REESPOC Hillingdon Adult and Community Learning paper
November 2020
Appendices 1,2,3 and 4: Supporting information

Appendix 1: Data regarding the take up of adult learning

Residency	2017-18	2018-19	2019-20
Hillingdon resident	4610 (91.2%)	4798 (92.8%)	3566 (90.9%)
London resident	318 (6.3%)	256 (5.0%)	301 (7.7%)
Out of London resident	123 (2.4%)	116 (2.2%)	58 (1.5%)

North/south profile

%	2017-18	2018-19	2019-20
North	27.9%	26.6%	25.5%
South	62.2%	66.2%	65.3%

Age profile

2019-20	Age band (enrolments)	%
19-23	95	2.4%
24-39	1720	43.8%
40-54	1311	33.4%
55-64	403	10.3%
65 and over	369	10.1%

Ethnic profile

Ethnicity %	2017-18	2018-19	2019-20
English/Welsh/Scottish/N Irish/British	41.0	37.4	34.6
Irish	1.2	0.9	1.0
Gypsy or Irish Traveller	0.0	0.0	0.0
Any other white background	8.3	8.9	9.3
White and Black Caribbean	0.5	0.5	0.6
White and Black African	0.3	0.5	0.6

White and Asian	1.9	1.4	1.2
Any Other Mixed / multiple ethnic background	0.0	0.8	1.5
Indian	12.5	12.6	10.5
Pakistani	4.6	4.6	6.0
Bangladeshi	1.4	2.8	3.5
Chinese	1.0	1.1	0.7
Any other Asian background	9.4	9.8	10.6
African	6.9	7.8	8.6
Caribbean	2.2	2.0	2.0
Any other Black / African / Caribbean background	0.7	1.0	0.8
Arab	3.6	3.8	4.1
Any other ethnic group	4.5	4.2	4.3

Appendix 2: What courses are provided by the Adult and Community Learning service?

We offer five types of provision.
- **English, maths and digital skills**: fully funded qualifications for residents through external funding entitlements up to and including level 2 (GCSE), and English for Speakers of Other Languages (ESOL) to the same qualification level, which has a fee attached.
- **Learning for Work**: industry standard vocational qualifications that allow residents to enter, progress or change their careers. These qualifications begin at Entry level and progress through to Level 3 qualifications (equivalent to A Level standard). They have fees attached, but these fees carry concessions for unemployed and low income earners which can reduce the fees, in some cases to zero, subject to personal circumstances. Greatest demand is for childcare courses, which has increased by 600% over the past 4 years, but we also deliver floristry, horticulture, counselling, community interpreting and bookkeeping qualifications.
- **Learning in and for the community**: targeted at disadvantaged residents and those from deprived areas, the courses are delivered in community settings that are local to the target groups. Partnership agreements with 3rd sector organisations underpin the choice of course subject and duration and ensure the content is relevant and appropriate. Examples of engaged groups are carers, residents with mental health issues and minority ethnic groups. These courses are offered free of charge using the service's external funding.
- **Learning for personal development**: populated by residents with disposable income and often older learners, these are the courses typically associated with adult learning, for example art, languages, dance, textiles. These courses carry fees which remain as low as

possible for Hillingdon residents through a council subsidy. Only residents over 65 years of age are entitled to concessions.

- **Learning for adults with learning difficulties and disabilities**: these courses encourage residents to learn new skills that will help them become more independent, develop fine motor skills and dexterity, and critically offer opportunities to practise social skills and teamwork. These courses have heavily-subsidised fees attached and the typical cost of a course running from September to July is £40.00

Appendix 3: Benefits for residents resulting from additional external funding bids

1. Strategic Investment Pot (£470k, 2019-2021)		
Objectives	Targets	Progress and impact
Strand 1: Increasing the reach and scale of ESOL to get residents into work	1500 enrolments on ESOL courses and equivalent fee remissions for co-funded learners	491 residents with ESOL needs have had their fees paid by the project, enabling them to improve their English, maths and digital skills over the course of the project, removing residents fees of £51,305
	ESOL Advice Hub* established working with 20 partner organisations	ESOL Advice Hub has been created. 16 partner organisations meeting as the Community Partnership Board.

	1500 adults accessing ESOL hub for information, advice and guidance (IAG)
	
	combined with IAG Hub (below) as Education and Careers Hub
		455 accessed ESOL IAG.
		  A simplified guide to the EU Settlement Status application has been created and is available online for residents to access.
		  'Welcome to Hillingdon: A guide for newcomers to the borough' has been created and is available free to residents online. This provides a simplified guide to living in Hillingdon and the UK. This has had 469 views since July 2020 and the resource is still in development.

Strand 2: Providing opportunities for adults with learning difficulties and disabilities (LDD) to engage with work	100 enrolments on skills courses over the term of the project. 15 supported internships per year (30 total)	40 enrolments in pre-employment workshops to date Development of supported internships still underway (delayed by lockdown)
Strand 3: Developing an	600 advice appointments in year 1; 1000 in year 2.	1,939 advice appointments have been carried out. Online English

information, advice and guidance hub that provides residents with support and work experience.	Creation of the Hub within the first year.	and maths skills tests purchased. HACL created a skills test for digital skills.
		
		Education and Careers Hub created providing online and face to face IAG.
		  87 residents attended a Careers Fayre where10 employer/partners recorded 159 meetings with them.
		  91 residents have had 1-1 appointments with National Careers Service advisors and 50 have attended their workshops in HACL centres.
		
		During lockdown, a free online resource bank was created, containing a wide range of information and activities designed to support residents through the lockdown, for example activities to occupy children.

	30 volunteer alumni engaged and contributing per year, trained to support other learners.	43 residents have been recruited as volunteers and trained to support others with their learning. 18 are now Digital Champions. Development of an online Volunteers' Forum and volunteers attended conferences.
Strand 4: Enabling tutors and partner organisations to support residents with English, maths and digital skills	50 tutors able to meet language, maths and IT needs of learners on their course	Development of an online Staff Forum and Professional Development Forum providing 24/7 support and information. 93 staff engaged. 65 enrolments on Digital skills training courses that supported staff to teach online. 3 staff conferences held and well attended.
	20 partners have training to support their development	Partner training is scheduled for November (delayed by lockdown)
Strand 5: Targeting support to remove barriers to progression for particular groups	100 enrolments in targeted courses	103 enrolments by childminders on sector-specific workshops. Online Childminders Forum created with 32 members. During Barriers removed: overcame access issues to courses; created

		Community of Practice between businesses
		Creation and delivery of 19 'Boost your English/Maths with Digital Skills' courses gaining 177 enrolments Barriers removed: allowed residents to consolidate skills and build confidence before moving onto next qualification.

2. GLA Covid bid (£25k, 2020)		
Objectives	Targets	Progress and impact
Provide financial support for equipment to minimise impact of Covid-19 on learners	Purchased dedicated server for hosted virtual learning environment	Completed. Capacity can now meet demand for online learning.
	Purchase of Zoom licences.	Completed. Online platforms maximised for learners to access classes.
	Purchase of artificial flowers and storage for same	Completed. Flower packs made up ready for tutors and learners to take home to allow classes to continue in another lockdown situation.
	Purchase of 25 Chromebooks	Underway. Order going through the approval process. Will allow tutors and learners to access online learning

GLA New resources and opportunities for London's learners (£77k)		
Objectives	Targets	Progress and impact
Provide financial support for equipment to minimise impact of Covid-19 on learners	Promethean boards and visualisers in classrooms 'Lend and Learn' laptops (and laptop management) H&S equipment (eg communal area screens)	Awaiting the result of the bid

Appendix 4: The following provision could not continue during lockdown

Provision type	Reasons the courses did not continue through lockdown	Position in 2020-21 academic year
Provision for adults with learning difficulties and disabilities	This was curtailed and residents received refunds for the balance of their fees. This group generally does not cope well with sudden change and did not have the skills to adapt to online learning quickly. They are also likely to have underlying health issues that could make them more susceptible to Covid-19.	Socially-distanced classroom space has been prioritised for this group. Enrolment numbers have reduced from 343 to 231. Every tutor is teaching embedding online learning in their classes in the hope that learners will be able to take part from home should they need to self-isolate or should there be another lockdown.
Provision for floristry learners doing qualifications	These classes were postponed until September 2021. With no reliable access to flowers it was impossible to continue these classes.	External funding was accessed which allowed officers to buy a range of artificial flowers. In the event of self-isolation and/or another lockdown, learners can take their 'bunch' of artificial flowers and learn through online classes. Tutors have undergone training and are embedding online teaching in their classes so that learners are able to join in remotely if necessary.
Courses for personal development	This was a mixed picture. Some classes successfully adapted to online learning well and courses were completed, particularly modern foreign language courses. Other residents withdrew from their courses because they did not want to engage with online learning so a significant number of classes closed and learners received refunds for the summer term.	The course offer is largely blended, with some classroom-based sessions and some online. However demand for these courses has dropped considerably since then, resulting in a significant reduction in the number of classes running. Officers are working on ways to encourage take up of these courses as the academic year progresses, e.g. taster courses and introducing different subjects.
Provision in and for the community.	Most of these courses were delivered in the community and with venues closing it was impossible to deliver the provision during the lockdown. However some did run online, e.g. an exercise course for carers. This	At the time of writing, this provision is just beginning so the impact is hard to ascertain. Officers have developed new approaches, such as 'How to manage online' courses with

| | was well received with feedback that it was easier to attend because it removed the need for respite care. | subjects like online Parents Evenings is one example. Volunteers have been trained as Digital Champions to assist residents to access online learning.

Additional external funding has been won to purchase resources to offer a 'Loan and Learn' scheme for the most disadvantaged residents so that they can participate in online courses. |
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