

HIF NEWSLETTER



INSIDE THIS ISSUE

- Christmas Party Round Up
- New Transport Fleet
- HIF Colleague Forum
- Plus much more!



HIF Hero

We are making changes to our HIF Hero system - Read on for full details and how you can nominate your worthy colleagues for recognition.



New HIF Fleet

Keep your eyes on the roads around our footprint, our new HIF vans are on the loose! See inside for a full round up of how our new vehicles are going to transform our service!



HIF Kindness Survey

Following feedback from colleagues regarding the quarterly HDFT InPulse Surveys, the HIF Board made a decision to move away from this format and recently implemented our first HIF dedicated survey.

Thank you to everyone who completed our HIF Kindness Survey, whether in paper form or online.

We are in the process of considering the responses received and will publish those results shortly to all HIF colleagues.

Please look out for future quarterly surveys, we appreciate your continued support of these. If you have any queries, please email: sammy.lambert@nhs.net

UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



I would like to start this issue with a huge thank you to all of my HIF colleagues for their hard work throughout 2024. We had a year of change and modernisation and we aim to continue this through the coming year.

Whilst the winter months tend to bring extra complications, with flu season and cold snaps, I hope all our readers had a wonderful festive season with family and friends.

The festive season also saw our first ever HIF Christmas Party, hosted at the Harrogate Railway Centre. The party was very well attended and we had a fantastic time. I was a big fan of Play Your Cards Right!

We also, once again, hosted Festive Meal Week for all colleagues on site at Harrogate District Hospital, funded by the Harrogate Hospital & Community Charity, which was, as always, a huge success! Our digital ticketing system ensured that queueing times were kept to a minimum and we received some fantastic feedback for our Catering Team. We also managed to make sure that our Catering Team enjoyed their hard work, with their very first team Festive Meal, served by the HIF Management Team.

Last year also saw the introduction of our new Stakeholder Governor, David Haynes, who has big plans for 2025, on behalf of HIF colleagues. If anyone has any suggestions they would like him to consider, I would encourage you to get in touch with him.

We completed both our Estates Management restructure and also our Portering and Logistics Team restructures, both of which have already proven invaluable. I have every confidence that 2025 will continue to see improvements in service delivery from both of these teams as a consequence.

One of our final tasks of 2024 was to meet with HDFT Board members, which led to us collectively visiting various departments to speak with both managers and colleagues to observe the many changes implemented at a service and company level. This went very well and the HDFT Board were pleased with progress that we have made as a company. Thank you to all HIF colleagues who spoke with us, your input was very helpful.

Moving into 2025, we hope to continue our modernisation plans and will be reaching out to our colleagues for your input. Our Kindness Survey was recently circulated and we are considering the feedback from this to evaluate how this might further our progress. We will publish these results once available.

I wish everyone all the very best for 2025!

Help with the HIF Green Plan

Do you need to have a paper copy of this newsletter?

Why not sign up to receive a digital copy instead, to help achieve our Net Zero carbon emissions target - visit www.harrogateintegratedfacilities.co.uk now!



WELCOME TO EMILY REID

OUR NEW ASSISTANT COMPANY SECRETARY AND GOVERNANCE LEAD



My name is Emily and I am really excited to be starting my new role in HIF, as the Assistant Company Secretary and Governance Lead. I have received such a warm welcome already and I am looking forward to meeting more colleagues over the coming weeks.

I have worked in a number of sectors previously, including environmental consultancy, waste management and the NHS. For the last nine years, I have been part of teamHDFT, working within Corporate Affairs and Recruitment. I hope to contribute my skills and ideas to the business improvement and culture projects that HIF is undertaking.

I will be working to ensure that effective governance is embedded in the company, which includes duties such as organising meetings including the HIF Board, reviewing customer feedback to see what we can learn and improve upon and also responding to Freedom of Information requests.

On the personal side, I live in Harrogate with my family and will soon be welcoming a new puppy, a Labrador/collie cross called Nova, so I'm expecting my home to be quite chaotic for a few weeks!

MAKING A DIFFERENCE AWARDS

HIF HERO TO MOVE TO ALIGN WITH TEAMHDFT AWARDS

You may be aware, in the past, we have arranged our HIF Hero Awards for those HIF colleagues who have been recognised for going above and beyond their usual duties and have been a real hero in the workplace.

In order to align more closely with teamHDFT and to ensure that our HIF colleagues receive the same level of recognition and appreciation for their hard work, we have been in discussions with the Trust to merge HIF Hero Awards with their Making a Difference Awards.

HIF colleagues will now be recognised alongside teamHDFT colleagues and nominations can be submitted following the same procedure.

To nominate for a Making a Difference Award, either visit the People and Culture section of the intranet and select "At Our Best Awards", or email: hdft.makingadifference@nhs.net



HIF CHRISTMAS PARTY

EVERYONE READY FOR NEXT YEAR YET?



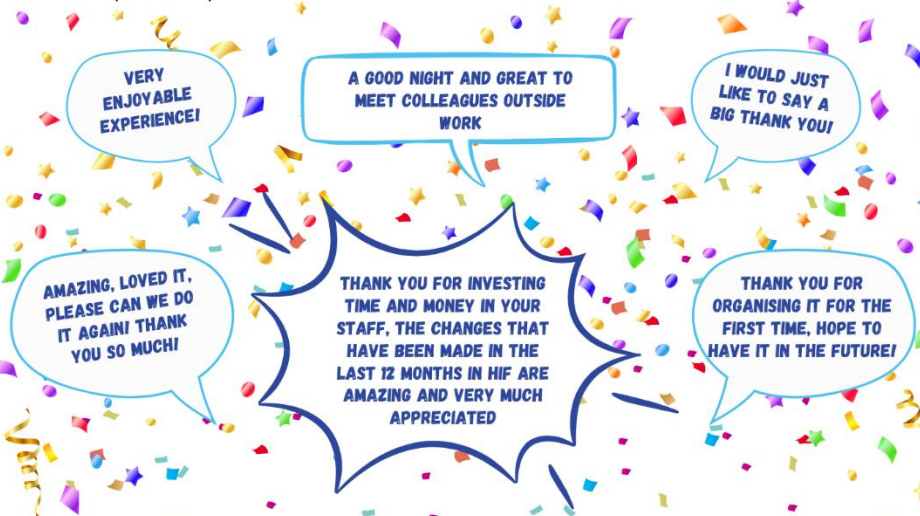
In December, we held our very first HIF Christmas Party at the Harrogate Railway Centre and we are delighted to say that everyone had a fantastic evening!

Following this success, we are already starting to plan for next year!

We circulated a short survey to those colleagues who attended and, from this feedback, we have decided to make a few changes to the format. If you have not yet completed the survey, but would like to share your feedback, please email sammy.lambert@nhs.net with your comments.

You may be aware that our party featured pie and peas, a quiz and some games. Following your feedback, we are intending to stay with a Friday night event, and will use the electronic ticket link to reserve places again, so make sure you check your emails and notices to make sure you don't miss out!

We will be looking at providing a buffet on the evening, instead of pie and peas, and making sure there is longer for dancing, but the most important thing will be to make sure everyone has fun! We hope to see you there!



EXCITING NEWS

ARRIVAL OF OUR NEW FLEET

We are thrilled to announce that our long-anticipated new fleet has now started to arrive! This milestone marks a significant step forward in enhancing our Transport Department's capabilities, efficiency and service quality.

What to Expect in our New Fleet:

The new fleet includes a variety of state of the art vehicles, tailored to meet the diverse needs of our operations. Amongst the additions are:

- Ford Luton vans with tail lifts - These are specially equipped for transporting medical records and items from our Sterile Services Team
- Peugeot Expert vans - Designed for efficient handling of specimens and post-collection deliveries
- A fully equipped Catering van - This will be a brand new addition to support our catering operations with the latest features for food transportation and service
- Electric Estates van - This is a sustainable option, aligning with our commitment to reducing our carbon footprint, whilst supporting the Estates Team in their day to day operations.

These vehicles are all equipped with advanced safety features, modern navigation systems and increased storage capacity to streamline our operations and provide top-tier reliability.

How the New Fleet will Transform our Service:

The introduction of this fleet is more than just an upgrade - it is a commitment to enhancing every aspect of our service. It will provide:

- **Improved efficiency** - With a newer, more reliable fleet, we can reduce downtime and ensure all deliveries are on time, across all service areas
- **Enhanced Safety** - Advanced safety features, such as collision avoidance systems, improved visibility and driver-assist technology will prioritise the safety of our drivers and cargo
- **Sustainability Goals** - The inclusion of eco-friendly vehicles represents a significant move towards greener operations, supporting our environmental commitments.



As we prepare for the fleet's arrival, our Team is actively working on integrating these vehicles into our operations. Drivers will undergo training to familiarise themselves with the new technology, ensuring immediate benefits to our service.

This promises exciting opportunities for the future and we are confident will provide a positive impact to our operations.

IN MEMORIAM

KAREN GLEW

It is with deep regret that we have had to say goodbye to a much beloved colleague, Karen.

Karen worked within our Catering Team for many years and will be most recently known for working in Herriots Restaurant.

David Haynes, our Catering Manager, commented "Karen was a true character of our Catering Team. She always looked after everyone around her, whilst being our Sandwich Queen on our deli counter.

She was an absolutely lovely person to be around, with a very dry sense of humour. Her dedication to the team was unparalleled, even when she was not feeling at her best. She will be very sorely missed."



WELLBEING

OCCUPATIONAL HEALTH AND WELLBEING TEAM

Did you know that our Occupational Health and Wellbeing Team can help colleagues with a wide variety of health and wellbeing needs?

Their multidisciplinary team is on hand to assist our colleagues with matters such as fast track physiotherapy referrals, work place adjustments due to wellbeing needs, general health monitoring and surveillance, such as in relation to skin assessments or exposure-prone procedures, as well as providing any vaccinations that may be required, particularly in relation to seasonal issues such as flu or COVID boosters.

If you feel they may be able to help you with a particular concern, you can either complete a self-referral, via the intranet, or your manager can refer you, where there are difficulties impacting your work. Referrals generated via a manager are able to be dealt with in more depth, therefore colleagues are encouraged to seek line manager advice in the first instance.

PLACES TO GET HELP, INFORMATION AND SUPPORT

VIVUP (Employee Assistance Programme) - self-help workbooks and up to six free and confidential counselling sessions with trained professionals. Call 0800 023 9324 or visit www.vivup.co.uk

teamHDFT Occupational Health and Wellbeing - confidential advice and assistance to find the most appropriate support, including Mental Health Champions, who are able to signpost colleagues and also offer a supportive ear, identified by their green badge. Call 01423 553400, email: hdft.occhealth@nhs.net or visit <https://www.hdft.nhs.uk/livingatourbest/hwb/>



STAFF NETWORKS

SAFE SPACES TO LISTEN, COLLABORATE AND SUPPORT EACH OTHER

Our Staff Networks aim to help each colleague bring their whole self to work. This is achieved by:

- Promoting openness and visibility across HIF and teamHDFT
- Influencing the organisation, culture and practice
- Providing a supportive space for colleagues to connect; and
- Including all friends and allies.

Our Networks are currently meeting via MS Teams in most cases, but please get in touch for full details, as we gradually move back to face to face meetings.



REACH Network (Race, Equality And Cultural Heritage)

We have a strong network that enables us to support each other as we develop programmes and events for your wellbeing, professional development and progression.

Please contact our Chair, Liza Layton, at hdft.reachstaffnetwork@nhs.net

Disabilities and Long Term Conditions Network

This network is a key part of how we can encourage, retain and develop colleagues with disabilities and long term conditions. We aim to raise awareness, unblock issues and improvements, and help all colleagues thrive.

Please contact our Chair, Mel Aubin, at hdft.disabilitystaffnetwork@nhs.net



LGBT+ Network

We aim to provide supportive processes to champion workplace inclusion for our LGBT+ colleagues and their families, enabling access to peer support and increasing resilience and accessibility to support services.

Contact our Chair, Richard Dunston-Brady, at hdft.lgbtstaffnetwork@nhs.net

Men's Network

This newly formed group provides a safe and open space to discuss sensitive issues, such as concerns around health and wellbeing, and actively promotes great initiatives to assist.

Please contact our Chair, Richard Dunston-Brady, at hdft.mensnetwork@nhs.net



Menopause Network

A majority of HIF and teamHDFT colleagues are women and it is important to understand the impact menopause can have on day to day life. This network provides shared information, education and support, with no hierarchy.

Please contact our Chair, Lorraine Dyson, at hdft.menopausenetwork@nhs.net

Neurodiversity Network

This is available for anyone who identifies as being neurodiverse. This includes autism, ADHD, dyslexia, dyspraxia, anxiety, depression and any other neurodevelopmental condition. Proof of diagnosis is not required.

Please contact our Chair, Mel Aubin, at hdft.disabilitystaffnetwork@nhs.net



Working Families and Carers Network

This network is aimed at any colleague who juggles working alongside being a parent or carer for others and provides a safe space for members to take time out and share experiences, through quarterly meetings.

Please email hdftworkingfamilies.carers@nhs.net to join.

HIF COLLEAGUE FORUM

To join our Colleague Forum,
email: anna.pugh1@nhs.net

LOCATION:

**HIF BOARDROOM, 17
WETHERBY ROAD**

THU 27 FEB, 11-12PM

MON 14 APR, 11-12PM

TUES 20 MAY, 1-2PM

THU 26 JUNE, 11-12PM

THU 22 JULY, 11-12PM

TUES 12 AUG, 2-3PM

MON 22 SEPT, 11-12PM

TUES 18 NOV, 11-12PM



Freedom to speak up safely



FREEDOM TO SPEAK UP

MEET OUR FREEDOM TO SPEAK UP GUARDIAN

My name is Joanna Cann, everyone calls me Jo, and I am the Freedom to Speak Up Guardian for teamHDFT and HIF.



Speaking up includes speaking up about anything that gets in the way of doing a good job, such as poor clinical practice, anything that makes someone's working life difficult, such as bullying or excessive work pressures, and also where processes and procedures are not followed.

All colleagues across teamHDFT and HIF can access Freedom to Speak Up. This includes bank staff, agency staff, students, contractors, volunteers and even people who have left the Trust.

Equally, concerns can be raised internally within your departments, to Line Managers. Line Managers have a duty to listen to your concern and act accordingly.

Training is available on Learning Lab to support our speaking up culture. I would encourage everyone to complete this, if you have not already done so, and to encourage your colleagues to complete this as well. The training is divided into three modules:

Speak Up - for everyone

Speak Up and Listen Up - for all managers

Speak Up, Listen Up and Follow Up - For all senior leaders.

We have a network of Fairness Champions, who can also be approached if you have a concern. The full directory of these can be found on the intranet.

The role of Fairness Champion includes raising awareness within your department about the importance of the Trust values and behaviours (Kindness, Integrity, Teamwork and Equality), having an open culture and being free to speak up, as well as specifically addressing bullying behaviours and unfairness.

Does this sound like something you could do?

We are always keen to recruit more Champions, especially across HIF. If you are interested, then please email me directly and I would be more than happy to have a chat and guide you through the application process. Alternatively, the application form can be found on the intranet under the Freedom to Speak Up section.

If you have any questions or concerns, please do not hesitate to get in touch. My email is joanna.cann@nhs.net, or hdfdt.freedomto.speakup@nhs.net. Both of these addresses are kept completely confidential, so please feel free to use either address to raise any concerns or ask any questions.

Freedom to
Speak Up
Guardian

www.nationalguardian.org.uk

Your voice matters

THANK YOU TO ALL HIF COLLEAGUES
WHO WORKED OVER THE FESTIVE PERIOD!



QUIZ!

SUDOKU

3				1			7
7				9			
	6						3
			7	2	8	4	
							2
		6	5	4		3	
		8					
	7			3			2
	9			6	1		5

This issue's wordsearch features all things Waste Management! We hope everyone recycles!



HIF WORDSEARCH

L P W P Z A K Q V X L Q Z Z E S J W K K
P A D W A C O M P A C T O R N C Z P K L
T N E X J S X Q C X E H B N V U F L W U
E G C F J I L I X M P L A E I D J Z P B
T I O Y R E M B A F P T H C R P N P U M
G U M T N E L W T Z X L D W O U V C Y Q
W L P C H O T B J M Z R V A N F N B U Z
V P O C O N I B A A B E Z R M V B E B Z
P J S Q Z N U T T D M G Y R E C Y C L E
Z V I Z F R T H A W A Q D X N H H Q Z C
F B T X W R B A E R D R K D T M E R I S
X H I T I A V W M V E E G X D P Z N I B
V Q O O L M Y B O I E N U E Z V A G E L
R Z N E Q W N O P J N K I Z D G J N M L
R E R N S U O D R A Z A H C R O E F W I
S H F N X G W C I I U V T O N R I A G F
K I O U O Q O S K T E B H I G I S B L D
I I W N S P N V W D Q F L Y O T D I Y N
P I S K K E J E C O B K V K E N D I V A
O K W X U C E W Q H I B W N H H F V T L

TO FIND:

- Baler
- Bin
- Biodegradable
- Bulk
- Chemical
- Compactor
- Contamination
- Decomposition
- Energy
- Environment
- Hazardous
- Incineration
- Landfill
- Organic
- Recycle
- Refuse
- Skip
- Waste



Answers at the back - no cheating!

YEARLY PLANNER 2025

<p>January</p> <p>International Sticky Toffee Pudding Day</p> 	<p>February</p> 	<p>March</p> <p>Pancake Day</p> <p>British Pie Week</p> <p>Eid-Al-Fitr</p> 
<p>April</p> <p>Good Friday</p> 	<p>May</p> <p>British Sandwich Week</p> 	<p>June</p> 
<p>July</p> 	<p>August</p> <p>National Burger Day</p> 	<p>September</p> 
<p>October</p> <p>World Vegetarian Day</p> 	<p>November</p> <p>Diwali</p> 	<p>December</p> <p>Christmas</p> 

JOIN US IN HERRIOTS FOR SOME DELICIOUS TREATS THROUGHOUT 2025!

CONGRATULATIONS

FANTASTIC FEEDBACK RECEIVED FOR OUR PORTERS

Jordanna Daniels, Portering and Logistics Manager, is delighted to be able to share some fantastic feedback she received on behalf of one of our excellent Porters, Paul, following a difficult night shift recently:

"I would like to emphasise how grateful our night Emergency Department Team are of Paul, for being first class and so professional in helping with our Cardiac Arrest Team in Resus.

Last night, we had a patient suffer cardiac arrest. Having Paul as the Porter attend, via the cardiac arrest bleep, allowed precise knowledge of the department, quick transfer of the patient and professional attention, that allowed for a smooth run of our transfer from A&E to CT Scan and then Intensive Care.

This is Gold Standard Care that Paul once again demonstrates and I know our Trust values stand firm on.

We all wish we had more Paul's!"

Thank you to Paul for representing our fabulous Portering Team so well, and congratulations for demonstrating why you were chosen as both HIF Colleague of the Year and Overall Colleague of the Year at the 2023 KITE Awards! Those are some big shoes to fill at this year's event!



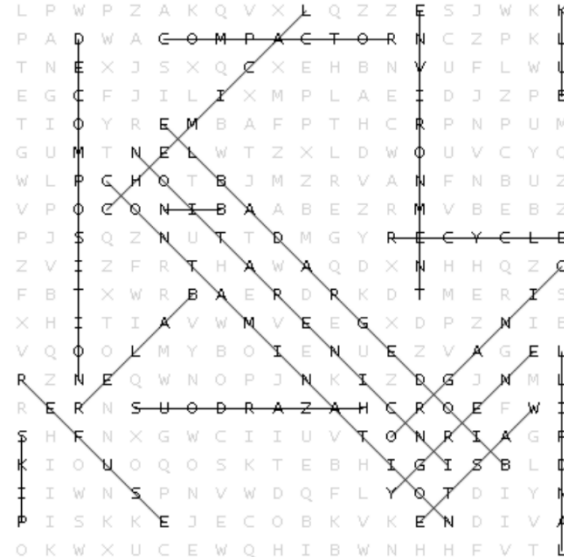
Answers



SUDOKU

3	5	2	8	6	1	4	9	7
7	4	1	3	9	5	2	6	8
8	6	9	4	2	7	5	1	3
1	3	5	9	7	2	8	4	6
4	8	7	6	1	3	9	5	2
9	2	6	5	8	4	7	3	1
6	1	8	2	5	9	3	7	4
5	7	4	1	3	8	6	2	9
2	9	3	7	4	6	1	8	5

HIF CROSSWORD



FOLLOW US:





YOU DON'T HAVE TO CLIMB A MOUNTAIN TO MAKE A DIFFERENCE



Why not support our



HHCC NATIONAL THREE PEAKS FUNDRAISERS

DONATE

Go to their Virtual Donation Pages to see how £5.00 can support funding for an enhanced environment for patients, a greater start to life for 0-19 service users across HDFT, NHS staff wellbeing initiatives and more...



Follow us on →



www.hhcc.co.uk



[@harrogatehospitalcharity](https://www.instagram.com/harrogatehospitalcharity)



[@harrogatehospitalcharity](https://www.facebook.com/harrogatehospitalcharity)



[@harrogatehospital&communitycharity](https://www.linkedin.com/company/harrogatehospital&communitycharity)



[@harrogatehospitalcharity](https://www.tiktok.com/@harrogatehospitalcharity)