

2025

# Epsom & Ewell Hub Impact Report

Enhancing employment and learning opportunities to unlock potential



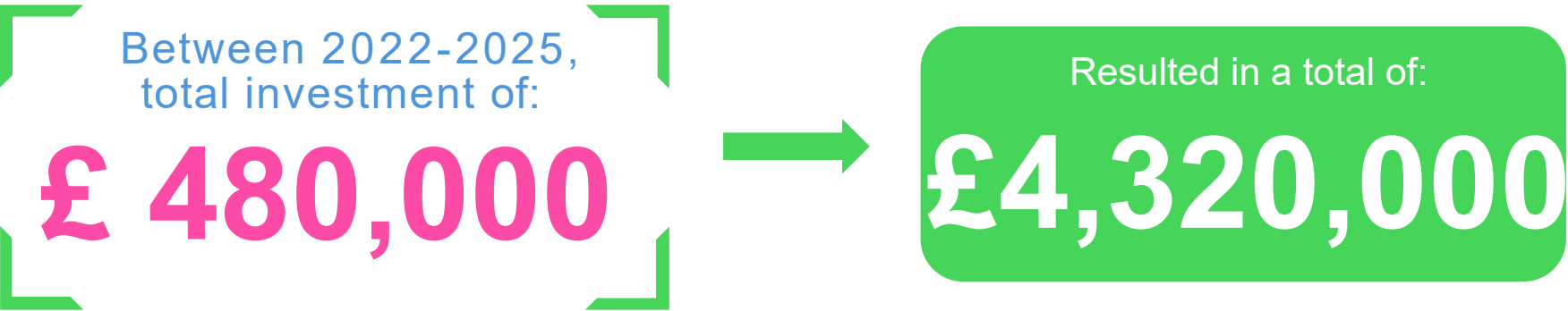
surrey lifelong  
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Epsom  
& Ewell **hub**  
Employment Opportunities & Training

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# Generating social impact

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 Epsom & Ewell 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 Epsom & Ewell Hub services generated £9 in social impact.



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%	<b>£3,042,280</b>	generated through gaining employment (incl. full-time, part-time and self-employed)
24.6%	<b>£1,063,680</b>	generated through general and accredited training
5%	<b>£216,000</b>	generated through volunteering placements

# Breakdown of our impact between 2022 - 2025

£4.32m

of social impact generated through Epsom & Ewell Hub services

£9

of social impact generated for every £1 invested in the Epsom & Ewell Hub

1,319

engagements into the jobs and training service

323

businesses/employers engaged

48

support to access work experience or volunteering opportunities

235

positive job outcomes

1,357

training outcomes



*“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 ! ”*  
- **Nicole (Hub service user)**



# Employment Support - Annual Breakdown

	2022/23	2023/24	2024/25
Engagements in service	252	493	574
Job outcomes	86	61	88
Training outcomes	193	257	689
Work experience / volunteering	12	17	19



## Daniel's Story

D was introduced to the Hub through a recommendation from a previous participant. Although he had strong qualifications and experiences, he was unsure which career path to follow. Together we explored his interests and values, supported by career quizzes and a detailed job search, which helped him discover new possibilities and clarify what mattered most to him.

With this insight, D refined his CV to highlight his strengths, achievements, and unique hobbies, which gave his application real character. The process boosted his confidence and helped him feel proud of what he had accomplished. Over several phone sessions, we then focused on interview preparation, using coaching, reflection, and the STAR method to help him communicate his experiences clearly while letting his personable nature shine through.

D soon secured an interview for a warehouse role. He approached it with enthusiasm, performed brilliantly, and received glowing feedback from the interviewer, who praised his professionalism and maturity. He was offered the role and has since gone on to interview successfully elsewhere, receiving multiple job offers. When he reached out for guidance on choosing between them, we encouraged him to consider which opportunities best aligned with his goals and values, ensuring the decision remained his.



**"I'm nervous about starting the new job, but honestly,  
so glad you're here if I need some advice"**

**-Daniel**



## Jackie's story

J was introduced to the Epsom Hub at the Nescot Careers Fair. At the time, she had been out of work for 18 years while caring full-time for her daughter, which left her lacking confidence and under high stress.

With support from an advisor, J created a new CV, identified transferable skills from her caring role, and explored career options that fit around her responsibilities. She attended a Successful Mums event, which helped her recognise the value of her home management skills, and enrolled on the Multiply project to build confidence in numeracy. She also received digital support to improve her job search skills.

J joined the Music Harmony project, which boosted her wellbeing and confidence, leading her to become an active choir member performing locally. She also accessed free counselling at the Hub, gaining practical techniques to manage stress and balance work aspirations with caring duties.

Through regular engagement with the Hub's holistic support, J now feels ready to apply for work and is exploring roles or apprenticeships in schools.

**“Great speaking to you today as always,  
I'm forever grateful for your help”  
- Jackie**



# 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 Epsom & Ewell 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 £4,320,000 of social impact was generated through Epsom & Ewell Hub service delivery between 2022/23 to 2024/25. 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 three-year period, totaling £286,769.

# Epsom & Ewell Hub Impact Report 2022 - 2025

To find out more about the work of Epsom & Ewell 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>

