

# Reprezent: Social Gain

## Annual Highlights Summary (Off-Air)

### Purpose

This document provides a high-level summary of Reprezent's social gain activity over the year, reflecting our not-for-profit purpose and benefit to our target community.

### Who we serve

We support young people and emerging creatives, with a focus on increasing access, representation and progression into training, opportunities and the creative industries.

### What we delivered (highlights)

- **Training access and progression:**  
Delivery of training cohorts and structured progression support, including clearer signposting to intakes and opportunities.
- **Community benefit:**  
Provision of engagement routes for young people and community members to participate in our ecosystem (training, volunteering, events and opportunities).
- **Improved accessibility of information:**  
Increased regular communications to our subscribed community and waitlist to improve clarity on pathways and upcoming opportunities.
- **Capacity response to demand:**  
In response to community demand, we increased the scale of our training offer significantly (including expanded cohort capacity).
- **Systems improvements:**  
Introduction of improved onboarding, expectations-setting and learner support processes to provide a more consistent experience.

### How we stay accountable

Feedback can be sent to [feedback@reprezent.org.uk](mailto:feedback@reprezent.org.uk). Messages are logged and responded to within 5 working days, reviewed regularly, and used to inform improvements.

**Last updated:** 4<sup>th</sup> March 2026

**Contact:** [feedback@reprezent.org.uk](mailto:feedback@reprezent.org.uk)

## What changed because of community feedback - example

Following participant feedback requesting clearer progression routes and improved accessibility of information, and feedback from our training waitlist asking for greater visibility of where individuals sit in the queue, we:

- Strengthened our signposting to training intakes and progression opportunities
- Increased the regularity and clarity of communications to our waitlist and wider subscribed community.

To address the underlying issue of people not knowing when their opportunity will come, we introduced a booking portal (launching March 2026). That:

- Introduces a queueing / forward-booking system
- Enables trainees to book **up to a year in advance** for training courses, rather than relying on separate recruitment rounds for each intake.
- Gives trainees a clearer timeline and reduces missed opportunities caused by high-demand and short sign-up windows.

In response to demand from our local community (including those who felt they missed out on previous training rounds), we have increased our training cohorts by **400%** this year, alongside tightened internal processes for onboarding, expectations-setting and learner structure and support to ensure the offer remains consistent and accessible as volumes grow.