

[ESFA publishes its 2019 to 2020 annual report and accounts](#)

Irene Lucas, ESFA Chair said:

Quality skills, education and training is going to be critical to our recovery from the COVID-19 pandemic and we will re-double our efforts to be an organisation that supports providers and works directly with the sector to overcome challenges together to achieve this.

We will also work with determination to help the most affected; particularly those made redundant and young people from disadvantaged backgrounds, and we will use what we have learnt during this crisis to help improve the future education landscape.

Eileen Milner, ESFA Chief Executive said:

In the last few weeks of the accounting year, the sector had to start preparing for locking down due to the COVID-19 pandemic.

In these extraordinary times, I would like to pay tribute to the many education institutions who are running impressive online learning facilities for their learners during the pandemic.

From providers and colleges running online classes and schools being supported by teacher resources published by [Oak National Academy](#), it is a testament to the passion shared across the sector to secure the best outcomes for learners, even in the most difficult of situations.

ESFA continues to support the sector with the dedicated helpline, set up on 2 March. In the first month the helpline helped over 29,000 teachers, parents, students, carers and others in educational settings. In total the service has helped over 55,000.

[ESFA's annual report and accounts is available on GOV.UK.](#)