

Finance & Resources Update – IT & Estates

15 July 2025

1 IT Department

1. A new VoIP phone system is being trialled. This Microsoft Teams based system is to replace the aging Cisco system which has been in use since 2014. The migration to the new system is expected to be completed in the next few months.
2. The tendering process to prepare for the development of a new Hospice Website has been completed. The current website has been in place for over 6 years. This new Website will be developed as part of the new government funding arrangement. The digital agency chosen to create the new website is IE-Digital. A project team has been setup and we are expecting to have the new website “go live” by the end of this year.
3. Our Database and Insight Manager, Richard, has completed the migration of all the volunteer data from the NaturalHR database system to the fundraising database, Raiser’s Edge NXT.
4. A project is soon to be started whereby department heads will engage in disaster recovery planning and detailed planning scenarios. This is in preparation for any possible future cyber-attacks or system outages.

2 Facilities / Housekeeping Department

1. A project has been started to refurbish the IPU Drug Store, which has not been updated for several years. This refurbishment will be funded as part of the new government NHS funding arrangement. The new system will include intelligent key access to drug cabinets, with access activity monitored and audited as required.
2. A project has also been started to refresh the IPU female changing rooms which are in great need of modernisation. This project will also be funded as part of the new government NHS funding grant.
3. A project is being planned to replace the current mortuary with a new multi-faith space. Negotiations have already started with local Funeral Directors to use their services once the on-site mortuary has been removed. This arrangement is already commonly used by many other hospices.
4. We are pleased to announce that Kerrie Weare has accepted the position of Housekeeping & Catering Manager. Kerrie has been temporarily fulfilling this role over the past year while Paula Di Palma had been unwell.

3 Incidents / Risks

1. No incidents have occurred since the last Finance and Resources update.