LUPC Annual Membership Survey Report 2022

8 September 2022

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Author's Note

As always, thank you to those of our members who completed our annual survey. Meeting the procurement needs of our members is core to LUPC's activities and our annual membership survey is key to understanding whether we are doing just that.

We have maintained our 100% record in terms of the number of respondents that stated they would recommend us to other organisations, and 100% agreed that LUPC provides good or excellent customer service.

The following report is an accurate record of how LUPC is currently viewed by our members. Always striving for continuous improvement, please continue reading for further details of the feedback provided and how we will address any points raised with us.

If you have any questions regarding the content of this report, or any further comments, please contact Suzanne Picken, Head of Membership, Marketing and Communications s.picken@lupc.ac.uk T. 0207 307 2766.

"We've always valued our LUPC membership, partly for the access to a variety of frameworks but also because of the number of training opportunities on offer and LUPC's work on modern slavery issues." **LUPC member.**

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1. Responses

This year, the membership survey was sent to all of the member contacts held on LUPC's CRM system, Celsus. We received a total number of 37 responses covering 29 of our 91 full members. This is a 32% response rate from full members which is in line with the average response rate to surveys (approximately 30%), and up from 25% last year.

We pledged to donate £2 for every survey completed to the charity, Student Minds. A donation of £100 has been made.

Your Organisation

Q5. Are you classified as a contracting authority*?

65% of respondents confirmed that their organisation is classified as a contracting authority.

Response	2020-21	2021-22
Yes	57%	65%
No	39%	16%
Don't know	4%	19%

***A contacting authority is a defined term in the Public Contracts Regulations 2015 meaning a public body that is subject to and must comply with those Regulations.**

LUPC response: *Producing framework agreements that are compliant with the public contracts regulations is the key focus for LUPC and the other university purchasing consortia. This response shows it is still a requirement for the majority of LUPC members. The variance between this year and last is likely due to different organisations completing the survey this year compared to last, rather than any significant shift in this area.*

2. Value of LUPC Membership

Q6. To what extent do you agree with the following statements?

Statement	Strongly Agree or Agree	
	2020-21	2021-22
The available framework agreements reflect my organisation's requirements in terms of value, scope and sustainability	96%	100%
Framework agreements are easy to use with clear instructions for call-off (how to buy)	87%	100%

LUPC response: *This is extremely encouraging and demonstrated we are meeting the needs of our members with regards to the range of frameworks and the access to them.*

Q7. Are there any additional framework agreements you would like to see LUPC offer?

Marketing (this is possible despite the fact that some HEI members essentially compete with each other and will therefore not want similar marketing campaigns)
Specialist agency roles as a couple of areas we need to use CCS
Estates with JCT and NEC; and DPS being considered for appropriate projects.
Agency for Student Recruitment and Media Buying
Grounds Maintenance
Library Management Systems
Construction Consultancy Services
Something that would pick up library content from small and specialist suppliers?
We still need some framework agreements for goods and services specific to the museum/gallery sector if value for these members to be maximised. This might mean relaxing some of the rules about forecasting demand, etc., which we find difficult sometimes.

LUPC response: *We will always consider all suggestions and review with our Executive Committee who represent LUPC members, the above list will be discussed with them.*

Q8. How would you rate delivery of customer service to you by LUPC?

Response: Good or Excellent	
2020-21	2021-22
100%	100%

LUPC response: *customer service is something we always aim to improve and will do so in the next year.*

Q9. Which of the following benefits and services, included in full membership of LUPC, are of value to your organization?

Benefit or Service	Total % of respondents that selected this benefit
Free training courses	83%
Creditsafe - online credit referencing service	77%
Events and Webinars incl. annual LUPC & SUPC Conference	77%
Procurement advice from the LUPC team	74%
Regular networking meetings e.g. monthly Heads of Procurement or Quarterly Operational Procurement Network	66%
Opportunities to participate in tender working parties to shape agreements	43%
Commodity/Category Group Meetings	34%
Electronics Watch affiliate membership	34%
Agreement Launch Events	34%
Annual Member Benefits report - specific to your organisation	31%
Achilles THEMis subscription - for regulated procurement advice and documentation	26%
CIPS Study inc. LUPC-funded study books	26%

LUPC response: *Training; events; the credit referencing service, Creditsafe; and procurement advice from the LUPC team continue to be the benefits most highly valued by members.*

Q10. Do you feel you receive value for money from your LUPC membership fee?

83% of respondents answered *yes* to this question. No respondents answered *no*.

LUPC response: *The survey was sent to a wider audience than just Heads of Procurement this year. The 17% who responded Don't Know to this question were either new to the sector or perhaps unaware of the annual LUPC membership fee. The fees have remained unchanged for the last 13 years. This year, we were in a position to return 24% of the fee to our members at the end of the financial year.*

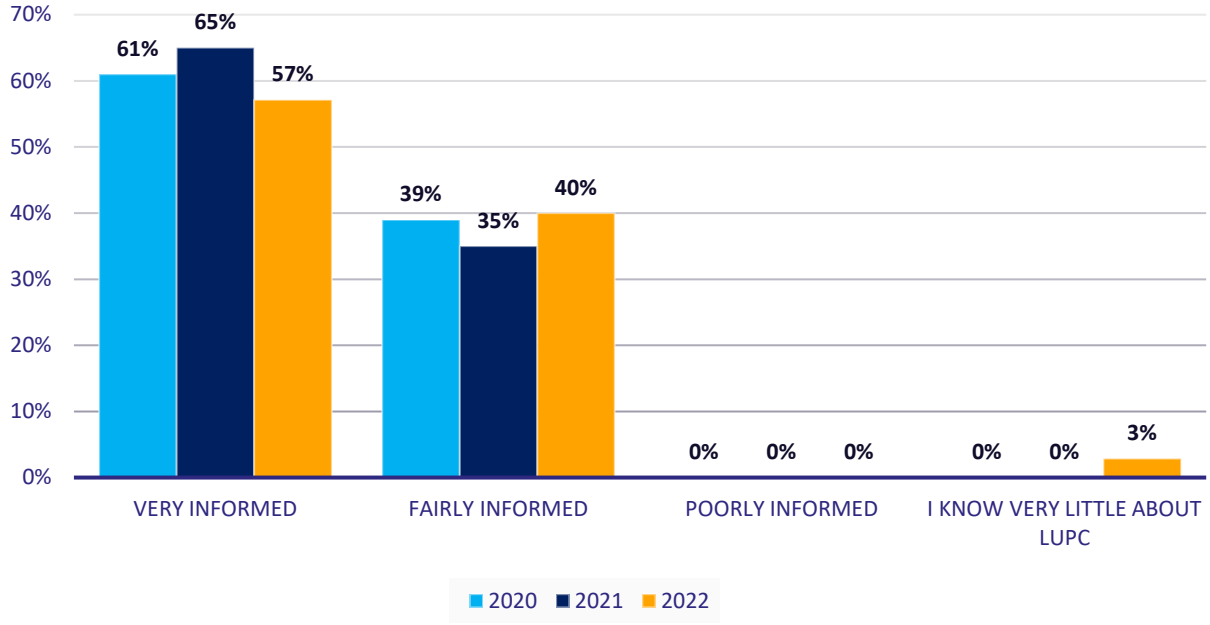
Q11. Would you recommend LUPC to another organisation?

Response		
	2020-21	2021-22
Yes	100%	100%
No	0%	0%

LUPC response*: This maintains our 100% Yes response from last year.*

3. Communications

Q12. How informed do you feel about LUPC and the benefits we offer?



LUPC response: *We are following up individually with any members that did not respond "very informed" to this question. Details of member benefits can be found on the LUPC website here. We also hold an LUPC member induction every six months, advising members on how to get the most from their membership and providing an opportunity for members to ask questions.*

Q13. Which of the following methods of communication do you read/access from us, and how often?

	Regularly		Sometimes		Rarely		Never	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Quarterly Linked magazine	52%	66%	35%	31%	9%	3%	4%	0%
Monthly eBulletin	70%	70%	22%	26%	4%	0%	4%	4%

LUPC Website	39%	46%	39%	43%	17%	11%	4%	0%
Annual Report	43%	44%	30%	37%	9%	11%	17%	7%
Social media e.g. Twitter, LinkedIn	17%	17%	22%	29%	30%	25%	56%	29%
Email updates from LUPC staff	65%	71%	26%	24%	9%	6%	0%	0%

LUPC response: *Since the launch of our new website in January 2022, members have had full control over the communications they receive from LUPC. Each member can log into their personal profile on our website and select their areas of interest and which forms of communication (email, ebulletin, Linked magazine) they wish to receive.*

All forms of communication have either received an increase or been maintained in terms of how regularly they are accessed. This increased engagement by members is encouraging to see and is reflective of the new LUPC website and CRM system.

4. Events

Q14. Are you happy with the range of events offered by LUPC?

100% agreed.

***LUPC response**: Once again, a fantastic 100% of respondents were happy with the events provided to members this year. We have continued to enhance the number of online learning, development and networking opportunities for members eg. Heads of Procurement meetings and our popular monthly LUPC Ultimate Guide to Procurement Best Practice sessions covering the procurement lifecycle. Our annual LUPC & SUPC conference also returned to in-person with excellent attendee feedback. A total of 36 member events took place in 2021/22.*

Q15. What additional events would you like to see run by LUPC?

Respondent suggestions	LUPC response
Additional training on NEC and JCT	*A free 1-day NEC4 training session was held in July 2022 (after this survey was issued). If there is sufficient demand, we will run this again.*
PCR Training once new Regulations are in place	*LUPC are working with UKUPC and HEPA to ensure ample training opportunities on the new regulations are provided to members.*
Further training around: Negotiation Contract drafting Contract management Current challenges at present (Energy, cost increases, inflation, supply chain impacts)	*These are all topical issues and will be considered for ongoing training/events. TEC are also part of the UKUPC collaborative delivery in the sector and have delivered two energy webinars in the past year.*
Procurement for beginners	*Our LUPC Ultimate Guide to Procurement Best Practice is suitable for those new to procurement and we will look to run this again in 2023.*

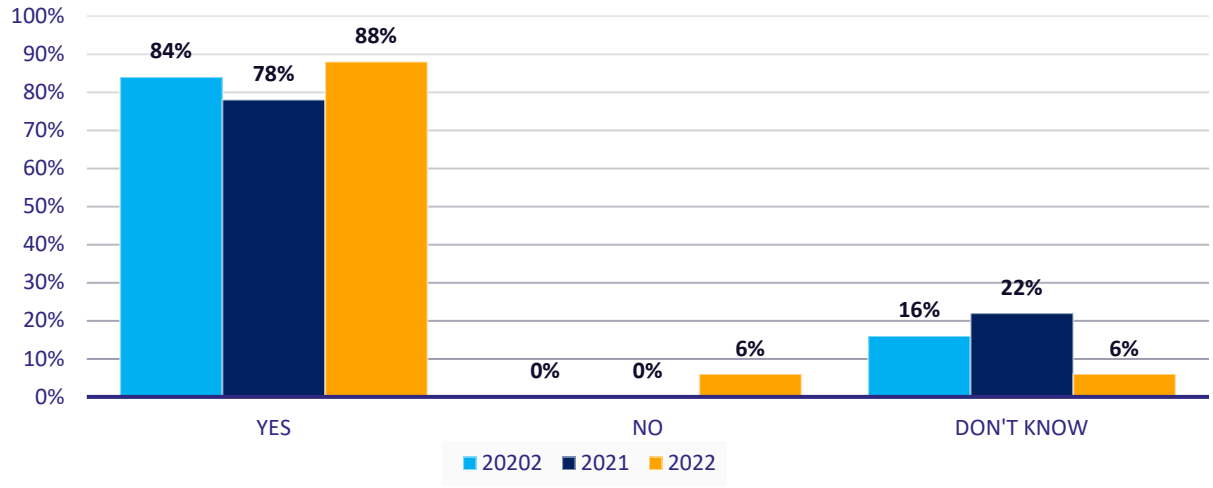
5. Responsible Procurement

Q16. Are you aware of responsible procurement activity and initiatives carried out by LUPC?

Response	2020-21	2021-22
Yes	83%	71%
No	17%	29%

LUPC response: *We think the awareness is down on last year's result as the survey this year went out to a wider audience, whereas last year it was sent to Heads of Procurement only, who are more likely to be engaged with LUPC. It does show that we may want to improve our communications in this area to connect with a wider audience.*

Q17. Do you see LUPC as a leader in responsible procurement for the sector?



LUPC response: *Our responsible procurement activities have been largely focussed on modern slavery issues until recently. Our new responsible procurement strategic plan broadens our reach to deliver more in environmental and social value areas. Our environmental policy includes our commitment to be a net-zero company by the end of 2022-23 and we will share our learnings in this area with members. You can read more details here.*

6. Participation in LUPC activities

Q18. Would you be interested in participating in the tender working party for upcoming framework agreements? This includes being involved in some or all of the following; inputting into the framework strategy and lot structure, specification and tender evaluation.

Response	2020-21	2021-22
Yes	26%	17%
Maybe	30%	40%
No	44%	43%

LUPC response: *17% of respondents mentioned they were interested in being involved in tender working parties for upcoming framework agreements, which is down on previous years. This reflects the increasing difficulty of recruiting tender working party participants from members and could impact on future framework delivery. Please do keep an eye on the* ***Tenders in Progress*** *section of our website and contact the relevant category manager if you would like to participate.*

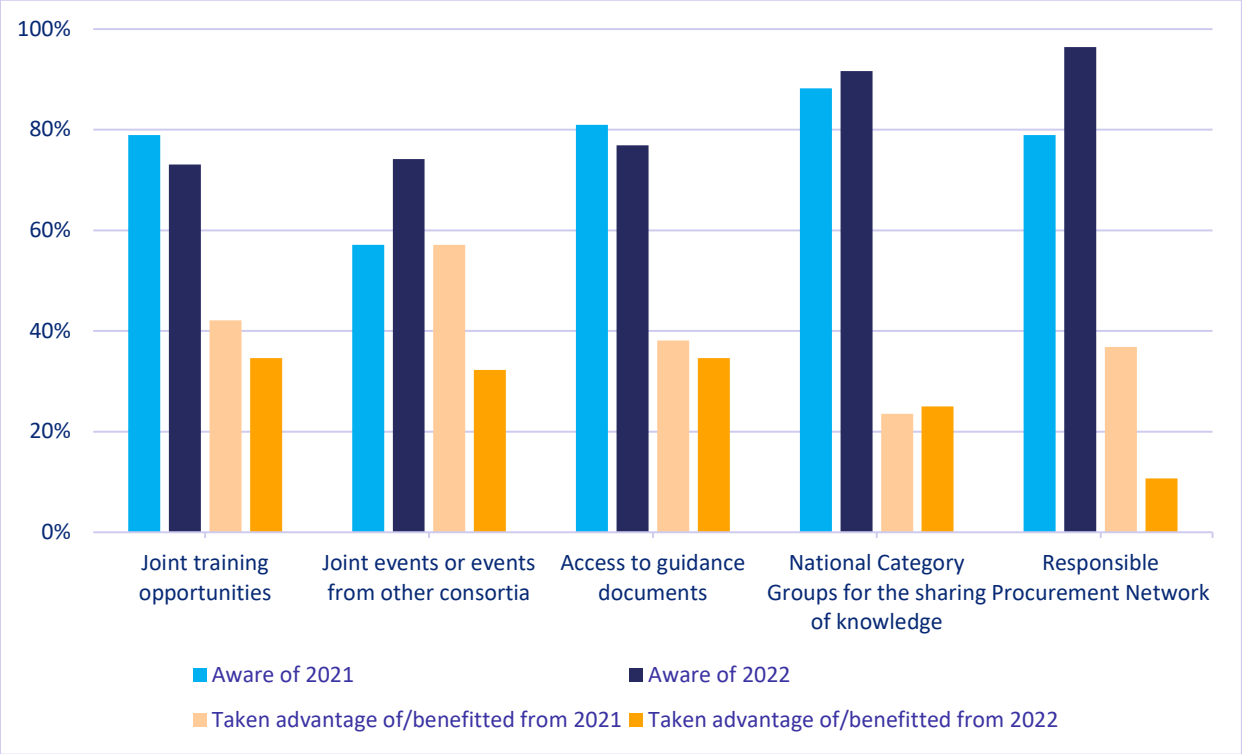
7. Sector Collaboration

Q19. Prior to this survey, were you aware that LUPC worked collaboratively with other consortia via the UK Universities Purchasing Consortia (UKUPC)?

Response	2020-21	2021-22
Yes	87%	97%
No	13%	3%

LUPC response: *This increase from 87% to 97% is perhaps reflective of the enhanced collaboration in communication across the universities purchasing consortia.*

Q20. As part of UKUPC, LUPC has undertaken multiple procurement and added-value activities, collaboratively, to deliver greater value to our membership. While this is not a definitive list, which of the following benefits of UKUPC collaboration are you aware of and have taken advantage of/benefitted from?



Q21. To what extent do you think UKUPC collaboration has impacted you or your organisation?

Response	2020-21	2021-22
Extremely positively	17%	11%
Positively	57%	63%
No impact	9%	11%
Negatively	0%	0%
Extremely negatively	0%	0%
Don't know	17%	16%

8. Final comments

Q22 provided the opportunity for respondents to provide any further comments.

We were proud to receive some really positive comments from members including:

"The team at LUPC are great. Always very helpful and supportive with queries and questions. My team works with LUPC contacts all the time and very much value the support."

"Very responsive to questions asked. Easily contactable."

"Category managers are knowledgeable and attentive. LUPC is responsive to user needs. New market insights report is excellent."

"It's a fantastic organisation, absolutely invaluable to my institution."

"Thank you for all the support."

9. Conclusion

We are very grateful for the time taken by our members to provide feedback to us. We take any comments made by our members very seriously and are always looking to improve. Please don't wait for the annual survey to let us know of any concerns or suggestions that you may have. We welcome feedback at all times.

You can contact any member of the **LUPC Team** via email or telephone.

Full information on LUPC frameworks, benefits, events and latest activity can be found on our **website**.

Please do stay in touch.