

## Board of Directors

Thursday 30 June 2022

### Report from Sammy Lambert - Business Development Manager

<b>Agenda Item Number:</b>	
<b>Presented for:</b>	Discussion
<b>Report of:</b>	Business Development Manager
<b>Author (s):</b>	Business Development Manager
<b>Report History:</b>	None
<b>Publication Under Freedom of Information Act:</b>	This paper can be made available under the Freedom of Information Act 2000 if requested.
<b>Links to HIF's Objectives</b>	
<b>Deliver an efficient and effective service offering to Harrogate and District Foundation Trust</b>	√
<b>Create strong sustainable partnerships</b>	√
<b>Develop sustainable organisational systems</b>	√
<b>Develop and maintain a strong, efficient and agile workforce</b>	√
<b>Strengthen the local community through collaboration</b>	√
<b>Recommendation:</b>	
The HIF board is asked to note the work ongoing in relation to business development and business modernisation.	

## 1.0 Introduction

1.1 This report provides the Board of Directors with an update on the current work which is underway in relation to Business Development across the Company.

## 2.0 Estates Team

2.1 The Estates Charter will be formally launched on 5 July 2022 with the Estates Team. This was co-developed with colleagues from the Estates Team and Business Development Team. This will be launched with HDFT colleagues also which will clearly show the values and behaviours which the Estates Team will demonstrate and in return the expected behaviours of colleagues within HDFT to support the work of the Estates Team. The finalised Team Effectiveness Questionnaire results have been shared with the Senior Leadership Team. Significant improvement across all areas was seen.

## 3.0 Back to Home Project

3.1 The initial meeting between the Clinical Team and Business Development Team took place in May 2022. The action log and draft risk register has been developed. There is an initial scoping and data collection underway for patients who would benefit from the back to home project. We estimate this to be a maximum of five patients a day based on initial data collection. A follow up meeting has been arranged for 5 July 2022. It is anticipated that the pilot of this will start in August 2022.

## 4.0 [REDACTED]

4.1 A total of [REDACTED]. There has been a period of [REDACTED]

## Business Development Communications Workstreams

### 5.0 Information Screens

5.1 Updates to the colleague HIF information screens are on-going to ensure information is relevant and kept up to date for HIF colleagues.

### 6.0 Reading Group

6.1 The next session is booked for 21 July 2022. Colleagues have been actively encouraged to attend this session and have feedback that although it is challenging being released from their areas of work, they are supportive of this and have found a large benefit from attending the group.

### 7.0 E-Learning

7.1 A number of sessions have been established for the second Tuesday of each month between 13:00 and 15:00 for staff to attend. This is supported by the Volunteer Team, a Digital Champion Volunteer has been recruited to support the sessions. A comprehensive 'How to Guide' pack has been developed so that staff have reference for future sessions. This has had excellent feedback and includes information on how to access E-learning, payslip and the #teamHDFT App.

## **8.0 Access to E-mail**

- 8.1 [REDACTED] from the IT Helpdesk has offered drop-in sessions for colleagues to create an email account/re-sent their password. [REDACTED] has offered to provide as many sessions as required in order to capture all colleagues. This has provided a pathway for HIF colleagues to break down barriers with accessing digital services

## **9.0 Communications Catering Board**

- 9.1 This is regularly updated with notices, useful information and up and coming events.

## **10.0 Suggestions Boxes**

- 10.1 These are now displayed in Catering, the Estates Room and the Porters Lodge. The Business Development Team record suggestions and share the comments with the Senior Leadership Team. The first of these sessions will be week commencing 27 June 2022.

## **11.0 Newsletter**

- 11.1 Issue III was launched on 20 May 2022 with positive feedback, work is underway with Issue IV which is due for release on 19 August 2022. The Business Development Team have now introduced a Sign-up feature on the HIF website was launched on 7 June 2022. This has provided opportunity for external stakeholders to register to receive our newsletter.

## **12.0 teamHDFT App**

- 12.1 The Business Development Team are developing methods to increase the number of colleagues who sign up to the app and the dedicated staff portal. We currently have 49 staff who have signed up to the staff portal which provides bespoke information to the HIF section implemented on 20 May 2022, with links to E-learning, email and the Staff Portal etc.

*End of Development Communications Work streams*

## **13.0 Outdoor Catering Project**

- 13.1 The Business Development Team are working closely with the Catering Team to scope an [REDACTED]. Work is on-going in relation to this [REDACTED]

## **14.0 Domestic Department Effectiveness Questionnaire**

- 14.1 A total of 120 questionnaires and letters have been taken to the Domestic Supervisors since May 2022. There has been a low uptake and completion rate, despite a number of informal drop in session being arranged to complete these. The Business Development Team are working with the Managing Director to arrange an incentive drop in session where breakfast will be provided and a protected safe environment with colleagues on hand to help assist staff complete these. The date for the workshop session has been proposed for the end of July,

however, this is subject to an increased number of completed effectiveness questionnaire being received.

**15.0 Feed a Family for £5 'Cooking with HIF' Event**

**15.1** This is due to take place on 28 July 2022. We have 7 colleagues committed, which HIF will lead in providing information and ideas for feeding wholesome food during the cost of living crisis.

**16.0 Horizon Scanning**

**16.1** Horizon scanning is ongoing by the Business Development Team for opportunities which may be worth progressing to a formal Bid, No Bid.

The HIF Board of Directors is asked to note the above work which has been undertaken.

**End**