

ESOL ADVICE SERVICE

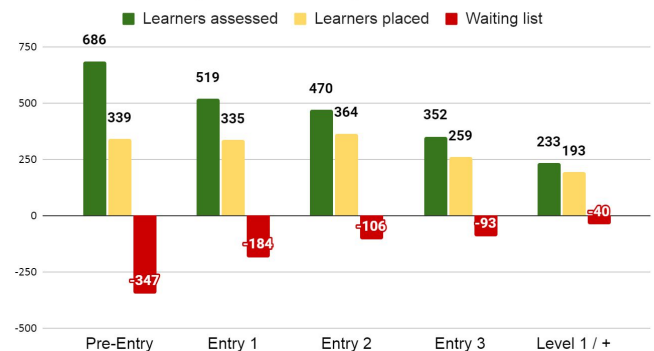
KEY STATS

Enquiries and assessments (see page 2 for further details)

All enquiries received	3,081
Total number of assessments completed	2,457
Online and phone assessments (included in total number above)	2,265
Face-to face assessments in centres (included in total number above)	192

2. Learners assessed, placed and waiting (page 4)

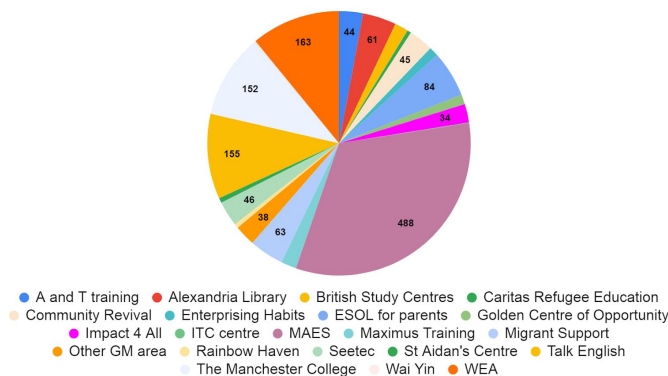
Learners assessed, placed and waiting



A total of **1,490** learners have been placed on a suitable course. An additional **461** learners have been contacted with an offer of at least one suitable course.

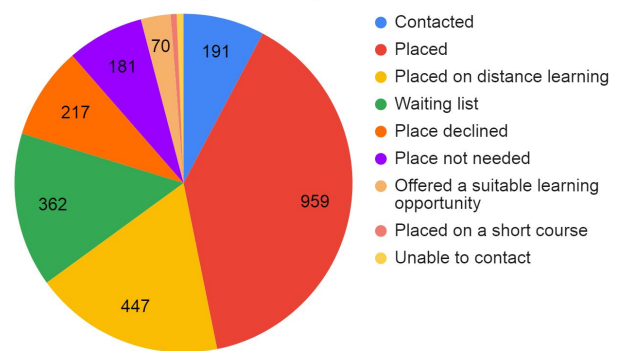
3. Outcomes for providers (page 8)

Placed by provider



4. Outcomes for learners (page 7)

Overview of outcomes by 28th February 2021



5. New provision led by need (page 8)

Provider	Course/level	Additional spaces created
The Manchester College	Entry 1	18
WEA	Pre-Entry	12
WEA	Pre-Entry	12
WEA	Entry 2	15

6. Key areas of unmet need (pages 9-11):

- ❖ Pre-entry provision in all areas of Manchester or online, daytime and evening
- ❖ Pre-Entry- Entry 1 provision for DWP customers
- ❖ Support with developing digital literacy needed for 41% of Pre-entry and Entry 1 learners currently on the waiting list
- ❖ Distance learning programmes at low levels (Pre-entry to Entry 2)

ENQUIRIES AND ASSESSMENTS

- **3,081** initial enquiries have been received through the website at www.gmesol.org between 1st August 2020 and 28th February 2021.
- **304** initial enquiries were passed over to Manchester College as they expressed interest in studying in one of their sites. **79** learners have had an assessment in one of The Manchester College sites.
- **2,265** assessments have been completed over the phone from the initial enquiry.
- The conversion rate from an initial enquiry online to a completed assessment on the phone is **91%**.
- **131** of the initial enquiries did not progress to the assessment being fully completed. This was due to several reasons, including the learner needing to be referred to a higher level provision.
- **27** learners who submitted an initial enquiry did not provide the correct mobile number, which was followed up with an email or letter.
- **45** learners who completed an online initial assessment required an appointment in a centre, as the assessment could not be completed over the phone due to limited communication skills.
- Due to the national lockdowns and Covid related restrictions between August 2020 and the end of February 2021, there was a very limited number of face-to-face assessments carried out in **8** venues: Abraham Moss Adult Learning Centre, Longsight Library and Learning Centre, Greenheys Adult Learning Centre, Forum Adult Learning Centre, Manchester College St John's Centre, Openshaw Campus, Harpurhey Campus and Northenden Campus. Only **192** assessments (**7.8%** of the total) have been carried out face to face.

2020-21 ESOL course placement test

0%

1. Information about your ESOL course placement test- please read Page 1 of 4

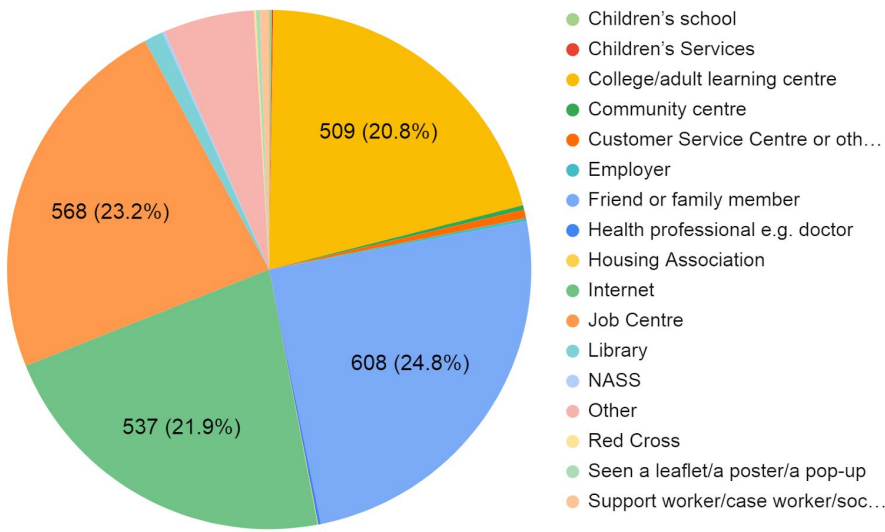
If you'd like to join an ESOL class in September 2020, you need to do an assessment and provide some personal information so that we can find the right class for you. Manchester ESOL Advice Service can help you find an ESOL class at Manchester Adult Education, The Manchester College or at one of the community and training providers.

ESOL Manchester

You can ask a friend or a family member to help you answer some of these questions.

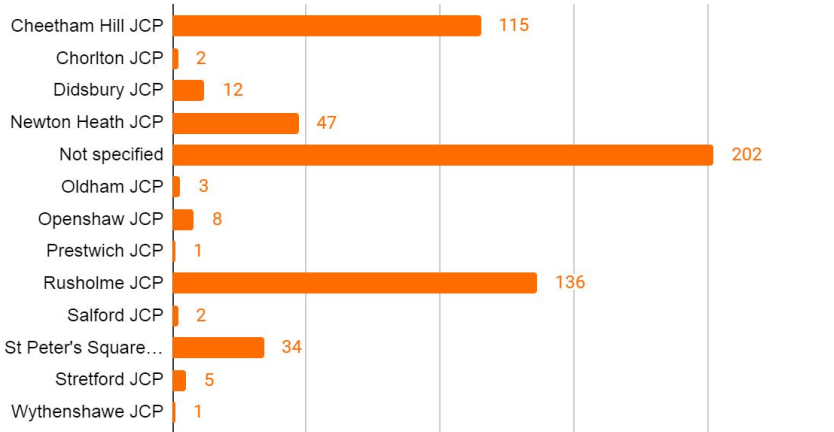
- 1** Tell us about your skills. How confident are you in speaking, listening, reading, writing in English? Can you use the Internet?
- 2** Reading and writing: you must complete this part without anyone's help. Your answers will tell us about your level and what you need to learn.
- 3** Your personal details and your status in the UK. We need to know how we can get in touch with you and which courses you can join.
- 4** Wait for a phone call from a teacher. A teacher will phone you and explain which course is right for you.

REFERRALS



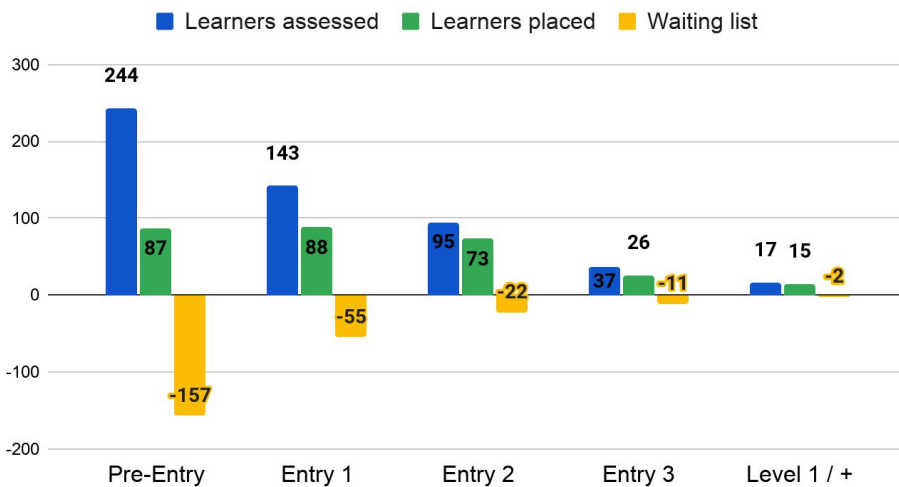
The majority of referrals and enquiries have been through a friend or family member (**608** or **24.8%** of all assessments), **23.2%** from Job Centre work coaches and offices, **21.9%** through the internet and **20.8%** from colleges and adult learning centres.

Job Centre referral sites



The number of referrals from the Department for Work and Pensions (DWP) is continuing with success and has seen an increase of over **7%** since December 2020.

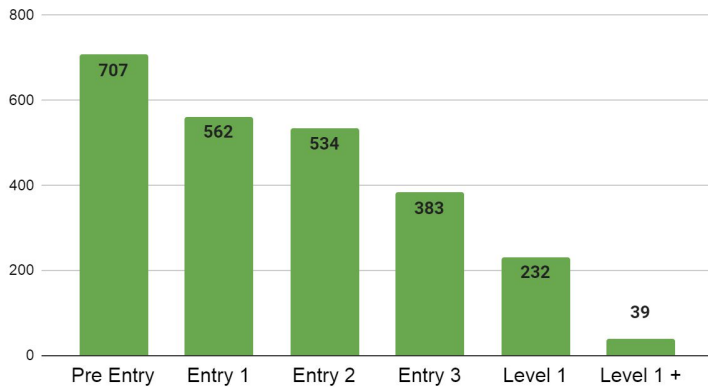
Job Centre referrals assessed, placed and waiting



568 referrals from DWP between August 2020 and February 2021 resulted in **289 learners** (50.8% of all referrals from DWP) being placed on a suitable ESOL course and a further **96** learners being contacted with an offer of at least one suitable learning opportunity. **247** learners remain on the waiting list with **85.8%** of learners waiting for a Pre-Entry or Entry 1 class.

OVERVIEW OF DEMAND BY LEVEL AND AREA

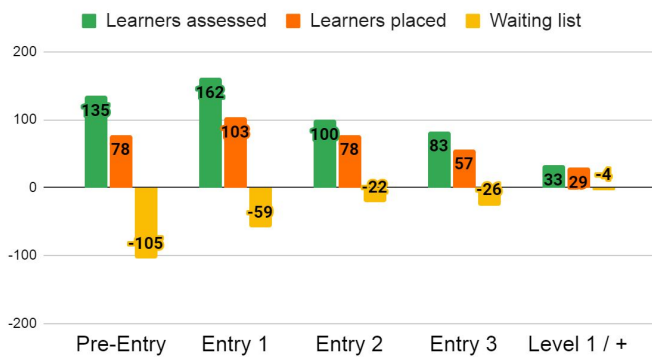
Levels of learners



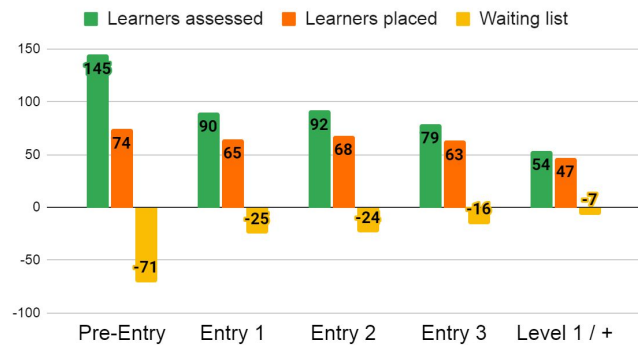
The majority of Greater Manchester residents looking to join an ESOL course have been assessed at low levels, ranging from Pre-Entry to Entry 2 (**73.3%**). The levels with the highest demand based on the assessments completed to date are Pre-Entry and Entry 1 at **28.7%** and **22.9%** respectively.

The main deficit of places is at Pre-Entry level in all areas of Manchester (ranging from only **49.7%** of residents assessed at this level being placed in East Manchester to **60.6%** in South Manchester), and Entry 1 in all areas (ranging from **57.4%** of all Entry 1 learners being placed in South Manchester to **72.2%** in Central Manchester).

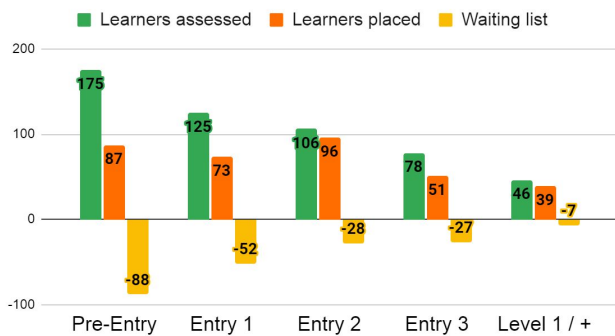
North Manchester



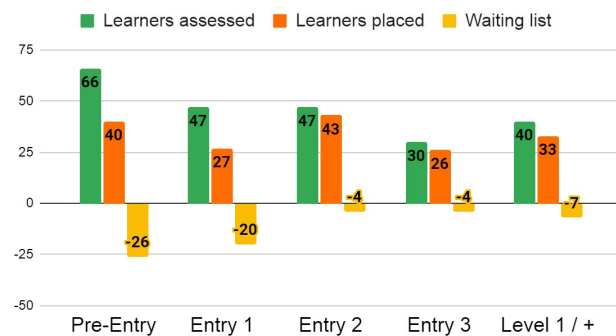
Central Manchester



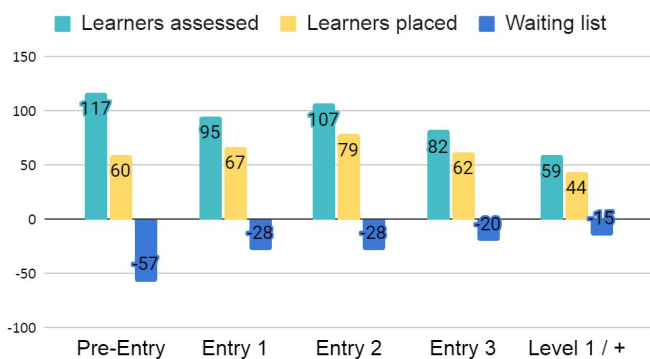
East Manchester



South Manchester



Other Local Authorities



A total of **509** learners from other local authorities across Greater Manchester and beyond have been assessed.

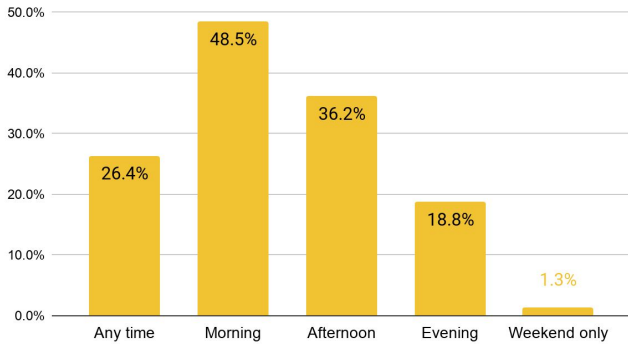
The majority, **40.3%** or **205** learners, are Salford residents. **59.7%** (**304** learners) come from other GM areas, including Stockport (**7%**), Bury (**9.4%**), Tameside (**5.8%**), Oldham, Trafford, Bolton and Rochdale.

0.1% (**5** learners) live in Cheshire.

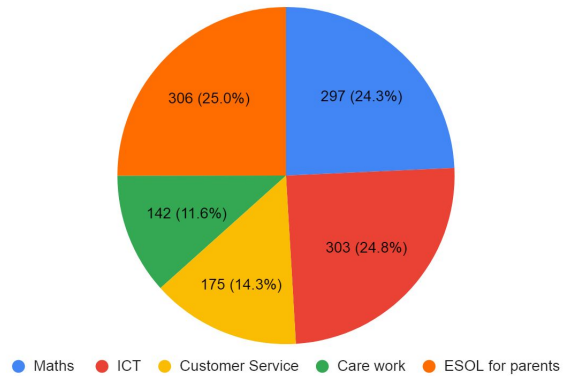
Postcodes included in other Local authorities are:
OL, BL, SK, WA, WN, M6, M7, M5, M50, M27, M28, M29, M3, M30, M38, M46, M34, M44, M43, M33, M32, M35, M24, M25, M26, M45

OVERVIEW OF LEARNER PREFERENCES AND NEEDS

Preference for class times



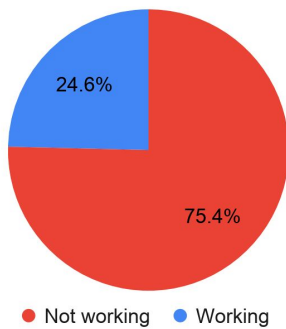
Preferences for other courses



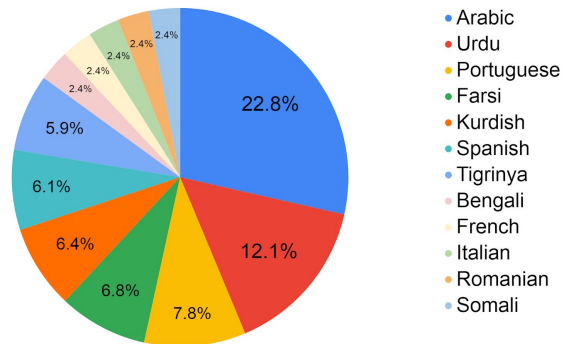
Courses in the morning are preferred by over half of all learners on the waiting list. **211** indicated that they can only attend courses in the evening; and furthermore, **59.2%** of these learners are currently in employment.

There is also some interest from learners in taking additional courses to develop skills required for work, future study or to support children at school.

Economic status



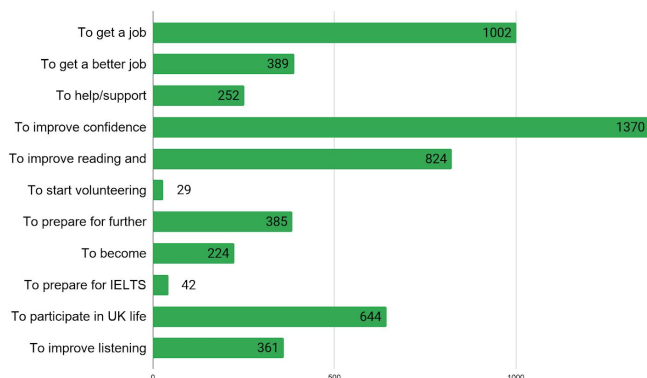
First language



Over **75%** of learners assessed are currently not working. **44%** of learners who are not working are looking for a job.

70 different first languages are spoken amongst Manchester residents assessed in this period. The chart above indicates **the top 12** most frequently spoken languages, with Arabic, Urdu and Portuguese being the top three.

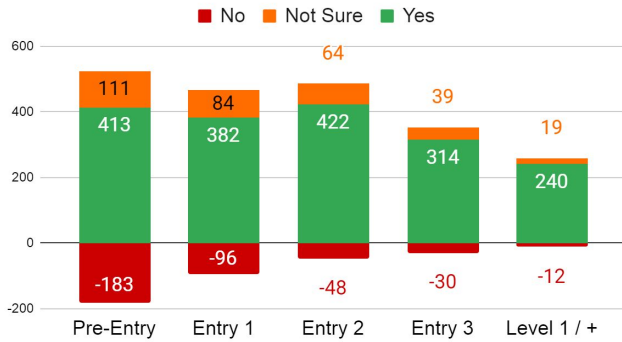
Reasons for wanting to learn English



The main reasons for learning English indicated by learners during the assessment have been to improve confidence in speaking to others and to get a job or a better job.

DIGITAL SKILLS AND ACCESS

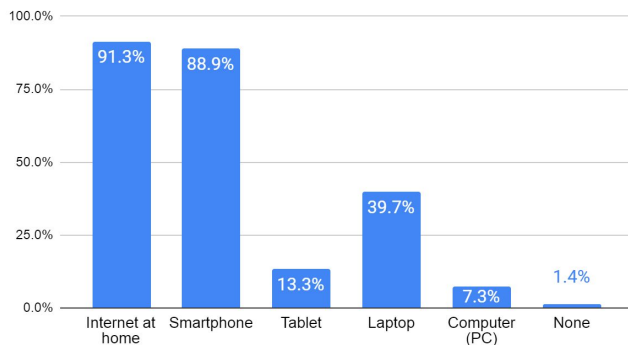
Can you study online?



An improved ESOL 2020-21 screener has enabled us to gather information about the learners' digital skills and what devices they have access to.

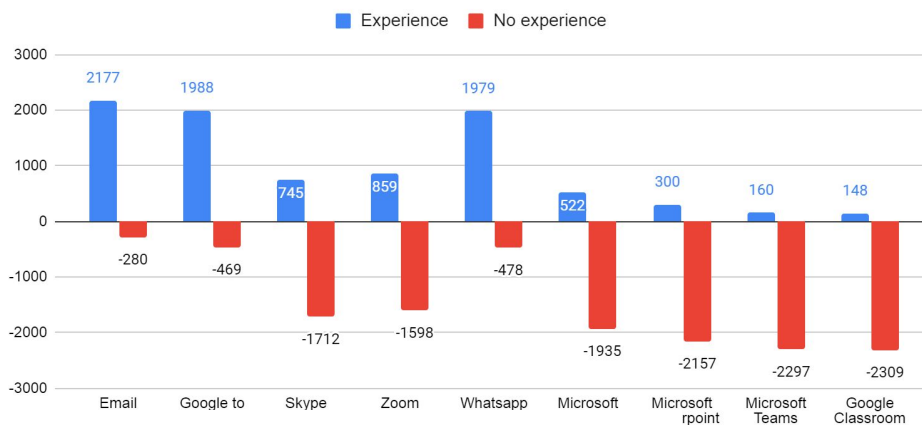
72.1% of all learners assessed indicated that they are able to study online. Just under half of the remaining learners stated that they might be able to take an online course if they could receive extra digital support from the tutor or a family member to do so. The vast majority of learners who are unable to study online or require support have been assessed at Pre-Entry and Entry 1 levels.

Devices learners have access to



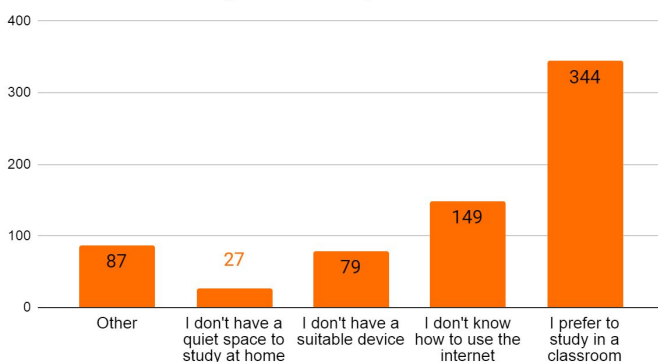
The majority of learners assessed have internet access, through either wifi at home or on their smartphone. **39.7%** have access to a PC or laptop in their household. Only a very small percentage of learners (**1.4%**) do not have an internet enabled device.

Applications learners have experience of



Over **80%** of all learners assessed have an email address and Whatsapp account, as well as experience of using the internet to search for information or messaging via Whatsapp. Approximately **30%** have prior experience of using Zoom/Skype applications.

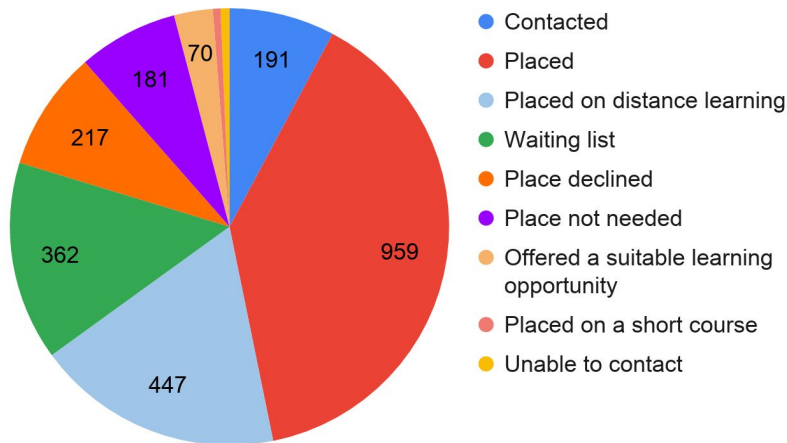
Reasons for not being able to study online



50% of learners who have been assessed and have expressed that they can't study online would prefer to study in the classroom. A further **11.5%** do not have a suitable device or internet at home to enable them to join distance learning programmes.

OUTCOMES FOR LEARNERS

Overview of outcomes by 28th February 2021

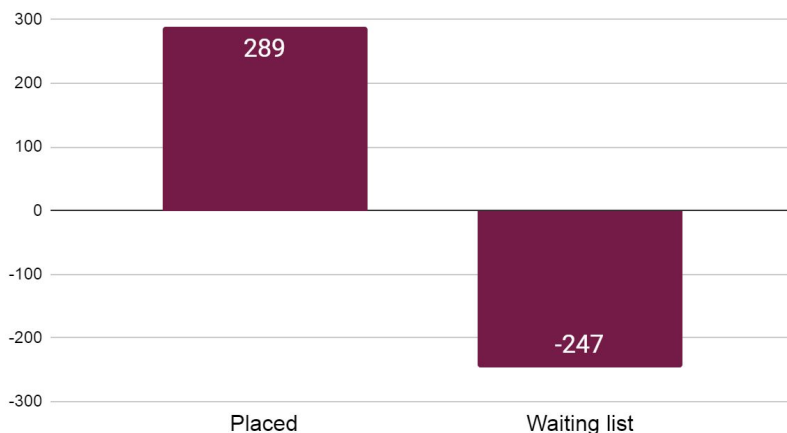


Over **79.4%** of all learners assessed have been offered at least one learning opportunity, with **1,490 or 65.9%** being placed on a blended learning course, a short course or distance learning programme. **197** learners have stated that they no longer required a place on a course.

Learners who are not eligible for GMCA-funded courses have been offered a suitable learning opportunity with course providers funded through other funding streams e.g. online English conversation classes.

Overall, this leaves **770 learners (34.1%** of all learners assessed) remaining on the waiting list for an ESOL course in Manchester.

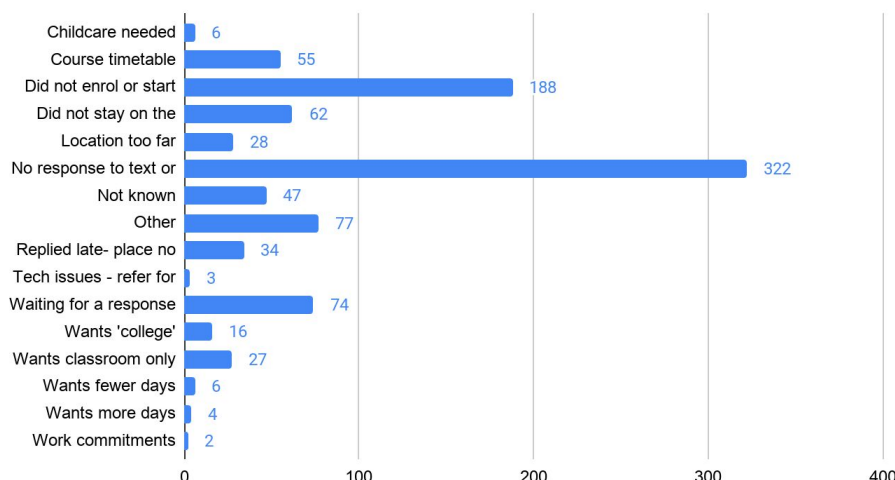
Referrals from the Job Centre



A total of **568** learners were referred from Job Centres, where **289 (50.8%)** of learners were placed on a suitable ESOL course. **18 (3.2%)** learners were already attending a suitable ESOL course at the time of assessment. **247 (43.5%)** learners are currently waiting for an ESOL course, with **82** of these learners having been contacted at least once with a suitable course offer. Within the job centre referrals, it has also been noted that **21** learners had been furloughed as a result of the pandemic.

Overall, **111** learners who have had an ESOL assessment have been furloughed, with **61.2%** having been placed on a suitable course.

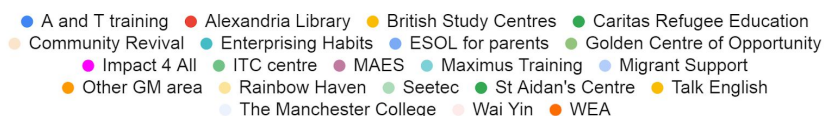
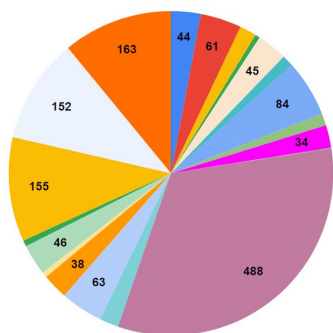
Reasons for declining an offer of an ESOL class



When a learner was offered a place in a class and did not accept it, in **33.9%** of cases the learner did not respond to the text message or phone call to provide a reason for declining the place. **19.7%** of learners did not enrol or start the course after accepting the place. However, when a reason was given, it was mainly due to the class timetable or the course location being inconvenient for the learner.

OUTCOMES FOR PROVIDERS

Placed by provider



A total of **20** ESOL providers have offered places to ESOL learners on the centralised waiting list:

- **Online classes:** Alexandria Library, Caritas Refugee Education, Community Revival, Enterprising Habits, ESOL for Parents (MAES Family Language), MAES ESOL, St Aidan's Centre, WEA, British Study Centres, Maximus Training, Wai Yin
- **Blended learning*:** Migrant Support, Seetec, The Manchester College, MAES, Golden Centre of Opportunity, Impact for All, ITC Centre
- **Classroom based learning*:** Talk English, ESOL for Parents, A&T Training

* outside of Covid-19 related lockdowns

NEW PROVISION

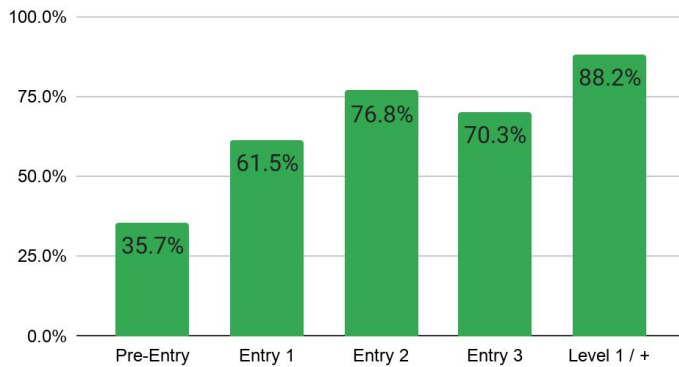
In response to the need for provision at low levels in the evening, as well as an increased interest in distance learning only courses identified through ongoing assessments, the following courses have been set up between October 2020 and the end of February 2021, creating additional places for **159** learners:

ESOL provider	Course/level	New places created	Start Date
MAES	Level 1 (evening, online only)	15	Oct 2020
WEA	Pre-Entry (evening, online only)	12	Nov 2020
MAES	Entry 3 (online only)	12	Nov 2020
MAES	Entry 3 (online only)	12	Nov 2020
MAES	Entry 2 (online only)	12	Nov 2020
Migrant Support	Digital Skills	15	Dec 2020
WEA	Entry 1 (evening, online only)	12	Jan 2021 (postponed from Dec 2020)
MAES	Entry 1 (evening, online only)	12	Jan 2021
The Manchester College	Entry 1	18	Jan 2021
WEA	Pre-Entry	12	Feb 2021
WEA	Pre-Entry	12	Feb 2021
WEA	Entry 2	15	Feb 2021

AREAS OF UNMET NEED

1. Provision for referrals from DWP at Pre-Entry and Entry 1 levels

JCP referrals placed by level

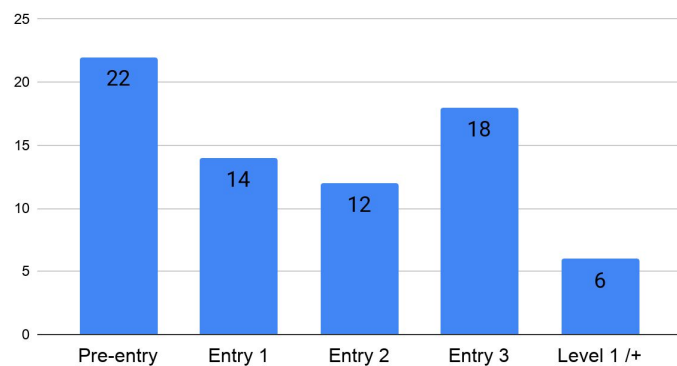


Referrals from DWP have seen an increase of 7% compared to the end of December 2020. The majority of JCP customers referred (68.3%) have been assessed at very low levels from Pre-Entry to Entry 1 (see page 3 for a detailed breakdown of learners assessed, placed and remaining on the waiting list).

It has been possible to place 35.7% of all Pre-Entry learners and 61.5% of Entry 1 learners referred by DWP. This is a much lower percentage, particularly at Pre-Entry level, compared to placements at Entry 2 to Level 1. This indicates an unmet need for provision for DWP customers assessed at Pre-Entry and Entry 1 levels.

2. Learners who can only attend in the evening

Learners who can only attend in the evening



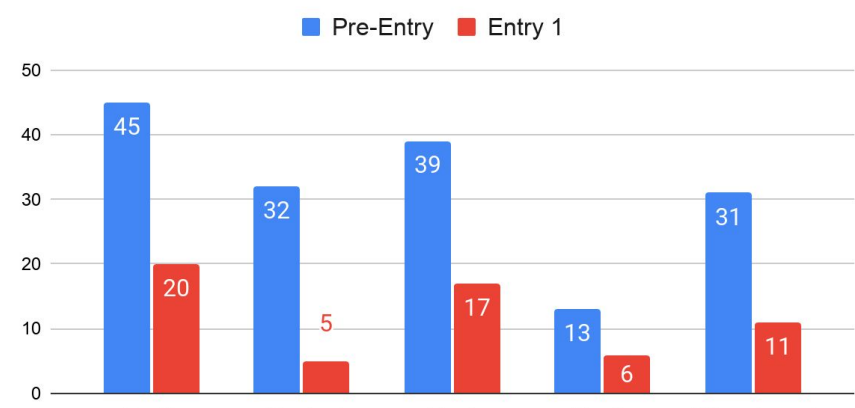
72 learners remaining on the waiting list have expressed that they are only available to attend a class in the evening, with the highest numbers waiting for a Pre-Entry class. 63 of those in need of an evening class have expressed that they would also be willing to take their class online, which might be convenient for 14 of these learners, who are residents of other GM areas. There appears to be the highest demand from learners in East Manchester.

3. Low level (Pre-Entry- Entry 1) learners in need of face to face courses

The highest unmet demand for face to face classes is for Pre-Entry learners, with the majority of learners who are unable to take an online class residing in North and East areas of Manchester.

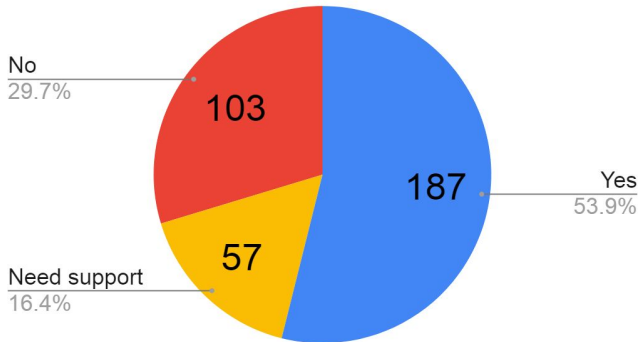
The overall unmet demand for courses at Pre-Entry level, which includes learners interested in online learning, is depicted on page 4 of this report.

Demand for classroom based learning



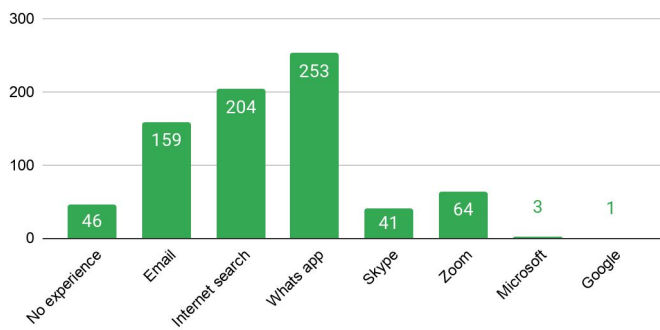
4. Pre-Entry learners requiring support to access distance learning courses

Pre-Entry learners willing to take an online course

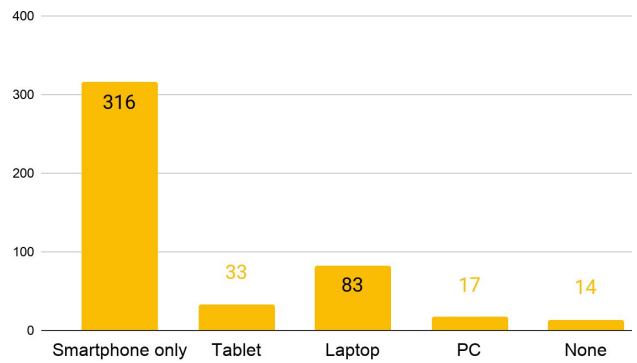


A large majority of Pre-Entry learners have stated that they are willing to study online but **57** have expressed the need for extra support to enable them to take a distance learning class. **68%** of them have access to a smartphone only. A further **46** learners have stated that they have no experience of using any programme or app on their device. In this category, a significant proportion of learners have experience of using email as well as searching for information on the internet. In terms of software and apps, the majority have Whatsapp on their device and a small number of learners also have experience of using Skype or Zoom.

Pre-Entry learners' experience of using programmes and apps for online learning

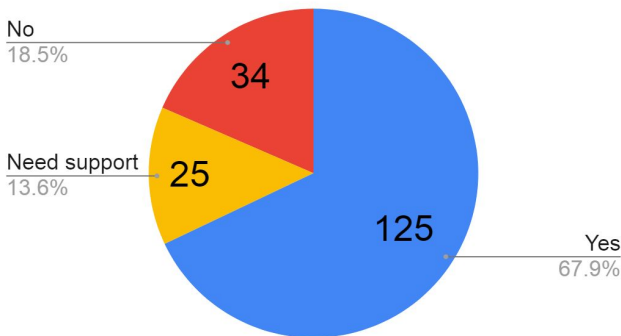


Pre-Entry learners access to an online device



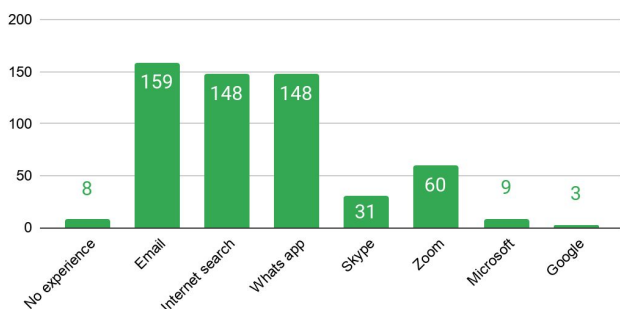
5. Distance learning programmes at Entry 1

Entry 1 learners willing to take an online course

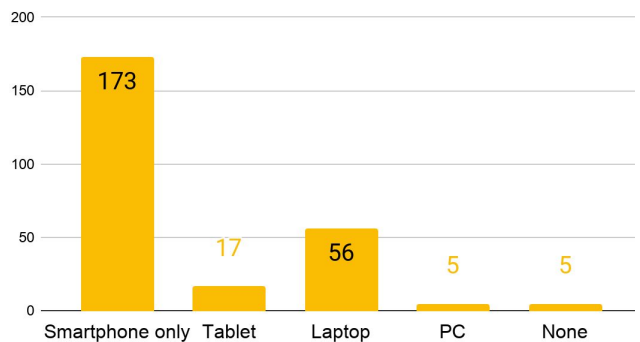


The majority of Entry 1 learners on the waiting list have confirmed that they are able to do a distance learning programme. An additional **25** learners have stated that although their preference is for a face to face class, they might be willing to take an online class if they received extra support to develop their digital skills.

Entry 1 learners' experience of using programmes and apps for online learning



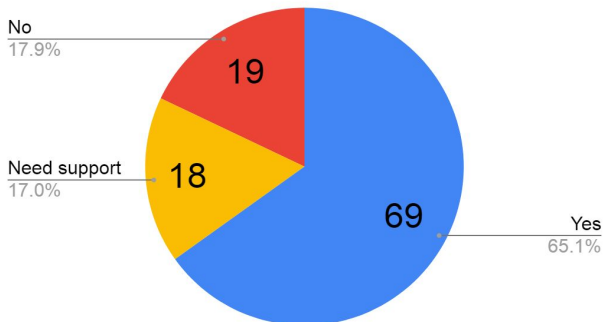
Entry 1 learners access to an online device



Out of all Entry 1 learners who have expressed an interest in an online or a blended learning course, over half the learners have stated that they only have access to a smartphone; although **76** have stated that they also have access to a device such as a tablet, laptop or PC. In terms of their experience of using software to enable them to study on a distance learning programme, the majority of learners have experience of using Whatsapp and email, and searching for information on the internet, while a proportion have also used video conferencing software such as Zoom and Skype.

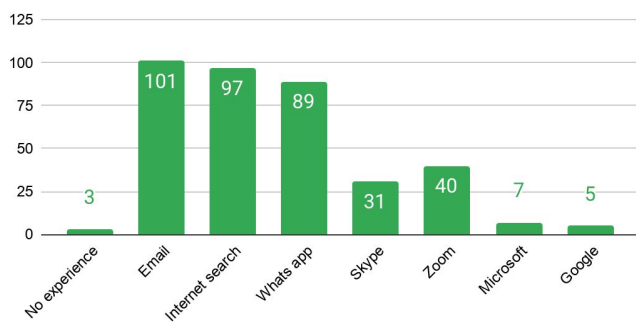
6. Distance learning programmes at Entry 2

Entry 2 learners willing to take an online course

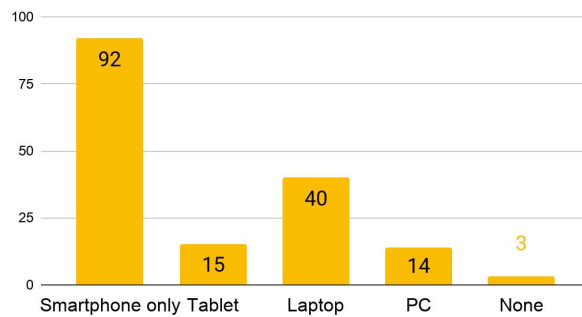


A large percentage of Entry 2 learners on the waiting list have stated that they would be interested in taking an online or blended learning opportunity, with a further **18** expressing that they might be able to study online but would require additional support from a tutor.

Entry 2 learners' experience of using programmes and apps for online learning



Entry 2 learners access to an online device



All learners who have expressed an interest in online learning on the waiting list at Entry 2 have access to an online device, with almost half having access to a tablet, laptop or PC. In addition, almost all the learners in this category have an email account and have had some experience of searching for information on the internet and using Whatsapp. A smaller proportion have accessed software such as Skype or Zoom, and even less have experience of Google Classroom or Microsoft Teams, which are platforms used by several providers of ESOL classes.

CONCLUSION AND RECOMMENDATIONS

It has been really positive to see a continuing demand for ESOL courses across Manchester despite the pandemic and the various restrictions. There has also been a 7% increase in the number of referrals from DWP in this period, compared to December 2020. Even though it has not been possible to offer face to face assessment sessions due to the national lockdown in January and February 2021, the assessments have continued online and over the phone accommodating the demand.

65.9% or **1,490** Greater Manchester residents who have had an ESOL assessment have already been offered a suitable course and have commenced their learning journey.

12 new ESOL courses have been set up between October 2020 and February 2021 creating **159** additional spaces to accommodate the need for provision at low levels, in the evening or fully online.

770 learners remain on the waiting list by the end of February 2021.

ESOL provision in Manchester moved fully online in January and February 2021 and this mode of delivery continued to offer opportunities for learners to join a course during the period of the national lockdown. At the same time, distance learning has presented a new challenge to some groups of learners, particularly those with very low levels of English who are lacking either digital skills and the confidence or the IT equipment and/or internet access in order to join a course.

This report has highlighted **the areas of unmet need**, which could largely be summarised as follows:

1. The level with the highest unmet demand for ESOL courses both at daytime and in the evening is Pre-Entry in all areas of Manchester.
2. There is a need for additional provision for JCP customers assessed at Pre-Entry and Entry 1 levels.
3. There is an unmet demand for distance learning courses at low levels from Pre-Entry and Entry 1 to Entry 2, with 59.8% of learners at this level remaining on the waiting list indicating that they are willing to study online and an additional 15.6% indicating that they could do it with some support.
4. There's a need for digital skills support for Pre-Entry (46.1% of all learners on the waiting list at this level) and Entry 1 (32% of all learners on the waiting list at this level) in order for them to access the current course offer with the majority of providers requiring a degree of digital literacy.

We are continuing a conversation with ESOL providers about digital literacy provision needed for Pre-Entry and Entry 1 learners on the waiting list in order to enable them to access ESOL courses. This has had to be put on hold during the national lockdown in the reporting period.

We have produced a custom report for DWP in March 2021 and would like to explore if any additional support or provision through DWP might be available or commissioned for customers with ESOL needs assessed at Pre-Entry and Entry 1 levels.

We have also asked all Manchester ESOL providers to consider other areas of unmet need in the continuing planning of their ESOL course offer.