

Thu 12/02/2026

Dear Colleagues,

Customer Feedback 2025

At the Education Strategy Committee meeting this week trustees were really impressed by the excellent customer feedback. The measures for meeting or exceeding customer expectations were over 90% in all 11 categories. The highest score of all being 99.1% relating to staff friendliness and helpfulness. There has been improvement in the number of customers likely to use Field Studies Council again and a big improvement in Net Promoter Score. Thank you so much for all the efforts you make to deliver high quality experiences for all our customers. It does not go unnoticed, and trustees wanted to pass on many congratulations and thanks for your hard work and commitment.

Adventures Away from Home Feedback

I wanted to share this feedback from Elmgreen School on an Adventures Away from Home session at Beckenham Place Park. The attendees were all new arrivals to the UK and all were EAL

(English as an Additional Language) students. There were eight different languages spoken amongst 13 students, so a lot of adaptation was required. So well done to Will and Alex for delivering an excellent day.

Dear Alex and Will,

Thanks very much for a really great outdoor learning experience in Beckenham Place Park today. The delivery and organisation of the session was excellent, and our students enjoyed it very much, indeed. Furaha commented that she would love school to be like this. Louis asked if we would be coming again next term and I hope we can arrange something in the not too distant future as it is such a valuable experience for our students, as it expands their general knowledge, develops subject specific and everyday English vocabulary and most important gives them the opportunity to spend time outside in a non-urban setting. I am very grateful to you, Field Studies Council and the charity who funds the experience."

Climate Conversations in Wales

Wales' Climate Week is an annual event organised by the Welsh Government. It brings together people from across Wales to share ideas and shape plans for a fair and thriving future. This year's focus is on creating a practical plan for the next five years and beyond.

As part of the week, Field Studies Council's Youth Panel are organising an event. The virtual Climate Conversation will be on Thursday 26 February at 6-7pm. The event is specifically targeted at young people aged 14-22, in Wales, to talk to them about climate change, nature and transport. Insights gathered at the event will contribute to the government's decision-making on climate action in Wales.

Please show your support by sharing this poster and info on socials or if you have contacts with teachers, universities, friends, family, community groups or young people in Wales because we would love to get as many voices involved as possible.

Siapio dyfodol
awyr agored
Cymru

Aged 14-22?
Join us on
26 Feb, 6-7pm
on Zoom

Shape the future of
the Welsh outdoors

QR code to register

Join the Climate Conversation

Suggested Socials post:

Have your say on how Wales tackles climate change

Aged between 14-22 and live in Wales? Our Youth Panel are hosting an online event as part of Wales Climate Week for you to have your say on key climate issues including transport and access to nature.

Insights captured during this event will help inform Welsh Government decision-making on climate change over the next 5-10 years.

Join us on Thursday 26 February, 6-7pm. To register, [click the link](#) in our bio.

Bob Holah, award winning Juniper Hall Volunteer

I'm sorry to let you know that Bob passed away last month. He was a much loved volunteer and for over 10 years he did so much to enhance the grounds and biodiversity of Juniper Hall. From looking after trees and bees, to creating habitats and chatting over tea and cake, Bob's volunteering was recognised at the Central Surrey Voluntary Awards back in October 2024. I will be writing to Bob's family, and I know that he will be very much missed. Sarah Bradford, Juniper's Maintenance and Estate Assistant has written a fitting tribute to Bob which we will be posting shortly on the Staff News Website.



Special Mention

Last week at Millport a freelance tutor became unavailable at very short notice. A large group were arriving at High Noon the following day. To the rescue came Rose Goodman, Tutor at Castle Head, who cancelled her day off and headed North at pace. Thanks go to the team at Castle Head for facilitating and of course to Rose for being the cavalry.

Welcome to Field Studies Council

Elise Ilott has joined the Fundraising Team working remotely as Fundraising Officer.

Emily Darlington has joined the team at Bishops Wood as Tutor.

Best regards

Mark