

Quarter 1



Harrogate Integrated Facilities Integrated Board Report

Presented to: HIF Board of Directors
HIF Senior Manager Team (SMT)

April 2022

Harrogate Integrated Facilities is a trading name of Harrogate Healthcare Facilities Management Limited, company number 11048040, registered office address Harrogate and District NHS Foundation Trust, Third Floor, Strayside Wing, Lancaster Park Road, Harrogate HG2 7SX
Registered in England and Wales



**Green Plan
2022-2025**
Creating better, more sustainable
healthcare for our community

Company Highlights During Quarter 1

- Herriots refurbishment completed and re-opening on 25/04/22
- Health & Safety Consultant completed draft report
- Green Plan approved by HDFT Board of Directors
- Environmental Health Officer conducted ad-hoc unannounced visit and we successfully passed
- Development of HIF Business Plan and IT Strategy (3 years)
- HIF Recruitment Day on 26/05/22
- MiCAD Reactive Trial commenced
- Successfully recruited to 2 x Catering Service Improvement Leads (9 month fixed term)
- xxxxxxxxxxx (Head of Estates) and xxxxxxxxxxx (Catering Manager) start in post on 25/04/22
- Training and implementation of Reset within Estates



**We are Hiring
Join our Team!**

Contact us and learn about our available positions.



Email: hif.careers@nhs.net

Providing NHS support services in:

Catering & Kitchen	Linen/Sewing
Domestic Cleaning	Security & Car Parking
Portering & Courier	Waste Management
Estates Maintenance	Administration
Sterile Services	Medical Devices & Equipment Library



Service Performance Update

XXXXXXXXXXXX



Service Performance Update

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Service Performance Update

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Quality, Performance and Standards

Overview of Quarter 1

- Freedom Of Information (FOI) process fully established and process flowchart developed
- HIF Governance structure finalised and confirmed
- Risks of 9 or above have now been migrated to the Datix system
- Governance & Compliance work plan drafted for implementation from April 2022
- HIF Policy register developed and working alongside Trust colleagues to implement new policy template and review programme
- PAM Reports for Estates, Domestic and Catering have been issued and assurance groups established to take forward actions
- Internal audit planning programme for 2022-23 confirmed and will commence from April 2022.

Quality, Performance and Standards

Risks

XXXXXXXXXXXX

Incidents

- HIF associated incidents from Jan-22 to date

	Jan 2022	Feb 2022	Mar 2022	Apr 2022	Total
New events	6	3	0	0	9
Under Investigation	7	9	8	6	30
Investigation completed	0	2	1	2	5
Event Closed	5	2	5	0	12
Total	18	16	14	8	56

Quality, Performance and Standards

Policies

- 31 HIF authored policies
- xx in date
- xx for review

Audit

- Internal audit programme for 2022-23 confirmed as the following:

Contract Management
Scheme of Delegation Compliance - Restructure
Catering Food Safety
Health and Safety - Review of revised approach
Waste Management / Recycling
Portering
Rostering (Health Roster)
Business Continuity
Governance
KPI & Reporting Management
- Facilities
- Estates
- Sterile Services Department & Medical Equipment Library

- 21 'open' recommended audits for HIF in March 2022
- 10 'open' recommended audits for HIF in April 2022
- Closed a total of 11 during March-April 22

Business Modernisation

Achievements in Last Month	Focus for Next Month
First 'Back to Home' Project meeting held	Fully engage and scope 'Back to Home' Project and launch pilot end of May 2022
SSD xxxxxxxxxxxx	Opening for Herriots to take place on 25 April 2022
Estates Effectiveness Questionnaire sent and being evaluated	Thorough evaluation of Estates Effectiveness Questionnaire and learning points to be shared
Catering Workshop held	Catering Charter to be developed
Content for HIFs 3 rd Newsletter being gathered	HIFs 3 rd Newsletter to be published
HIF 'Meet and Greet' planned and scheduled for 28 April	Run 3 rd HIF Book Club
Horizon scanning ongoing	Social Media Champion identified in HIF and plan agreed

Business Development

Key updates:

-  Work is underway with the Business Modernisation plan. The HIF Board were satisfied with the areas which are the focus of the Business Modernisation plan
-  The focus of this plan is to build strong foundations for the business to grow. This will ensure the fundamental business principles to be established and built upon, for example:
 - Understanding demand and capacity, and understanding our position and aspiration as a company
-  Work is ongoing to ensure Business Development is central to and embedded within the company at all levels
-  The Catering Workshop took place on 28 March 2022 and was well attended. The feedback from this session was excellent. A further date has been identified for May for those members of the Team who were on annual leave or unable to attend the previous workshop

Our Workforce and People

Cost of Absence	£
April 2021	XX
May 2021	Xx
June 2021	XX
July 2021	XX
August 2021	XX
September 2021	XX
October 2021	XX
November 2021	XX
December 2021	XX
January 2022	XX
February 2022	XX
March 2022	XX

DEPARTMENT	1st Apr 2021	31st Mar 22	AVERAG E	Leaver s	TURNOVE R
HHFM Administration	4	4	4.0	3	50.00%
HHFM Board of Directors	2	2	2.0	0	0.00%
HHFM Car Parking - Other	3	3	3.0	0	0.00%
HHFM Catering H.D.H.	53	53	53.0	7	5.77%
HHFM Coffee Shop	3	4	3.5	0	0.00%
HHFM Domestics - H.D.H.	102	99	100.5	12	11.94%
HHFM Domestics - YDU	1	1	1.0	0	0.00%
HHFM Engineering Staff	23	24	23.5	4	17.02%
HHFM Estates Management	10	9	9.5	3	31.58%
HHFM Fire Precaution	1	0	0.5	1	200.00%
HHFM Healthcare Waste Management Team	4	6	5.0	0	0.00%
HHFM Hotel Services Management	6	6	6.0	1	16.67%
HHFM Linen Services	3	5	4.0	0	0.00%
HHFM Management Team	2	3	2.5	0	0.00%
HHFM Medical Equipment Library	5	4	4.5	1	22.22%
HHFM Porter Services	53	48	50.5	11	21.78%
HHFM Ripon Hotel Services	7	9	8.0	0	0.00%
HHFM Sterile Services	34	30	32.0	9	28.13%
	316	310	313.0	52	16.61%

Department	Type of Case	Stage
Domestics	Grievance	Report with Case Managers
Domestics	Disciplinary.	Investigation
Estates	Disciplinary	Investigation

Finance Position

XXXXXXXXXXXXXX

CASH BALANCE
MAR 22
£xx

FULL YEAR
EFFECT
SURPLUS
£xx

Summary points included in the March report:

- In March HIF reported a xxxxxx which meant the final xxxxx figure for 21/22 was xxxxxxxxxxxx.
- The non NHS income related to car parking, dining room and coffee shop was £xxxx for 21/22.
- Pay expenditure continued at a similar level for March in most areas, however the year end adjustment to capital has significantly reduced the overall balance. Agency spend has continued xxxxx over the last 3 months.
- Non pay spend also continued at a similar level to the previous quarter including inflated energy costs for electricity and ongoing pressures within the engineering contract budget lines.

Finance Position – Workforce

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MARCH 2022

- The overall xxxxx for HIF in March was lower than previous months due to the year end adjustment xxxxxxxx for estates staffing costs related to HDFT Capital design and backlog maintenance. This transaction has been done for the last 3 years now and also forms part of the 22/23 CIP programme.
- The continued use of non contract spend is a result of vacancies and continued high sickness levels across hotel services particularly. Agency spend has continued to increase in the last 3 months.

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Non-pay expenditure

XXXXXXXXXXXXXXXXXX

- Non pay budget lines xxxxxxxx by the end of the financial year.
- Electricity costs have escalated in the last 4 months due to the poor CHP performance. Discussions are ongoing with xxxxxx regarding any financial liability related to this.
- The estates contracts xxxxxxxx relates to engineering contracts spend above budget and includes the xxxxxx contract. Work is ongoing to identify any recurrent pressures that are outside of the current contract value.
- The 21/22 contract efficiency xxxxxx has been dropped into non pay this year however recurrent plans have now been identified for 22/23 going forward.
- The waste xxxxxxxx this year and has been included on the efficiency programme for 22/23.

HIF Efficiency programme – 22/23

- The CIP target for HIF in 22/23 is xxxxxxxx this is based on the agreed HDFT contract efficiency values for 22/23 and the roll over from 21/22 xxxxxxxxxx.
- A significant number of cost pressures have been identified going into 22/23, some of which will be discussed as part of the HDFT contract and some that will have to be dealt with internally and may increase the CIP target further.

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- 92% of the target has now been identified and the majority of schemes are low risk in terms of financial action to be taken.
- The plan will be to reduce the budgets in these areas recurrently as of April 22.

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