

2022-2025 AWL Social Impact Report



Years of Growth and Gratitude

Action West London's growth has been shaped by the resilience of our communities, the dedication of our partners, and the commitment of our team. This report reflects on our progress, the impact we've made together, and the opportunities ahead as we continue expanding our mission to change lives through employment, education, and enterprise.



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Our AWL Vision

Together for a better Community

Action West London (AWL) is a long-standing charity and social enterprise committed to changing lives through employment, education, and enterprise. The organisation works to reduce inequality, improve life chances, and empower disadvantaged individuals across West London by providing tailored support into work, training, skills development, and pathways to independence. AWL's vision is of a community where every person—regardless of background—has the opportunity to thrive, contribute, and build a sustainable future.

Through its employment programmes, ESOL and skills training, enterprise support, refugee and migrant services, and social-enterprise projects such as Acton Market, AWL continues to play a crucial role in strengthening resilience, wellbeing, and inclusion across the region.

Our core principles :

1. **Respect:** treating everyone with dignity, no matter their background or situation.
2. **Empowerment:** helping individuals build confidence, skills, and independence.
3. **Integrity:** acting honestly, transparently, and ethically in all their work.

These values guide how AWL works with clients, partners, staff, and volunteers to achieve its mission of changing lives through employment, education, and enterprise.

Executive Summary

Between 2022 and 2025, Action West London (AWL) delivered substantial social impact across employment, education, enterprise, and community integration. Over this period, the charity supported more than a thousand individuals facing barriers such as unemployment, language challenges, displacement, and financial hardship. Through ESOL learning, vocational qualifications, tailored employment support, and enterprise opportunities, AWL enabled hundreds of people to secure jobs, develop new skills, and build the confidence needed for long-term independence. With reach across more than fifteen London boroughs—particularly Ealing, Hillingdon, Hounslow, Brent, and Hackney—the organisation continued to serve some of the most diverse and disadvantaged groups in West London, including significant numbers from Black African, Black Caribbean, and refugee communities.

Despite rising living costs, increased demand, and the wider economic pressures affecting the charity sector, AWL strengthened partnerships with local authorities, employers, funders, and community organisations while expanding delivery across key programmes. Acton Market continued to operate as a thriving social-enterprise hub, supporting traders and enhancing community cohesion. Throughout all three years, client case studies highlighted remarkable progress—from individuals rebuilding their lives after war and displacement to learners gaining confidence through improved English and returning to work after long-term unemployment. These outcomes demonstrate AWL's critical role in reducing inequality and creating pathways to opportunity, marking 2022–2025 as a period of resilience, growth, and meaningful change for communities across West London.

Organisational Overview

Action West London (AWL) is a charity and social enterprise dedicated to improving the life chances of disadvantaged people across West London. Through employment support, education and skills programmes, ESOL provision, and enterprise opportunities, AWL helps individuals overcome barriers, gain confidence, and move towards sustainable work and independence. The organisation works with a wide range of partners—including local authorities, employers, community groups, and funders—to deliver practical, person-centred support that strengthens communities and promotes

Key Initiatives between 2022-2025

01

Employment Support & Job Outcomes

Across all three years, AWL delivered tailored one-to-one guidance, job brokerage, CV support, interview preparation, and sustained employment tracking.

2022–23: 254 clients moved into employment.
2023–24: 156 employment outcomes.
2024–25: Continued strong job starts and 30 into employment in Q4 alone.

02

ESOL Provision & Refugee/Migrant Support

AWL significantly expanded its ESOL (English for Speakers of Other Languages) delivery, supporting refugees, asylum seekers, and migrants to improve language skills, confidence, and integration. 2023–24 and 2024–25 reports highlight ESOL as one of the largest engagement areas, with 258 ESOL engagements recorded in 2024–25. Case studies show refugees from Syria and Ukraine rebuilding stability through AWL's ESOL and progression pathways.

03

Vocational Skills & Short Courses

AWL delivered accredited and job-relevant courses, such as:
CSCS Construction Cards
SIA Security Training
Customer Service qualifications
Other short employability courses
Outcomes included:
70 short courses completed in 2022–23
54 completed in 2023–24
129 completed in 2024–25

04

Community Engagement Through Acton Market

Acton Market remained a core AWL initiative supporting:
Local traders and micro-businesses
Young entrepreneurs
Community organisations and cultural events
The market also served as a community regeneration tool and a platform for partnership work—especially with the Metropolitan Police and Ealing Council.

05

Targeted Projects: ABLE2, YES, PTA & SEGRO

Several specialist programmes operated across the years, supporting different groups:
ABLE2, YES, and PTA: employment-focused projects with long-term sustainment tracking.



Strategic Context

Grow skills, shape futures

Between 2022 and 2025, Action West London delivered its services during a period of significant social and economic change. Rising living costs, post-pandemic recovery, and increasing inequalities placed new pressures on communities across West London, while rapid labour-market shifts and global events—such as the conflicts in Syria and Ukraine—led to higher demand for employment support, ESOL provision, and integration services. These challenges shaped the environment in which AWL operated, requiring the organisation to remain flexible, responsive, and collaborative. The following section outlines the key external factors that influenced AWL's work and the needs of the communities it served during this time.

1622

Project Starts

AWL delivered 1622 project starts, demonstrating consistent programme demand and high community uptake.

537

Vocational Short Courses

AWL achieved 537 project starts, alongside significant ESOL and vocational engagement.

650

Job Outcomes

AWL recorded 650 job outcomes, marking a strong year of project participation across employment and skills initiatives.

01 Rising Community Needs

The period from 2022–2025 was shaped by rising living costs, post-pandemic instability, and widening inequalities, creating increased demand for employment, ESOL, and community support across West London.

02 Refugee and Migrant Arrivals

Increased arrivals from countries affected by conflict, including Syria and Ukraine, drove the need for language learning, integration pathways, and trauma-informed services.

03 Shifting Labour Markets

Skills shortages and changing employer needs highlighted the importance of vocational training, job-readiness support, and strong employer engagement.

04 Funding and System Pressures

Changing public funding conditions and pressure on local services required AWL to strengthen partnerships and deliver evidence-based, measurable outcomes.

AWL expanded ESOL provision, developed targeted skills programmes, enhanced employment support, and used Acton Market as a community hub to meet evolving community needs.

Programmes & Services Delivered

Between 2022 and 2025, Action West London delivered a wide range of high-impact programmes designed to improve employment prospects, build essential skills, and support community integration across West London. Core services included personalised employment support, ESOL provision for refugees and migrants, accredited vocational training such as CSCS and SIA, and enterprise opportunities through Acton Market. Working alongside employers, funders, local authorities, and community partners, AWL ensured its services remained responsive to the changing needs of disadvantaged residents. Specialist initiatives such as ABLE2, YES, PTA, and the SEGRO project provided targeted assistance for those facing complex barriers including long-term unemployment, limited English, or displacement. Together, these programmes offered practical, person-centred pathways that helped individuals progress into work, training, or self-employment while strengthening resilience and opportunity across local communities.

Key Initiatives between 2022-2025

Foundations of Recovery & Skills Growth

254 clients supported into employment between 2022-23 making it one of AWL's highest-performing years. Expansion of multi-borough reach, with clients from 15+ London boroughs including Ealing, Brent, Hillingdon, and Newham. Strengthened refugee support, with case studies highlighting major progress for Syrian clients rebuilding

Expansion of ESOL, Inclusion & Employer Partnerships

Growth of ESOL provision, with increased classes supporting refugees, migrants, and adults with low English. 156 employment outcomes, supported by targeted initiatives such as ABLE2, YES, PTA, and employer-led training. Launch and strengthening of the SEGRO Project, supporting refugee learners through ESOL and skills training.

Consolidation, Integration & Targeted Support

129 completed vocational courses, reflecting demand for practical qualifications like CSCS and SIA. Increased participation among younger adults, with 21–35-year-olds making up over 70% of learners. Deepened multi-borough reach, with Ealing (45.4%) and Hillingdon (24.2%) continuing as core areas of impact.

Strengthening of Specialist Support for Refugees and Migrants

Across all three years, AWL significantly expanded support for refugees and migrants affected by conflict and displacement. ESOL became one of the organisation's largest areas of engagement, and programmes such as the SEGRO project offered structured pathways into learning, confidence-building and eventual employment. Case studies from Syrian and Ukrainian clients highlight AWL's growing role in enabling integration and rebuilding stability after trauma.

Consistent Growth in Community Reach and Multi-Borough Impact

AWL maintained a strong and expanding presence across more than 15 London boroughs, with Ealing, Hillingdon, Hounslow, Brent, Hackney, and Waltham Forest emerging as key areas of impact. Year-on-year data shows rising engagement from diverse communities, particularly those facing economic hardship, language barriers, and unemployment. This growing footprint reflects AWL's role as a trusted community anchor and an essential provider of inclusive, accessible support.

Beneficiary & Profile Engagement

From numbers to real stories of change

AWL's beneficiary engagement between 2022 and 2025 reflects a charity deeply embedded in its community, supporting people of all backgrounds and experiences to overcome barriers, build confidence, and take meaningful steps toward employment, education, and long-term independence.

Impact Measurement — 2022-25 Highlights

Area	Key Result
Total Beneficiaries Engaged	1,622 individuals supported
Employment Outcomes	650 people supported into work
Completed Vocational/ Short courses	537 qualifications achieved
ESOL Engagement	Strong growth in language support
Top Borough Engagement	Ealing was the strongest area reached
Sustainability	AWL remain strongly in compliance with sustainability.

Across 2022–2025, Action West London supported a highly diverse and dynamic community of beneficiaries reflecting the multicultural landscape of West London. Each year, AWL engaged individuals facing a wide range of barriers—including unemployment, language challenges, limited qualifications, displacement due to conflict, and long-term financial instability. Engagement levels remained consistently strong, with more than 1,300 people supported across three years through employment programmes, ESOL classes, vocational training, and specialist community initiatives.

AWL's beneficiary profile demonstrates a strong commitment to serving those most in need. A significant proportion of clients identified as Black or Black British—particularly African and Caribbean—alongside high engagement from Asian communities, White British and White Other groups, mixed ethnic backgrounds, and newly arrived migrants. Refugees from Syria and Ukraine formed an increasingly prominent part of AWL's caseload, reflecting global conflicts and local resettlement patterns. Language learners formed a major segment of AWL's engagement, with ESOL emerging as one of the charity's busiest services by 2024–2025.

Geographically, AWL maintained a wide multi-borough reach, with the highest representation from Ealing, Hillingdon, Hounslow, Brent, Hackney, and Waltham Forest. Ealing consistently remained the largest beneficiary area, rising from 26% in 2022–23 to over 45% in 2024–25. Age profiles varied across programmes, with strong engagement from young adults aged 18–35, particularly in vocational training and employment support. Older learners and those rebuilding careers after displacement also featured strongly within ESOL and progression-focused services.

Impact & Measurement outcomes

2022-2025 (in-depth from the table)

Strong Beneficiary Engagement

Across 2022–2025, AWL supported more than 1,300 individuals, delivering personalised employment guidance, ESOL learning, and skills development to people facing a wide range of social and economic barriers.

Consistent Employment Outcomes

AWL helped over 480 people move into work during the three-year period. Employment support remained a core strength, with high-impact projects such as ABLE2, YES, and PTA driving sustained job outcomes despite economic pressures.

Growth in Skills & Vocational Training

A total of 353 accredited courses were completed, including CSCS, SIA, and customer service training. These qualifications equipped clients with practical, job-ready skills aligned with employer needs and sector shortages.

Expansion of ESOL & Integration Support

ESOL became one of AWL's fastest-growing services, with 258 engagements in 2024–2025 alone. This growth reflects rising demand from refugee and migrant communities seeking language development, confidence, and pathways into work.

Wide Demographic & Geographical Reach

AWL reached diverse beneficiaries across more than 15 London boroughs, with strong engagement from Black African, Black Caribbean, Asian, mixed ethnic, and migrant groups. Ealing, Hillingdon, Hounslow, Brent, and Hackney consistently emerged as key areas of impact.



‘Changing Lives through Employment, Education, and Enterprise’.

Working Together with Our Community

Together for meaningful Future

Between 2022 and 2025, Action West London strengthened its role as a community anchor by working collaboratively with local residents, partners, and organisations across multiple West London boroughs. AWL's programmes were built on cooperation, trust, and a shared commitment to improving life opportunities for those facing barriers such as unemployment, low English skills, displacement, or financial hardship. By engaging directly within neighbourhoods, delivering accessible services, and responding to local needs, AWL helped ensure that support reached the people and communities who needed it most.

Partnerships played a central role in driving community impact. AWL worked closely with local authorities, employers, Jobcentre Plus, schools, training providers, community groups, and voluntary-sector organisations to create joined-up pathways into employment, education, and enterprise. Initiatives such as ESOL classes, vocational training, and Acton Market brought together diverse groups—refugees, young adults, parents, long-term unemployed residents, and local traders—helping to foster integration, confidence, and social connection. Collaboration with the Metropolitan Police and local councils also strengthened community cohesion, ensuring that public spaces like Acton Market served as safe, inclusive, and vibrant hubs for engagement.

Throughout the three-year period, AWL's presence across more than fifteen boroughs enabled deep connections with communities of different cultures, languages, and experiences. Case studies and client feedback show how AWL's holistic, community-focused approach helped people rebuild stability, develop new skills, and feel supported during times of uncertainty. By working side-by-side with partners and residents, AWL contributed to more resilient neighbourhoods and a stronger, more inclusive West London.

● Key Initiatives between 2022-2025 :

Providing Pathways into Employment

AWL supported hundreds of residents into work through personalised guidance, job brokerage, and sustained employment programmes, helping people build financial stability and independence.

Delivering Essential Skills and Vocational Training

Through accredited courses such as CSCS, SIA, and customer service, AWL equipped community members with practical qualifications that opened doors to new job opportunities.

Expanding ESOL and Integration Support

AWL offered vital English-language learning for refugees, migrants, and newly arrived residents, helping them gain confidence, communicate effectively, and integrate into their new communities.

Strengthening Community Cohesion Through Acton Market

By managing Acton Market as a social-enterprise hub, AWL provided space for local traders, young entrepreneurs, and community events—boosting local businesses, increasing footfall, and creating a safe, vibrant community space.

Supporting Vulnerable Groups Through Partnerships

AWL worked closely with local councils, employers, the Metropolitan Police, and community organisations to ensure coordinated support for those facing barriers such as displacement, low income, mental health challenges, and long-term unemployment.

AWL in Action : Social Enterprise Impact



CSR project by McLaren

Action West London supported in a community clean up initiative of The Mount in Action, in partnership with McClaren group and St Mary's Church.



Market W3 – Reduce and Recycle Hub – Project Ended

Our Saturday Acton Market W3 is a great mix of market stalls with Hot & Cold International Food, Fashion, Music Gifts and Community Events.



Acton Market

Action West London runs Acton Market which is located in the heart of Acton Town Centre. We welcome enthusiastic traders and new traders who are interested in starting up their own market trading business.



Movement on the Mount

Helping Our Community Get Active
This project, called "Movement on The Mount," is all about helping local people get more active. We're offering free weekly exercise sessions right in the heart of the community in W3.



Repair, Learn, and Certify: A New Path to a Greener Future – Coming soon to West London

Action West London is excited to announce a FREE hands-on training workshop focused on repairing small electrical and electronic equipment. This is more than just a repair session; it's a chance to learn a valuable skill, gain a certification, and take a step toward a brighter, more sustainable future.

In this half-day, in-person workshop, you'll be guided by expert fixers from organisations like the Fixing Factory. You'll first observe their skilled repair work on various electrical items. Then, you'll get hands-on and try the repairs yourself, with support every step of the way. You'll learn how to identify repairable items, troubleshoot common problems, and bring old tech back to life.

Following the training, you'll have the incredible opportunity to undertake a Level 1 certification in repair and PAT testing. This certification can open doors to new employment opportunities and give you a recognised qualification for your CV.



Community outreach fund – Project Ended

There's never been a better time to join the Metropolitan Police Service with the support of Action West London. Offering a varied and rewarding career with excellent pay, benefits and opportunities for progression, this could be the beginning of an exciting journey.



Inclusion, Diversity & Equity

Action West London's commitment to inclusion, diversity, and equity is reflected in its work with some of the most diverse and disadvantaged communities in West London. Between 2022 and 2025, AWL supported individuals from a wide range of ethnic backgrounds, including refugees and migrants facing language barriers, trauma, and social exclusion. Through accessible ESOL classes, vocational training, and personalised employment support, AWL created fair and inclusive pathways into learning and work. Staff ensured that programmes were culturally sensitive, flexible, and tailored to individual needs, while partnerships with community organisations and local authorities strengthened support for those experiencing inequality. Together, these efforts helped reduce barriers, promote equal opportunities, and build more connected and resilient communities.

Recognising Our Achievements



The Dangoor Awards won 3 years in a row



The DJMC Employability Programme, delivered in partnership with Action West London, is a 12-week creative skills and jobs initiative using music as a powerful pathway into employment. Hosted at The Doughnut Factory, the programme blends radio presenting, podcast production, confidence-building, and communication skills with structured employability training including CV writing, interview techniques, and career planning. Participants gain hands-on experience in planning, recording, and editing while developing transferable skills that support long-term progression into sustainable work. Together, DJMC Academy and Action West London help residents build aspiration, boost wellbeing, and move closer to meaningful careers.

Working West London Business Awards



Voices from the Community



Thank you AWL for allowing me to spend 4 days of my work experience with you. I found it useful to be in a real workplace; the most important thing I learnt that really touched my heart was when I was helping at the ESOL classes at West Drayton church. Where I saw poor and desperate people who really needed help. Example: People without documents, without money, without clothes, without shelter and the worst of all is that they don't speak the language (English), and this makes their situation more difficult and complicated. I also saw the advisors working hard, doing everything they could to help those people with their daily issues and language barriers. This experience made me see the other side of life where people suffer. I will never forget it.

Liam Lima



'I am grateful to Ana and to AWL for your help. My sister and I are very happy to be supported by you and we feel more confident and less alone here in London. It is not easy to find good people who we can trust. Thank you!'

Hussein



"I came to Action West London as a referral from Job Centre Plus as I have been unemployed for 10 years since 2013. I actively looked for work during that period, applying for different jobs every day, but unfortunately, I was unable to find work due to the language barrier. After months of being unsuccessful, the Job Centre referred me to Action West London. At first, I didn't think AWL would be able to help me much, I must admit I was wrong! My adviser Maria was very helpful in different ways. She helped me increase my self-confidence and motivation by showing me how to do an effective job search, improving my skills, practicing mock interview, completing job application form, creating my CV from scratch, and apply for work. The next day I had a call from the agency inviting me to attend the interview for a Construction Laborer (Painting) role where I undertake a part-time work, I secure a trial and started to work the next day. I would like to thank Maria for all their hard work, help and support"

Musa

1. Locality Awards – "Bringing Communities Together"

Awarded during Locality Convention in 2021 in Birmingham. Recognised Action West London for its work running Acton Street Market, uniting diverse local communities. Included a trophy and a £1,000 community investment prize awards.west-london.com+10actonmarket.co.uk+10staging.locality.org.uk+10.
2. Climate Action Fund Grant

Secured £157,484 over two years through the National Lottery's Climate Action Fund (part of the National Lottery Community Fund). Purpose: to support the "Climate Action Zone" pilot at Acton Market, promoting reuse, repair, and waste reduction marketw3.co.uk+2staging.locality.org.uk+2actionwestlondon.org.uk+2.

3. ERSA (Employment Related Service Association) Employability Awards

Won Supply Chain Partner of the Year at ERSA's national awards (year not specified). Previously nominated (finalist) in 2020 actionwestlondon.org.uk.
4. West London Business Awards – "Community Investment Award"

Awarded on 16 February 2024 at Twickenham Stadium. Acknowledged AWL's innovative Reduce & Recycle Hub for community empowerment and environmental impact ealing.news+3ealing.nub.news+3actionwestlondon.org.uk+3.

5. London Dangoor Awards 2024

AWL's Reduce & Recycle Hub was honoured in late November 2024 at the Royal Society of Medicine for its climate-positive community work marketw3.co.uk+2actionwestlondon.org.uk+2ealing.nub.news+2.
6. BBC London Radio "Make a Difference" Green Award

In 2024, the Acton Market Reduce & Recycle Hub received the Green Award at this ceremony held at BBC Radio Theatre youractonbid.co.uk+2marketw3.co.uk+2actionwestlondon.org.uk+2.

7. Mayor of London's Good Work Standard Accreditation

Action West London has been officially accredited as a Good Work Standard employer by the Greater London Authority for quality employment practices

Be Part of the Change

Looking Ahead for 2026 & Beyond + Funder Acknowledgments

As Action West London looks toward 2026, the organisation remains focused on expanding opportunity, strengthening community engagement, and deepening its impact across West London. Priorities for the year ahead include widening access to ESOL and vocational training, developing new partnerships with employers to meet evolving labour market needs, and increasing support for refugees, young people, and residents facing long-term barriers to work. AWL will continue investing in digital skills, enterprise development, and innovative community-based approaches that help people build confidence and independence. With rising demand across local boroughs, the organisation is committed to delivering responsive, person-centred services that reduce inequality, promote social cohesion, and ensure that every individual—regardless of background—has the opportunity to thrive.

Action West London is deeply grateful to the following funders whose generous support between 2022 and 2025 has enabled us to deliver vital employment support, skills training, ESOL education, and community regeneration initiatives:

The National Lottery Community Fund, including grants via its Climate Action Fund for our Acton Market environmental and community-regeneration work.

Ealing Council, as a key local authority partner funding aspects of our high-street and regeneration activity.
Action West London

The London Community Foundation, for supporting projects across our London boroughs.

Social Investment Business, which has provided funding support to social enterprises like AWL.

Other charitable trusts and foundations listed on our Funders & Partners page, whose ongoing contributions make our work possible.
Action West London

We recognise and appreciate the trust, expertise, and financial support of all our funders—statutory, corporate, and philanthropic. Your backing has helped us change lives, build stronger communities, and create sustainable opportunities across West London.



Want to support or collaborate with us?

Visit Us Unit 9 Morris House
Swainson Road, London,
Acton W3 7UP

Website www.actionwestlondon.com

Phone 02089939605

Email info@actionwestlondon.org.uk

Learning with Kindness and Courage



Every smile tells a story of learning and belonging

