

HIF NEWSLETTER



INSIDE THIS ISSUE

- Update from our Managing Director
- SSD Audit success
- Award winner celebrations
- Plus much more!



KITE Awards 2025

Congratulations to everyone who was recognised in the recent colleague recognition awards, fantastic achievements all round!



Staff Wellbeing

Read our bumper wellbeing section in this issue, with details of staff networks, our HIF Link Worker and our Carers Passport.



KITE Awards 2025

We celebrated our KITE (Colleague Recognition) Awards in March this year and were absolutely delighted to see so many HIF colleagues recognised for their achievements.

Congratulations to all of our colleagues who were shortlisted or won a recognition award, particularly Jordanna Daniels who also secured Overall Leader

of the Year!

We would like to particularly note our long service winners:

Deborah Halls - 25 years
Cheryl Harrison - 30 years
Sharon Johnson - 35 years
Michael King - 35 years
Christopher Marshall - 35 years

Thank you for your service!

UPDATE FROM ANGIE GILLETT

MANAGING DIRECTOR



As we have come to the end of another financial year, I would like to take a moment to thank you all for the commitment and professionalism you have shown in all areas of the organisation. It has been a year of significant progress, and your continued dedication to delivering high quality services does not go unnoticed. I would like to personally thank every one of you for your hard work.

In March, we celebrated the KITE awards. I would like to extend my congratulations to all of our KITE Award winners and those recognised for their long service. Your contributions truly embody the values of HIF and we are proud to recognise your achievements.

We are also delighted with the number of Making a Difference Award winners we have seen across HIF, as you will see in this Newsletter. Each colleague is demonstrating our organisational commitment to high quality services and it is wonderful to see this recognised alongside our Trust colleagues. The nomination process for a Making a Difference Award is open to both colleagues and the public alike and can be found on the HDFT website.

One of the most encouraging highlights has been the exceptional response to the National NHS Staff Survey, with an impressive 77.35% response rate, a significant increase compared to previous years. This demonstrates a strong engagement across our workforce and provides us with valuable insight to help us to continue to improve together.

We have also seen excellent progress across several key areas. Our Security plans continue to develop at pace, with the ongoing progression of our Security Strategy and preparations underway for ACS certification. In addition, the new CT scanner has now been successfully delivered and is operational, supporting enhanced patient care and diagnostic capabilities.

Workforce development has remained a priority and I am pleased to share that HIF has achieved a 91% appraisal completion rate, reflecting the commitment to supporting staff development and performance. Alongside this, the Portering Team has now reached Phase 4 of the Learning Lab rollout, further strengthening access to training, improving compliance visibility and supporting consistent, high quality, operational learning across the service.

Looking ahead, we have another busy and exciting year to come, with continued developments planned across our services. I am confident that, together we will continue to build on our progress and deliver excellent services for our patients and colleagues.

Thank you once again for everything you do.

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!



WASHROOM COMPLIANCE TRAINING

INTERNAL AUDIT - HIGH ASSURANCE ACHIEVED

We are delighted to share the outcome of the recent Washroom Compliance Training Internal Audit in our Sterile Services Department, which achieved a High Assurance rating. This outcome provides strong reassurance that the washroom compliance arrangements are robust, well-embedded, and operating in line with agreed standards and training requirements. It confirms that staff are supported by clear processes that promote safe and consistent practice.

The audit review demonstrated that compliance is being maintained consistently across the service, with effective systems in place to support monitoring, assurance, and ongoing improvement. No significant findings were identified during the audit. Any minor observations raised have been reviewed and are being addressed appropriately, without impacting the overall effectiveness or safety of the service. This reflects a proactive and transparent approach to quality and governance.

During 2024, SSD supported a significant level of activity, processing over 1.6 million surgical items and more than 15,000 flexible endoscopes. Each item followed a carefully controlled decontamination cycle to ensure it was safe and ready for reuse. Managing this level of throughput while maintaining compliance highlights the skill, consistency, and dedication of the teams involved.

Achieving a High Assurance rating is a direct result of the commitment, professionalism, and attention to detail shown by colleagues in their day-to-day roles. By engaging with training, following agreed procedures, and supporting one another, staff continue to play a crucial role in maintaining high standards and contributing to a positive safety culture.

Thank you to everyone involved for your continued hard work and dedication. We want to congratulate you as this result is something to be proud of and highlights the collective effort that goes into delivering safe, compliant, and high-quality services across HIF.



HIF COLLEAGUE FORUM

YOU SAID, WE DID

Our HIF Colleague Forum is open to all colleagues. If you would like to attend our next meeting, please speak to your line manager.

Recent updates discussed at the Colleague Forum include:

Staff Surveys: Ideas were shared on how to increase survey response rates, including using posters and providing paper copies to teams. Thank you to everyone who shared their suggestions.

Maintenance Challenges: An Estates colleague raised concerns about an increasing number of toilet blockages caused by wet wipes being flushed, which leads to unnecessary maintenance work. The group discussed the possibility of raising awareness amongst hospital site users.

Parking Reminder: Concerns were raised about vehicles being parked on site without the correct permits, which can result in parking fines that cannot be cancelled. Colleagues are reminded to ensure they have the appropriate permit when parking on site. Staff can contact General Office for further guidance.

Apprenticeships: Plans are underway to establish apprenticeships as a standard opportunity across the organisation. If you are interested in undertaking an apprenticeship, please speak with your line manager or Head of Service.

Uncollected ID Badges: General Office highlighted that a number of ID badges remain uncollected after being produced. This includes colleagues from both HIF and HDFT. There are various reasons why badges may not be collected, the situation will continue to be monitored.

Lockers: It was raised that some colleagues do not have access to a locker. Work has been undertaken to identify lockers not in use and new lockers have been provided for the Catering Team.

Hand Arm Vibration Surveillance: It was raised that there is no surveillance currently in place for Hand Arm Vibration (HAV). The HDFT Health and Safety Team confirmed that work is ongoing regarding HAV and a new Health Surveillance Policy is being developed.

We would encourage colleagues to attend future meetings. The full list of meeting dates can be found on the back page of this newsletter.

Thank you to those colleagues who already contribute, your input is invaluable in helping HIF to continue to succeed.



POLICY UPDATE

ACCESS POLICYSAT FOR DETAILS

We have recently updated several policies across our HIF infrastructure, which we would ask colleagues to familiarise themselves with at their earliest opportunity. Details of the updated policies and what they mean for you, are listed below.

Please access the below via PolicyStat, or speak to your line manager to request a copy.

Family Leave Policy:

You are entitled to take time off for family-related reasons (e.g., having a child), but you must follow the correct process and check your contract and the HIF Terms and Conditions to understand your pay and eligibility. Check with your manager or HR for more information.

Career Progression Policy:

If you would like to develop your career in HIF, then there are a range of training opportunities including apprenticeships, available to colleagues. For more information, speak to your manager or look at the apprenticeships area on LearningLab.

Probationary Period Policy and Procedure:

If you are a new starter, during the first three months of your employment, you will be supported as you settle into your new role. This period is designed to help you build confidence and develop your skills, with fair and consistent guidance to help you achieve and maintain the required standards of performance, conduct, and attendance.

Dress/Uniform Policy:

You must wear the correct uniform for your role. Shorts can now be worn between 1st June and 30th September. Shorts must be issued by the relevant department manager and be consistent with the department's uniform dress code. Shorts must also be appropriate for the tasks carried out within the department and meet all relevant health and safety considerations.

Cleaning Policy:

We are all responsible for maintaining cleanliness in our work area and following infection control procedures. For the Domestic Services Team, the policy explains the principles of cleaning within the healthcare environment and defines the responsibility and accountability of each member of staff.

HACCP Policy (Food Safety):

The Catering Team must follow strict safety procedures to protect patients and staff, from supplier management and food preparation to the distribution of food on the wards.

Other updated policies include our Waste Management, Electrical Safety and Lift policies, together with our Remote and Agile Working Policy and our policy writing guidance.

Business Plan Summary

2026-2027

In 2026/27 HIF will focus on strengthening core services, supporting the Trust's operational priorities, and expanding external commercial activity. Over the past year, we have broadened our income base, consolidated key functions, and enhanced assurance arrangements, providing a more resilient platform for service delivery and long term value for HDFT.

The introduction of the new Board Assurance Framework provides a more structured and transparent alignment between HIF's strategic objectives, risk appetite and oversight, ensuring the Board can more effectively monitor progress, challenge performance, and gain confidence in the controls supporting safe and efficient operations.

This business plan represents an evolution from 2025/26, with a focus on digital transformation, assurance, commercial growth and strengthened alignment with HDFT's wider operational and strategic needs.

The Services provided by HIF include:

Cleaning | Catering | Portering | Courier & Transport | Hotel Services | Estates Maintenance & Capital Delivery
Sterile Services | Medical Engineering Maintenance & Medical Equipment Library | Security | Car Parking | General
Office & Administration | Energy | Waste & Environmental Impact Reduction | Consultancy & Business Development

HIF Achievements and Updates 2025-26

- ✓ Governance framework has been strengthened through external audits returning significant assurance and the achievement of ISO 9001 and ISO 31000 certifications.
- ✓ Progress the modernisation of the main hospital entrance, improving patient and visitor experience while supporting the Trust's wider strategic ambitions.
- ✓ Continued delivery of our external Sterile Services contract.
- ✓ Progressed our review and implementation planning for the National Cleaning Standards (NCS 2025).
- ✓ Strengthened clinical engagement across services, supporting closer collaboration.
- ✓ Developed the use of data within our services to provide clearer evidence of performance.
- ✓ Maintained strong performance on workforce metrics, particularly in relation to roster compliance and effective deployment.
- ✓ Continued to deliver improvements in our PLACE scores, embedding best practice and maintaining focus.
- ✓ Refreshed our Green Plan, reaffirming our commitment to sustainability.
- ✓ Looking forward to 2026/27, our focus will remain on embedding these improvements.

In 2025/26, the company successfully delivered a major capital investment programme valued at £21m. This included a number of enabling schemes designed to prepare the site for the development of the new Theatres and Imaging Project.

Alongside the core programme, HIF also successfully delivered a wide range of projects that continue to strengthen the infrastructure, enhance patient, staff experience, and mitigate key site risks. These included: Main Kitchen Upgrade, Creation of Staff Wellbeing Facilities, Goods Yard Improvements, Trust Wellbeing Projects and RAAC Eradication & Failsafe Works.

HIF Main Priorities 2026-27

Maintaining statutory and regulatory compliance, embedding QMS processes, and sustaining core operational capacity, even where financial or workforce pressures arise.

Mobilisation of the new Security service. Achievement of Approved Contractor Scheme (ACS) accreditation will be a cornerstone of the mobilisation period, providing national recognition of quality and compliance.

Sustainability key areas of focus include:

- Geothermal Energy Project (Exploratory)
- Data Maturity (Committed for 2026/27)
- Carbon Accounting (Committed for 2026/27)

Longer-term priorities include working with the Trust to develop capital plans to support improvements to access control, CCTV, improved asset protection, and exploration of technological solutions aligned with modern healthcare security standards.

Quality and Governance

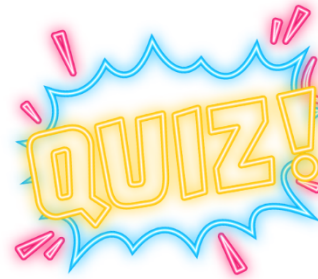
The focus for 2026/27 will be to strengthen and embed a unified and consistent approach to quality and governance across all HIF services.

Risk Management

Risk management remains a cornerstone of our governance framework, ensuring that HIF operates safely, effectively, and in alignment with strategic objectives.

People Plan

In 2026-27, we will continue to engage with our workforce by enhancing our People Plan to deliver several aligned workstreams designed to continue to improve staff engagement, and morale, embed a positive culture and ensure staff are treated fairly and equitably.



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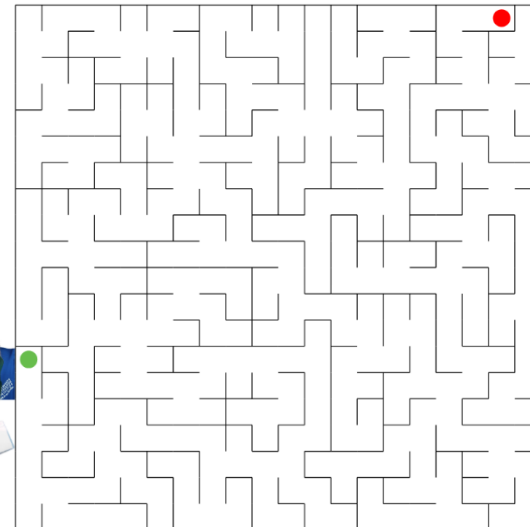
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Test your skills with our puzzle page!

If you have any suggestions for future puzzles, please email hif.harrogate@nhs.net

HIF MAZE

Can you help? Someone has moved the ID badge machine and Jayne and Kelsey need to make 100 new badges!



Answers at the back - no cheating!

CONGRATULATIONS

TO ALL OF OUR MAKING A DIFFERENCE AWARD WINNERS!



CONGRATULATIONS

TO ALL OF OUR KITE AWARD WINNERS!





WELCOME TO YOUR UNIONS



As this is our first piece in the newsletter, we wanted to take the opportunity to explain how trade unions work in partnership with staff and the NHS, and how they can support you at work.

Trade unions work closely with employers and NHS organisations to help create fair, safe and supportive workplaces. For over 100 years, unions have played an important role in improving pay, working conditions and rights across many industries, including the NHS. By working together with managers, organisations and each other, unions help shape positive change for staff and services.

When you are a trade union member, you are part of a wider partnership that aims to make sure staff are listened to, treated fairly and supported. In the NHS, unions work hard to represent staff views, offer advice and guidance, both individually and collectively, and support members if issues arise. They also work alongside NHS organisations each year during national pay discussions to help secure fair pay awards.

There's much more to trade unions than many people realise. If you'd like to learn more about how we work in partnership to support staff, please feel free to have a chat with one of the friendly union representatives on site.

For all UNISON enquiries/queries, etc., please either email admin@unhac.org.uk or telephone 0113 855 5168

Freedom to Speak Up Guardian

You can speak up about anything which gets in the way of you doing your job.

Your voice matters

It could be something you're worried about or an idea for improvement.

Your new Freedom to Speak Up Guardians at Harrogate and District Hospital

Eileen Watson Hospital Satty Ali

Contact us: hdf.freedomto.speakup@nhs.net

OCCUPATIONAL HEALTH & WELLBEING

ALISON BYRNES
HIF LINK WORKER

Providing advice on work-related issues including:

- Immunisations/ Vaccinations
- Signposting for self referrals Eg: Physiotherapy
- Contamination/Needlestick/Splash injuries
- Communicable diseases including: Chicken Pox, Measles, Rubella, TB.

Scan the QR code for Wellbeing Resources and access to CiC, our Employee Assistance Programme

CONTACT US
01423 55 3400
hdf.occhealth@nhs.net
Working Days - Monday - Friday
8AM - 4PM



CARERS PASSPORT

HOW TO ACCESS SUPPORT

Those HIF colleagues who also undertake carer duties for a dependent, are invited to speak to their line manager about a Carers Passport.

The purpose of the passport is to enable colleagues to hold a supportive conversation and to document any flexibilities needed in order to support you in your role, whilst combining caring and working.

The aim is to create a supportive working culture by providing structure for conversations, where colleagues can talk about their circumstances in a safe environment.

A carer is defined as someone who is looking after a family member, partner or friend who cannot manage without help due to illness, frailty, disability, mental health issues or substance misuse problems. This also includes a parent who is caring for a child or young person with a disability or long term health condition.

More information can be found on PolicyStat by searching Carers Passport, or a copy of the policy can be requested by emailing hif.admin@nhs.net or calling ext 3534.

WELLBEING

EMPLOYEE ASSISTANCE PROGRAMME

CiC is our new employee assistance programme, which has replaced the previous VivUp service. CiC is an independent, free and confidential advice service for all teamHDFT employees and their families. CiC is available 24/7 by Freephone (0800 085 1376 or 020 7938 0963) or by email (assist@ciwellbeing.com).

CiC offer a wide variety of support including financial and legal advice, nutritional guidance, emotional support including structured counselling, physical health advice and confidential, in the moment, support.

Their dedicated managerial advice helpline is also available at 0800 085 3805.

This programme also includes a comprehensive wellbeing digital platform called Ele (Elevate your Wellbeing), which is an app featuring over 6,500 lived experience videos, podcasts, a directory of support organisations and a variety of other resources.



Access to Ele is via <https://HDFT.elewellbeing.co.uk>
When logging in for the first time, please use:
Username: hdf@elewellbeing.co.uk Password: HDFTWellbeing

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 lanyard. Call 01423 553400, email: hdf.occhealth@nhs.net or visit <https://www.hdf.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.

STAFF SURVEY

DEVELOPING A COMMITTED AND ENGAGED WORKFORCE

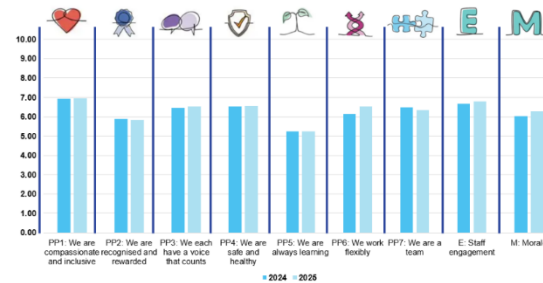
Thank you to everyone who took part in the HIF Kindness Survey (January 2026) and the National NHS Staff Survey (November 2025). We received a **77.35%** response rate in the National Staff Survey and approximately **22.9%** in the Kindness Survey. These results help us understand the experience of HIF colleagues and where we should target improvement activities.

Your feedback suggests that HIF has a committed and engaged workforce, with strong team culture, positive relationships, and pride in delivery high-quality services.

Key findings include:

- 74% say time passes quickly at work and 70% feel enthusiastic about their role
- 69% feel able to be themselves at work
- 67% observe KITE values within their teams
- 64% feel supported by their manager and 64% believe they act fairly

National Staff Survey results: This graph shows HIF's scores across the 7 People Promise themes plus a score for Staff Engagement and Staff Motivation.



Improvement areas:

Your responses highlight opportunities to:

- Improve the consistency of leadership across the organisation
- Improve the quality of appraisals and increase learning opportunities
- Increase confidence in speaking up
- Continue supporting colleague wellbeing.

Next steps

A detailed review of the survey data is taking place and a People A3 has been created which includes a set of improvement actions based on the feedback you have provided. The A3 plan will be used to measure improvements over time. Once the People A3 plan is ready, we will work together as a company to achieve real improvements for staff.

Proposed improvement actions include:

- Developing leadership skills
- Providing customer service training
- Creating an apprenticeship strategy aligned with upcoming organisation-wide opportunities
- Improving the appraisal process to support staff development and performance.

Thank you to everyone for your continued engagement, support, and contribution to improving our workplace.



Harrogate Hospital & Community Charity

WHO ARE WE?

Harrogate Hospital & Community Charity (HHCC) is the registered charity for Harrogate and District NHS Foundation Trust and we aim to enhance the facilities and environment for patients, their families and all teamHDFT colleagues.



BECOME A REGULAR GIVER

Small regular gifts. Big local impact

As a regular donor, your contribution will help fund new equipment, training and services to enhance the environment for staff, patients and their families across Harrogate and District NHS Foundation Trust.

Contact the HHCC and Volunteer Team to find out more:
Email: hdf.hhcc@nhs.net
Phone: 01423 557408
Website www.hhcc.co.uk

£10 could provide an activity pack for children and young people whilst receiving treatment

£30 could provide an end of life comfort bag for patients families

£50 could provide a dementia memory box to enhance familiarity and comfort

Download our standing order form



SCAN TO DOWNLOAD



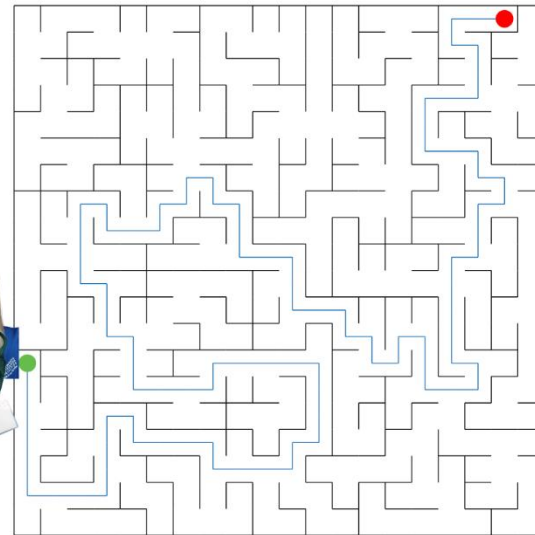
Answers



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HIF MAZE





HIF COLLEAGUE FORUM

To join our Colleague Forum, email:
klaudia.mlynarczyk@nhs.net



LOCATION:

**HIF BOARDROOM, 17
WETHERBY ROAD**

2 JUN 2026, 11-12PM

21 JUL 2026, 2-3PM

6 OCT 2026, 11-12PM

17 NOV 2026, 2-3PM