



Anglia Support Partnership

Our Vision

To maintain and strengthen our position as the leading regional provider of support service solutions to providers of public services.

We will do this through...

- Predicting and meeting customer needs
- Using technology to drive efficiency
- Offering value for money
- Adding value through a broad portfolio of fully integrated support services
- Growing either independently or through partnership with other local providers

Key Facts

- ASP established 2002
- Hosted by the Cambridgeshire and Peterborough NHS Foundation Trust
- We are the largest NHS support services provider in the east of England
- Turnover in excess of £33 million
- Employing over 600 staff

Freeing up the funds and resources for healthcare professionals on the front-line is what we do. **ASP** is a business arm of the NHS and is hosted by the Cambridgeshire and Peterborough NHS Foundation Trust.

Leading the Way

Traditional services are based on functions and placed in teams such as Purchasing, Human Resources and Finance. **ASP thinks differently**. Innovation is the key to adding value for customers and we have a proven track record in achieving and exceeding expectations. Through redesign we provide our customers with a cost-effective and customer-focussed service.

Seamless Solutions

We offer a broad range of services giving clients and prospective customers the advantage of a single provider for all their requirements. Doing business with **ASP** means that we will provide you with seamless solutions and problem solving as our teams work together to improve your business efficiency.

ASP's Services:



Customer Focus

Looking after our customers' needs is our main priority. We ensure that all of our services are of the highest quality, so if there is a problem, we like to know immediately. This way we can resolve the problem swiftly and without any further inconvenience.

Feedback from our customers is crucial to our success. We regularly receive positive feedback and share it with our staff and we welcome all comments, good or bad, as this helps us to improve our service.

Easier Account Management

Meeting with a designated account manager, you will experience straight-forward account management based on an achievement of shared objectives and customer-focused resolution of concerns.

Performance is routinely monitored and reported to customers through quarterly reports and key performance indicators linked to service specifications.

A Quality Provider

ASP is committed to maintaining the highest working standards to ensure our customers receive the best possible service. We have ISO accreditation in a number of services, which include ISO 9001 Quality Management System and ISO 14001 Environment Management Standard, and have a programme for the continued achievement of quality standards across our business.

Our Staff

Attracting, developing and retaining a first-rate workforce is at the heart of **ASP's** ability to deliver quality services to our customers. We are proud of our record in sustaining a consistently high level of knowledge and expertise in the field of shared service provision, whilst infusing **ASP** with new and exciting talent through our graduate and apprenticeship schemes.

Focusing on Energy Efficiency and Sustainability

Energy efficiency and environmental sustainability are central issues in any modern business. The **ASP** Environmental Team works to support all of our customers in all aspects of energy use and environmental management, meeting statutory requirements whilst realising savings in the process.

Our Customers Include:

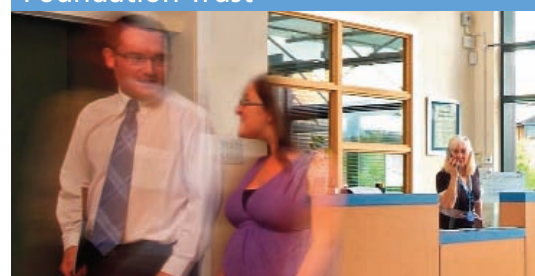
- Cambridgeshire and Peterborough NHS Foundation Trust
- Cambridgeshire Community Services NHS Trust
- NHS Cambridgeshire
- NHS Norfolk
- Norfolk Community Health and Care NHS Trust
- NHS Peterborough (including Peterborough Community Services)
- Whipps Cross University Hospital NHS Trust
- Mid Essex Hospital Services NHS Trust
- Peterborough City Council

What our customers say...

"ASP has provided us with a broad range of services since 2002. Faced with increasing cost saving pressures, ASP has consistently delivered annual savings by service redesign and innovative new ways of working.

Each of its Business Units has the skills and expertise built up from staff with many years experience, who are well versed with specific knowledge in their areas. ASP provides a high level of customer service and is both responsive and adaptive to our needs."

Jenny Raine, Director of Finance and Performance, Cambridgeshire and Peterborough NHS Foundation Trust



To find out more about what ASP can offer you please contact us on:
 t: 01480 398 776 e: business@asp.nhs.uk w: www.asp.nhs.uk