

Harrogate Integrated Facilities

Summary Business Plan 2025-26



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
- Business Development and Service Modernisation



2. HIF Achievements and Updates from 2024-25

2024-25 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 achievements for 2024-25 in figures:

3,780

patient moves (on average) per month



15,000

miles (on average) travelled by transport colleagues

17,000

PPMs and reactive jobs completed by our Estates Team



1,518

tonnes of waste collected

91,693

trays reprocessed for Community Dental and Podiatry clinics by our SSD Team

66,989

trays reprocessed for internal departments by our SSD Team

15,854

endoscopes reprocessed by our SSD Team

113,666

coffees purchased from our Cafe Bistro from April 2024 to March 2025



142,789

linen pieces processed by our Hotel Services Team



3,500

cleaning hours (on average) undertaken per week by our Domestics Team



£25m

Capital works delivered

3. HIF Main Priorities for 2025/26:

We have some exciting plans for 2025/26 and our highlights are detailed below:



In addition to the above priorities, each service area has developed an individual service business plan for implementation over 2025/26. Our Business Plan is embedded through all our services, so we can provide a trusted service to the group and our wider customers.