

Staff Experience of the Prince's Trust 'Get Into' Hospital Services Programme

Author: Sharon Baines, Senior Learning & Development Manager

Sponsor: Louise Tibbert, Director of Workforce and Organisational Development

Trust Board paper E

Executive Summary

This staff story focuses upon the positive experience of the Prince's Trust 'Get Into' Hospital Services Programme. The Prince's Trust is a charity with over 40 years' experience of providing vulnerable people aged between 16 and 30 with practical and financial support needed to stabilise their lives, helping develop self-esteem and skills for work. The key target groups that they work with include those that have struggled at school, are in or leaving care, facing issues such as homelessness or mental health problems, or have been in trouble with the law or long term unemployed.

The Trust introduced the first 'Get Into' Hospital Services Programme in 2015, following the success of the initial pilot, February 2015 ; the Trust has delivered a further five programmes with demonstrable benefits for young people and the Trust.

A young person from the programme wishes to share with the Trust Board how, following the completion the programme they have secured full time employment. The staff member shares how the programme has enabled him to start to follow his career goal. He explains how the programme gave him confidence, provided valuable insight into the way the Trust works, whilst improving his I.T knowledge further.

This staff experience story will be shared with Trust Board using a video recording.

Background

The Prince's Trust youth charity established a local partnership arrangement with the Trust in 2015 to offer a four week 'Get Into' Hospital Services programme. It provides young people who have been disengaged and disadvantaged with some practical skills, knowledge and builds their confidence; the mixture of specific practical training and experience helps them to secure a job in a healthcare setting. During this period many have moved into NHS jobs or have been encouraged to progress onto an apprenticeship programme.

Following the success of the first programme February 2015, the Trust has delivered a further five programmes between 2015/16 to a total of 84 young people with a retention rate of 93% (80% for East Midlands Region), and 40% completed and secured a post with UHL , progressed onto an Apprenticeship programmes, or secured other employment. These programmes are set to expand in 2016/17 and continue to feed into UHL Apprenticeship Programmes.

These programmes have led to some inspirational stories and tangible employment opportunities for young people and the Trust.

Staff Experience

Mat Norman, aged 24 from Leicester decided to join the 'Get Into' Hospital Services programme with the Trust as he was becoming very disengaged with various agency jobs that were unreliable and couldn't provide him with a career. Mat believed an opportunity to work within a Hospital environment would provide a valuable experience but also key support, career growth and job security.

On the programme Mat thoroughly excelled. He was mainly based at the Occupational Health department at the Glenfield Hospital where he was fulfilling admin tasks. Mat enjoyed this but his passion had always

been I.T but he had never studied it. Fortunately for Mat, his placement manager was able to provide Mat with opportunities to support Nurses and other staff with daily computer issues and teaching them how to use a new software application.

Mat stated that his placement:

“Helped me gain confidence in speaking with people over the phone and in person. It also helped by giving me experience of helping people with technical problems and gave me a good understanding of UHL’s Systems and I.T Programs. I gained valuable insight into the way the UHL works and also really developed my communication skills and confidence whilst improving my I.T knowledge further.”

Following completion of the programme after impressing everyone with his commitment, skill and ambition, Mat was given a further work experience opportunity with NTT data who run an I.T service for UHL. Mat’s role with NTT data was as an I.T technician. This further work experience was full-time for 3 months, further highlighting Mats commitment. This commitment was fully justified as a vacancy became available which Mat applied for and was then successful!

Mat, now employed by NTT Data working within UHL is currently working towards an NVQ level 3 and 4 in I.T systems and technology and has ambitions to progress on to University through the company.

Overall Mat fully recommends the programme to others citing:

“I can honestly say from my experience and I have worked for a lot of other companies who would not do the same, the UHL really do support all their staff and volunteers as best as they can.”

Mat’s UHL buddy - Neil Loach - Senior Nurse for UHL Occupational Health stated:

“A few weeks before the ‘Get Into’ programme started at UHL, I saw a TV programme about the Prince’s Trust and wondered if there was anything that I would be able to do to support the Trust other than to just donate money. I was inspired.

I received an email from my manager telling me about the scheme a few weeks later and immediately felt drawn to offer a place in Occupational Health. At the time we were upgrading to a new software package and had a number of tasks that a student may be able to assist me with whilst getting work experience and new life skills.

I interviewed 6 students and was thrilled to meet Mat. He showed great flair and commitment and I knew he would be able to gain some good experience. He excelled. He really showed great flair, enthusiasm and commitment. He was a star. He just needed a break!

He quickly became a really important part of the software upgrade and I knew I had to get this guy on board with the Trust in some way. He had a lot to offer us as an organisation. I called in a few favours and was introduced to a number of people working for NTT Data. They agreed to take Mat for an extended period of time beyond his normal 4 week stint.

It has been a pleasure to help a young person get onto the employment ladder. Mat has taught me things about myself too. He was a pleasure to work with and has been a breath of fresh air. Young people are often the target for great criticism but this scheme has shown me that there is a lot that we can do as employers to help young people achieve their potential in employment and life in general.

Alex Rowe Prince's Trust Programme Executive recently stated:

“The relationship between the Prince's Trust and University Hospitals of Leicester has been a hugely successful one. In my role as programme executive with the Prince's Trust, I have had the opportunity to deliver the five programmes which provide our young people with work experience in the Hospital environment. To fully support our young people, each individual is partnered with a buddy who is employed by UHL and has volunteered to provide their knowledge and skills. I have witnessed the incredible support given, and the feedback that I collect from the young people as part of role is always glowing and this is reflected in the number of young people wanting to return to UHL as an apprentice, volunteer or a full-time employee. I personally love working with UHL to deliver the programme's as they share the same passion to improve and build up on each programme, to try and provide the best opportunity possible for our young people, whilst also valuing our specific target groups.”

Input Sought

The Trust Board is asked to:

- Receive and listen to the staff's story.
- Support the ongoing development and increase in the number of 'Get Into' Hospital Services opportunities and provision across the Trust.

For Reference

1. The following [objectives](#) were considered when preparing this report:

Safe, high quality, patient centred healthcare	Not applicable
Effective, integrated emergency care	Not applicable
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Not applicable
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following [governance](#) initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related [Patient and Public Involvement](#) actions taken, or to be taken:

No Patient and Public Involvement issues identified as part of this staff story

4. Results of any [Equality Impact Assessment](#), relating to this matter:

No equality issues identified as part of this patient story

5. Scheduled date for the [next paper](#) on this topic: January 2017 Trust Board

6. Executive Summaries should not exceed [1 page](#). The paper does comply

7. Papers should not exceed [7 pages](#). The paper does comply