



Annual Membership Survey Report 2025



Author's Note

This report shares the results of our recent membership survey. Thank you to everyone who took the time to participate - your input gives us a clearer picture of what matters to members and where we can improve.

The insights here highlight both strengths to build on and opportunities to do better. They will guide our decisions in the months ahead and help us focus on the areas that are most important to you.

We appreciate your continued engagement and look forward to putting these findings into action.

If you have any questions regarding the content of this report, or any further comments, please contact **Suzanne Picken**, Assistant Director Membership, Marketing and Communications.

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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 58 responses covering 33 of our 88 full members. This is a 38% response rate from our full members, up 5% from last year, which is above the average response rate to surveys (approximately 30%).

We pledged to donate £5 for every member organisation, where one of their employees completes our membership survey, to **Unseen**. Unseen's vision is a world without slavery. They aim to transform society's response so all can live in a world free from such abuse and exploitation. A donation of £165 has been made. We also entered all individuals who completed the survey into a draw for a £50 *Love 2 Shop* Voucher as a thank you for completing the survey. The winner was a member of the procurement team at the Natural History Museum.

Your Role and Organisation

Q4. What is your role within the organisation?

	2023-24	2024-25
Procurement Director	7%	3%
Head of Procurement	29%	28%
Procurement Manager	2%	15%
Manager with responsibility for procurement (not in a dedicated procurement role)	19%	7%
Category Manager	12%	21%
Other	31%	26%

75% of those responding "Other" were in procurement roles such as officer or buyer, the other 25% responding other were analysts, library managers and one Head of IT.

Q5. Which sector does your organisation fall into?

	2023-24	2024-25
Higher Education	64%	48%
Wider Public Sector	10%	16%
Museum/Gallery	5%	14%
Research Laboratory	5%	7%
Other not-for-profit	5%	7%
Membership Organisation	2%	5%
Charity	7%	3%
Further Education	2%	0%

Q6. Are you classified as a contracting authority (An entity that is subject to the rules of the Procurement Regulations 2024/Procurement Act 2023)?

	2023-24	2024-25
Yes	56%	65%
No	29%	30%
Don't know	15%	5%

LUPC comment: Producing frameworks that are compliant with the Procurement Regulations 2024/Procurement Act 2023 is the key focus for LUPC and the other universities purchasing consortia. This response shows it is still a mandatory requirement for the majority of LUPC members who responded to the survey. The overall spend on our frameworks by both contracting and non-contracting authority members is evidence that there is value for all members in using UKUPC frameworks. We recognise that an increasing number of our members are non-contracting authorities and we will be looking to understand how we ensure we meet their needs now and in the future.

Q7. Is your classification as a contracting authority likely to change in the next 12 months?

	2023-24	2024-25
Yes, to be classified as a contracting authority	N/A	0
Yes, to no longer be classified as a contracting authority	N/A	0
No change	N/A	47
Don't know	N/A	11

2. Value of LUPC Membership

2.1 Frameworks

Q8. To what extent do you agree with the following statements?

Statement	Strongly Agree or Agree	
	2023-24	2024-25
The available framework agreements reflect my organisation's requirements in terms of value, scope and sustainability	97%	92%
Framework agreements are easy to use with clear instructions for call-off (how to buy)	97%	92%

"We have access to a number of frameworks via LUPC. This is very useful for the needs of our organisation." **Survey Respondent**

Q9. Do you have the correct supporting documents (within the Buyers Guides) for the frameworks you use?

Response	2023-24	2024-25
Yes	69%	70%
Sometimes	17%	20%
No	0%	6%
Don't know	14%	4%

"LUPC managed frameworks tend to be easy to use." **Survey Respondent**

LUPC comment: *This is a slight improvement from last year's survey. We are working across UKUPC with the other universities purchasing consortia to ensure consistency in framework documentation across all UKUPC frameworks. We specifically asked how we can improve the documentation provided and we are reviewing comments provided so any necessary amendments can be made.*

Q10. Are suppliers responsive to your mini-competitions?

Response	2023-24	2024-25
Yes	56%	51%
Sometimes	26%	28%
No	3%	2%
Don't know	15%	19%

LUPC comment: *There was only one specific issue raised with frameworks and lack of supplier response. The detail has been fed back to the relevant contract manager for review and any necessary action.*

Q11. Are your stakeholders (end users of contracts) aware of LUPC and the framework offerings?

Response	2023-24	2024-25
Yes	23%	26%
Some of them are	71%	68%
No	0%	2%
Don't know	6%	4%

Q12. Do you think your stakeholders (end users of frameworks) are getting value from our framework agreements?

Response	2023-24	2024-25
Yes	51%	55%
Sometimes	29%	30%
No	3%	2%
Don't know	17%	13%

"Stakeholders are getting good suppliers to work with and good pricing." **Survey Respondent**

Q13. What can LUPC do to help support your stakeholder engagement with regards to framework usage?

LUPC Response: *We are reviewing the comments received and will take action where relevant.*

Q14. Are there any additional framework agreements you would like to see LUPC offer?

Member Comment	LUPC Response
Frameworks aligned to Museums' requirements i.e., displays, builder, architects	Some elements of this will be covered by the Estates Professional Services Framework being tendered this year
Removals	This is available under the Removals and Relocations Services Framework (FFE2009 NE)
Cloud Computing	Members have access to OCRE 2024 cloud framework - Jisc
Exhibition Stand Builds - Domestic and International	For review
Standard software applications for retail system, DAMS, intranet	Software applications for retail systems can be accessed via EPoS systems 2025 - 2029 TUCO . There is insufficient appetite for DAMS/Intranet frameworks.

Q15. In 2024, we transitioned from HE Contracts (HEC) to the Hunter Buyers' Portal for accessing framework information. Do you find the new portal easy to use?

Response	2023-24	2024-25
Yes	N/A	72%
No	N/A	11%
Don't know	N/A	17%

LUPC Response: We asked respondents to specify any issues encountered with Hunter and also for any improvement suggestions. We have collated these for review by the UKUPC Systems Group.

2.2 Other member benefits

Q16. Which of the following benefits and services, included in full membership of LUPC, are of value to your organisation?

Benefit or Service	Total % of respondents that selected this benefit
Free training courses	92%
Events and Webinars incl. annual LUPC & SUPC Conference	82%
Procurement Resources and Guidance including templates	82%
Creditsafe - online credit referencing service	70%
Responsible Procurement Guidance and Support	70%
Procurement advice from the LUPC team	64%
Procurement Communications: Linked Magazine, Monthly E-bulletins, Direct Mails	58%
Regular networking meetings e.g. monthly Heads of Procurement	58%
Annual Member Benefits report - specific to your organisation	52%
Quarterly Market Insight Document	46%
Opportunities to participate in tender working parties to shape agreements	46%
New Agreement Launches	44%
Electronics Watch affiliate membership	42%
CIPS Study inc. LUPC-funded study books	32%
Commodity/Category Group Meetings	20%
Achilles THEMis subscription - for regulated procurement advice and documentation	16%
Procurement Consultancy	14%

LUPC response: The top five most valued benefits by members remain consistent with previous years - Training; events; procurement resources and guidance; Creditsafe, the credit referencing service; and Responsible Procurement guidance and support.

Q17. Are there any additional services you would like to see LUPC provide?

Member Comment	LUPC Response
Thought leadership events (procurement specific)	To be considered
Update on public sector procurement case law	We have quarterly PA23 Q&A sessions in place throughout 2024-25 with expert procurement lawyer, Mohamed Hans, continuing on from our series run in 2023/24
Working groups and forums for people from different institutions to connect and discuss.	We have monthly Heads of Procurement meetings for this on the last Friday of every month, an Early Career Network and the National Category Groups across UKUPC are being re-launched this year
NEC4 training would be great.	To be considered
Benchmarking - we are now collecting and analysing a lot of data but it would super helpful to see where we are in terms of spend against a similarly sized organisation	To be considered
Possibly some hot-topic hosted discussions for members (that might not be core to the rest of LUPC's offering) - i.e. optimum use of pcards, internal templates and policies, purchase to pay processes, contract management etc	These topics would be suitable for the LUPC Heads of Procurement monthly meetings

Q19. How would you rate delivery of customer service to you by LUPC?

Response: Good or Excellent	
2023-24	2024-25
100%	94%

Member Comments
Good webinars and training/advice. Templates are especially helpful.
Great team, always friendly and responsive to any requests.
The team at LUPC are brilliant. Very responsive and always looking to help us as members.
A fantastic service - I have been very impressed!
Mike Kilner is very responsive and gives good advice.

Q20. Do you feel you receive value for money from your LUPC membership fee?

Response	2023-24	2024-25
Yes	91%	85%
No	0%	2%
Don't know	9%	13%

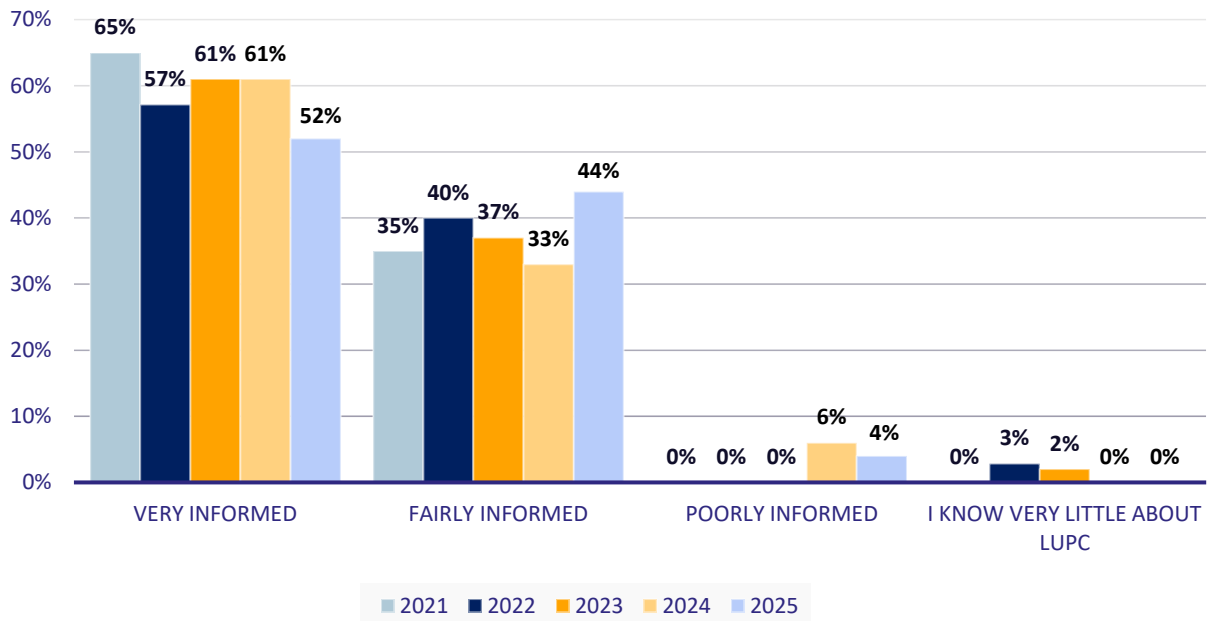
Q21. Would you recommend LUPC to another organisation?

Response	2023-24	2024-25
Yes	100%	100%
No	0%	0%

***LUPC response:** This maintains our 100% Yes response from the last few years.*

3. Communications

Q22. How informed do you feel about LUPC and the benefits we offer?



LUPC response: We are following up individually with any members that responded “poorly informed” to this question to ensure they are signed up to and receiving the regular communications we send out to members.

Details of member benefits can be found on the LUPC website [here](#). We hold an LUPC member induction every six months, guiding members on how to get the most from their membership and providing an opportunity for members to ask questions. A monthly ebuletin is sent to members with a round-up of all pertinent procurement information and targeted direct mails are sent on specific subjects based upon the members’ individual preferences that they have indicated on their LUPC web profile.

We recommend that members keep their bespoke My LUPC profile on the LUPC website up to date with their communication preferences and their role as this determines what information we send out to individuals. Members can amend this, at any time, by [logging in to the LUPC website](#).

Finally, we have a marketing plan for 2025-26 which will clearly communicate LUPC’s member benefits on a regular basis across a variety of communication platforms.

Q23. Which of the following LUPC communications do you read/access from us, and how often?

	Regularly		Sometimes		Rarely		Never	
	2023-24	2024-25	2023-24	2024-25	2023-24	2024-25	2023-24	2024-25
Quarterly Market Insight document	42%	43%	31%	43%	15%	8%	12%	6%
Quarterly Linked magazine	52%	38%	28%	38%	17%	12%	3%	12%
New Quarterly Linked Podcast	4%	2%	25%	30%	17%	23%	54%	45%
Monthly eBulletin	63%	50%	33%	35%	0%	15%	4%	0%
LUPC Website	43%	65%	37%	25%	13%	8%	7%	2%
Annual Report	54%	40%	25%	31%	4%	12%	18%	17%
Social media e.g. LinkedIn	8%	7%	25%	27%	25%	27%	41%	39%
Email updates from LUPC staff	50%	67%	43%	29%	7%	4%	0%	0%

LUPC response: The decrease in the readership of Linked Magazine and the increase in the usage of the LUPC website backs up our recent decision to move our Linked Magazine from a quarterly publication to twice a year. We will host more Procurement Insights and articles on our website. Email communications have seen a reading increase of 34% which shows the importance of this to our members and alongside the website will continue to be our main form of information dissemination.

4. Events

Q24. Are you happy with the range of events offered by LUPC?

Response	2023-24	2024-25
Yes	97%	98%
No	3%	2%

Member Comments	LUPC Response
Training this year has been excellent especially around the new regs.	A lot of thought went into the training plan for 2024-25 to ensure it reflected the key training requirements of the procurement community we serve.
The webinars led by Mohamed Hans have been the most useful, practical and pragmatic information I've received regarding the new Procurement Act.	We have had excellent feedback on our well-attended <i>PA23 Q&A Series</i> which will continue through 2025-26.
A brilliant conference.	We refine the LUPC & SUPC Conference each year based upon experience and feedback which reflected that this year's was the best yet.

LUPC response: With 98% of respondents being happy with our events in 2024-25, this builds upon last year's result. Over the past 12 months we have **delivered 47 events** (20% increase on 2023-24). We use feedback from members via our membership survey (see Q.25) and through other member discussions to shape our training and events calendar and deliver as much as we are able with the resources we have. Read about our [training plans for 2025-26](#).

Q25. This year, LUPC has offered a range of free training courses tailored for procurement staff and stakeholders. What additional events or training courses would be beneficial for LUPC to offer over the coming year?

a) For your procurement team

Respondent suggestions	LUPC response
Competitive Flexible Procedure	Quarterly PA23 Q&A Sessions are in place with Mohamed Hans and will cover these topics, as well as completing PA23 Tender Notices
Good practice training courses under the new Procurement Act	
PA23 CFP BAFO examples and how to incorporate negotiation	
Public procurement case law	
Introduction to LUPC sessions (again) as some staff have moved teams making LUPC more relevant to their new area	These sessions (LUPC member inductions) are held every six months (next one in November) and are open to all
Managing contract variations and changes	Contract Management Training scheduled in 2025-26
Negotiation, contract management, networking	Covered in the training plan for 2025-26
Practical Steps to lever better assurance on Modern Slavery including but not limited to Electronics Watch. Best and most practical applications of social value in above threshold procurements	We will be running a range of RP webinars throughout 2025-26
Responsible Procurement	
Reviewing/Negotiating T&C's	Covered in the training plan for 2025-26
Below threshold / outside of regs commercial procurement and negotiation advice	Guidance and webinars on this are currently being developed
Customer service and communication skills	For review
Training on alternative forms of contract i.e. JCT, NEC4	For review

b) For your stakeholders

Respondent suggestions	LUPC response
Contract Management	Covered in the training plan for 2025-26
Specification writing	Covered in the training plan for 2025-26
Evaluation Criteria	Conducting evaluation and the moderation process is in the training plan for 2025-26
Introduction to frameworks	Guidance on using frameworks and the call off process is in the 2025-26 training plan
KPI training and why it is important	Covered in the training plan for 2025-26
Frameworks overview	There will be framework launch webinars throughout 2025-26 as new frameworks are awarded
Modern Slavery prevention and assurance through procurement	This will be covered as part of our RP webinars
Contract Management - a 1 hour e-learning option of the principles and headlines of effective contract management would be really helpful for contract managers of low-medium value and risk contracts	We are looking at developing a Contract Management Resource Pack (slides and documents to provide to stakeholders as a practical guide to implementing contract management) accompanied by a 1 hour recording on how to use with your teams
PA23 How to implement the upcoming Payments Compliance and Contract Payment Notices	For review
Navigating new regulations for non-procurement people	For review

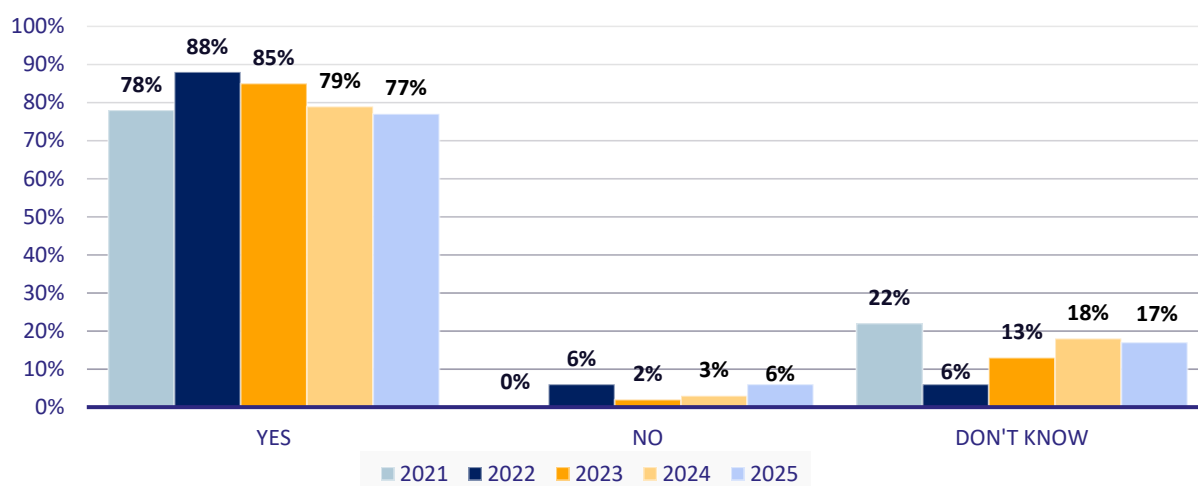
LUPC response: *The vast majority of suggested training or events are already incorporated in our training plan for 2025-26. The remaining ones will be considered.*

5. Responsible Procurement

Q26. Are you aware of responsible procurement activity and initiatives carried out by LUPC?

Response	2023-24	2024-25
Yes	85%	87%
No	15%	13%

Q27. Do you see LUPC as a leader in responsible procurement for the sector?



Q28. Are there specific areas of support within Responsible Procurement that you would like LUPC to provide, including any assistance with implementing your RP projects/objectives?

Respondent suggestions	LUPC response
Transitioning from HESCET spend-based Scope 3 calculations to more accurate data based on actual supplier emissions if and when possible.	<p>This is a topic we are exploring and was covered in our recent Scope 3 Webinar; UKUPC Webinar:</p> <p>UKUPC Webinar: Measuring Scope 3 Emissions Slides</p> <p>UKUPC Webinar: Measuring Scope 3 Emissions Recording</p>

	We also have three of our team that are certified carbon literate and we hope to use this for the benefit of our members in the future.
Suggestions for how to measure social value/sustainability. How to assess and evaluate responsible procurement	Please have a look at our Social Value webpage and the HE Toms guidance and measurement framework.
Is LUPC able to report on the actual value achieved through its responsible procurement activity. i.e. you can write in the need to provide social value aspects into a tender - but how is that being realised? Are members (and society) genuinely gaining from the hard work put in by staff?	Our RP Hub does exactly this. Our RP Lead is monitoring submissions made by LUPC framework suppliers and will work with them on achieving positive outputs. The RP Hub is in the early stages, with suppliers submitting their RP information. Once we have sufficient data, we will provide logins to LUPC members to review.
I would be interested in some support / guidance to identify further initiatives we can consider and implement	For specific assistance, please contact our RP Lead, Mags Shapiro .
Demonstration of using Electronics Watch effectively - a walk through for Procurement Team colleagues	We will arrange a webinar led by Electronics Watch.
What is most important to include in our procurement strategy and policy	For review as either written guidance or a webinar.
Advice on what to write in tenders such as specific questions on responsible procurement, what are the best questions to ask suppliers	For consideration as a webinar.
Tailoring RP to specific requirements (or even some discussions on how you factored this into your own framework tenders for specific services)	For consideration as a webinar.
Directly engaging social enterprises as prime or sub-contracted suppliers	For review.
Yes, I would like to see any additional funds from membership fees go towards funding members' use of the new RP hub for members' suppliers	For review.

LUPC response: *We will carefully consider all the above comments and look to action where budget and resources allow and there is value for our members.*

Question 29

This question advised which frameworks were being tendered in the next 24 months and asked if anyone would like to be involved in the tender working parties. We have made a note of all respondents and will be in touch at the relevant time – thank you to those who came forward. We very much need member involvement with our framework tenders to ensure we continue to meet your needs.

6. Final comments

Question 30 provided the opportunity for respondents to provide any further comments or suggestions for additional services and support we could provide.

Respondent suggestions	LUPC response
Increase supplier base.	We follow the Procurement Regulations 2024 (PA2023) and award places on frameworks to those suppliers that respond to our tenders and achieve the highest scores following evaluation. We can look to do more market engagement and at initiatives for encouraging a wider supplier base e.g. social enterprises.
Legal Helpdesk.	This would be great but we unfortunately don't currently have the resources for this. Full members do have the facility of using Achilles THEMis as part of their membership.
I think more outreach to stakeholders might be useful whilst some are aware of LUPC they can be hesitant as it is 'new' to them	We have some training courses in place for members' stakeholders and also awareness activity planned in our Marketing Plan for 2025-26. There are also the six-monthly online LUPC Inductions. We are very reliant on the procurement community across our membership to disseminate the

	information we communicate onto their internal stakeholders, We don't have direct access to them unless they register on our website to receive information. Please help us to help you by sharing our communications within your organisations.
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7. 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 stay in touch.