

# Harrogate Integrated Facilities

## Summary Business Plan 2024-25



## 1. Our Services

Harrogate Integrated Facilities (HIF) was formed in 2018 and is a wholly owned subsidiary of Harrogate & District NHS Foundation Trust (HDFT).

HIF provides estates and facilities services to HDFT and external customers across acute and community services. The services provided by HIF include:

- Cleaning
- Catering
- Portering
- Courier and Transport
- Hotel Services
- Estates Maintenance and Capital Delivery
- Sterile Services
- Medical Equipment
- Security
- Car Parking
- General office and Administration
- Energy
- Waste and Environmental Impact Reduction
- Consultancy and Business Development



## 2. HIF Achievements and Updates from 2023-24

2023-24 has been a busy year for HIF. We have implemented some exciting initiatives including:



- Investment in our people
- Service Improvement
- Business Development & Modernisation
- Capital Delivery
- Sustainability
- Consultancy Services

We have also grown our workforce and welcomed many new colleagues into the Company.

Some of our achievement for 2023 in figures:



**1742**

Emergency jobs raised with our Estates Team

**4833**

Urgent jobs raised with our Estates Team

**13,513**

Estates jobs raised in total with our Estates Team

**1,089,759** 

linen pieces processed within our Hotel Services team

**5000 hours** 

of deep cleaning from our Domestics colleagues

 **525** Facebook

 **315** Twitter

 **268** LinkedIn

Followers for our social media

**42,619**

patient moves by our Portering colleagues

**13,132**

flexible endoscopes processed with our SSD team

**1,564,074**

surgical instruments processed with our SSD team

**31,315**

item moves by our Portering colleagues

**7049**

sterilisation cycles processed with our SSD team

**128** HIF colleagues recruited



**4** HIF Director meet and greet sessions

with our colleagues



**418,317**

total patient meals served by our Catering team

**2071**

Christmas meals served by our Catering team to our Team HDFT colleagues

### 3. HIF Main Priorities for 2024/25:

We have some exciting plans for 2024/25 and our highlights are detailed below:

#### Strategic Plans

Focusing on our catering strategy, customer services strategy and strengthening the opportunities with HDFT.

#### Digital and IT

Focusing on system upgrades and replacement.

#### Workforce, Training and Development

Developing our Manager and Supervisor Leadership competencies, strengthening the company culture and embedding our apprenticeships.

#### Risk, Governance and Compliance

Reinforcing the delivery of our standards and compliance requirements.

Focus on service performance, delivery and efficiency.

#### Company Brand and Reputation

Continue to build our positive brand and reputation

#### Business Development and Modernisation

Explore greater collaboration with HDFT on future opportunities to deliver services within HIF and explore Consultancy services opportunities.

#### Sustainability

Continue to lead on delivering net zero initiatives in collaboration with external partner stakeholders, including public bodies.

#### Capital Delivery

Taking forward multi-million pound key projects on behalf of the Trust and HIF.

In addition to the above priorities, each service area has developed individual service business plans for implementation over 2024/25.

