



## King's Trust 'Get Started' programme – case study

### Programme overview

Yorkshire Ambulance Service NHS Trust (YAS) has been working with the King's Trust since 2021 helping young people develop valuable skills to boost their employment prospects and find work.

The [Get Started Programme](#) is managed by the King's Trust alongside organisations across the country and supports those aged 16-30, who are out of work or lacking education or training, to build their skills and confidence with an aim of helping more people into jobs. Over the last four years, YAS has run six courses to 60 young people.

The week-long programme is delivered by YAS's Community Engagement team and includes employability and life-skills sessions, focusing on topics such as basic life support, communication and interview preparation. Attendees also have the opportunity to meet staff who work in the ambulance service from areas including the Emergency Operations Centre (EOC), non-emergency Patient Transport Service (PTS) and Hazardous Area Response Team (HART), to learn more about their roles. The sessions take place at Manor Mill ambulance station, allowing attendees the unique experience of immersing themselves in the day-to-day operations of the ambulance service.

The programme closely aligns with the Trust's commitment to engaging with communities across the region.

### Self-assessments and feedback

Attendees begin the week by completing a self-assessment, covering personal attributes such as reliability, managing feelings, ability to work with others, and confidence. They measure each attribute from 'very poor' to 'very good'. At the end of the programme, they complete the same assessment - without having sight of the first - and are then able to compare to see any areas of improvement. Across the March, August and October programmes in 2025, the results showed that attendees improved across all measures.

Additional feedback also showed that 100% of attendees said they would recommend the programme to others, and that they experienced a 'positive' or 'very positive' impact on themselves.

### Outcomes

YAS is now seeing more attendees applying for roles at the organisation, either during or immediately after the programme. Alongside the King's Trust, YAS is able to offer them assistance in completing their applications, along with practice interview sessions. Following the last programme in October 2025, the Trust received 11 applications across various departments and to date, there have been

four successful applications in IUC, three in EOC, two in 999 Operations, and five Community First Responders.

### **Next steps**

For 2026, YAS will be delivering six programmes between March and November, to continue supporting young people to gain valuable skills and increase their employment prospects.

### **Case studies**

#### **Axel Soon - Patient Relations Co-ordinator**

Axel Soon currently works as a Patient Relations Co-ordinator after applying to YAS following his experience on the Get Started programme. The workshop Axel found particularly valuable was aimed at enhancing interview skills. He said: “Even if you don’t end up applying to YAS, the skills you acquire are applicable to any future applications.”

Prior to starting the programme, he had previous experience in an administrative/legal role and aspired to work within the healthcare sector in a similar role after moving to Wakefield.

Axel said: “An organisation which consistently dedicates resources to potential applicants - not even knowing if they would become employees - shows that they would likely value the professional growth of their own employees as well, which was very important to me.”



#### **Emma Leech – Student Paramedic and Emergency Operations Centre (EOC) Emergency Health Advisor**

Emma Leech is a second-year Student Paramedic at the University of Bradford and an EOC Emergency Health Advisor.

Emma chose to join the Get Started programme as she wanted to find out more about careers and volunteering within the ambulance service. She said: “The programme really helped me develop my confidence. Even as an older participant, I found there was still much to learn about myself, and every workshop we did was so interesting. I feel this programme also helped me develop interview skills, which I believe were vital in me securing my roles within YAS.



#### **Wade O'Neill – Community First Responder (CFR)**

Wade O'Neill joined the Get Started programme after previously taking part in two other courses with the King’s Trust. He said: “I joined to see what the course would be like and it made me realise just how much more there is to the ambulance service.”

Wade said the programme helped him with communication and teamwork skills, and provided him with the confidence to become a volunteer at YAS.

“I enjoy the role most when I'm responding to jobs and I arrive before an ambulance, and I'm able to give the patient reassurance during observations that an ambulance is on the way and that I will do my best to help until then.”

You can find out more about the work of the Community Engagement team on our [website](#).