

A warm welcome awaits ...

You may have noticed that your Estates department has a new feel - with upgraded office space, alongside upgrades to essential IT.

Designed to be more welcoming to visitors, suppliers and colleagues, the 'Breakout Zone' which is in the Estates foyer will also contain space for training and education, additional welfare facilities, hot desking pods and a welcoming waiting area.

IT updates are also allowing the introduction of new Personal Digital Devices (iPads and iPhones), improved reliability and connectivity to the WIFI and network, improved data management and record keeping which will help us to bring our 'fit for future' ambition to life. These changes had direct involvement from the entire Estates department including engineers, technicians, craftsman and IT.

We're delighted to see the refurbishment coming to completion after several months- with new signage and notice boards. There is also an updated Computer Aided Facilities Management (CAFM) system which will see us move away from the existing system (Backtraq) to MICAD, creating a total new task deployment investment.

Mathew McKechnie MIWFM, Assistant Director Estates, said: **"We want people to visit the Estates department and understand who we are and what we do – and in doing so gain an appreciation of the essential input Estates have within the Trust and how we support our patient experience. I specifically want to thank Emma Morten and all the Estates Management team who have worked tirelessly to make the improvements for our Estates workforce. It's important that we all continue to work together as a team and the changes to our environment and our systems will make a huge difference."**



Pictured L- R: Steve, Steve, Henry, Alan, Brian and Emma (Seated)

Going Global

Tasty lunchtimes are going global at the Trust! Fancy a chicken katsu curry or a burrito? Lots of others folks have – as these are our best sellers! The 'Go Global' food van was launched in April and offers colleagues, patients and visitors a different selection every day. There is representation from all over the globe; including Asia, the Mediterranean and the Americas.

The food van, across from the bus stops outside of the Main Entrance, is open from 12pm-4pm, Monday-Friday and offers a 10% discount for colleagues.



“The food has gone down brilliantly – we’ve had huge compliments on the variation it offers in line with all of the other outlets on site. I want to thank everybody for their support in getting the food van running and to my wonderful colleagues who have worked hard to get the van up and running. I look forward to seeing how we can expand the menu in the future.”

Kim Beevers, Facilities Manager

In the words of the famous TV programme... Our survey said...?!

The results of the 2021 DSFS People Survey are now in: Thank you to everybody who took the time to complete one. The results show 70% of you completed and returned one of the anonymous surveys. This is an improvement from 64% from 2020.

We have plenty to celebrate including the health and wellbeing work that's well underway – showing again that we are working hard to improve our culture. We have more work to do and look forward to involving you in how we can do this.

Areas to improve include how and where we give feedback, involving you in any changes, improving communications and improving appraisals.

The work to improve our approach to appraisals is underway and we will need you to help us find the best way forward to ensure we have an appraisal process that works for all, ensuring you feel valued, and the process truly helps you in your role.

We know some of the scores have changed since 2020 and this is down to many factors, but our clear goal is to ensure you, as colleagues, are keen to recommend us, as a place of work, to others.

How can we do that? ...

We can do this by embedding our values, ensuring our workplace is truly inclusive where all our colleagues are kind, supportive and happy at work; and by ensuring we get our communication and feedback right. Most importantly we will ensure that you feel truly valued in your role.



Pictured L-R Michael and Jane, Paul and Lee

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

THE DSFS WAY!

The 'Building, Leading & Working the DSFS Way' development programme has now launched and will be a key part of helping us to develop over the coming 18 months.

The programme will support leaders - from all functions and at all levels - through a development process that will then involve everybody within the business throughout 2023.

As one of the first steps in the programme, everybody is being asked to take part in a short, simple questionnaire. The questionnaire is based on the four DSFS values – known as the four Rs: Responsive, Reliable, Resourceful and Respectful.

The questionnaire asks how you think we live those values everyday and which of the four is most important to you. This will form a conversation about how we embed those values and bring about culture change to set our direction as a company and as a team. Thank you to everyone of you who has taken the time to complete a questionnaire – your opinion and views really do count.



Pictured L-R Nicola, Deborah and Alan.

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

Employee Associate Directors 2022-2025

Our first group of employee associate directors ended their three year team on Tuesday, 31 May 2022. We would like to say a huge thank you to them for their valuable contribution over the last three years.

Following a recruitment process, we are very pleased to welcome our new EADs as they start their three year term in the position;

What are EADs?

Employee Associate Directors are employees who sit on the DSFS Board and other organisational committees.

Why have them?

The EADs are an important part of our DSFS Board, they provide a different perspective on issues the organisation faces and are there to provide a challenge to the Board over many issues discussed. The EADs will get involved in Board projects and initiatives providing a different perspective and insight.

How has the scheme come about?

When DSFS was created, the Board were very keen to ensure we had engagement at Board level with employees and had contributions from employees.

What will they get from the scheme?

The EADs will receive valuable insight into how the organisation is run, its statutory obligations and its relationship with the Trust.



**Louise Warren –
Clinical Engineering**



**Emma Morten –
Estates**



**Spencer Bradshaw –
Finance**



**Martin Birkett –
Safety Management**

Leavers, Joiners, Movers and Shakers – Hatched, Matched and Dispatched!

Since our last newsletter in December, we have lots of people changes to celebrate, all of which strengthen our teams and business:

Congratulations to:

- We say goodbye to **Andy Ward**, Head of ICT and welcome **Alex Green** to #TeamDSFS
- **Steve Heppinstall**, who is on secondment as Chief Finance Officer.
- **Vanessa Singleton**, who seconded into the role of Associate Director of Finance.
- **Patrick McDermott**, who has begun his interim role of Head of Finance.
- **Kim Beevers** appointed to Head of Facilities.
- We say goodbye to **Jayne Bradbury**, and welcome **Ann Cowan** as Retail Manager.
- **Mat McKechnie** has been appointed to Associate Director of Estates.
- We say goodbye to **Ryan McGormack** and welcome **Conrad Canadine** as Head of Capital Projects.
- **Leslie Hayes** joins #TeamDSFS as Programme Manager in the Capital Projects team.
- **Michael Doyle** joins us as Energy Manager.
- **Katrina Horton** has been appointed as Deputy Head of Procurement.



Vanessa Singleton



Steve Heppinstall



Kim Beevers



Patrick McDermott



Mat McKechnie



Ann Cowan



Leslie Hayes



Conrad Canadine



Katrina Horton



Michael Doyle

Successful new linen contract

DSFS successfully implemented a new linen contract on Monday 30 May with the linen supplier Elis.

The go live date was earlier than planned and approved by the Trust due to the previous linen supplier being unable to provide DSFS and the Trust with contractual general linen provisions. DSFS purchased linen throughout this time to mitigate any risk to patient care. The new linen contract is going extremely well, and Trust is receiving contractual linen provisions daily.

Thank you to all staff who have supported this process during this difficulty time.



Pictured above are Jane and Kirti