

THE DIGITAL FUTURE IS NOW

2024

Social and Environmental Impact Report



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

– Sarah,
Restart Participant

A YEAR THAT CHANGED LIVES FOREVER



Some years come and go. Others redefine the future. 2024 was that year.

For thousands of people, 2024 was the year where everything changed.

A single mother mastered digital skills and launched her own business.

A job seeker overcame self-doubt and landed a remote role.

Charities, businesses, and communities found new opportunities through technology.

For too many, digital exclusion still holds them back. In 2024, we broke those barriers—one person and one breakthrough at a time.

We helped job seekers gain digital confidence, turning fear into opportunity.

We trained small businesses in AI, cybersecurity, and automation to help them grow.

We built websites for charities and nonprofits, expanding their reach like never before.

When people gain digital confidence, they don't just adapt—they create new possibilities.



People Empowered

4,571 people trained in digital skills, unlocking new career opportunities.



Workshops & Training

308 workshops delivered on AI, cybersecurity, and business growth.



Cybersecurity & Protection

5,159 cybersecurity requests handled, protecting organisations from threats.



Sustainability

Cosmic cut emissions & launched its Net Zero journey for greener digital solutions.



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Message from the CEO

Julie Hawker



Welcome to our report for 2024, one with a particular focus on the impact and social value which Cosmic continues to deliver. As you read this report, please do focus on the incredible work of the team here at Cosmic whose dedication and commitment to our purpose is something I witness every day, and which lies behind the amazing achievements during 2024. And also our Board, with staff and non-staff directors who's regular reviews, oversight and wisdom contributes the extra layer of excellence for our continued success.

Once again in 2024 we have developed and delivered digital skills and services which have improved lives, supported charities, helped businesses to grow and adapt, and most importantly have helped thousands of people to benefit from the digital world. Whilst many things about our work, technologies and projects continually change, the shared vision and commitment to our impact remains as strong as ever.

Our Staff Working Groups reports are included, with the Chairs of each group you can see the focus and motivation which is being developed. This structure has proven to be a vital element of our culture and planning for the future.

This report provides perspectives on the difference we make, the people who benefit and the organisations which we work with. Digital Inclusion for individuals, organisations, businesses and communities is as essential as ever, and Cosmic continues with its drive and passion to make the difference.

21,472	Training Hours and Support 1:1s and workshop hours
4,571	People trained in digital skills Including Essential Digital skills to unlock career and business opportunities
380	Self Guided Learning Hours on the Cosmic Virtual Learning Environment
6,847	Hours of Employability Support Provided through 1:1 s and workshops
95%	Average Learner satisfaction rate Real success stories in action!

From Setbacks to Success

How Cosmic Restart Transformed Lives in 2024

For many, technology isn't just a tool—it's a barrier. It stands between them and the jobs they need, the opportunities they deserve, and the future they want to build. In 2024, the Cosmic working on the Restart contract helped people break through that barrier.

This was the year that people who once felt left behind by the digital world finally stepped forward.

- A single mother, overwhelmed by online job applications, gained the confidence to apply, interview, and get hired.
- A former factory worker, uncertain about his future, built the digital skills needed to transition into a completely new industry.
- Hundreds of people, from every background, turned fear into confidence, doubt into opportunity, and uncertainty into success.

Technology alone doesn't change lives. The right support does.



2024 IMPACT AT A GLANCE



6,847

Hours of digital support given
guiding people through every step



1,257

Participants referred
into the Restart programme



4,571

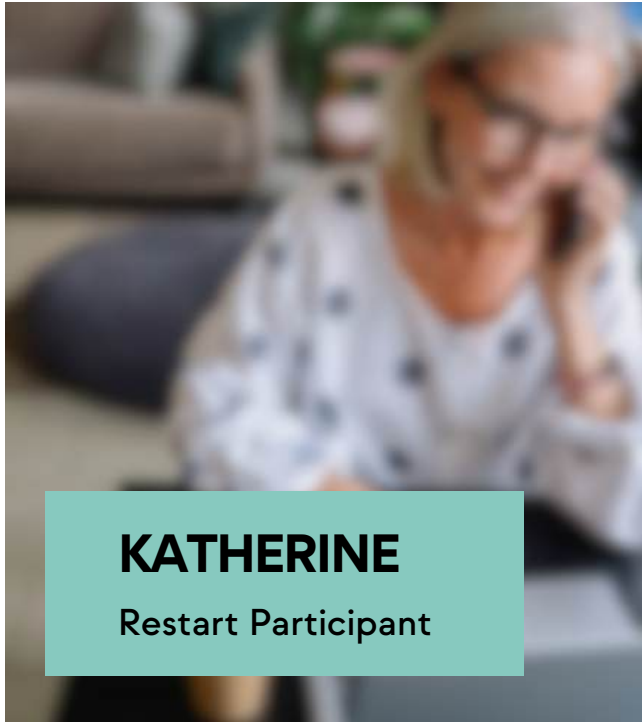
Personalised 1:1
training sessions delivered

But behind every number, there's a real person, a real challenge, and a real transformation.

LEARNER SUCCESS STORIES

RESTART
SCHEME

KATHERINE: BACK TO WORK AFTER 30 YEARS


KATHERINE

Restart Participant

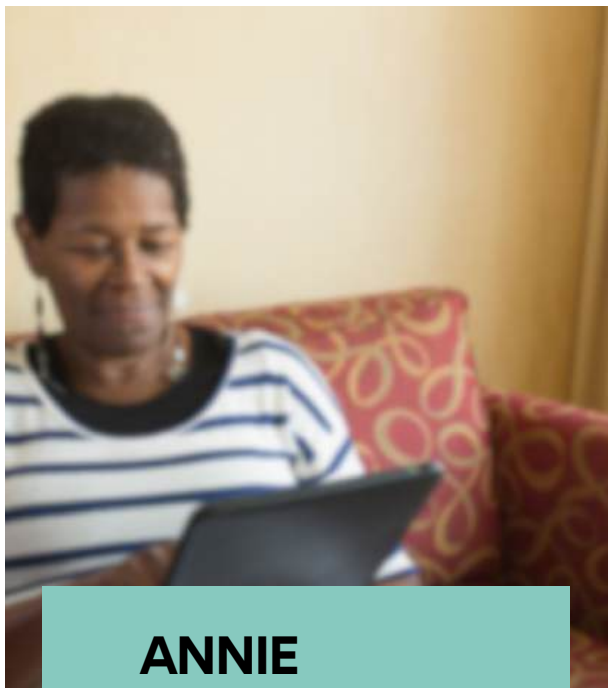
Katherine had been out of work for three decades. Limited sight and lack of digital skills left her struggling to apply for jobs.

With support from James at Cosmic, she learned to use accessibility tools, send emails, and navigate job sites.

“James was so patient and helpful. I feel confident and happier than I have in years!”

Now, Katherine is applying for jobs online for the first time in decades, with renewed confidence.

ANNIE: OVERCOMING A FEAR OF TECHNOLOGY


ANNIE

Restart Participant

After five years out of work, Annie felt left behind. She saw job listings but didn't have the digital confidence to apply. Technology felt intimidating —until she joined Cosmic Restart.

- ◆ With one-on-one support from Cedric, she learned to navigate websites, send emails, and complete online applications.
- ◆ She overcame her fear of technology and started applying for jobs.
- ◆ Now, she sees technology as a tool for success, not a barrier.

“Cedric made everything so simple. I finally feel like I can keep up!”

Today, Annie is excited about her future and ready to take on new opportunities.

SARAH: FROM JOB SEEKER TO BUSINESS OWNER



SARAH

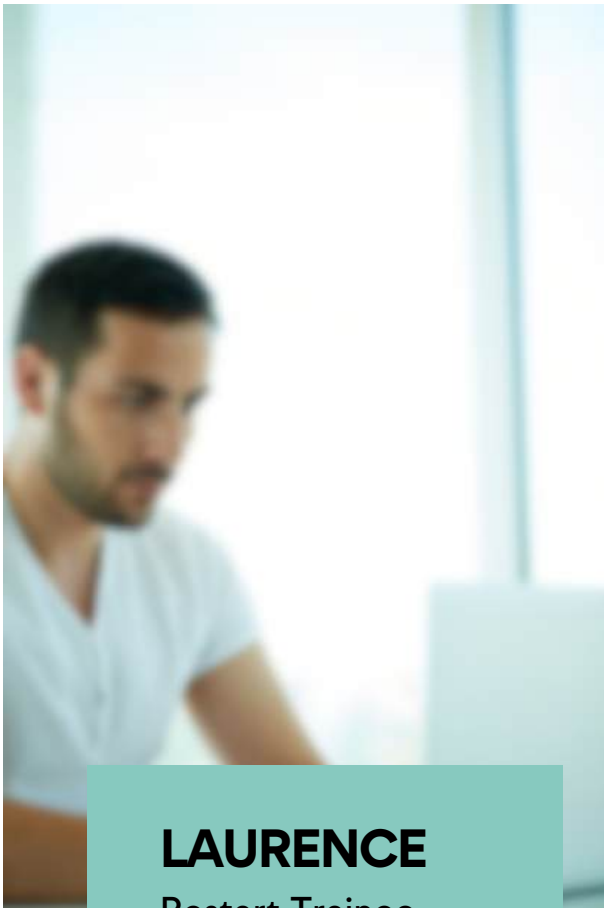
Restart Participant

Sarah had struggled with long-term unemployment. She wanted to start her own business, but the digital world felt overwhelming. She wasn't sure how to market herself, manage finances online, or set up a professional presence.

- ◆ Cosmic provided tailored training on digital marketing, social media, and business tools.
- ◆ She learned how to create an online presence and manage finances digitally.
- ◆ Now, Sarah runs her own small business, managing clients online with confidence.

"Cosmic didn't just teach me digital skills—they gave me the confidence to start something new."

LAURENCE: FROM SELF-DOUBT TO A NEW CAREER



LAURENCE

Restart Trainee

Laurence had spent years working in physically demanding jobs—warehouse work, forklift driving, bus driving. But after recovering from a stroke, he knew he needed to change careers. The problem? Technology felt like a foreign language.

- ◆ At first, he struggled with basic digital tasks like creating files and sending emails.
- ◆ With Cosmic's tailored support, he learned how to navigate Microsoft 365 and job platforms.
- ◆ Over 24 hours of digital training, he gained the skills—and the confidence—to pursue new opportunities.

"It was a gateway back into computers. Once you have the basics, it can lead you anywhere."

Today, Laurence is preparing for a digital boot camp in Game Development, with a guaranteed job interview waiting for him

Web Services: Creating a Digital Future for Businesses & Charities

In today’s world, having a website isn’t just about being online—it’s about creating opportunities, reaching communities, and making an impact. In 2024, Cosmic helped organisations go beyond just having a website—we helped them build platforms that changed lives.



2024 WEB SERVICES IMPACT AT A GLANCE

228

websites updated



26

brand-new websites launched



6

websites completely rebuilt



13

websites built for charities



24

websites built for enterprises



5

websites built for schools



BEHIND EVERY WEBSITE, THERE’S A STORY



Every website we built in 2024 was about more than design. It was about creating something that helped people move forward. Whether supporting a local charity, boosting a small business, or opening up access to vital services, each project made a real difference.

From REACH making support easier to access, to One You Plymouth encouraging thousands to take simple steps toward better health—these websites became part of something bigger. They helped connect, support, and strengthen communities. Here's a closer look.

Happy Web Clients

REACH: A WEBSITE THAT CONNECTS MORE PEOPLE TO URGENT SUPPORT



REACH, a national charity, faced a challenge: their outdated website made it difficult for people to find the help they needed. It was cluttered, hard to navigate, and not fully accessible.

Cosmic streamlined the site, ensuring:

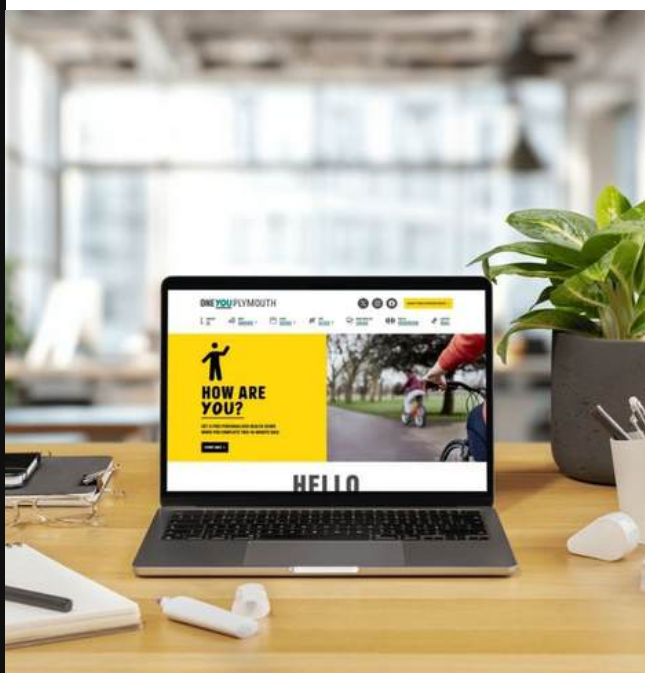
- ✓ Easy navigation so users could quickly access resources.
- ✓ WCAG AA 2.2 compliance for full accessibility.
- ✓ Staff training so their team could update content effortlessly.

"We brought quite a beast of a website to Cosmic, and they tamed it. Their patience and professionalism made all the difference!"

SARAH-JANE LOWSON, REACH OPERATIONS LEAD

Now, thousands can access the support they need —without barriers.

ONE YOU PLYMOUTH: TURNING A WEBSITE INTO A WELLNESS TOOL



One You Plymouth needed a website that did more than provide information—it had to actively engage users.

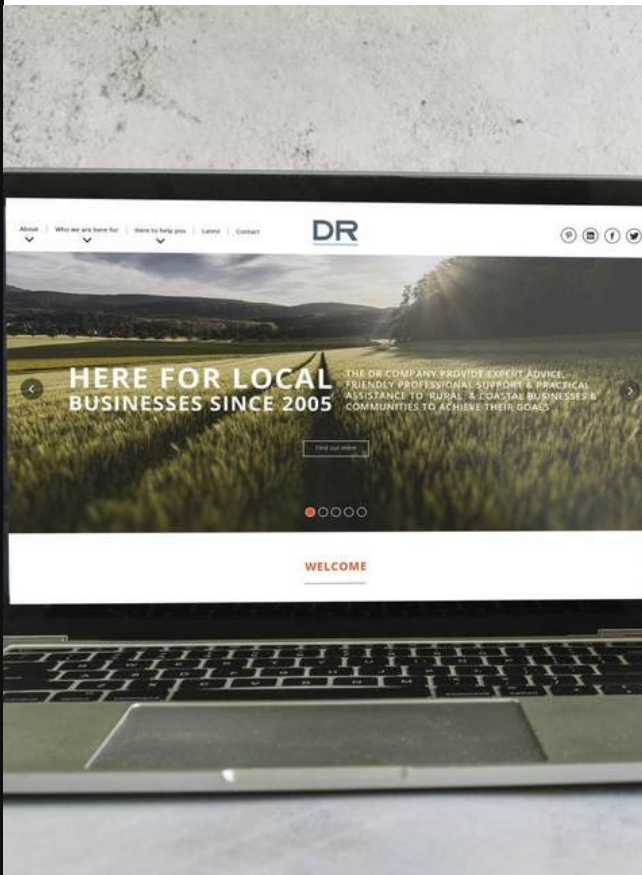
Cosmic delivered an interactive platform that:

- ✓ Introduced a bespoke Audit C quiz for alcohol awareness.
- ✓ Designed a user-friendly interface to encourage participation.
- ✓ Made the site mobile-friendly for wider accessibility.

"More people than ever are using our digital tools. This transformation has been a game changer!"

TIM COLLICOTT, ONE YOU PLYMOUTH

DR COMPANY: HELPING RURAL BUSINESSES GROW



For rural businesses, access to data-driven decision-making tools is essential. DR Company wanted a way to help farmers assess new business opportunities, but they needed a digital solution.

Cosmic built a custom nursery calculator that:

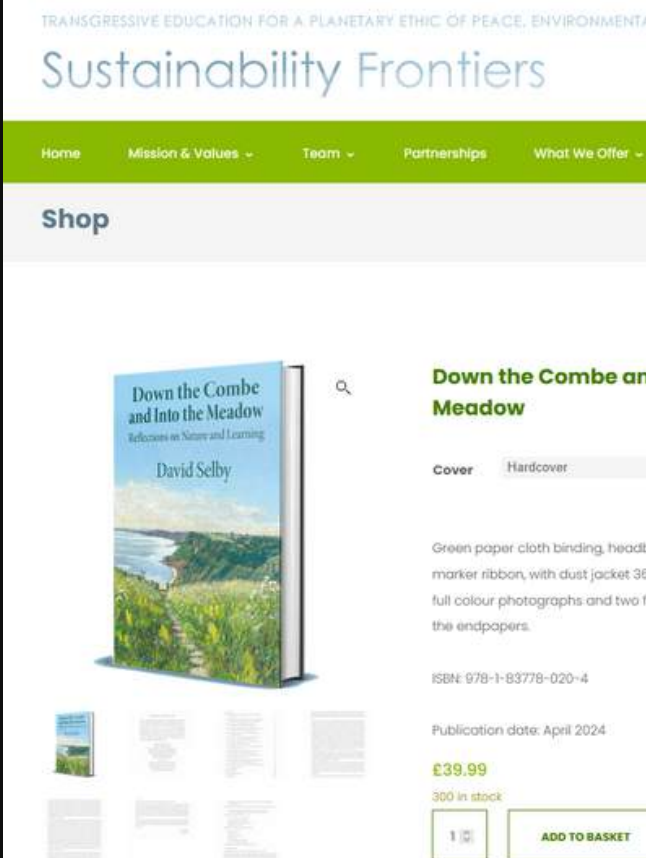
- ✓ Helps farmers evaluate risks and costs.
- ✓ Provides real-time insights for better decision-making.
- ✓ Integrates seamlessly into their existing site.

"Cosmic helped us create something truly valuable. This tool is making a real difference for rural businesses."

SOPHIE COWDELL, DR COMPANY

Now, farmers have the tools to make smarter investments.

SUSTAINABILITY FRONTIERS: USING E-COMMERCE TO EXPAND IMPACT



Sustainability Frontiers wanted to sell educational materials to fund environmental education worldwide. But without an e-commerce platform, they were struggling to reach a wider audience.

Cosmic built an online store that:

- ✓ Integrated WooCommerce for seamless shopping.
- ✓ Set up secure payment processing for easy transactions.
- ✓ Empowered their team to manage the platform independently.

"This online shop has opened doors for us. It's helping fund education where it's needed most."

FUMIYO KAGAWA, SUSTAINABILITY FRONTIERS

Now, their resources are reaching global communities—one purchase at a time.

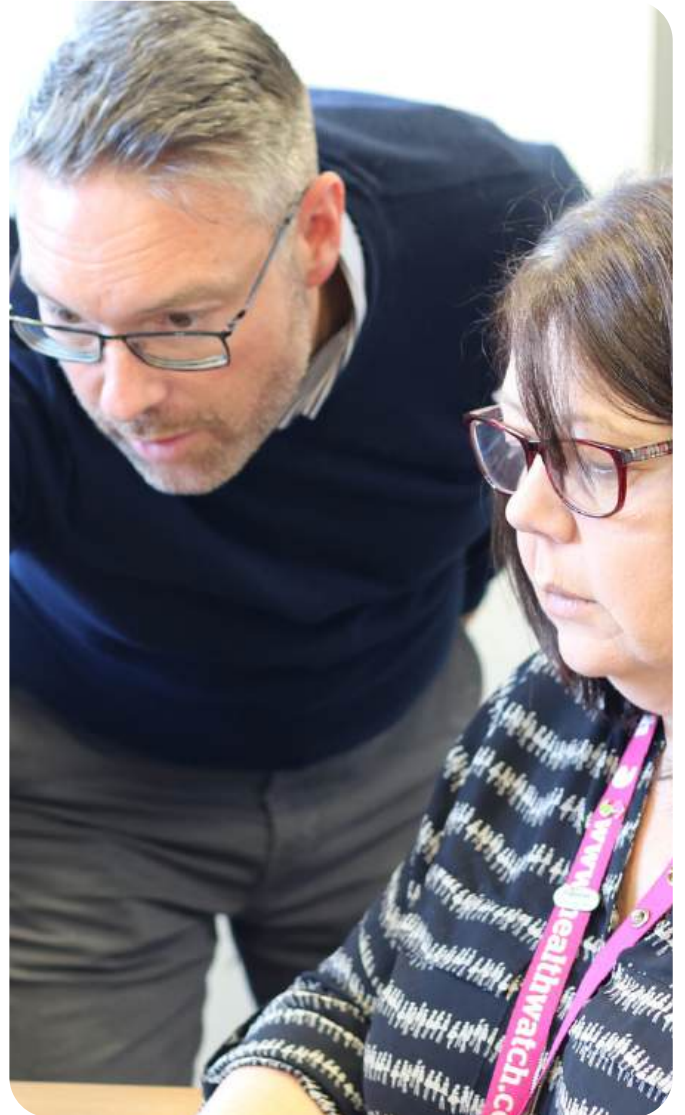
Tech Services: Keeping Organisations Connected & Secured

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.

In 2024, Cosmic's Tech Services team didn't just fix IT issues—we built long-term digital resilience.

For many, technology is a challenge, not a tool. Cyber threats are rising, outdated systems slow down progress, and remote teams struggle without the right digital setup.

That's where Cosmic stepped in—providing solutions that empowered organisations to work smarter, safer, and more efficiently.



THE IMPACT IN NUMBERS:

→ Tech Support	5,159 tech support requests handled
→ Numbers of Hours	3,011 hours of expert IT support
→ Customer Satisfaction	98.6% customer satisfaction

IMPACT HIGHLIGHTS



Schools supported:

09

CIC's supported:

07

Charities supported:

41

Small Business Supported:

40

Initiatives delivered:

- Cybersecurity & Phishing Protection
- Cloud Migration for Social Enterprises
- MS Intune Deployment for Device Security
- HR & IT Automation for Efficiency
- Cyber Essentials Preparation & Certification
- Intranet Development with Microsoft SharePoint
- Tech Training for Nonprofits



Cyber Essentials / Plus Support

Cosmic is Cyber Essentials Plus certified. In 2024, we launched a new service to help charities and businesses achieve Cyber Essentials and Cyber Essentials Plus certification, with ongoing support and remediation.

TECH: REAL IMPACT STORIES



Help & Care is a long-standing charity empowering people across Dorset and the south coast to live independently, particularly in later life. They recognised the value of Cyber Essentials Certification to enhance security, improve internal processes, and build trust with funders and service users.

Cosmic supported Help & Care through the certification process, starting with a detailed cyber audit. We helped update IT policies and provided guidance on secure configurations, access control, malware protection, and patch management.

The result was a successful certification and a more resilient digital infrastructure. Help & Care valued Cosmic's expertise in helping them confidently navigate cyber security requirements.

Urgent Cyber Response and Recovery

In 2024, Cosmic supported two local organisations through serious cyber incidents that disrupted operations and posed risks to sensitive data. Our team delivered urgent remediation, rebuilt secure systems, and helped implement long-term cyber resilience measures.

“The rise in cyber threats throughout 2024 was considerable, and these incidents highlighted the importance of robust digital defences. Cosmic remains committed to supporting organisations in preventing threats, responding effectively, and building lasting cyber resilience.”

Training & Digital Skills: Empowering People, Transforming Futures

In 2024, Cosmic's training wasn't just about teaching digital skills—it was about building confidence, unlocking potential, and helping individuals and businesses thrive in the digital world. Whether it was a small business owner learning to market online, a charity streamlining operations, or an individual stepping into tech for the first time, our training made a real impact.



Individuals supported:

396

Organisations trained:

561

1:1 Coaching

755

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.

Group Workshops:

756

Inclusion hours via workshops

7,043

New training initiatives:

- AI Benefits for Small Businesses
- Digital Leadership & Strategy
- Hands-on Support for Farmers
- Digital Leadership & Strategy

REAL IMPACT: TRAINING SUCCESS STORIES

Julie, the founder of Netgain Nutrition, had a passion for health and wellness. But like many small business owners, she struggled to navigate the digital world. Marketing her business online felt overwhelming, and she wasn't sure how to attract the right customers or make her brand stand out.

She knew she needed to strengthen her online presence but didn't know where to start. Social media, SEO, and digital strategy felt complex and time-consuming. She often wondered, "Am I doing this right?"

That's when she joined Cosmic's Workplace Digital Skills Programme.

How Cosmic Helped

Julie received tailored support through a mix of digital marketing workshops and 1:1 coaching with Fiona—a specialist in helping small businesses thrive online.

- ✓ In digital workshops, she learned how to build a strong online identity and engage with her audience.
- ✓ Through 1:1 coaching, she developed a clear social media strategy and gained confidence in creating content.
- ✓ She discovered tools to automate tasks, improve visibility, and connect with the right audience.

What once felt intimidating and confusing now became an exciting opportunity to grow her brand.



The Impact

After completing the programme:

- ✓ Julie's online presence skyrocketed, reaching more potential clients than ever before.
- ✓ She now confidently markets her business, using social media and digital tools to expand her reach.
- ✓ Her brand is thriving, and she feels in control of her digital strategy.

"It has helped me understand the digital landscape and gain confidence in engaging online."

Julie didn't just learn digital skills—she gained the confidence to grow her business in a digital world.

Testimonials From Happy Clients

We asked participants how Cosmic's training impacted them—here's what they had to say:



"Fiona, shared some great tips for how to gain more training on Canva and Instagram that I desperately need!"



"The trainers have great real world knowledge and are able to use that to demonstrate the positive impact of good digital strategy."



"I was skeptical at first, but Suzi gave me insights on using Teams that will transform how we collaborate."



"Matt's sessions have completely changed how I work. His advice will help me win new projects."



PERFORMANCE

STAFF WORKING GROUP



Message from Jonathan Allard, Chair of the SWG

At Cosmic, performance isn't just about working hard—it's about working smart. The Performance Staff Working Group, led by Jon Allard, has spent the past four months identifying barriers, refining internal processes, and ensuring every team member's skills are fully utilised.

One of the group's biggest achievements was launching a company-wide skills audit to uncover training needs and untapped expertise. This initiative, welcomed by the Senior Leadership Team, will help shape future learning opportunities and improve overall efficiency.

The team is also exploring AI-driven tools to automate tasks, streamline workflows, and support Cosmic's growth. With these advancements, we are laying the foundation for a more agile and high-performing organisation.

"True progress comes from within. By addressing internal challenges, we're ensuring Cosmic remains a leader in digital impact." – Jon Allard, Chair of Performance SWG



Key initiatives:

- Staff Skills Audit – Identifying skills gaps and opportunities for internal growth.
- AI for Efficiency – Testing automation tools to improve productivity.
- Removing Blockers – Highlighted key challenges to SLT, driving targeted improvements.
- Data Collection and Reporting Enhancement: Using Power BI to enhance and streamline data reporting, improving the precision of tracking our digital inclusion impacts.

PLANET

STAFF WORKING GROUP



DRIVING SUSTAINABILITY, REDUCING CARBON, LEADING BY EXAMPLE

Message from Suzi Ballard, Chair of the SWG

At Cosmic, sustainability isn't just a commitment—it's an action plan. The Planet Staff Working Group, led by Suzi Ballard, is focused on reducing our carbon footprint, embedding green practices across the organisation, and supporting businesses on their journey to Net Zero.

In 2024, the team made significant progress toward our goal of achieving Net Zero by 2030, with initiatives that not only lower our own emissions but also help others make sustainable changes.

"Every decision we make—how we work, who we work with, and the tools we use—has an impact. We are committed to making that impact a positive one for the planet."

Suzi Ballard, Chair of Planet SWG



Key initiatives:

- Carbon Footprint Tracking & Action Plan – Partnering with Greenly's EMS system to monitor and reduce emissions.
- Net Zero Certification – Investing in a green certification to align Cosmic's operations with the highest sustainability standards.
- Green Business Directory – Compiling a network of sustainable businesses to support our training and leadership programmes.
- Net Zero Projects – Delivering sustainability training and advisory through UK Shared Prosperity Fund (UKSPF) projects, working with East Devon, Plymouth City, and Mid Devon District Councils.

greenly



OUR CARBON FOOTPRINT



Carbon Emissions Breakdown:

- Total emissions: 95 tonnes of CO₂e
- Commute emissions: 10 tonnes of CO₂e
- Remote work emissions: 1.9 tonnes of CO₂e
- Average employee commute emissions: 269 kg CO₂e (below Greenly's industry average of 353.2 kg CO₂e)

**MILES
SAVED**

106941.4

**CO₂
SAVED (KG)**

16041.21

**"IT'S GREAT TO SEE OUR REMOTE WORKING MODEL
MAKING A REAL IMPACT IN REDUCING
EMISSIONS." ____SUZI BALLARD**



Real Impact Stories- Sustainability in Action



Sustainability isn't just about policy—it's about people. At Cosmic, we've worked with businesses, charities, and individuals who are taking bold steps toward a greener future. Here are some of their stories—proof that small changes lead to big impact.

Jen Bernardini – A Personal Sustainability Journey

Suzi is wonderful. She is very knowledgeable and personable. The input she has given me on my sustainability journey has been invaluable. I've gone from having little confidence to actively working toward Net Zero. Thank you, Suzi!

Supporting Small Businesses with Green Strategy

Adrian provided me with practical advice tailored to my business. It was exactly what I needed to take the next step toward sustainability.

Helping Organisations Make Smarter, Greener Choices

Matt was incredibly helpful in guiding us through sustainable business decisions. We now have a clear path forward to reducing our environmental impact.



These stories are just the start. If your business is ready to embrace more sustainable practices, Cosmic is here to support you.

Let's create a greener future together.

PEOPLE

STAFF WORKING GROUP



EMPOWERING INDIVIDUALS WITH SKILLS & CONFIDENCE

Message from Chloe, Chair of the SWG

At Cosmic, digital inclusion isn't just about access—it's about confidence, growth, and opportunity. The People Staff Working Group, led by Chloe Penford, is focused on helping individuals understand and develop their digital skills, ensuring that no one is left behind in the digital world.

In 2024, the group explored ways to quantify and communicate digital proficiency, making it easier for people to recognise their strengths and take the next step in their digital journey. By working closely with project teams and business development, they are shaping new ways to measure and showcase the impact Cosmic has on individuals and businesses across the region.

"Confidence is the key to digital inclusion. When people understand their digital skills, they don't just adapt—they grow, innovate, and take control of their futures." – Chloe Penford, Chair of People SWG



Key initiatives:

- Essential Digital Skills Framework – Helping individuals assess and develop their digital skills with clarity and confidence.
- Workplace Digital Skills Research – Exploring how digital proficiency impacts recruitment, career growth, and business success.
- Expanding Social Impact Measurement – Strengthening how Cosmic tracks and showcases the life-changing impact of digital inclusion.

A WALKING CHALLENGE THAT KEPT US MOVING



A strong team is built through shared experiences. In 2024, the People SWG brought the Cosmic team together through a unique challenge—walking the length of the Pacific Crest Trail!

From September 2024 to February 2025, 22 team members took part in Cosmic's Weekly Stand Up Walking Challenge, collectively covering 2,650 miles—the full distance from Mexico to Canada.

Activities included: Walking, running, football, swimming, cycling, and even dog walks!



"This challenge wasn't just about movement—it was about connection, motivation, and achieving something together."



2,650
MILES
WALKED!



THE TEAM WALKED THE FULL DISTANCE FROM MEXICO TO CANADA!

PLACE

STAFF WORKING GROUP



CREATING SPACES FOR LEARNING & INCLUSION

Message from Aminah Bukola Chair of the SWG

At Cosmic, we believe that where and how people learn matters. The Place Staff Working Group, led by Aminah Bukola, is committed to ensuring both digital and physical spaces empower individuals to access the skills they need to thrive. Whether it's refining our Learning Platform or launching place-based training, we're making learning more accessible, engaging, and impactful. In 2024 till present, our focus has been on enhancing the Learning Platform's usability and identifying key community spaces where digital skills training can have the greatest impact. We're ensuring that Cosmic's learning environments—both online and in-person—are designed for success.

"Learning happens best in the right environment. By improving our digital tools and creating welcoming spaces, we are making knowledge more accessible than ever."

— Aminah Bukola, Chair of Place SWG



Key initiatives:

- Enhancing the Learning Platform – Improving content, engagement, and accessibility.
- Expanding Place-Based Training – Identifying community venues for in-person digital skills workshops.
- Boosting Internal Engagement – Encouraging staff participation in the Learning Platform.

Highlights



Future Dot Now

Julie Hawker, CEO of Cosmic, is the South West Industry Lead for FutureDotNow. During 2024, she worked closely with local authorities and employers to champion Essential Digital Skills, aligning regional action with national strategy to tackle the digital skills gap.



Good Things Foundation

Cosmic partnered with Good Things Foundation, Connected by Change, and the University of Liverpool on a discovery project for the West of England Combined Authority. The team explored digital inclusion challenges and opportunities through research and stakeholder engagement to inform future regional strategy.

With thanks

Cosmic works closely with a wide range of partners who play a vital role in the delivery, funding, and success of our projects. We're incredibly grateful for their support and contributions – many are featured here, though there are many more we'd love to recognise.



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