SUMMARY

For forty two years The Prince’s Trust has helped young people across the UK get into work. Over the past 7 years HEE and the Prince’s Trust have built a solid partnership, starting with the East of England in 2011 by delivering 8 Get Into programmes and the total now currently stands at 50 Get Into Programmes working with on average 20 Hospital Trusts and Care Providers over any given year. The Prince’s Trust has worked closely with the local teams from Health Education England to embed the pre-employment programmes, and more recently with the National Talent for Care Team to offer programmes in the ‘more difficult to reach’ areas in England.

Over the last seven years Health Education England has worked in partnership with the Prince’s Trust and run around 250 Get into pre-employment programmes for more than 2,500 young people across the country

The partnership between The Prince’s Trust and Health Education England is underpinned by the values of our two organisations. The NHS is the most treasured organisation in the country and a source of great national pride. The Prince’s Trust is a trusted brand to young people and has a reputation for quality and care. What separates our service from traditional recruitment is that we are focused on providing a high standard of support to young people who come to us. We take a youth-centred approach and they are our first responsibility. It is this commitment that has drawn funding from other businesses, philanthropists and donors who share our values.

We have consistently delivered outcomes for individual NHS Trusts as part of our HEE partnership. A recent external review of the employability programmes of three NHS Trusts, conducted by HEE and a leading consultancy firm, found the following:

- Over a five year period, for every £1 spent on employability programmes, the NHS Trust received additional £2.50 in financial and economic benefits
- 9% reduction in staff turnover from employability programme recruits as opposed to traditional recruitment methods
- 2% fewer sick days taken
- 80% of hiring managers indicated that they are highly likely or would prioritise recruitment through employability programmes
- 70% of participants said they were ‘very committed’ to building a career in the NHS Trust following the programme (a further 17% said they were ‘committed’)
THE PRINCE’S TRUST GET INTO PROGRAMME

Since 2010, The Prince’s Trust has been providing dedicated employability services to help young people get into work. The offer now supports more than 6,000 young people each year. The service is aimed at young people who are job ready but lack the networks or experience to secure employment on their own. After a short period of time with us, 61% get a job within three months (and a further ~20% go into education and/or volunteering).

The service is delivered in partnership between The Prince’s Trust and an employer with entry level job or apprenticeship vacancies. The employer provides the work experience, in-work ‘buddies’ (current employees), technical expertise and job opportunities. They also provide the cash and necessary gift-in-kind resources. The Prince’s Trust delivers the outreach and assessment, core employability support (e.g. reliability, communication skills etc.), pastoral support on programme and employer training as needed. Every young person is supported by a dedicated Prince’s Trust front-line member of staff.

Flowchart of end-to-end employability offer:
Appendix 1: Young People on employability programmes

**ELIGIBILITY**
Unemployed and young people at risk of unemployment through underachievement in education

**TARGET BACKGROUNDS**
- Care leavers and looked-after children
- Offenders and ex-offenders
- Single parents
- Refugees and asylum seekers
- Young people with disabilities

**TARGET NEEDS**
- Homelessness
- Substance misuse
- Offending behaviour
- Educational disengagement
- Mental health needs

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<tr>
<th>Criteria</th>
<th>Guidance</th>
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<tr>
<td>Aged 16 - 30</td>
<td>• Young people must be aged 16-30 on the first day of the programme.</td>
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<tr>
<td>Unemployed</td>
<td>• Young people aged 16-30 who are educational underachievers or who have left compulsory education and are unemployed (working less than 16 hours per week or in education less than 14 hours per week), when they approach The Trust.</td>
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| Work Ready     | • Available to work the hours generally required in that sector of work  
• Willing and enthusiastic about working in the sector  
• In need of the further development and opportunities available on the programme to get a job in the sector, i.e. they would not be able to get a job in the sector without going on the programme. |
Needs and Backgrounds

Of the young people who completed an employability programme with us last year, one in five had a disability, one in six a mental health need and one in twenty was an offender or ex-offender. Almost half had underachieved in education (i.e. not received their 5 A*-C grades at GCSE). One in twenty was either Looked After or a Care Leaver.

Age range

93% of young people on our employability programmes are 18-25.
Qualification level

46 per cent of participants consider themselves to have struggled at school. This impression is corroborated by their qualifications: only 35 per cent of participants are qualified above level 2.

Many of them also have not attained Level 2 GCSE English and Maths.

<table>
<thead>
<tr>
<th>doesn't have GCSE English at A*-C</th>
<th>40%</th>
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<tr>
<td>doesn't have GCSE Maths at A*-C</td>
<td>46%</td>
</tr>
<tr>
<td>doesn't have English or Maths GCSE at A*-C</td>
<td>35%</td>
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Case Study: Paul Salford Royal NHS Foundation Trust

Story: Paul initially heard about The Prince’s Trust through his job centre advisor and was attracted to the idea of working for the NHS. He was keen to build skills in any area of the hospital and to gain confidence in a working environment. Following an initial 1:1 meeting with Vicky Greatbanks, Outreach Executive for Great Manchester, he was invited to Taster Day at Salford Royal.

The Taster Day was a great experience where he was able to learn about the programme and placements on offer – he kept an open mind throughout the day and was willing to take any placement in either the IM&T (Information, Management & Technology) or Hotel Services (Portering, Front of House reception, Car Parking attendant) departments. His enthusiasm and willingness to learn was quickly noticed by the IM&T department and they were keen to snap him up at the deliberation for a blended placement where he would learn about all aspects of the functions they provide within hospital.

When Paul received the phone call from Reena Grewal, Programme Executive for Get into, informing him that he had secured a place on the programme he was over the moon – ‘it was really unexpected, I really didn’t think I had anything to offer and it was crazy to hear that I had got on something so big’

During the programme, he was kept very busy learning about Internal Comms and website maintenance and worked on a number vital projects within the department. Feedback from his supervisors was glowing and Paul soon became a fundamental part of his team.

Due to being a carer for his Dad, Paul had never worked so the placement was a dream come true for him. He enjoyed having focus and routine and loved having something to get up for to get his brain working. Getting used to working in an office environment with people of different ages and backgrounds was initially a little daunting, but with guidance from Reena Grewal and Allison Reader, lead contact at Salford Royal, he soon integrated and became more confident in chatting to his colleagues. He also formed a great bond with the other YP on programme which helped him to settle in well.

As well as the placement itself, Paul attended an NHS Corporate Induction with other new starters at the Hospital which helped him understand the hospital in a wider context, and two
Employability days focusing on applications and interview skills which gave him a good understanding of how to apply for work effectively. As well as this, he undertook Emotional Resilience and Positive Thinking training delivered by the Worker’s Education Association, where the group learnt about identifying their own personal attributes and qualities which was a positive and rewarding afternoon all round.

As the programme was drawing to an end, Paul’s IM&T supervisors were keen to keep hold of him and supported him to apply for work with their bank staff – they had a lot of projects on the go, and Paul had proved himself to be more than capable and invaluable to the work they were doing. After a month on bank staff on an average of 30 hours a week, Paul was encouraged to apply for a permanent position that became available at short notice and was delighted to hear that he had been successful.

Paul is now on a permanent contract at Salford Royal as EPR Configuration Analyst – a band 4 position which involves him providing often complex information on patient records to medical staff across the hospital.

He is really enjoying the role and plans to stay within the NHS for the long term. As the only non-senior member of his team, he is eager to progress and already has a progression plan in place with his new line manager.

So much has changed in a short space of time in Paul’s life since starting the programme which he describes as ‘mad’. He is at the beginning of a fulfilling and rewarding career in the NHS in a role he loves. As well as this, he says ‘to be honest, it’s great to be able to get a round in at the pub. I feel like a normal person now’

Looking back over Paul’s journey, Reena Grewal (Programme Executive - Get into) said ‘Paul showed his commitment and enthusiasm throughout the programme and beyond. His desire to work for the NHS was clear from the start – he listened well and took on board everything the programme taught him and took on feedback with positivity. He was a joy to work with and I am so proud of how far he has come. Hearing that he had secured a full time job with a real chance to progress made my day and is a great reminder of why I do my job. He truly deserves this opportunity and I’m sure he’ll make the best of it in every way’
Case Study: Simon Get Into Hospital Services, Salford Royal NHS Foundation Trust, October 2017

Story: Simon initially heard about The Prince’s Trust through his job centre advisor and was attracted to the idea of working for the NHS. He was keen to build skills in any area of the hospital and to gain confidence in a working environment. Following an initial 121 meeting with Vicky Greatbanks, Outreach Executive for Great Manchester, he was invited to Taster Day at Salford Royal.

The Taster Day was a great experience where he was able to learn about the programme and placements on offer – he kept an open mind throughout the day and was willing to take any placement in either the IM&T (Information, Management & Technology) or Hotel Services (Portering, Front of House reception, Car Parking attendant) departments. His enthusiasm and willingness to learn was quickly noticed by the IM&T department and they were keen to snap him up at the deliberation for a blended placement where he would learn about all aspects of the functions they provide within hospital.

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During the programme, he was kept very busy learning about Internal Comms and website maintenance and worked on a number vital projects within the department. Feedback from his supervisors was glowing and Simon soon became a fundamental part of his team.

Due to being a carer for his Dad, Simon had never worked so the placement was a dream come true for him. He enjoyed having focus and routine and loved having something to get up for to get his brain working. Getting used to working in an office environment with people of different ages and backgrounds was initially a little daunting, but with guidance from Reena Grewal and Allison Reader, lead contact at Salford Royal, he soon integrated and became more confident in chatting to his colleagues. He also formed a great bond with the other YP on programme which helped him to settle in well.

As well as the placement itself, Simon attended an NHS Corporate Induction with other new starters at the Hospital which helped him understand the hospital in a wider context, and two Employability days focusing on applications and interview skills which gave him a good understanding of how to apply for work effectively. As well as this, he undertook Emotional Resilience and Positive Thinking training delivered by the Worker’s Education Association, where the group learnt about identifying their own personal attributes and qualities which was a positive and rewarding afternoon all round.

As the programme was drawing to an end, Simon’s IM&T supervisors were keen to keep hold of him and supported him to apply for work with their bank staff – they had a lot of projects on the go, and Simon had proved himself to be more than capable and invaluable to the work they were doing. After a month on bank staff on an average of 30 hours a week, Simon was encouraged to
apply for a permanent position that became available at short notice and was delighted to hear that he had been successful.

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So much has changed in a short space of time in Simon’s life since starting the programme which he describes as ‘mad’. He is at the beginning of a fulfilling and rewarding career in the NHS in a role he loves. As well as this, he says ‘to be honest, it’s great to be able to get a round in at the pub. I feel like a normal person now’

Looking back over Simon’s journey, Reena Grewal (Programme Executive - Get into) said ‘Simon showed his commitment and enthusiasm throughout the programme and beyond. His desire to work for the NHS was clear from the start – he listened well and took on board everything the programme taught him and took on feedback with positivity. He was a joy to work with and I am so proud of how far he has come. Hearing that he had secured a full time job with a real chance to progress made my day and is a great reminder of why I do my job. He truly deserves this opportunity and I’m sure he’ll make the best of it in every way’
Case Study: Kate

Get into the NHS with Leeds Teaching Hospitals Trust (2017)

Story: Kate really struggled during sixth form. She suffered a number of personal problems during her lower sixth year and really fell behind. She finished her lower sixth year but didn’t achieve the results she knew she was capable of. Fortunately her school were supportive and sympathetic and allowed her to repeat her lower sixth year.

When Kate finished sixth form in summer 2017 she knew she didn’t want to continue with academic learning as she would be better suited to something more practical but without any real guidance she didn’t know where to go next. She spent some time trying to apply for jobs but admitted, she had no idea where to start or what she was doing. It was a very frustrating and confusing time for her. She didn’t know what to do next, nobody at school had ever taught her how to apply for jobs or get through and interview.

Attending the initial interviews was intimidating and stressful as this was her first brush with any sort of official institution and totally alien to anything she had experienced at school. Eventually Kate’s claim was approved and she was assigned a Work Coach at Job Centre Plus. Meeting her Coach Lynn in October 2017 was a real turning point. Not only did she now have someone experienced to support and encourage her, Lynn knew lots about Prince’s Trust programme’s and talked to Kate about what kind of job or opportunity she thought might suit her. Casting her mind back to how challenging exams had been Kate thought she might be best suited to something practical and care based. Lynn was aware of an upcoming Get into the NHS programme which would give Kate some practical experience for her CV and the opportunity to access Clinical Support apprenticeships with Leeds Teaching Hospitals Trust. Lynn referred Kate to the Trust and following a telephone assessment with Hannah, the Trust’s Outreach Executive, she was invited to the programme Taster Day.

The Taster Day took place on the 10th of October 2017 in central Leeds. Kate was feeling pretty apprehensive about it as she had never even attended a formal job interview before. Being in a room full of 50 other young people who all wanted a place on the programme was nerve wracking. However, she found that all the NHS and Prince’s Trust staff were really nice and she started to relax and enjoy herself. She didn’t feel like she was being rushed and the ‘interview’ she had to go through was simple, friendly and informal. She finished the day feeling hopeful and crossed her fingers.

She didn’t know at the time but Kate’s mature, open and friendly personality had really impressed all the staff at the Taster Day. We could see how her personality would suit her to a caring profession and everyone was surprised to hear that she was only 19, had just finished school and had never had an interview before. The following day to her delight, Kate was offered a place on the programme.

Kate started the programme on the 6th of November 2017. The first half of the programme took place at the Prince’s Trust Leeds office and were two solid weeks of training to prepare the group for their placements in hospitals. Despite being one of the younger members of the group the tutors and staff found that Kate was a calming influence on some of her peers and was often to be found supporting other members of the group with their learning and was generally
considered by everyone involved to be someone who set a good example to the others who occasionally found their attention wandering. The training finished with a 1-2-1 with the Prince’s Trust Programme Exec to talk about any fears or worries any of the group might have about starting their practical placement on a hospital ward the following Monday. Kate confessed during her 1-2-1 that she was afraid that she might see a patient die or perhaps see a dead body. The Programme Exec and Kate talked about how this was a valid fear and unfortunately, not an unlikely possibility so had a think about what Kate would do if this happened, how she might react and how she would feel. Kate had already met the ward manager and found her friendly and approachable so felt confident she could go to her if she found anything on placement overwhelming.

Kate started her placement on the 20th of November 2017 in J19 ward on the Gledhow Wing at St James Hospital. J19 is a general medicine ward specialising in diabetes and is a particularly hectic ward. As she expected, Kate found her first day nerve wracking but everyone was very patient and took their time with her. She also found that the patients too were brilliant and didn’t object when the staff she shadowed had to go slowly for her. Kate loved speaking to patients, in her words for such a “nitty gritty sometimes disgusting job” it was really rewarding. It felt good working on the ward and going home feeling like she had achieved something. She also found that the training she had completed with the tutors from Leeds City College really had practical application and was useful in a clinical setting which helped to feel like she was more prepared than she thought she would be.

Sadly, the hardest day of Kate’s placement was the day a patient passed away at the beginning of a 9 hour shift. The ward manager and another clinical support worker had to tend to the patient and Kate decided she would stay in the room while they washed and prepared him to be taken to the morgue. Kate found she learned so much about the care and respect that people receive after death and this made it less horrible and traumatic. The staff opened the windows to let his soul out and talked to him which she found very moving. She is still afraid of seeing someone die but knows now she can face it now after seeing how patients are treated afterwards.

After the programme finished in December Kate attended an assessment day for the Clinical Support Apprenticeship. Unsurprisingly she shone in every task and interview she took part in and was offered an apprenticeship place. She is currently going through pre-employment checks and is likely to start her role in March 2018. Kate hopes to become a nurse and the Clinical Support Apprenticeship is the first step on the work based career path into nursing. We are very much looking forward to hearing about Kate’s career progression and no doubt seeing her rise to become a fantastic nurse in years to come.
THE RESPONSE

Employability and skills development is embedded throughout all of The Prince’s Trust programmes. By providing solutions that fit a changing landscape of employment we help thousands of young people each year to reach their potential and develop the skills that they need to thrive in the workplace. In a ten year period alone, we contributed more than £403 million in value to society by helping young people into jobs.

A blended approach: The Prince’s Trust offers a comprehensive range of programmes which deliver the entire spectrum of skills and tools young people need in order to access the labour market. From soft skills and one-to-one support for those furthest away from being ‘work ready’, to sector specific training and qualifications to allow those that are ready and looking for work to successfully achieve their ambitions.

Transferrable Employability skills are embedded throughout all of our programmes with specific examples including employability focused follow on sessions on Fairbridge covering topics such as interviews and next steps. Employability sessions are also included as part of Get Started, Team and Get into, focusing on areas such as self-management and presentation skills.

Moving young people directly into jobs: We are in a unique position to act as a catalyst between young people and employers through programme such as Get Into, Get Hired and Ready to Work. We have partnerships with many of the UK’s leading companies in sectors including retail, hospitality, construction and logistics.

Flexible Online Support: Prince’s Trust Online (PTO) provides an online employability platform offering young people the chance to develop essential skills to secure a job, as well as access to one-to-one support from a dedicated e-mentor and information and guidance around which job is right for them.

Employability and skills development are key priorities for The Prince's Trust going forward and are embedded at the heart of everything we do. However, the environment within which our employability offer operates is one which is constantly changing. Our offer therefore needs to be agile and is therefore evolving to ensure it remains relevant and continues to meet both young people and employer need. We are currently trialling more flexible and innovative delivery options including digital skills training pilots, shorter programmes and more modular focused approaches to ensure that we are engaging as many young people who need our support as possible.
Young people are the UK’s future; our future citizens, workforce, employers and leaders. Your support can help equip them with the tools and experience they need to reach their potential, position them to benefit from the opportunities stemming from a changing economy whilst helping the UK to through the creation of an agile and resilient future workforce.

**The Prince’s Trust’s 2018-2023 Strategy**

The launch of our new 5 year strategy is underpinned by an ambition to support 1 million more young people by 2030. In relation to employability and skills;

- The Trust believes that young people are vital to the UK’s future success. Equipped with confidence and the skills to live, learn and earn, we know that young people can and will succeed.
- We will support young people to have an increased stake in our economy and society
- The structure and nature of work will be transformed in young people’s lifetimes. AI, robotics and Britain’s changing place in the world will trigger new uncertainties and different employment opportunities for young people.
- We achieve more when we work in partnership