



Family and Community Learning

Discover Opportunities - Develop Skills - Achieve Ambitions

FAMILY AND COMMUNITY LEARNING IMPACT REPORT

- 2022 / 2023 -



ABOUT US

The Family and Community Learning Service is part of Wiltshire Council's Targeted Education Service. Family and Community Learning provides support and development for individuals and groups within Wiltshire for whom formal learning may have been a barrier in the past, and works to build confidence and realise potential. This might mean learning new skills, building up personal confidence, meeting new people or finding a new job. Learning programmes provided are for adults aged 19+ across the county in a wide range of community venues, many in the county's areas of highest need.



Afghan Resettler learners at the Bridging Hotel studying ESOL

Objectives

The mission statement for the Family and Community Learning programme is:

Growing a lifelong love of learning with communities in Wiltshire

**Discover opportunities -
Develop skills - Achieve
ambitions**

We receive Adult Education Budget funding through a contract with the ESFA for Community Learning and Adult Skills. We use this funding to directly deliver high-quality learning to engage individuals of different ages and backgrounds to gain new skills, reconnect with learning, learn how to support their children, and better prepare them for progression to further learning, employment or volunteering



Walk and Talk for Wellbeing learners

OUR LEARNERS

Learners learn with us online or in community venues around Wiltshire. Our learners are supported to set goals for their learning in their learning journey and to share aspirations with their tutor and their mentor. All learners receive information, advice and guidance to support them to take their next steps after learning with us.

ELIGIBILITY

Courses are no cost to learners who meet our eligibility criteria. Learners must be aged 19+ on 31 August of the academic year, have a Wiltshire postcode and either have lived in the UK/EU for 3 years or meet certain residency requirements. They must also be able to tick one of the following criteria:

- Less than 5 GCSEs C/4 grade
- In receipt of benefits (other than child benefit)
- Parent/carer of a child needing additional support
- Military family
- Not in work and looking for work

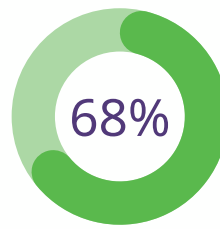


Home Smart learners

OUR 2022-2023 LEARNERS

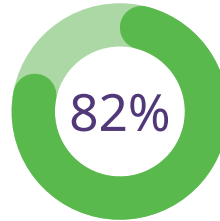
In 2022-2023 we worked with over 400 people across a range of online and face-to-face courses around Wiltshire.

Community learners made up the majority of our learners, with 530 enrolments onto Community Learning courses, and 135 enrolments onto Family Learning courses.



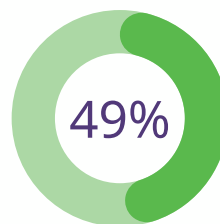
Learners below Level 2

68% of our learners had qualifications below Level 2 (or 5 GCSEs C/4 or above).



Learners on means tested benefits

82% of our learners were on low incomes and in receipt of means-tested benefits.



Learners unemployed and looking for work

49% of our learners were unemployed and looking for work.



Learners with a disability

30% of our learners had a disability.

29% of our learners were men.

21% of our learners were from BME backgrounds.

34% of our learners were from white other backgrounds.

OUR COURSES

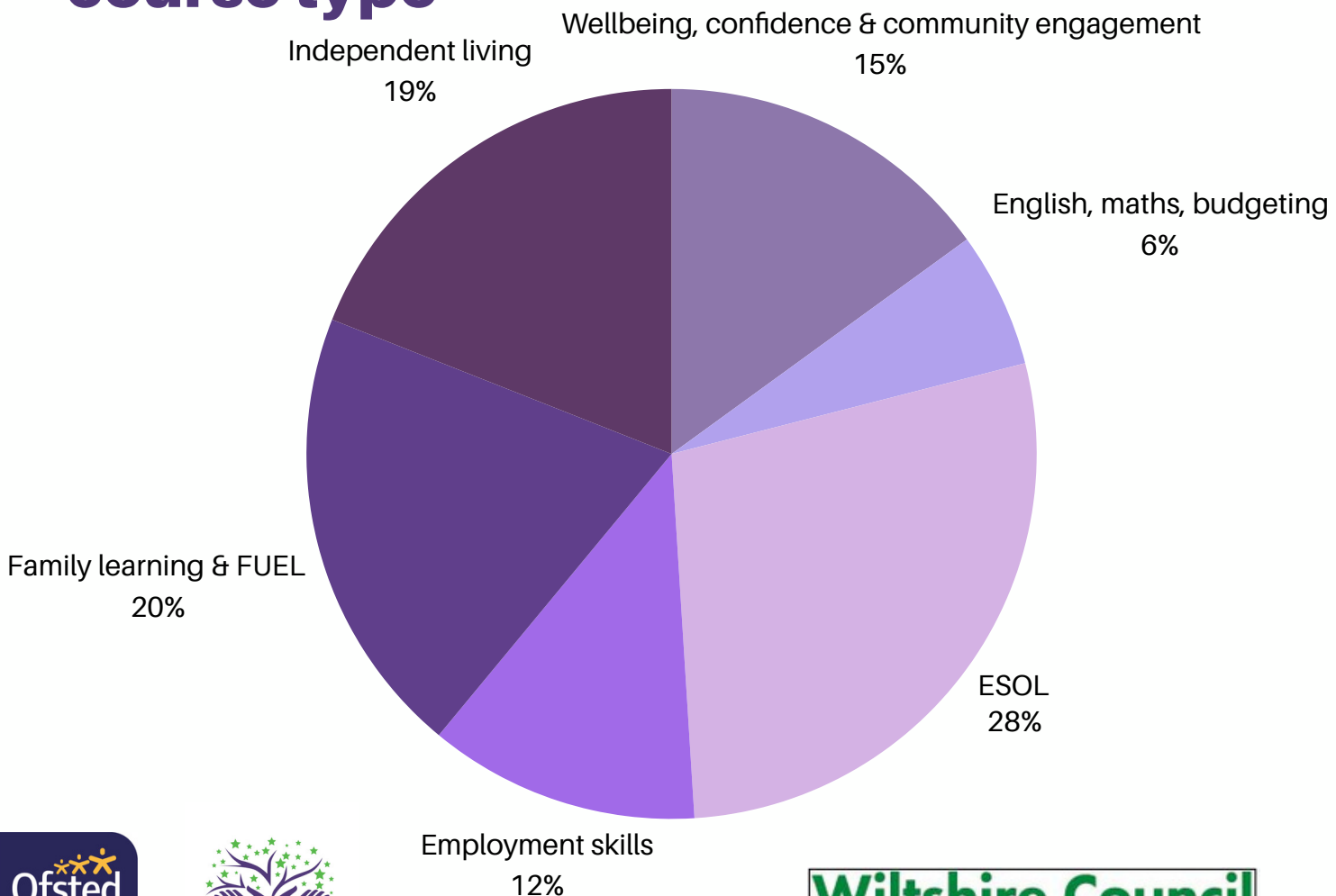
Our courses are designed with our partner organisations and learners. Courses cover four key areas:

- Wellbeing and confidence building
- Skills for adults - English, maths, ESOL, employment skills
- Family learning
- Independent living



2022-2023 enrolments by course type

Learning outdoors for health and wellbeing



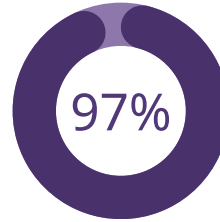


Learners at our celebration event

OUTCOMES FOR LEARNERS

We provide learners with impartial, high quality, information, advice and guidance about their future options for learning, training and employment. We track the destination and progression of our learners to:

- Demonstrate how we are contributing to their future success, and
- Show how effective their learning is in providing future employment or education,



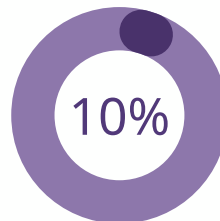
Learner achievement

97% of our learners achieved their course learning outcomes and met the success criteria.



Completed course

94% of learners completed the course that they enrolled on with us.



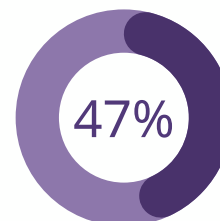
Learners started work

10% of our learners started paid work after completing a course with us.



Achieved progression outcome

57% of learners went on to further study, volunteering, work or other positive next steps



Enrolled on progression course

47% enrolled on a second-step progression course



Grow Your Community learners

IMPACT ON LIFESTYLE

Adult learning is a fantastic catalyst for learners to take positive steps with their lives. Beneficial outcomes for our learners range from moving on to work, volunteering or further study, to making new friends, becoming involved in their community, building confidence and becoming healthier.

Our learners report developing a wide range of skills on their courses



"I got more exercise activities outside from this course so now doing netball and walking football, thank you! I love these courses with the children and for me - they keep me busy and educationally boost me in so many different directions, it's absolutely what is needed for me right now." Jo





Ofsted
**Good
Provider**

OFSTED INSPECTION NOVEMBER 2022

Wiltshire Council's Family and Community Learning adult learning provision has been rated as Good by Ofsted with inspectors saying learners "feel well supported by tutors who help them build their self-confidence and improve their well-being."

OUR LEARNERS

Ofsted say: "Learners feel well supported by tutors who help them build their self-confidence and improve their well-being. For example, tutors provide learners with useful strategies for managing their mental health and independent living."

Ofsted say: "Wiltshire Council offers courses at a wide variety of locations across the county to ensure that adult learners can take part in training wherever they live in the county. Learners enjoy their courses and attend regularly, and most complete their learning programmes in full and successfully. They feel well supported by tutors who help them build their self-confidence and improve their well-being.

"Leaders have responded quickly and devised an ambitious curriculum to meet the needs of refugees resettling in the United Kingdom. They work closely with other services provided by Wiltshire Council, such as housing, transport, and children's services, to support adults and their families to take part in learning and be part of their communities."



Grow Your Community learners creating a green space

PARTNERSHIPS

Partnerships with other organisations are central to our engagement with learners. Partnership working underpins our objectives and is critical to developing and delivering effective Family and Community Learning courses in each area of Wiltshire. We engage with a wide range of partners, for both course delivery and referrals.

Where courses are planned and delivered with partners who understand the benefits that our service will bring to the adults that they support, courses are less likely to be cancelled due to low or no bookings, and more likely to run with more learners. This means that more adults across Wiltshire would be able to benefit from learning, and take positive steps to improve their lives.

OFSTED

Our recent 'good' graded Ofsted inspection report in November 2022 reflects on the importance of partnership working to date:

"[FaCL] have established productive partnerships with charitable and community organisations and work together to plan and introduce courses that meet the needs of residents who are disadvantaged or socially isolated."



Nepalese learners celebrating completing their course

LEARNER REFERRALS



Partner referrals

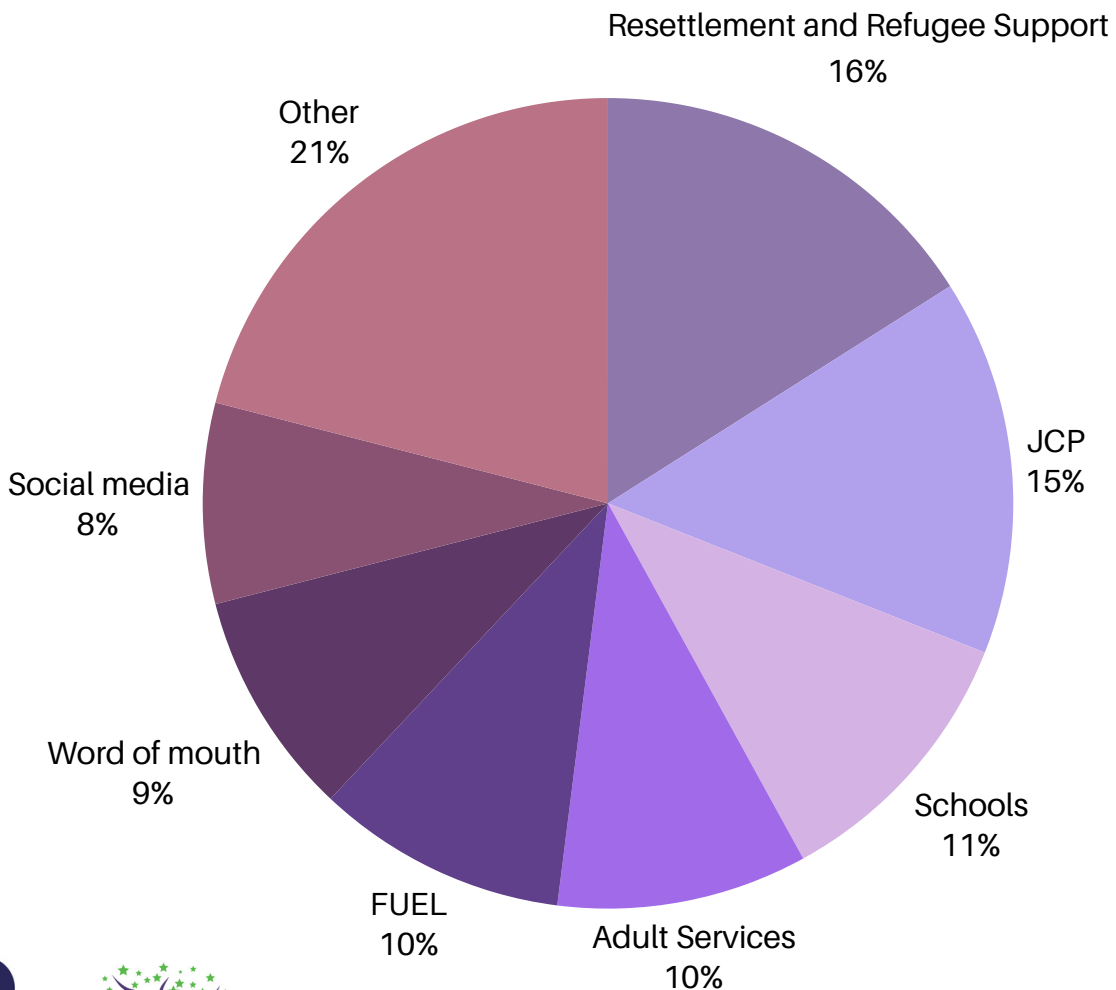
73% of learner referrals came from partner organisations.



Engagement referrals

21% of referrals came from engagement with our staff, social media, marketing events or word of mouth.

Learner Referral Source





Learners attending Home Smart

PARTNER FEEDBACK

We work closely with our partners to design, plan and deliver courses to meet the needs of adults across Wiltshire. Our partners know the needs of their learners well, and by collaborating together we are able to reach learners who may not otherwise access learning.

Our Curriculum Development Steering Group is made up of partners, both from external organisations and from within Wiltshire Council and meets three times a year to give feedback and influence our course offer.

We work with a range of partners including:

Adult Social Care, Resettlement Team, JCP and employment support organisations, Schools, Children's Centres, Wiltshire Parent Carer Council, FUEL, homeless charities, Prevention and Wellbeing team, Social Prescribers, and more.

"It is clear to see that the smart courses have been ever so empowering across our services and we are extremely grateful for your team's hard work and dedication.

It is wonderful to see the progress and enthusiasm of the customers to participate and join in"

Sara, Adult Social Care partner

PARTNERSHIP EXAMPLES



ESOL:

A large project for us in 2022-2023 was our work supporting adults across Wiltshire to develop their English language skills. We worked with volunteer support groups and Resettlement colleagues to offer ESOL courses for Ukrainian guests, Afghan Resettlers, Nepalese families in military communities, and Asylum Seekers.



Support for adults with additional needs:

Our range of Smart courses to support adults to develop independent living skills were delivered at a day opportunity service, community venues, and a supported living setting, as well as online courses too.

Learners on Smart courses say:

"I have liked the course, I would like to do another." Bryan

"Thank you for being such an amazing tutor." Emma

"I have learnt new things. I have been every week but missed last week. It's a good course." David



"I became more confident in understanding English. I became so confident that I was accepted as the co-governor of parents at the school. I also help at the school as a volunteer. So I can thank this country and people. And communication with people will help me improve my English. I will continue to study English in the courses. Thank you so much." Iryna

PARTNERSHIP EXAMPLES

We have worked with a variety of partners to support learners' confidence and wellbeing, and to encourage them to develop their knowledge and understanding of how to make positive changes for a healthy body and mind.

Our range of wellbeing courses support learners to take positive steps to a healthier future.

Learners took part in our Walk and Talk for Wellbeing course to develop their communication skills along with their community involvement. They also looked at ways that creativity can help wellbeing too.

We developed our Grow Your Community course to support learners' health and wellbeing through nature, to build awareness of social action, and develop a local green space.

We worked with a homeless charity to support adults facing a range of barriers. Our courses included managing worries and budgeting. They said:

"The tutor makes everyone feel comfortable and meets them at the level they are at. We are very impressed with how she manages the needs of the group, and very pleased with the courses."

"Thankyou so very, very much. I consider [my tutor] as one of my community. You give out such a great vibe and I know that you really care about the people that you meet through your job. I have really enjoyed this course. It's been great and has re-inspired my inner me to to show herself." Sarah





Ukrainian learners and guests at our celebration event.

CASE STUDY - ESOL

Anna hurriedly left Ukraine with her two young children; on arrival in England she could speak little English but was determined to conquer this problem.

She voiced her doubts regarding her abilities in understanding the English language but has, through her will to succeed, developed excellent reading and speaking skills. To want to achieve this for herself would be impressive, however, her chief motivation was to help her children improve their English.

Anna's tutor says "Her intermediate sessions consisted of beginning to understand English verb tenses and only a few weeks later in her ESOL higher sessions she was capable of writing impressive examples of her work experience as an exercise in highlighting her many soft skills including adaptability, innovation and research. This is an ability that many native English speakers find difficult to master.

This rapid improvement has only been possible because of her hard work and perseverance. She is an example to us all that we can achieve anything if we have enough drive, tenacity and enthusiasm."

In 2022-2023 we delivered 22 ESOL courses, with 186 enrolments, across four different levels, in 12 different areas of Wiltshire, as well as online.

CASE STUDY - SMART

When Steven first joined a course online during the pandemic, he relied on the Support Worker who joined him to feel comfortable with communicating with the group. But as Steven progressed through a series of courses, his confidence and voice grew steadily. He recognised and communicated his own steps to increasing his independence, setting and achieving goals with the support of staff at the Day Opportunity Centre.

On the Home Smart course Steven developed not only the confidence in his ability to look after his own home environment but also his attention to detail and pride in under-taking these tasks. One example of this was when he offered to help with cleaning the toilets at the Medley and wouldn't stop until everything shone to his standard.

Since then, Steven moved away from his family home into a Shared Lives home environment. This has been a huge but immensely positive change.

Steven's tutor says "Steven came into his first course in this academic year bursting with confidence and pleased to be back, this time for face to face courses. He started each session by coming over to me for a chat, starting conversations, helping me set up and being unafraid to share his opinions and have a voice. He has set his own goals and targets and is able to talk about things he might like to do in the future. Most importantly, Steven knows that his ideas and opinions are important and that we want to hear his voice."

In 2022-2023 we delivered 12 Smart courses where learners develop independent living skills. We had 127 enrolments on these courses, covering topics such as money, health, confidence, communication skills, cooking, online safety, IT and being part of the community. We ran courses both online as well as onsite with a day opportunity centre, supported living setting and community venues. Our valued partners within adult social care support learners to embed what they learn with discussion and practise in between sessions.



CASE STUDY - WELLBEING

Johnathan and Tracy have attended face to face courses together at a homeless charity. Johnathan has a part time job and is also Tracy's carer. Johnathan and Tracy have made valuable contributions to the courses and have found attending them to be very helpful.

Tracy says "My current targets are to do other courses. I found the course very helpful. I love learning. It helped me to build my confidence and self-esteem. I would like to study lots of different courses.'

Their Training Advisor says "Johnathan and Tracy are very committed to each other, and to learning new things and they care about other people. They continue to work towards improved wellbeing and meeting new people. They have enjoyed working in a group. They are keen to explore new avenues and use their learning practically.

In 2022-2023 we had 155 enrolments on courses to support wellbeing, or for parents and carers to support their child's wellbeing. We ran ten different types of courses, across seven venues in Wiltshire and online.

CASE STUDY - SKILLS FOR WORK

Our learner was forced to leave her home due to domestic abuse and find somewhere new to live and work. She started a new life with her children, and studied our courses to help her with this.

Her tutor says "her presence is a joy to everyone attending the course. During discussions her views are always presented with bright smiles and her contributions are valid and intelligent."

Despite her many setbacks this person is not a quitter and is extremely determined that both her and her young daughter will have a good life. To assist her transition back into employment she has set herself firm goals to improve her English, volunteer in a school, undertake charity events such as a thirty-mile cycle ride - and if her resilience is in any doubt, she is currently investigating how to found her own charity too.


In 2022-2023 we ran five different types of online courses to support adults to develop skills for work, covering identifying skills and qualities and preparing for job searching, as well as sector-specific courses on customer service, food safety, working in school and working in early years.



WINNER: NATALIA PARZHANOVA

she uses learning to
towards her own goals and
to support her daughter's



Watch on  YouTube

[Click to watch our Celebration Event Video](#)

CELEBRATION EVENT

We were delighted to welcome learners and partner organisations to our Celebration Event in July 2023. We celebrated learners' achievements and inspiring stories with nine fantastic award winners and many nominees, learners, along with their families and friends.

LEARNERS WERE NOMINATED FOR THE FOLLOWING CATEGORIES

- New Directions Award
- Learning for Health and Wellbeing Award
- English Language Award
- Overcoming Challenges Award
- Independent Living Award
- Into Work Award
- Outstanding Individual Learner Award

And we also awarded a Special Commendation Award too.

"Tonight is a culmination of so much passion and dedication that goes into Family and Community Learning, that's both from staff and everyone involved in delivering the service but even more so our fantastic learners. Each and every one of you have chosen to engage with the service to improve life prospects in various areas, and that is something to be really proud of."

Cllr Dominic Muns, FaCL Chair of Governors

OUR 2023 AWARD WINNERS



New Directions Award Winner: Natalia Parzhanova

Natalia overcame barriers to learning and used what she learnt to work towards her own goals and to support her daughter's learning too.



Learning for Health and Wellbeing Award Winner: Sarah Elliott

Sarah's commitment to learning has supported her health and well-being and she is proof that learning can have a positive impact on your life.



English Language Award Winner: Phauda Limbu

Phauda has shown dedication to his English language learning, and he uses what he learns to support others in his community.



Overcoming Challenges Award Winner: Emma Tanner

Despite her own challenges, Emma has supported other learners on her courses, built strong friendships and shared her expertise with others.



Into Work Award Winner: Julie Newble

Julie's new role is very well-deserved and she has an awesome career ahead of her, making the difference to many children for years to come.

OUR 2023 AWARD WINNERS



Independent Living Award Winner:

Fae Levens

Fae's confidence has blossomed through her learning, and she had demonstrated her strength and ability to take care of herself and others.



Independent Living Award Winner:

Tania Skipworth-Michell

Tania helps other learners by reading and writing, for them, and encouraging their opinions. She is considering volunteering in the retail sector too.



Special Commendation Award Winner:

Sarah Kellitt

Nominated for two awards, Sarah has used her learning to gain her dream job, to help herself and to help her children too.



Outstanding Individual Learner Award Winner:

Sarita Limburai

Sarita was nominated for her amazing attitude to learning. She encompasses everything we ask for in a learner and is a great role model to others.

CONTACT US

Please get in touch to discuss working with us, making a referral or joining a course:

Website: <https://workwiltshire.co.uk/family-learning>

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Facebook: <https://en-gb.facebook.com/Wiltsfamilylearning/>



The Family and Community Learning Team