid's Language: A Gateway Programme, we accepted 3 further students, from Iran and Syria. They were all given Academic Year Scholarships at WSE and our Director of Studies worked with each of them individually to create a long term study plan based on their hopes for the future.</p> <p>They have taken a range of exams including FCE, CAE and IELTS while studying at WSE. One is now studying at Kingston University and the others are in the process of applying for university. We currently have 4 further students from Iran and Syria studying with us. One is taking an FCE exam course and another part-time IELTS. The other two are on General English courses now, with a view to taking IELTS in the future. We will also shortly be accepting more students through this programme.</p>
<p>- Nominate a charity for staff/student donations</p>	<p>The staff nominated The Thunder Foundation as our preferred charity for 2017, and they have been renominated for 2018.</p> <p>We have charity boxes in each classroom.</p> <p>We donate one day’s lunch money to our chosen charity per month.</p>

- Organise fundraising events for our nominated charity and other charitable causes

We organised fundraising events for our preferred charity. We involve staff and students alike in these events.

In 2017 these included:

Easter Egg Hunt (£130)

Big WSE Quiz (£84)

Sweet and Savoury Bake Sale (£263.69)

Guess the Baby competition (£28)



Book sale (£18.20) – organised by an individual teacher



WSE have sponsored a 10-year old child in Kenya through The Thunder Foundation. This year is the first annual commitment until Rufus is 18.



WSE takes part in Jeans for Genes day and other events each year. This year these included Christmas Jumper Day for Save the Children and the Operation Christmas Child appeal, to which we contributed 8 shoeboxes.

Class trips frequently focus on a variety of areas linked to local life. These include:
IELTS class visits to Kingston University

- Involvement in local cultural activities	Burntwood School (Korean teacher training group) Petersham Nursery Tour and talk at The Wimbledon Tennis Championships Copperfield's Second Hand Bookshop, Wimbledon Students are offered visits to local cultural attractions e.g. events at Southside House, on the social programme.
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