



Business Modernisation

Facilities Management Specialists



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About Harrogate Integrated Facilities

Harrogate Integrated Facilities Ltd (HIF) is a wholly owned subsidiary company of Harrogate and District NHS Foundation Trust (HDFT) and supplies services to the hospital and community services with respect to Maintenance, Sterile Services, Portering, Catering, Equipment Library, Linen and Sewing Room, Security, Car Parking, General Office, Front Desk, Reception, Waste Management, Courier Services, Security Services and Domestics. We are a multi-cultural and multi-nationality workforce.

Harrogate Healthcare Facilities Management Limited, company number 11048040 (trading as 'Harrogate Integrated Facilities'), registered office address: 17 Wetherby Road, Harrogate, HG2 7SX.

Our mission is to be an exceptional provider of integrated facilities for the benefit of our communities, our staff and our partners.



Strategic Insight and Executive Support

In addition to providing services to our parent company we also provide external business advisory and consultancy services. We offer strategic insight and executive support to enable business growth within healthcare, construction, corporate and teams who wish to improve team effectiveness.



We pride ourselves in providing a single point of contact consultancy and dedicated leadership to improve business growth and expertise. We are able to offer bid support and development of business models. We specialise in advisory services to robustly challenge and support growth, team effectiveness and support senior leaders to achieve business strategic goals and ambitions.



Our senior leaders can help to develop business development strategies and relationship management tools. We support your business to grow and horizon scan for opportunities and commissioner management.



In addition we provide expert programme and project management, to suitably manage projects from concept to completion. We provide expertise across the public and private sector including estate strategies, delivery of business cases and clear concise optimal goals.



We provide customer service training and analysis along with team effectiveness analysis and workshops to improve this. Key focuses of our workshops would include but are not limited to team culture and collaboration, quality impact assessments and mobilisation of services along with transition into business as usual.

Our Core Business Services

- Programme Leadership
- Project Management
- Technical Expertise
- Workshop Facilitation
- Team Effectiveness Surveys and Improvement Programmes
- Responsive and Collaborative Leadership to Meet and Exceed your Business Aims and Goals

Business Consultancy

We successfully analyse and provide expertise in relation to your business to ensure the best environment for a productive and happy workforce. We pride ourselves on our bespoke offer tailored to your individual business needs.

We provide support and leadership so you can meet your objectives and improve colleague wellbeing and productivity in the workforce. We use our expert teams to not only meet but exceed your expectations. We draw on our highly skilled business consultancy team to lead and support you on your growth journey.

Our agile methodologies, complement our responsive delivery approach, helping you to identify savings, revenue gaining opportunities and maintain existing positive trends. Having gathered knowledge and expertise from many different clients and industries. We will identify your strengths and mitigate your deficiencies.

Estates and Capital Services

We have a highly skilled team who are able to offer Estates and Capital Services which include:

Energy Waste and Sustainability

Energy Audits

Net Zero and Heat De-carbonisation Planning

Energy Conservation

Sustainability

Waste Management Consultancy

Social Value

Business Case Development

Consultancy Services

Audits



Estates and Capital Services

Our skilled **Estates Management team** can lead and support:

Compliance Management and Audits (HTM, HBN)

Premises Assurance Model (PAM)

ERIC

Asset Management

Estates Strategy

Service Delivery Plans

Financial Delivery Plans (FDP) and Transformation

Consultancy Services

Fire Safety

CAFM & Helpdesk Support

Policy and SOP Development

Business Case Development

Procurement and Framework Support

Whole Life Asset Planning and Cost Modelling

Emergency Planning

Water and Ventilation Safety

Medical Gases

Decontamination

Minor Works



Understanding Complex Capital Projects

HIF have a highly skilled **Capital Delivery team** who not only understand but will provide expertise and leadership for complex capital projects in capital environments. We can provide a comprehensive project management service to support you through all stages of your project.

Project Management Consultancy

Design Consultancy (Building, Structural, MEP)

Cost Management

Procurement, Contracts and Contractor Appointment

Governance, Stage Plans and Project Quality Management System

Business Case Development

RAAC Surveys and Site Management

Feasibility Studies

Construction

De-Carbonisation Schemes (Inception to Completion)

Audits

Backlog Surveys

Risk Management

Principal Designer Services

Public Sector De-carbonisation Schemes and Net Zero

Corporate Offer

We pride ourselves on the corporate offer we can implement and tailor to your business needs.

Risk Management

Estates Governance

Policy Development

Peer Review

Benchmarking

Business Continuity Planning

Project Management Quality Management System (PQMS)

Team Effectiveness

Our tailored workforce programmes ensure we can fully understand your business and team's needs, scope where they are at present and bring expert solution focussed workshops to increase productivity and effectiveness to your teams.

Our approach starts with a detailed strategic review of the market and market conditions, customer needs and the capacity and capability of your business. We will then hold dedicated workshops which agree the starting point and focus of the work with a clear vision for change. We will agree priorities and work streams to maximise your business potential. We will prepare your business transformation route map, with clear deadlines and touch points leading you through the transformation to your end goals.



Mystery Shop

Seeing your business through your customers eyes

We also offer mystery shop business consultancy, whereby our highly skilled team will see your business through the eyes of a client or service user. Our bespoke service model will then provide transformation route mapping of the touch points and areas we can improve to enhance your needs and ensure we not only meet but exceed your expectations.

We provide four different experiences to meet your request:



In Person

We will visit your business and interact with your employees, measuring your customer service performance



Telephone

Integral to any business where the telephone is key to your customer experience. We will measure how effectively and efficiently your organisation handles calls



Customer Journey

We will review your entire customer journey, from inception to completion



Bespoke Design

Determine your objective and we will design a bespoke experience to delivery your desired output based on your developed criteria

Contact



Sammy Lambert

Associate Director of Business Modernisation and Service Improvement

Email: sammy.lambert@nhs.net

Our Business Development and Modernisation service is led by Sammy. Sammy is an experienced and successful Business Development leader, with both a clinical and business background. She has highly developed leadership skills which have resulted in teams working together to produce excellent tender submissions, fundraising campaigns and business modernisation projects.

Sammy has advanced skills in relationship management and experience linking across complex systems. She has a background of over 10 years in frontline healthcare, followed by an extensive corporate career, including proven success in mobilisation and transformation of clinical services within the NHS, as well as leading an NHS Charity.

Key skills include:

Exceptional project management skills for projects of all sizes and complexities

Integrated management approach to stakeholder engagement

Extensive leadership skills and ability to adapt and encourage a team culture

Wide ranging portfolio of corporate campaigns, ranging from bid submissions and mobilisation projects, to fundraising grant applications and campaigns

Significant relationship management and expertise to deliver cultural change and workshops to improve productivity

Significant experience in leading senior management level teams, large and complex workforces and varied financial portfolios

In-depth knowledge of statutory regulations for a variety of roles and positions within the NHS and beyond

Accomplished in providing consultancy services for business modernisation and service improvement across a variety of platforms at varying levels

Proficient in adaptive communication skills, covering all levels from grass roots to board level interactions.



Damian Quinn

Associate Director of Estates and Capital Delivery

Email: damian.quinn2@nhs.net

Damian works alongside Sammy Lambert and provides senior leadership with significant healthcare experience and experience leading and developing strategies and solutions through to successful operational delivery to support Board Level transformation programmes and business objectives. This consists of 30 years experience in the public and private sector managing complex estates, capital projects and programme management, NHS business case and financial approval processes, value and risk management and procurement and stakeholder management.

Furthermore, valuable hands-on experience has been gained in all aspects of building and engineering operational management, capital delivery, change management, business development, leading large workforces, risk and strategic management.

Key skills include:

Leading complex, business critical, high value projects from business case to operational delivery and benefits realisation within challenging environments

Strong technical and project management skills for small medium and large scale projects

Contract Management and Client Side Leadership

Estates Compliance, Risk and Governance

Business Management and Commercial Strategies with a firm commitment to organisational success

Managing senior management teams, large workforce and significant budgets across multi-site portfolio

Budget Planning, Cost Improvement Programmes and Financial Delivery

Significant Net Zero and Heat De-carbonisation Planning experience including Energy Performance Contracts (EPC) and Salix Funding

Organisational Transformation and Change Management

Wide ranging knowledge and experience as strategic lead for areas of statutory and corporate compliance within an organisation

Stakeholder Engagement

Backlog Maintenance and Asset Management

Effective chair for committees with board level responsibility

Supporting business growth, providing consultancy services.

If you want to review your business opportunities, provide your team with the best environment to thrive and exceed your business ambitions, please contact us directly.

After all, all good things start with a conversation.