



# 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).

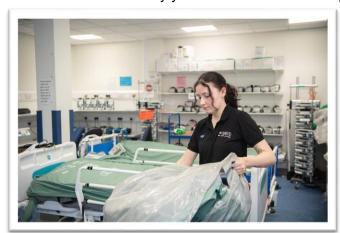
HIF provides estates and facilities services to HDFT and external customers across acute and community services. The services provided by HIF include:

- 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



£25m

Capital works delivered

142,789

linen pieces processed by our Hotel Services Team



3,500

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





### 3. HIF Main Priorities for 2025/26:

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

### **Strategic Plans**

Focusing on innovation in Domestic Services, implementing digital meal ordering and strengthening the relationship with HDFT.

### Risk, Governance and Compliance

Reinforcing the delivery of our standards and compliance requirements. Ensuring a clear and consistent approach to managing risks.

### Quality

Adopting a more formalised approach to quality management including the implementation of a company-wide quality strategy.

### **Financial Planning**

Focusing on robust financial planning to ensure long-term sustainability, effective resource allocation and the delivery of high-quality services, while supporting innovation across the organisation.

### Workforce, Training and Development

Developing an engaged, inclusive and high-performing workforce through targeted training, leadership development and feedback initiatives that align with our values and strategic aims.

# Business Development and Service Modernisation

Modernising our existing services, strengthening collaboration with HDFT and exploring external opportunities.

### Sustainability

Driving the sustainability agenda forward to ensure we meet our environmental commitments.

### **Capital Delivery**

Leading the design and project management of building schemes, ranging from multi-million pound developments to smaller projects, such as providing staff wellbeing facilities.

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.

