

Self Assessment 2022/23 Impact Report

How we are meeting our key strategic priorities

Our Vision is that

“More people have the skills and attributes for work, enabling them to make a positive contribution to their community” - Learning Board





Widening participation and transforming people's lives

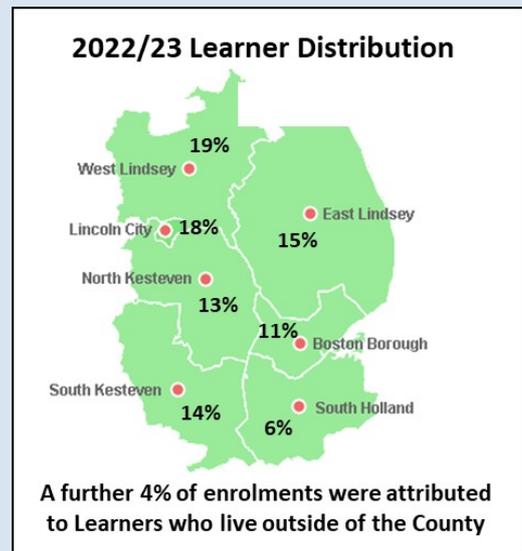
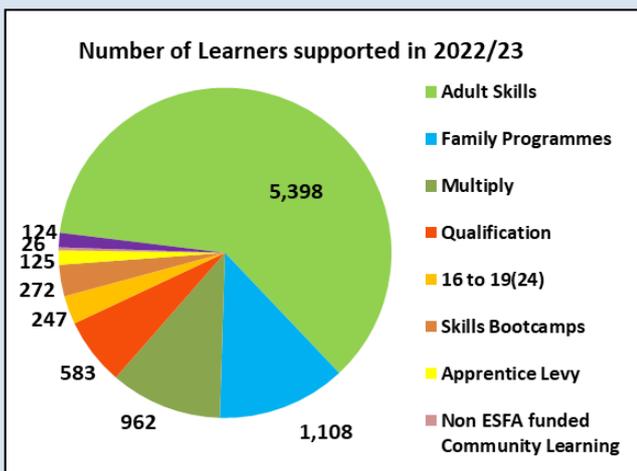


Thomas gains a promotion despite personal challenges:

Thomas had taken on additional responsibilities at work and he and his employer were very keen for him to do a Level 3 Hospitality Supervision and Leadership qualification to improve his supervision knowledge and skills. He started in May last year and has just completed his qualification. The hotel that Thomas works for offers opportunities to people who may struggle in the world of work due to disability, learning difficulties or mental health issues. Thomas himself has a hearing defect as well as a speech and communication impediment. Even with the additional challenges Thomas faces he communicates his answers thoroughly, showing pride in his work. The biggest impact of this course is that Thomas has now been promoted to General Manager of the hotel, managing a small team of Supervisors and staff. *Thomas's employer is full of nothing but praise for him, his work ethic, his compassion, his support for his colleagues and he is very proud of what Thomas has achieved.*



Impact in Numbers



Supporting Alistair with his Autism

When Alistair first enrolled with Abbey Access Training he was very quiet and struggled to interpret verbal and none verbal language. When asked a question he would rock back and forth for quite some time allowing himself to process the question due to his autistic traits. Whilst on the programme Alistair attended the Employability induction week and followed up on this by completing Customer Service Level1. He then progressed onto, and completed Customer Service Level 2. Alistair pushed himself despite his lack of self-confidence and sensory sensitivity.



During Alistair's development across customer service Level 2 he asked if he could help in the dementia well-being group which takes place each Tuesday. Alistair needs repetitive routines and so this suited him perfectly, although there were concerns as to how he'd be able to read the dementia patients feelings, anxieties etc. Alistair came to the group and prepared coffee's for everyone using the barista machine. Week after week he became more comfortable seeing the patients and their carer's, remembering what the regulars hot drink choices were and initiating conversation with the group. Alistair then became more involved in the activities that took place and even sang with the group in their Christmas choir.

When Alistair and his tutor would walk back to the training centre together he'd say, *"being part of the dementia well-being group is the highlight of my week"*

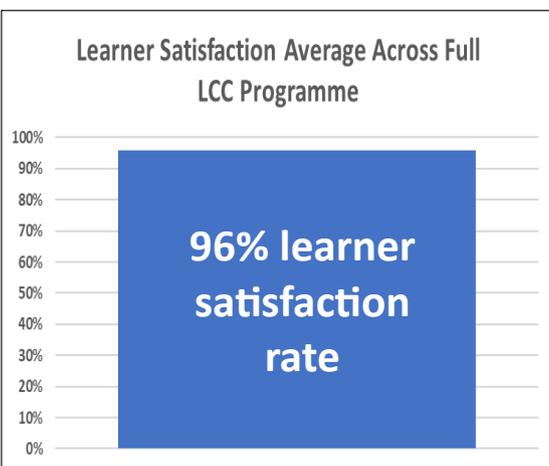


Case Study... Melanie's Journey to employment

Melanie gained support from Shaw Trust through the wellbeing and health programme and was referred to Lagat college's employability course and also attended one of their Multiply money management and budgeting session. Both sessions benefited Melanie greatly.

Melanie was living with no heat, little light and bills that she was struggling with, through initial assessment it came to light that she has been using blankets for warmth and candles for lighting at home and had no food. Her confidence was low and she was suffering depression. The employability and money management LAGAT course really improved Melanie's confidence. The course looks at the wider picture employability right through to self confidence and awareness, the course proved invaluable for Melanie.

With this newfound confidence, Shaw Trust assisted Melanie in applying for a part-time position at Lincolnshire Co-Op and *Success!! Thanks to all the support that Melanie received from Shaw Trust, Lagat and individuals along the way, she started her new job in March 2023.*



Case Study ... Look what I can do now!



Tracy originally came to the I.T. Support course and returned in September 2022 to continue to develop her I.T skills. Tracy had used a computer before and brought in her note pad to use in the sessions. It was later realised that if she wanted to do more beneficial learning to support her at work, that a laptop would be better, she then bought herself one. *This improved her learning and gave her more confidence to enhance and discover areas that she had not known before.*

To add to her further learning; Tracy is currently enrolled with Pelican Trust, on the English for Everyday Life, course. She wants to improve her spelling and English grammar; these will enhance her existing skills. Well done Tracy!



Case Study CABINET MEMBERS IN THE MAKING

Learners from Grantham and Ruskington were provided the opportunity to attend a weeks placement at South Kesteven District Council. A timetable of activities and meetings were set for the students which included a wide range of activities including :

- A tour of the offices and a health and safety talk, a presentation on Climate change and attendance at the Governance and Audit Committee in the members council room
- A visit to Mowbeck House where they were given a talk on the CCTV operation and were provided the opportunity to use the controls to observe members of the public within the Grantham, Bourne, Stamford area
- A presentation by the Graphic Design Manager who went over her role and what it entailed. The students were engaged very well in this session and offered up some great ideas on marketing
- Further presentations on licensing, private housing and a meeting with councillor Anne Mason
- A meeting with Mieke who is trying to set up a youth council for the Grantham area.

Students were also asked to think of a few questions they would like to ask the CEO. They came up with some exceptional questions e.g. *"What positive impact do you think you have come up with since becoming the CEO?"*

The students were then asked to design an advert for apprentices which they did. Throughout their visit, feedback from staff was very positive.

To sum up the weeks placement, Keeley (HR Officer) said: *"It's honestly been an absolute privilege to have the students here for the week, both myself and my colleagues have gained a lot out of it. The Learners have come up with some great ideas and we've been really impressed with all the questions that they've asked.*



Daniel Changes Career and couldn't be happier:

Before starting the course at Train 4, Daniel had been working in hospitality. Unfortunately, once Covid-19 hit he was made redundant and had to claim benefits. He wanted a complete change, and his job coach suggested our security course. He jumped at the chance and thought it would be a good opportunity for him to better himself and to get into a career that would provide a more secure role and income.



Daniel worked hard during the course to gain his qualifications and has found work since completing the course. With his previous experience in hospitality, he has easily slipped into his role and really enjoys still being able to work around people and help them. He feels his confidence has really improved due to the course and feels that he can give his daughters a better life now too. His employer has been really impressed with both his work ethic and his ability to do the role and has said "he's a really good worker and is always willing to put himself forward for jobs. He gets on well with the rest of the team and is an asset to the company."

Daniel says "Having previously worked in hospitality, catering and construction, I really wanted a change. I knew I still wanted to work with people but wasn't sure what to do. This course helped massively and it was really interesting to see the security side of the hospitality industry I was used to working in. I feel that this course really helped me to start my new career and to find something I enjoy doing and can give me a way to provide for my two daughters and give them a better life."

What our Learners say



"When I did this course, I was unemployed and went on to get a job at a local petrol garage. I became their main First Aid contact as they did not have anyone at the time so my First Aid training really helped. I think that the course has helped me in my personal life too as I was at a friend's BBQ last year and there was a medical situation which I helped with."



"Having been made redundant ...late last year my confidence was rock bottom. This has given me a new mindset to keep going."



"my daughter speaks English and I can't understand her. I can't speak and I need to communicate. Nice teacher explains well. English I know better. Place is good."



**Business Support
Learning Centre**

Learner Story Functional Skills Maths

"I undertook Functional Skills Maths Level 2 after wanting to do my maths again for around 10 years, I achieved a D grade at GCSE and have since wanted to re-sit my maths in order to achieve a C or equivalent. As previously explained, I have wanted to re-take maths for a number of years, but have not been provided with the opportunity to do so. However, since joining LCC, I was made aware of the opportunity to do this.

*Within a couple of months of my request, I was on the course. After being apprehensive about starting maths again, especially after 10 years off learning, I very much enjoyed the course. I would definitely say that it exceeded my expectations. I feel I have learned a lot and **it has increased my confidence in maths tremendously.**"*

The importance of Paediatric First Aid:

On listening to learner's feedback, Gainsborough Trinity Foundation recognised increasing requests for a course that leaned towards first aid and/or treatment of injuries resulting from accidents and emergencies. With this in mind, two courses were developed relating to 'Paediatric First Aid' and 'Defibrillator & CPR' training. Both courses have been excellently received, with the learners stating that *"there can't be a more important learning experience than saving a life"*. The practical experience enhanced, and additional knowledge gained has made a difference to learner's confidence in being faced with a life or death occurrence and the speed in being able to deal with an emergency.





Supporting the local economy



Three learners gain employment with ACIS group through customer service routeway:

Riverside Training collaborate with Gainsborough JCP and the ACIS Customer Service team to deliver a customer service routeway giving local learners an exclusive opportunity to gain employment.

JCP referred 14 people to the routeway opportunity which delivered a weeklong training package including a 'Get into Customer Service' covering all elements of customer service skills including legislation, complaints handling and employability skills which included a talk from the ACIS Customer Service Manager Adele Richardson and an exclusive access all areas 'Experience It' session within the contact centre so learners could see the role for themselves before being offered an interview.

At the end of the week all learners were offered an interview and we are delighted that 3 of the learners were successful in gaining an offer of employment with ACIS.



Case Study : Employability Skills Level 1

Susan has now gained employment with Citizens' Advice as a Debt Helpline advisor thanks to support from Lincoln College.

Susan says she was encouraged "to look further afield for jobs that I may not have considered before."

Of her experience of the course, Susan said "The CV writing skills was excellent which is what I feel I needed instruction in. There were parts of the CV that I had not realised I needed to add and other parts I realised were not relevant. My CV is much better now and I am happy to submit it for jobs. I also learned how to amend my CV to make it relevant for each individual job that I apply for."



Case Study : Ewan Cruickshank

Saxilby-based business Foodclean supplies hygiene equipment and chemicals to the food industry. Its Technical Support Manager Ewan Cruickshank was looking for some training for himself and his colleagues that would provide an insight into their customers' requirements and challenges. Ewan spoke to Sharon Green at the University of Lincoln and she let him know about the opportunity to attend Skills Bootcamps.

Ewan explained "Because we supply the food industry but we're not directly involved in food manufacture, I thought it would be a good idea to take some courses in order to understand our customers and their requirements and issues on a daily basis. By undergoing food safety and hygiene courses we aimed to develop our business and find solutions to our customers' problems at the same time."

Ewan and two colleagues from Foodclean attended the nine-day Skills Bootcamp on Food Safety and Compliance (Level 4) at the National Centre for Food Manufacturing in Holbeach. They were pleased to get the opportunity to network with people working in food manufacture and to benefit from the knowledge of the tutors based at the university.



"The course was very helpful for anyone involved in food manufacturing or food production," said Ewan. "I'd highly recommend it – it gets into quite a lot of topics related to the food industry based around food safety. It's benefited Foodclean because we've gained a deeper understanding of the issues our customers are facing on a daily basis. Also, as it was a face-to-face course it gave us the chance to interact with people from the food industry, so outside the classroom it was a networking opportunity too"

"The facilities at the NCFM are fantastic and the breadth and depth of knowledge that those tutors have is absolutely phenomenal. I'd definitely recommend it 100%."

SKILLS BOOTCAMPS



Learner Feedback : Chris Blackmore

Of his experience on the apprenticeship programme Chris says *“the apprenticeship was a great opportunity to network across different teams and areas within LCC”, “helping to build strong working relationships.”*



Chris was looking at progressing into a management role and went on to say *“the apprenticeship offered the experience and qualifications which could help me achieve my goal.”*

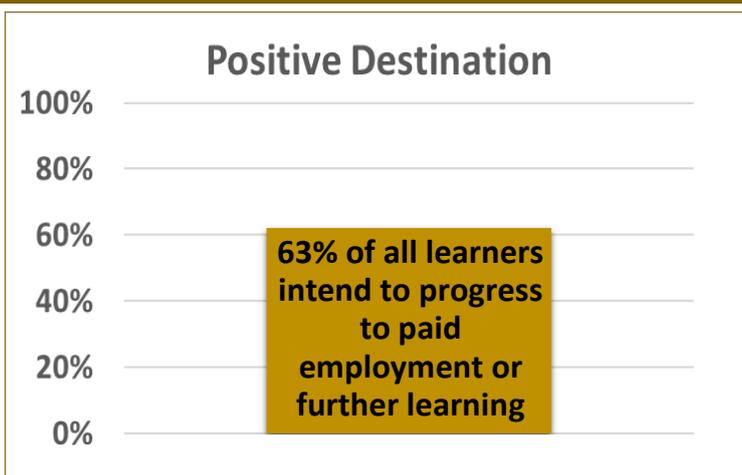
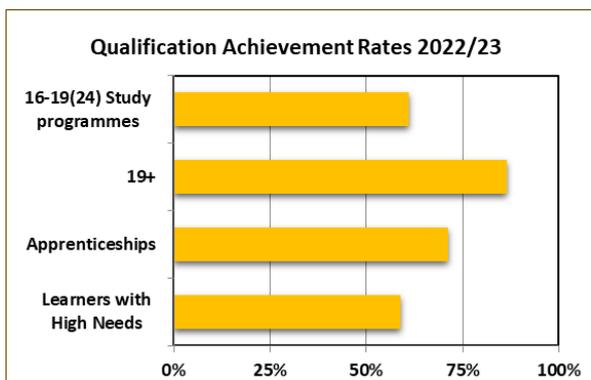
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Case Study : William Loader

Before starting the SIA course with Train4, Will was having biweekly appointments with his universal credit work coach after losing his job 2 months prior. Will had always had an interest in security work but had not previously completed an SIA course so they informed him of our upcoming Lincoln SIA course. Will attended the course fully and successfully passed all his assessments and final exams. He really enjoyed the security course and found the physical intervention assessments to be his favourite part of the training. He mentioned how learning this would be the most beneficial when applying them in his future security role. Will had purely positive feedback about the training and tutors.

Will passed his final exams with excellent grades and upon completion, was interviewed by Security4 during an employer session and was offered a job. His first shift was at Lincoln Christmas Market which ran from the 1st-4th December 2022. Will enjoyed working it but was also surprised at all the work that goes on behind the scenes! When asked how the course has helped him into employment, Will said that *the course has really helped him personally in that it has made him more organised and aware of his responsibilities whilst working in the security industry.*

Impact in Numbers ...



Well Done Lindsey! When Lindsey first attended our employability course, she was rather shy and made few contributions. She made friends within the group which helped to improve her confidence. Lindsey then applied for an administration role with a local company called Rilmar and was successful.



Learner Feedback : Aleisha White

When asked to comment on her experience in undertaking an apprenticeship, Aleisha said *“The reason I chose to do an apprenticeship is because you gain a qualification out of it at the same time as working and earning money. It is a very good way to learn without feeling like you are in a school setting, which was good for me as I did not suit school learning. Throughout my apprenticeship I felt very supported by my trainer Alison she was amazing, everything was explained in detail and a way I could understand it. If it was not for Alison, I would not have resat my maths and English which I have also managed to achieve alongside my apprenticeship”*



I have a very good experience thanks to my trainer, manager, senior and to the team I work with, they have all been very supportive and understanding and allowed me to enjoy this experience and gain the most from it. With how the course is, it has allowed me to complete and understand that just because school was not for me does not mean I cannot do well”



Supporting the local economy

What our Learners say

Skills 365

"Excel seemed so daunting until I took the Spreadsheets for Beginners and then the Advanced Spreadsheet courses. Both have really built up my confidence and my realisation that it is an extremely useful tool and can be used to work for you both personally and professionally."

"...the apprenticeship has given me a much greater understanding of management of personal and motivational factors and HR processes which has given me much more confidence to step up and be a leader..."



boston:college

"This course has given me extra knowledge and already helped me get a job." "It has confirmed that I want to pursue a career in finance".

"really helped with my confidence and skills. I was very out of date and feeling very lost in regards looking for a job. It has really turned things around for me. Thank you."



First College
LINDS

"I am eternally grateful to First College for giving me the skills to apply for and get my dream job."

"I have been offered a labourers job with UCDS and start on Monday - I just wanted to express my thanks to both yourself and John for all of your help it is appreciated."



riveroside
part of acis group

How Ethan was supported into employment through Multiply...

Ethan started with Riverside back in 2021, looking for support to build his confidence and gain skills and qualifications to help him find work. Initial assessment identified a need for Ethan to gain support with both Maths and English skills. He joined a Work Skills course to help build his confidence, and then went on to access a Get into Customer Service course to give him the important practical skills he could bring to a job, and add to his CV. In 2022, he moved on to more focused courses to build his confidence with maths, completing Multiply Courses – such as Maths Zumba and Maths Fantastic – which helped to develop Ethan's maths skills in interesting, engaging and practical ways. When Ethan first attended Riverside, he wouldn't have spoken in a group of people, was incredibly quiet and avoided eye contact. He lacked confidence in speaking, but he was determined to make progress towards finding work. After much hard work by Ethan he was able to secure an interview with golf manufacturer, Ping. Ethan attended his interview and was offered a role with Ping in January 2023. He's now well established in his new role. Ethan shared the news of his employment with the centre stating: "I've got good news and bad news, the bad news is you won't be seeing me very much anymore, but the good news is I've got a job!"



MULTIPLY

Supporting the logistics sector



As MD of MODAL Training in Immingham Hugh Callaway was delighted to be chosen to deliver two Skills Bootcamps on behalf of the Greater Lincolnshire LEP. Hugh said "In the logistics sector, for transport planning, there are no real courses and qualifications below the existing transport manager qualification, and people who enter the industry have to learn skills on the job. We identified a gap there so we created a course which gave learners the skills required to become effective transport planners and also an insight into progression to a transport manager qualification."

SKILLS BOOTCAMP



Improving the Health and Wellbeing of learners



Multiply Christmas craft course culminates in Christmas markets where learners selling their products raised over £500 for local charities!

During the autumn term CLIP ran courses to help almost 40 learners develop artisan crafting skills, such as lino printing, weaving, pottery making and sewing. These items were then sold at Christmas markets in the Café spaces of CLIP’s facilities in Gainsborough, Market Rasen and Mablethorpe. *These sessions helped develop wider skills around confidence, patience, listening, focus, attention to detail and broke down anxiety, concerns and how to work as a team.*

Many learners then developed skills to sell – preparing for the markets, learning about pricing, advertising and setting up the stalls on the day. The events raised £250, which was match funded by Acis Group, for the mental health charity Bearded Fisherman, Dine at the Bridge, Healthy Minds Group, and Lincolnshire and Nottinghamshire Air Ambulance. Of their experience on the course, learners said ... *“I loved getting involved at the stalls, crafting is so helpful for my own mental wellness – and pompom making is so therapeutic!”* *“The tutor made the course interesting with activities and videos and it was very useful for the future.”*



What our Learners say

boston:college

▶ *Mindfulness and Meditations Course—“It helped me a lot, teaching me how to sleep and how to train my mind in certain circumstances and helped me with my breathing.”*

“helps me get out of the house - joinery is good because I like making things and helping others”



Seagull Recycling Ltd.

“We had a brilliant day on the woodland crafts today. All the activities kept our little ladies entertained and they loved exploring the woods and being creative”

“This course had everything for me, relaxing, lovely atmosphere, good tutor, and good company.”

“The course is excellent, the teacher is excellent and takes everyone's needs into consideration.”



“Everybody including students are helpful, we all help each other.”

boston:college

▶ *Case Study : The classes are two hours of pure joy”*



Creative textiles, is a 6-week course learning about ways to create texture and 3D flowers by manipulating and folding fabric. The course started with the learners creating a Chicken using reverse applique. This was a move forward from doing normal applique, other techniques learnt were fabric flowers, folding and manipulating fabric to form “trumpets” inseams and cathedral windows. Finally learners folded and sewn fabric into tucks and created a honeycomb effect with beads and buttons.

*Lynn had done sewing at school and wanted to revive skills and says she is **enjoying the classes, learning new techniques. It's given me the confidence to try projects on my own.*** The tutor comments that *“Lynn has done really well. From starting off being quite nervous, through the weeks she has become more confident.”*

Feedback from parents.....



"I have seen Thomas grow in confidence, become more independent and just feel more fulfilled. YPLP have been excellent at including us and keeping us informed so we can all work together to help Thomas achieve the career he wants".

"Before I joined this group, I was not confident in helping my children with their reading or phonics and I didn't really understand how important it was.... Going through this journey with my daughter has not only given me the tools to help her, but it has given her a new outlook on learning, because she can see that I am actively taking an interest in her learning. She is now more committed and comfortable with her attitude towards reading and phonics."

Family Learning



Abbey Access Learner of the Year gains confidence thanks to Multiply...

As part of Abbey Access Training's Multiply provision, they have been running engagement workshops in the school kitchen at Monks Abbey Primary School for the parents and carers of their school community. Krystal shared with us that before she joined Monks Abbey she had found it difficult to leave the house and needed support getting her children to and from school. Krystal's experience of learning, particularly in maths, had not been particularly positive previously and she was therefore hesitant about engaging. With encouragement, she agreed to try our first workshop and worked tremendously well on the day following her recipe cards and scaling her ingredients. One of the recipes required her to double ingredients measured in fractions of cups. Following the session, Krystal provided feedback for school staff to share with us. She wrote: *"I really enjoyed the whole day, I liked how it was so laidback and friendly... I loved that Kirsty took the time to really explain some maths problems to me and didn't make me feel stupid. It was nice to socialise with other parents and nice to cook with all the fresh food that was provided. Thank you all so much."*



Krystal engaged in a further workshop before progressing onto a 10 hour course. This is where her progress was truly apparent. Krystal worked extremely hard to develop her understanding of units, measurement and fractions. In this session Krystal had to work with money in order to purchase ingredients for their "parents' choice" dish from our 'shop'. Krystal completely threw herself into this task with high spirits, negotiating with other learners and calculating her change using mental arithmetic. The impact on Krystal has been tremendous. Her confidence has grown astronomically and she now actively approaches parents in the playground to promote the courses. She relishes opportunities to share recipes that are important to her family's cultural heritage and Krystal's children beamed with pride whenever they walked past her cooking in the kitchen, often popping in at lunchtime to try out the foods she had made. Krystal now has a completely different attitude towards learning. She has asked about other maths courses that we have on offer and is considering attempting a qualification, which is outstanding. This impact has in turn extended to her children and the family's engagement with the school. Krystal also recently made an appearance on *Songs of Praise* talking about how much her confidence has grown over the last year, which is incredible progress.



MULTIPLY



Success at Bourne Childrens Centre with Paediatric First Aid for Parents and Carers.

Learners attending the course hoped to increase their knowledge and skills in first aid to support the care of their children. All learners who indicated that they were not confident with first aid at the start of the course, noted that they were confident by the end of the course.

The Children Centre staff contacted Soteria Solutions to say that the course *"was well attended which was encouraging and we received very good feedback from the parents as to how valuable they had found it and how well the tutor led it."* Another course was also booked with the venue for the Spring term.

Case Study: Tetiana's ESOL journey

Tetiana joined the 6 week English for Speaker's of Other Languages course starting on the 03 October 2022 and was joining an ESOL class for the very first time having recently arrived in the UK from Ukraine. She had been in the UK long enough to get her son settled

and was now ready to take some control of her own life. Tetiana's first class was quite emotional. She arrived with her UK sponsor and they were both a little flustered, not being sure what to expect. Tetiana was very quiet and I assessed her language levels as low Entry One. However, in the break she spoke to some of the other learners in Russian and exchanged telephone numbers. Tetiana was a little teary but I think it was relief and happiness that she had found people to contact and engage with.

The next lesson was a different story. She was relaxed, her English was clearly better than I had thought and she joined in enthusiastically with the class. As we now come to the end of the 6 week course Tetiana is **a completely different person**. She is one of the stronger members of the class, chats with everyone after the class and supports others in the class. She has now found employment, working in a factory 3 days a week. She walks taller and seems far happier and more confident.



Case Study ... Sindy Mak

Sindy Mak came from Hong Kong to settle in Grantham in August 2023. *"Remembering when I first started a new life here, I was confused and struggling because I had to adjust to a language and culture completely different from my own country, I had no direction. I was a bookkeeper in 15 years ago, but I need to refreshing my knowledge in the UK. So the courses of AAT was perfected for me."*

Sindy attended 2 sessions a week and put in a lot of effort throughout her time away from the classroom and was able to complete both AAT courses in under the recommended time. She worked hard to learn the terminology required, especially as English is not Sindy's first language and has now started working towards the level 1 in payroll qualification to further enhance her employability. In the tutors words... *"Sindy is a very hardworking and determined lady who is a joy to have in our classroom. She embodies all that 3CATS stands for."* Well done Sindy!

Case Study: Changing Views on Outdoor Learning

This course was *Outdoor Fun*, a 5-week course in a school in Stamford, Lincolnshire. The group were a mixture of new and returning learners. The learners were all parents to the children, and all wanted to develop their knowledge of what learning takes place outdoors and how to support curriculum learning outdoors. This story is about a returning learner, her son had asked her to attend for the previous course and she has since attended workshops and this course.

This learner felt negative about outdoor learning to start with and said she was a home person, who would rather be inside than in her garden playing. Her attendance was brilliant. From attending this course, *the learner has developed a sense of enjoyment for being outdoors and has said how much she has enjoyed the activities, even repeating some at home.* She commented on how she has used the learning in the adult session to support her son in his learning at home, making maths homework for example into an *outdoor* learning game. She has also developed a love for learning herself, as she did not enjoy school.



A Counselling Career door has opened for Grantham College Learner:

A learner at the college was considering what to do whilst not in full time work and attended an introduction to counselling skills course. This is a subject the learner had always been interested in. *They contributed brilliantly and was enthusiastic and keen to learn.* Once the two-week introduction course had finished they signed up for the accredited Level 2 qualification and progressed on to finish the seven week accredited Level 2 course and has signed up to the longer form Level 3 qualification in the coming term.

Signs of Success! *"I work in a primary school and have been taking the beginners BSL course. We have a hearing support unit in my school and I wanted to be better able to communicate with our deaf children. I was able to communicate and hold a simple conversation with a young child I had not spoken to before who is profoundly deaf. I have also been able to use BSL in our assemblies when singing to teach children in our class. I was able to interact with someone who hasn't been able to before and also, the children I teach are beginning to recognise and use basic signs too."*





Provide targeted learning to those in greatest need, including helping parents to support their children's learning



Case Study: Ben 's Work Placement at the Salvation Army Café

Ben has attended this placement since March 2022, he was supported by a job coach for several months as he required guidance within the café area and the kitchen. Ben has a head strong attitude and can at times become stressed when things aren't going his way and he needs encouragement to listen to others point of view. When he first started, he was placed in the café area where he would wipe down tables, set the tables for lunch, set up meeting rooms with a tea and coffee area with support from either his supervisor or the job coach.

Ben is given tasks from the cook which have included making cookies, peeling, and chopping vegetables, mixing cake mixture and placing mixture into cake tins and mashing potatoes. Ben also helps with the takeaway meals for the residents at a local rest home and for the elderly in the community by putting the correct labelled top on to the container and fastening the tops down. Ben is due to leave YPLP this July and we have secured a volunteering placement at the Salvation Army on a Wednesday for him to work independently from when he leaves us.



Ben is very happy with this as he loves working with the staff and the customers.

Learner gains employment thanks to Family Learning ...



This learner joined our Early Start 8-week, Family Learning course at Sleaford to feel more confident in supporting her own daughter at school, and because she felt that she needed to be able to add an element of learning to her CV to make her 'stand out'. This was a result of applying for many jobs and finding that she wasn't getting through to the interview stage. She was currently employed but had been trying to move to a different area of work to provide a better work life balance and enable her to be more present with her daughter. Unfortunately the learner could not attend all sessions due to illness. The tutor reached out to her via email and kept her up to date with the Moodle resources and through the dialogue she asked for further advice on CV writing and improving her job applications. She returned to the course the following week, having been in contact via telephone to the NCS and had re-written her CV. She added her experience and skills development from her Family Learning Course. She was very pro-active, she used the group IAG board every week to take information and she achieved what she set out to achieve. She emailed the tutor in January to say that she had got the job beating 18 applicants. *Getting this job means she doesn't have to work weekends and will enable her to have more time with her family.*



Feedback from our partner schools

Investigating and Exploring (St Georges CofE Primary School) - "We are starting to get more families interested and returning to family learning and a good reputation for the project. The parents who have attended are engaging more with the school and their child's learning. It has helped some of our learners get the confidence to get a job."

Active Maths (Market Rasen CofE Primary School) - "The course provided the parents with an understanding of the mathematical words used in schools and methods that are used to support their child's learning. The course met the needs of the school by providing the parents with the necessary knowledge of mathematics."

Get Creative (Cliffedale Primary School) - ' They appreciated and realised that they shared common challenges as parents, whether it maybe age related or related to incidents at school. Several learners expressed their interest in the online TA course and one has enrolled to do Level 3 diploma for the early years practitioner'.



Cameron's Work Experience at Lyndhurst Garden Centre

Cameron started at YPLP in August 2023. Within the first few weeks he was very disengaged and would not speak to any staff or learners. He would just keep his head down and not communicate at all. After a while, Cameron began to say either yes or no to staff if they spoke to him during sessions but wouldn't have a conversation.

In Dec 2023 a placement was sourced at Lyndhurst Garden Centre and the employment team took Cameron for an interview. Whilst at the interview Cameron listened well to the questions and gave short answers but kept his head low and gave no eye contact. The placement was set up for the following week on with the job coach supporting him, but on the first week he didn't arrive as he was so anxious. I spoken to his mum and said to Cameron that we could just go for an hour and his mum could visit the garden centre coffee shop whilst he was working so he knew she was around. He arrived the following week and we got on with clearing a display to clean the shelf and then replacing the items back on the shelves neatly. He was shown how to use the industrial vacuum and he vacuumed the whole shop floor. By the end of the hour Cameron seemed much happier about this placement as he had noticed that it wasn't busy, and he could cope with environment and told me that he would stay for the whole two hours from now on.

I then ask what job they wanted him to do next and he was given a variety of tasks to do around the shop. He has cleared and cleaned shelving, weighed out bird food, priced items and put them out on display and swept areas of the shop. When Spring arrived Cameron started to work outside in the nursery area, some of the tasks that he has undertaken were watering the plants that are under cover and replenishing the logs by placing the right amount into orange nets and stacking them up.



As the months have gone by Cameron's communication skills have grown and he now talks to his supervisor about cars and his dog and initiates conversation with me by asking me how my week has been and listens to what I say. He has come on so well from the young gentleman who wouldn't speak to any staff or learner to a funny lad who participates in group discussion during lessons, goes out on trips in the community for his PFA session, and openly talks to me and his supervisor at his work placement. His next targets are to ask his supervisor what they would like him to do and help customers find items in the Garden Centre. These will be worked on in the coming months when he is working along side an LSA at his placement.

What our learners say

"Spent time with the family, My reluctant teenagers really enjoyed it. Travis kept everyone engaged and smiling"



"I knew it was the right decision to come to YPLP "I feel confident, and feel I have been given a purpose"

Case Study : Being Dad at LAT

During the Covid restrictions at HMP Lincoln, 'Being Dad' was delivered to learners via their in cell phones on a 1:1 basis. They were given workbooks with exercises to complete which were discussed with tutors. Once restrictions had been lifted, classroom courses resumed. The course was run over 5 sessions and included topics such as What makes a Good Dad?, Making Memories, Keeping in Contact, Building Self Esteem, Healthy Relationships and Safety in the Home. The course consisted of a mixture of group discussion, videos, group exercises and individual work utilising their workbooks. Learners were also set extension activities and reflections to complete on their own after each session.

At the end of the course, learners had a 1:1 session with their tutor – this was to go over any missed work, explore any further learning or support needs, offer feedback and to complete an evaluation. The majority of learners report an improvement in knowledge and *feedback has been overwhelmingly positive with learners talking about an increase in confidence, a desire to have better communication with their children and to learn further ways to improve their child's self esteem.*

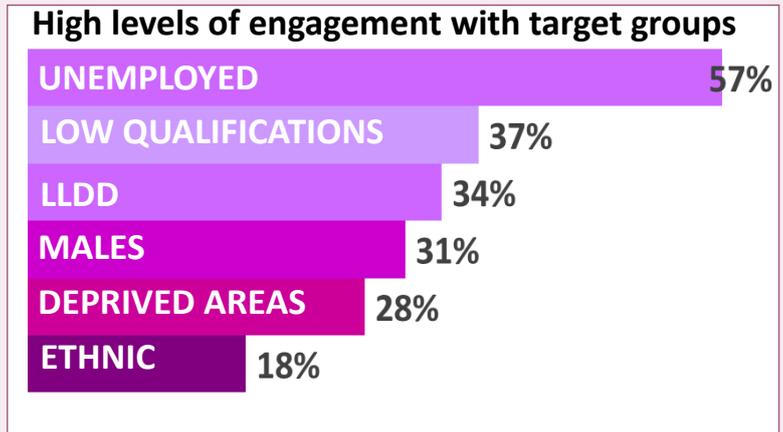
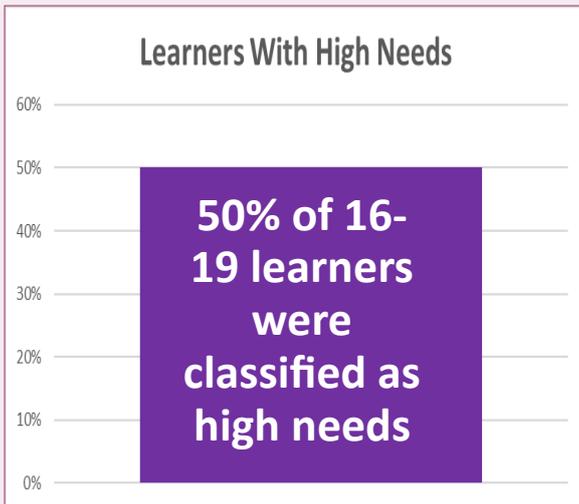


Case Study I'm glad I came, I nearly didn't!

Katy attended the 4 week 'Taking Time to Stop Understand and Move On' course for parents that was held at Nettleham CofE Junior School, Lincoln. The course is around how we can learn more about ourselves and our children to feel better equipped to help them through this rollercoaster called 'life.' With focus on how we think, feel and act, self-regulation, self-care and moving forward from difficult times. After attending the course, parents said:

"I attended your parenting course last term and I just wanted to send you an email to thank you and let you know how it has helped us as a family! At first, I was unsure about whether to come as our children overall are happy and I was fairly confident in our parenting. However, our 4 year old little boy is very head strong and is prone to the odd melt down when he doesn't get his own way. I thought we were doing everything we could do to help from taking the advice of parenting books to speak in a calming tone, get down to his level etc. However, I cannot believe the difference it has made taking your advice about using the word "pause" and not "stop"! If I can see he's starting to have a meltdown I say, "It's ok to feel sad or angry but let's pause a minute and take some deep breaths". *I genuinely think any parent can benefit from attending your course.* Thanks again!

Impact in Numbers



Case Study Shakira's Work Placement Journey

Shakira has been with YPLP since August 2021 and when she first arrived, she said she wanted to work with adults with learning difficulties. As Shakira was only 16 it was difficult to locate a placement in this area as employers required learners to be 18 years of age. In January 2023 a work placement opportunity at Alghitha Road Day Service in Skegness which is a LCC run organisation offering adults with learning difficulties to 'Live Life to the Full' by engaging in activities of their choice. As Shakira turned 18 in 2023 she was able to go for an interview and was successful in gaining a work placement.

Following initial support, it was very evident that Shakira excelled with working with the service users, and nothing seemed to bother her. She followed instructions from her supervisors and interacted brilliantly. She has been to the Moon exhibition at the Embassy Theatre where she helped support service users by taking them around the exhibition and getting them to participate. She has also helped staff set up the cooking session and supported the service users that needed assistance to make a cake. Shakira's supervisor has said she is doing very well, she is very enthusiastic and will take part in any activity that the service users are doing.



Shakira has told her supervisor that *it is the best work placement she has had*