

SIS SUMMARY REPORT INTO SERVICE USER EXPERIENCE OF ACCESSING ESOL

In the past 12 months

37 people approached SIS (through our volunteer social prescribers) for support accessing ESOL

We have pulled out some themes around the reported barriers experienced prior to SIS support

SIS Bilingual Community Researchers interviewed 10 individuals, speaking Farsi and Arabic, that we had helped to register with ESOL classes. We asked for their feedback on the experience of ESOL provision.

Barriers

- Childcare responsibilities (5)
- Other needs (such as housing, finances, immigration status) took priority (4)
- Language barrier to finding information and completing applications (2)
- Physical health (3)
- Worried about costs (2)
- Need a digital device for on-line classes such as Conversations Over Borders (2)
- Lack of basic literacy (1)
- Mental health (2)

Places we made referrals

Expert help	TDC Multicultural Educational Support Hub 3 BHCC ESOL Hub 1
ESOL providers	Met College 6 PACA 3 Matched to a volunteering role for practice 3 Voices in Exile social group 2 Conversations over Borders 2 Voices in Exile adult literacy course 1 BMEYPP (young people) 1 Varndean College 1 Functional Skills 1

What did people like / appreciate about their course?

- Free childcare (at MET)
- Free course (because of benefits)
- Excellent teaching (all)
- Dual learning – English with IT / careers info (Functional Skills) / community knowledge (ViE)
- Welcoming learning environment (at MET)

What did people think could be better?

- More teaching time – extended hours, on more days
- At home option for people who are housebound such as disabled
- Evening sessions or free childcare to help attendance
- More opportunities to practice such as social club with English people