

# Customer News

August 2010



## > Welcome to Customer News



> Winter Fund-raiser

> Sanipost Hand Hygiene

> SMT on tour



## Hello again.....

A warm welcome to our ISS customers and all other readers for this Summer edition of Customer News – our third publication of the year. I know, as tradition would have it, you are forgiven for thinking I will spend a few paragraphs in this section rambling on but I think you deserve a change and a treat, so without further delay we have a lot to tell you about in this edition, so the sooner I pipe down the sooner you can read the better stuff that lies beyond this section. Sitting comfortably? Cup of tea or other refreshments handy? Can you spare me 20 or so minutes please? Then let's start ..... just don't expect such a brief introduction every time please!

Thank you for taking the time to read Customer News and, as ever, I would welcome any comments and suggestions from you as to how we can make it better and suit your needs as our customer.



Best wishes



Damian Sleep

Customer Services Director

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## Healthcare projects – partnership invitation

At our customer forum events so far in 2010 we have discussed a variety of proactive healthcare-related projects ISS would be very keen to undertake with an existing customer(s).

These projects have been born from open dialogue with customer teams around issues and challenges facing them and the NHS in general, and in ISS offering a possible route, combined with commitment, to try and resolve or improve them. From these discussions there remain a few key projects we would like to work with an existing customer in helping tackle and progress and these are:

### Project

- a. ISS to purchase patient weighing scales for a number of wards with a view to increasing the awareness of malnutrition in hospitals and facilitating accurate patient records to be kept on admission, during stay and on discharge.
- b. Implementing FM notice boards/cabinets on each ward or department to contain updated FM data on the team, audit results, work instructions and so on.
- c. ISS, NPSA and Trust or SPV FM customer lead to engage with senior nursing management to review and implement appropriate FM-related recommendations detailed within the 'High Impact Actions for Nursing and Midwifery' document.

- d. Undertake a review with nursing teams, NPSA and dieticians to implement a new method of hydrating patients at ward level.
- e. ISS to undertake an independent review of the use, issue, management and ordering of dietary supplements within a hospital to propose recommendations for reduced usage, consumption and cost.
- f. Undertake a trial/evaluation of the direct impact on patient care FM-related services has in terms of length of stay, nutrition, infections, hydration and other evaluation criteria. There appears to be little or no proven evidence regarding the role of the soft FM services and how these impact on patient stay/care and this is something that can be addressed.
- g. ISS to actively seek to be involved in patient feedback/council forums on every Trust if possible to help identify and act on direct patient feedback on ISS services.

Should any customer be interested in engaging with ISS to undertake any or a number of the above projects please contact Damian in the first instance on 07887 722913 or via email at [damian.sleep@uk.issworld.com](mailto:damian.sleep@uk.issworld.com).

ISS is keen to make a positive impact in the healthcare environment in which we operate and the above project invitations are offered with this motivation at its core.

## Annual customer survey 2010

In September, possibly October, we will be asking for your help again in completing our annual customer survey please. The format of the survey will remain very similar to recent years but this year, for the first time, we will be distributing the surveys electronically unless you prefer to receive yours in paper copy of course (if so, please do let me know and I can make the necessary arrangements with you).

We are currently in discussions with various on-line

**Have  
your**

survey providers to secure arrangements for this year's survey and we hope that by offering the facility of their completion on-line this year it will be quicker and easier for you to offer us your feedback.

**say!**

Further details will be issued (via email) soon to advise you of the process and timing of this year's survey and we would very much welcome and appreciate, as always, your support in telling us your views about how we are performing.

## Introduction to the ISS Management Board

To many of our customers the ISS Healthcare main Board members are familiar names and possibly faces to you. It is important that the team is familiar to all our customers and so we felt it was time to introduce them to you through Customer News so they have no future hiding place!

We have six Management Board Directors and they are Simon Cox - Managing Director, Tom Wild – Business Development Director, Wendy Stowell – Commercial Director and Mike Barker – Finance Director. This team is then joined by Linda Jackson, Projects Director, and Chris Ash, Head of Healthcare Operations, to complete the Management Board team but for reasons I will explain later we will introduce you to Linda and Chris in the next edition.

The four Directors detailed in this article are essentially non-operational in their focus and responsibilities. Linda and Chris' role are, together, responsible for all healthcare operations throughout ISS with Linda being in charge of all new business which now includes our contracts with Imperial Healthcare NHS Foundation Trust (St Mary's Hospital, Hammersmith Hospital and Charing Cross Hospital), University of Coventry and Warwickshire NHS Foundation Trust (Walsgrave Hospital and St Cross Hospital), Derby Royal Hospital and soon to be Ipswich Hospital from October 2010. Chris' role is responsible for all other operational contracts within healthcare.

We will take a closer look at Linda and Chris in the next edition of Customer News and share their backgrounds with you then.

So here's a little introduction to four of our senior team (just remember I have to say good things for my own career protection) to keep you going until next time:

### Simon Cox – Managing Director

Simon originally qualified as an engineer and after early careers with Rolls Royce, Walls and United Biscuits, Simon was recruited by ISS in 1984 as our first Contract Manager at Hammersmith Hospital where we had just the cleaning service. Simon quickly worked his way up through the operational ranks and moved on to being Regional Director and then Director of Personnel and Training soon after. In 1989 Simon emerged back into an operational role as Operations

Director for the central region and then was promoted to Managing Director in 1991 where he has remained since, celebrating nearly 20 years now at the top.



From a relatively humble start with ISS at Hammersmith, Simon now has overall responsibility for ISS activity within the healthcare, defence and education sectors and Simon has personally overseen this most significant period of growth and development within the business.

Amongst Simon's career highlights is a very recent one – in July to be precise – where he kept goal for the healthcare football team in their overall tournament win against 15 other ISS teams at the annual event. Simon enjoys music, is something of a petrol-head at heart and whilst possibly guilty of the occasional thought of retirement Simon displays his boyish sense of mischief and humour on a regular basis. Simon has been regularly decorated both within ISS and our industry for his sustained, pioneering leadership.

### Tom Wild – Business Development Director

Now I need to be particularly careful and flattering about what I tell you about Tom as he is my boss after all! He is good looking, incredibly talented and quite brilliant in every way.....Tom joined ISS in 1987, originally as a Start-up Manager at our new Frenchay Hospital contract at the time in Bristol. Tom then became involved repeatedly in a number of start-up and operational contracts and soon became Contract Manager at St Mary's Hospital, Paddington in 1989 before taking up the role of Area Manager for London soon after



that. Tom's progress soon resulted in him being Regional Director for the South of England and then on to being UK Operations Director in 1997.

Seeking world domination Tom headed up a new business venture for ISS in the far East in 1998 based in Singapore and also covering South East Asia and South America. In 2001 Tom returned to the UK working as Hospital Concept Director for ISS Corporate in Denmark until 2003.

Tom has been a main Board Director since 1992 and after his time with ISS Denmark he moved back to Mediclean in 2004 to head up Business Development for healthcare, defence and education.

Tom's early career pre-ISS involved a number of unexpected stages including being a motorcycle courier, a motorcycle salesman and being a protégé of the McDonalds Management Trainee scheme during the mid 1980s. No, I am not sure how many gold stars he earned but he claims it was 5 (the maximum, of course!).

Did I mention how talented and generous Tom is? Surely it can never be mentioned enough?

### Wendy Stowell – Commercial Director

A native New Zealander, Wendy joined ISS back in 1998 and has since occupied various commercially-focused roles at a senior level both within the healthcare environment and also at ISS UK. Wendy's key area of expertise is that of commercial and business law and, as such, Wendy has developed a comprehensive knowledge of the PFI market within healthcare through her extensive experience and contractual negotiations.

Wendy joined the main Healthcare Board earlier in 2010 and is now responsible for the audit, training,



risk management, health and safety and commercial management functions within the business. Wendy is a highly experienced commercial and business law negotiator and she continues to be heavily involved in our general contract discussions and negotiations. Within Wendy's current capacity she now heads up a new and

separate business called ISS Research which offers FM consultancy services to the NHS.

Wendy's pre-ISS career and education is somewhat mouth-watering! Growing up and being educated in New Zealand, Wendy then spent four and half years travelling and working around the world and was actually in South Africa as part of her world tour when Nelson Mandela was released. In 1991 Wendy returned to New Zealand to undertake her MBA during which, as part of her work placements, she found herself completing a time and motion study in a meat factory. Wendy was then and remains a vegetarian so not an ideal placement! Wendy also found herself in the wrong place at the right time being placed with Ansett Airlines assisting with conflict management during a strike! Wendy has also filled Revlon bottles with shampoo, made sanding belts and worked in a care home as student jobs so she has served her apprenticeship well.

A keen walker, Wendy enjoys being outdoors whenever possible and despite the UK not offering the environmental diversities of New Zealand it is evident that her love of the outdoors means that the native Kiwi spirit in Wendy is alive and well.

## Mike Barker – Finance Director

Mike joined ISS in 1993 as a newly qualified Management Accountant when ISS Mediclean generated around £45m revenue per annum as a cleaning company. Mike was one of a team of five Accountants at the time who were recruited by our Finance Director at the time, Robert Ryan. It therefore seems somewhat appropriate that in 2009 Robert's retirement presented an opportunity for Mike to take up the role of Finance Director from his previous position as Financial Controller.

In his time before joining ISS Mike worked for the Nationwide Building Society from school and progressed from the Trainee

Branch Manager scheme through to being Assistant Branch Manager. After a brief venture into estate agency Mike then re-trained in Windsor and qualified as an Accountant in the same year as he joined ISS. This was also a pretty important year for Mike with the birth of his son and his



daughter followed three years later.

Mike has been personally involved in overseeing the various and successful acquisitions within ISS over the last decade or so – amongst these RCO, TCPM and Caterhouse. Mike's financial roots are clearly well established as in his early days with ISS as a Management Accountant he deducted monies owed from our Hammersmith Customer at the time (1993) – David Field. David is now our Head of Purchasing and Procurement and works for Mike so both men clearly have short memories!

When not in charge of ISS finances Mike is a keen football man and still regularly plays and watches (in equal measures I am assured). In fact if it were not for a broken leg early in his football career when playing at Conference and Ryman League level he may well have progressed as a professional footballer as a defender. In addition to his football passion Mike is also a strong badminton player, enjoys golf when time permits and he also coaches his son's football team.

## British Heart Foundation – Change for Hearts

ISS is running a salary initiative scheme with its preferred charity partner, the British Heart Foundation, aimed at inviting ISS staff to donate the pennies from their final salary/payment to the charity. The scheme is a simple but effective one that enables any ISS staff member to donate each month to the BHF by giving up purely the pennies from their wages. For example, if someone receives £100.45 per month the scheme would take the £0.45 from source and donate it to the BHF. The most per month that anyone would therefore donate is £0.99, a value that we don't think anyone could argue they would miss having once a month. Our weekly and fortnightly paid staff under this scheme donate the pennies from their final payment each month.

The scheme, called Change for Hearts, is now gaining momentum after its launch earlier in 2010 and our combined target with the BHF is to raise over £100,000. To date we have raised £14,789 and each month more and more staff are joining the scheme.



## British Heart Foundation – Winter wonderland (and wet?) walk

Associated with our partnership with the British Heart Foundation ISS has organised a 17 mile walk in the Peak District on 21st November 2010 (Hello! What's wrong with the Summer months to walk in the mountains??) to help raise funds for the charity.

The guided walk through parts of the beautiful peak district in questionable Autumnal (make that Winter) weather no doubt will help us raise over £15,000 for the charity through the sponsorship raised by the silly, sorry.... many participants and their waterproofs! (yes - my dog, Chase, and I will be participating - Damian)



## Healthcare market news

Since our last edition of Customer News in May 2010 the market situation within healthcare has become a lot more buoyant as we see the activity levels increase in competitive tendering. After a somewhat stagnant period leading up to the general election we have seen a considerable increase since then in OJEU opportunities and the last few months have been very busy indeed for us as a result.

We are delighted to announce that we have recently secured a new contract at Ipswich Hospital that will start on 1st October 2010 for hotel services there. The contract is currently with OCS so we are now very excited about this new opportunity in East Anglia.

The current staff employed with OCS will, of course, transfer under TUPE regulations to ISS in October and we are currently working on the detailed mobilisation of this contract through Linda Jackson, Projects Director, and her team of experienced mobilisation and support managers. We will update you further in the November edition of Customer News with an article dedicated to Ipswich Hospital and its start up.

In the last month we have also been successful at retaining our North Lincolnshire and Goole Hospitals NHS Foundation Trust contract for security and car parking services. The retention of this contract was a key target for ISS in 2010 and therefore we are very pleased to have secured these services again for a further five year term with the Trust. The development and improvement in the provision of these services across the Trust's three main sites of Scunthorpe, Grimsby and Goole Hospitals has been significant in recent years due to excellent partnership between the Trust and ISS and clearly this will now continue.

The Trust's Head of Transport, Security and Car Parking - Jug Johal commented 'I am thrilled with the outcome of the Trust Board to agree to the new contract after the detailed market test exercise in 2009/10. I look forward to working with ISS again and feel confident that we will achieve our joint vision for Northern Lincolnshire and Goole Hospitals NHS Foundation Trust being an ISS flagship site.'

We are also very pleased to announce that we have been successful at retaining our catering and cleaning services' contract at Stamford Hospital in Peterborough. This long standing contract for us has been market tested in 2010 and so it is always a great result when we can retain existing contracts under these circumstances in such a competitive market.

It is with enormous pride that we also announce that we have just received confirmation that our contract with University Hospitals of Coventry and Warwickshire NHS Trust has been extended for a further seven year period which will now takes us through to September 2018.

This announcement, that covers our multi-service PFI contract through Project Co on behalf of the Trust at Walsgrave Hospital in Coventry and St Cross Hospital in nearby Rugby, follows an extended period of detailed benchmarking in 2010. The decision to extend our contract rather than market test in 2011 is testimony to a very demanding but well delivered contract on the UK's largest hospital site that was built under the PFI scheme and went operational in 2005. Linda Jackson, Projects Director, commented on the news 'I am so pleased for the team and the hard work they have all put in and my thanks are also extended to our PFI customer, Project Co, for their support and efforts – we are so proud about what we have achieved so far and can now continue to plan longer term for further improvements.'



## Free Sanipost hand hygiene units

In the last few months ISS Facility Services - Healthcare has been working with Sanipost, suppliers of stand-alone hand sanitisation stations (you can earn 56 bonus points if you can say that properly after a few alcoholic fluids!), to try and help encourage the introduction of hand hygiene initiatives to our contracts and for our customers' sites.



As a result of these discussions ISS is now able to offer our customers unlimited numbers of free Sanipost stations for their sites to help encourage proactive hand hygiene techniques for staff, patients and visitors and help us all combat the effects of healthcare associated infections conducted by our hands.

The Sanipost stations are fully automated and have no touch surfaces in order to dispense a pre-determined volume of hand sanitiser with every activation as they are sensor-activated. They are ideally located in and around main entrances and areas of high ambulant traffic anywhere on site.



Each Sanipost unit is stand-alone and is about six feet tall by about 14 inches wide/deep making it stand out to encourage hand hygiene practice and can be filled with any product chosen by the Trust. The units can also help Trusts reduce costs and their impact on the environment compared with standard hand washing as the units require no use of water or electricity as the units are operated by battery. Each will last for approximately 75,000 cycles (approx 6 months based on average usage of 12,500 doses per month) and are recycled according to UK legislation by Sanipost. These compact units are currently in operation across 19 NHS locations are increasing in their number

rapidly. A further 84 installations are scheduled before year end 2010.

The environmental credibility of the Sanipost units also bears up to close scrutiny as it would not be unreasonable for Trusts to expect to save up to £5 in paper towel costs or 4,000 watts from hand dryers and up to around 550 pints of water for every 250 doses of sanitiser. With an anticipated 12,500 average doses per month in acute hospital environments per station they really can generate some savings too. We do, however, envisage these units working alongside and complementing traditional hand washing techniques using soap and water as there is almost nothing better than that to help fight the transfer of infections via hands.



When located on an ISS customer's site we will undertake the replenishment of the free consumables (fluid and battery) at no cost or inconvenience to the Trust so you have complete peace of mind.

There are two options available to our customers who may be interested in securing any number of free Sanipost stations for their sites (any healthcare environment is suitable from

GP surgeries to dental clinics and main acute settings): ISS can supply these units free of charge in unlimited quantities with pre-booked, healthcare related advertising (to be agreed with each Trust customer of course) displayed on them (see pictures). Alternatively ISS can supply these units with ISS logos/colours instead if that would be preferable?

So there really are no hidden catches or costs – they are completely free, you can have as many as you like and they will cost nothing to install and replenish. In addition they may actually save you money in other consumables and will help in the fight against infections within our hospitals and healthcare environments.



If you would like any further details on the Sanipost units please do not hesitate to contact Damian in the first instance.

## Unannounced catering audits

Many of our catering customers may not be aware of a secret catering auditing tool we have amongst our ISS ranks. This is a monitoring tool that is so potent it strikes fear and dread deep into the ingredients of any Catering or Contract Manager. This is no ordinary audit mechanism and does not involve any machines or computers, just humans!

As an integral part of our catering audit programme that also involves unannounced visits from our external hygiene and food handling assessors, STS, similar style visits from our own in-house catering auditors we have the ultimate audit tool in Simon Cox, our Managing Director, Andy Jones, Service Development Director and Phill Ruddock, our Food Safety Manager. 'The Three Musketeers' know a thing or two about cooking, food preparation and controls and if Catering Managers and Chefs alike value their roles then a nod of approval from Simon on breakfast sausages will get you a long way! If they are not up to scratch then you are in for a tough time!



Simon, Phill and Andy undertake annual unannounced visits to each of our catering contracts with a view to seeing them in operation on a typical day. Their audit usually starts early on site at 6.30-7am and will usually last most of the day as they look at food receipt and storage, control processes, cooking, hygiene, presentation, choice, value and all the elements of a food service be it patient catering or retail or both.

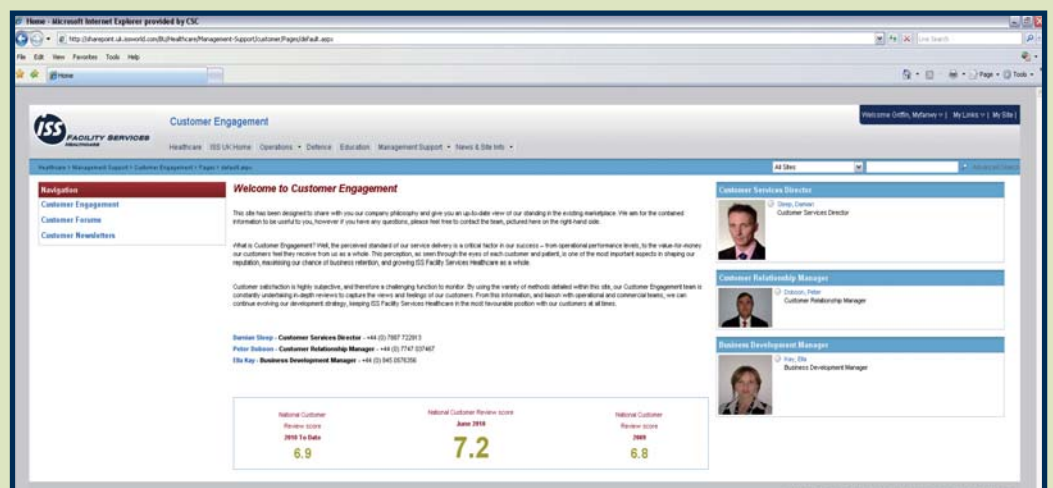
The sites have no idea when they will be visited and that way the audit is a fair and open representation of the operation. Recommendations and actions are made following each visit by The Three Musketeers and these are discussed at length with the Contract Manager and their teams to ensure that any improvements are made. In addition to checking that contracts are meeting their requirements these audits also provide an invaluable opportunity for Simon, Andy and Phill to see the challenges first hand that our teams may face with suppliers, site difficulties, space, equipment and so on and it gives them the chance to make decisions centrally within the business to help people with their daily jobs within our catering teams..

So if you are a catering customer please keep an eye out for some early morning raids by the Three Musketeers, you now know who they are, what they look like and what they are looking for.

## CUSTOMER WEBPAGE DEVELOPMENT

- We have continued our development work in recent months aimed at creating a bespoke customer web page for our ISS Healthcare customers. We now have a fully operational internal web page set up on our Sharepoint system (the ISS intranet) for customer engagement and this is the first major step towards us achieving the goal of having a similar facility for our customers. We hope to have the web page operational by year end 2010 and it will have the facility to be used for a number of communication and interaction opportunities such as (but not limited to):
- General information about the Company and its history
- Information about the operating divisions and its key personnel
- Simple, easy point of email access centrally to ISS
- Access latest announcements and news within ISS
- Access documents and reports
- List of ISS contracts nationally
- Contact details for key ISS teams
- Customer forum news, actions and dates
- Completing annual on-line customer survey
- Links to other organisations such as NPSA

In our next edition of Customer News we hope to be able to bring you news on this important and exciting initiative that builds on the progress we have made to date.



## 2011 Customer Forum Changes

In 2010 we have introduced a new customer communication initiative in the form of regional customer forum events. The first of its kind was held in February for our London and South East-based customers and this was followed by a forum in April for our North West-customers. We are hosting another event on the 28th September 2010 in Grantham for our Midlands and North East customers.

The two events to date have both proven to be popular and positive based on the feedback we have received from customers who attended. These forums are intended to enable us as a business team to meet with, discuss openly and agree actions on common issues facing us all in the NHS. In addition to being an action-driver the forums also present an excellent opportunity for our customers to meet each other and create networks amongst themselves.

Whilst the two forum events so far this have been successful we continue to learn how to improve them further and with each one we host we are finding ways and methods to make them more productive and to add further value to our customers' experience of ISS.

Based on the experience and feedback to date we are absolutely committed to maintaining the customer forums in the future as an integral element of our communication and engagement with our customers. We are, however, proposing to make a change to how they are constructed for 2011 and instead of grouping customers together based only on geography we now feel that, from your feedback, grouping customers together based on healthcare discipline is likely to be a more constructive way forward. To that end we are proposing that for the 2011 customer forums we will now host two per healthcare sector based on the following segmentation of customers:

- Primary Care Trusts
- Acute Trusts

- Mental Health Trusts
- PFI customers (and their Trust customers if appropriate)

By inviting customers together from similar healthcare environments there really is an immediate common denominator for all concerned and it is vital that ISS seeks to meet the specific challenges facing each of our customer teams in these segments. Of course there will be common ground across all healthcare sectors (e.g. financial pressures) but we hope to derive increased value and benefit for our customers by changing the grouping arrangements for 2011 as outlined above.

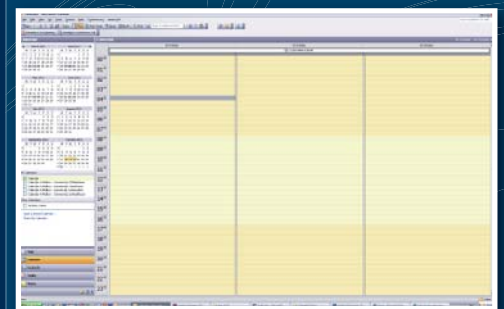


Due to the longer distances some customers may have to travel in 2011 due to us not grouping on a geographic basis we will look to invite customers who wish to do so to travel the evening before a forum and stay overnight with optional evening meal arrangements at the Company's expense. It is essential to us that we have as large an attendance of customers as possible at these events so anything we can do to facilitate this will be committed to.

We hope these changes will be beneficial and we would like to thank all our customers who have already participated fully in the events and for your open and invaluable feedback.

## 2011 Customer Forum Dates Announced

In order to try and maximise the number of customers who are able to attend our 2011 customer forum events (locations to be advised) we have already identified the provisional dates when the forums will happen. At this stage it is not possible to identify which forum (i.e. which healthcare sector) will take place on which date but we have taken the step forward of identifying the dates and ask our customers to try and keep those dates free as best they can to ensure they are able to attend if they would like to, we do hope so.



Just as a reminder we will look to host a total of eight forums in 2011, two per healthcare sector.

The diary dates for the 2011 customer forums are as follows:

- **22nd, 23rd and 24th March**
- **19th, 20th and 21st April**
- **17th, 18th and 19th May**
- **21st, 22nd and 23rd June**
- **18th, 19th and 20th October**
- **15th, 16th and 17th November**

Clearly there are 18 dates above of which, only eight will be used during the year so we have some flexibility. If I could please ask if you could pencil out all or the majority of these dates if at all possible then as we firm up plans for 2011's forums in terms of actual dates and venues we can ensure as full an attendance of customers as we can.

If you have any ideas or suggestions for any future content of the forums I would be delighted to hear from you. Please contact me on 07887 722913 or [damian.sleep@uk.issworld.com](mailto:damian.sleep@uk.issworld.com)

## Donna's Division sees red!

Fundraising was the order of the day recently when all the ISS Facility Services - Healthcare contracts in Donna Brown's division took part in a BHF 'Red Day' but it was also a chance to have fun and do something different (i.e. miss a little bit of work).



The money has now been collected and the total raised is just under a staggering £5,500. This is currently believed to be a record for onsite fundraising within a specific division.

A very proud Donna takes up the story, "Cakes were baked and iced either with the BHF symbol or in the shape of a heart; the picture shows staff at Glenfield Hospital, Leicester proudly posing with their culinary delight.

The usual activities of raffles, tombola, guess the weight of the cake and name the Teddy Bear all went down well. The Worcestershire Royal Hospital staff decided to be different and had a 'Name the Gorilla'. Some of our contracts with more energetic members of staff opted for a sponsored exercise bike ride but then the Barnsley District General Hospital went one

better and organised bungee jumping during the evening at a local hostelry.

Helen Stirling at Worcester cycled her way around the local area and donated all her sponsorship money to the fund.

At Calderdale Hospital, in Halifax, the Catering Department ran a 'Ready Steady Cook' competition – the audience voted a draw between the Green Peppers and the Red Tomatoes.

In the North West, Pennine Healthcare Cleaning contracts together raised a staggering £1,634.76 with staff busy throughout the day manning stalls and rattling their collection buckets. Fairfield Hospital, Bury came up with an idea called 'Keep the Ball Up' – there aren't any photos of this in action but I am reliably informed that they had very few men taking part in this particular activity.



## Great Scots!

We have some great news to bring you from North of the border from our Hairmyres Hospital team in East Kilbride. Under the strong leadership of our General Manager, Margaret Maule, this multi-service PFI contract for ISS, the first of its kind to be operational in 1999, has made some excellent progress in the last quarter on a number of CSR-related initiatives.



INVESTOR IN PEOPLE

In 2008 Hairmyres joined the elite ranks of ISS contracts in being liP (Investors in People) approved to basic standard grade – this recognition followed a year-long effort from the whole team on site to achieve the necessary infrastructure and processes. In May 2010 the liP assessors revisited Hairmyres to review progress since their first accreditation and we are delighted to announce that not only have they received approval once again for their liP processes they have also been upgraded from standard to bronze status. Not content with this defined progress Margaret commented 'I am very happy for the team that we

have made this important step up in our liP status but I want us to achieve silver and then finally gold status by the end of 2011 – is that too ambitious of me do you think?' Anyone who knows Margaret will have no doubts that this will be achieved with the help of her team at Hairmyres.

Alongside the liP progression the team at Hairmyres has also received recognition for their recycling efforts. Working with Shanks, all cardboard now generated by the entire hospital site at Hairmyres is recycled. The ISS portering team is responsible for collecting, flattening and storing the cardboard ready for collection by Shanks on a weekly basis. The scheme was introduced in March 2010 and within its first six months a total of over 50 tonnes of cardboard waste has been recycled since (i.e. about 2 tonnes per week).



Whilst this recycling scheme does not generate income for the Trust it has, to date, saved them an estimated £2,800 in general waste collection costs but of course this is complemented by the reduction in environmental impact. Since March the equivalent of 156 tonnes of CO<sub>2</sub> emissions have been saved as a direct result of this scheme.



In 2008 there were 430 tonnes of commercial and industrial waste generated on site of which 0% was recycled. In 2009 similar waste tonnage was generated with 1.13% recycled so a modest improvement. To date in 2010 over 12% of waste generated across the Hairmyres Hospital site has now been recycled and we continue to develop methods locally to increase this figure further still.

This recycling scheme has already been a great success and is credit and testimony to the proactive work taking place on site between ISS, Project Co and NHSL.

## Senior managers 'on tour' 2011

The ISS senior management team (SMT) will be introducing a new initiative from 2011 called 'SMT on tour' (well that's the unofficial working title anyway).

At the July senior managers' strategy event it was agreed by all present that the senior team within ISS would benefit from visiting more contracts over a year on a proactive basis rather than perhaps in the event of an issue or challenge as is often the case.



The 'SMT on tour' initiative will involve the ISS managers between them visiting each and every ISS contract twice per year. A timetable has already been drawn up identifying which contracts will be visited by whom and in which months. The purpose of their visits will be many-fold but will typically include a minimum of the following elements (regardless of location or service):

- Meet the site-based ISS team
- Walkabout the site, meeting staff and customers
- Conducting a general staff meeting with the ISS team
- Viewing standards of service first-hand
- Meet with senior customer if possible
- Identifying any issues, constraints to service delivery and helping address them
- Identifying any resource or equipment issues that need resolving

Tom Wild, Business Development Director, commented on this new initiative to help employee engagement 'this is an excellent action and I am really pleased we are doing this as a senior team. It will help us get closer to our teams and customers that support us in the business and

hopefully we can help them and learn at the same time. It will do us all a world of good to visit contracts proactively and take time and interest in what our teams are doing every day in their roles. I think we will all benefit from such visits.'

The ISS senior management team who will be completing their tours of duty in 2011 under this initiative is:

<b>Simon Cox</b>	<b>Managing Director</b>
<b>Tom Wild</b>	<b>Business Development Director</b>
<b>Wendy Stowell</b>	<b>Commercial Director</b>
<b>Mike Barker</b>	<b>Finance Director</b>
<b>Linda Jackson</b>	<b>Projects Director</b>
<b>Ian Moore</b>	<b>Managing Director – Education and Defence</b>
<b>David Bray</b>	<b>Head of Information Technology</b>
<b>Craig Smith</b>	<b>Head of Communication</b>
<b>Andy Jones</b>	<b>Service Development Director</b>
<b>Chris Ash</b>	<b>Head of Healthcare Operations</b>
<b>Damian Sleep</b>	<b>Customer Services Director</b>

The tours will start in January 2011 and will not only take in all healthcare contracts (including our latest addition to the portfolio at Ipswich from October 2010) across the UK but will also include the contracts under ISS Facility Services – Education and Defence. This includes the six LEA (local education authority) education contracts we currently have as well as our MOD contracts across the UK.

In order to reduce the environmental impact of 'the tour' contracts have been grouped together geographically to minimise travelling. Locations have also been allocated, wherever possible, closest to the team's home location or where their regular business activities might ordinarily take them.

Vicious and unconfirmed rumors are already circulating surrounding Tom and his anticipated transport arrangements for the tour next year. Talk of him using Take That's world tour bus and supporting roadies is 'pure speculation' according to Tom's spokesman, Gary Barlow!

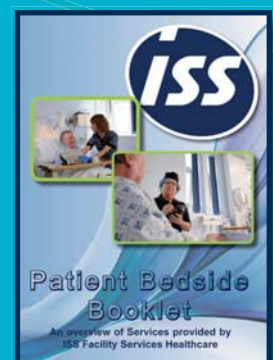
## A little bedside reading?

Whilst not confessing that these are anything new within the NHS the approach varies significantly between Trusts in our experience as to whether bedside booklets are adopted or not. Some Trusts we work with appear to favour and encourage the use of patient bedside booklets to aid communication and information transfer on the support services they can expect to receive whilst being cared for. Other Trusts may not feel these documents have a place at ward level - there is no right or wrong answer in this consideration as each Trust clearly has choices and preferences in how they wish to communicate and engage with their patients.

The purpose, therefore, of this article is to raise the matter with you as our customers to offer choices and stimulate discussion. If it remains a Trust preference not to have bedside booklets summarising the support services and how they can be accessed then we have no issue at all with that approach. If, on the other hand, a Trust already has these in

place or feels that this may be of benefit to introduce then we are happy to work with you in the production of such a booklet for the service(s) ISS provides.

There are many examples of bedside booklets around the country whether self-provided by Trusts, our competitors or by ISS. If you would like to explore further with us the implementation or development of ward based bedside booklets then we would be pleased to do so with you. Either please contact your local Contract Manager in the first instance or your regional support team or Damian Sleep on the details at the beginning of this edition of Customer News.



## Mental health and PCT division – an overview

The final of the four healthcare operating divisions we take a closer look at in this edition is that of Andrew Gipson's and his division focused primarily on our mental health customers and their environments.

Andrew's bespoke division was established in early 2009 as part of the re-organisation of our operations and our mental health and PCT division, the first time we have done this, was created to group together the common and very specific interests and challenges our customers and teams face in a mental health environment. As Divisional Director, Andrew has overall responsibility for this focus and the operational delivery of our services within the division which includes the following contracts/sites/Trusts:



- Ealing PCT
- Wellcome Centre (Cambridge)
- Poole NHS Foundation Trust
- West London Mental Health Trust

- NHS Barnet
- Brent PCT
- Brighton and Sussex University Hospitals NHS Trust
- Five Boroughs Partnership NHS Trust
- Norfolk and Waveney Mental Health NHS Foundation Trust
- Norfolk and Norwich University Hospital NHS Foundation Trust
- Dorset Healthcare NHS Foundation Trust
- Peterborough and Stamford Hospitals NHS Foundation Trust
- Lincolnshire Partnership NHS Foundation Trust
- Kensington and Chelsea PCT

Andrew, originally a qualified Chef, joined ISS in 2006 and was promoted to his current role as Divisional Director in early 2009 from his previous post as Operations Director. Andrew lives in Cambridgeshire with his wife and young

family. Supported by an able team of General and Contract Managers as well as a Regional Operations Manager, David Aldridge, Andrew and his team have been responsible for the implementation of a series of initiatives within mental health such as a bespoke staff uniform and the introduction of the 'In2work' scheme for the rehabilitation of former mental health patients. Work is currently underway to introduce a bespoke mental health/PCT newsletter.



Andrew's division is geographically diverse and whilst not being exclusively dedicated to the mental health environment this remains its dominant component. Andrew, David and the divisional team are supported through our Waltham Cross administration team and Sue Eaves – Divisional Administrator, in particular, keeps the team in line!

The division is dominated by the two main services ISS offers: healthcare cleaning and catering but portering and transport services also feature regularly within the portfolio.

### Security excellence recognised

Not only have we received excellent news that we have retained our car parking and security contract with North Lincolnshire and Goole NHS Trust (see market news section earlier) but we also have our Contract Manager there, Keith Fowler, shortlisted for the finals of the Security Excellence Awards in October 2010. Recognised as the 'Oscars' of the security industry this is the first time ISS has been involved in the awards.

Nominated by our Trust customer, Mr Jug Johal - Head of Transport,

Car Parking and Security, Keith continues to be an excellent leader of his team as well as being a technical expert in the field of security. Keith has consistently formed strong and professional relationships with customers, patients, service users and visitors and has pioneered new initiatives such as body cameras across the contract.

Keith has been shortlisted from over 80 submissions in this category. The winners will be announced at the gala dinner event on the 21st October 2010 in London.

### Peter Dobson retires

Most of our healthcare customers will be familiar with the 'granddaddy' of the customer services team – Peter Dobson. Peter, at the tender and still influential age of just 65, has decided to hang up his 'walking in the customer's shoes' at the end of 2010 and retire to the south coast to walk in his own shoes instead – more slowly and when it suits him not us!

Peter has been the pioneer of the WITCS initiative for the last five years within ISS and he has toured the country putting himself in the place of patients, staff and visitors in seeing our services from their perspective and reporting back on what he sees, finds and is told. The feedback Peter has generated has been invaluable to us



as a business over the years and has helped us identify, listen and act upon feedback from our customers as well as patients and visitors who receive our services. This has helped us address issues, improve our services and also draw great pleasure and pride from positive comments and compliments about what we do and our teams of staff.

Whilst Peter has been part time in the last year or so (on the gradual wind-down) he will hang his working shoes up for the final time in late December 2010 and make way for a younger (well they have to be don't they?) and full-time replacement who will continue with the excellent foundations Peter has laid on WITCS and other customer-related initiatives.

In the final quarter of 2010 we will embark on the process of finding a replacement for Peter so they are in place for January 2011 onwards. I would certainly like to take this opportunity to offer Peter my sincerest gratitude for his very considerable efforts and fortitude with which he has travelled the UK and canvassed our customers and their patients alike in the name of feedback and improvement. Peter has made a genuine difference and contribution to the ISS business and we are better for his time with us.

We all wish Peter and his family an enjoyable and fun retirement in 2011 on the South coast. No Peter, we cannot take you back next year to escape the grandchildren, sorry!