

# Outcomes, impact and learning



This section highlights the tangible results achieved through the combined Hub model, demonstrating how increased reach, faster recruitment and stronger partnerships have delivered meaningful change. It also reflects on the wider impact, long-term benefits and key insights gained from implementation across the borough.

## What's been achieved

The model delivered strong reach, rapid responses and meaningful progress for people in the community, resulting in improved access to opportunities across the borough.

- **Stronger reach and visibility** – Hub on Tour now operates in more than 50 community locations, offering the same quality of support available at the central Hub.
- **High levels of community engagement** – outreach consistently connects with residents who face transport, confidence or anxiety barriers and would not otherwise approach central services.
- **Central Hub recognised as a trusted venue** – employers regularly use the Hub for fairs, interview days and large-scale recruitment events.
- **Rapid response to workforce needs** – the Hub mobilises quickly to support redundancy events, recruitment drives and sector-specific hiring, converting interest into interviews at pace.
- **Transformational outcomes for families** – multiple cases show whole households engaging with the Hub and moving into work within short timeframes.
- **Strong progress for young people** – in the Youth Guarantee Trailblazer programme, a majority of participants progressed into paid placements following training, exceeding early expectations.
- **Meaningful personal development** – participants with low confidence or long periods out of work have moved quickly into training, placements, apprenticeships or jobs through intensive support.

# The impact this has had

These achievements translated into faster hiring, greater confidence and stronger employer relationships, which improved recruitment outcomes.

- **Faster recruitment and reduced drop-off** – employers have shifted from lengthy online processes to same-day interviews, improving conversion rates and speeding up hiring.
- **Improved onboarding and retention** – supported eLearning, ID checks and first-day preparation help candidates transition smoothly and stay in roles longer.
- **Digital barriers removed at the point of need** – applications are completed in community venues for people who can do the job but struggle with online forms.
- **More inclusive employer perceptions** – face-to-face interactions often change employer views of candidates with gaps, complex histories or low confidence, leading to more interview offers.
- **The Hub embedded as a trusted recruitment partner** – care providers now rely on the Hub for recruitment, returning repeatedly for support due to high-quality candidates and efficient processes.
- **Wider reputation across the region** – the Hub attracts people from neighbouring areas without similar support, demonstrating strong trust and word-of-mouth credibility.

## Measuring what matters

Clear, practical metrics ensured progress was tracked accurately and improvements were targeted precisely.

- **Practical recruitment metrics** – the Hub tracks event footfall, interview conversions, vacancy fills and employer return rates as indicators of recruitment effectiveness.
- **Refined outreach reach** – Hub on Tour monitors venue-level engagement and rebalances time towards higher-yield sites to maximise impact and geographic equity.

# Delivering lasting change

“The Employment and Training Hub is leading the Youth Trailblazer across the whole Tees Valley – it’s one of eight Trailblazers across the UK tackling youth unemployment. Since September 2025, we’ve already had over 130 young people out on paid work experience in just two months.”

Fallon Dunleavy, Employment and Training Hub Manager  
Stockton-on-Tees Borough Council

Sustained outcomes show the model is reshaping pathways into work and strengthening local workforce resilience.

- **Aligned with growth sectors** – the Hub links people looking for work with skills and jobs in priority sectors (e.g. health and care), strengthening local workforce resilience.
- **Quality assured youth pathways** – the Hub vets employers for Youth Guarantee Trailblazer placements to ensure real learning and progression value, not ‘free labour’.
- **Voluntary, dignified access** – Hub on Tour’s invitation led approach builds trust and repeat engagement more effectively than mandated attendance.





## Key learning

Reflections from implementation underline the importance of trust, accessibility and ethical practice in achieving meaningful and durable results for people in the community.

- **Strong relationships with providers drive continuous improvement** – open, trusting communication ensures both sides can adjust processes quickly and keep standards high.
- **Neutral, non-conditional support works** – the Hub’s independence from benefit conditionality increases motivation, trust and completion.
- **Ethical employer engagement matters** – the Hub’s simplified vetting and recruitment process improves fairness and speed for both candidates and employers.
- **Cost-effective reach is achievable** – Hub on Tour shows meaningful outreach can be delivered at scale with minimal kit and no additional premises.
- **Tone and setting shape engagement** – Hub on Tour’s calm venues and people-led conversations consistently drive better uptake and outcomes.