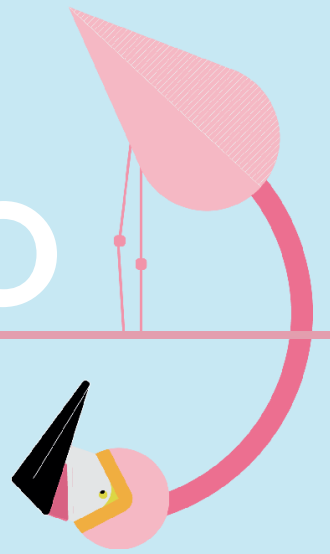


Lingo Flamingo

Social Impact Report December 2023



Introduction

Who are we?

Lingo Flamingo provide the world's first portfolio of tailored outreach language workshops to older adults, delaying the effects of dementia and brain ageing by keeping older adults' brains fit and active. Founded 8 years ago, we have provided over 10,000 classes to adults across Scotland. We also have a Language Nest in Shawlands where we offer community language classes for adults. These classes are run on a semester basis, both in-person and online for a period of 10 weeks each semester. We run 4 semesters every year.

Aims of Report

The purpose of this report is to show the range of beneficiaries we have reached over the last year and to illustrate the impact we have created through surveys, quotes, pictures, and case studies from our students, stakeholders, and staff.

Format of Report

The report is split into two main sections. Firstly, the impact of the care homes is showcased, after which the impact created by the hub is reviewed. Both sections will initially outline the numbers of people reached and the projects delivered. Thereafter, additional quantitative data gathered through surveys will be presented, after which both sections will highlight some of the depth of the impact created through qualitative methods such as quotations and case studies. Some pictures are included to help give a visual representation of the impact created through the language classes. This year we have also included information regarding our tutors' experiences as well as the changes we have made towards becoming a greener organisation.

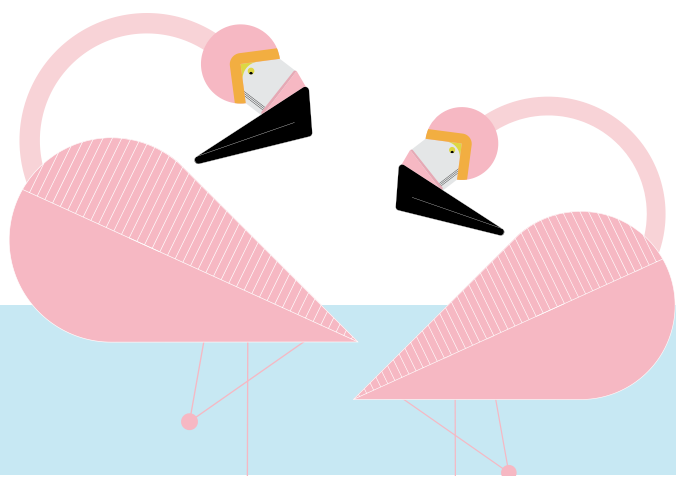
Acknowledgements

Lingo Flamingo would like to thank our amazing students, who are at the very core of why we deliver our services. To our brilliant staff, tutors, and board members - thank you for all of your hard work and dedication. Finally, we would also like to thank our partners for all your support over the last year. We could not have done it without you all.



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Impact Summary

Lingo has supported **900** older adults, across **57** care homes, with **54** of our students achieving an **SQA qualification**. We have run a total of **1,130** Hub classes.

Lingo Flamingo is a **living wage employer** and our employee pay ratio is **1.5:1**.

We became a **Scottish Registered Charity**.

Winner of the **Threifold Cup** from the Chartered Institute of Linguistics.



Care Home Projects Overview

2023 Care Home Data Overview

Total number of students: 900

Total number of Classes: 850

Number of Taster Sessions: 20

Number of Projects: 80

Number of students who completed an SQA diploma: 54

Languages Percentages

Language

Percentage

French

38%

Spanish

26%

Italian

18%

Gaelic

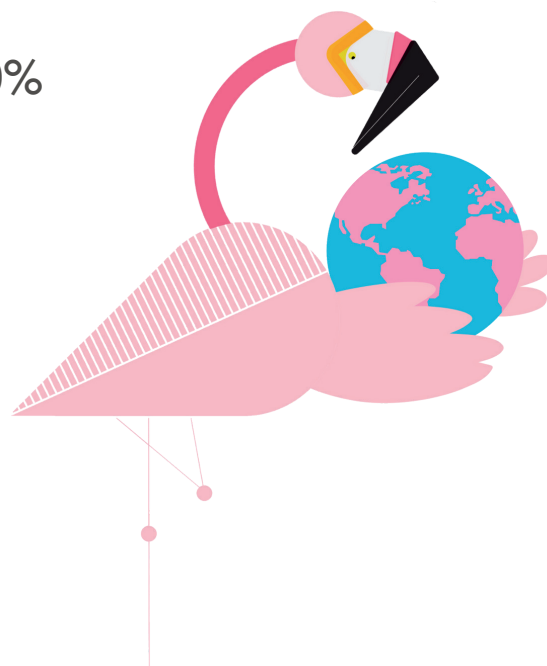
10%

German

8%

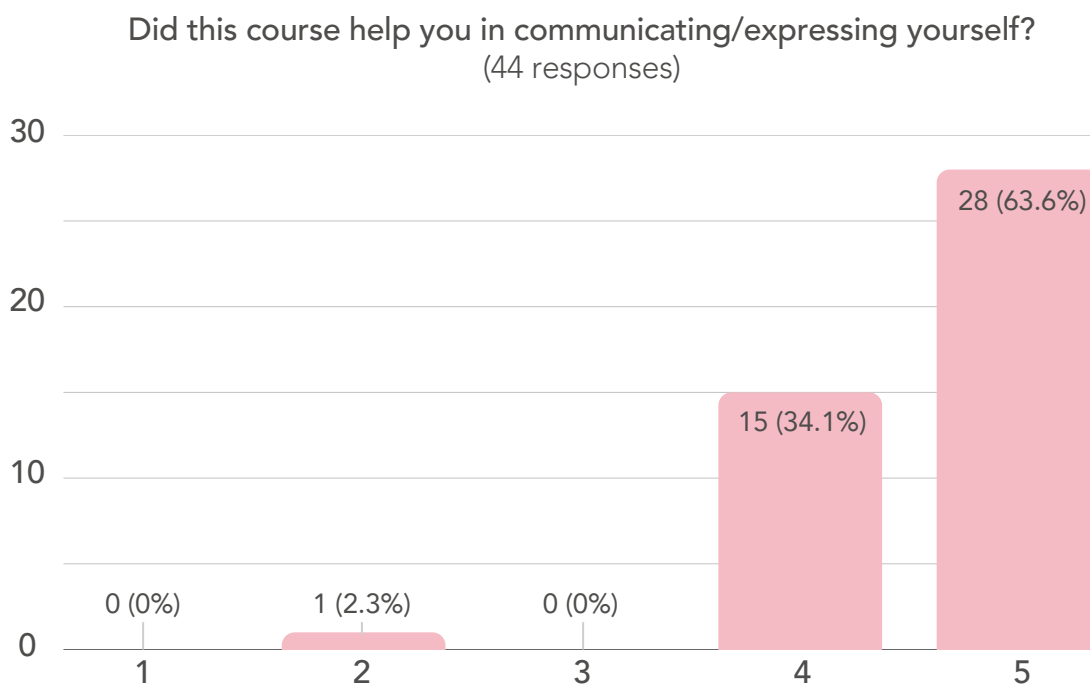
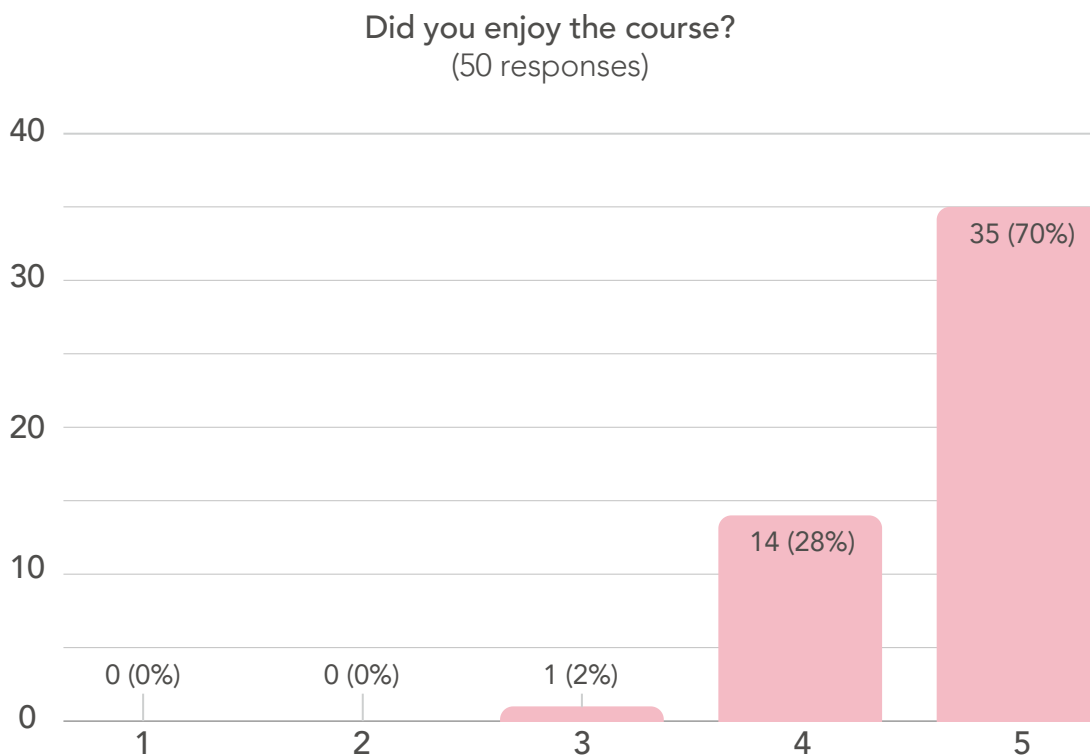
Total projects

100%

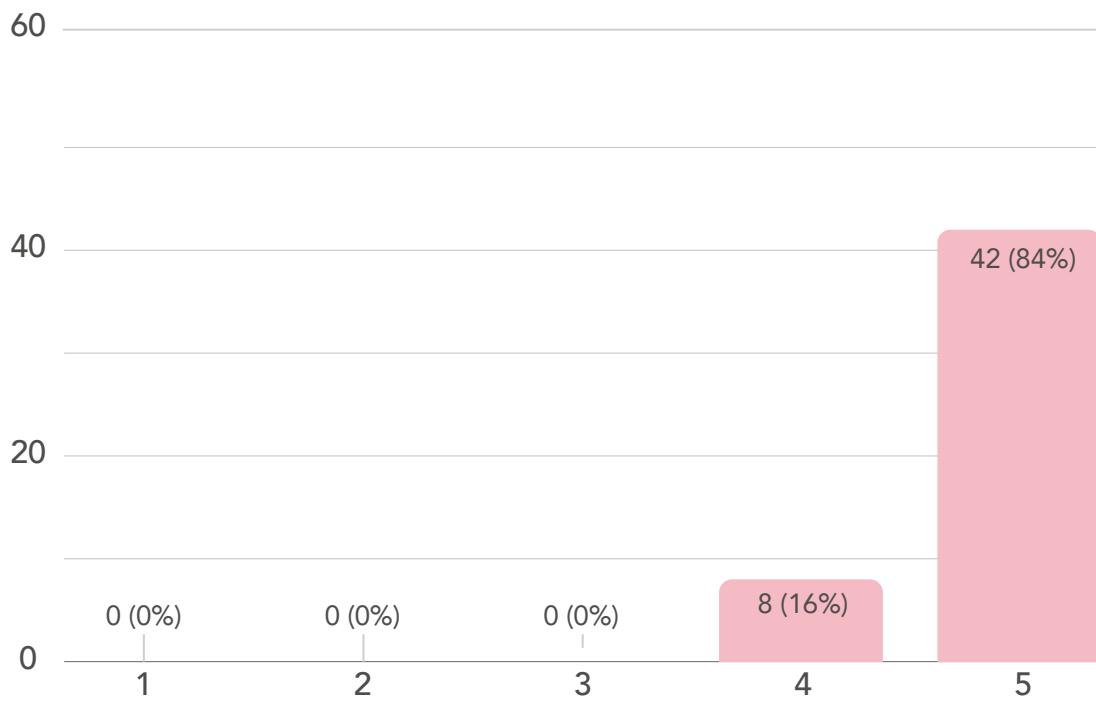


Care Homes Survey, Comments and Pictures

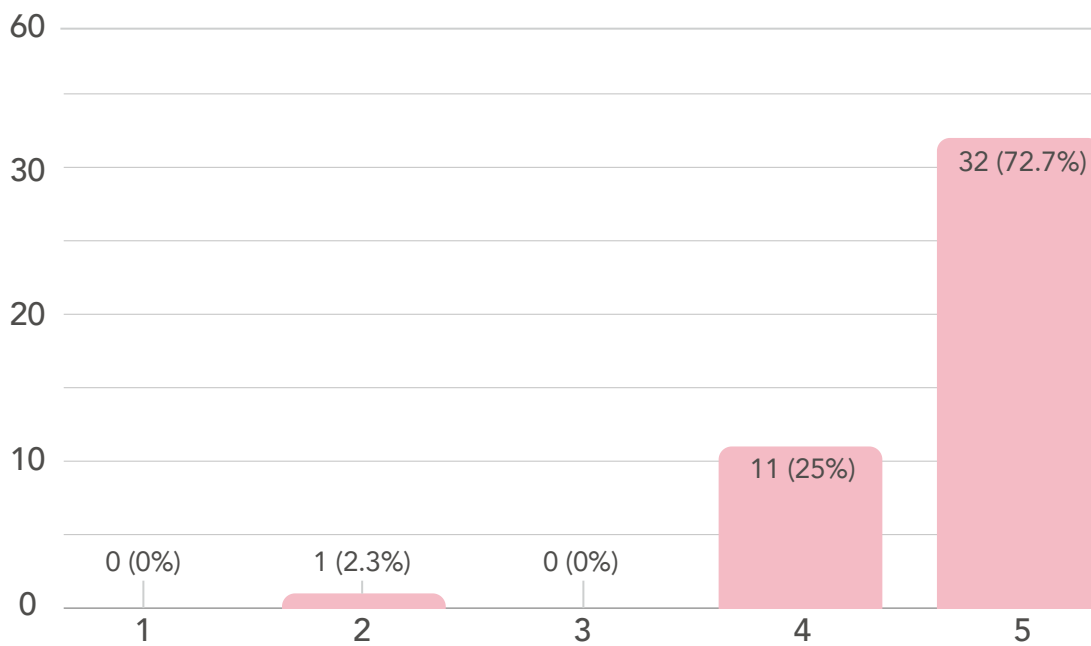
There have been 51 surveys completed with participants from our care home projects this year. Here is an overview of their responses:



Was you tutor knowledgeable, helpful and friendly?
(50 responses)



Do you feel happier after undertaking the course?
(44 responses)



Additional comments from care home participants:



"It is really the best you can get. Loved doing it."

"The teacher was excellent and the atmosphere cheery and fun!!"

"I was pleased to be given the chance to learn a language at my old age. Well worth it!"

"Great course. Informal, informative, relaxed atmosphere. I feel I've learnt a lot."



Things to work on:

"I felt it was fast paced and did not fully understand. It would be nice to allow more time to take everything in."

"To make sure that the tutors speak loudly and clearly as some of our residents struggle to hear well due to hearing impairments."

Case Study: David Cargill House, Glasgow

Overview:

In 2023, we ran a few different projects with our partners at David Cargill House in Glasgow. We collected some data from the participants, our tutor Carolyn and the manager, Abi.

What they said:

Abi, Manager at David Cargill House:

"I think that learning a new language provides insight into culture, history, and tradition. Learning a new Language is not only a practical skill but also an enhancement to service users' cognitive, social, and cultural skills, all of which can positively impact the service users' daily routine in many ways. It gives our service users a sense of achievement, it enhances their communication skills, increases their memory and they feel so proud!"

Carolyn, Lingo Flamingo tutor:

"They are so willing to get involved. They love singing and I really think that gets them into the rhythm of the classes. They are really nice ladies who support each other throughout the classes. It is not just them who have learned new things - even though I taught in school for 35 years, I feel I have learned a huge amount about teaching from working with older participants."

Kathleen, participant:

"You form friendships in the classes, the tutor is very good. You don't feel embarrassed about making mistakes - everybody makes mistakes and you just carry on and try your best. You learn things about yourself and everything is possible."



Harry's Story

"I am Harry Reid. I am nearly 63 now. I have always enjoyed languages. I did some French in school and always tried to pick up some words when travelling. I've travelled a lot in the UK and France and a little in Germany. If you travel and you know some phrases, people appreciate it, it's the fact that you're trying!

I had cancer... I lost contact with a lot of friends when I got cancer. I couldn't get out much because my immune system was so weak. I managed to get over that and then I got Alzheimer's disease and ended up here in Nicol Street (the Alzheimer Scotland Resource centre). Then I found out about Lingo Flamingo and thought, yeah why not!

At 63, trying to pick up another language I thought would be too hard, but **it turned out easier than I thought because the tutor was very patient.** I enjoyed it and couldn't wait to come to each lesson every Wednesday. **I learned age isn't a barrier to learning. I was over the moon about getting my SQA and showed it to everybody!**

"Recently I started reconnecting with people and I told everyone I was learning Spanish and getting a qualification from SQA and my friends were amazed! **Now I enjoy trying things I've never done before.**

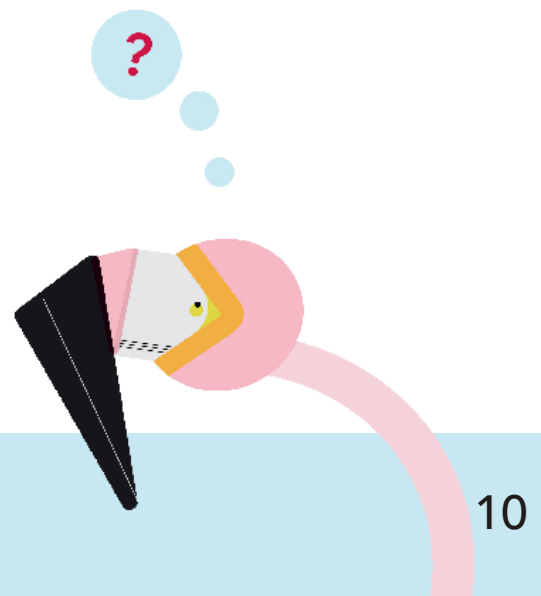
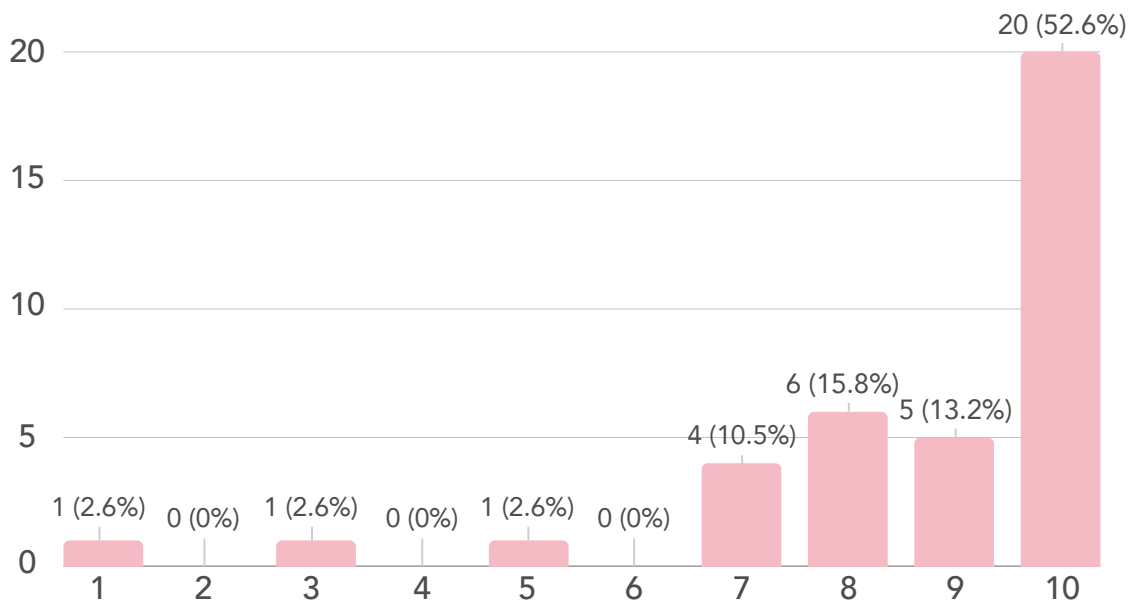
It's great that now I can order a meal, ask for the bathroom, count - just conversational Spanish. I went to Gran Canaria on a Stag Do and I got to use what I'd learned at Lingo Flamingo and **I managed to be the interpreter for other people! The others in the group were impressed....they still talk about it!"**



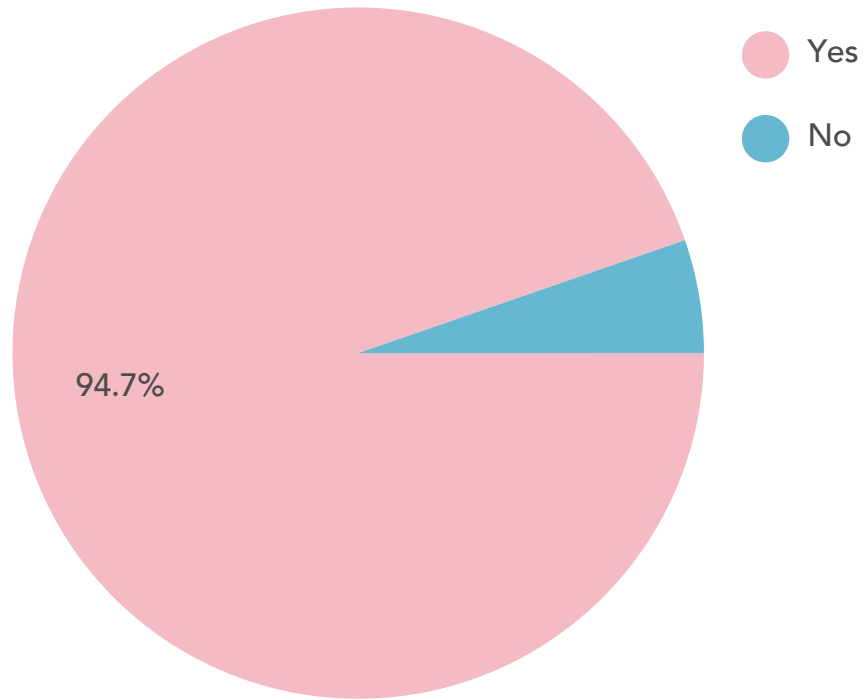
The Nest Survey

In the summer of 2023, we undertook a survey with our hub students. 38 students responded and here is what they had to say:

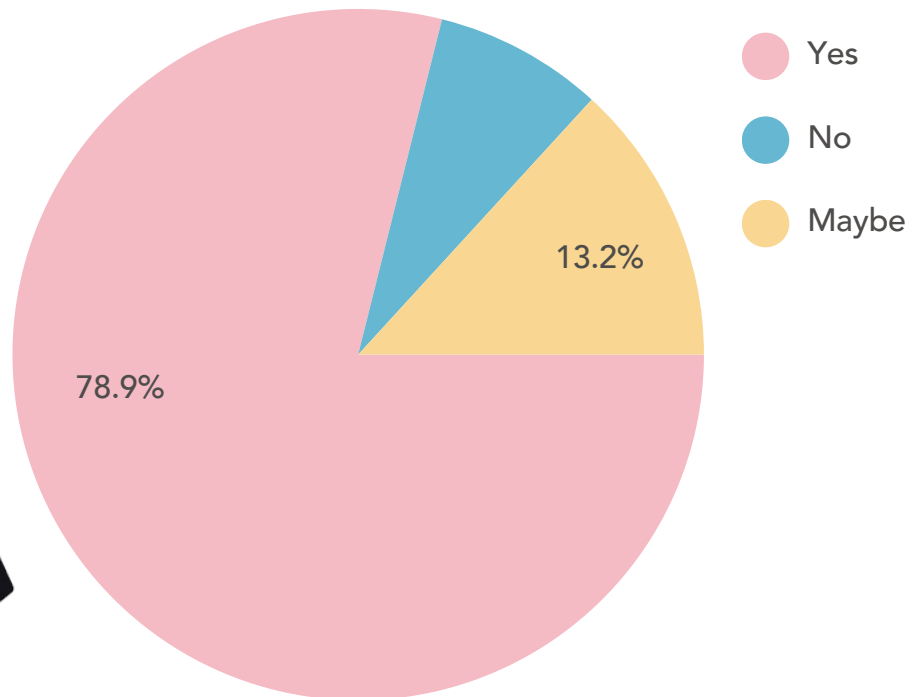
Did you enjoy the course?
(38 responses)



Would you recommend our classes to a friend?
(38 responses)



Would you like to continue learning with us?
(38 responses)



Additional comments:

"I have been more than happy with the classes I've taken and the progress I've made. I'm looking forward to continuing with the Portuguese classes!"

"I thought Fernando was a very patient, approachable teacher who praises and supports everyone really well."



"I can highly recommend taking a language class at Lingo Flamingo! They allow you to learn in a relaxed, engaging atmosphere and it feels great to enjoy learning something completely new and feel you are improving at it. I really enjoyed trying out my new skills in Portuguese whilst on holiday and look forward to doing even better the next time!"

"The classes are excellent. They bring together a wide range of people and really help build your confidence in speaking the language which is an experience you can't get with apps."

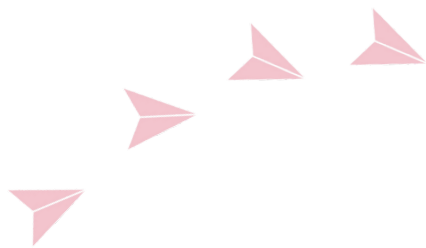
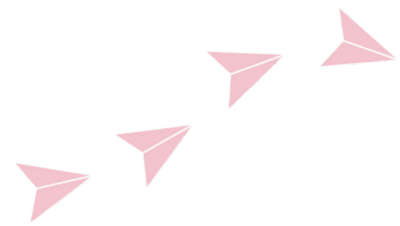
"Excellent class. Relaxed approach with a wide range of interesting topics. You don't realise how much you have covered until you check back and see how much you've progressed."

Things to work on:

"I've really enjoyed learning with Lingo Flamingo and would love to keep going! I wish there was a little more structure to classes - this would be especially helpful for catching up after missed classes."

"I want to keep going to classes, but I've finished the whole block! Maybe more expansion for higher level learners would be nice."

"Keep up the conversational side to build confidence in using Spanish. Maybe more on pronunciation. I use the exercises on the portal."



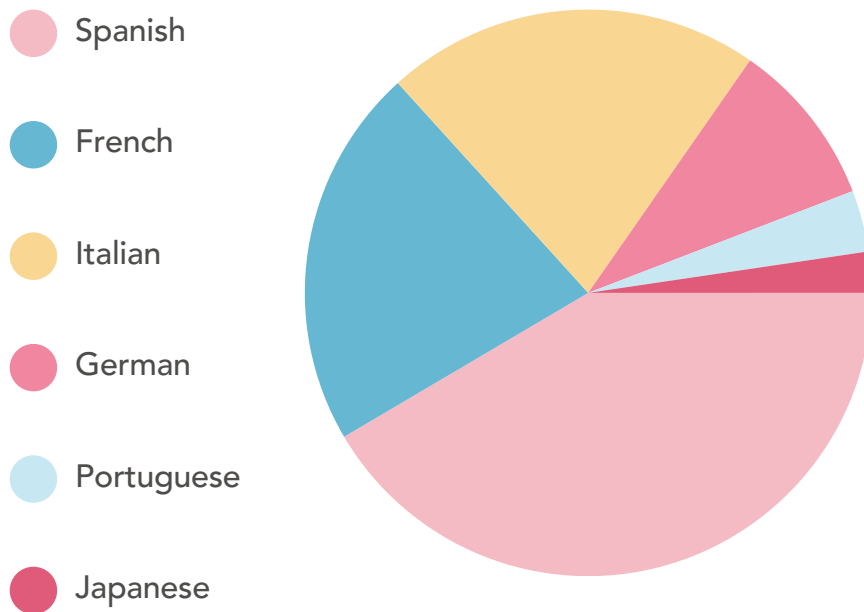
Hub Data

Number of students in the hub classes 2023

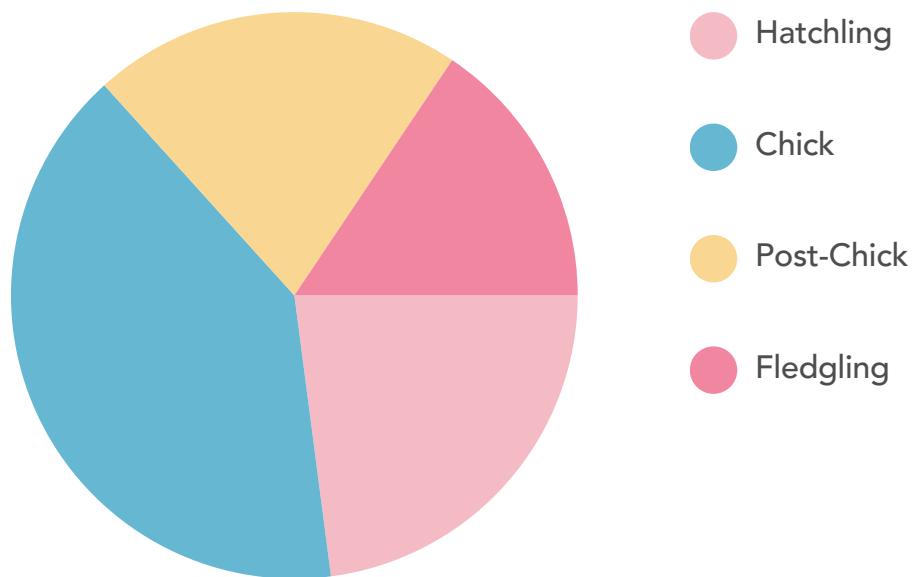
Total number of students: 996

Number of Classes: 1,130

Students by language in hub/online classes



Languages by levels



Student Spotlight Hub Classes

Sam has been with us since 2019 and has, to date, completed 12 semesters. She began with a Spanish Chick class and has [now moved up to Fledgling classes](#). Sam's progression is something to be celebrated all around, so we sat down for a wee chat with her to discuss language learning with Lingo, progression, the value of continued learning and the enjoyment she gets out of her classes!

What made you start the classes at Lingo Flamingo?

I spent some time at uni in France and since then have always loved being able to communicate in another language. I wanted to learn a second and one of my best friends lives in Madrid so Spanish seemed like the perfect choice. I started in late 2019 (I think) and haven't looked back. I found Lingo online when I was googling local classes and really loved the business model and ethos behind language learning. My gran passed away recently after a long fight with Alzheimer's and so Lingo Flamingo's alignment with dementia prevention and brain health has always made it feel like the perfect fit!

Where did your language journey take you?

I started with practically no Spanish at all in the Chick class and since then have grown to being able to give it a go and converse when I am travelling. I have a long way to go but [I have the confidence to practise and love taking the opportunity when I am in Spain](#).

Do you have any tips for continued learning?

Pure perseverance, I think! I really look forward to my structured classes with LF but try to expose myself to Spanish where possible - with Duolingo, by watching Spanish TV shows and films and practising when I can. Even if you are not understanding everything (or sometimes anything - see Narcos, Mexico!) at least you are surrounded by the sounds of the language.

How do you find the Lingo Flamingo classes?

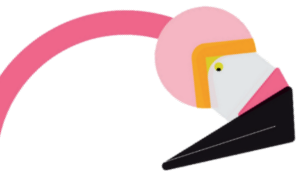
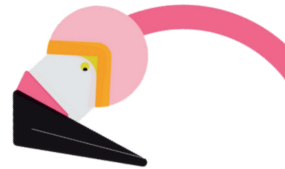
I love them. I have some regular faces in class now who I really enjoy seeing every week and catching up and [the classes are always really well set out with a good mix of conversation, listening, reading etc.](#)

When you're not at Lingo Flamingo, what do you get up to?

I work for an engineering firm in Glasgow and love anything active. I play volleyball and love travelling and walking my big daft dog Monty who frequently joins our classes on the video.



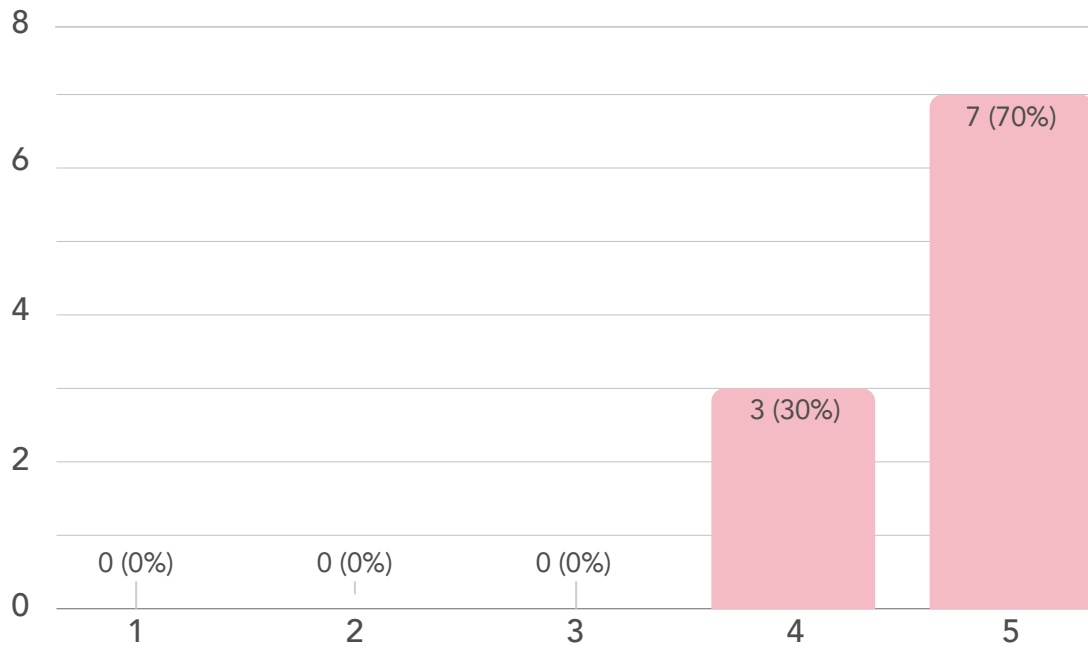
Hub Class Pictures



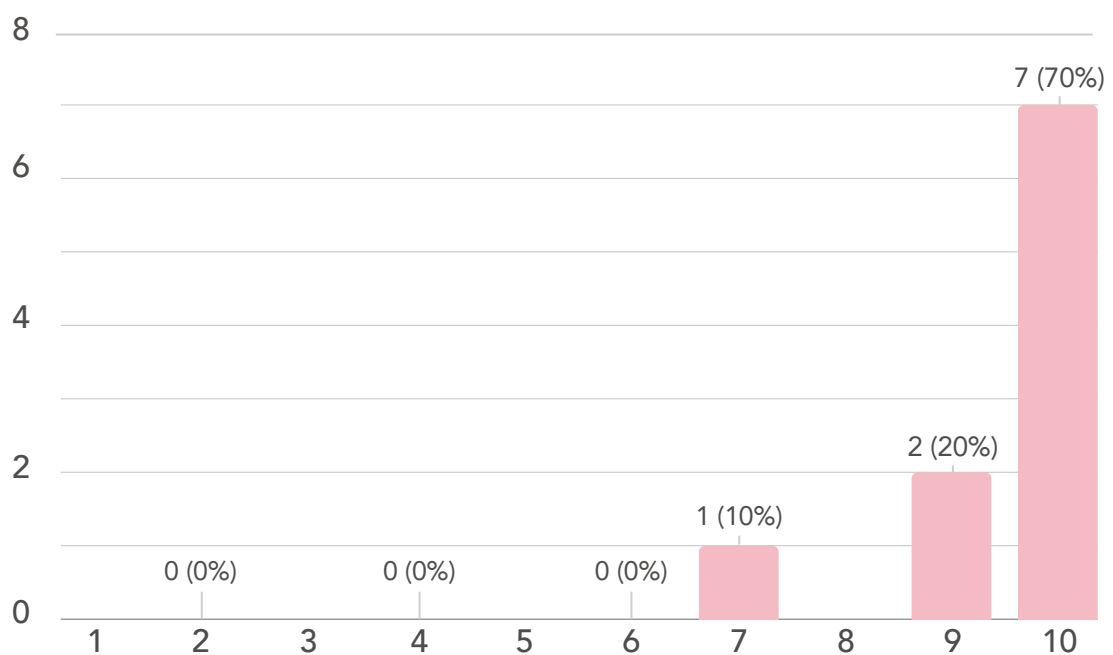
Our Tutors

This year we also undertook a tutor survey to gather feedback from our tutors and to implement suggestions to improve our services. Here is a summary of some of the key data from the 10 participants:

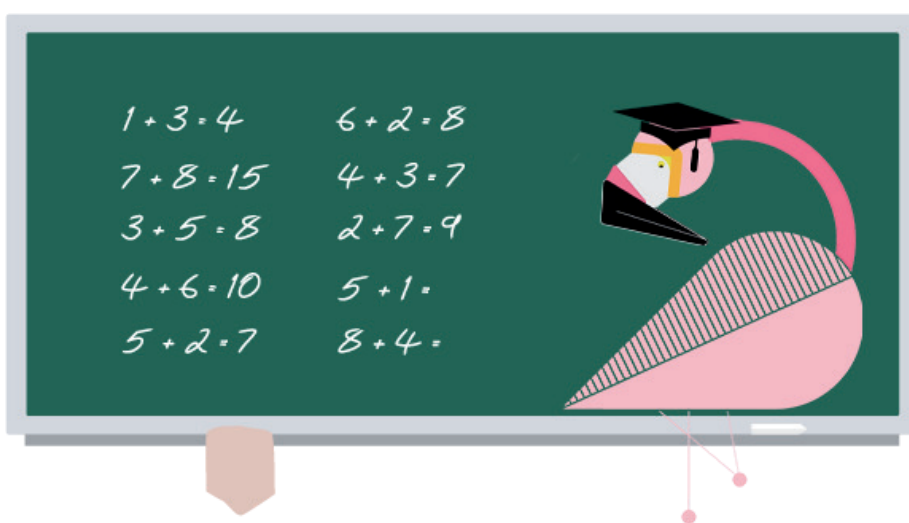
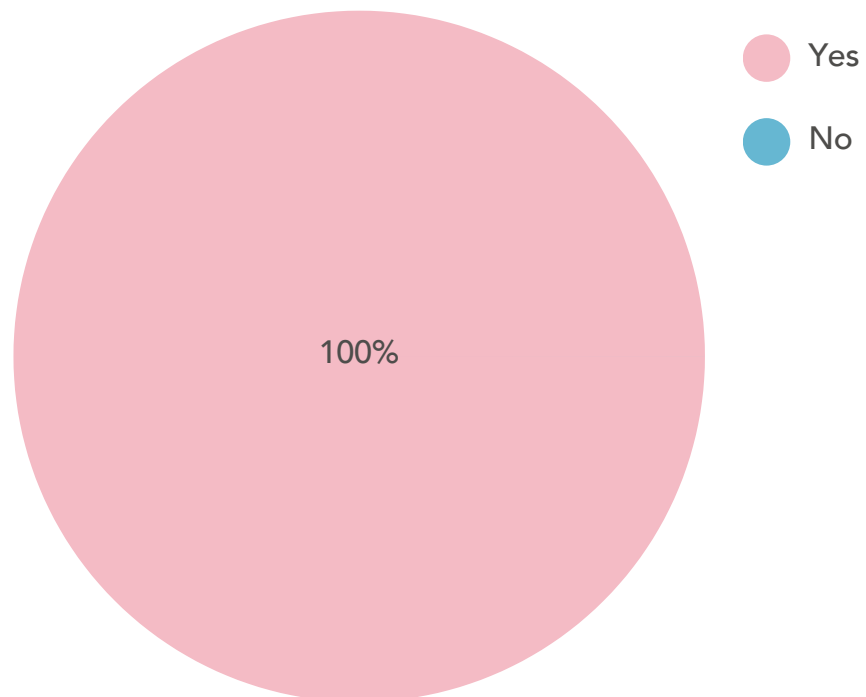
How do you rate Lingo Flamingo as an employer and the working environment?
(10 responses)



How do you rate Lingo Flamingo as an employer and the working environment?
(10 responses)



Did you feel supported by the Lingo Flamingo team throughout your course?
(10 responses)



Our Environmental Impact

In 2023, we were lucky enough to get funding through [the Net Zero programme](#). As part of this programme, we had a net zero coordinator who worked with us over a 4-month period to benchmark our environmental impact and to make suggestions about how we could make positive changes in our operations to reduce our carbon footprint. To continue the work started by Barbara, we started a [green ambassadors committee](#) which incorporates a tutor (Reiko), a staff member (Rosi) and a board member (Lesley). Below are some measures we have made to help us become a greener, more responsible organisation:

Books:

We have adopted a [recycling policy to reduce the number of new books purchased](#). We have created a [library for book sharing](#). In addition, we are developing an [AI based language portal](#) for Nest students to increase the quality of our provisions and to reduce the need for grammar books. In addition to these measures, we have reviewed our care home workbooks and have [reduced the size of the book by 20%](#) to decrease the amount of paper being printed.

Heating:

Lingo have invested in [blankets to reduce electricity use](#) and to make the Nest [cosier and more comfortable](#) in the winter months for our students. Going forward, we would like to improve the insulation of the hub.

Nest waste:

So far, we have [decreased the use of plastic](#) in the hub by buying a [natural sponge](#) and using [refillable soap](#). We have also reduced our plastic use by [switching from plastic milk pods and replacing them with sachets](#).

Messaging:

In addition to the practical changes we have made this year, we have also [shared our environmental journey](#) and have asked our stakeholders and students to reflect upon their own carbon footprint.

Conclusion:

It has been a very encouraging year and we have made some positive strides forward with regard to our environmental impact. We have managed to [benchmark our carbon footprint](#), so hopefully this time next year we will have more quantitative data and will be able to directly contrast and compare the figures to clearly measure the changes we have put in place.

Our Team

As stated in the acknowledgements section, we could not have created the social impact in either our care home classes or our hub classes without our fantastic team. We therefore wanted to express our gratitude to all the individuals and groups who have supported us this year:

Staff

Many thanks to Kamilla Biskup, Linda Basler, Rosi Mele, Lottie Townend, Barbara Campbell, Milo, Wasserman, and Robbie Norval for their hard work this year. The staff team are responsible for creating teaching material, planning and organising both the hub and care home classes as well as collecting feedback and data - and therefore keep the organisation running!

Tutors

We would also like to express our gratitude to our fantastic tutors for their time, energy, and passion in delivering high quality lessons to our students. Therefore, we would like to express our thanks to (it is quite the list): Elisabeth Muscia, Rosi Mele, Maurizio Verducci, Salvatore Guarna, Fernando Rico, Rafa Garcia Plaza, Nancy Jacinto, Maxime Georges, Lea Kerguelen, Leonardo Duran, Klaudia Bartel, Thomas Reichhart, Judith Stark, Nadine Roar, Paula Veiga, Reiko Goto, Adele Westwater, Agatha Cordoba, Ana Laura Orsino, Ana Soto, Andrew Gourlay, Anna Smith, Carolyn McInnes, Charles Bell Reilly, Chiara Bowie, Daniel Suarez, Eilidh Hornigold, Erich Tam, Eva Sanchez, Evelyne Conlan, Francesca Hollinshead, Gloria Lattanzi, Iris Larcan, John Piraino, Judith Ford, Lauren Walker, Luca Cantarutti, Mairyn Navarro, Margot Ross, Milo Wasserman, Patricia Timmins, Rachael Alexander, Roberta Hibberd, Rueben Knight, Suzi Berry, Valeria Lembo, Vanessa Jane Davidson.

Charitable Board

In addition to our tutors and staff, we are very lucky to have a great board who help provide strategic direction, governance, and expertise to the organisation. Without our strong board we would not have been able to become a charitable organisation. We would therefore like to thank Jack Rendall, Mariana Vega Mendoza, Tamara Mihalyi, Neil Wilson, Ruth Sutherland, Lesley Stark, David Donnelly, Megan Veronesi, and Clare McTaggart for their support this year.

Partners

We would also like to take this opportunity to thank some of our funders and partners we have worked with this year. Special thanks to the Open University and Icecream Architecture and to all the care homes and day centres we have worked with over the last 12 months. Furthermore, many thanks to our funders including the National Lottery Community Fund, GVCS and Bòrd na Gàidhlig who have supported our work.

Concluding Remarks

[Thank you](#) again to everyone who has been a student, tutor, or supporter of Lingo Flamingo over the last 12 months. [It has been an amazing year and we hope to build and learn on what has been achieved this year, taking this momentum forward into 2024.](#)



www.lingoflamingo.co.uk



Lingo Flamingo CIC



info@lingoflamingo.co.uk



[@lingo_flamingo](https://www.instagram.com/lingo_flamingo)



155 Deanston Drive
Glasgow, G41 3LP



[@lingoflamingo1](https://twitter.com/lingoflamingo1)