

ISSUE 19
SUMMER 2026



HIF NEWSLETTER



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- Meet our new Security Team
- Policy Updates
- National Recognition
- Plus much more!



National Recognition

Our own Adrian Kopycinski has received national recognition for his work within our Hotel and Site Services Team, see page 10 for details.



Meet our Security Team

Our new Security Team is now providing a 24/7 service within the Harrogate District Hospital site, see page 3 for full details.



Terms of Reference Update 2026

Following recent updates to UK Employment Law, we have updated our Terms and Conditions.

Full details can be found within the HIF HR Toolkit, located on the intranet and further details have been circulated via a email to HIF colleagues.



UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



I would like to first take this opportunity to thank all of our colleagues for their continued efforts, particularly through the recent heatwaves. We fully appreciate that extreme weather conditions can bring unforeseen difficulties to our working lives, yet each of our teams have continued to provide the usual exemplary service.

This commitment and dedication is only further demonstrated through the fantastic achievements of the last few months, across the organisation.

We continue to have a fantastic number of Making a Difference Awards presented to HIF colleagues across all areas, recognising the impact of our colleagues and services to patients and wider colleagues every day.

Teams have worked collaboratively to improve standards, as shown by our sickness absence levels continuing to improve and now approaching the organisational target of 4.5%. Our teams have also exceeded the 95% target rate for Information Governance and Data Security Training.

Our Ripon teams recently underwent an unannounced audit but the Environmental Control Officer, where they achieved a 5 star rating, particularly noting significant improvements in the refurbishment of flooring and their blast chiller.

Our new security team are now fully embedded within the organisation, together with their designated security room being in full operation. This acts as a hub for personnel as well as acting as a surveillance and control centre. This new service is already having a positive impact throughout the Hospital site.

Our Capital and Estates Team have replaced several fire doors around the site, ensuring compliance and safety, via interfacing with the existing alarm system. New windows have also been installed, which will boost efficiencies regarding heat retention through the winter months, and promoting natural passive airflow, which in turn works to reduce our carbon footprint.

We were also proud to celebrate National Healthcare Estates and Facilities Day once again!

Finally, I would like to extend a personal congratulations to Adrian Kopycinski, who achieved national recognition for his leadership of our Hotel Services Team, a truly remarkable achievement.

Thank you to all of our HIF colleagues for everything that you do each and every day. I'm looking forward to yet to another successful quarter, working alongside you all!

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!



MEET OUR NEW SECURITY TEAM

PROVIDING REASSURANCE ACROSS THE HOSPITAL SITE

Our new in-house Security Team is now in place across the Harrogate District Hospital site, bringing a fresh approach to safety and support on site.

The team provides 24/7 cover, with officers on duty day and night. Following their recent Prevention and Management of Violence and Aggression (PMVA) training, which the whole team successfully passed, they are now well prepared to support staff, respond to incidents and help manage challenging situations in a calm and professional way.

You will notice a stronger presence across wards, departments and hospital grounds, with officers carrying out regular patrols and being available when needed. The team is also there to support during emergencies, including evacuations and lockdowns.

There has already been a really positive response, with the team quickly settling in and building good working relationships across departments. This is a visible, active security presence on site, a team that will step forward, take control when needed and back up staff in real time.

CCTV and Body Worn Video (BWC):

CCTV operates across many hospital areas, to support safety and security. In some situations, our trained security staff may also use body-worn cameras, which are used to help manage or de-escalate incidents, support staff safety and provide an accurate record where appropriate. When body-worn cameras are in use, this will be clearly indicated. All recordings are handled securely and in line with Trust policy, information governance requirements and data protection legislation.

Contact our Team:

Security support is available 24 hours a day. All incidents involving violence, aggression, abuse or security concerns should be reported using DATIX.

If there is immediate risk or you feel unsafe:

Call 2222

For non-emergency security support or advice:

Email: hdf.security-services@nhs.net



NATIONAL RECOGNITION

CONGRATULATIONS TO ADRIAN KOPYCINSKI

We are delighted to be able to say congratulations to Adrian Kopycinski, our Hotel and Site Services Manager, who was recently recognised at the Association of Healthcare Cleaning Professionals annual forum. Adrian was commended as a standout leader and for his excellence in leading PLACE Lite Audits. He was ultimately awarded the prestigious Leadership of the Year Award in recognition of the innovations he has introduced, whilst building a positive, skilled team.

This is a fantastic achievement and a testament to Adrian's dedication, leadership and unwavering commitment to delivering high-quality domestic services. To reach the final, Adrian progressed through a rigorous national selection process, being shortlisted by an independent judging panel before competing against three other exceptional finalists from NHS trusts across the country. Following the final assessment, Adrian was announced as the overall winner – a well-deserved recognition of the positive impact he continues to make for his team, the Trust and our patients.

As Domestic Services Manager, Adrian leads a large and dedicated workforce responsible for maintaining safe, clean and welcoming environments across the Trust. Under his leadership, the team consistently delivers high standards of cleanliness that are fundamental to patient safety, infection prevention and the overall patient experience.

Alongside the day-to-day operational demands of the service, Adrian is currently leading a significant service transformation. This includes reviewing workforce productivity, operational processes and service delivery to ensure the department is fully aligned with the National Standards of Healthcare Cleanliness 2025. Through this work, he is helping to create a more efficient, sustainable and patient-focused service while ensuring resources are used effectively to meet the Trust's future needs.

Throughout this period of change, Adrian has demonstrated exceptional leadership, supporting and developing his teams while championing innovation, continuous improvement and operational excellence. His ability to engage colleagues, inspire confidence and deliver meaningful improvements has earned the respect of peers across the organisation and the wider healthcare cleaning profession.

Adrian's success is not only a remarkable personal achievement but also a proud moment for HIF and the Trust. It reflects the professionalism, dedication and commitment shown by our Domestic Services team every day and reinforces our shared ambition to provide the highest standards of cleanliness, safety and patient care. We are incredibly proud of Adrian and congratulate him on this outstanding and thoroughly deserved national recognition.



POLICY UPDATE

ACCESS POLICYSTAT 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. All policies can be accessed via PolicyStat, or speak to your line manager to request a copy.

Conflicts of Interest Policy:

The policy provides simple advice about what to do in common situations, including the acceptance of gifts, hospitality, honours, charitable donations, sponsorship and the award of contracts for goods and/or services. Gifts of cash and vouchers should always be declined. Gifts should be treated with caution and only accepted on behalf of Harrogate Hospital & Community Charity (HHCC), not in a personal capacity and **all gifts** should be declared to the HHCC Team (hdft.hhcc@nhs.net), regardless of value.

Management of Work-Related Stress Policy:

If you are feeling stressed or under pressure because of work, speak to your manager as early as possible to ensure the right support can be provided.

Handling Cash and Credit Sales within the Catering and Retail Departments Policy:

This policy provides detail of the correct process for handling, recording and keeping money secure and must be followed by all who handle cash or card payments.

Bullying and Harassment Policy:

If you experience or witness behaviour that concerns you, please raise your concerns with your line manager so that they can be investigated appropriately and support provided. This policy clearly defines bullying, harassment and unacceptable behaviour in the context of workplace conduct, helping employees understand what these behaviours look like and how they will be addressed. As a first step, refer to the Respectful Resolutions guides available on the HR toolkit. Support is also available from Fairness Champions, HR, Trade Unions, managers and colleagues.

Health Surveillance Policy:

Some jobs may require regular health checks. If this applies to you, you will be asked to take part in health surveillance through Occupational Health.

Probationary Period Policy:

The Probationary Period Policy is currently under review and colleagues are encouraged to share their feedback to help to shape the updated policy. If you would like to share constructive feedback or to find out more information, please contact: grace.pollintine@nhs.net

Estates Ancillary Systems Policy:

Estates staff must ensure they follow safe working procedures, as set out in this policy, only carry out work they are specifically trained to do and report any faults, hazards, or risks, immediately.

Slips, Trips and Falls Policy:

Any spills, damage or other hazards that could cause a slip, trip or fall are to be reported asap.

HIF ORIENTATION

A CONSISTENT WELCOME FOR OUR NEW COLLEAGUES

We have introduced a new HIF Orientation programme to provide a more consistent and supportive experience for colleagues during their first two weeks of employment.

During their first week, new starters will spend dedicated time completing key elements of their HIF Orientation, including mandatory training, getting set up on key systems, learning about HIF and HDFT, reviewing important policies and information, and familiarising themselves with the hospital. They will then continue their induction within their own department, where managers will support them with their local induction, role-specific training and settling into their new team.

As part of the new approach, we have also developed a HIF Employee Handbook, bringing together useful information and guidance for colleagues. The handbook was shared at the HIF Staff Forum, where colleagues had the opportunity to review it and provide feedback.

The HIF Employee Handbook is available for all colleagues to view on the HIF SharePoint, within the HIF Documents – HIF Orientation folder.

If you have any questions about HIF Orientation, please contact hif.admin@nhs.net.



HIF STAFF SURVEY

THANK YOU FOR YOUR RESPONSES

Thank you to all who took part in our HIF Inpulse Survey in July. Your feedback allows us to understand your experience at work and provides an important baseline for future monitoring.

KEY FINDINGS:

- 72%** Feel enthusiastic about their job
- 71%** Feel time passes quickly while working
- 70%** Feel supported by their line manager
- 69%** Feel their manager values their work
- 79%** have received an appraisal within the last 12 months

AREAS FOR CONTINUED FOCUS

- Your responses highlighted opportunities to:
- Increase confidence in speaking up and that concerns raised will be addressed
 - Improve staff involvement in decisions affecting day-to-day work
 - Focus on staff wellbeing
 - Strengthen the experience of working at HIF, to encourage more colleagues to recommend us as a place to work
 - Maintain a safe and respectful workplace, with continued focus on preventing and addressing bullying, harassment and other unacceptable behaviours.

What happens next?

These results will continue to be reviewed to identify areas for improvement and to inform future actions. This will allow us to understand changes over time.

Thank you for continuing to share your feedback.



Test your skills with our puzzle page!

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

SUDOKU

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

WORD SCRAMBLE

David and Leanne are trying to order supplies for our Herriots Summer Menu but something has gone terribly wrong! Can you unscramble the words below so that they know what ingredients they need?



1. ZZAIP _ _ _ _ _
2. ZTZIKTAI _ _ _ _ _
3. ACWINHDS _ _ _ _ _
4. RGUAS _ _ _ _ _
5. LATEOCCOH _ _ _ _ _
6. ATRSDCU _ _ _ _ _
7. AOTPTO _ _ _ _ _
8. ACFLAPKJ _ _ _ _ _
9. ILGACR _ _ _ _ _
10. MEAACLGUO _ _ _ _ _



Answers at the back – no cheating!

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
12 JAN 2027, 2-3PM
23 FEB 2027, 11-12PM



FREEDOM TO SPEAK UP

WHAT CAN YOU DO

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.

Your Freedom to Speak Up Guardians:

Satty Ali (Mon-Wed) and Eileen Watson (Thur-Fri) can be contacted at hdf.freedomto.speakup@nhs.net. You can speak with them about anything which gets in the way of you doing your job, something you're worried about or an idea for improvement.

Your communications are kept completely confidential, so please feel free to use the email address to raise any concerns or ask any questions.

**Freedom to
Speak Up
Guardian**
www.nationalguardian.org.uk

Your voice matters

YOUR UNION CONTACTS

AVAILABLE TO ANSWER ANY QUERIES

UNISON

Email: admin@unhac.org.uk
Tel: 0113 855 5168



or contact **Hilary Levitt**
hilary.levitt@nhs.net

GMB

Contact **Paul Barlow**
paul.barlow1@nhs.net



www.harrogateintegratedfacilities.co.uk



@HarrogateHIF



@HarrogateIntegratedFacilities

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:

HDFT Open Days: HIF was proud to take part in the recent HDFT Open Days, where colleagues had the opportunity to showcase the wide range of services we provide. The events were well attended, with positive feedback from both staff and members of the public, offering a great opportunity to engage with the local community and raise awareness of HIF's role in supporting patient care.

Self-Referral: The process for accessing Occupational Health referrals has recently changed and the revised process has been shared with colleagues. Work is also continuing to develop the Occupational Health self-referral process, with further improvements currently underway. More updates will be shared as they become available.

Occupational Health - Sharps and Needlestick Injuries: Occupational Health is currently reviewing tetanus immunisation records and booster requirements for HIF colleagues, following sharps, needlestick and contamination injuries. Refresher information will continue to be shared, including through team meetings, and a cut injury guidance leaflet is available for review.

Apprenticeships: A recent email was circulated to colleagues regarding our Apprenticeship Strategy. It was noted that HIF is unable to commence any new apprenticeships in 2026, however we remain committed to supporting our workforce development.

We will be preparing for the launch of our new strategy and planning the associated recruitment process to commence offering apprenticeships from April 2027. We will also be seeking feedback from our current apprentices to help us to enhance the support we offer.

Apprenticeship opportunities will be advertised internally and any member of staff, who meets the eligibility criteria, will be encouraged to apply, with selection based upon the requirements of the role, organisational priorities and associated eligibility criteria.

Further information will be shared once available, however colleagues are encouraged to utilise the free training and development courses available on both LearningLab and NHS Elect.

**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
hdfc.occuphealth@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.

REASONABLE ADJUSTMENTS PASSPORT

SUPPORTING YOU AT WORK

HDFT and HIF are committed to creating an inclusive workplace where everyone can thrive. If you have a disability, long-term health condition, or another circumstance that affects you at work, you may benefit from a Reasonable Adjustments Passport.

The passport provides a confidential way for you and your manager to discuss and record any reasonable adjustments that will help you work safely and effectively. Adjustments are tailored to your individual needs and may include changes to working arrangements, equipment, your working environment, or other practical support.

The passport is owned by you, is completely voluntary, and helps ensure agreed adjustments remain in place if you change roles, departments or managers, reducing the need to repeat the same conversations.

To find out more, speak to your line manager or visit the Reasonable Adjustments Passport guidance on HDFT Internet.

If you would like further advice, you can also contact Occupational Health using this email: hdfc.reasonableadjustmentspassport@nhs.net.

SUPPORT FOR CARENTS

CARENT = ADULT CHILDREN WHO CARE FOR AGING PARENTS

Carents is the UK national organisation dedicated to supporting adult children who care for their ageing parents. This hidden group represents 57% of all carers in the UK, yet remains largely unrecognised by the current system. The Carents Room is a free, award-winning digital platform and online community available 24/7.

*"You are an invaluable
fourth emergency service."*



1. Guidance

- Informed by NHS & NICE resources.
- Clear, practical answers on health, care, and legal issues.

2. Community

- The Carents Lounge: a safe, peer-support space.
 - Moderated and compassionate, available around the clock.
- "This is my lifeline, my keeper of sanities."*

3. Tools & Resources

- Practical eBooks, toolkits, and webinars.
- Support for dementia, COPD, medication, banking, and legal planning.

WELLBEING

EMPLOYEE ASSISTANCE PROGRAMME

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: hdfd@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: hdfd.occhealth@nhs.net or visit <https://www.hdfd.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 hdfd.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 hdfd.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 hdfd.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 hdfd.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 hdfd.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 hdfd.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 hdfworkingfamilies.carers@nhs.net to join.



REPORTING ESTATES JOBS

USING OUR MICAD ESTATES HELPDESK PORTAL

The MICAD Estates Helpdesk Portal is the main system used to report maintenance and repair requests. Providing accurate and complete information when raising a job helps the Estates Team understand the issue, allocate it to the correct person and respond as efficiently as possible.

Incomplete descriptions, incorrect locations or duplicate requests can lead to delays. Before submitting a new job, staff should take a moment to check the information entered and make sure the issue has been clearly explained.

HOW TO REPORT A JOB CORRECTLY

1. Select the correct location

Search for or select the correct Site, Building, Ward or Department, Floor and Room. Providing the correct location ensures the engineer attends the right area first time.

2. Check for existing requests

Before raising a new request, review the recent calls list to determine whether the issue has already been reported. If an existing job is found, add further notes or information rather than creating a duplicate request.

3. Complete the request details

Provide a clear Short Description and use the Details field to explain the fault. The more accurate and specific the information, the easier it is for the Estates Team to understand the issue before attending.

4. Select the correct Fault Category and Work Type

Choose the Fault Category (Sub-Category) and Work Type that best describes the problem. This helps ensure your request is directed to the appropriate team.

5. Attach supporting information

Where appropriate, upload photographs or supporting documents that may assist with diagnosing the fault before attendance.

6. Review and confirm

Check that all information is correct before selecting Confirm. Once submitted, you will receive a Job Number (Call ID/Work Request ID) together with a confirmation email.

7. Monitor your request

You can use the My Jobs section to check the progress of your request, add further notes where required or, if necessary, mark a completed job as incomplete if the work has not been completed to the required standard.

Clear and accurate reporting helps the Estates Team respond to the right issue, in the right place, with the right information.

Answers



SUDOKU

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

HIF MAZE



1. ZZAIP PIZZA
2. ZTZIKTAI TZATZIKI
3. ACWINHDS SANDWICH
4. RGUAS SUGAR
5. LATEOCCOH CHOCOLATE
6. ATRSDCU CUSTARD
7. AOTPTO POTATO
8. ACFLAPKJ FLAPJACK
9. ILGACR GARLIC
10. MEAACLGUO GUACAMOLE



PAYROLL GIVING


**Harrogate Hospital
& Community Charity**
Registered Charity Number: 1050008

Support our Staff
Wellbeing Fund

**YOU CAN HELP TO BUILD OUR STAFF WELLBEING FUND
BY SETTING UP A REGULAR DONATION FROM YOUR
SALARY.**

**DOWNLOAD OUR FORM FROM THE INTRANET TODAY TO
HELP SUPPORT STAFF WELLBEING PROJECTS SUCH AS:**



Email: hdfh.hhcc@nhs.net

**SCAN THE QR
CODE TO SIGN
UP TODAY!**

