



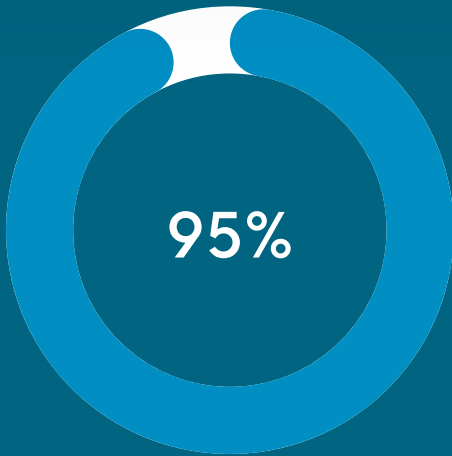
**THE DIGITAL  
FUTURE IS  
NOW**

**2025**

Social and Environmental  
Impact Report

"Cosmic didn't just teach me digital skills; they gave me my future back."

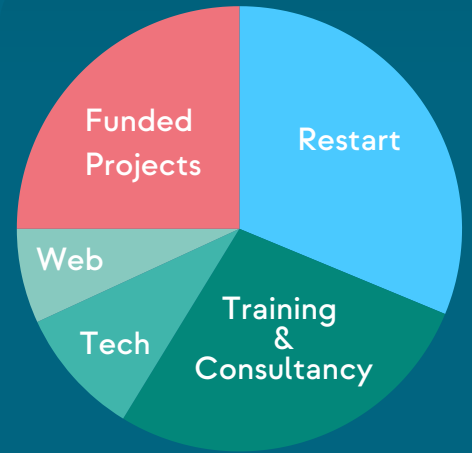
# 2025 At A Glance



Customer Satisfaction



Delivery Format



Areas of Work

*There is a person behind every number, each with a real transformation.*

**23,633**

**Training Hours**

Delivered training and support

**3,530**

**Bespoke 1:1 Guidance**

In sessions of dedicated, personalised 1:1s

**4,571**

**People Upskilled**

Essential Digital Skills and upskilling

**271**

**New Jobs**

Positions secured after Cosmic training

**£6,127,059**

**Social Value**

estimated using TOMs model

# Reflections from 2025

As Cosmic prepares to celebrate 30 years of delivering social impact in 2026, it is a real pleasure to share our 2025 Annual Report and to reflect on another remarkable year of achievement.

The successes captured here shine a bright light on the commitment, talent, and dedication of our team, whose passion and expertise sit at the heart of everything we do. I would also like to recognise the invaluable contribution of the Cosmic Board and Members, alongside our many project partners, whose support, challenge and collaboration continue to strengthen our work.

Collaboration remains fundamental to how Cosmic designs, develops and delivers its projects and services, and this has grown even further over the past year. By working alongside trusted partners, funders and communities, we are able to extend our reach and deepen our impact in meaningful and lasting ways.

This year, I am particularly proud to report a robust social value figure, derived using the excellent methodology developed by FutureDotNow and its partners. With an estimated social value of over £6 million, this figure represents far more than a number. It reflects thousands of people supported to build confidence, skills and opportunity, and countless lives positively changed through access to digital.



**Julie Hawker,  
Chief Executive**

**“As we look ahead to our 30th anniversary, this report reinforces why Cosmic exists: to ensure everyone can use digital to succeed. I am enormously proud of what we have achieved together in 2025 and excited about the impact we will continue to make in the years ahead.”**

# Social Value from 2025

This is the first year that Cosmic has translated key elements of the social impact we deliver into formal social value calculations. While Cosmic has long captured and reported on outcomes and impact, 2025 marks an important step in aligning this work with recognised social value frameworks. Below are calculations using the TOMs model.

**£9,193**

*Social value created from hosting an apprentice*

**£64,307**

*29 people completing a SFIA Level 3 training programme*

**£6,053,559**

*271 unemployed people taking local employment\**

## Total Estimated Social Value in 2025

**£6,127,059**

*Total social value estimated from our 2025 tracker, using a conservative methodology.*

### Assumptions and calculations

Created in 2019 by the UK Government, TOMs (National Themes, Outcomes and Measures) is a framework by which organisations and businesses can measure their financial impact to evaluate implemented measures. This is in recognition that impact can, and should, go beyond profit-making and organisations should be more holistic agents of change. We identified alignment between our delivery and the relevant TOMs proxies, including NT3, NT76, NT1, NT9 and NT10. For NT76 / NT1 (unemployed people taking up local employment), only 50% of the total proxy value was reported. This conservative approach reflects our assumption that participants were more likely to enter part-time employment rather than full-time roles.

For 2026, we will capture more robust and granular data on employment outcomes, including whether roles are part-time or full-time equivalent (FTE). This will enable more accurate reporting against TOMs proxies and strengthen the evidencing of social value outcomes. \*We estimate 56% of those of achieved employment gained part-time roles, and 44% entered full-time work.

# FutureDotNow 'Ripple Effect' Digital Skills and Social Value

FutureDotNow released a report in 2025 monitoring the 'ripple effect' of digital confidence and skills training, as a new way of monitoring and measuring social value. Within this, it posited several 'archetypes' of people as repeatable profiles to measure against.

Cosmic retrospectively adopted these Ripple Effect Archetypes to measure our social value generation in 2025 across Cosmic's Restart participants. We analysed a test group of learners, mapping these to the core relevant archetypes, and used this test average and applied this to all Restart participants during 2025.




Click to read

The three archetypes that applied for our core participant group are those within the lower digital confidence and skills- Dale (Digitally disengaged, manual worker), Dawn (Digitally trepidatious, approaching retirement), Luke (Digitally Excluded, looking for work).

**Lower digital confidence and skills**

**Digitally trepidatious, approaching retirement**  
55-65yrs



*Dawn*


Full profile: see p54

Motivation: 2/5, Confidence: 2/5, Skills: 2/5

In her last decade of work, Dawn recognises the limits of her digital skills. She feels less secure in her job and worries about becoming digitally excluded in retirement and doesn't know how to address this. She shops online and uses her digital skills to help her volunteer.

**Challenges**  
Dawn is less confident about learning to use new apps and navigating apps once updated and struggles to know where to get help to upskill.

**Digitally excluded, looking for work**  
35-45 years



*Luke*


Full profile: see p55

Motivation: 2/5, Confidence: 2/5, Skills: 2/5

Luke is unemployed and on the cusp of digital exclusion. His digital abilities are focused on searching and applying for jobs. His Housing Association has provided him with a smartphone and data for a limited period.

**Challenges**  
Luke has limited digital capability. He's not able to transact online and has low level of skills when it comes to email and other online systems. He does not own a computer and lacks opportunity to learn and apply digital skills in the workplace.

**Digitally disengaged, manual worker**  
45-55yrs



*Dale*

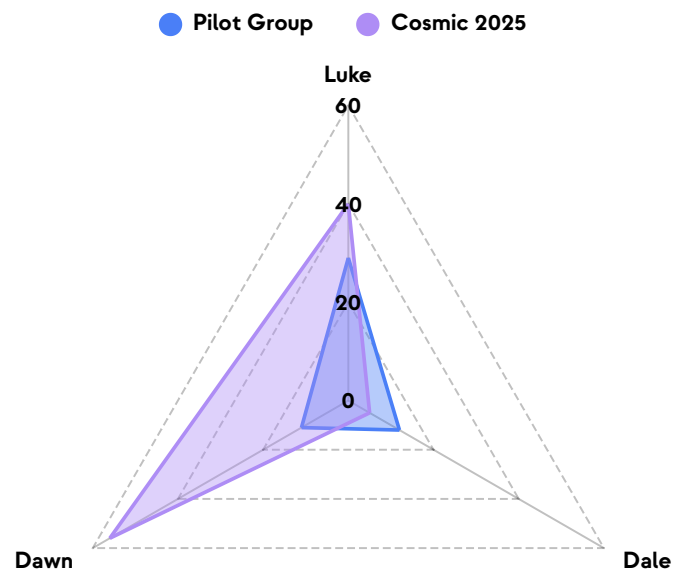
Full profile: see p56

Motivation: 2/5, Confidence: 2/5, Skills: 2/5

Dale works in a manual role where very few digital skills are required. He prefers handling tasks like banking or repairs in person or by phone. Online digital skills training from his employer was inaccessible.

**Challenges**  
Dale can book GP appointments online but cannot transact or send images (e.g. for medical triage). His online safety skills are weak, and he lacks motivation to improve. Training at work is only online and during work hours, making it hard for him to access.

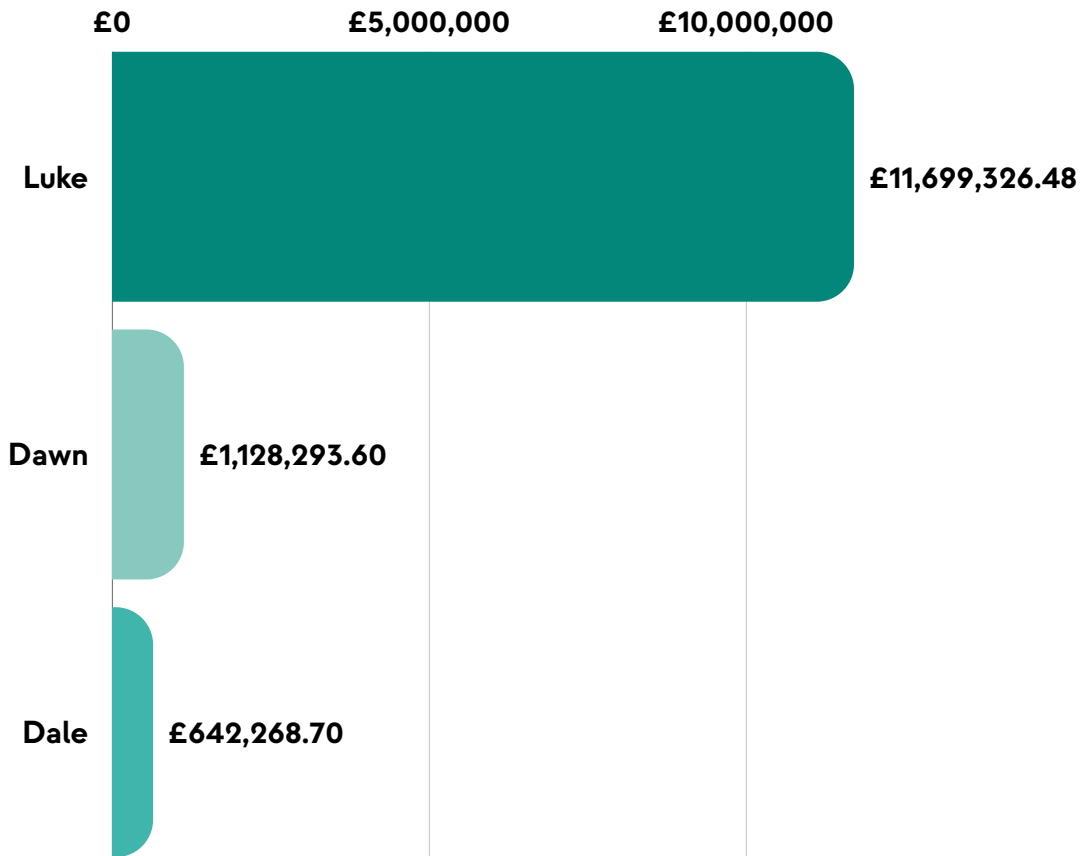
## Percentage of Participants Within 'Ripple' Archetypes



From 2026, Cosmic will proactively map participants against these archetypes as part of programme delivery. This will enable more accurate data capture, evaluation and reporting, reflecting the strength of the Ripple Effect framework and its clear links between digital skills development and social value outcomes.

# Applying Partnership Learnings - FutureDotNow 'Ripple Effect'

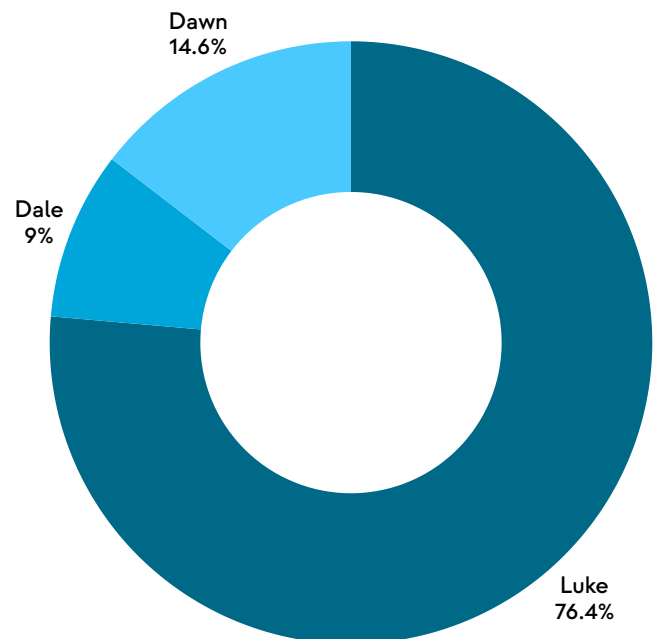
## Calculated\* Social Value by 'Ripple' Archetype



Separate to TOMs, we are also exploring additional approaches to evidencing social value, including the use of reported outcomes and data drawn from the FutureDotNow Ripple Effect report. This enables us to better reflect changes in digital confidence, skills and wider social outcomes that are not always fully captured through proxy-based calculations alone.

These values are not double counted within our TOMs calculations; rather, they are indicative of an alternative model and approach to understanding and evidencing social value, particularly in relation to digital skills and behaviour change.

Jobs Confirmed After Training  
(Based on ratio of Cosmic's success record)



# Highlighting Digital Inclusion

Through our digital inclusion (“DI”) projects, Cosmic helped people build the confidence and practical skills needed to use technology more independently, access essential online services and take part more fully in everyday life. This support also helped reduce isolation, improve access to learning and opportunities, and ensure more people felt included in an increasingly digital world.

## Welsh Refugee Council

A series of digital skills workshops designed to help participants build practical confidence with technology.



*16 Refugees and sanctuary seekers in Newport helped*

## East Devon District Council

Helping residents across East Devon build confidence, access services, stay connected and take part more fully in everyday digital life.



*Supported over 1,100 hours  
50+ residents impacted*

## Sovereign Network Group

Helping residents build essential digital skills and confidence through workshops, one-to-one support and beginner-friendly AI sessions.



*281 support sessions  
95 residents  
taught to use devices, access  
services and stay safe online*



## Digital Connect Chard

*10 people supported in Chard community settings, with 23.5 hours of 1:1 support*

Funded through Somerset Council shared prosperity fund, we delivered a short pilot for supporting residents within Chard community.

## Social Impact Highlight - Stuart



“I had the opportunity to take part in training sessions that provided invaluable support in enhancing my skills and employability, the sessions were structured in a way that really worked for me – Suzi, my trainer, would revisit previous topics to make sure everything stuck. It made a big difference to my confidence. What I enjoyed most was learning something new that I could actually use. Adding new skills to my CV felt like progress – it reminded me that I was still growing and learning. The support I received from Cosmic has significantly impacted both my personal and professional development. I feel more prepared and more confident to apply for jobs now. It’s been an essential step in my journey toward employment.”

**Stuart, A Participant from SNG Project**

# Employability Spotlight

The Restart Scheme provides intensive support for up to 12 months to help participants into sustained work, as part of the UK Government's 'Plan for Jobs'. It is designed for people who are currently in the Intensive Work Search Regime (IWSR) and have been claiming Universal Credit for a minimum of 6 months.

Partnered with Seetec since 2021 as a specialist digital support provider, Cosmic has supported participants across the Southwest and impacted hundreds of lives for the better.

## 2025 summary:

271 job starts

4679 Hours of Digital Inclusion

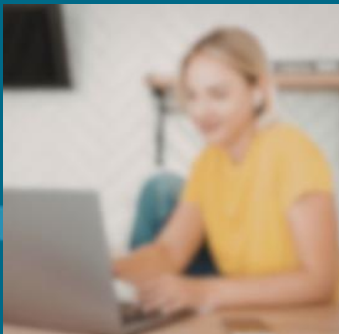
1076 people supported

**RESTART**  
SCHEME



  
Department  
for Work &  
Pensions

 **seetec**  
Proud to be employee owned



**Rebecca**  
Restart Participant

Rebecca had been out of work for a long time and lacked confidence with technology. Using a laptop, sending emails and managing files all felt overwhelming. With support from Cosmic, she built her skills through workshops covering laptop basics, Microsoft 365, online safety and AI tools for job searching.

**“I was nervous at first, but now I feel confident and ready to apply for jobs.”**



**Noel**  
Restart Participant

Noel came to Cosmic with very little experience of technology and no access to his own device. He needed support with the basics to feel more prepared for work and everyday life. With help from Cosmic, Noel learned how to use a smartphone, send texts, manage emails, search online and look for jobs. He was also given a basic smartphone and funded SIM card.

**“You’ve been a marvellous help, and without [Cosmic] I’d have been proper stuffed [...] I feel 100% more confident.”**

# Training & Consultancy Highlights

In 2025, Cosmic delivered funded and commercial programmes that helped people, businesses and communities build practical digital skills and confidence. Across Devon, Somerset, Dorset, Wales and across the wider UK. Our training is designed to be practical, relevant and easy to apply. We aim to help people use technology with more confidence, work more effectively and make positive progress in everyday life, employment and business growth. These numbers reflect time well spent. Each hour of training gave someone the chance to build skills and feel more confident in the digital world.

18,957 Hours  
of Digital  
Inclusion

447  
Organisations

2410  
people  
supported

675  
workshops

## Funded support delivered

Individuals supported:

**1,828**

Organisations trained:

**382**

1:1 Coaching hours

**4,474**

Group Workshops:

**482**

Inclusion hours via workshops

**8,591**

## Commercial support delivered

Individuals supported:

**582**

Organisations supported:

**65**

Workshops delivered:

**193**

Total support hours delivered

**10,366**



## New training initiatives

Digital inclusion and everyday digital skills

Train the trainer and digital champions

AI, automation and workplace productivity training

Cybersecurity, sustainability and business growth support

# Highlighting Business Support

Across the following snapshot of our business support programmes, Cosmic helped hundreds of individuals and organisations build digital confidence, strengthen productivity and develop the skills needed to adapt, grow and succeed.

## Start-up and Grow Somerset

For entrepreneurs, start-ups and small businesses in Somerset, helping them build digital skills, improve online presence and grow in confidence. The programme continued into 2026.



**Somerset**   
**Start Up and Grow**

*54 hours of support  
15 organisations supported*

## Dorset Digital Leadership

Helping Dorset businesses improve digital capability, save time, strengthen security and prepare for the future of work. Included training on AI, automation, cybersecurity and digital productivity tools.



*144+ hours of support  
29 organisations supported*

## Skills Bootcamps

Intensive digital skills training for individuals and businesses in Devon, focused on practical workplace skills in AI, automation and Microsoft Power Platform. Mapped to SFIA Level 3, DfE-funded and Ofsted inspected.



*71 workshops  
3,100+ hours of training  
40 organisations supported*

## Digital Leadership Programme for SMEs

Helping business owners and leaders to strengthen digital leadership, improve strategic use of technology and support innovation and resilience. Focused on helping SME leaders guide their organisations through digital change.



**lida/**  
Leaders in the Digital Age

*700+ hours of support  
35 individuals supported  
29 organisations supported*

## Prosper

Free business support for entrepreneurs, start-ups and growing businesses across East Devon, Mid Devon and Exeter, helping improve productivity, digital capability and sustainable growth.



**prosper**  
BUSINESS SUPPORT

*162 hours of support  
81 one-to-one sessions  
58 organisations supported*

## Workplace Digital Skills

Helping teams across Devon and Somerset build confidence in Microsoft 365, digital marketing and workplace technology. One of Cosmic's largest business support programmes, focused on practical digital skills for modern work.



**workplace**  
 **skills**

*2,500+ hours of support  
315 individuals supported  
160 organisations supported*

# Funded Business Support

## Social Enterprise Support

In partnership with Iridescent Ideas, supporting young people to build digital, enterprise and sustainability skills through real-world challenges and cross-cultural collaboration. Cosmic supported with digital workshops.

**SEAS**  
PROGRAMME - PLYMOUTH

*18 Individuals*  
*36 hours of support*

## Dorset Hospitality

A fully funded, two day digital skills course at the Weymouth Digital Skills Hub, supporting hospitality and tourism businesses to improve digital marketing, brand visibility and productivity using practical tools including AI.



*84.5 hours of support*  
*8 organisations supported*

## Pathway to Net Zero

Funded by Plymouth City Council, supporting businesses to streamline operations, adopt practical digital tools and drive sustainability, to support cost reduction, improve efficiency and build confidence in digital ways of working.

**pathway to  
net zero**

*25 organisations*  
*15 1:1s, 6 workshops*  
*66 hours of support*

## Learner Journey Highlights

Holly Stevens built confidence using AI through Cosmic's nine-week Skills Bootcamp, developing more efficient, transparent and sustainability-aware creative workflows. The programme supported her to integrate AI into real client work while staying aligned with her values and craft-led approach.

"I realised very quickly that AI isn't replacing craft - it's extending it. These tools have become 'super tools' that complement my technical skills and help me design more efficiently, more transparently, and sometimes even more sustainably."

**Holly Stevens, Founder of Lead Creative**



Gabriele developed in-house automation and data skills through Cosmic's Level 3 Power Platform and Automate Skills Bootcamp, reducing reliance on external IT and improving visibility of KPI data across the business. "Before the Bootcamp, I had ideas for automation but depended on external IT support to make them happen. The training gave me the confidence and skills to build solutions myself. I'm now using Power Platform and automation beyond finance, across HR, health and safety, quality performance and wider reporting, helping the business work more efficiently and make quicker, better-informed decisions."

**Gabriele Pangonyte, Finance Director  
at Tony Benger Landscaping**

**TONY BENDER LANDSCAPING**  
DESIGN | CONSTRUCT | MAINTAIN

# Web Services Highlights

## STRENGTHENING WEB SUPPORT FOR GREATER IMPACT

In 2025, Cosmic focused on improving its web services so it could give clients a stronger, more reliable experience. This included better project systems, quicker quoting, smoother communication and less admin behind the scenes.

Cosmic also strengthened design standards, user experience, hosting, security and quality checks to help organisations get websites that work harder for them. New support in areas such as SEO content and AI also helped clients improve visibility, efficiency and performance, while stronger internal processes put Cosmic in a better position to support more people in 2026.



**13**  
New enterprise sites

**15**  
New charity sites



**216**  
Newly updated sites

**7**  
Total site relaunches



**23**  
New site launches



# Tech Services Highlights

## STRENGTHENING ORGANISATIONS AND COMMUNITIES

A strong digital setup helps organisations work well, stay secure and support people more effectively. When systems are reliable and teams have the right tools, charities, schools, businesses and community organisations can focus on what they do best.

In 2025, Cosmic's Tech Services team did far more than solve day-to-day IT problems. We helped organisations strengthen their systems, improve security, modernise the way they work and build confidence in using digital tools. That support helped organisations work more smoothly, stay better protected and make technology a stronger part of their long-term success. A strong digital infrastructure is the backbone of every modern organisation. When technology works seamlessly, businesses thrive, charities expand their reach, and communities stay connected.



- Cybersecurity, phishing protection and Cyber Essentials support and certification
- Cloud migration and secure device management
- HR and IT automation for greater efficiency
- Intranet development with Microsoft SharePoint
- Tech training and digital support for nonprofits

**5,127** Tech support requests handled

**2,472** Hours of expert IT support

**99.6%** Customer satisfaction

# Partnership Highlight

The Digital Inclusion Innovation Fund (DIIF) was a government-funded programme that supported innovative, time-limited projects to tackle digital exclusion. It aimed to test new approaches to building digital skills, confidence and access, strengthen local and regional digital inclusion systems, and generate learning that could inform future policy and scalable delivery models.



In December 2025, Cosmic strengthened its role in national and regional digital inclusion through projects funded by the Digital Inclusion Innovation Fund (DIIF). This included partnering with FutureDotNow, Accenture and City & Guilds on an AI for Work pilot. Cosmic embedded an enhanced curriculum within its existing Restart employability programme, covering all Essential Digital Skills, including new AI skills, across the South West of England. The project also involved developing a toolkit for use in other regions and rolling out digital badges, supported by City & Guilds, to recognise skills attainment.

Julie Hawker, CEO of Cosmic, is also the South West Industry Lead for FutureDotNow, working with local authorities and employers to champion Essential Digital Skills and align regional action with the national strategy.

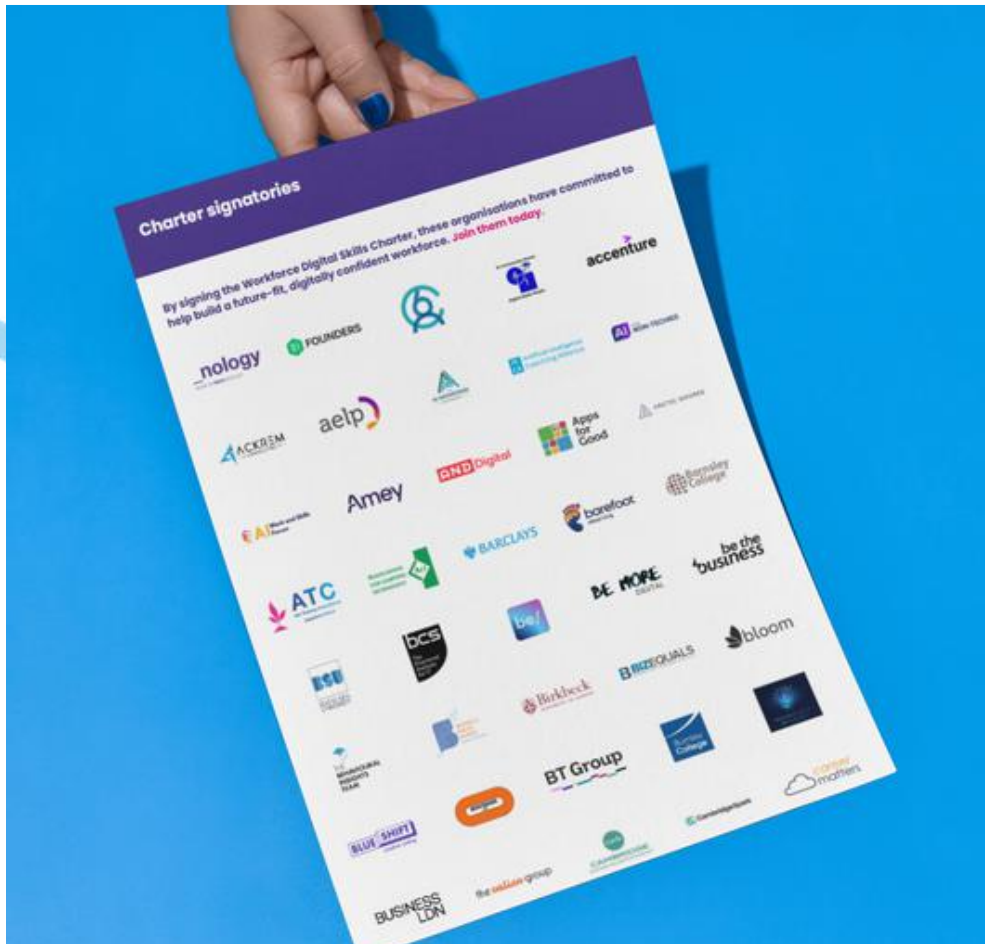


Cosmic worked in partnership with Good Things Foundation and Cornwall Council to deliver a Digital Inclusion Innovation Fund project. Cosmic facilitated digital exclusion sessions with residents and businesses in Redruth and Truro.



These activities enabled local people to share their experiences and generated valuable insights into the barriers they face when accessing digital services and skills. The findings helped Cornwall Council to inform and enhance their digital inclusion strategy. Cosmic also co-facilitated cross-sector workshops to explore how digital inclusion could be more effectively embedded across services in Cornwall.

# We signed the **Workforce Digital Skills Charter**



The Workforce Digital Skills Charter is a shared statement of ambition designed to ensure upskilling the workforce in the essential digital skills is recognised as a critical part of the UK's digital skills challenge. It provides a unified call to action for equipping all members of the workforce, paid or voluntary, with essential digital skills for present and future success.

Its primary goals are to raise awareness of current digital skill levels across the workforce, inspire organisations to take action, and underscore to policymakers the importance of this issue.

**2nd UK Region** **Cosmic-led Signatories**  
The highest volume of signatures, 2<sup>nd</sup> only to London

[Sign the charter here and show your committment](#)



“At Cosmic, sustainability is being turned into practical action. The PLANET Staff Working Group is helping to reduce the organisation’s carbon footprint, encourage greener ways of working and support businesses on their own path towards Net Zero.

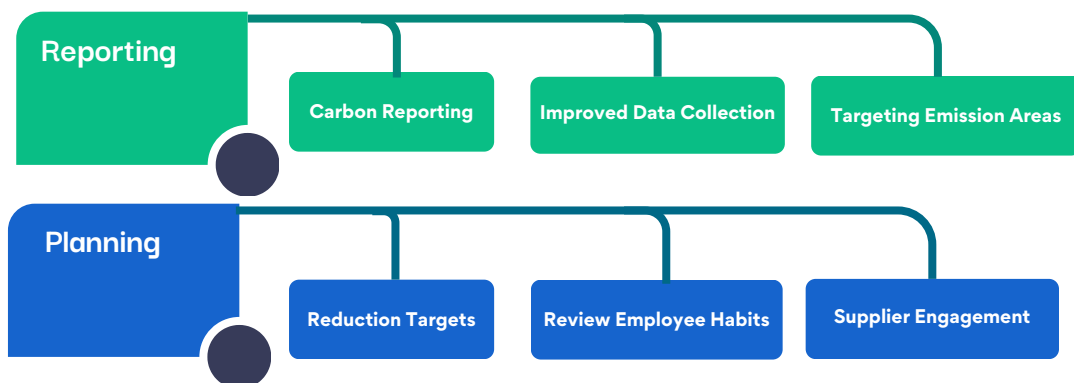
Cosmic has made steady progress by improving how it measures and understands its environmental impact, which gives a stronger basis for future action. This work is helping to shape a more informed and realistic approach to carbon reduction across the organisation.

The focus now is on continuing to improve reporting, building a clearer picture over time and using that insight to guide meaningful change, and supporting other organisations to take this approach.”



**Suzi Ballard,**  
Planet Working Group Chair

## Key Indicators



# Our Carbon Footprint

now powered by **greenly**



Cosmic is in the process of integrating Greenly into our reporting and monitoring systems for our PLANET pillar, ensuring our environmental impact is positive overall.

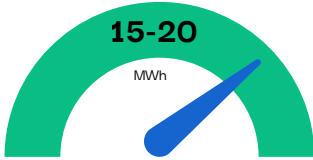
“It’s encouraging to see clearer reporting helping us understand our environmental impact and where we can make the biggest difference.”

**Suzi Ballard,**  
Planet Staff Working Group Chair

## Data snapshot



## Electricity Reduction



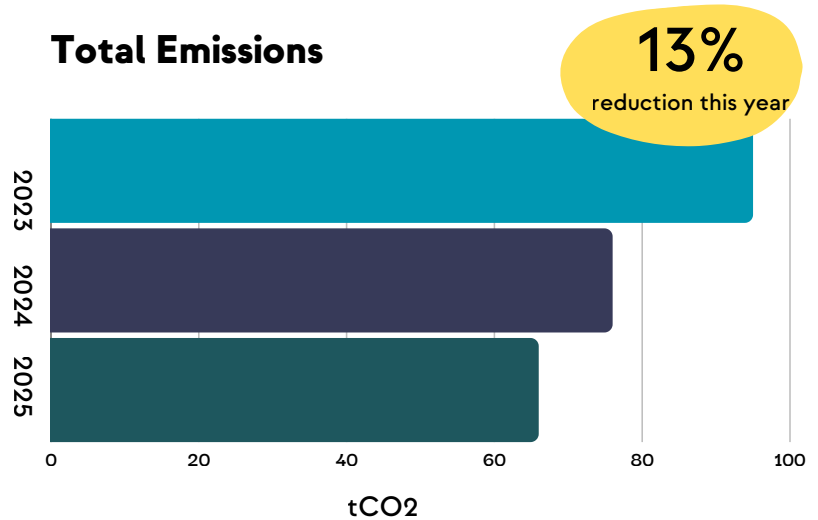
Anticipated savings based on 2025 Cosmic Board Recommendations

## Carbon Action Programme

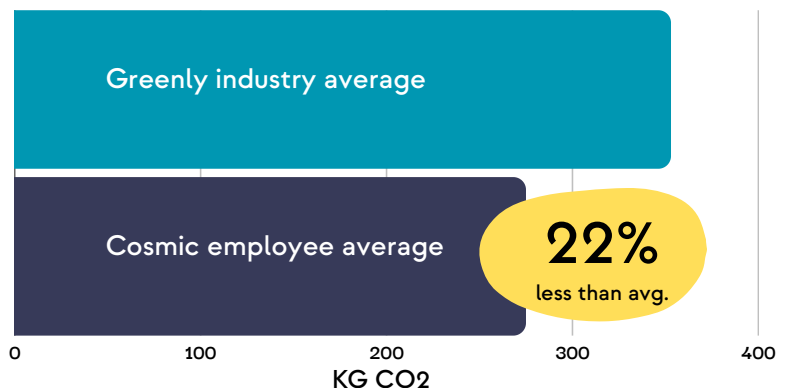
In 2025, Cosmic delivered workshops funded by East Devon Council, providing 200 funded hours of digital sustainability support to **25 organisations in East Devon.**



## Total Emissions



## Average employee commute emissions





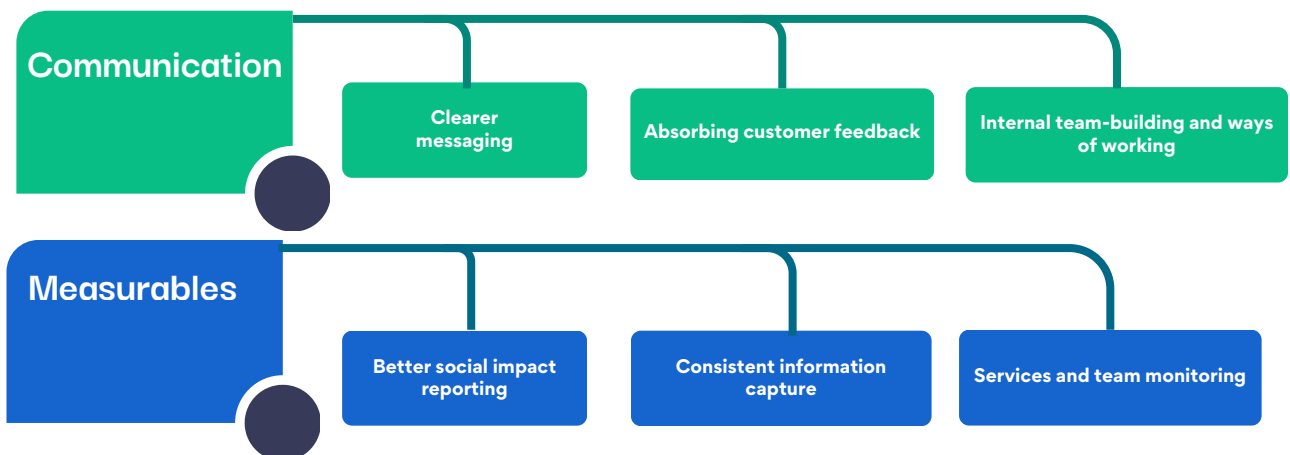
“As part of Cosmic’s PEOPLE staff working group, we focused on improving how social impact and social value are captured, measured and communicated across the organisation. This included developing clearer ways to document our work as a social enterprise, building a stronger understanding of social impact and social value measures, and identifying better ways to show the wider difference Cosmic makes.



**Chloe Penfold**  
Chair of the People Staff Working Group

We also explored more thoughtful, low-pressure ways to gather customer feedback, helping us collect more useful insight without creating feedback fatigue. This work has helped create a clearer and more consistent approach to recording impact across our services.”

## Key Indicators



# Awards and Nominations

## Martin Davies, Chair, CBE

This year we are very proud to announce that Cosmic's Chairman Martin Davies was awarded a CBE for services to improving employment opportunities for disabled people. The honour reflected his long-standing commitment to inclusion, accessibility and removing barriers to opportunity.



## Digital Impact Award Winner

Cosmic also won the VCSE Sector Digital Impact Award at the North Devon Voluntary Services awards. The award recognised the team's work supporting voluntary organisations in North Devon through digital skills, support and expertise.

**"Cosmic is a leading light within the sector"**

Marie Gould, Chief Officer of the North Devon Voluntary Service



## Partner of the Year

Cosmic was named Partner of the Year by Seetec, recognising its work across Cornwall to help people build digital skills and move towards employment. Special recognition also went to David Johnson, whose support helped many learners grow in confidence and work readiness.



# Partnerships and Clients



Cosmic works in close partnership with a diverse range of partners and clients who are central to the delivery, funding and success of our programmes. We are incredibly grateful for their support, collaboration and shared commitment to impact. Many are featured here, though there are many more we would also like to acknowledge.



# Community Support



## SUPPORTING OUR COMMUNITY AND CAUSE

### Work Experience Students

Last summer, Cosmic welcomed four students for a week of hands-on digital experience. They explored website building, AI and cybersecurity, bringing creativity and enthusiasm to every session. It was a strong reminder of how important it is to give young people opportunities to build skills, confidence and ambition for the future.



### Charity Fundraising

Team Cosmic took part in Race for Life and raised £1,540.60, plus £343.92 in Gift Aid. Together, that meant more than £1,880 went towards life-saving cancer research. We're grateful to everyone who donated and supported the team.



### Charity Quizzing

Cosmic entered two teams in the Exeter Charity Quiz Night hosted by Bishop Fleming. The event raised money for FORCE Cancer Charity, which supports people affected by cancer and their families across Devon. Cosmic's teams helped contribute £400 to this important cause.









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