



Wandsworth Council Lifelong Learning

Impact Report 2023-2024

Wandsworth
Lifelong Learning 



Welcome

Once again, I am delighted to introduce the Wandsworth Council Lifelong Learning Impact Report for the 2023/24 academic year. The service has continued to grow and develop an inclusive offer for young people and adults.

Our Lifelong Learning team continues to deliver a comprehensive course offer from the Gwynneth Morgan Centre in East Hill, as well as other community venues and on-line. Commissioned providers enable the service to offer high quality learning opportunities from multiple sites across the borough.

In the last year over 2,600 adults were funded from the Adult Education Budget and this work covers everything from: helping those whose first language is not English; supporting adults to develop skills for work; and, helping people to progress in work. In summary, adult education brings together different services to deliver high impact work at a local level.

Wandsworth is officially a Borough of Sanctuary, and the work of the Lifelong Learning team and partners, has contributed to helping refugees and asylum seekers to gain the skills they need for life and work in London.

Helping young people to understand the world of work and make good career choices is supported by our work experience programme. 1,225 young people accessed the Council's work experience programme delivered by our BEST team which has now been in existence for over 30 years. I have had the opportunity to meet with some of the students who have benefited from work experience this year and heard how valuable this is for young people as they forge a career path.

Equally important are the employers that commit resources to offer high quality placements, helping to shape the future workforce.

I was delighted to take part in National Apprenticeship Week 2024, meeting young people from different secondary schools. They had the opportunity to meet current apprentices in the council, and it was clear to



Students and apprentices meet during National Apprenticeship Week 2024

see that there is a real interest in careers in local government. I look forward to seeing how we can build on this interest through the new growth and skills levy.

I hope you enjoy reading about the work that has taken place. Once again, the Impact Report is brought to life by the case studies and comments from learners, tutors and employers.

As Cabinet Member for Children, I would like to thank everyone who has contributed to our work in Lifelong Learning. I'm really looking forward to the year ahead as we continue to provide the best possible offer to young people and adults.

Councillor Kate Stock,
Cabinet Member for Children,
Wandsworth Council.



Learner of the Year Case Study

“ A model learner and an inspiration to all those around her. A truly inspiring learner who really deserves recognition for all her achievements in the last 6 months! ”

Lucy Roberts, Functional Skills Tutor.

Nicole committed to the intensive 12-week online evening Functional Skills Maths Level 1 course. With an exemplary attendance record and submission of homework, despite working full-time as a Student Care Assistant in a secondary school, Nicole went on to pass L1 Maths in December 2023. Her first exam since she had been at school.

Motivated by this success and keen to continue challenging herself, she immediately enrolled on the L2 Functional Skills Maths in January 2024. Nicole never gave up and threw herself into the demands of the course and attended some additional exam revision classes with friends she made on the L1 course.

Despite having concerns about the exam Nicole passed with flying colours.

Nicole's journey hasn't stopped, and she has turned her attention to Functional Skills English, before



WCLL Adult Learner of the Year, Nicole Wood,
Functional Skills Maths Levels 1 & 2

progressing to the Teaching Assistant Level 3 Diploma. Nicole's career has also progressed, and she is now working as a Teaching Assistant.

Nicole, we're with you all the way as you continue to build your CV!

To see the moment that Nicole found out that she was [Learner of the Year 2024!](#)

How Did We Do?

Wandsworth Council Lifelong Learning at a Glance

<p>2,658 Adult Learners funded through the Adult Education Budget (AEB)</p>	<p>59 students with an Education, Health and Care Plan (EHCP) accessed work experience with local employers</p>	<p>Hold the Mayor of London's Skills Academies Quality Mark for Digital Provision</p>	<p>106.5% of GLA contract delivered.</p>
<p>6,314 enrolments meaning that a high number of adults enrolled for more than one course</p>	<p>1,225 young people were placed on work experience</p>	<p>Provided support to 152 refugees accessing ESOL and preparation for employment courses</p>	<p>Matrix accreditation for Information, Advice and Guidance (IAG) services</p>
<p>1,569 accredited enrolments - up 17% on the previous year</p>	<p>OFSTED rated us as GOOD</p>	<p>99% graded their overall experience as a learner at Wandsworth Lifelong Learning as Excellent (77%) or Good (22%)</p>	<p>Working as part of UKSPF youth project - Jumpstart to Success</p>
<p>498 participants on Multiply, the first skills programme launched through the UKSPF</p>	<p>Successful partnership delivery with 8 commissioned providers</p>	<p>Apprenticeship delivery in 4 subject areas</p>	<p>Delivery partner in Local Skills Improvement Fund project to support the Digital & Green economies.</p>
<p>£2.8 million INCOME</p>	<p>92% overall achievement rate on AEB programmes</p>		

Working Across Multiple Funding Streams to Contribute to National, Regional and Local Priorities

Wandsworth Council's priorities:

A fairer Wandsworth

To make Wandsworth fairer we will:

- Work towards ensuring all local people have a genuinely affordable place to call home
- Support residents who are impacted by the cost-of-living crisis and COVID-19

A compassionate Wandsworth

To make Wandsworth more compassionate we will:

- Be a compassionate council that truly listens and is ambitious for all.
- Create safer neighbourhoods where communities feel confident and protected and victims and survivors are supported.

A more sustainable Wandsworth

To make Wandsworth more sustainable we will:

- Tackle climate change by working together with our residents, businesses and communities and will be carbon neutral as a council by 2030.

The curriculum is agile and takes account of national priorities, particularly in areas such as digital, English and maths. It is also responsive to fast changing circumstances such as Covid, cost of living and work with refugees. Work is also aligned to the Mayor's [Skills Roadmap for London](#) and the [London Local Skills Improvement Plan](#) which outline London-wide priorities. Mayor of London's Priority Sectors have been identified as: Creative, Green Economy, Digital, Health & Social Care and Hospitality.

Vision & Mission

Wandsworth Council Lifelong Learning mission statement

All Wandsworth residents will have access to a wide range of high-quality learning opportunities in a safe learning environment. Provision will be responsive, flexible and held at times and in places designed to meet the needs of learners, employers and the local community.

The Lifelong Learning team aims to improve the employment skills, career development, the quality of life and well-being of residents in the borough, making Wandsworth a vibrant, prosperous learning community.

Wandsworth Council Lifelong Learning priorities

- 1 To lead and manage high quality learning.
- 2 To increase the number of learners achieving and gaining qualifications.
- 3 To meet the needs of individuals, communities and employers in Wandsworth to support effective pathways to employment.
- 4 To widen participation in learning.
- 5 To link adult skills and community learning to other key strategies and initiatives.

More About the Make-Up of Learners in Wandsworth and their Courses

Good participation of ethnic minorities in **non-accredited community learning (65%)** and **accredited provision (54%)**

Participation of learners with a disability and/or learning disability is high in both **non-accredited community learning (15%)** and **accredited learning programmes (17%)**

Participation of learners aged 50+ in **non-accredited learning (35%)** and **accredited learning (28%)**

29% of learners are from areas of deprivation

79% of learners on non-accredited community learning are female

Apprentices are aged between 17 and 56, with 2 who are aged 50+

Those on accredited classroom courses are aged 20 to 81 years, with **263 learners aged 50+** and **336 ESOL learners**

In non-accredited community learning, **47%** of enrolments were in English, maths and ESOL, **25%** in Digital and **16%** in pre-employment training

“Learners and apprentices are proud to be part of Wandsworth Lifelong learning. From the time they arrive for their course, they feel that staff are there to support and help them.

For many learners, attending a course helps to reduce their isolation, build their confidence and improve their wellbeing.

OFSTED REPORT ”

Adult Education, Apprenticeships and Much More

Through adult learning there is a varied curriculum, with courses starting at entry level, through to Level 5. Most provision is up to Level 3 with a high demand in the following areas:-Customer Service; Management; ICT; ESOL; English; maths; Health and Social Care; Mentoring and Counselling.

Bespoke numeracy programmes are delivered through Multiply, funded through the UK Shared Prosperity Fund (UKSPF). Additionally, the service is involved in a local authority UKSPF partnership led by the City of London: Jumpstart to Success.



Taylor Backer is a former Lifelong Learning apprentice. She has continued her apprenticeship journey and is now a Schools Financial Advisor. Taylor is pictured here advising the next generation of Council apprentices.



Pictured above - an ESOL group visit the Town Hall, meeting Cllr Julianna Annan, former Mayor of Wandsworth, finding out about Wandsworth's history and learning more about the decision-making process in local government.

The service offers **apprenticeships** to employed staff and new entrants to the labour market in the following subjects: Customer Service (L2/3); Business Administration (L3); Management (L3); Teaching Assistant (L3) and Adult Care (L2/3). Additionally, there are standalone qualifications in the following areas: Counselling (L2); Information Advice and Guidance (L2); Teaching Assistant (L2/3); Health and Social Care (L3) and Management/team Leader (L3).

The service has taken an innovative approach to the delivery of **Multiply**, connecting a number of strands to support engagement. This has included Numeracy Open Days with employer engagement from St George's Trust in Tooting and community outreach engagement in Children's Centres and Libraries.

Other activities have included: embedding a numeracy element within vocational courses and digital courses; “Take the Fear out of Numeracy” sessions; developing numeracy skills in the workplace; Coffee, Cake and Calculate – to engage ESOL learners and short bite-sized numeracy workshops on topics such as basic multiplication, division etc.

One learner who was nervous about progressing to a full qualification said:

“ Thank you for everything these past few weeks with the lessons, it’s really helped me a lot. See you for functional skills:) ”

The **UKSPF Jumpstart to Success** programme, led by the City of London Adult Learning and Skills team, is delivered in partnership with other local authority providers in central London. WCLL has worked with young people aged 16-24 providing the following support: careers guidance; 1-1 mentoring support; work experience placements; support with applications and job search; access to personal development training.

Horizon 24 – Wandsworth Council Paid Internship Programme

Following her ESOL studies with Lifelong Learning, Oksana Kolomiiets from Ukraine successfully applied for a summer internship at Wandsworth Council. Oksana has many skills but wanted the opportunity to see how she could adapt to a local government working environment. Oksana said:

“In October 2022 I came to the UK from Ukraine and started studying English at Wandsworth Lifelong Learning.

Very quickly, attending the college became much more than learning to speak, read and write in English. The way English was taught was very different from my school experience in Ukraine. Here the emphasis in the lessons was on the vocabulary and phrases I would need in everyday life, to make friends, to apply for jobs and manage everyday routines and situations.

Over the past two years it has not been easy to find work at the same professional level as I had in Ukraine. In every way the college staff and teachers have been so helpful in encouraging me and providing additional information. They also provided information about the Wandsworth and Richmond Council internship which I applied for. I had already made a number of unsuccessful applications for jobs with the Council, so I was very pleased to be accepted on to this scheme in July/August 2024.



Raising awareness of Multiply and other adult education courses at Wandsworth Town Hall

During the 6 weeks of the Council internship, I worked mainly with the Housing and Estates Departments. The experience gave me a much better understanding of how local government works in the UK, gave me the opportunity to closely shadow employees and cemented my interest in pursuing a career in this field.

I’m very grateful for all the support I have received and hope to find permanent and secure employment in the UK soon”.

Matrix Accreditation

The Matrix standard is the Department for Education's (DfE) standard for ensuring the quality of delivery of high-quality information, advice and guidance. The DfE supports the Matrix standard as the quality framework for accrediting information, advice and guidance contracts including the National Careers Service, its subcontractors and other services delivered on behalf of the Education Skills Funding Agency.

It helps providers to improve their services by benchmarking against best practice and it offers accreditation to those that meet the full standard.

Lifelong Learning has held the standard for a number of years, showing progression at each assessment. The service has a comprehensive report from the most recent assessment in September 2022. This is supplemented by an annual check which focuses on how the services is continuing to develop practice.

Feedback from Adult Learners – What You Told Us...

- 99% graded their overall experience as a learner at Wandsworth Lifelong Learning as Excellent (77%) and Good (22%).
- 98% felt that the course met their expectations/personal objectives for enrolling.
- 99% felt that they were treated fairly and with respect by all staff.
- 99.9% felt they were safe whilst on their course.
- As a result of attending the course: 42% developed new interests; 74% learnt new skills that will help them in the future; 65% developed skills that will help make changes in their lives; 28% have set clear goals and ambitions for themselves; 54% feel more self-confident; 27% have improved their sense of wellbeing; 29% feel they have improved their employability skills; and 18% feel their confidence with Digital Skills has improved.
- 52% progressed to further learning: 4% into an apprenticeship and 3% into other skills development programme.

In the report's conclusion it states:

“The assessment was brought to life by a workforce which is passionate about providing a first class IAG service to its highly diverse cohort of local residents.

The overall impression gained is of one holistic service that comprises many parts, all of which unite to achieve positive learner outcomes.”



Dustine Davis, Information, Advice and Guidance Advisor at Lifelong Learning.

Partnerships are Key

In addition to courses delivered directly by the Wandsworth Council Lifelong Learning team, the Service works with quality assured commissioned providers, through the Adult Education Budget, to deliver the following:

WCLL Adult Education Contract

Provider	Content of Provision
Wandsworth Council Lifelong Learning (WCLL)	Our direct delivery provision consists of employability courses, ESOL, Functional Skills English, maths, ICT, professional learning, health and wellbeing. Provision consists of non-accredited learning and accreditation from Entry Level to Level 3.
LIBS Training	Accredited health and social care qualifications at Level 3 with an increased range of courses on offer for the 24/25 academic year.
STRIVE	Accredited hospitality qualifications at Level 3 with an increased range of courses on offer for 2024/25 academic year.
Katherine Low Settlement	Community projects to support children and their families, older people, newly arrived communities, and supporting unemployed people. KLS provide courses on behalf of WCLL to help people improve their English for Speakers of Other Languages (ESOL) and maths.
MI ComputSolutions	Provision is designed to meet the needs of priority groups. This includes learners with no or low-level qualifications. Main areas covered: ESOL; digital; English; maths and financial. Accreditation up to Level 3.
Ripe Learning	Ripe Learning delivers accredited digital skills, ESOL, pre-employment training, English and n maths. Accreditation up to Level 3.



Meet the team at Ripe Learning at Burridge Gardens in St John's Hill

Provider	Content of Provision
South Thames College	To support individuals through a broad non accredited learning offer in the following subject areas: BSL, English, maths, ESOL, digital, enterprise, financial skills, sustainability, health and wellbeing, employability.
Deaf First	Life skills courses for people who are deaf or hard of hearing. The curriculum includes English, maths, hospitality, health and wellbeing, employability, digital skills.
Wandsworth City Learning Centre	Courses to support the development of essential digital skills and insights into new technology.



All current subcontractors can be found here: [Community Learning - Wandsworth Lifelong Learning](#)

“ Because of effective partnerships, learners can find courses that help them gain skills for employment and personal development that are taught in their local community.” ”

OFSTED REPORT

Work Experience

The Education Business Partnership (also known as Business and Education Succeeding Together, or BEST) was originally established as a charity in 1983 and has retained its founding Chair, Mr. Graham Stapleton, the Executive Headteacher of Graveney School.

The world of work is unrecognisable compared to when BEST was established. However, the necessity to support and guide young people into careers that suit them best remains critically important.

The pandemic accelerated new working arrangements, with remote and hybrid work quickly becoming a standard, normalised feature of professional life. These changes have impacted the range of work experience opportunities available to young people. At the same, they have highlighted the essential skills needed in the workplace: organisational skills; self-discipline; resourcefulness; and adaptability. All the skills required to adapt to working environments. Increasingly, young people are taking



Councillor Kate Stock, Cabinet Member for Children, at Burntwood Academy, celebrating excellent work experience. Pictured here with Alexandra Lakhodynova whose placement was at the Oxford Robotics Institute.



Councillor Sheila Boswell, Chair of the Children's Overview and Scrutiny Committee, meeting with students from Chestnut Grove Academy, who excelled on their work experience.

ownership of their work-related learning, striving to have their experiences inform future educational and employment choices.

In the last academic year BEST delivered work placements to 1,225 young people in school or college. A high proportion of this work was delivered towards the end of the year. However, BEST operates all year round, placing students on work experience to support their studies.

The service also works with young people who are Not in Education Employment or Training (NEET or at risk of NEET) and has also been supporting care experienced young people and 16–24-year-olds through a UK Shared Prosperity Funded programme called Jumpstart to Success.

A total of 11 schools participated in work experience. The total number of students placed was 1,225. This consisted of x5 Wandsworth secondary schools, x1 Wandsworth Further Education College, x2 Wandsworth Pupil Referral Unit (PRU), x1 school from the Independent Sector, x1 Special Educational Needs (SEN) school, x1 SEN School from the independent sector.

We could not do this without the support of incredible employers, who absolutely understand that we all need to take time to invest in the workforce of the future. Annually, over 700 employers commit to supporting work experience, with most offering more than 1 placement. BEST works with leading employers in both the public and private sectors.



Pictured here Councillor Sheila Boswell with Beata Doody, Nuzhat Raza and excited children at Nightingale Montessori Nursery in Balham.



The Youth Mayor for Wandsworth Millie Quinn is pictured here with Kalindi Pandya, Work Experience Co-ordinator at St George's Hospital in Tooting.

The service has attended school assemblies to provide better information to young people prior to their work experience. Celebration events have also been held in schools with employers, councillors and senior members of staff awarding certificates and vouchers to students who have excelled in their work experience.



“ We are delighted to welcome another 6th form student for the two weeks, in-person work experience organised by our long-standing partner Wandsworth Council Lifelong Learning BEST EBP initiative bringing schools, colleges, and business together to prepare young people for the workplace.

We look forward to seeing Haytham present his design options for our office re-design at the end of this week, a valuable addition to his portfolio when applying for architecture courses at university next year. We wish him all the best in his future career and extend our gratitude to BEST EBP for providing these opportunities for students from our local schools.”

BPR ARCHITECTS

Pictured above, Haytham Beveney, student at from Chestnut Grove Academy on work experience at BPR architects.

Work Experience and the Virtual School

The service has worked with young people from the Virtual School, supporting them into further education or training, work experience, and employment.

BYL is at secondary school and has a passion for ICT and Artificial Intelligence. During the summer he attended two work placements. The first at a community-based organisation, Business Launchpad based in Tooting, helping young entrepreneurs, with a strong emphasis on the importance of digital technology. The second at a leading education management information company, Mime, where he learned about data analysis and how it can be used to support the development of services. Mime were so impressed with B that they offered to pay for software that would help with his design work, another area of interest for B.

AZ was placed with Transport UK London Bus. He really enjoyed learning about the logistics of the bus timetable and how this works in practice. AZ was particularly struck by the level of responsibility required to keep buses running and the importance of this vital public service. AZ loved the sense of community among colleagues across the different roles. From driver, engineer, management and admin there is a strong sense of teamwork and organisation.

NM completed a placement with All Aboard Charity Shop. NM is from Syria and this placement helped him to gain confidence and work on his conversation skills. He was able to talk to customers and assist them with their queries, sort out stock and help with deliveries. He enjoyed this placement and will be able to build on this experience.

UKSPF Jumpstart to Success

DL was keen to get experience of retail as this is his career choice. After a very successful placement at Curry's in Colliers Wood, DL is keen to gain paid employment in the retail sector. After the General Manager said that DL was "an absolute pleasure to have in store," success seems imminent.

HA was keen to gain work experience in a health-related setting. After further careers support and a work experience placement at Boots, HA has started a Dental Nursing Apprenticeship.

If you would like to offer work experience to a young person, please contact workexperience@richmondandwandsworth.gov.uk or call **020 8871 8633**



Councillor Sheila Boswell with the team from Mime.

Wandsworth's Digital Education Partnership with Apple

Digital learning has always been at the heart of developments in Children's Services, which has a long tradition of promoting the benefits of technology to schools and the wider community.

The Battersea Project, an innovative partnership initiated by the Council, between Apple and local primary schools, further accelerated and developed the excitement associated with Apple technology.

This initiative, also in partnership with Business and Education Succeeding Together (BEST), aims to empower learners with new skills for the future such as coding, digital literacy and creative skills among students and teachers.

BEST Board member and Wandsworth Council's Head of Schools IT, Alex Purssey, has always been passionate about technology and the impact it can have on helping children and young people to reach their potential.

Since Wandsworth Council initiated the Battersea Project last year, students have learnt how to code websites, use new tech tools such as Apple Pencil and develop their all-round digital skills.

Teachers from the participant schools have also gained key skills and have been recognised with an Apple Teacher certificate. The focus on enhancing teaching skills is designed to help widen participation in classrooms across the borough.

Thanks to inspirational mentoring from the Apple team, a new generation of digital creators are emerging right here in the borough.

The Battersea Project is a Wandsworth schools and Apple collaboration, so far involving over 600 students. 100+ teachers from the participant schools have also developed key skills and have been recognised with an Apple Teacher certificate. The focus on developing teaching skills is designed to help widen participation in classrooms right across the borough. The scheme is set to increase from 11 to 20 schools.



Leader of Wandsworth Council, Simon Hogg at Battersea Arts Centre, at an event to celebrate the project.

Leader of the Council, Cllr Simon Hogg, said:

“ I would like to congratulate every student who has taken part in the Battersea Project this past year. It was incredible to see all of the work showcased at this special event. We clearly have some very talented young people in the borough with lots of potential.

It's great that our partnership work with Apple... is having such a positive local impact. We are all looking forward to working together on more exciting ideas and learning opportunities for young people and teaching professionals across the borough in future. ”

The Battersea Project is supported by Apple's Community Education Initiative and the BEST team.

Working as part of the Borough of Sanctuary

Wandsworth is officially a Borough of Sanctuary, accredited by City of Sanctuary UK.

Adult education has a long tradition of supporting different communities to develop the essential skills for life and work in the UK. This focus has continued to feature in Wandsworth provision. WCLL has worked closely with the council's Refugee Team and voluntary sector organisations to provide support those arriving in the UK.

The Wandsworth community has demonstrated huge support for Ukrainians. Many learners have accessed provision which has helped to adjust to life in London.

Yana Felos previously worked at an English school in Ukraine. She is now a tutor at Wandsworth Lifelong Learning. Yana said:

“ My life in the UK has changed me drastically. After I arrived in London in 2022, I met many wonderful people here and became the part of Wandsworth Lifelong Learning. Not only was I provided with a job that I truly adore and am grateful for, but I also was given a chance to learn and improve. My colleagues have given me invaluable support on my way to happiness.

I have always been in love with the idea of lifelong learning which to me is an important focus when life is challenging. Also, I am pleased to observe my learners' confidence grow as their English improves.

I am a Ukrainian myself and I do know how tough times can be, but my journey with Wandsworth Lifelong Learning should be called a 'Sincere Success Story' because the opportunity of working here has been enormously beneficial to my personal and professional growth. ”

The service has provided flexible provision for adult learners arriving from Hong Kong. WCLL provided a 12-week accredited course to support with the development of



Yuki Solle, tutor at Lifelong Learning

language skills as well as a bespoke programme for a cohort of 20 individuals with design skills, mainly from fashion and architecture. Some of these individuals had been in the country for a year or more and struggling to get an interview. WCLL provided a 6-week course with a focus on updating CVs and how to apply for employment in the UK. We remain in contact with the newly settled Hong Kong community in southwest London.

Yuki Solle, tutor at Lifelong learning said:

“ I focused on enhancing the employability skills of Hong Kongers seeking work in the UK. ”

With learners from a background of Motion, Graphic, UX and fashion design, the classes were a collective of talented and experienced designers, their only challenge was navigating the cultural shift of finding work and building confidence in the UK.

By helping them craft standout CVs and master interview techniques, I aimed to boost their confidence in the job market. Together, we worked to open new doors and create opportunities for their futures.”

Phoebe Wong, originally from Hong, Kong said:

“ I would say, to understand what I want and face my weaknesses is what I have learnt after joining the employability course. People from Hong Kong often lack self-confidence and presentation skills to showcase what they are capable of. We should not shy away ourselves from opportunities and situations that are outside our comfort zone. ”

Roy Chan, originally from Hong Kong, said:

“ Yuki...has a wonderful approach to structuring the course. The way she organises small group discussions allows us plenty of time to build confidence and develop our speaking skills. I’ve also gained some valuable workplace skills, including interview and negotiation techniques, which have been incredibly useful. ”

Amal Al Natour, originally from Syria, said:

“ The ESOL courses benefit me because I now have more confidence when I speak with my children’s teachers or with my doctor. The ESOL course will help me on my journey to becoming a teaching assistant in the future. ”

Sumeira Yasmeen, originally from Pakistan, said:

“ This course has helped me enhance my English skills, which in turn has allowed me to integrate more effectively into the community and access the services I need. I can now speak confidently with my son’s teachers. ”

Cost of Living Fund

The Service has also developed additional courses for those particularly impacted by the cost-of-living crisis. WCLL has accessed monies through the Council’s Cost of Living Fund to help residents access courses to support language/ communication skills, preparing for employment, enterprise; and courses to support well-being such as Cooking on a Budget, Sewing, Mending and Creating and Top tips for Managing the Cost-of-Living Crisis. The cost-of-living programme has been delivered in a more agile and informal way, where we encourage adults to progress to other provision.

Case Studies

WCLL Adult Learner, Mariko Doi-Bullard, Building Resilience and Empowering Women Course.

Mariko has been an exceptional learner; collaborative, curious and committed to making changes.

Following a difficult experience in a previous role she had lost confidence in her ability to add value, compounded by a six-year break to be a stay-at-home mum. Mariko applied all her learning and secured an exciting new role in a field in which she was interested.

Mariko flourished in this course environment where the interaction with the other course members is a key part of the course.

To view Mariko's film [click here](#)

“I am so proud of Mariko and pleased for her. Her journey on BREW has been dramatic. She deserves all the success she is sure to enjoy.”

Course tutor Donna Murphy



WCLL Adult Learner, Evelyn Okwabi, Business Administration L3

Evelyn is employed by the Council's Work Match team. She was nominated by her skills coach for tremendous growth throughout her qualification. Initially Evelyn had some nervousness with writing tasks and has grown much more confident, also gaining Functional Skills English at Level 2. This has also led to her being much more able to suggest improvements to processes to further enhance service delivery.

'Emotionally intelligent', 'kind-hearted' and a 'hard working team player' (all words from her skills coach), Evelyn is committed to supporting others in the organisation and has coached a number of new employees and trainees, ensuring that they are given the tools to support their development.

Evelyn has shown that she can go that extra mile, particularly during times of peak pressure, supporting her manager and not leaving the office until the work was done, being conscientious about her own workload and supporting colleagues.

To watch Evelyn's video [click here](#)

“Evelyn is invested in developing people and recognises challenges faced by individuals who are seeking employment. She has a personal approach that builds confidence and enables hard to reach residents upskill and gain employment.”

Sam Ross, Skills Tutor



Evelyn (right) pictured with her manager Sarah Ansah

WCLL Adult Learner, Weiwei Duan, ESOL E3 Reading, Writing and Speaking & Listening ESOL Level 1 Reading

English is Weiwei's third language. She learnt French when living in Paris and has now started to master English. Her diligence and tenacity are great achievements as her mother tongue of Mandarin is so different.

Weiwei is kind and considerate to all the learners in class. She is also generous with her time and helps others when they find things hard in the classroom environment. She values meeting and learning with others from different cultures.

By learning English, Weiwei has helped herself integrate into life in London, whether through making friends at Wandsworth Lifelong Learning or at her daughter's school. She should be applauded for this.

To view Weiwei's film [click here](#)

“Weiwei is a good role model to other learners. Her wonderful diligence and respect for others is an inspiration.”

Alison Baker, ESOL Tutor.



Weiwei and her husband Ming Lin



WCLL Apprentice, Sophie Lawton, Customer Service Apprenticeship Level 2

Sophie has done exceptionally well within her organisation, the Katherine Low Settlement in Battersea. She has developed excellent relationships and progressed to a permanent role within the organisation. This will give her the opportunity to pursue a Level 3 Business Administration Apprenticeship.

When starting her apprenticeship Sophie was very shy, however, she has embraced all the learning available and worked very hard. This is evident from her accomplishments at work and through achieving a very high standard in her final, end point assessment for Level 2.

To watch Sophie's film [click here](#)



Sophie is pictured above with her mum Belinda

“ Sophie has been a pleasure to work with from the start of her apprenticeship. She completed all her assignments in a timely fashion, was very eager to learn new skills and received consistent glowing feedback from her manager and colleagues. She was a very shy individual when I started working with her and since then, she has become very confident in her role and in general communication. ”

Lead Tutor, Fatima Begum

WCLL Adult Learner, Jelena Davidovic, Support Teaching and Learning in Schools L3

Jelena is an amazing teaching assistant who has applied her knowledge, skills and behaviours to enable primary school children to holistically develop and meet their potential.

Jelena has a passion for supporting children with additional needs. She has worked hard to build her knowledge, confidence and language skills, particularly as English is not her first language.

Throughout the qualification, she consistently challenged her learning and gained a deeper understanding of why we do what we do. This new understanding and confidence allowed Jelena to make sure that she was able to achieve the best outcome for children. Jelena was able to ensure that barriers were removed, empowering children and giving greater access to learning and social interaction.

Jelena has excelled during this course and her children are very proud her.

To watch Jelena's film [click here](#)

“A kind-hearted individual who is dedicated to developing children to meet their potential. Additionally, she is a team player who promoted the aims and values of the school. English is not Jelena's first language, and she has used her lived experiences to identify barriers, empathise and build confidence in children, colleagues and parents. She was a valuable member of the school community, and this was evident from the tributes received when she moved on to new employment.”

Sam Ross, Skills Coach



Jelena and WCLL Skills Coach Sam Ross

WCLL Adult Learner, Krasimira Shiderova, ESOL Speaking & Listening, Entry Level 3.

Krasimira started her learning journey through ESOL classes provided by the Council.

She hopes that this will lead to further study and hopes to start classes in ICT. Krasimira believes that education and access to classes has improved the quality of her life and encourages others to take the opportunities that are available.

To watch Krasimira's film [click here](#)

“Krasimira is a model student who works hard for herself. Even though she has been facing serious health issues for a while she has continued to study. She is diligent, perceptive, and inspires her peers to reach their full potential.”

Ifrah Sheik, ESOL tutor



Kasimira pictured on the left with her friend and classmate Jila.

Ensuring Effective Governance Arrangements

The Wandsworth Council Lifelong Learning team is part of the Education Division within Children's Services. The Service objectives align with the Council's overall goals, specifically with regard to Children's Services, Adult Social Services, the Economic Development Office, Partnerships, and Libraries.

We have several key governance groups - the Lifelong Learning Monitoring and Advisory Group (LLMAG), the Lifelong Learning Development Group (LLDG), and the Business & Education Succeeding Together (BEST) Board. These groups ensure effective governance and maintain connections to the Council's strategic plans.

We value collaboration both locally and more widely. We actively engage with other London boroughs, particularly with colleagues from Lifelong Learning London Central (LLLC). Additionally, we greatly appreciate the support we receive from HOLEX, the leading professional body for adult community education and learning. HOLEX represents a network of over 130 adult community education providers. Their assistance is invaluable to us, and we extend our gratitude to them.



Lisa Fenaroli, Director of Education at Wandsworth Council



From left to right. Leaders of Adult Learning at the GLA Awards. Santino Fragola (Wandsworth Council), Christi Gonzalez (Ealing Council), Dipa Ganguli OBE (WM College), Arinola Edeh CBE (Westminster Adult Education Service WAES) and Will Pickford (Redbridge Institute).

“ Adult education services act as community anchors by supporting economic development, fostering personal and professional growth, promoting social cohesion, enhancing health and well-being, and ensuring access and inclusion for all community members. These services create a more educated, skilled, and cohesive community, ultimately leading to a higher quality of life for individuals and the community as a whole. ”

**Dr Susan Pember Adult Education-
The Community Anchor (HOLEX)**

WandsworthLifelongLearning.org.uk

Worth a visit

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Worth following

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