



bright world

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# INSPECTION REPORT



a summary of our AEGIS re-accreditation inspection report March 2017

# 192 CRITERIA

FRAMEWORK

RE-ACCREDITATION MEETING

INTERVIEWS

QUESTIONNAIRES

# ABOUT THE INSPECTION

AEGIS stands for the Association for the Education and Guardianship of International Students. It employs an independent company, Taylor Education, to manage the inspections of its member organisations. Members are re-inspected every 4 years. Bright World originally became a member in January 2006. This report is a summary of our most recent re-inspection which, subject to 7 recommendations out of 192 criteria being resolved, we passed in March 2017.

**Framework:** AEGIS issues a framework which members must follow. This comprises of 8 sections setting out a total of 70 main criteria. Within this 70 criteria there are 192 subsections of criteria to be met.

Re-accreditation Meeting:

**Inspectors:**

**Jacqueline Scotney** Lead Inspector

**Anne Longton** Supporting Inspector

Date: 2nd March 2017

“The re-accreditation meeting took place at Bright World’s Head Office, in Hurstpierpoint High Street with the Managing Director (Lana Foster), and the Lead Inspector in attendance, on Thursday 2nd March 2017. The meeting took 6 Hours.”

Visits and Interviews with Students, School Staff and Host Families:

‘This report is based on visits to, and interviews with Homestays, School Staff and Students – 4 schools and 5 Homestay families were visited during this inspection.’

Online questionnaires:

An online questionnaire containing over 40 questions was sent to all host families, overseas parents and school representatives who agreed to take part.

# “CONSISTENTLY HIGH STANDARD”

“Bright World’s communication with the school boarding staff and students is a strength of the service they offer; students and staff alike reported unanimously that contacts via email with regard to travel arrangements, Homestay placements, regular newsletter updates, schedules to visits students, were always reliable, succinct and timely.

Specific examples included safe taxi identification (through providing number plate details and sometimes photos of the driver) and adequate information/profiles about Homestay placements.

Two of the schools visited, reported particularly positively about two recent short notice placements, one due to a student school suspension and the other needing a post-hospital placement; the schools informed the inspector that both placements were arranged promptly, efficiently and with minimal fuss. “

# SUPPORT INSPECTORS' REPORT

The following report is based on visits to, and interviews with Homestays, School Staff and Students – 4 schools and 5 Homestay families were visited during this inspection.

## **Anne Langton**

Supporting Inspector

All students reported that they enjoyed their Homestay placements; the majority of which regularly went to the same Homestay family. One student reported that he requested to change, as he felt geographically isolated and Bright World acted promptly to offer him an alternative placement.

Students, mainly, remembered being provided with a handbook and their area coordinator explaining the contents to them, particularly outlining the expectations of students around behaviour when staying with a Homestay family; a particularly effective note on all emails to pupils from Bright World, reminds them about age limits and boundaries to follow when out of the school environment plus reinforcing the guidelines in the handbook. The Bright World system of geographically placed area coordinators to liaise with the students appears popular with the students and works effectively.

A consistently high standard of all Homestay accommodation was observed by the Supporting Inspector, however some issues regarding documentation and some aspects of health and safety in the home, did not meet the AEGIS recommended requirements. (See recommendations). The Homestays mostly expressed that they were always keen to offer their students the opportunity to experience outings to explore the local area and include them in their day to day life, in addition to providing them with a chance to relax in their homes.

The Supporting Inspector's overall impression of the service provided to the overseas students in Bright World's care, has many outstanding areas, particularly around communication with students, schools and parents, organising travel arrangements, visiting and communication with students on a regular basis to enquire after their general wellbeing. However, as outlined in this report, there are aspects of the AEGIS's health and safety requirements that need further follow up or action, to ensure the safety and well-being of students when in the care of a Homestay family e.g. Gas Certificates and Carbon Monoxide monitors. Much of this outstanding documentation can be further checked during the Lead Inspectors visit to Bright World plus the issue around the number of people in one of the Homestay's household and accommodation available whilst students were being hosted. Bright World needs to also ensure, that all Homestays understand and implement the recommendations in the Bright World Homestay handbook.

# 96.6%

## OF SCHOOLS

### WOULD

## RECOMMEND US

Bright World work hard to ensure that extremely good levels of communication are maintained with schools, and this was seen as a significant strength by the Supporting Inspector. There were 32 responses to the school questionnaire, and of these, 96.6% would recommend Bright World as a Guardianship Organisation.

The highly complementary references received from schools that Bright World has worked with for some time show how very much they value and appreciate the service that the Guardianship Organisation provides. The Supporting Inspector found that the schools visited commended the levels of communication between the guardianship and themselves. Those who responded to the questionnaire echoed this view, praising their organisation and professionalism, with lots of positive comments such as how Bright World is “swift at replying” and “excellent at maintaining contact”.

# LEAD INSPECTOR'S REPORT

The following report is based on findings from the student, school, host family and parents interview and questionnaires as well as results of a 6 hour meeting at Head Office to work through the Framework.

## **Jacqueline Scotney**

Lead Inspector

Bright World has a highly effective portal that securely records necessary information on all elements of its business. Records for Homestays are created so that if the necessary checks are not completed, the Guardian Care Managers are unable to place students with them. Safeguarding is clearly given the highest priority by Bright World. The company's Director of Safeguarding and Operations has considerable experience in this field prior to working for the company and keeps up to date with current threats and requirements through attending regular courses and conferences. A robust system for ensuring that DBS checks are undertaken on all Homestays is in place, including children who are due to turn 16.

All staff and Homestays are provided with suitable training in child protection for their role, and Homestays, staff and parents are provided with the necessary safeguarding information, including the missing child policy. Students are provided with suitable safeguarding information including what would happen if they were to go missing. All parties are clearly provided with contact details of whom they can turn to if they have any concerns in policies, handbooks and for students, on their membership cards.

Students indicated to the Supporting Inspector that they are very happy with the service and amount of information provided by Bright World. Bright World have regular contact with students to ensure that they are happy with their Homestay arrangements.

Systems to ensure that parents are kept fully informed about their child's arrangements are very good. There is a specific secure portal that each parent can log into, providing parents with policy documents and handbooks, as well as specific information on their child. Parents can access events information, upload flight details, read parents' evening reports, and see the student feedback and Homestay feedback forms following a visit. They can see a record of any correspondence about their child. The company ensures that parents are responded to within 24 hours and understand the importance of promptly communicating with parents.

The emergency contact system is efficient and well organised, plus an effective rota for covering the emergency phone lines, with the company clearly aware of the times where this might be in greater need. This was tested out the evening prior to the meeting, and the call was answered promptly. Likewise, Bright World have efficient procedures in place to cope with emergency care and accommodation be it for individual cases or on a large scale.

# “majority of parents very satisfied”

Parents are provided with comprehensive information via the online parent portal, and regular communication takes place and is noted on the records. Bright World take great pride in delivering excellent customer service, and aim to respond swiftly to any parental communication. This is supported by the fact that questionnaire responses were mainly positive, with comments indicating that the vast majority of parents were very satisfied with the service.

Bright World foster positive relationships with their large number of students through the local coordinators. Local coordinators meet students face to face at the beginning of their time at school, taking them through the staff handbook and student charter, which is taken very seriously by the students.

Two of the schools visited, reported particularly positively about two recent short notice placements, one due to a student school suspension and the other needing a post-hospital placement; the schools informed the inspector that both placements were arranged promptly, efficiently and with minimal fuss. “

# SUMMARY OF JUDGEMENT

The summary incorporates feedback from both Lead and Supporting Inspectors and is supported by evidence and comments included within the Stage Two Assessment Framework.

Bright World are a highly efficient guardianship organisation that benefits from the ambitious vision and clear direction provided by the Directors. At all levels staff have clearly defined roles that they undertake in a highly professional manner. Robust systems and procedures are well-embedded, with a particular strength being the online portal that provides necessary information for staff, Homestays, students and parents.

The use of Local Coordinators and Guardian Care Managers ensure that suitable support and regular communication is provided for students, parents, schools and the Homestay families. Excellent arrangements for travel are in place, with due care and attention paid to ensuring that all parties are aware of the arrangements in a timely fashion.

This view was shared by schools during the Supporting Inspector's visits and through the questionnaire results, where the organisation of travel arrangements was identified as a significant strength.

Safeguarding is taken very seriously by Bright World, with a designated director for safeguarding who has extensive experience in this field. Safer recruitment practice is fully embedded and an excellent system is in place whereby if there are any outstanding recruitment checks, students cannot be placed in homes. Homestays are made aware of the fact that any visitors staying at the house when a student is present is required to undergo a DBS check.

The safeguarding policy is up to date and contains the necessary detail, including who to direct concerns to and the different types of

abuse. Suitable training has been undertaken by the designated person and all staff and local coordinators, and Homestays receive access to online certificated training provided by the Local Safeguarding Children Board. It would be beneficial for the Guardianship Organisation to consider creating a record of when Homestays have completed this training as currently there is no requirement for families to prove that they have undertaken the online training.

The Supporting Inspector found host family homes to be of a consistently high standard. Bright World provides host families with health and safety guidance, including for gas checks, insurance, smoke and carbon monoxide detectors, although some of the homes visited did not have in date gas checks, or carbon monoxide alarms fitted where they were necessary. Bright World have recognised the need for local coordinators to gather and record information about the provision of these on their annual visits, so that they can ensure that all necessary precautions are in place prior to a student being placed in the home, and as a result training is being arranged to ensure that these checks are undertaken with suitable rigor. Reports are written following initial and annual visits, and these are scrutinised by the head office staff to ensure that any issues are promptly addressed. The recently introduced 'spot checks' provide further reassurance to parents that standards are monitored and that homes are suitable for students.

Bright World take great pride in delivering excellent customer service, and aim to respond swiftly to any parental communication.



### School communication

Bright World achieved 100% in this criteria meaning that they provide ALL information to schools needed to satisfy the AEGIS framework and guidelines and to provide an efficient service.



### School information

Bright World achieved 100% in this criteria meaning that they obtain ALL information from schools needed.



### General Requirements

Of the 21 sections and 58 subsections of this part of the framework criteria, 4 subsections were not met. These related to recording of training undertaken by host families and Health & Safety checks on host families.



### Host Family Data and Screening

Bright World achieved 100% in this criteria meaning that they obtain ALL information from host families and all families are fully screened and checked.



### Host Family communication

There are 14 sections in this part of the criteria and 50 subsections. Bright World did not meet criteria in one of these subsections. This relates to clarifying the termination agreement and is currently being reviewed.



### Information given to parents

Bright World achieved 100% in this criteria meaning that they offer all information to Parents needed to satisfy the AEGIS framework and guidelines.



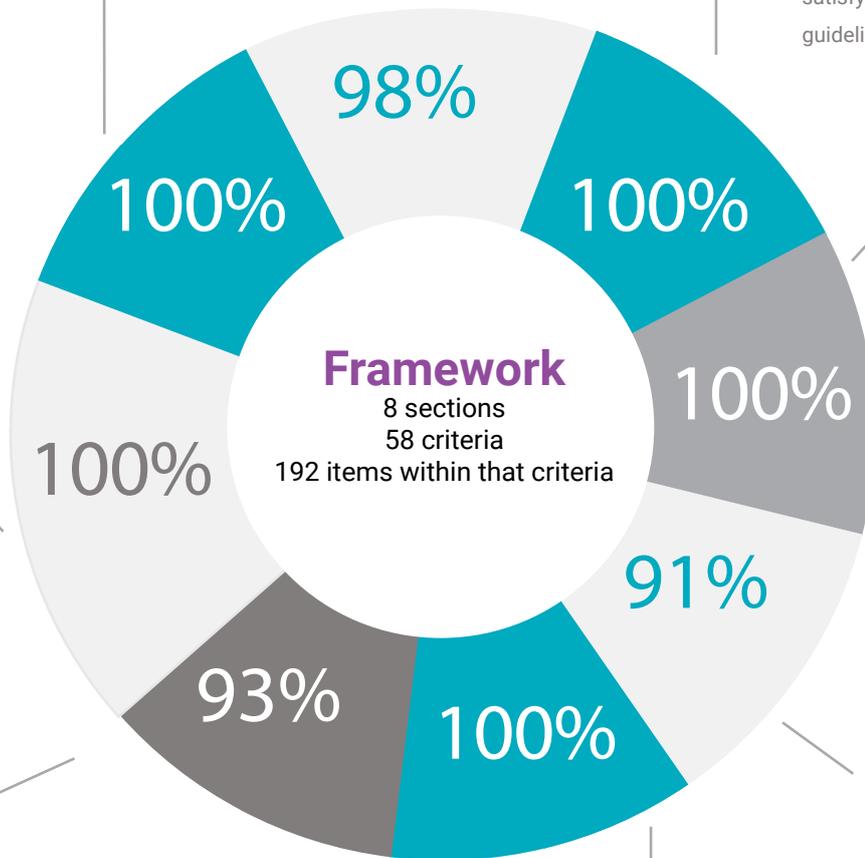
### Student care & Information

Bright World achieved 100% in this criteria meaning that they give ALL information to students needed to satisfy the AEGIS frame-



### Information from parent about child

Bright World did not meet the criteria of obtaining of information about students in 1 of the 11 criteria. This relates to Visa and BRP data obtained from students.



# RECOMMENDATIONS & CONCLUSION

Recommendations were all implemented by September 2017 and have subsequently been passed by AEGIS.

Standards 1.1 – 1.21 Consider recording the date that Homestays complete the online safeguarding training provided by the Guardianship Organisation onto the training records.

Implement the health and safety checks recently introduced to record suitable gas checks, insurance renewals as well as appropriate carbon monoxide and smoke detectors for Homestays.

Standards 2.1 – 2.14 Introduce a notice period for the termination of the Homestay contract

Standards 5.1 – 5.3 Obtain and record full details of student's passport and Visa/BRP details, in order to fully meet the requirements of 5.1 b and c.

## Conclusion

Bright World is a highly efficient Guardianship Organisation that provides a quality service for the large number of students that they care for. Children's safety and welfare is at the heart of the service that they provide, and systems to help ensure that students are kept safe whilst their care are robust overall, with the recording of checks on health and safety elements within the Homestays being suitably strengthened. Bright World's levels of communication with schools and the quality of Homestay accommodation were both noted as significant strengths by the Supporting Inspector.

The Lead Inspector has made some recommendations in order to fully meet the AEGIS requirements, however, practice at Bright World is strong overall and the Lead Inspector would therefore fully recommend that Bright World are re-accredited.

Re-accreditation was confirmed by the AEGIS Board of Trustees on the 29th March 2017, on the understanding that the recommendations are completed by the given dates.

The next re-accreditation inspection will be due in March 2021.

This document contains a summary of the 18-page report. If you would like to read the full report please contact Lana Foster on [лана@brightworld.co.uk](mailto:лана@brightworld.co.uk) and she will be pleased to send you a copy.

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