

**HIF Board Meeting
Tuesday 27 April 2021**

Report from the Managing Director

Agenda Item Number:		7.0
Presented for:	Discussion	
Report of:	Managing Directors Report	
Author (s):	Managing Director	
Report History:	None	
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Links to HIF's Objectives		
Deliver an efficient and effective service offering to Harrogate and District Foundation Trust		√
Create strong sustainable partnerships		√
Develop sustainable organisational systems		√
Develop and maintain a strong, efficient and agile workforce		√
Strengthen the local community through collaboration		
Recommendation:		
The Board is asked to note the update on current matters and the work that is to be taken forward over the coming months.		

Board of Directors Meeting

27 April 2021

Managing Directors Report

1.0 Purpose of the Report

- 1.1 The purpose of the report is to provide an update on current issues and performance of the Company during April 2021.

2.0 Current Issues

Estates Restructure

- 2.1 As the Board will be aware, discussions have been ongoing with the Estates Workshop regarding the future structure for the Team. A very successful workshop was held on 22 March 2021 with the Team where a number of issues were raised and potential options for a future structure identified. Work has been ongoing over recent weeks to develop a potential new structure for the Estates Team. This is now in final draft and discussions have commenced with HR colleagues regarding the process for consultation and implementation. A further workshop is planned in the coming weeks to review progress on some of the actions agreed at the Workshop and share the proposed new structure. The aim is to commence consultation in June 2021. In addition, an Estates Charter has been drafted for discussion with the team which outlines the values and behaviours expected within the workshop and wider team. A Code of Practice has also been developed which sets out how staff in both HDFT and HIF should work together.

Apprenticeships

- 2.2 We are working closely with our current apprentices to resolve some outstanding issues that will enable them to complete their apprenticeships to a position where they have a relevant qualification. At this point, each member of staff will continue in their current roles, and as and when future opportunities arise they will be in a position to apply for any suitable roles, either within HIF or other organisations.
- 2.3 We have been in discussion with [REDACTED] who host a scheme for apprenticeships, regarding the potential for HIF to join this scheme. A proposal has been developed which will enable HIF to progress with a new apprenticeship scheme. It has a health related bias and will be more appropriate for staff considering a career in this sector.

Staffing

- 2.4 The Medical Devices Safety Officer has successfully recruited to the Medical Devices Trainer role and they are due to start on 16 May 2021. This is a good appointment as the new member of staff already works in the Trust and has excellent knowledge of the wider Organisation. With regards to Estates staff, [REDACTED] left HIF on [REDACTED]

2021 to take up a role in the Private Sector. The remit of this role is being reviewed in recruitment to a new post will be progressed as soon as possible.

Business Plan

- 2.5 Following the successful Board Workshop last month, we have started to develop our Business Plan, identifying the key priorities and initiatives for the Company to take forward over the next 12 months. Further details will be presented to the Board at the meeting.

ERIC Return

- 2.6 Work is progressing to take forward the completion of our ERIC return for 2021/2022. Given the current position in relation to the Estates structure, we have engaged with an external Consultant to progress our submission this year. In addition, we are also exploring the potential to utilise this external Consultant to take forward the development of our Premises Assurance Framework, which has to be completed by July 2021.

Capital Programme 2021/2022

- 2.7 The Capital Programme for 2021/2022 has now been developed for sign off by the Board. I have established a Capital Oversight Group which will meet monthly to review progress in year and identify any issues/priorities that need to be considered for future years. Details will be presented at the Board meeting.

Environment Changes

- 2.8 Work is continuing to progress the scheme to upgrade the Estates and Porters Lodge accommodation. Good engagement has taken place with the Teams and the project is on programme for completion in July 2021.

Development of an IBR

- 2.9 I am in discussion with other colleagues at [REDACTED] to explore the structure and format that could be applied in relation to the development of an IBR for the Company. This is now a key priority and will be a main focus over the coming weeks.

Contract Management

- 2.10 Discussions have been held regarding Contract Management arrangements for 2021/2022. Following a year end review HDFT has confirmed that we have met all our contractual indicators. It has been agreed with the Contracts Manager in HDFT that we will review the KPIs within the Contract. We are now in discussions to determine what indicators we wish to apply with regards to monitoring going forward.

Postage Tender

- 2.11 Following a tendering exercise by the Trust, the Contract has been awarded to [REDACTED] with effect from 4 May 2021. The Head of Facilities is now working with the Portering Teams to implement the new arrangements.

3.0 Business Development

- 3.1 Work is ongoing providing Business Development expertise and Good progress continues to be made. The HIF web site has been launched. This digital portal is now live and as such a detailed review of the content provided by each service area is being undertaken.

Professional photography has been booked for Tuesday 4 May 2021 to further enhance the web site. Work is also underway to scope and launch the staff portal area of the web site where each HIF employee will be given a log in to access key information.

Work is continuing to take forward the implementation of the Catering and Digital Transformation plan. Key areas to note include:

- A review of the Catering branding has now been undertaken to ensure there is a consistent approach and recognition of the brand awareness for the Catering team. This will sit alongside the HIF Company branding which has also been refreshed.
- Work is continuing to progress with the aim of achieving the Soil Association Gold accreditation in the coming 12 months.
- The Food and Drink strategy is being reviewed.
- The catering customer survey has closed and results are being analysed.
- Work is finalising to offer Afternoon Tea commercially. A soft launch will be undertaken in May and provision will be made to support the NHS Big Tea event.
- The Herriots To Go service will be launched in May along with continuing to scale up the meal ordering click and collect pilot.
- Social Media accounts for Facebook and Twitter continue to grow and increase in their popularity.
- A HIF LinkedIn account will be set up and launched in May
- Early discussions have been held with the SSD team and work is underway to provide a catalogue of services we can offer commercially.

The Business Development team continue to horizon scan for future opportunities

4.0 Conclusion

- 4.1 The Board of Directors is asked to note the work that is being progressed.

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