



Family and Community Learning

Discover Opportunities - Develop Skills - Achieve Ambitions

FAMILY AND COMMUNITY LEARNING **Transforming lives through learning across Wiltshire**

- 2023 / 2024 -



Wiltshire Council

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Learner at our 2023-2024 Learner Awards

ADULT COMMUNITY LEARNING AS A NATIONAL PRIORITY

Adult Community Learning “draws in those furthest from the workplace - people who have often had poor experiences of education and life - to begin learning again. It is educational seed capital that can lead to tremendous things. This can include helping someone learn to read, improving their numeracy and digital skills, or building their confidence. All of this can support learners to progress onto training programmes that can lead to a good job further down the line. That is real social justice in action, giving people the means to improve their prospects.”

Robert Halfon, ex-Minister for Apprenticeships and Skills, 21 March 2024



Learners at their supported living setting.

ADULT COMMUNITY LEARNING AS A LOCAL PRIORITY

Wiltshire Council's Business Plan Objectives and Family and Community Learning

The people of Wiltshire are empowered to live full, healthy and enriched lives.

Family and Community learning provides mechanisms to reduce isolation, support recovery of mental health and support interaction. Our courses offer opportunities for development of the health and independence of our communities.

Our local economy thrives and is supported by a skilled workforce.

Family and Community Learning provides courses for individuals who want to acquire skills that support their working lives. This can include those in need of new skills, people who are economically inactive or individuals new to Wiltshire who need help and support to work.

We lead the way in how councils and counties mitigate the climate challenges ahead.

Family and Community Learning provides courses which can help individuals and families to navigate the changes and challenges which will impact on the world of work as well as our communities.

TRANSFORMING LIVES THROUGH LEARNING ACROSS WILTSHIRE

The Family and Community Learning Service is part of Wiltshire Council's Targeted Education Service. We receive Adult Skills Fund funding through a contract with the ESFA for Tailored Learning. We use this funding to directly deliver high-quality courses 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.

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. Learning programmes provided are for adults aged 19+ across Wiltshire, in a wide range of community venues, many in the county's areas of highest need, as well as online.



Learners at a respite service studying our Exploring Baking course to develop independent living skills.

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 aim to transform people's destinies by supporting their progression, relevant to their personal circumstances, including:

- improved confidence and willingness to engage in learning
- acquisition of skills preparing people for training, employment or self-employment
- improved digital, financial literacy and/or communication skills
- equipping parents/carers to better support and encourage their children's learning
- improved / maintained health and/or social well-being

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 their aspirations with their tutor. All learners receive information, advice and guidance to support them to take their next steps after learning with us.



English for Speakers of Other Languages (ESOL) learners

OUR 2023-2024 LEARNERS

In 2023-2024 we worked with 605 individual learners, across a range of online and face-to-face courses around Wiltshire, meeting and exceeding our target by an additional 21%. Learners made 1105 enrolments.

Community learners made up the majority of our learners, with 750 enrolments onto Community Learning courses, and 355 enrolments onto Family Learning courses.

605

Individual learners
(target 500)

1105

Learner enrolments
(target 1100)

844

Learner referrals
(target 700)

3%

Learner withdrawals
(target <5%)

32%

Learners with
disability

29%

Learners from
BME backgrounds

58%

Learners qualified
below Level 2

74%

Learners on means
tested benefits

33%

Male learners

■ Community Learning enrolments
■ Family Learning enrolments



750

Community Learning
enrolments

355

Family Learning
enrolments



Learners with their certificates

OUTCOMES FOR LEARNERS

We provide learners with impartial, high quality, careers education, information, advice and guidance (CEIAG) 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

99% of our learners achieved their course learning outcomes and met the success criteria (last year 97%).



Completed course

96% of learners completed the course that they enrolled on with us (last year 94%).



Learners started work

13% of our learners started paid work after completing a course with us (last year 10%).



Achieved progression outcome

80% of learners went on to further study, volunteering, work or other positive next steps (last year 57%).



Enrolled on progression course

56% enrolled on a second-step progression course with us (last year 47%).



Into Work Award Winner

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.

I had an interview at a pre-school yesterday and they have offered me the job. Thank you for all your help and guidance. I was asked questions that I wouldn't have known the answers to if I hadn't have attended your course. Hopefully after my 3 month probation they are looking at me doing my level 2 qualification." Jess - Working in Schools course

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



OUR 2023-2024 COURSES

Our courses are designed with our partner organisations and learners.

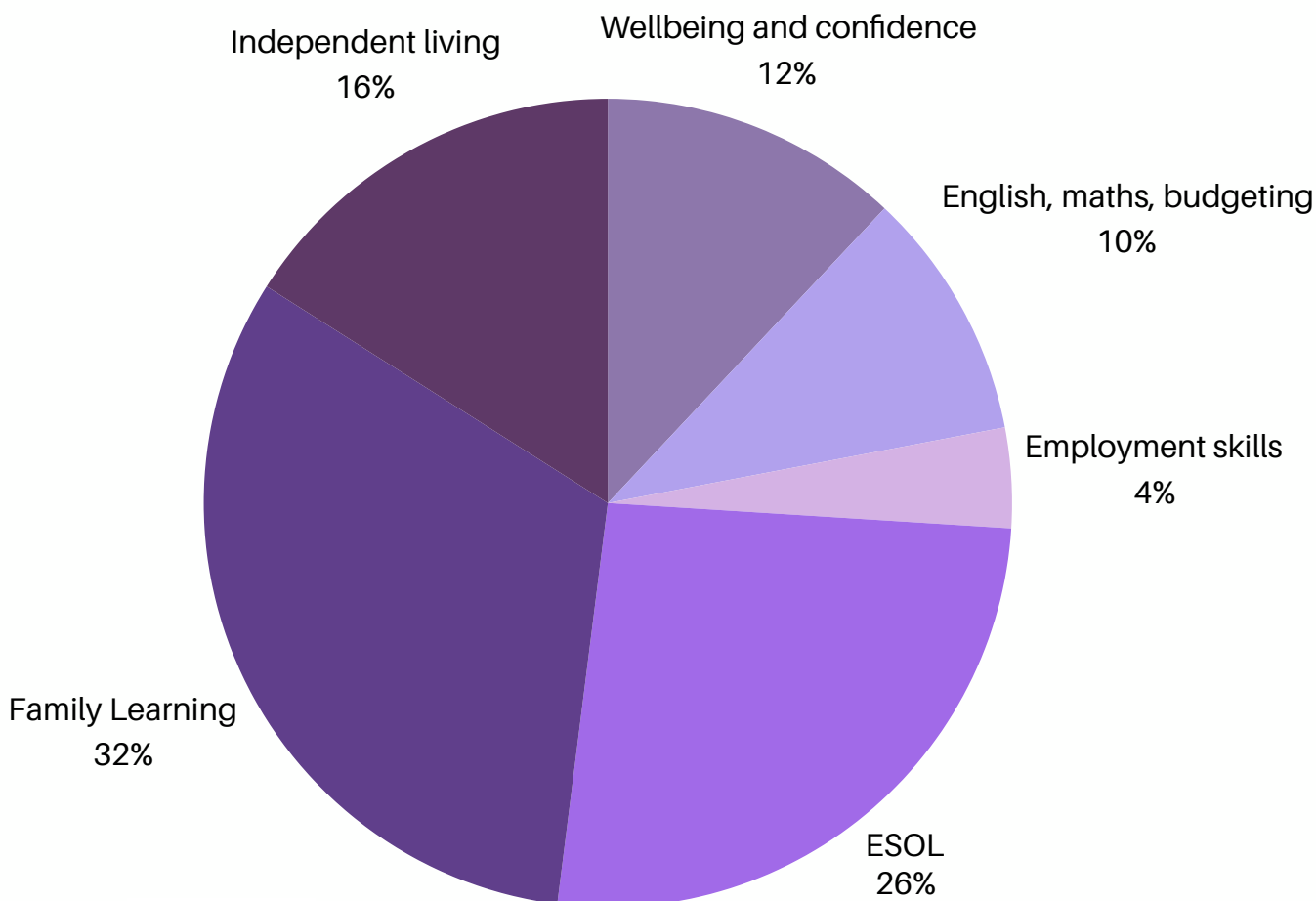
Courses cover four key areas:

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



Learners and tutor in an MOD community building in Tidworth

2023-2024 ENROLMENTS BY COURSE TYPE



PARTNERSHIPS AND CURRICULUM

Partnerships with other organisations are central to our engagement with learners. 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 partners work with us to support course delivery, or refer learners to us for the help that we offer through 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 curriculum and course design. We welcome new partners to these meetings regularly.

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, MOD, homeless charities, Prevention and Wellbeing team, Social Prescribers, and more.



A support worker assists a learner at a respite care setting partner organisation

“We are so grateful for all the wonderful work you do for us. It is clear to see the positive impact it has on the customers and staff.”

Sarah, Senior Support Worker
Medley Day Opportunities Centre

LEARNER REFERRALS



Nepalese learners celebrating completing their course



Partner referrals

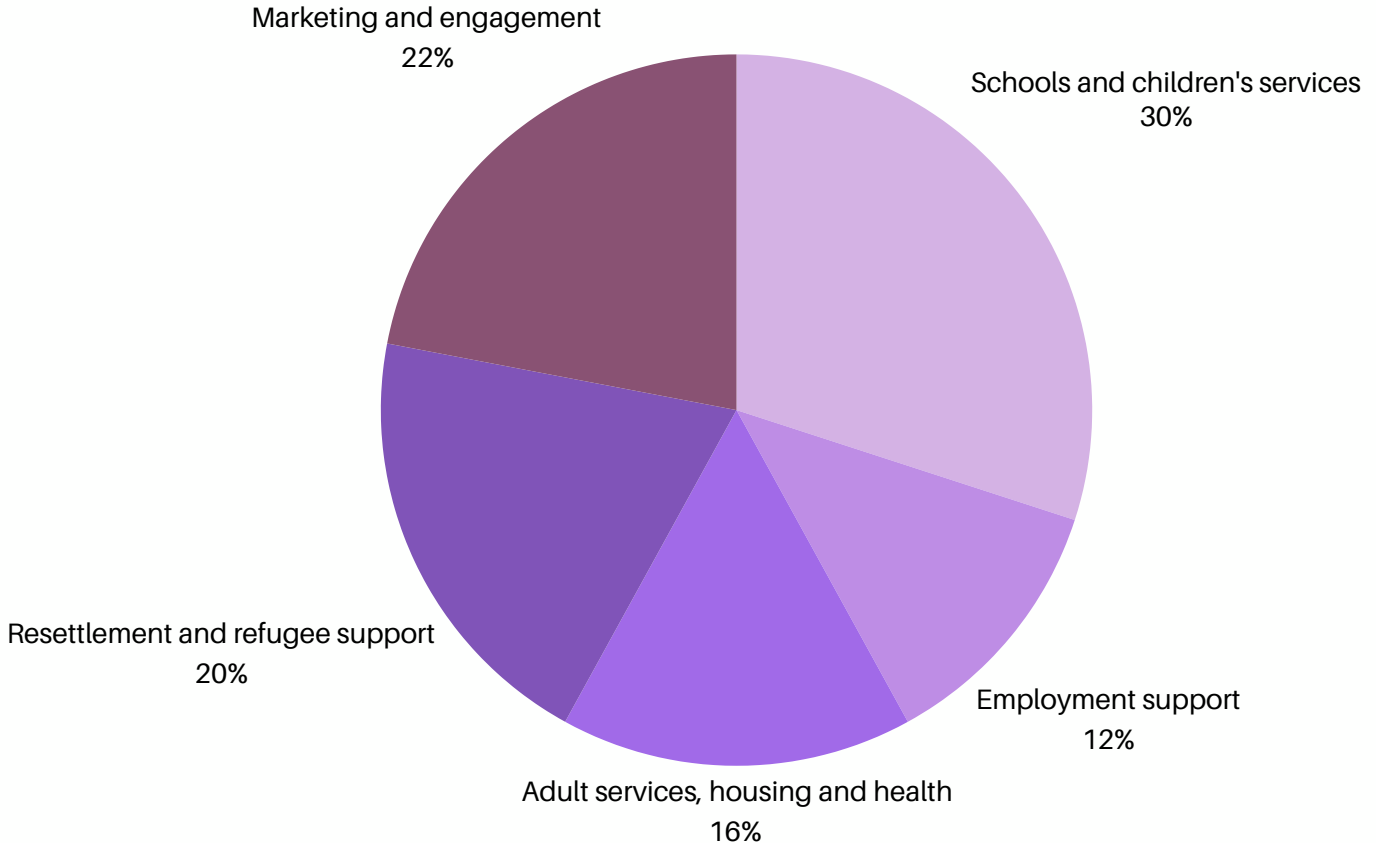
77% of learner referrals came from partner organisations.



Engagement referrals

23% of referrals came from engagement with our staff, social media, marketing events or word of mouth.

2023-2024 LEARNER REFERRAL SOURCE



PARTNERSHIP WORKING

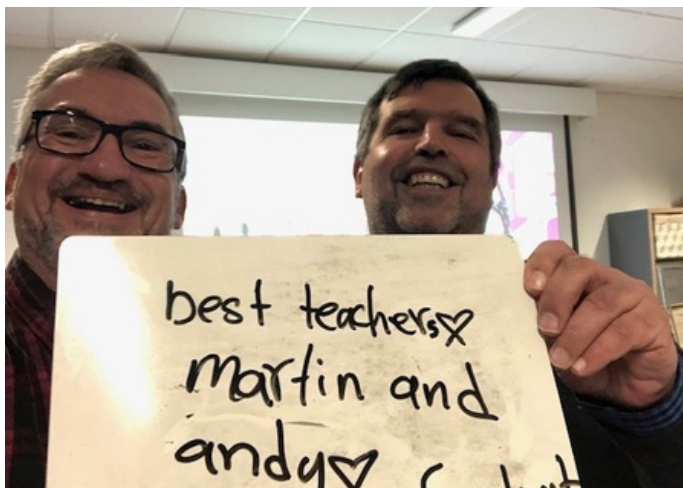
ESOL

An area of curriculum growth over recent years has been our work supporting adults across Wiltshire to develop their English language skills, and we delivered 38 of these courses in 2023-2024, with a quarter delivered online, and three-quarters delivered face-to-face.

Wiltshire has the largest number of Afghan resettlers in the UK. We worked with volunteer support groups, the MOD and their contractors, and Wiltshire Council Resettlement colleagues to offer ESOL courses for Afghan resettlers in military areas.

"Thanks a lot Mr. Andy, teaching outstanding and helping in CV updating.

Mr. Martin, thanks a lot for teaching and helping in issues out of the ESOL class and giving excellent advice for job finding."
Obaidullah



Tutors Andy and Martin with a note from their class

Adults with SEND

Our range of Smart courses to support adults with additional needs to develop independent living skills were delivered at day opportunity services, a supported living setting, a respite care facility, as well as online courses too. We have grown our course offer as a result of feedback from partners about their customers' needs, and now offer bite-size courses to engage learners, and longer courses to develop skills, knowledge and confidence.

"When I first came to the Smart courses, I was worried about talking to anyone and I didn't like going out, now I like talking to everyone and I feel happy."
Smart learner

Wellbeing partnerships

We work with a variety of partners to support learners' confidence and wellbeing, including homeless support charities, prevention and wellbeing services, mental health charities, health services and the DWP. Our partnerships support learners to develop their knowledge and understanding of how to make positive changes for a healthy body and mind.



**Tutor Gill and Janice Deputy
DEAL/Disability Employment
Advisor from JCP Salisbury**

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

We have developed our partnerships with our local Job Centre Plus Disability Employment Advisors. They recognise the role that wellbeing plays in a person's work readiness, and together we have run a series of courses to support JCP clients who are on a health pathway to develop their skills to support their wellbeing. On our recent course in Trowbridge, 50% of the learners progressed onto work either during or after the course, highlighting the value and impact of this working relationship;

"I just wanted to tell you that we have another good news story from this Wellbeing Group. [A learner] applied for jobs and was shortlisted for 2 jobs. She went for an interview ... and has got the job, she starts end of August 2024!"

Janice, Deputy DEAL/Disability Employment Advisor, DWP

"Gill was a fantastic tutor. She went slowly with us and made us bond as a group which I have not had before. She gave us good pieces of information to save and use in our own time. She helped us work out what works for us to help with our anxiety. I would really like to work with Gill again, thank you so much for such a useful group." Wellbeing course learner

FAMILY LEARNING PARTNERSHIPS

Referrals for our Family Learning courses has been an area of growth for us this academic year, with strong partnership relationships developed with schools and colleagues within Wiltshire Council.

We developed a new course Understanding School Anxiety alongside the Educational Psychology team, who also support our tutor with delivery of the online session for parents and carers. This is a sensitive topic, with families often desperate for help; we collaborate carefully with schools and other referring partners to ensure that our course reaches those who would most benefit from it.

We partnered with a range of primary and secondary schools to deliver courses in their local communities. For example, we worked with Kingsbury Green Academy, their local feeder primary schools and other charities and support services for children and families in Calne to offer a series of courses with the shared objective: "Together we help you to support your child". This project will be continuing next academic year to build on the progress made to date.



Together
we help you to support your child

#TogetherWeHelp
#TogetherCourses

All courses are held in Calne Library from 10am - 12pm
Welcoming, friendly, relaxed, helpful, supportive & refreshments!

Our range of Family Learning courses help parents and carers to feel confident supporting their child's learning and wellbeing. Last year we delivered 64 Family Learning courses, covering 13 topics, with 80% taught online, and 20% held at schools and community venues.

"I would like to re-iterate how successful our partnership with you was when you came in to lead Family Learning courses for our parents of children with SEN... I can happily feedback that the parents who attended have continued to support each other and this was a by-product of holding it in person in school with likeminded parents struggling with the same issues."

Philippa, Headteacher at Winterbourne Earls Primary School





CELEBRATION EVENT



We were delighted to welcome our learners and partner organisations to our annual learner awards event in November 2024. We celebrated the achievements and inspiring stories of our 2023-2024 learners, with seven fantastic award winners and many nominees, learners, and 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 of the Year Award

*Councillor Laura Mayes,
Cabinet Member for Education and
Skills said:*

"Congratulations to all our learners and those who attended this awards ceremony. It was a brilliant evening. So many inspiring stories, showing how people have taken on learning and it has transformed their lives. Congratulations to you all – not just for the awards, but for everything you do. The Family and Community Learning Team is doing amazing work and this special event demonstrates the value that learning can have for everyone."

OUR 2024 AWARD WINNERS



New Directions Award Winner:

Emily Rogers

Emily found learning rebuilt her confidence and allowed her to reflect and take a new career path, leading to a dream job working with children.



Learning for Health and Wellbeing Award Winner: Julian Lawson

Julian brought positivity to every class; he became a peer mentor and helped other learners feel relaxed and motivated.



English Language Award Winner:

Alsadiq Idriss Adam

Alsadiq has shown dedication to learning; travelling long distances due to housing challenges as a refugee, he stayed committed to his English classes.



Overcoming Challenges Award Winner:

Stephen Traveller

Steve demonstrated great commitment to his family, using strategies he learnt to support his granddaughter, and supporting others in the group.

OUR 2024 AWARD WINNERS



Independent Living Award Winner: Tony Bishop

Tony came to learning after the loss of his mother; now in supported living, he is using the skills he has learnt, and aspires to adopt a cat in the future.



Into Work Award Winner: Maria Barandalla-Fernandez

Maria came to learning after a career break raising her family; she showed her resilience by using all she learnt to secure work in the sector that she wanted.



Outstanding Individual Learner Award Winner: Christina Corderoy

Christina was nominated for her amazing attitude to learning. She has transformed a green space at her children's school, and inspired others to learn.

OUR 2024 AWARD NOMINEES

New Directions Award	Anne Mayers Emily Rogers	
Learning for Health and Wellbeing Award	Jordan Lamprell Sharon Gifford Julian Lawson	
English Language Learner Award	Alsadiq Idriss Adam Nanda Kumari Khadija Stirling Nassima Belmehdi	Sharifa Zara Nazia Malakzai Nabila Khanmuradi Lailuma Noori
Overcoming Challenges Award	Johnathan Hamblin Debbie White Victoria Sennett KC Stephen Traveller Vanessa Lescott Christina Corderoy	Clare Woodley Cadey Kate Abbitt Nicola Campbell David Harries Waheeda Shirzad Zakia Nazri
Independent Living Award	Gail Gogarty Tony Bishop	Jonathon Evans Farhat Atikan
Into Work Award	Jess Norriss Maria Barandalla-Fernandez	Araminta Clibborn Robert King Bibi Zohra Hamdard
Outstanding Individual Learner of the Year Award	Khadija Stirling Christina Corderoy Chloe Hope	

IMPACT FOR LEARNERS - CASE STUDIES



Learners and tutor Wafa at our celebration event.

ESOL

Zakia's learning journey exemplifies the transformative power of education for herself, her family, and her community. Arriving from Afghanistan with no reading or writing skills in any language, Zakia began her studies with the ESOL pre-entry course, where she initially struggled to even write her name. However, her determination and dedication quickly became evident as she progressed through our ESOL courses, mastering the alphabet, reading and writing simple sentences, and improving her handwriting. Every Thursday, she proudly shares the new words she practiced at home and the home learning she has done with her children, demonstrating her commitment to learning for herself and her whole family. Zakia's positive attitude and perseverance have not only led to her own success but have also inspired her peers and encouraged her children to engage more in their studies. Zakia was nominated for our learner award for Overcoming Challenges by her tutor Wafa.

In 2023-24 we delivered 38 ESOL courses, with 283 enrolments, in 12 different areas of Wiltshire, as well as online.

This is a 74% increase in ESOL courses delivered compared to 2022-2023, and a 52% increase in enrolments against the same period.

SMART COURSES

Anne faced significant challenges due to the closure of community activities and the isolation brought on by COVID-19, leading her to become withdrawn.

Encouraged by staff and family, Anne took a leap of faith and enrolled in the Time Smart course, where she initially struggled but soon thrived in a quiet group. This change boosted her confidence, allowing her to engage actively and showcase her sense of humour. Anne's transformation has made her a proud and capable individual again, and she now expresses interest in continuing her learning journey. Anne was nominated for our New Directions award by her tutor Jan.



In 2023-2024 we delivered 21 Smart courses where learners develop independent living skills. We had 178 enrolments on these courses. We have also added a number of single-session courses to enable us to offer courses in respite care facilities. We delivered 75% more of these courses in 2023-2024 than the previous academic year, and enrolled 40% more learners.

In 2023-2024 we held 64 Family Learning courses, online or at venues around Wiltshire. We had 355 Family Learning enrolments, representing 32% of our enrolments for the year, an increase from 20% the previous academic year. This increase has been driven by our widening course offer, including courses for parents and carers of teenagers to support with transitions to adulthood.

FAMILY LEARNING

Kate, a dedicated learner and mother of three, was nominated by her tutor Jenny for our Overcoming Challenges award. Kate has faced significant health challenges, as well as struggles with confidence. Despite these difficulties, she has consistently engaged in various courses at her children's school, excelling in a Families Reading Every Day course with her daughter. Her confidence grew further during the Grow Your Community courses, where she passionately contributed to environmental efforts, including supporting the Hedgehog Street initiative. She also led her class in writing a letter to the local MP, which received a positive response. Kate's perseverance and growth have led her to secure a full-time job at her children's school, which she enjoys immensely.

WELLBEING

Struggling with her wellbeing, Jordan joined the Exploring Positive Emotions course, where she found a supportive group that helped her recognise and validate her feelings. As she progressed through subsequent courses, her confidence grew significantly. Initially unsure of her skills, Jordan soon realised her capabilities and began to envision a future where she could return to work. Her journey illustrates the transformative power of self-reflection and learning. Her tutor Vanessa nominated her for the Learning for Health and Wellbeing Award.



In 2023-2024 we had 482 enrolments on courses to support wellbeing and confidence, or for parents and carers to support their child's wellbeing, representing 44% of our enrolments, (and an increase from 155 enrolments or 23% in 2022-2023). We ran 13 different types of courses, including new courses for parents and carers, and new courses for adults with additional needs.

SKILLS FOR WORK

Jess began her journey with a Confidence and New Directions course, where her tutor noted significant progress in her confidence as she engaged more in sessions. Building on this, Jess enrolled in the Working in Early Years course, using her learner journey to reflect on applying her new knowledge to support her daughter. By the time she joined the Working in Schools course, Jess had transformed into an active, supportive participant, sharing insights and reflecting on her learning's impact on her daily life. A visit from an early years advisor inspired her to pursue volunteering in the field, marking a significant boost in her confidence and ambition. Ultimately, Jess secured a job at a pre-school. She was nominated for the Into Work award by her tutor Shelley.

In 2023-2024 we ran five different types of courses to support adults to develop skills for work, covering themes such as identifying skills and qualities and preparing for job searching, as well as sector-specific courses on customer service, working in schools, and working in early years.

Festival of Learning



FESTIVAL OF LEARNING 2023 FINALIST TUTOR JENNY HAM

Our tutor Jenny Ham has been recognised for her exceptional work with disadvantaged adult learners across Wiltshire at the national Festival of Learning Awards.

Jenny said, "I'm motivated by my learners, seeing them learn, progress and achieve. When you can make a difference to people's lives, there is no better feeling.

"My teaching isn't all about the knowledge that I share with learners. It is important to understand their journey in life and to support them to dream as big as they can."

Laura Mayes, Wiltshire Council Cabinet Member for Education and Skills said: "Jenny's commitment to her learning and development shines strongly. She uses the knowledge and skills that she gains to inform her teaching and the support that she gives her learners. Jenny puts her heart and soul into teaching, and we are very proud of her and what she supports her learners to achieve."

"Jenny is a wonderful, inspiring, supportive tutor. She makes learning fun and helped me feel safe, which is vitally important for someone like me who suffers from anxiety. She was always patting me on the back and helping me believe in my abilities." Learner Sarah

"Jenny is a wonderful teacher because she will go the extra mile. If you still don't understand, she will not stop until she has found a way for you to learn. Without having Jenny, I wouldn't be able to help my children." Learner Claire

ELIGIBILITY

Courses are no cost to learners who meet our eligibility criteria, which has changed slightly since August 2024. 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:

- On a lower income, earning less than £25,000 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/>

