



NEWSLETTER

DECEMBER 2022

"SERVICE EXCELLENCE THROUGH OUR PEOPLE"

First Impressions Count

Our Corporate Induction launched in May and has been designed specifically to provide a warm and friendly welcome to DSFS and our ways of working for all our new people. It is fully supported by our directors who come in as part of the welcome, and by colleagues in IT who provide training and support to relating to information governance and use of NHS mail. We also provide everyone with a detailed induction manual and checklist so we can support them as much as possible in their early days in their new job roles.

Centred around 'Service Excellence through our People' it provides a full focus on DSFS and our Vision and Values, and how we work together to deliver our services to our customers. By Christmas, we will have delivered 12 sessions to well over 100 new starters and we plan to deliver two sessions every month from January 2023.

We have new people in nearly all our teams since May, and almost everyone that has joined us has said how friendly and welcoming colleagues in their teams and across DSFS are. In our last session in November, everyone said they felt supported by their managers and colleagues, and that DSFS feels 'like a family'. This is lovely to hear so keep up the great work everyone.

Over 93% of attendees have rated the induction as excellent or very good, so it really is a success story. We are however, always looking to improve what we do. Recent changes have been to provide a free welcome drink voucher and a DSFS water bottle or mug to everyone that joins us as part of their welcome.

Pictured : A warm welcome to all on our Induction sessions



GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEEDIRECTORS@NHS.NET

Welcome Aboard

We have welcomed over 60 new starters recently:

47 of you have joined our facilities services team, we have three new people in I.T, alongside three in patient records.

Seven colleagues are new to the Procurement team, and four colleagues in Finance. We would also like to welcome four new team members to the commercial residences.

Welcome also to the newest members of our management team:

- Les Hayes – Programme Manager, Estates Capital Team
- Sam Bolton – Estates Operations Manager, Estates
- Trish McDonagh – ICT Project Office Manager

Thank you for everything which you bring to our teams.



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Building, Leading & Working

THE DSFS WAY

The DSFS Way

Designed to help all leaders, at all levels within the DSFS business, the workshops help to develop the approach, skills, and confidence to lead the business to an even brighter future...the DSFS Way.

Thanks to the knowledge and experience of the facilitators and participants from the 'Cultural Exchange' learning and development company, feedback has suggested the sessions have been very engaging, very interactive, very thought-provoking and very 'DSFS real'.

These initial workshops are providing the platform for some further 'Working the DSFS Way' activities which will be coming to all parts of the business throughout 2023 – so watch out for further announcements and play YOUR part in helping to Build, Lead & Work the DSFS Way!



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Mental Health First Aider Training and DSFS Wellbeing Champions

To further support individuals across our teams to talk about their mental health, DSFS have recently commissioned Mental Health England to provide training to a further 14 DSFS staff to become qualified Mental Health First Aiders. The training was held on Thursday, 17 and Friday, 18 November and included staff from our Porters, Estates, IT, HR and OD, Security, Commercial and Finance teams.

Pictured below are our Mental Health First Aiders.



Training IS essential...

Essential Training is important for all of us throughout DSFS to make sure that we have the correct knowledge and skills to keep ourselves, our patients, and visitors safe.

However, our compliance rates have been too low over the last year, and we recognise that this is mainly due to understandable operational pressures during the pandemic which made it very difficult for teams to ensure the essential training was completed.

We know that teams are working very hard to increase their compliance and support colleagues through the essential training courses, thank you for all your efforts. If you need any help or support, please come, and speak with the DSFS HR Team.



We really value you...

As a valued DSFS employee here are your benefits:

Huge range of BLUE LIGHT CARD NHS discounts and healthcare staff benefits



- Money saving deals and vouchers
- Travel and holiday deals
- Top hotel discounts
- Relaxing airport lounge and airport parking discounts
- Mouth-watering restaurant deals
- Money off fashion fixes
- Deals on mobile phones, utilities, and gym membership.
- Find out more at:

www.bluelightcard.co.uk/healthservicediscounts.php

Food and Drink Discounts



All DSFS employees receive a discount on Food and Drink from our catering outlets, **just show your ID badge.**

5% off Stagecoach bus travel



For all DSFS staff (using NHS Discount) Simply download the App

DSFS NEST Pension



Upon joining you can choose whether to pay 5% or 8% and DSFS will match which you choose. For more information, visit the NEST website:

www.nestpensions.org.uk/schemeweb/nest.html

Generous annual leave



Gives you 27 days leave upon joining which rises to 29 days after 5 years and 33 days upon 10-year service (pro rata).

Pay enhancements of 40%



If applicable to your role and contract, for any hours worked after 8pm and before 6am on Monday to Friday and for hours worked on Saturdays, Sundays, and Bank Holidays.

Elephant in the Room Psychotherapy



Free and confidential mental health support and counselling service.

Development and Training opportunities



We are committed to developing and growing our people wherever possible, whether in your own team or into a different area of the business. Speak with your manager for opportunities in your area.

24/7 anonymous Employee Assistance Programme offering information and support



- Counselling and Emotional Support
- Legal and Tax Advice
- Debt and Financial Advice
- Everyday matters and Family Care
- Guidance for managers
- Further information please click on the links above or:
Call: **0800 085 1376**
- email assist@cic-eap.co.uk
Visit: www.well-online.co.uk
- Username: DTlogin Password: wellbeing
Text relay: 18001 0800 085 1376

Electric car scheme



Find out more and the cars on offer at: www.nhsfleetsolutions.co.uk using the code VPD 166 to register.

Alternatively email enquiry@nhsfleetsolutions.co.uk, or call **0344 811 8282**

Cycle to Work Schemes



VIVUP up to £1000 for a bike with or without accessories. Via salary sacrifice
Green Commute up to £5,000 toward a bike or e bike. Via salary sacrifice.

Free cycle service and basic repairs drop / pick up service Chesterfield info@inclusivepedals.org.uk

Flexible working Opportunities



Depending on your team and role we offer different shift patterns, flexible working and hybrid working to help you balance work and home life.

The DSFS People Survey

Our DSFS People Survey has previously been carried out every year. However, we recognise that holding the survey yearly did not allow much time for teams to act on the feedback and embed the change before asking you for feedback again. With this in mind the Board have decided that having a survey every two years will allow us more time to work with you to make the changes and embed the improvements before asking for further feedback. The next DSFS People survey will take place in October 2023.

Appraisal Season

Our DSFS Appraisal Season has normally run from April to July each year. Having received much feedback from you, mainly around the reasons for appraisals, the quality of appraisals and the length of time we give for appraisals to be carried out, the Board have decided to extend the appraisal season in 2023. It will now run from the start of April to the end of September, to give you all more time to allow for quality conversations and not rush the process. We will also be providing training and awareness sessions to managers and colleagues throughout 2023 to ensure that we help not only Managers but all colleagues with how to have a quality conversations and the importance of this.

Backtraq is Changing To MICAD

Over the coming months DSFS will be upgrading the main system used within our Estates and Facilities departments. This means that BACKTRAQ will be changing to MICAD. This new package will support patient care by allowing colleagues to access systems relating to transport, portering and financial and stock control in one package. Training will be given to all relevant teams; particularly ward colleagues and those raising porter requests. Please look out for more information – and contact Amy Rowland amy.rowland6@nhs.net for specific queries.

