

Folkestone Nepalese Community Centre

ESOL Classes Impact Study Dashboard Report

English, Wellbeing, Loneliness, Independence and Progression

Survey period: 27 June 2026

Report compiled: 01 Jul 2026

Programme: FNC ESOL Classes

Venue: Folkestone Nepalese Community Centre

Prepared by: FNC Programme Management Team

1. Introduction

Folkestone Nepalese Community (FNC) Centre carried out an ESOL Classes Impact Survey in June 2026 to understand how ESOL classes are supporting learners with English language skills, confidence, daily independence, wellbeing, loneliness, social connection, access to services and future progression.

The survey included both long and short survey forms. The responses were collected from learners attending ESOL classes at FNC Centre. The findings will help FNC improve its ESOL provision and provide evidence for future funding, partnership reporting and programme development.

2. Survey Overview

Survey Type	Number of Completed Forms
Long ESOL Impact Survey	8
Short ESOL Impact Survey	14
Total Completed Surveys	22

Dashboard Summary

A total of 22 ESOL learners completed the impact survey in June 2026. This included 8 long survey forms and 14 short survey forms. The combined findings provide useful evidence of the positive impact of FNC ESOL classes on language learning, wellbeing, confidence, independence and community participation.

3. Participant Profile

Participant Profile	Number	Percentage
Total learners surveyed	22	100%
Older learners / age 65+	18	82%
Learners below 65	4	18%
Gurkha veterans or Gurkha family background	18	82%
Receiving Pension Credit, Housing Benefit or other low-income support	18	82%
Below 65, not receiving benefits and working / working students	4	18%
Attend ESOL regularly / every week	21	95%

Dashboard Summary

The majority of respondents were older Nepalese learners, including Gurkha veterans, Gurkha family members and older community members. Out of 22 learners, 18 were older learners and/or receiving Pension Credit, Housing Benefit or other low-income support.

The survey also included 4 learners below the age of 65 who were not receiving benefits and were working or working students. This shows that the FNC ESOL programme supports both older vulnerable learners and younger working learners who need English for employment, study, progression and daily communication.

4. Age, Benefit and Employment Profile

Learner Group	Number	Percentage
Older learners / age 65+	18	82%
Learners below 65	4	18%
Learners receiving Pension Credit, Housing Benefit or other support	18	82%
Learners below 65, not on benefits and working / working students	4	18%

Dashboard Summary

The ESOL survey shows that FNC is supporting two important learner groups. The first group is older Nepalese learners, many of whom are Gurkha veterans, Gurkha family members or older community members who may need support with English, wellbeing, independence and access to services.

The second group is made up of 4 learners below the age of 65 who are not receiving benefits and are working or working students. For this group, ESOL supports employment readiness, workplace communication, study, digital confidence and future progression.

11. Volunteering, Training, Jobs and Employment Readiness

Progression and Employment Readiness Outcome	Number	Percentage
Learners below 65 included in the survey	4	18%
Below 65, not receiving benefits and working / working students	4	18%
Interested in English for volunteering or work	5	23%
Improved digital / online / computer confidence	6	27%
Improved speaking English	21	95%
Improved writing simple messages	10	45%
Improved confidence asking questions	17	77%
Improved confidence using phone or online services	16	73%
Feel more independent	22	100%
Feel more confident	22	100%

Dashboard Summary

The ESOL programme also supports wider progression, including volunteering, training, jobs and employment readiness. Although most learners are older and may not be actively seeking paid employment, the classes help build important transferable skills such as speaking English, writing simple messages, asking questions, using phone or online services and communicating with other people.

The survey included 4 learners below the age of 65 who were not receiving benefits and were working or working students. This shows that FNC ESOL classes also support working-age learners who need English for employment, study, workplace communication, digital confidence and future progression.

For older learners, employment may not be the main outcome, but ESOL still supports active ageing, volunteering, community participation and confidence to contribute to community life.

15. Key Impact Dashboard Highlights

Key Impact Area	Result
Total completed surveys	22
Long survey forms	8
Short survey forms	14
Older learners / age 65+	18 out of 22
Learners below 65	4 out of 22
Below 65, not receiving benefits and working / working students	4 out of 22
English improved	21 out of 22 learners
ESOL helped daily life	22 out of 22 learners
Improved independence	22 out of 22 learners
Reduced loneliness	22 out of 22 learners
Made friends / met other people	22 out of 22 learners
Improved confidence	22 out of 22 learners
Improved wellbeing	22 out of 22 learners
Better community participation	21 out of 22 learners
Would recommend ESOL	22 out of 22 learners

Corrected Overall Impact Statement Paragraph

The FNC ESOL Classes Impact Survey was completed in June 2026 by 22 learners, including 8 long survey forms and 14 short survey forms. The respondents included 18 older learners, many of whom were Gurkha veterans, Gurkha family members or older Nepalese community members receiving Pension Credit, Housing Benefit or other low-income support. The survey also included 4 learners below the age of 65 who were not receiving benefits and were working or working students.

The findings show that FNC ESOL classes are making a strong positive difference to English language skills, daily independence, confidence, wellbeing, social connection and access to services. 21 out of 22 learners reported that their English had improved after joining ESOL classes.

The programme also supports wider progression. For older learners, ESOL supports independence, active ageing, wellbeing, confidence and community participation. For the 4 working-age learners, ESOL supports communication skills, study, employment readiness, workplace confidence, digital skills and future progression.

Overall, the evidence demonstrates that FNC ESOL classes are not only improving English language skills, but also reducing loneliness, strengthening confidence, supporting independence, improving wellbeing, helping learners access essential services and creating pathways towards volunteering, training, study and employment where appropriate.
