



# Project SEARCH celebrations

Page 3



## Two national awards!

Page 4

## Department Focus on... Finance

Page 8-9

colleague of the  
**MONTH**

See our latest shining stars...

Page 10

# A message from Dennis

**Hi everyone and welcome to the September newsletter. I know a lot has happened since our last edition – lots of positive news – such as our recent nomination for two waste awards (read more on page 4) and the wonderful Project SEARCH graduation event that DSFS is integral to the success of (read more on page 3).**

There have been some more challenging moments though, and I know you will all be eager for an update on pay award discussions. The update is that we are working with our union colleagues and the Trust group, and we have committed to an ongoing dialogue with them about the pay award. We met with the unions again recently and we will have a further update for you as soon as one is available. I want to thank you for your patience and professionalism while we work this through.

If staff have questions or issues in the meantime, please speak to your line manager or one of the DSFS directors, the Freedom to Speak Up Guardian, or a trade union representative.

## **Business update**

As a business we continue to deliver high quality services to our customers, including the Trust and our CRH colleagues. It is important that we continue to do this and to celebrate our success. With this in mind, we will be highlighting some of our recent successes in the newsletter so please read on.

## **Security**

We have been at the forefront of progress on clamping down on violence and aggression at the Trust with the help of our dedicated Security team. We recently featured in regional ITV news for the work that Security have been doing with the Police, to ensure that our colleagues are protected and that offenders know there are consequences and are brought to justice. It is important that we all feel safe at work, and I want to thank our Security colleagues for helping to make this happen and for providing the appropriate training and advice.

## **Electric Vehicles**

We have rolled out new charging for electronic vehicles at the Trust - for patients and colleagues. There are still a few formalities to iron out about the use of these, but this is part of our commitment to our green plan and is a great step forward for the Trust, environmentally.

## **Quack!**

We know how much our resident ducks mean to everyone at the Trust and as part of our corporate social responsibility (CSR) we have made a small donation to the Pet Samaritans to say thank you to them for helping to re-home some of our ducks earlier in the year. This is an amazing charity, and we very much appreciate their support. By the way – has anyone uncovered the identity of the Quacksy McDuck yet? We are enjoying this bit of fun and seeing peoples update on staff Facebook!

***Dennis Kentrop, Managing Director***

# Project SEARCH supports young people with learning disabilities

To support more people with a learning disability and/or autism into work and in line with our values and our FREDIE principles\* (Fairness, Respect, Equality, Diversity, Inclusion and Engagement), we are supporting the DFN Project SEARCH programme - a one-year transition to work programme for young adults.

This year we offered supported placements in areas such as catering, linen management and portering. A lot goes into supporting the interns – from their mentors to their managers – and DSFS has been at the forefront of helping these young people to train, build their skills and move into paid employment.

We hosted a graduation ceremony in July for 13 Project SEARCH interns who had completed their placements – inviting them, their mentors and families to celebrate their achievements – with over 100 people joining the interns to mark the occasion.

Thank you to all colleagues for supporting this important programme - here are some pictures from the event.

\*You can find out more about FREDIE on pages 5-6 - this is something that we want to underpin everything we do going forwards.



# Two award nominations for waste management



We have been shortlisted in two categories in the Excellence in Waste Management Awards - Best Reduction in Food Waste of the Year and Best Reduction of Carbon Emissions from Waste of the Year.

The awards recognise sustainable waste management and innovation across the NHS in England.

The shortlisting for the Best Reduction in Food Waste of the Year award comes following a national trial across selected wards at the hospital, which measured the amount of patient meals that had been served, the waste left on plates, and the CO2 value of this waste.

During the trial DSFS identified a potential saving of around £89,000 a year by reducing the number of unserved 'just in case' meals, which also reduces the CO2 impact and supports the drive for NHS organisations to be Net Zero for Carbon Dioxide production. They have also provided a 'missed meal' order service which extends the opportunity for patients to get a hot meal by six hours a day.

The project has been a collaboration between different departments at the hospital including Patient Catering, the Royal Academy of Improvement and Dietetics, as well as catering partner, Sodexo.

DSFS was nominated in the best Reduction of Carbon Emissions from Waste for its work with clinical waste company, Veolia, which sees us now using an Energy Recovery Facility in Sheffield to compliantly dispose of infectious waste and pharmaceutical waste. This approach involves lower carbon emissions when compared to high temperature incineration – leading to a saving of 198 Tonnes CO2e for the Trust. Using a local facility also reduces the annual mileage that waste needs to travel reducing carbon emissions.

Good luck to both teams who will find out if they have been successful at the awards on Wednesday, 2 October.



# Welcome to the 'DSFS Way'...

Most of us are now aware of the four DSFS Values - the 4Rs of being Respectful, Responsive, Resourceful and Reliable - and most of the leaders in the business have now been introduced to our ongoing development process which is helping us to 'Build, Lead & Work the DSFS Way'. This process is helping us all to bring those 4Rs into our everyday workplace - so that everything we do, as individuals, and as a business, is done the DSFS Way.

**Today, we wanted to let you know about FREDIE.**



*Building, Leading & Working*

**THE DSFS WAY**

## What is FREDIE and why is it important to DSFS?

FREDIE is an important part of 'The DSFS Way'. FREDIE stands for Fairness, Respect, Equality, Diversity, Inclusion and Engagement and it forms part of the Inclusion Pledge that DSFS developed last year. FREDIE is part of a National Centre for Diversity programme, and, as part of the DSFS Way, it sets out a way of working to help us to become a more diverse and inclusive organisation.

## What and who is driving this change?

We want to make DSFS an inclusive place to work - a place where everyone can bring their best self to work each day. We want to be able to say that we are doing things the 4Rs 'DSFS Way' and it is important therefore that we apply the FREDIE process to what we do. The HR and OD team are driving FREDIE and making sure that it threads through everything DSFS is doing, including policies, strategies and ways of working. There is also a FREDIE Steering Group, and a FREDIE Friends group made up of people who feel passionately about doing more to improve diversity and inclusion in DSFS. If this sounds like you, then there is always an opening to become a FREDIE Friend and help to drive this positive change at all levels across DSFS.

Continued...

## How does the Trust's Anti-Racism Strategy fit into this?

DSFS aligns to the Anti-Racism Strategy and DSFS colleagues have been involved in the roll out of the Strategy. Anti-racism is one part of the wider FREDIE approach because race including colour, nationality, ethnic or national origin is also a protected characteristic (see below) and part of the FREDIE programme.

### **What are protected characteristics and where can I find out more?**

Thank you to Elise Jays from our Patients Records department (and part of the FREDIE Friends group) for designing the following poster about the nine protected characteristics [here](#). By creating this poster, Elise is becoming an active part of the DSFS Way - something that, through this process, we are hoping many more of us do, in our own ways! If you are interested in finding out more about FREDIE then please contact Jayne Moore on ext: 3447.

Please also remember that **It's OK to Ask... About how to get support if you've experienced, seen or believe you're a victim of racist actions or behaviour.** You can find out more information about how to report racism and the support available on [Crisp](#).

**It's OK to Ask... When should I report racist actions?** You can report an incident of racism, discrimination, or harassment by scanning the QR code below and filling out the online form. The form is a quick and confidential option to raise concerns about what you may have witnessed or experienced.

## Anti-Racism Strategy Report and Support

### **How do I report an incident of racism, discrimination, or harassment?**

You can report an incident of racism, discrimination, or harassment by filling out the online form - a quick and confidential option to raise concerns about what you may have witnessed or experienced.

The form can only be used to report incidents relating to colleagues; all patient-related incidents must be reported to the line manager in your area and on Datix.

Access the form here:





# Chatbox sessions outcomes

How you feel about working for DSFS is important to us, we want to make sure that you are happy in your role, you have the tools to be able to do your job and where something is not right, you tell us, so we can do something about it.

Chatbox conversation sessions are the feedback process for DSFS line managers and Heads of Service to engage with their teams about the results of the DSFS People Survey.

It is important that all areas have an opportunity to talk about their local results and any areas that need attention or where people might need support. They are really important and we need to make time to look back to help us to look forward.

Here are a few of our favourite ideas from the Chatbox sessions so far...

**Patient records** wanted to reduce carbon footprint and reduce the cost of stationery.

#### **What are they doing about it?**

They are aiming to reduce their carbon footprint and increase recycling in the department by adapting to new working methods, such as, only printing the clinic lists once for the day the clinics are delivered to avoid unnecessary print costs and waste. They will also be re-using pulling lists as note paper (reducing the amount of notebooks/post it notes) and they will introduce paper recycling bins into all the offices and setting up a rota for emptying them weekly.

**Financial management** wanted to eliminate non-value adding processes and tasks. What are they doing about it?

#### **What are they doing about it?**

They will do a value stream mapping exercise which will help them reset the team's priorities, review customer needs and add value to their work. This will also ensure they are aligned to the DSFS core values.

**HR and OD** wanted to ensure they were embedding 'Building, Leading and Working the DSFS Way' into all their team's work.

#### **What are they doing about it?**

They are reviewing their work and consciously applying a 4R values 4 colour approach (part of Building, Leading and Working the DSFS Way – more information on this will follow) to the way they work. They are also reacting to feedback about the appraisal process from other teams and giving the appraisal paperwork a refresh for this year.

# Department focus on...

## Finance



The DSFS Finance team, including Financial Management, Financial Services and Financial Accounts and Systems are a team of 54 who sit under Louise Lowry, Associate Director of Finance and look after all things money-wise for the Trust.

They are constantly striving for quality, including 10 of their team passing various finance and payroll exams this year. They have introduced 9 Excellence Groups across the department this year, with every member of staff taking part, improving everything from their Customer Liaison, to Process, to Training and more. For example; the Client Training Excellence Group is launching on-line finance training on Aspire this Autumn. They also do a whole host of Finance related tasks that you might not expect - did you know that last year...

### In Financial Management



- The team support 176 budget managers, with total budgets of circa £361m. They have recently delivered the first of a new rolling programme of face to face training sessions to support budget managers at all levels. The training covers; budget manager roles and responsibilities, what a budget report looks like, procurement rules, the Standing Financial instructions (what are they?), how to ensure staff are paid correctly, efficiency savings (what they are, and how to achieve them) and an overview of how the funding flows through from government to the Trust and DSFS Ltd.
- The team hosted three graduate student placements in the team over the last five years, and have supported ten colleagues to become financially qualified.
- The team have paid 219,642 NHSP bank shifts in the last five years.



## In Financial Services



- The team processed 76,583 supplier invoices
- They helped almost 700 patients via the Healthcare Travel Costs Scheme to attend their appointments
- They processed income to the value of £634,413,054 in 2023
- Looked after and then returned property to around 400 of our patients or their families
- Processed 114 Charitable Fund applications, enabling over £1 million to be spent on projects and items to benefit our patients and colleagues

## In Financial Accounts and Systems

- They verified assets with a valued at c. £141.3m annually across DSFS and CRH
- They account for a capital programme of around £10m per year
- System team have set up 450 new users on Unit 4 Agresso in the last five years



# Colleague of the MONTH

Our Colleague of the Month awards acknowledge and celebrate all the people that go above and beyond in their daily roles. Thank you to everyone who voted and congratulations to those that were selected. All of the winners below represent one of the **DSFS 4R's values**.

Here are our latest shining stars!

## Responsive

We are always responsive to our customers' requirements and requests - acting promptly, doing what we've agreed, meeting and exceeding expectations and ensuring concerns are addressed and issues are resolved

## Resourceful

We are resourceful in our approach - creative, imaginative and empowering; and giving everyone in our DSFS team permission to challenge 'the norm', to seek out solutions and to make decisions that improve the facilities and support services we provide



## Respectful

We are respectful, kind and professional - helping and supporting our DSFS and Trust colleagues, our patients and our customers; presenting ourselves positively and meeting the highest quality standards in everything we do

## Reliable

We are always reliable - our patients and our customers can depend on us to provide environments for patient care and workplaces that are welcoming, safe, clean and sustainable, along with services that are high-quality, high-performing and focused on customer need



**Cloe Harthill**

PSA - Domestic



**Ann Emson**

PSA- Domestic



**Conor James**

ICT



**Jess Plant**

PSA - Caterer



**Paula Sas**

Domestic Supervisor



**Kelly Woolley**

PSA - Domestic



**Vicki Kirk**

PSA – Caterer



**Kerrie Waller**

PSA- Supervisor

**Do you know a DSFS colleague who embodies the four Rs Values: Responsive, Resourceful, Reliable and Respectful?** If so - why not nominate them for a DSFS Colleague of Month award?

An electronic nomination form can be found on the intranet within the Recognition Scheme guide, you can also request a copy via email from [crhft.dsfs@nhs.net](mailto:crhft.dsfs@nhs.net).

Paper forms can be found by the nomination boxes located in the Estates Reception, Retreat, PSA Supervisors office, the Café and Finance Dept. The paper forms are to be posted in the nomination boxes.

## Time is nearly up for appraisals



Appraisal season is coming to an end for DSFS colleagues, and we are currently on just over 70% completion rate across the business.

The deadline to complete these with your line manager is the end of September. Please make sure you have one scheduled before then.

Appraisals are an opportunity to review how the year has gone, what worked and what you need support with. They are also a good opportunity to discuss your career goals and aspirations with your line manager. Please make the most of these sessions.

If you need any support with this, please speak to your line manager. For more information call the DSFS HR Team on ext: 3737.

## Theresa celebrates success down under!



Theresa Tomlinson, Head of Health and Safety Management, recently travelled to the other side of the world to take part in the World Masters Lifesaving Championships and came back with not one but **two medals and a National Record**.

Not only has Theresa already got a Guinness World Record for swimming the Channel as part of a four-person relay team, three World medals, five Commonwealth titles and more National medals than she can count in Lifesaving Sport, she now has World Champion to add to her titles.

Theresa has been a qualified lifeguard since the age of 16 and she has always been an active swimmer, however she was pulled back to the pool because both her children joined the local lifesaving club, and she was asked to teach there.

The World Masters Lifesaving Championships took place on Australia's Gold Coast in August where she took part in four individual events and four relays, all over a period of seven days.

Theresa said: "The whole experience was amazing, especially meeting competitors from all over the world - some of them old friends and some new. Australia is a fabulous place, and everyone cheered their team and friends on. My most amazing moment was winning the title of World Champion, and a close second was swimming with whales in the competition area of the ocean. My least favourite bit was trying to put on a fast skin (swimming suit) in 30 plus degree heat!"

