2021 - 2026

Mole Valley Employment and Skills Hub

Impact Report

Enhancing employment and learning opportunities to unlock potential



surrey lifelong learning partnership

MoleValley District Council

MY HUB

Generating social impact

5 years of MV Hub

Between 2021-2026, total investment of:

£ 427,000

Resulted in:

£3,843,000

of social impact generated through Mole Valley Hub services

"Please accept my sincere gratitude for all your help and time. I won't ever forget it. These templates have genuinely been useful for me to restructure both my CV and cover letter."

MV Hub candidate

Social impact measurement provides a method for placing a value on outcomes related to people's wellbeing. This method assigns pounds and pence figures on services that do not hold a market value through being bought and sold. The services provided by Mole Valley Employment and Skills Hub, which support individuals to gain better paid employment, source training and volunteering opportunities that improve confidence and independence.

This means that every £1 invested in Mole Valley Hub services generated £9 in social impact.

£1 = £9



Breakdown of our impact

2021 - 2026

Activities and events influence an individual's wellbeing; monetary values can be placed to measure the success of social interventions resulting in a positive outcome - this can be broken down as:

70.4%	**£2,705,472**	generated through gaining employment (including full-time, part-time and self-employed)
24.6%	**£945,378**	generated through general and accredited training
5%	**£192,150**	generated through volunteering placements

1,425
engagements into the jobs and training service

1,408
training outcomes

345
businesses/employers engaged

259
positive job outcomes

70
support to access work experience or volunteering opportunities

"I have now got a start date. It is only one day a week with occasional cover. That actually suits me fine, still gives me time for my dad and family.
Thank you for your help with everything."

MV Hub candidate

Employment Support

Annual Breakdown

	2022/23	2023/24	2024/25	2025/26	Total over 4 years
Engagements in service	175	435	419	396	1,425
Job outcomes	157	177	156	118	608
Training outcomes	193	257	424	334	1,208
Work experience / volunteering	12	17	19	22	70

"My interview went so well! The practice we did really helped, and I felt very prepared and confident. Thank you so much for that – I got the job!"

MV Hub candidate



Case Study 1



Candidate W had moved to the Leatherhead area in the last four months and visited the Mole Valley Hub for help in finding a new role in retail or education arena. She appeared confident on finding a role and displayed a passion for learning and education. However, after an initial conversation and review of her CV, Candidate W expressed concern over the lack of responses to applications, and a general feeling of failure. We worked together on adapting her CV to roles and used some coaching techniques to help build confidence. This enabled her to reflect on her skills and willingness to learn. To this end, she joined an online teaching assistant training course and applied to a part-time role in a local Leatherhead charity.

On searching for local vacancies, we came across warehouse vacancies for a high street fashion and homeware retailer in Chessington, advertised in partnership with our sister hub in Epsom. We suggested to the candidate to look at the vacancies. Candidate W was delighted to apply. She, in the past, had shown an interest in working for the organisation as a shop assistant, but was unsuccessful. On her own motivation, she investigated, via their website, the core values and future direction of the business. Candidate W applied and successfully completed the online first stage. The interviews took place the following week in the warehouse. The candidates appeared confident that she had a positive experience. Her self-esteem had improved, due to the positive face-to-face interview and the friendly interaction with the panel. A few days later she confirmed that she had been offered one of the roles in the warehouse. She was thrilled and delighted by this outcome and offered her thanks to everyone in the hub for their support and advice. Feedback from the panel was extremely positive and Candidate W started her role in the beginning of November 2025.

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Case Study 2

Candidate Y came to the Mole Valley Hub with issues of confidence and anxiety. She found the support sessions in the hub covering CV writing and interview skills very helpful and rewarding. Her confidence grew. Eventually, she gained a temporary reception/admin position lined up through an agency which gave her some useful office experience. After speaking to an employment and skills adviser, she gained the skills to navigate useful job sites and research skills to consider the most suitable career choice.

With the assistance of the adviser, A developed their job application skills and commenced completing job applications into the industries she was interested in.

She found the support very helpful and inspiring. A thanked the Mole Valley team for advice and motivation and commentated that our support provides such a good service to help guide people in the right direction and aid confidence to get started. She will continue to come to job fairs and will respond to future training support to find the career roles she is looking for.

"I'm pleased to let you know that I have got an offer as a housekeeper job and started already and also, I started studying in Guildford, I can't believe all happening at once which I'm thrilled and happy for. I just wanted to say a massive thank you always trying your very best to support me which I appreciate enormously. I wish you all the success."

MV Hub candidate



Case Study 3

Z was registered in the Hub in January at the Mole Valley Hub.

She hadn't worked for some time due to raising children and needed her CV updated so that she could look for employment. Z, an outgoing personality, exhibited nervousness and a lack of confidence. She was registered with the Hub for the following services:

- Digital Buddies to help her with some basic IT skills training.
- Kingston Adult Education (Happiness Habits & Assertiveness Training) to focus on her health and wellness and general confidence
- One-to-One Interview Workshop with Wendy Cradock to provide her with the skills to prepare for interviews.
- Leatherhead Job Fair in February to meet employers and to get an idea of the types of roles available.

In the feedback from the Interview Workshop with Wendy Cradock, it was noted that she comes across as much more confident than she is and that this might be her downfall. Z also came across as being someone who was a bit lost and who didn't know what she wanted to do. She was encouraged to talk about her previous experience differently and take the positives from each work experience. During the session Z became more aware of her transferrable skills to present herself positively. She gained job research methods and developed ideas surrounding different career choices.

Z came into the Hub in March to say that she has found a cleaning job and wanted to thank us for all our support!



Calculating Social Impact

Social impact measurement provides a method for placing a value (in pounds and pence) on outcomes related to people's wellbeing. The social impact figures in this report have been produced using data from the Housing Association Charitable Trust (HACT) social value bank and the evaluation framework detailed in the Valuing Digital Inclusion report, by Just Economics for BT (June 2014).

Outcome measures relating to the wellbeing benefits of employment, training and volunteering were identified and financial proxy figures for these outcomes applied to the outputs recorded by the Mole Valley Hub. Appropriate 'deadweight' reductions were also applied throughout the calculations to counter the 'would some of it happened anyway' argument. Wellbeing Valuation is in HM Treasury's Green Book, the UK Government's core guide to policy evaluation, where monetary values are placed on things that do not have a market value through being bought and sold.

This framework has therefore been used to estimate that £3,843,000 of social impact was generated through Mole Valley Hub service delivery between 2021 to 2026. In addition, a ratio of investment to social impact has also been estimated using project costs for the delivery and administration of the Hub service over the four-year period, totaling £286,769.

"I found the support very helpful and inspiring- thank you to you and the team for your advice and motivation, it's such a good service to help guide people in the right direction."

MV Hub candidate



Mole Valley Employment & Skills Hub

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"I hope you are well. Well, all good with me so far and thanks for your concern. I really appreciate the friendly approach of Mole Valley hub staff and wishing you all the success throughout."

MV Hub candidate

To find out more about the work of Mole Valley Employment and Skills Hub, please get in touch using the details below:

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Surrey Lifelong Learning Partnership seeks to improve learning opportunities, learner engagement and progression in Surrey, particularly for those who have missed out on learning in the past. To find out more about the work of SLLP, visit https://surreyllp.org.uk

surrey lifelong learning partnership

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