



Family and Community Learning

Discover Opportunities - Develop Skills - Achieve Ambitions

FAMILY AND COMMUNITY LEARNING

Changing lives through community-centred, inclusive adult learning across Wiltshire

- 2024 / 2025 -



Wiltshire Council

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Above: Adults with additional needs attending respite care enjoy our Exploring Easy Meals course, where they build cooking skills, boost independence, and express personal preferences by creating their own customised recipes.

Front page: Learners on an ESOL course (English for Speakers of Other Languages) visit a local site to learn more about their local area.

TAILORED LEARNING AS A NATIONAL FOCUS TO SUPPORT THOSE MOST IN NEED

Wiltshire Family and Community Learning offer a wide range of Tailored Learning courses. Tailored Learning provides an inclusive approach that supports adults back into learning to take positive steps to improve their lives.

Skills Minister Jacqui Smith describes this approach as:

“One that supports those furthest from learning. Who perhaps had a miserable time at school and then lost heart. That supports those adults that might have caring responsibilities, physical or mental health struggles or just feel it’s too late for them to catch up. That supports adults that have special educational needs and disabilities. That supports adults who are looking for new skills to progress in their current job or change to a new career path.

All of these learners rely on you to help get them where they want to be in life. All of these learners need encouragement and support and because you understand the barriers they face you know how to do that better than anyone.”

Rt Hon Baroness Smith of Malvern, 11 December 2024, addressing the HOLEX network of adult community learning providers.



Learners attending a course for speakers of other languages develop English skills to connect with their community and take positive steps to support their health and wellbeing.

COMMUNITY-BASED LEARNING - A LOCAL PRIORITY TO GIVE EVERYONE THE BEST CHANCE IN LIFE

Family and Community Learning directly supports the priorities of the Wiltshire Council Plan

Our Council vision is:

Wiltshire will be a stronger, more inclusive, and more sustainable county that empowers local communities through working together.

Family and Community Learning supports the Council plan's priorities:

- To support people to have fulfilling lives
- to empower and work with our communities
- To protect our communities
- To promote healthier lives
- To make culture for everyone
- To help the economy work for everyone
- To make Wiltshire child-friendly and provide opportunities for all our young people

We embody the council principles of Together, Fair, Open through working with our local communities and partnerships to offer tailored learning opportunities to our residents.



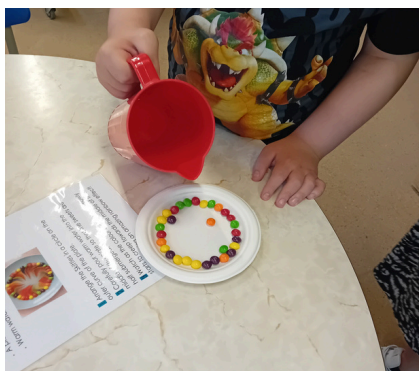
Learners at a local Day Opportunities Centre for adults with additional needs receive their certificates to celebrate their completion of our Confidence Smart course.

CHANGING LIVES THROUGH COMMUNITY-CENTRED, INCLUSIVE ADULT LEARNING ACROSS WILTSHIRE

Family and Community Learning is part of Wiltshire Council's Targeted Education Service and is funded through the Department for Education's Adult Skills Fund under a Tailored Learning contract. This funding enables us to deliver high-quality, inclusive courses that help adults of all ages and backgrounds gain new skills, reconnect with learning, support their children's education, and prepare for further learning, employment, or volunteering.

We support individuals and groups across Wiltshire who may have faced barriers to formal education, helping them build confidence and realise their potential. Our Tailored Learning programmes are offered to adults aged 19+ in a wide range of community venues (many located in areas of greatest need) as well as online.

Learners receive personalised support—either in person or by phone—to explore available courses and plan a learning journey that suits their goals and development needs.



Families learn together, engaging in hands-on activities to encourage parents to feel confident supporting their child's learning and wellbeing.

OBJECTIVES

The Family and Community Learning programme mission statement is:

Growing a lifelong love of learning with communities in Wiltshire
Discover opportunities – Develop skills – Achieve ambitions

We take a community-centred approach to transforming lives by supporting each learner's progression in ways that reflect their individual circumstances. This includes:

- Building confidence and motivation to re-engage with learning
- Developing skills for employment, training, or self-employment
- Improving digital, financial, and communication skills
- Equipping parents and carers to support their children's learning
- Enhancing health and social wellbeing

OUR LEARNERS

Learners join us online or at community venues across Wiltshire. Each learner is supported to set personal goals and share their aspirations with their tutor. We provide tailored information, advice, and guidance to help every learner take confident next steps beyond their time with us.



ESOL (English for Speakers of Other Languages) learners celebrate completing their course.

OUR 2024-2025 LEARNERS

In 2024–2025, we supported 635 individual learners across a range of online and face-to-face courses throughout Wiltshire—exceeding our target by 27% (up from 21% the previous year). Learners made a total of 1,160 enrolments, with the majority participating in Community Learning courses (840 enrolments) and a further 320 in Family Learning.

635

Individual learners
(target 500)

1160

Learner enrolments
(target 1100)

964

Learner referrals (target 700)

1%

Learner withdrawals
(target <5%)

38%

Learners with disability

32%

Learners from BME/ world majority

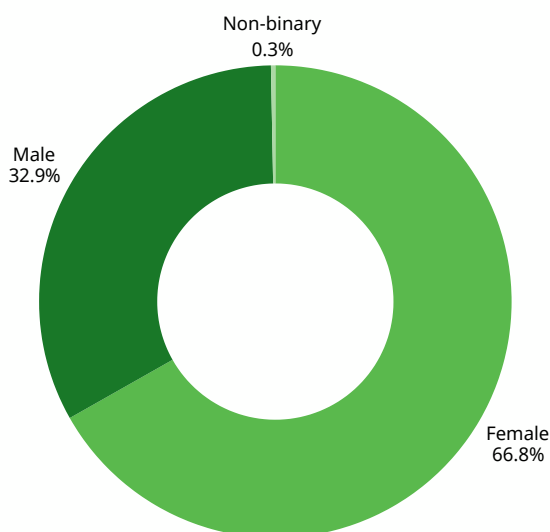
53%

Learners qualified below Level 2

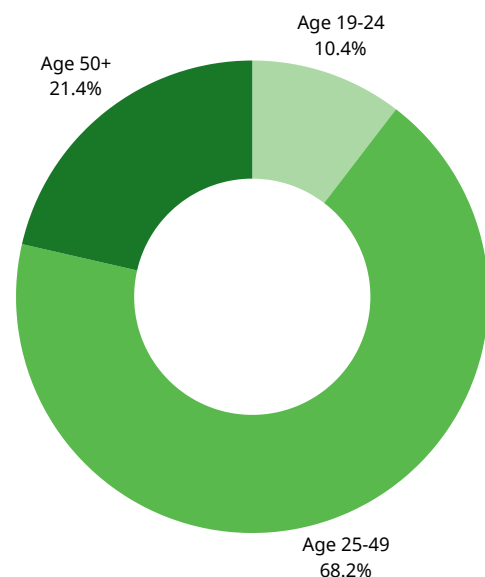
74%

Learners on means tested benefits

Learners by gender



Learners by age

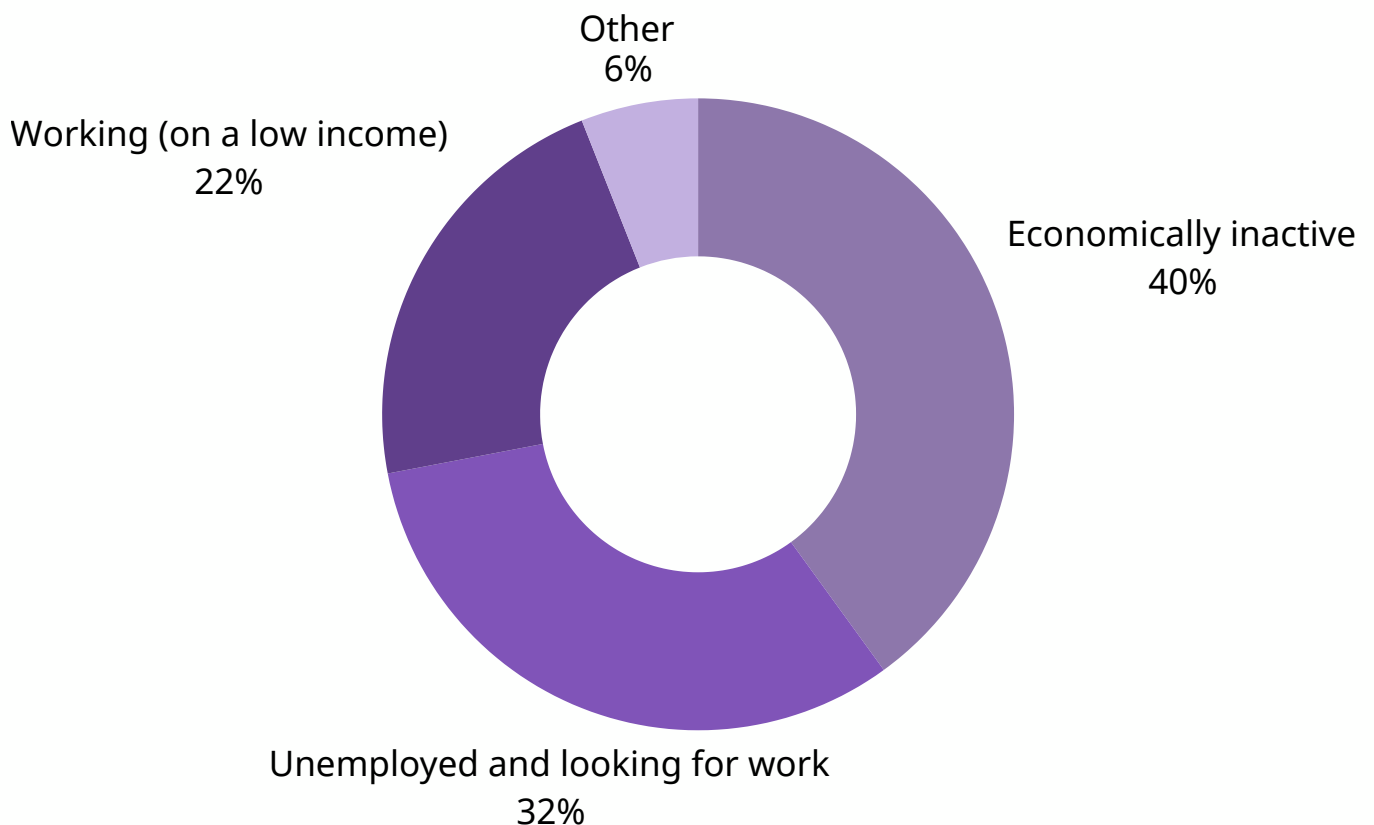


BARRIERS OUR LEARNERS FACE

We support adult learners and families across Wiltshire who face a range of barriers. Adult learning helps individuals prepare for life's obstacles. It creates pathways into employment, and helps those already in work to maintain and develop their careers.

Our learners may face challenges relating to health, housing, finances, caring responsibilities, social isolation, and trauma. 38% of our learners have a disability or learning difficulty, and 53% have qualifications below Level 2.

LEARNERS' ECONOMIC CIRCUMSTANCES



26%

Refugees

18%

In receipt of means-tested Free School Meals

17%

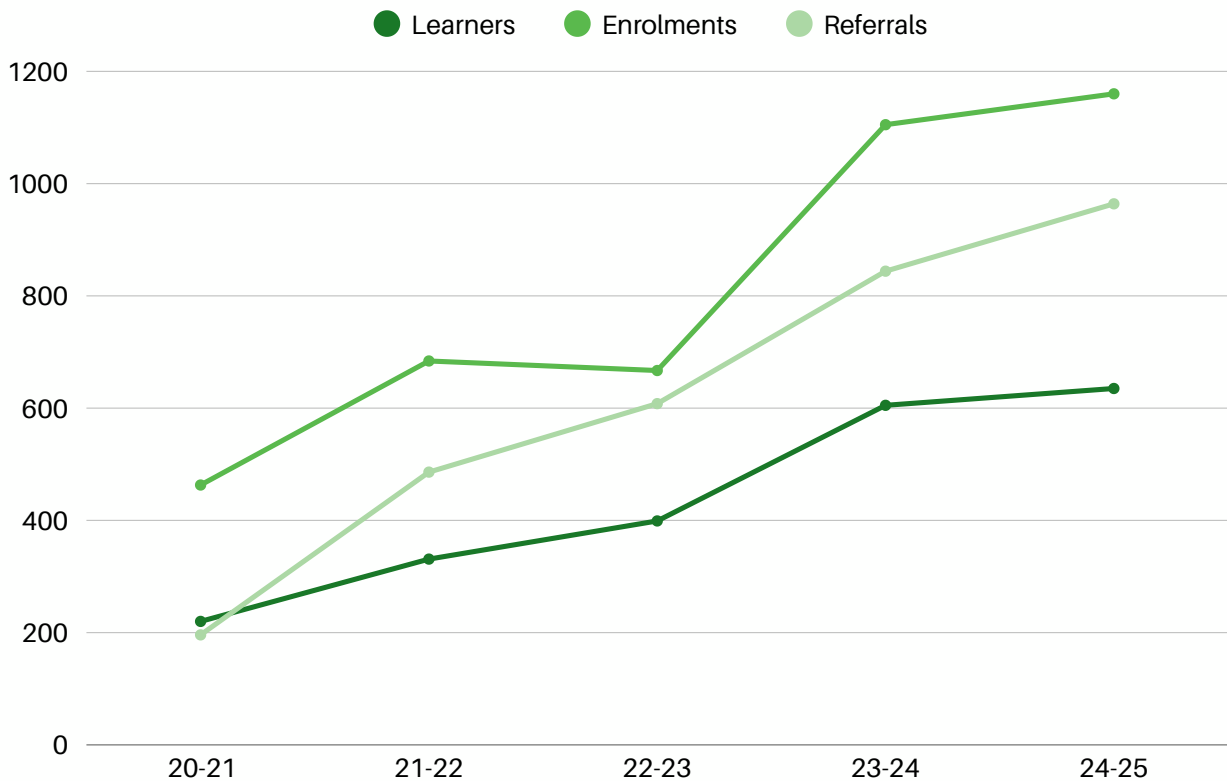
Parent / carer of a child needing additional support

6%

Military families and ex-armed forces personnel

LEARNERS PAST AND PRESENT

FIVE YEARS OF GROWTH: EMPOWERING LEARNERS, STRENGTHENING COMMUNITIES



LEARNING THAT MAKES A DIFFERENCE

Tutors nominate learners for our annual awards celebration in recognition of their learning and achievement through the year. Learners are nominated under the following categories:

- Overcoming challenges award
- New directions award
- English language learning award
- Family learning award
- Healthier Futures award
- Stronger Communities award
- Outstanding individual learner award



*My nomination "really has given me a huge boost and a little more hope ... your words mean the world to me, thank you" - **nominee***

OUTCOMES FOR LEARNERS

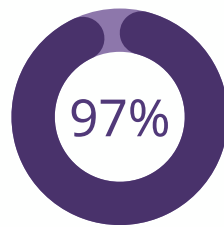


Learners develop their wellbeing skills through practical activities

We provide impartial, high-quality careers education, information, advice, and guidance (CEIAG) to help learners explore their future options in learning, training, and employment.

We also track learner destinations and progression:

- To demonstrate our impact on their long-term success
- To evaluate how effectively learning supports future employment or education.



Retention

97% of learners remained on their programme of learning.



Achievement

93% of learners achieved their course learning outcomes and met success criteria.



Progression

78% of learners went on to further study, volunteering, work or other positive next steps.



Learning with us

50% enrolled on an internal progression course with us to develop their skills further

49



49 learners who were looking for work went into paid employment or voluntary work.

44



44 learners progressed to a second step course with another provider

176



All 176 working learners who completed learning with us this year sustained their employment.

ALL LEARNERS IDENTIFY AT LEAST ONE OUTCOME AT THE END OF THEIR COURSE



Learners develop their knowledge of ways to stay healthy in body and mind

IMPACT ON LIFESTYLE

Adult learning is a powerful catalyst for positive change. Learners benefit in many ways—from progressing into work, volunteering, or further study, to building confidence, making new connections, improving wellbeing, and becoming more active in their communities.



527
Learners increased their confidence



410
Learners improved their essential skills



343
Learners improved their mental health and wellbeing



286
Learners improved their skills for further learning



264
Learners improved their ability to support a child's learning



158
Learners improved their skills for work



129
Learners improved their skills to participate in community life



117
Learners improved their skills for independent living



72
Learners improved their physical health



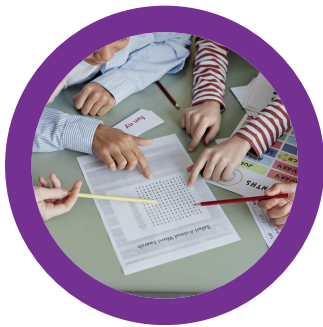
43
Learners increased their understanding of democratic values

IMPACT - LEARNER VOICE



Supporting My Teen with Wellbeing

"I felt completely at ease and so able to interject/contribute without feeling pressure. I liked the way you made us feel—that we weren't alone in experiencing teen behaviour. The course content was so helpful and involved how to get it across to your teen too." - **Karen**



Working in Early Years

"Really great delivery of information. Both educational and lived professional experiences made the material easier to digest. Very easy to navigate. Thank you so very much for your support and knowledge!!!! You and the course helped me gain employment." - **Laura**



Shop for Less

"I found the course highly informative in terms of the marketing methods used by supermarkets to entice shoppers to spend funds beyond their budgets. I gained from the course the important basics in rounding up and rounding down." - **Richard**



Discovering Wellbeing

"My tutor was so friendly and welcoming, creating a safe and supportive environment. Encouraging, welcoming, non-judgemental and allowing us to speak freely, with no pressure. The tools I took away will definitely help me and I hope to support others by using them too." - **Rebecca**

IMPACT - LEARNER VOICE



English for Speakers of Other Languages

"Thanks to you, I have become much more confident in speaking English, understanding and writing better. There were friendly and professional teachers, the lessons were interesting and useful, and I really feel like I have made progress. I would definitely rate you 10 out of 10!" - Serhii



Understanding School Anxiety

"Just what I needed to build a greater understanding, and create a toolbox of strategies to help support my daughter as she moves through her journey from Primary to Senior school. It was great to have the advice from educational experts, and share the experiences of other parents." - Lisa



Exploring Baking

"It's an amazing and fun course to do and I reckon lots of people will enjoy it and would love to come along and join in all the courses there is to offer. You're such a wonderful tutor, I really enjoy doing courses with you, it's so fun, and it's really nice to learn a lot. " - Chloe



Helping My Child with Anxiety and Worry

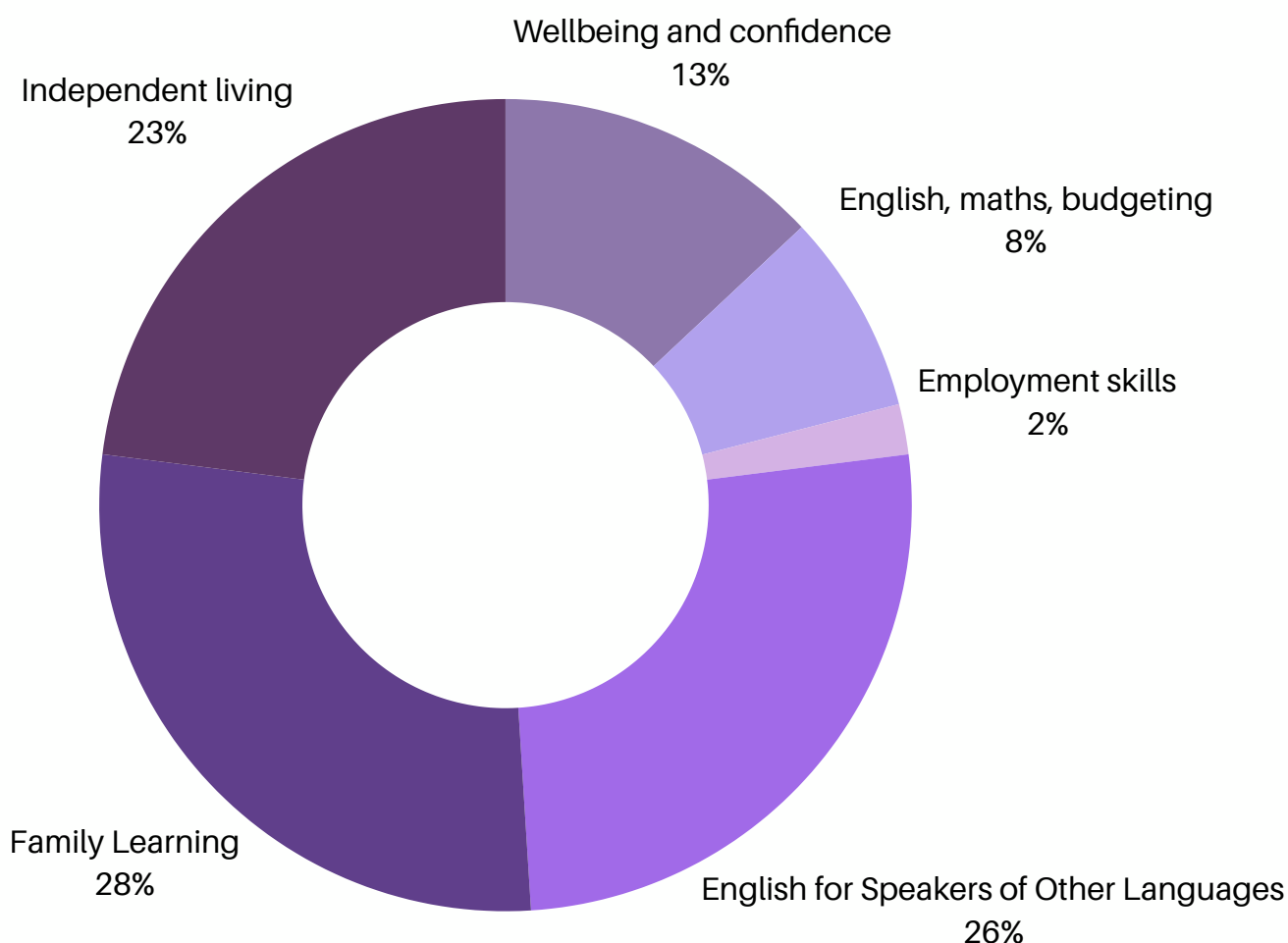
"It was great to learn some more about anxiety in children. I felt less alone connecting to other mums struggling with similar issues. The resources provided with this course are really helpful and things I will take away. My tutor was knowledgeable, empathetic and kind." - Jenna

OUR 2024-2025 COURSES

Our courses are co-designed with partner organisations and learners to ensure they are relevant, engaging, inclusive, and impactful. We offer community-based and online learning opportunities across four key areas:

- **Wellbeing and Confidence Building** - supporting personal growth, resilience, and mental wellbeing.
- **Skills for Adults** - including English, maths, ESOL, and employment-focused skills to enhance career prospects and everyday life.
- **Family Learning** - encouraging parents and carers to develop confidence supporting their child's learning and wellbeing.
- **Independent Living Skills** - our range of Smart and Exploring courses are tailored for adults with additional needs to develop practical life skills.

2024-2025 ENROLMENTS BY COURSE TYPE



COMMUNITY-BASED LEARNING IN WILTSHIRE

175

Courses

9102

Hours learners
spent learning

40

Venues

17

Cities, towns, or
villages

66%

Courses
delivered in-
person

34%

Courses
delivered online

200+

Referrers, from
internal and
external
organisations,
including 68
schools.

270+

Welcome Meetings,
engagement
events, networks,
promotional
presentations and
webinars



Map of course venues in Wiltshire

We work in partnership with local spaces to bring learning directly into communities, helping to remove barriers such as travel difficulties or unfamiliar environments. Our venues include:

- Libraries and community hubs
- Schools and family hubs
- Village, town, church, and community halls, plus a supermarket
- MOD community spaces
- Day opportunity centres, residential settings and respite care facilities
- Museums, heritage settings and leisure centres
- Charities supporting vulnerably-housed residents

This community-based approach ensures our courses are welcoming, inclusive, and rooted in the places where people live and connect.

LEARNER REFERRALS



Afghan resettler learners participate in activities to build English language skills and find out about British culture.

REFERRAL SOURCE

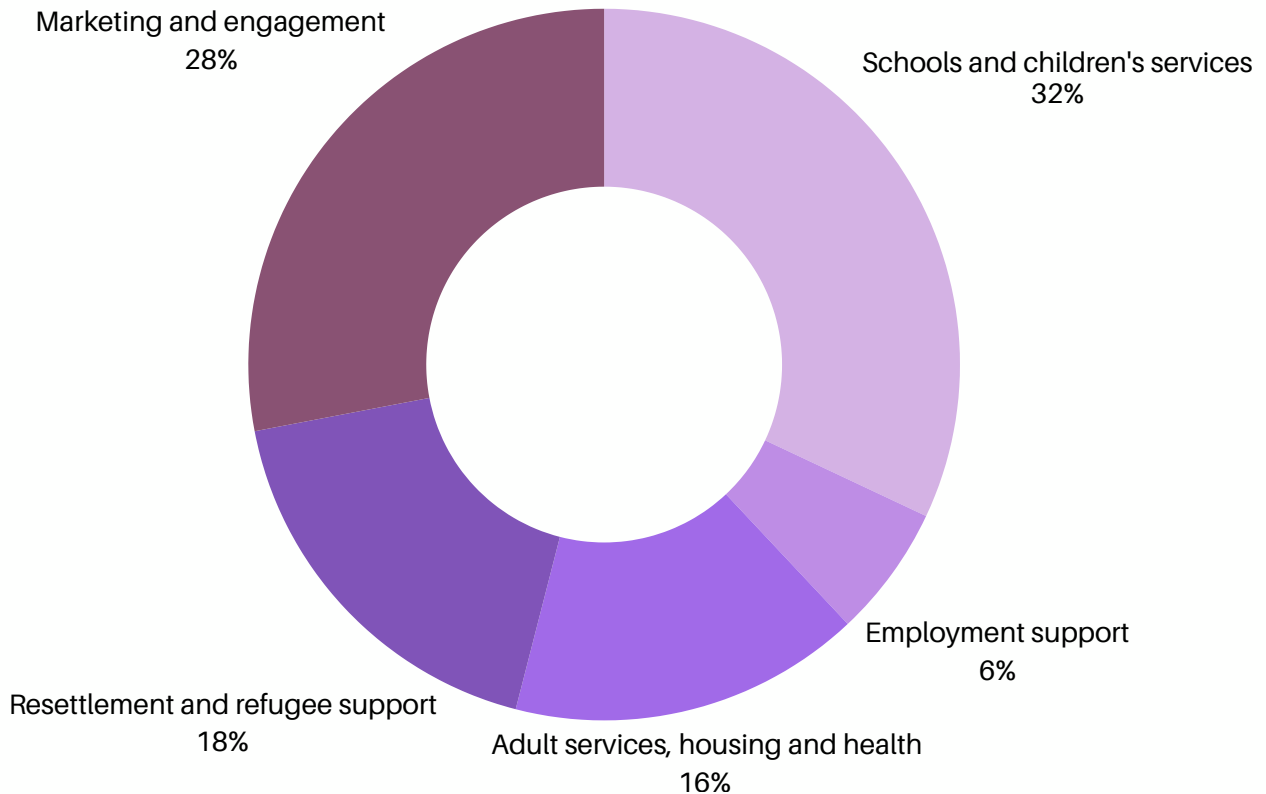


72%
from partner organisations



28%
from engagement with staff, marketing, or word of mouth.

2024-2025 LEARNER REFERRAL SOURCE



PARTNERSHIPS AND CURRICULUM

Partnerships are central to our engagement with learners.

We work closely with a wide range of organisations to design, plan, and deliver courses that meet the diverse needs of adults across Wiltshire. Our partners have deep insight into the communities they serve, and through collaboration, we are able to reach learners who might not otherwise access education. Partners support course delivery directly or refer learners to us for the opportunities we offer through learning.

Our Curriculum Development Steering Group brings together representatives from both external organisations and Wiltshire Council. Meeting three times a year, the group provides valuable feedback and helps shape our curriculum and course design. We actively welcome new partners to join these discussions.

We collaborate with a broad network of partners, including:

- Schools
- Refugee, Resettlement and Migration Team
- Adult Social Care
- Jobcentre Plus and employment support organisations
- MOD and their contractors
- Family Hubs, children's services, and the Wiltshire Parent Carer Council
- Housing and homelessness support organisations
- Community Hubs
- Prevention and Wellbeing Team and Social Prescribers
- Libraries

...and many more.



Learners develop speaking, listening, reading and writing skills at Chippenham Museum

PARTNERSHIP WORKING

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL)

An area of notable curriculum growth in recent years has been our provision of English language courses for adults across Wiltshire. In 2024–2025, we delivered 31 ESOL courses: bringing learning into communities with 90% delivered face-to-face across 14 venues, and 10% delivered online.

We collaborated with volunteer and community support groups, the MOD and its contractors, and Wiltshire Council Resettlement colleagues to deliver tailored ESOL programmes for Afghan resettlers, Ukrainian guests, and others beginning a new life in Wiltshire. These courses support learners in developing the language skills needed to integrate into their communities and progress into further education, employment, or volunteering.

In response to local demand, our ESOL curriculum includes courses designed for learners who are new to English—some of whom have never participated in formal education and are not literate in their first language. These courses combine English language and literacy development, providing a supportive foundation for learners to build confidence and essential skills.

Partner Voice - Refugee, Resettlement and Migration Team:

"I can see the difference FaCL courses make in people's lives to empower through language, confidence and wellbeing." - Maysun

"You help our families in their own communities and the course teachers are all really helpful. It all helps to integrate the families and make them feel welcome." - Kim



ESOL learners develop language skills whilst creating a group piece of artwork reflecting their walk to Stonehenge

FAMILY LEARNING PARTNERSHIPS

Referrals for Family Learning courses grew significantly this year, with 265 referrals from schools—a 37% increase and our highest referral source—reflecting strong partnerships with schools and Wiltshire Council colleagues. **Royal Wootton Bassett Academy, Mere School, and Sheldon School**, were our top referring schools, together accounting for 23% of school referrals.

Our targeted programmes for parents and carers of children who need additional support include:

- Helping My Child Build Concentration and Resilience
- Helping My Child with Anxiety and Worry
- Supporting My Teen with Wellbeing
- Supporting My Teen with Transitions to Adulthood
- Understanding School Anxiety: Early Signs of EBSA

Helping My Child with Anxiety and Worry was our most popular course again this year, with 110 enrolments, almost 10% of our total enrolments this year. Building on the success of our courses for parents and carers of teenagers, we have two new courses planned for 2025–2026: Helping My Teen with Study and Revision, and Helping My Teen with Anxiety.

This year, we empowering parents and carers to confidently support their child's learning and wellbeing by delivering 54 Family Learning courses across 14 topics, with 320 enrolments. Courses were taught online and in schools and community venues.

Partner Voice - Schools:

"The Wiltshire FaCL team have always provided a fantastic service to our most vulnerable families in Mere. The Spectacular Science course was very well organised and involved pupils working alongside their parents to do a range of different science experiments. It was a joy to see pupils and parents from our most vulnerable families interacting so positively with one another at school. I am looking forward to working with the Wiltshire FaCL team again during this school year." - David



ADULT SOCIAL CARE PARTNERSHIPS

SUPPORTING ADULTS WITH ADDITIONAL NEEDS: EXPANDING INDEPENDENT LIVING SKILLS PROVISION

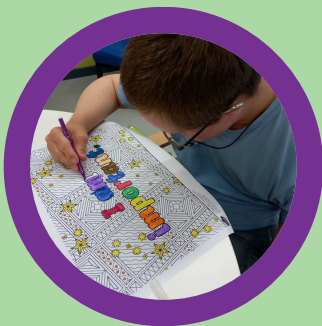
We've seen strong growth in our provision for adults with additional needs, delivering in-person courses at 12 venues across Wiltshire. Our range of Smart and Exploring courses focus on developing independent living skills and are delivered in partnership with a wide range of organisations, including day opportunity services, supported living settings, respite care facilities, community hubs, housing and homelessness support organisations, adult social care teams, care providers, heritage settings, and more.

Working closely with partners to understand their clients' needs, we've developed a mix of short, bite-sized courses to engage learners and longer programmes to build skills, confidence, and knowledge. Topics include communication, health and wellbeing, managing money, and preparing for volunteering.

In 2024–2025, we delivered 40 courses in this curriculum area — almost double the number from the previous year. These courses covered 13 topics, with 272 enrolments, which is a 52% increase in learner enrolments this year.

Partner Voice - Supporting Adults with Additional Needs:

The tutor did such a good job making everyone feel comfortable, engaged and able to take part. The exercises she ran with them were excellent; we were amazed at how well the group were able to take part and how much they enjoyed them. The tutor was excellent at picking up on body language cues and noticing which individuals needed a little more support. I could see that the group, made up of vulnerable people, felt safe and secure enough to get the most they could out of the session." - Julie



COMMUNITY-BASED PARTNERSHIPS



Partner Voice - Employment Support:



“Customers on the health journey lack confidence in themselves and the Wellbeing course so improved their confidence that two customers have gone into work and others are starting to look for work. This course has changed customers’ mindset to think more positively. I am so pleased that with this strong collaboration between us, we have changed the lives of others.” - Janice

CONFIDENCE, RESILIENCE, AND WELLBEING: LEARNING THAT TRANSFORMS COMMUNITIES

Our partners recognise the vital role that confidence, resilience, wellbeing, and learning play in preparing individuals for work and helping them navigate life’s challenges.

We work with a wide range of partners—including community hubs, housing and homelessness support organisations, mental health organisations, health services, prevention and wellbeing teams, and the DWP—to support learners’ confidence and wellbeing. These partnerships enable us to deliver courses that help learners build knowledge and understanding to make positive changes for a healthier body and mind.

In 2024-2025 we ran 19 different types of courses which had a wellbeing theme, including courses for parents and carers to support their child’s wellbeing, courses for adults with additional needs, and courses for adults learning English who had faced trauma in their home country and wished to learn to communicate about their health and wellbeing.

We had 560 enrolments across these courses, representing 48% of our total enrolments for the year (an increase from 44% last year). This growth highlights the increasing local demand for inclusive, supportive learning that promotes healthier futures and stronger communities.



FAMILY AND COMMUNITY LEARNING NEWS

In 2025-2026 we will be offering a Resilience and Readiness course, as part of the Connect to Work scheme. This is a voluntary programme for people who want to work, but have a disability, long-term health condition, or complex challenges preventing them from getting the right job. Our four-week course will support learners to develop the knowledge, skills and self-belief to become work ready.



Community Tutors Jenny and Martin received a warm welcome at the Dashain celebrations in Tidworth, following their work with the Nepalese community. They enjoyed a wonderful evening of food, dancing, and connection hosted by local residents and the Mayor.

KING'S TRUST ACHIEVE PROGRAMME



King's Trust Achieve Programme learners with Community Tutor Rob

In July 2025, our first cohorts of the King's Trust Achieve Programme began their courses in Trowbridge and Amesbury. This programme is funded by UKSPF and aimed at young people who are not in education, employment or training (NEET) or at risk of becoming NEET. The course provides learners with learning support and pastoral care, as well as the opportunity to develop their skills and confidence and attain qualifications in resilience and in personal development and employability skills.

Learners are already recognising how their confidence has improved, and are looking forward to pursuing their next steps in employment, studies, volunteering and independent living after the course. Referring partners are noticing amazing transformations in the young people they support.



Wiltshire Council

NATIONAL RECOGNITION OF OUR IMPACT

The Education and Skills Garden Party Wednesday 14th May 2025 at Buckingham Palace

His Majesty The King hosted a garden party at Buckingham Palace, supported by the Department for Education, to recognise and celebrate those working in education across the United Kingdom.

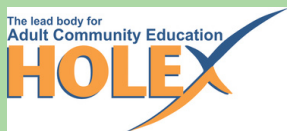
We were delighted that Community Tutor Martin Gailey was invited to attend in recognition of his services to education.



**Tutor Martin at the
King's Garden Party**

Nominated by his colleagues, Community Tutor Martin exemplifies the ethos of lifelong learning through his work supporting adult ESOL learners across Wiltshire. He creates safe, welcoming spaces where adults—many engaging with education for the first time—can build confidence and learn. Martin offers holistic, person-centred support. His dedication helps learners build English skills for life, work, and study, while inspiring hope, aspiration and a sense of community. Alongside this, Martin volunteers as senior lead for Ruksak45218, a local charity supporting those affected by the cost-of-living crisis.

In the words of one of his learners: *“Mr. Martin, thanks a lot for teaching, helping in issues out of the ESOL class and giving excellent advice for job finding.”*



National Recognition for our 2023- 2024 Impact Report



Last year's Impact Report received praise locally from our partners, our Wiltshire Council CEO, and heads of service, as well as national recognition from organisations such as HOLEX and the Campaign for Learning. It was included in the information pack sent to Lord Jim Knight as part of the House of Lords motion he led on Lifelong Learning in February 2025.



ELIGIBILITY

We work with learners who meet our eligibility criteria. Courses are provided at no cost to our learners. Learners must be aged 19+ on 31 August of the academic year, have a Wiltshire postcode and meet certain residency requirements.

They must also be able to tick one of the following criteria:

- On a lower income (individual income less than £25,750 a year)
- In receipt of benefits (other than child benefit).
- Care leaver, refugee, foster carer, carer, military family / ex-armed forces personnel,
- have a learning difficulty or disability
- have school-aged children who receive means-tested free school meals
- Not in work and looking to go into work, now or in the future

CONTACT US

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

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

Email: familyandcommunitylearning@wiltshire.gov.uk

Telephone: 01225 770478

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

