



Working for DSFS



Service Excellence Through Our People



Welcome to DSFS

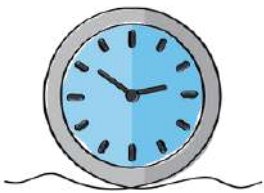
Derbyshire Support and Facilities Services is a wholly owned subsidiary of **Chesterfield Royal Hospital NHS Foundation Trust**.

We provide a full range of **non clinical support services** to ensure our clinical teams have everything they need to effectively care for our Derbyshire people who we serve.

DSFS is a new and modern organisation, we truly believe **you as our employees are the key to our success** in service delivery and excellence.

In this booklet you will find out more about **who we are** and what it is like to work for us.

Our core values are the principles and behaviours we live by every day. They are...



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 and workplaces that are welcoming, safe, clean and sustainable, along with services that are high-quality, and focused on customer need.

Our Vision

Service excellence through our people



We have a passion to deliver service excellence through our people - becoming a provider and employer of choice by offering first-class facilities and professional services to local health and social care systems and the wider public sector.

Our Mission

We will work together-putting the needs of our patients and customers first; and always supporting each other

We will always put the needs of our patients and our customers first. We will create a supportive, honest and open culture, where everyone feels included and has an opportunity to develop and reach their goals. We will use our resources wisely, to maximise value and to enable welcoming, safe and sustainable environments for everyone.

Our Objectives

The factors that will help us to grow, improve and succeed

Service excellence

We will deliver service excellence by:

- Improving customer satisfaction ratings.
- Exceeding customer expectations.
- Becoming the first choice provider for facilities and support services in local health and social care systems.

People excellence

We aim to be exceptional for our people by:

- Improving employee satisfaction ratings year-on-year.
- Leading staff wellbeing levels across the health sector in Derbyshire.
- Making DSFS an 'employer of choice' across all its services and functions.

Adding value

We will add value to everything we do by:

- Delivering commercial benefits for our customers.
- Supporting and enabling our customers' objectives.
- Working as an integrated care partner to exceed our customers' expectations

Commercial presence

We will develop our commercial presence by:

- Increasing our revenue from 3rd party markets.
- Growing an income stream from commercial activities with existing and new customers.
- Using our strengths to become a key partner in the Joined Up Care Derbyshire Integrated Care System.

Meet the team



Natalie Younes

Interim Managing Director



Stuart Ellis

Director of Strategy & Commercial Services



Ian Hazel

Director of IT & Infrastructure



Steve Hustler

Director of Operations - Estates & Facilities

HR & OD

Holly Fogden - Assistant Director

Finance

Louise Lowry Associate Director

ICT & Digital
Patient Records
Switchboard
Alex Green

Estates

TBC

Guest Services

Kim Beevers - Assistant Director

Corporate Governance

Anna Doyle - Assistant Director Corporate & Strategy

Head of Financial Management

Ryan Eastman

Clinical Engineering

Matt Castledine

Capital Projects

Simon Loukes

PSA Catering

Deputy Head Facilities - Sara Goodwin

Commercial Services & Residences

Jen Colton

Head of Financial Accountancy

Rachel Hall

Decontamination

Alan Duffy - Consultant

Health & Safety

Theresa Tomlinson

PSA Domestics

Diane Duquemin

Procurement & Logistics

Katrina Horton

Compliance, Security, Porters, Car Parking

Shaun Marsh

Retail & Catering

Ann Cowan

Linen, Post & Admin

Carolyn Waller

Employee Associate Directors



Martin Birkett



Paul Devonshire



Tom Lowens



Louise Warren

Why us?



Because you can make a difference!



Service Excellence Through our People

Our people are our greatest strength, and through our people we strive to make continuous improvements.

We encourage all our people to think 'outside the box' and continually make suggestions to make working for DSFS better. Having a truly diverse workforce brings different ideas and different ways of working, enhancing the customer experience and service we can provide.

Employee involvement and engagement is the key for service excellence

Engaging with our people and working together is at the heart of the DSFS family and culture. Employee Associate Directors are recruited every 3 years to bring fresh new experiences, insights, perspectives and ideas to Company committees, meetings and our Board of Directors.

The vital insight from different teams within DSFS helps to bring positive changes and engagement. A bi-yearly staff survey is undertaken where important feedback is given and ensures that DSFS continually improves for our people and its customers, helping to make DSFS an employer of choice.



What's it like working for DSFS?

DSFS is an organisation striving to provide service excellence through its people. This means that we are doing all we can to continually improve our working environment. Many teams have flexible working arrangements and opportunities so that our people can achieve the right work life balance for them. We do all we can to support our people in and out of work. People often say it feels like family working at DSFS which is something we are very proud of. Don't take our word for it, read our 'day in the life of our DSFS staff' stories to hear from existing team members across our organisation.

Retaining and Developing Talent

At DSFS we aim to provide development and opportunities for obtaining new skills and experiences for all our people who want it, not just within their own team but across the organisation. Developing our people's talents and skills provides DSFS with the right skills, in the right place, at the right time as well as supporting your personal development goals.

Not everyone wants to develop, and some would rather stay in one role, this is also very important, and we welcome and support our people to be happy in their choice of role.

Supporting our people

Our People are our greatest strength, our people's health and wellbeing is incredibly important. At DSFS we want to ensure everyone feels valued and supported throughout their career with us.

Our inclusion pledge

DSFS are proud to be striving to achieve a truly **diverse and inclusive workforce** by valuing and welcoming everyone's different abilities, uniqueness and individuality. All our colleagues have the right to and should be able to **feel 100% themselves** at work; we believe that all our people add to and improve our culture. By embracing our diverse backgrounds and differences, **our culture becomes richer** and makes us stronger together.



We strive to provide a fair and supportive work environment for all our people, regardless of their age, disability, gender, marital status, race, religion or belief, sex and sexual orientation.



DSFS will adopt a **zero-tolerance approach** towards any behaviours, attitudes or actions which negatively impact an individual or group due to their differences or simply for who they are. **This may include, but is not limited to:**

- **Comments about or actions taken against age, disability, gender, marital status, race, religion or belief, sex and sexual orientation.**
- **Deliberately spreading rumours or comments about an individual that may negatively affect that person.**
- **Being part of inappropriate banter where a joke, comment or behaviour goes too far and makes an individual feel uncomfortable or hurt**
- **Harassment or bullying**

We will create a safe working environment for everyone no matter who you are. Everyone has the right to feel safe, happy and welcomed. Zero tolerance will mean a number of actions that DSFS will take dependant on the situation. This could be:

- **Educating the individual** ensuring they have an understanding of their actions and the negative impact it had.
- **Educating the team** where any incident occurs to ensure the right culture, attitudes and behaviours are demonstrated.
- If education has failed, the **DSFS disciplinary policy** will be followed.

By demonstrating our values daily, treating each other with the respect and kindness we all deserve and welcoming new colleagues warmly will make DSFS truly inclusive.



We would expect any of our people or customers to raise any concerns about inappropriate behaviour or actions to HR, their management team or to staff side immediately. It is ok for any of our people to 'call out' anyone whose actions or words hurt, cause offence, are simply rude and inappropriate and which goes against our values.

Our services



Tailored for Healthcare Hospitals and large healthcare organisations require a huge orchestra of services, often led by unsung heroes, to allow them to deliver the primary service of saving lives and making people feel better.

DSFS is a new and modern organisation that works hard to provide a major proportion of that background orchestra of services, without which hospitals and other healthcare organisations could not function.

Managing the Hospital's Property

Our Facilities division provides a wide range of services:

- Estates looking after the buildings and grounds
- Porters and Theatre Porters providing a 24 hour service provision to our customers
- Security keeping the hospital safe
- Domestic Services keeping things clean and hygienic
- Patient Catering serving thousands of drinks and meals
- Retail Outlets offering and managing restaurants and drinks throughout the hospital
- Linen delivering clean and sterile linen across the hospital
- Post delivering mail across the hospital
- Facilities Admin managing and welcoming visitors and and contractors
- Patient Escort services



Commercial Services

Commercial & Business Delivery Team

- A core business function within DSFS supporting the company, the team work to instill commercial values along with practical and effective governance. We create opportunities to further the long-term success of DSFS, ensuring we get the most out of our resources in support of health and social care services. With a deep held belief that no idea is a bad idea for consideration, every new £1 we can generate as a company is a new £1 for patient care which we continually pursue.

Procurement Team

- In partnership with our customers, our friendly Procurement team are here to support you with the smooth purchasing of goods and services. Providing structure, advice and guidance in the enabling of patient care and service delivery. Procurement are always happy to take your call.

Residencies Team

- Managing the onsite residential accommodation for Chesterfield Royal Hospital

Our services



Technology Support

Clinical Engineering



- Our Clinical Engineering department support our customers with the application of engineering knowledge to aid and advance patient/client care, providing a comprehensive pre-purchase, acceptance testing and service/maintenance for over 20,000 medical devices. We also assist with medical device training, risk assessment, incident investigation and compliance with hazard and safety notices.

Patient Records



- Our Patient Records team is responsible for delivering a timely and efficient service to all clients utilising the Patient Records service. The team retrieve case notes from around customer sites and are responsible for Data input into Patient Administration Systems.

ICT & Digital Services



- Our ICT & Digital Services team provides a reliable and functional Information and Communications Technology Service, to deliver several different functions across DSFS and our customers, including provision of Technical Infrastructure, Clinical and Business Applications, ICT Support function, ICT Security and Governance function, ICT Training function, ICT Programme Management and Development function, Telephony services and switchboard management to key healthcare customers.

Finance

Finance Team



- Our finance team provide support to our customers to help ensure that every £1 of NHS funding received is spent wisely for the benefit of the local community.

We provide a responsive Financial Services function to ensure that suppliers are paid on time, raise income invoices to help income flow into the organisations, ensure VAT compliance, ensure we invest our cash wisely and ensure that the Trust's charity monies are spent in accordance with donor's wishes.

Patient Accounts



- Our Patient's Accounts team ensures that patient's belongings are kept safely, receipt banking income and support hospital visitors with travel claims. Our Payroll team ensure that the company's and customer's valuable employees are paid on time and support employees with pension information.

Management Accounts



- Our Management Accounts team provide timely financial reports and advice to the company and customers whilst our Financial Accounting team provide support for the preparation of the statutory financial statements, financial governance, tax compliance, accounting for capital expenditure and ensure the finance systems are used to their best potential.

Our benefits

DSFS Recognition Scheme

DSFS Recognise the importance of all our people feeling valued, respected and their work appreciated. Our DSFS Recognition scheme has been designed and implemented from feedback we received from our people. The scheme is designed to recognise our people for demonstrating our 4R values.

The awards are:

The Colleagues of the Month award - Awarded to our people for demonstrating one of our 4 values, Responsive, Resourceful, Reliable and Respectful. There will be a maximum of 4 awards per month, with the aim that one person for each value will be awarded. Each winner of the colleague of the month award will be awarded £150 in vouchers with a certificate confirming their win.

Peer to Peer Thank You Cards - Every staff member can collect a thank you card to give to a colleague who have demonstrated exceptional or positive behaviours.

Pension Scheme

The pension provider for staff joining DSFS is the National Employment Savings Trust (NEST). Government legislation requires employers to enrol all new eligible employees into a workplace pension. Auto enrolment was introduced to try to increase the levels of personal savings in the UK.

Auto enrolment schemes are sometimes set up with restrictions on how much of your earnings you will pay contributions on. DSFS has set up their NEST scheme without some of these restrictions to ensure you can contribute more to your pension. DSFS will enrol all new starters in to the NEST scheme.

Cycle to work schemes

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

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



Head of Service Award - All Colleagues can nominate an individual to the individual's Head of Service. Nominations are informal and can be done verbally or in writing to the head of service. The head of service will decide if the reason for the thank you meets the criteria and will issue a Head of Service Thank You card. The card will be a £5 Costa Voucher to be used on site.

Long Service Awards - our People's length of service is something to celebrate and thank.

Tax Relief - The government deducts tax from your income. Tax relief means that some of your money that would have gone to the government as tax now goes in to your pension instead. You do not need to do anything to get the tax relief. However, if you're a higher rate taxpayer you could get more tax relief, but you'd have to claim this yourself.

What are the current NEST contribution rates?

There is a minimum contribution rate that is set by the government. However, DSFS are giving staff the option of paying 5% or 8%. DSFS will also match the contributions. Because of tax relief of 20% the above contributions equate to 4% or 6.4% of your take-home pay respectively.



Our benefits



Annual Leave

DSFS gives you 27 days leave upon joining which rises to 29 days after 5 years and 33 days upon 10 years plus. (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

A confidential mental health support and counselling service that offers free supported sessions. For longer use of the service costs may apply.

Development and Training Opportunities

We're committed to developing and growing our people wherever possible, whether this is within your own team, or into a different area of the business.

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.

Food & Drink discounts

DSFS employees receive a discount on food and drink from our catering outlets. Just show your ID badge.

24/7 anonymous employee assistance programme

Counselling and Emotional Support

- Legal and Tax Advice
- Debt and Financial Advice
- Everyday matters and Family Care
- Guidance for managers
- 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

Health & Wellbeing Support

DSFS offer a range of health and wellbeing initiatives and support including:

Employee Assistance Programme - which offers free and confidential information, support and counseling services.

Health and Wellbeing Hub The hub is a place where staff can go to exercise, to have time out of their busy schedules. The hub contains a gym and other rooms where wellbeing activities and classes are carried out, such as Gym Circuits, Spinning, Pilates, Box Fit, couch to 5k and yoga and many more.

NHS/Health Service Discount

We have a huge range of NHS discounts and healthcare staff benefits, from money saving deals and vouchers, including travel and holiday deals, top hotel discounts, relaxing airport lounge and airport parking discounts, mouth-watering restaurant deals, money off fashion fixes, through to deals on mobile phones, utilities and gym membership.

Bus Travel

For all DSFS staff (using NHS discount) Simply download the app.





Derbyshire Support & Facilities Services is a wholly-owned subsidiary of Chesterfield Royal Hospital NHS Foundation Trust.

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