



## East Coast Community Healthcare, a staff owned Social Enterprise that provides NHS and Social Care



**ECCH provides care to over 70,000 people  
in the Great Yarmouth & Waveney area**

ECCH was part of the local NHS Primary Care Trust and became a social enterprise to take charge of its own destiny and make real improvements to patient services.



Having recognised that a staff owned social enterprise model would allow the creation a more sustainable and flexible organization, in 2011 ECCH became one. In its first year as a social enterprise, turnover was £38.1m and profits 40% ahead of plan. Move onto 2013, and ECCH was “Highly Commended” in the national Philip Baxendale Awards competition to find the “Public Sector Mutual of the Year”. Afterwards, Cabinet Office Minister Francis Maude congratulated ECCH for the “... significant improvements to community healthcare provision since its transfer to an employee owned social enterprise...”

To improve efficiency and flexibility for patients, ECCH gave itself four years to achieve many complex objectives. Two such initiatives intrinsic to achieving their objectives were to invest over £100,000 in information technology and implement a 688 person mobile project.

At ECCH development of the IT platform and the services it underpins is predominantly project driven, and with expertise in-house detailed planning is always undertaken. “Our team knows what its needs” explains Chris Coleman, Head of ICT, “often down to the part number, but what we don’t have in-house is a broad high-level IT & Tech procurement capability”. ECCH decided to continue working closely with preferred long-term partner THE IT Supplier.

---

“Basically,  
they just make  
problems go  
away — I can’t  
fault them.”

---

“To state the obvious, we need the best expertise and service to support the technology we buy - and *always* the best price. Not only that, but we need partners who understand how to interact with us from a procurement & administration, governance and, really importantly, cost basis. And all of this has to stand up to close and constant scrutiny too” says Coleman. “I’ve worked with Pam at THE IT Supplier for years”, he explains. “They provide expert advice when asked and supply hardware (virtually all of the underlying ‘infrastructure’ for the mobile project), software licensing, contract maintenance on network hardware plus lots of the sundry stuff that’s always required. They go well out of their way to help and to find options - at end-of-life for example, and are very easy to deal with. Basically, they just make problems go away; even when my account director is on leave, she’s contactable and will provide help, I can’t fault them.”

**Chris Coleman, Head of ICT East Coast Community Healthcare C.I.C**

[www.eastcoastch.co.uk](http://www.eastcoastch.co.uk)