



IMPACT REPORT 2020/21



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### WELCOME

### Dame Martina Milburn DCVO CBE, **Group Chief Executive, The Prince's Trust**

Over the past year, young people have needed our help more than ever. Thanks to the commitment of our colleagues, volunteers and supporters, The Prince's Trust has continued to support thousands of young people through the global pandemic.

The Prince's Trust Group of charities includes the work of The Prince's Trust in the UK alongside Prince's Trust International, Prince's Trust Australia, Prince's Trust New Zealand, Prince's Trust Canada and Prince's Trust USA.

This report celebrates the achievements of the young people we have supported during 2020/21. This is the first in what we hope will become a regular series of impact reports.

During 2020/21, together with our partners we supported 60,146 young people in 16 countries across the Commonwealth and beyond: Australia, Barbados, Canada, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, New Zealand, Pakistan, Rwanda, Trinidad & Tobago and the United Kingdom. We also began our work in St Lucia and the USA.

I have been particularly encouraged by our online engagement with young people, helping to keep them connected, learning and earning during the global lockdown. Over the past year, we switched much of our delivery online through new digital innovations, from Birmingham to Barbados. Outside of the UK, 83 per cent of the young people we supported were engaged online.

I hope that, like me, you are inspired by the stories and voices of the young people in this report. We believe that every young person deserves the chance to succeed.

I would like to thank our highly valued delivery partners for their vital contribution and our own dedicated colleagues and volunteers, who together work tirelessly to support people around the globe.

We are truly grateful to HSBC for their transformational investment in young people. As our Global Founding Corporate Partner, HSBC is one of our most committed and loyal supporters. During 2020/21 alone, HSBC's support has enabled us to help 4,450 young people in Australia, Canada, India, Malaysia, Malta and the UK.

Together, we are determined to continue our support through these exceptionally challenging times. Finally, our sincere thanks go to His Royal Highness The Prince of Wales for his visionary leadership and inspiration.

Dame Martina Milburn DCVO CBE

Dame Martina Milburn DCVO CBE, Group CEO, The Prince's Trust





**Global Award winner** 

### **EKALALE SUSAN'S STORY**

Ekalale Susan (20) lives in Turkana County, Kenya's poorest region, with her parents and two sisters. Ekalale Susan's parents, themselves unable to read or write, have worked hard for years to keep their girls in school – despite often struggling to afford the fees.

Ekalale Susan has always worked hard at school, seizing whatever opportunities have come her way. Two years ago, she joined an after-school leadership and entrepreneurship club, run by the Asante Africa Foundation. In 2020, Asante became the first organisation in Kenya to trial Prince's Trust International's Enterprise Challenge programme, which enables budding entrepreneurs to develop practical business skills through coaching, mentoring, and a virtual business simulation game.

Asante trialled the programme with young people in their afterschool clubs, and Ekalale Susan was among the first intake. Ekalale Susan says: "It was a really useful programme and it changed my life because it enabled me to start my business."

When Covid restrictions meant her parents' work dried up, Ekalale Susan stepped up to support her family. Her idea, inspired by the food business she had trialled in the Enterprise Challenge programme, was to set up a food stall of her own. Ekalale Susan's mother invested 5,000 Kenyan shillings of her savings (about USD \$45) into her daughter's business. Many parents may have been tempted to hold onto their savings at a time of such hardship and uncertainty. But Ekalale Susan's mother believed in her daughter.

At the height of the pandemic, Ekalale Susan's business was bringing in more than double the amount her mother had been earning as a maid. The grocery stall became the family's main source of income and Ekalale Susan's mother became her full-time business partner.

As well as being higher, the family's income is now also much more reliable. "Now, every day that my mother opens our shop, not a day goes by without her earning," Ekalale Susan explains. With their school fees now secure, Ekalale Susan and her younger sister will be able to complete their education.



### 2020/21: AN EXTRAORDINARY YEAR

The past year 2020/21 has been extraordinary.
The global coronavirus pandemic has triggered a health and wellbeing emergency, and an economic crisis too – all of which is still unfolding.

Covid-19 has generated unprecedented levels of uncertainty and increased demand for our support. Many young people are facing unemployment, missing out on vital education and training opportunities or struggling with their mental health. For those with little or no experience of the workplace or few qualifications, this can feel like an impossible job market.

Youth employment was already a global challenge before the pandemic. In early 2020:

More than

### 60 million young people

aged 15-24 were unemployed worldwide - almost 15 per cent of the total number of young people globally. (International Labour Organisation)

145 million young workers were living in poverty. (ILO)

### **Three out of four**

of these were young women. (ILO)

The Covid-19 pandemic has made this worse, affecting under-30s the most. During 2020/21, the impact of Covid-19 has been felt by young people in all of the countries where we work. Here are just a few examples:

#### Rwanda

The headline unemployment rate increased to 20 per cent in Nov 2020. (National Institute of Statistics of Rwanda, Mar 2021)

#### India

Almost one in five of young people in their 20s lost their job during the first lockdown. (YouGov-Mint-CPR Millennial Survey, Oct-Nov 2020) Youth unemployment was 23 per cent in 2019 and closer to 30 per cent by the end of 2020. (ILO, Aug 2020)

#### The European Union

Youth unemployment rate peaked at 18 per cent in late 2020. (Eurostat, Mar 2021)

#### **Pakistan**

Youth unemployment doubled from 9 per cent in 2019 to 18 per cent in 2020. (ILO, Aug 2020)

#### The UK

Two-thirds of the 700,000 job losses during 2020/21 were among young people aged under 25. (ONS, Mar 2021)

#### Australia

46 per cent of young people were estimated to be at risk of adverse effects on their educational outcomes and wellbeing, as a result of being physically disconnected from school during 2020 (Australian Youth Affairs Coalition, May 2020)

#### Kenya

Almost 25 per cent of young people in their 20s were not in education, employment or training (NEET) in the second half of 2020. (Kenya National Bureau of Statistics, Dec 2020)

#### Caribbean

One in four young people was unemployed in the third quarter of 2020. (ILO, Dec 2020) In Jamaica, the youth unemployment rate peaked at 30 per cent during 2020. (Statistical Institute of Jamaica)

#### Malaysia

Youth unemployment rate is three times that of the total adult population. (Institute for Democracy and Economic Affairs, April 2021)

#### Jordan

Youth unemployment rate reached 48 per cent by the end of 2020. (Jordan Labour Watch, May 2021)



#### But there is hope.

The pandemic has brought out the very best in us – through the amazing work of health and social care professionals, community volunteering and individual acts of compassion. Young people have played their part in the positive response – caring for their families and neighbours, volunteering in their communities and helping us all to stay safe.

This report explains how we have continued to support young people over the year 2020/21 (between April 2020 and March 2021). The Prince's Trust Group is committed to supporting young people through and beyond this crisis, and to secure the future jobs of tomorrow.



### **KRISTIN'S STORY**

In 2016, Kristin suffered a traumatic brain injury that led to her release from the Canadian Armed Forces. It was life-altering for the sports-loving rugby player who had served as an engineer in the Canadian forces.

"I was getting out of the military and I was applying for jobs in a similar field, but I was struggling," Kristin explains, until a friend suggested that she follows her passion: plants.

Kristin transformed the course of her life with one simple idea: a plant company. With this idea, Sweetlife Flora was born, her online and instore business, specialising in rare and tropical house plants.

To bring this idea to life, Kristin participated in Prince's Trust Canada's Operation Entrepreneur course in 2018. Kristin says she "met a lot of great people, learned about what to do with social media, how to create my brand, what to do about financing and how to do accounting". Kristin was matched with a mentor, who helped her with financial forecasting and the legal aspects of setting up her new business.

Sweetlife Flora has flourished since launching in 2019 and Kristin hopes to offer purpose for other people through plant care. Kristin was delighted to be the winner of The Prince's Trust Group Award in 2021.

The Prince's Trust **Group Award** winner 2021: Kristin, Canada

### **WELCOME FROM HSBC**



The Prince's Trust. Having supported more than

since 2012, we are excited to be The Trust's Global

Through our multi-year partnership with The Prince's Trust Group

of charities, we are now helping young people in Australia, Canada

We are passionate about helping young people gain the skills they

need for the future world of work and committed to ensuring that our

shared future is truly sustainable. We are therefore fully aligned with

the vision of His Royal Highness The Prince of Wales and honoured to

India, Malaysia, Malta and the UK to navigate their journey from

50,000 young people with The Trust in the UK

**Founding Corporate Partner.** 

education to employment.

support The Prince's Trust.

Noel Quinn. **Group Chief** Executive. HSBC Holdings plc Our partnership could not be more urgent. Young people are facing perhaps the most turbulent times in living memory. The coronavirus pandemic has disrupted their lives, their education and their career aspirations. At the same time, the world is changing at pace due to technological, demographic and climate change – and we owe it to our young people to equip them with the skills and experiences they need, both now and in the future.

We are delighted to play our part in enabling The Prince's Trust to support young people to upskill and retrain; and to build their self-confidence, motivation and resilience to get through these unprecedented times.

2020/21. We would very much like to thank The Prince's Trust Group

people featured in this report – and the thousands of other young people supported by The Prince's Trust over the past year. We look forward to helping many more young people to fulfil their potential in

**Group Chief Executive HSBC** Holdings plc



This report celebrates the immense achievements of just some of the 60,146 young people supported by The Prince's Trust during of charities and their partners, who together are working so hard to support young people across the globe.

Finally, we would like to recognise the achievements of all the young the years ahead.

# THE PRINCE'S TRUST GROUP: WHO WE ARE

The Prince's Trust Group is a global network of charities founded by His Royal Highness The Prince of Wales. Our mission is to *transform lives and build* sustainable communities worldwide, with a particular focus on supporting young people into education, employment and enterprise.

Our network includes The Prince's Trust in the UK, which was founded in 1976. Over the past 45 years, we have supported over one million young people in the UK to change their lives for the better.

Building on our deep foundations in the UK, we established Prince's Trust International in 2015 to work with partners to support young people across the Commonwealth and beyond. Since then, we have also established Prince's Trust Australia, Prince's Trust New Zealand, Prince's Trust Canada and most recently Prince's Trust USA.

Together, we are now responding to the global challenge of youth unemployment – exacerbated by the **global coronavirus pandemic** – by expanding our work in an increasing number of countries across the globe.

During 2020/21, we supported 60,146 young people in 16 countries: including Australia, Barbados, Canada, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, New Zealand, Pakistan, Rwanda, Trinidad & Tobago and the UK – and we started our work in St Lucia and the USA.

In a rapidly changing world, we support young people and communities to develop their skills in **Education**, **Employment and Enterprise**. In particular, we help young people to develop their confidence and life skills, to access education and training, and to move into employment and self-employment.

We also support military veterans in Australia and Canada, helping them to start up their own business after leaving the armed forces.

Our programmes are delivered either directly by The Prince's Trust or through our highly valued delivery partners. Together, we give young people a lifeline into education, employment and enterprise. We are committed to continue supporting young people through and beyond this crisis, by equipping them with the skills that are most needed for the jobs of tomorrow.

Our mission is more relevant now, than ever before. The **global coronavirus pandemic** is having profound implications on the life chances of a whole generation of young people and will affect the most disadvantaged communities the most. It has made even more urgent the need to help young people prepare for the **future world of work** and accelerated the demand for digital skills. Meanwhile, the growth of employment opportunities in the green economy and healthcare is gathering pace. We are determined to support young people into these opportunities.

We continue to be guided by the simple belief that inspired **His Royal Highness** 45 years ago: that every young person should have the chance to succeed. We also believe in young people and their potential and that with the right support young people can do amazing things.



# OUR SUPPORT FOR YOUNG PEOPLE IN 2020/21

Together with our partners during 2020/21, we supported 60,146 young people in the following 16 countries across the Commonwealth and beyond: Australia, Barbados, Canada, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, New Zealand, Pakistan, Rwanda, Trinidad & Tobago and the United Kingdom.

Also during 2020/21, we started work in St Lucia and the USA but had not yet begun to support young people there.

Of the 60,146 young people we engaged during 2020/21, we supported 46,834 young people in the UK (78 per cent of the total) and 13,312 young people outside the UK – including in India (3,176), Jordan (2,327), Australia (2,243), Kenya (1,573) and Barbados (1,208).

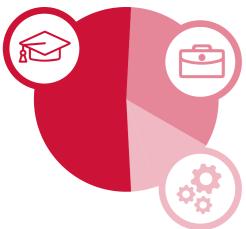


New Zealand 183

Australia 2,243\*

<sup>\*</sup> PT Australia also supported 475 educators and 87 parents through 'Achieve Fest'; and 208 military veterans through 'Enterprise for Veterans'; and PT Canada also supported 455 military veterans through 'Operation Entrepreneur'

# Of the 60,146 young people we supported during 2020/21:

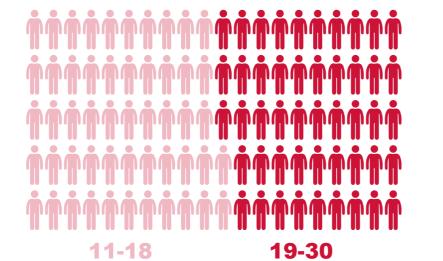


**54%** took part in one of our Education programmes

34% in our Employment programmes

12%

in our Enterprise programmes



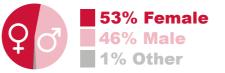
Over half of the young people we supported (58 per cent) were aged 11-18 and 42 per cent were aged 19-30.



21 per cent of the young people we supported in the UK identified as having some form of disability.



26 per cent identified having some form of mental health need.



Globally, just over half of the young people we supported identified as female (53 per cent), 46 per cent identified as male and 1% identify as other.



Outside of the UK, two-thirds of the young people we supported identified as female.

### **ONLINE DELIVERY**

Due to the global pandemic, our lives have shifted online. The young people we support have faced greater obstacles to their learning and development than ever before. For us, Covid-19 placed severe restrictions on our planned in-person delivery throughout 2020/21.

In response, we rapidly innovated and adapted much of our support to online channels. We had already been planning to support young people online – the pandemic served to accelerate and expand our plans.

Outside of the UK, 83 per cent of the total 13,312 young people we supported during 2020/21 were engaged online and the other 17 per cent participated in face-to-face programme delivery.

We would like to recognise our colleagues, delivery partners and volunteers – all of whom demonstrated incredible agility to ensure we continued to support young people through such a challenging time.

Digital innovation is now at the heart of our work, as part of our overall "blended" approach to delivery – combining online and inperson support as appropriate. With our partners, we have innovated and piloted new ways of engaging young people online, while continuing to support young people face-to-face where possible.

Some of the most successful digital innovations included the following:

### **Achieve Fest**

'Achieve Fest' was developed in Australia as an online version of our 'Achieve' education programme. A total of 2,243 school-age young people were engaged during 2020/21 through a series of two-day immersive online experiences. Most of the young people were from Victoria (51 per cent) or New South Wales (36 per cent), while 5 per cent identified as Aboriginal, Torres Strait Islander and/or South Sea Islander.

### Vibe Check

'Vibe Check' was initially piloted in Barbados. Using new WhatsApp technology and authentic local dialect and voice notes, Vibe Check helped 320 young people during 2020/21 to develop their employability skills in Barbados. In 2021/22, Vibe Check will be piloted in Jamaica, Trinidad & Tobago and Ghana.

### **Enterprise Challenge**

The 'Enterprise Challenge' programme was enhanced during 2020/21, to engage online with young people in Pakistan and Jordan through lockdown. In Pakistan, additional digital content such as videos, teacher and mentor tutorials, knowledge quizzes and work sheets were piloted to enable young people to develop social enterprise ideas to support the effects of the Covid-19 pandemic.

### **POSITIVE OUTCOMES**

#### We monitor and evaluate our support for young people, to understand how they progress after completing our programmes.

We tend to follow a young person's progress three and six months after completion, focusing on three main positive outcomes: whether they move into employment; continue in education or training; or launch their own business. Each Prince's Trust charity is developing or enhancing its own impact measures. This report provides some snapshot examples of impact during 2020/21.

#### In the UK

Over the last five years, three out of four young people supported by The Prince's Trust in the UK reported that they had moved into work, education or training after completing one of our programmes.

In 2020/21, The Prince's Trust in the UK continued to gather outcomes data from young people three months after they completed one of our employment programmes.

Of the 1,555 respondents to our survey, 1,107 young people were in a positive outcome after three months: 519 young people reported being employed, 127 went onto further training, 298 were engaged in education and 170 had launched a new business.

The outcomes rate for the young people we support in the UK remained stable during 2020/21, despite the challenges of supporting young people during the global pandemic. (Note: some young people reported that they achieved more than one outcome.)

With HSBC's support in the UK, we supported a total 1,492 young people through our employability programmes during 2020/21. Of these, 773 young people had moved into a positive outcome by April 2021.



#### Outside the UK

Prince's Trust International gathered outcomes data from young people who participated in its employment programmes, three months after completion. The response rate was 64 per cent.

Of the 1,896 respondents, 1,023 young people were in positive outcomes after three months (54 per cent positive outcome rate).

46% employed after three months 4% went onto further training, 2% were engaged in education and 2% cent had launched a new business.

Prince's Trust International also surveyed delivery partners and young people for feedback on its digital delivery during 2020/21.

• When asked, 85 per cent of PTI's delivery partners found our support with online delivery to have been 'excellent' or 'good' and over 70 per cent plan to continue digital delivery into the future.



Of the young people surveyed, 61 per cent said that "online learning had supported them to make changes in their life", with the majority developing new skills and plans for the future.

- However, more than half of respondents said that in-person delivery was still the more effective method of learning for them, with only 14 per cent preferring an entirely online curriculum.
- · Not all young people can easily access online learning. Almost half of the young people surveyed had to borrow tech equipment in order to participate in our programmes.



Prince's Trust Australia commissioned an independent evaluation of its online 'Achieve' and 'Achieve Fest' programme during 2020/21.

Of the 2,193 young people who took part in the evaluation:

54% said that 'Achieve Fest' improved their confidence 78% said it improved their personal wellbeing 83% said it improved their career aspirations and understanding of work.

Looking ahead, we will use the learning and feedback from 2020/21 to create even more effective online, blended and face-to-face support for young people.

### **INSPIRING STORIES**

Giving young people the right opportunities can be completely life changing. The following sections describe our range of Education, Employment and Enterprise support, our impact through the voices and stories of some of the young people we supported during 2020/21 and the people who have helped them – including their teachers.

For example:

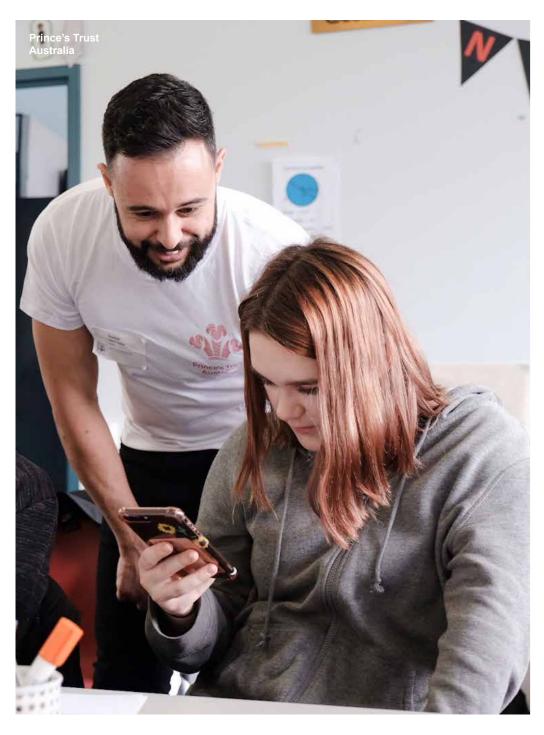
Our Education support for young people in Jamaica, Pakistan, UK and Australia;

Our Employment support for young people in the UK, Canada, Malaysia and India; and

Our Enterprise support for young people in Rwanda, New Zealand and the UK.

Together, these truly inspiring stories reaffirm our belief that every young person should have the chance to succeed. We hope you agree and are motivated to support us.





### **EDUCATION**

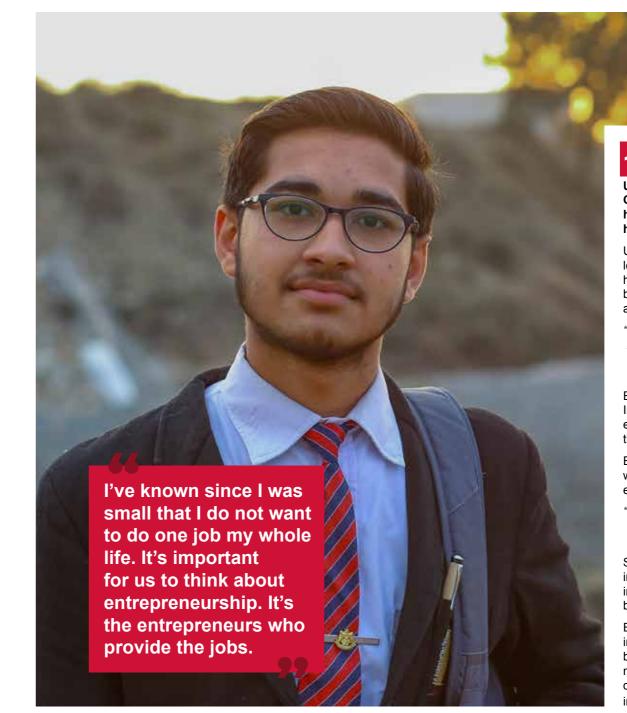
### Our range of Education programmes includes the following:

'Achieve' is our largest programme in the UK and our leading programme in Barbados, Trinidad & Tobago, Jamaica and Malta. Delivered by schools with our support, Achieve helps young people who may be struggling with mainstream education to learn new life skills and to re-engage with their learning.

'Achieve Fest' has been developed in Australia, to engage schoolage young people through a two-day immersive online experience. This has been particularly useful over the past year, while students have been unable to attend school in person.

'Enterprise Challenge' is an inter-school competition for young people aged 11-16 who are supported by trained mentors to develop their confidence, team-working skills and understanding of the world of work. It is our leading programme in Pakistan and Jordan.

'Mosaic' is a school-based mentoring programme in the UK. It gives young people access to inspirational and relatable role-model mentors and has been proven to boost their confidence, resilience and long-term employability.



### 1: Usaid, Pakistan

Usaid is a keen environmentalist, so when he took part in 'Enterprise Challenge Pakistan', it is not surprising that his team's business idea had a green angle – using an online platform to recycle and sell second-hand clothing from Pakistan.

Usaid explains that while many people already pass on used clothing to those less well off, many are resistant to receiving charity. The unique element to his team's idea is that customers, drawn mainly from poorer families, would be able to scroll through the available clothing via a dedicated online platform, and choose for themselves which items to buy.

"I came up with this idea from our shared experience of getting older.

As we grow up, we grow out of our clothes, the sleeves get too short or
whatever. I thought, why should these clothes go to waste? We can make
use of these clothes."

Enterprise Challenge Pakistan is a joint initiative from Prince's Trust International and SEED Ventures. Now in its sixth year, the programme enables small teams of school students to learn practical business skills through coaching, mentoring and an online business simulation game.

Each team develops and pitches their own business idea to a panel of judges, with an emphasis on innovative ideas that address a social, environmental or economic problem.

"Our mentor was Mr Waqar. We learned a lot from him," recalls Usaid.

"He helped us understand the meaning of entrepreneur – someone who has a new idea that solves a problem."

Some of the Enterprise Challenge programme has always been digital, but in 2020 the entire programme had to shift online, due to the pandemic – including the course content, the weekly mentoring sessions and the students' business pitches.

Enterprise Challenge Pakistan is the largest inter-school business competition in the country, with a prize of £3,000 at stake for the winning team to get their business idea off the ground. Usaid's team was one of just ten to reach the national finals. Although his team did not win, Usaid is clear that the skills he developed – particularly problem solving and creative thinking – will stand him in good stead in the future, whatever path he takes.

### 2: Rusheda, Jamaica

The 'Achieve' education programme has been an eye-opening journey for Rusheda, from Kingston, Jamaica. She has discovered and developed new skills – including sewing, gardening and budgeting – and has been inspired to aim for a job that she had previously never heard of.

Rusheda savs:

"I want to be an accountant, and not just an accountant, a bookkeeper. It's a new interest for me. I first started thinking about it a few days after we went to the money museum, because that's where I first heard people talking about it."

The Achieve programme, run by Junior Achievement Jamaica in partnership with Prince's Trust International, offers practical, topic-based learning for young people who are struggling to engage with mainstream academic lessons. Rusheda's sessions ran three times a week.

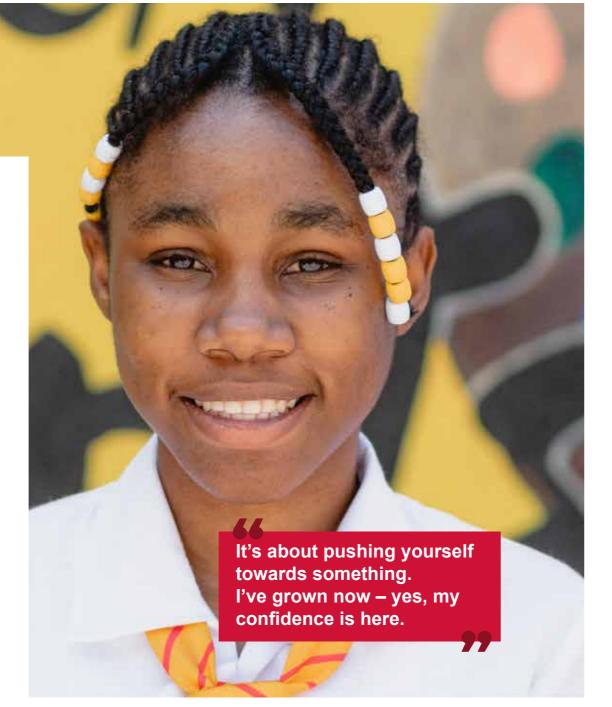
Students work in small groups, and there's a strong emphasis on building confidence as well as skills. Regular field trips help to broaden horizons and foster ambition, exposing students to a wide range of different activities and experiences. Rusheda's adviser, Stacey-Ann, says:

"As part of a finance unit, the students visited the Bank of Jamaica money museum and learned about the importance of saving and budgeting."

As well as learning how to manage money, Rusheda is now better equipped to earn it, after she learned how to sew. Rusheda now embroiders and sells cushions, which helps her to feel calm and brings in a little income. She was also inspired to do her own gardening activities at home, after a visit to the local botanic gardens just outside Kingston, where the students learned about propagating plants.

Rusheda has seen her own confidence and self-esteem grow during her time on the Achieve programme.

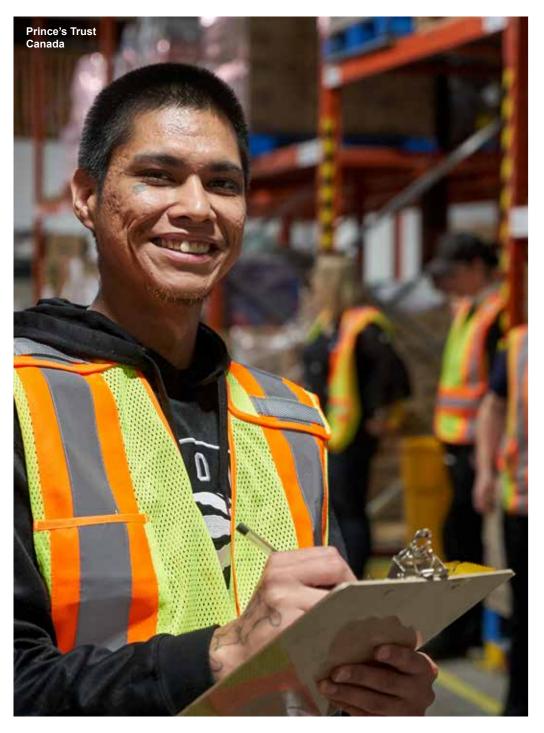
"It's about pushing yourself towards something. I've grown now – yes, my confidence is here."











### **EMPLOYMENT**

### Our range of Employment programmes includes the following:

'Get Into' gives young people first-hand training and work experience, helping them to secure entry-level roles across a range of employment sectors. Delivered in partnership with employers, we focus on equipping young people with the skills needed for the jobs of the future – including in healthcare, technology and the green economy. Delivered in Barbados, Canada, India, Jordan and UK.

**'Discover'** offers young people practical, hands-on, career-focused training and mentorship – including in the green economy.

'**Get Started**' engages young people through the arts or sport, helps to build their confidence and supports them into further education, training or employment. UK only.

'Team' is a 12-week personal development programme that includes outdoor activities, work experience and a community project. It helps to develop young people's self-confidence and life skills and prepares them for a next step into vocational training. Delivered in the UK, Barbados and Malaysia.



# 1: Aisha & National Health Service Partnership, UK

January 2020 marked the beginning of our exciting Health & Social Care project in the UK, in partnership with the Department of Health and Social Care. We secured funding to deliver a range of programmes over the next four years to support thousands of young people into paid jobs or apprenticeships in the Health & Social Care sector.

So far, we have helped 890 young people to secure a job offer. 53 per cent of those are from the most deprived areas (IMD deciles 1-3) and 30 per cent are young people from a diverse range of ethnic backgrounds. These outcomes are helping to fill long-standing vacancy gaps across the NHS, whilst also diversifying the workforce, making it more reflective of society.

With the partnership launching just four months before Covid-19 hit, the programme had to be modified in March. At the same time, many young people were finding themselves redundant or on furlough. We hear from one young person, Aisha, about how she turned her redundancy into a new career in the NHS.

Aisha had been working in hospitality for a few years since leaving college but was made redundant just before the Covid-19 pandemic.

"Hospitality is an unpredictable area to work in and I needed to find something more stable. I was looking at getting a nursing degree, but I did not have the grades. The advert for The Prince's Trust popped up on Facebook and I thought why not, it seemed the easiest way to find a job in the NHS

"I know the NHS always need more staff. And of course, we could all see over social media that people were struggling and I just wanted to help."

Aisha had applied for jobs in the NHS before and had struggled to get her foot in the door. She saw jobs that needed experience which she did not have. But she really enjoyed the Get into Health and Social Care programme and getting to know people better. Aisha is now working front of house at a vaccination centre.

"Without The Prince's Trust, I'd still be in the hospitality sector. Working for the NHS is now what I want to do, and what I want to stick to. There is room for progression and a whole career."



#### 2: Hassan, Northern Ireland, UK

When Hassan and his family fled their home in Syria, they were given refugee status and relocated to Northern Ireland. He is now studying Software Engineering at Queen's University Belfast and has been a key worker during the Covid 19 pandemic.

Before fleeing Syria, Hassan had to leave education to support the family. When he arrived in Northern Ireland, he wanted to fulfil his dream of going to university but needed to take an English language course before he could apply. At the time, Hassan was not working and could not afford to pay for the course. A friend told him about The Prince's Trust.

"The Trust provided me with a grant that covered the university course fees. I was so grateful for their help - the support and encouragement from the staff was amazing."

While applying for university, Hassan wanted to get a job to support himself. He took part in our 'Get into Retail' programme, a training and mentoring scheme that gives young people the skills, experience and confidence they need to find a job. Hassan says:

"It's a great opportunity. Everyone was amazing and I was delighted to be offered a job at the end of it. I've been working through the pandemic. I've made lots of new friends and am proud to work. I was accepted to university and started my course in Software Engineering at Queen's.

"I'm grateful to The Prince's Trust for all their support in helping me achieve a better life, not just for me, but for my family."

As well as working part time and studying, Hassan is a voluntary director of a local charity that supports vulnerable members of the refugee and migrant communities in Northern Ireland.



for urban foresters."



# 4: Isabella & Yonge Street Mission, Canada

Yonge Street Mission and Prince's Trust Canada began their partnership in 2018. Based on their shared objective to support young people into employment, they collaborate through our '**Get Into'** employability programme.

Working together, Prince's Trust Canada and Yonge Street Mission are tackling poverty in Toronto by enabling young people to gain meaningful employment opportunities. Since 2018, they have supported 103 young people into employment.

Solomon Yun, Employment Services Manager at Yonge Street Mission, says:

- "We know we can not do this alone, that we need to build partnerships.

  Prince's Trust Canada has impactful programs that result in great outcomes,
  relationships with large employers and proven models of programming that
  work nationally. We are able to customise these for the needs of our local
  community."
- "Our work is collaborative and consultative," explains Solomon. "Prince's Trust Canada invites stakeholders and participants to provide feedback, to improve their support for specific communities. PTC helps us to be more efficient and to focus on what we're good at. Our partnership is all about impact, adaptability and shared values."

Isabella secured a job with Marriott Hotels through Prince's Trust Canada's 'Get Into Hospitality' course, co-delivered with Yonge Street Mission in Toronto. Isabella was nominated for a global Prince's Trust Award in 2020.

Like so many young people in Canada, Isabella lost her job when the pandemic struck. With support from Prince's Trust Canada, Isabella is now training to become a certified teacher of English as a Second Language.

She says:

"I learned real life skills on the 'Get Into Hospitality' course, including teamwork and how to work with different people. It was totally worth it. I want other people to know that if you have confidence and support, you can do anything you put your mind to."

It's a life-changing journey. I learned a lot and it made me feel alive again, I found myself again.

### 5: Harits, Malaysia

After graduating from university, Harits struggled to find work, applying for lots of jobs without success. Disheartened after eight months out of work, Harits rediscovered his confidence and self-esteem on our 'Team' programme in Malaysia.

Boosted by the practical job-seeking tips on the course, Harits quickly secured a job as a community support officer. He says:

"It's a life-changing journey. I learned a lot and it made me feel alive again, I found myself again."

In 2020, Selangor Youth Community (SAY) became the first organisation in Malaysia to deliver 'Team', an intensive, pre-employment training programme developed with Prince's Trust International. Harits was among SAY's very first intake, and all eight young people from that initial group went on to secure jobs or further education within weeks of completing their course.

The highlight for Harits was the community project – an opportunity for young people to practise their emerging skills, such as communication and teamwork, by planning and delivering a real-life project. With their charity bake sale, public car wash and a charity run, Harits and his team raised over £200 to support educational projects with children from an indigenous (Orang Asli) village.

Harits describes the practical job-seeking tips on the course:

"There were modules like CV writing and interview practice, which helped me in the real situation. So when I applied for my job, I was not too nervous because I'd already gone through it on the 'Team' programme. I just got on with it, and I was able to be myself and show my character."

Harits started work in September 2020. His income means he can now support himself and his mother. He has also used his wages to buy himself a bike – something he had been dreaming of doing since high school but could never previously afford.



#### 6: Gulshan, India

When Gulshan's father died, her family found themselves in a financial crisis. Gulshan explains:

"We were faced with a very difficult situation because he was the sole earner in the family. We had to drop out of school. There was not enough food in the house."

Like many girls and women in India, Gulshan started to do stitching work to help support her family. By the time Gulshan joined 'Project Lehar', she had been out of school for five years, spending all her time on stitching and domestic work at home.

Project Lehar is run by the Aga Khan Foundation, with support from Prince's Trust International. It runs vocational training, entrepreneurship and life skills courses for girls and young women from poor backgrounds in Bihar and Uttar Pradesh – the two poorest states in India. It also supports girls who left school early to complete their education.

For Gulshan, the project offered many different, complementary modules. The stitching course taught her how to create her own sewing patterns, the entrepreneurship sessions helped her manage her business finances and improve her ability to negotiate prices, and the life skills classes developed her confidence.

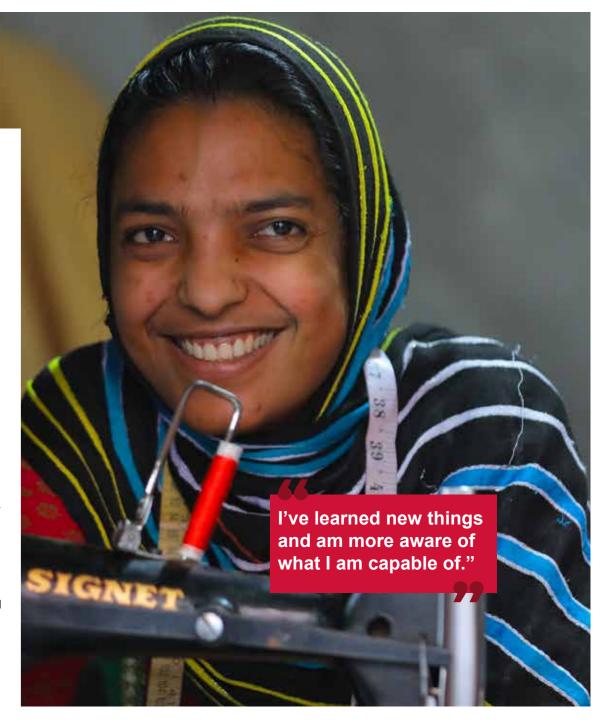
The project supported Gulshan to restart her studies and pass her 10th Standard exams at the end of secondary school. She is now studying for her 12th Standard exams, at higher secondary school.

#### Gulshan explains:

"Before, I never had the courage to leave home much. Now, I've learned new things and am more aware of what I am capable of."

Gulshan still works from home as a seamstress and has now secured a local job as a part-time sewing teacher. Gulshan now earns while she learns, balancing her business, her job and her studies. When she has time, she also helps out as a volunteer at Project Lehar.

Gulshan's earnings help provide for her family's immediate needs while also building for the future. As well as supporting herself while she studies, Gulshan is now also funding her younger brother's education.

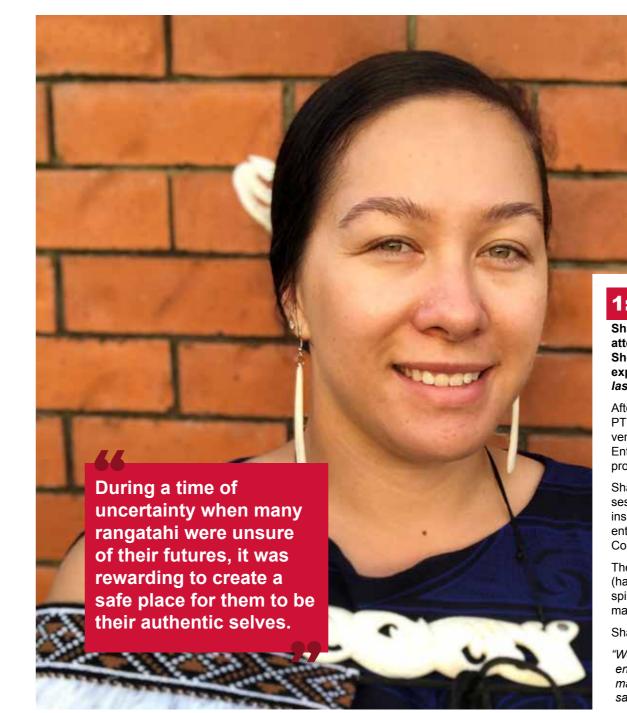




### **ENTERPRISE**

Our 'Enterprise' programme helps young entrepreneurs to explore if self-employment could be for them.

**'Enterprise'** offers training, mentoring and funding to help young people generate and test business ideas, write business plans, and ultimately start their own business. One of our longest-running programmes in the UK, 'Enterprise' is now delivered in Greece, Jamaica, Barbados and New Zealand.



#### 1: Sharneece, New Zealand

Sharneece first engaged with Prince's Trust New Zealand when she attended our Paihia-based 'Enterprise' programme in late 2019. She also had the privilege of meeting HRH The Prince of Wales, an experience she describes as having "shaped my thinking and left a lasting impression".

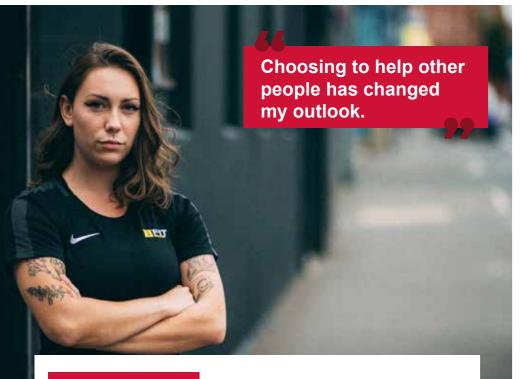
After being made redundant during lockdown, Sharneece reached out to PTNZ to see if she could make a contribution. Having multiple business ventures of her own, she was a natural addition to support the "Online Enterprise" team, sharing her lived experience in business and as a programme participant with the other young people.

Sharneece responded by organising weekly 'Whanaunga Friday' online sessions for young people, a safe space for them to catch up and be inspired by guest speakers from a range of backgrounds including social entrepreneurs, youth workers and the New Zealand Race Relations Commissioner.

The priorities for the sessions were connection (whanaungatanga), wellbeing (hauora), looking after each other (manaaki) and coming together in the spirit of tumunakō (aspiration). Topics included the importance of te reo maori language revitalisation, inclusion and emotional wellbeing.

Sharneece says:

"We wanted rangatahi (young people) to feel they were the priority, and to encourage courageous conversations. During a time of uncertainty when many rangatahi were unsure of their futures, it was rewarding to create a safe place for them to be their authentic selves."



#### 2: Cora, UK

Cora was working as a self-employed personal trainer when the pandemic began. She was hit hard by the sudden closure of all gyms.

"When it became clear the pandemic was not going to pass quickly, I felt anxious because my ability to earn was under threat. I did not qualify for government grants because my business was too young. It was really hard to stay positive at first. I had to find a way to make this work."

Before the pandemic, Cora had an idea for starting her own business and took part in our 'Enterprise' programme for some advice and guidance on how to set it up.

"The pandemic meant I could not go ahead with my original business idea, so instead I used what I learned from the Enterprise course to take my personal training business online. The Prince's Trust enabled me to transform my business. It's now much more flexible and better than the original in-person format. The income from this new way of working has completely saved me.

"Choosing to help other people has changed my outlook and really helped my own mental wellbeing. I feel like the situation has fostered a sense of connectivity in local communities."



#### 3: Nicole, New Zealand

Soon after the first lockdown in early 2020, Nicole was made redundant from her job as a youth community support worker.

During this time, she completed our first ever 'Online Enterprise' programme in New Zealand and was matched with a mentor, to develop her business idea of a wellbeing programme for young women.

Nicole says:

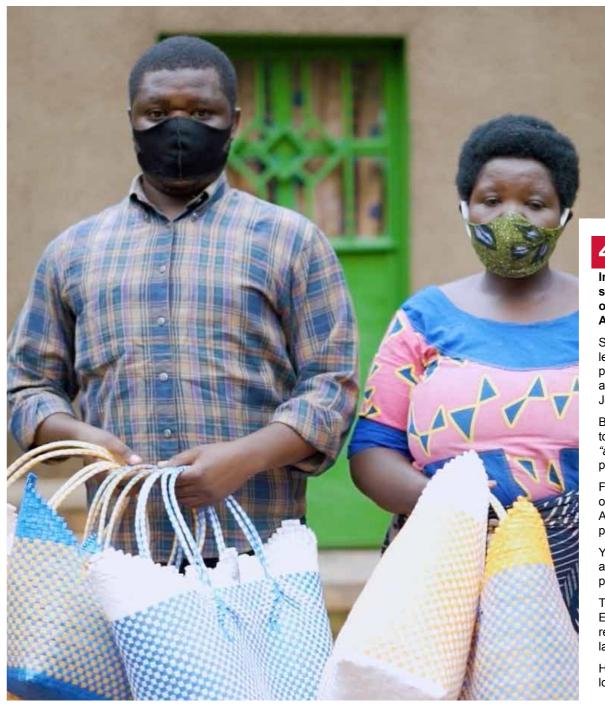
"I was excited to utilise the lockdown as an opportunity for personal and professional growth. I had this business idea for some time but felt I lacked the skills and tools to kickstart my dream. I loved my experience on the Enterprise Programme, as it gave some structure and creative flow to my weeks during lockdown."

Lockdown in New Zealand was fortunately brief and Nicole soon found a new job and put her business idea on the back burner for a year. As can sometimes happen, her first mentor relationship did not work out as hoped and she was unhappy in her new job, so she switched roles and started a post-graduate course.

Thankfully, Nicole stayed in touch with Prince's Trust New Zealand. When she was ready to re-visit her business idea, we were able to facilitate a new mentor match which was a much better fit. She is more optimistic now that she can develop her wellbeing programme for young women and realise her aspiration to become self-employed.

Nicole says:

"I have learnt that things may take longer expected or not pan out as I had planned, but they always turn out for the best."



#### 4: Jean Marie Vianney, Rwanda

Innovation is at the heart of every entrepreneur's journey, none more so than Jean Marie Vianney, a young man from Rwanda. His experience on the Bridge Programme with Harambee Youth Employment Accelerator has given him a whole new outlook for his future.

Since 2008, single use plastic bags have been illegal in Rwanda, a world-leading move that has helped the country combat the growing problem of plastic pollution. The move has not only helped to reduce damaging waste and air pollution, but it has created opportunities for young people such as Jean Marie Vianney.

Before joining the Bridge Programme, Jean Marie Vianney was struggling to find a job during the global pandemic. He was living what he describes as "a very poor life" due to the lockdown in Rwanda and was finding it hard to provide for the basic needs of his family.

For Jean Marie Vianney, joining the Bridge Programme was a transformative opportunity. The programme, run by Harambee Youth Employment Accelerator, builds on the Prince's Trust International 'Get Into' programme to support young people in Rwanda into employment.

Young people undertake a four-week intensive English language acceleration course, plus employability training, and modules on professionalism and problem solving.

Through the programme, Jean Marie Vianney was able to improve his English, better understand his own skills and develop his business idea. In response to the ban on single-use plastic grocery bags, Jean Marie Vianney launched his own business making hand-woven, reusable bags.

His wife now helps him with the business, which he hopes will employ more local people within his community.



### **OUR PARTNERSHIPS**

The Prince's Trust around the world works with a network of partners to deliver, fund and support our work. Without partnership, our work would not be possible.

In countries from Greece to Ghana, we work with local organisations to design and deliver programmes that blend our 45 years of experience with our partners to meet the local need and landscape.

We are also hugely grateful for the partnership of organisations and individuals who support the work that we do, over the last 45 years this has helped over 1million young people transform their lives.

# OUR GLOBAL PARTNERSHIP WITH HSBC

HSBC is our **Global Founding Corporate Partner**. One of our most committed and loyal supporters in the UK, HSBC has already helped us to support over 50,000 young people since 2012 to re-engage with education, learn new skills and secure employment.

We would like to recognise the many HSBC UK employees who have volunteered their time and expertise to support young people through employability workshops, mentoring and more.

HSBC is passionate about helping young people to gain the skills they need for the future world of work and committed to ensuring that our shared future is truly sustainable.

In the UK, our 'Future Skills 2020 and Beyond' partnership with HSBC ensures that young people have the skills they need to access employment in future labour markets, with a focus on digital and healthcare sectors. Outside the UK, we are also working with HSBC to help young people into the jobs of the future, including in the digital and green economy.

HSBC is now helping us to support young people in Australia, Canada, India, Malaysia, Malta as well as the UK. Over the three years to March 2023, our partnership with HSBC is due to support over 14,000 young people in these countries.



During Year 1 of our global partnership (between April 2020 and March 2021), **HSBC enabled us to support 4,450 young people,** including:

#### Over 1,000 young people in India

through our 'Get Into' employability programme delivered by our partner Magic Bus

#### Almost 1,500 young people in the UK

through our employability work, with a particular focus on digital and healthcare

#### Over 1,000 young people in Australia

through our online 'Achieve Fest' education programme;

### 250 young people in Canada

through our employability programmes including in the green economy.

#### RESEARCH

This year, HSBC is supporting important new research commissioned by The Prince's Trust into the future of work for young people in the UK and overseas.

In March 2021, The Trust released new research from the Learning and Work Institute on the employment prospects for young people in the UK: 'Facing the future: employment prospects for young people after coronavirus'.

This report warned about the long-lasting damage from the youth unemployment crisis caused by the Covid-19 pandemic in the UK. Its key findings included:



The outlook for young people's employment is worse compared to older workers. UK youth unemployment is likely to remain high, even after the national economy recovers from the initial shock of Covid-19.



Young people in the UK are over-represented in the sectors hit hardest by the pandemic and under-represented in occupations likely to see the strongest job growth.

During Summer 2021, we will publish further new research on the future work prospects of young people in Canada, Ghana, Kenya, Jordan, India, Pakistan, the UK and USA. This research will be conducted by YouGov and Ipsos-MORI.

Together, we are asking young people how they have been coping through the pandemic and how Covid-19 is shaping their skills development and career aspirations. We will use the findings to inform our future delivery plans.



THE PRINCE'S TRUST GROUP

IMPACT REPORT 2020/21

### **OUR DELIVERY PARTNERS**

Our delivery partners play a critical role. We would like to recognise their vital contribution to supporting young people over the past year.

We have more than 1,100 operational and strategic partners in the UK. These include delivery partners for the 'Team' programme such as further education colleges, the fire service and the police service, as well as schools running our education programmes.

Here are just some of the delivery partners that have worked with us outside the UK during 2020/21.

**Barbados** 



Canada



Greece











YARRAWONGA COLLEGE P-12







#### Ghana













#### Jamaica







Kenya





**Pakistan** 





الحاز INJAZ









MINISTRY FOR



**Trinidad & Tobago** 



. . .

**HEART** 

**NSTA** 

Jamaica Youth Business Trust

Business Development Support | Mentoring | Finance























Malta





### THE PRINCE'S TRUST FAMILY

The Prince's Trust Group of charities includes **The Prince's Trust in the UK** plus the following:

Prince's Trust International
Prince's Trust Australia
Prince's Trust New Zealand

Prince's Trust Canada
Prince's Trust USA

The Prince's Trust was founded in 1976 and is incorporated by Royal Charter (with Royal Charter number RC000772) and registered with the Charity Commission for England and Wales (with registered number 1079675) and the Office of the Scottish Charity Regulator (with registered number SC041198).

Prince's Trust International was established in 2015 and is headquartered in London. Each of Prince's Trust Australia, Prince's Trust New Zealand, Prince's Trust Canada and Prince's Trust USA has been established since 2017 and each is based in-country, with its own staff team and board of trustees. The Prince's Trust is the sole shareholder/member/settlor for each of the other entities.

His Royal Highness The Prince of Wales is the President of each of the six Prince's Trust charities.

Together, during 2020/21 we supported 60,146 young people in 16 countries across the Commonwealth and beyond: Australia, Barbados, Canada, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, New Zealand, Pakistan, Rwanda, Trinidad & Tobago and the UK – and started work in St Lucia and the USA.

His Highness The Aga Khan is the Global Founding Patron of The Prince's Trust Group. HSBC is our Global Founding Corporate Partner.

We are a strategic partner of the Commonwealth Games and look forward to supporting young people to access the volunteering, training and employment opportunities arising from the 2022 Birmingham Games and all future Games and Youth Games.

### THE PRINCE'S TRUST IN THE UK

The Prince's Trust is incorporated by Royal Charter (with Royal Charter number RC000772) and is registered with the Charity Commission for England and Wales (with registered number 1079675) and the Office of the Scottish Charity Regulator (with registered number SC041198).

6,640

The Prince's Trust Council (the board of trustees) is chaired by John Booth DL. Jonathan Townsend is the CEO. At 31 March 2021, the average headcount of The Prince's Trust in the UK was 1,103 staff. We were also supported by hundreds of highly valued volunteers.

Founded by The Prince of Wales in 1976, The Prince's Trust believes that every young person should have the chance to succeed, no matter what their background or the challenges they are facing. We support those from disadvantaged communities and those facing the greatest adversity.

Since 1976, we have helped more than a million young people across the UK. Our ambition over the next five years is to give even more disadvantaged young people the opportunity to create a better future, through employment, education and enterprise.

2020/21 our year in numbers:

46,834 young people supported across the UK\* 28,312 in England

England in Scotland 851 4.018

7,851 4,018 in Northern Ireland in Wales

Our ambition over the next five years is to give more disadvantaged young people the opportunity to create a better future through employment, education and enterprise.

#### Our three strategic aims are:

- 1. Be there for young people today and maximise our impact: We will help young people from disadvantaged communities and those facing the greatest adversity, supporting them on a pathway to employment; and we will strive to maximise our reach and impact.
- 2. Strengthen our Prince's Trust support network for young people: It is our aim to develop our Prince's Trust community of supporters, employers, delivery partners, volunteers and colleagues, to further strengthen our unparalleled network of support and opportunity for young people.
- **3. Build for a better future for young people:** We will build a financially sustainable organisation, which is led by insight and impact; and we will align our programmes with the future economy to give young people the best chance of success in the years to come.

Underpinning all our work is our ambition for The Prince's Trust to be one of the UK's most equal, diverse and inclusive organisations serving young people.

### PRINCE'S TRUST INTERNATIONAL

Prince's Trust International (PTI) is a company limited by guarantee (company number 09090276) and is registered with the Charity Commission for England and Wales (registered number 1159815). The Prince's Trust is the sole member of PTI. The board of trustees is chaired by Sir Lloyd Dorfman CBE.

Will Straw CBE is the Chief Executive. At 31 March 2021, the team included 46 staff and a number of highly valued volunteers.

Prince's Trust International has a mission is to empower young people to learn, work and thrive. We provide opportunities to develop the skills and confidence to succeed and deliver tangible employment outcomes. We blend our expertise with a global network of local partners and develop programmes and interventions – in education, enterprise and employability – to help young people to build their own futures, putting their needs at the heart of the design and delivery of our work. PTI has supported over 27,000 young people since its inception.

During 2020/21, PTI successfully delivered programmes with partners to support 10,631 young people in 12 countries including Barbados, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, Pakistan, Rwanda and Trinidad & Tobago. Delivery included the development of Vibe Check, a chat-based service on WhatsApp to boost young people's self-confidence and skills, which we launched in Barbados. This delivery was made possible by a range of valued supporters, including HSBC.

With its delivery partners, PTI aims to support over 15,000 young people during 2021/22 in Nigeria, Serbia and St Lucia in addition to the countries above. Vibe Check is being rolled out to Ghana, Jamaica and Trinidad & Tobago.

Prince's Trust International in numbers:

27,000

young people supported since its inception.

10,631

young people supported in 12 countries during 2020/21 including Barbados, Ghana, Greece, India, Jamaica, Jordan, Kenya, Malaysia, Malta, Pakistan, Rwanda and Trinidad & Tobago.

15,000

young people aimed to be supported during 2021/22 including in the above 12 countries plus Nigeria, Serbia and St Lucia.

### PRINCE'S TRUST AUSTRALIA

Prince's Trust Australia (PTA) is a public company limited by guarantee, registered as a charity with the Australian Charities and Not-for-profits Commission (with registered number ABN 73 161 872 993).

The Prince's Trust is the sole member of PTA. The board of trustees is chaired by the Hon Julie Bishop. Justin Hewitt is the Executive Director. At 31 March 2021, the team included 7 staff and a number of highly valued volunteers.

PTA responded swiftly to the impact of the Covid-19 pandemic, by switching to online delivery of its programmes.

During 2020/21:

PTA supported 2,243 young people through the 'Achieve' and 'Achieve Fest' programmes, as well as 475 educators and 87 parents.

PTA supported 208 military veterans and family members through the 'Enterprise for Veterans' programme and new programmes to assist Australian Defence Force spouses into business. In the past few years, PTA has supported 534 veterans and family members.

PTA advised on "The Prince's Quarter", a new mid-rise residential development in Sydney, began to rebuild the Stokes Bay Community Hall on Kangaroo Island after the 2020 bushfires and facilitated the pilot Enduring Design Masterclass in partnership with University of Queensland. This is part of PTA's Sustainable Communities portfolio, helping to create more sustainable places to live, through new exemplar building projects and education programmes.

### PRINCE'S TRUST NEW ZEALAND

Prince's Trust New Zealand (PTNZ) launched in 2018 and is registered as a charity in Aotearoa New Zealand.

The Prince's Trust is the settlor of PTNZ. The board of trustees is chaired by Andrew Williams. Rod Baxter is the Chief Executive. At 31 March 2021, the team included four staff and dozens of highly valued volunteers and mentors.

The PTNZ vision is a sustainable future for Aotearoa, where young people and communities thrive. To achieve this, PTNZ supports young entrepreneurs and prepares young people for the rapidly changing world of work.

PTNZ works in partnership with iwi (indigenous tribes), community groups, businesses, youth organisations and education providers across Aotearoa New Zealand with shared purpose and values.

2020/21 was a period of consolidation for PTNZ, recognising the inequitable effects Covid-19 had on young people. PTNZ's post-pandemic programmes engaged 183 young people through a blend of online and face-to-face workshops.

The PTNZ impact framework respects the importance of selfdetermination for the young people it supports, and enables PTNZ to demonstrate its impact in alignment with the wider evaluation processes across The Prince's Trust Group.

# PRINCE'S TRUST CANADA

Prince's Trust Canada (PTC) is designated a Charitable Organisation under the Canadian Income Tax Act (registered number 83229 5406 RR000).

The board of trustees is chaired by F. Mark M. Fell. Sharon Broughton is the Chief Executive. At 31 March 2021, the team included 17 staff.

During 2020/21, PTC launched its Strategic Plan for 2020/25, which has five objectives: preparing young people and veterans for the transforming world of work; championing sustainable solutions for a green recovery; empowering our people and our partnerships; delivering impact; and investing in the future.

PTC's vision is "a sustainable future for Canada, where young people and communities thrive".



Our mission is to empower young people and veterans to build resilient, future-ready communities

2020/21, PTC created opportunities for young people and members of the military and veteran community through programmes designed to prepare them for the transforming world of work. Through its sustainability initiative, PTC equipped participants to explore meaningful careers that support climate change action.

In 2020/21, all programming was delivered online. PTC supported 710 participants including 255 young people and 455 military veterans.

### PRINCE'S TRUST USA

Prince's Trust America (PTUSA) was established in 2019 as a 501(c)(3) charitable entity in New York State (EIN number 82-5457122).

The board of trustees is chaired by Jeremy Green and Victoria Gore is the Interim Chief Executive.

The initial strategy of PTUSA is focused on raising funds in the United States, to support the charitable work of The Prince's Trust Group of charities across the world. In due course, PTUSA has future plans to support young people in the United States once it has developed further.

#### Thank you to



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THE PRINCE'S TRUST princes-trust.org.uk

PRINCE'S TRUST INTERNATIONAL princestrustinternational.org

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PRINCE'S TRUST NEW ZEALAND princes-trust.org.nz

PRINCE'S TRUST CANADA princestrust.ca

PRINCE'S TRUST USA princestrust.us



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