

Trust Board Paper D

Meeting title:	Trust Board Public
Date of the meeting:	12/09/2024
Title:	Staff Story
Report presented by:	Sharon Norris
Report written by:	Julie McCarthy Senior Learning and Development Manager and Sharon Norris Training and Development Manager

Action – this paper is for:	Decision/Approval		Assurance		Update	X
Where this report has been discussed previously	N/A					

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which

The staff story provides assurance that workforce development work through a range of models such as the Princes Trust ‘Get Into’ Programme are effective in supporting UHL to attract its future workforce. This supports the Board Assurance Framework Item 10-People 1 *Great Place to Work: Attract, develop, and retain skilled colleagues with the skills and values we need.*

Impact assessment

The workforce development work undertaken through programmes such as the Princes Trust programme supports UHL attracting the workforce of the future and enables us to *Grow Our Own*. It enables colleagues from UHL to engage with the local community to develop employability skills for young people. In turn this supports both the young people to gain employment at UHL whilst enabling UHL to support its anchor organisation responsibilities.

Purpose of the Report

The purpose of the report today is for the Board to hear Katie’s staff story. Katie completed the Princes Trust Programme in November 2022, developing the skills and confidence to apply and successfully gain a substantive post at UHL. The report and presentation will support the Board to understand how this route has helped her to begin and grow her career in the NHS.

Recommendation

The Board is asked to listen to Katie’s staff story and be assured on the impacts of workforce development activities which support the attracting and developing young people into employment, not just during or immediately after the programme but a number of years on.

Frequently with service pressures and competing challenges, attention on the present can overtake the need for attention on the future needs moving workforce development lower on the list however

without attraction now the pipeline for 2, 5 and 10 years etc. won't exist in the right roles and quantities.

It should also be noted that non-direct benefits of these programmes enable the development of skills for UHL colleagues hosting, mentoring and leading students as well as supports UHL's connections with the local community which, in turn, support the sustainability agenda in terms of the economy.

The recommendations are that the Trust

1. Continues to support employability schemes as a route into NHS careers to enable onward development of the young people into a range of healthcare career pathways
2. Up scales workforce development activity and focus to support the NHS Long Term Workforce Plan requirements and ability to attract and grow our workforce of the future
3. Ensure finances (e.g. Kickstart/Care Leaver Bursary arrangements, apprentice incentives, workforce capacity to support workforce development) and processes within the Trust align to enable workforce development at a pace and scale needed to grow your own.

Summary

This report showcases the employability and career journey for one young member of staff on an employability programme and how their career has progressed post the programme. This shows the impact of the scheme on the young person.

It brings to the Board's attention the importance of supporting work experience and employability programmes to fulfil vacancies as well as stretch and develop talent within a working NHS environment, providing opportunities for progression. It also showcases the benefits this can bring for developing the future workforce through employability schemes such as the Prince's Trust 'Get Into' Programme.

The report provides assurance that work experience and employability schemes are places to enable workforce development and attraction.

Main Report Detail

Attracting the workforce of the future is paramount to providing a broad range of quality services to our patients in supporting UHL as a 'Great Place to Work'. It can be difficult in the face of multiple and competing priorities to recognise the true value to not only the Trust but individuals and our communities from such schemes. The employability works supports national, regional and local agenda's in terms of the People Plan and People Strategies e.g. Growing for the Future and ensuring we have the right people with the right skills in the right numbers to deliver 'A Great Place to Receive Care' for every patient, every time. The Princes Trust scheme enables us to have an increasingly diverse workforce and enables UHL to connect with the local community. It also offers opportunities to many young adults to find out more on the services and careers UHL has to offer.

UHL has been working in partnership with the Princes Trust for a number of years. It offers opportunities for young people to undertake work experience in a number of roles, mainly admin, developing important employability skills in terms of communication, following instructions,

customer service, understanding individual needs as well as values and behaviours, health and safety and, the importance of our patients. The programme also supports recruitment and development into NHS careers by offering learning on CV writing, interview skills and the UHL job application process.

The programme runs 2-3 times a year with around 10-12 placements on each cohort.

During the programme the young people are supported in the workplace to develop skills, knowledge and behaviours appropriate to the role by departmental mentors (buddies) during real work experience. How each of us has a part to play in a patient's journey, whether through direct and indirect contact, offering the best care we can. In addition they are offered classroom training in work ethics, values and behaviours, employability skills, health & wellbeing.

These vital programmes are as beneficial to our colleagues as the students as they offer staff the opportunity to build and develop confidence in their own leaderships, coaching and mentoring skills. It also provides them with an opportunity to see a young person grow, share their experience of working at UHL and showcase UHL as a great place to work.

At the end of the programme students are offered non-competitive role fit conversations for funded, approved vacancies at UHL to support retention, a job coach from Learning and Development for 3 months and ongoing access to ad hoc careers advice and guidance from the Learning and Development department.

Katie Watson, who started her learning journey back in 2022 as a Princes Trust student is joining us for the September Staff Story. She will share what roles and progression she has made since and the impact of the Princes Trust programme on her.

Documentation

Please see the 5 slides that support this agenda item and report.

Staff Story

Katie Watson
Pathway Co-ordinator in Rheumatology



Princes Trust

- 4 week programme unpaid programme
 - 2 weeks work placement
 - 2 weeks of employability skills
- Celebration event
- Aim of programme is to secure employment at UHL through role fit conversation within 3 months of programme finishing.

Job Hunt

Being
Interviewed

Interpersonal
Skills and
Communication

Values and
Behaviours

Health and
Wellbeing

Safeguarding

Equality

My journey to become a Pathway Co-ordinator in Rheumatology

- I am now a clinic Pathway Co-ordinator and I want to share my journey with you
- Before joining the Princes Trust programme in 2022, I worked for a short while at Tesco but when this short contract ended I was at a loss on what to do next
- I have always been interested in healthcare and my job coach mentioned the Princes Trust programme at UHL. After a chat with the Princes Trust Lead, Isabella, I went along to the Taster Day. This was great, I met a lot of people, found out more about the programme and made me want to try and get a place on programme
- I was interviewed by Sumaiya and she picked me to work in Neurology OPD and offered me the chance to work with her team.
- Sumaiya and Jenna supported me throughout the programme, they taught me so much about the Neurology department and how the service provide patients with the care they need. The whole Neurology team supported me and were very welcoming and eager to help me learn new skills including the clinical systems they use and why they use them. I built my people and communication skills during placement. My mock interview with Sharon also really helped me to prepare for other interviews
- My confidence grew so much and felt I came out of my shell, made a real impact on me, a completely different person.

My apprenticeship journey



University Hospitals
of Leicester

NHS Trust

- I applied for the role of Clinic Co-Ordinator whilst on programme, thinking I probably would not be successful, but I got the job
- It did take a long time to get my start date but I eventually joined the Rheumatology team on 13th March 2023. I loved this role, working with a great team and Tash, my manager, was so supportive, she is a great role model
- I learned all about the clinical systems, patient pathways, covering clinics, prepping, greeting and talking to patients
- In the last few months I have successfully moved into the Pathway Co-ordinator role, still within Rheumatology Team
- With the support of the Rheumatology staff and especially Tash, my manager, I have learned so much, grown in confidence and independence. I now have a lot of experience in the many different admin roles within Rheumatology and I am constantly increasing my skills and knowledge
- Following my appraisal I am now hoping to start an apprentice programme at UHL. This will give me a qualification to help me on my career journey and look at progressing in the organisation
- With the support from the Princes Trust, Learning & Development and especially Tash and my colleagues in Rheumatology I would not be here now
- Having a substantive role has also supported my independence and I am now saving hard to buy my own house
- My goal is obviously to work hard to move up the career ladder in the NHS.

Workforce Development

Katie Watson
Princes Trust

Princes Trust 'Get
Into' Programme -
November 2022

March 2023 - Clinic
Co-Ordinator,
Rheumatology, Band 2

September 2023 Pathway
Co-ordinator,
Rheumatology, Band 3

After a career conversation with Sandra from Learning and Development about my career goals, I want to enrol on an apprenticeship once I have completed my maths and English Functional Skills level 2.

I want to build my skills and knowledge and develop my career in the NHS and UHL.

I am very interested in moving to a more managerial role e.g. Admin Manager.