



# **LUPC Annual Membership Survey Report 2023**

## 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](mailto:s.picken@lupc.ac.uk) T. 0207 307 2766.

***“LUPC membership is of significant value to us and how we procure, with the biggest benefit being the enabling of networking and CPD. The LUPC team is always happy to support and assist us which we really appreciate.” 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 41 responses covering 33 of our 86 full members. This is a 38% response rate from full members which is above the average response rate to surveys (approximately 30%), and up from 32% last year.

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 £200 has been made.

## Your Organisation

### Q5. Do you follow the Public Contracts Regulations (PCR) within your organisation?

Response	2021-22	2022-23
Yes	65%	79%
No	16%	19%
Don't know	19%	2%

**LUPC response:** Producing framework agreements that are compliant with the public contracts regulations is the key focus for LUPC and the other universities purchasing consortia. This response shows it is still a requirement for the majority of LUPC members who responded to the survey.

## 2. Value of LUPC Membership

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

Statement	Strongly Agree or Agree	
	2021-22	2022-23
The available framework agreements reflect my organisation's requirements in terms of value, scope and sustainability	100%	95%
Framework agreements are easy to use with clear instructions for call-off (how to buy)	100%	91%

**LUPC response:** LUPC is working with our UKUPC partners (the other regional universities purchasing consortia) to ensure that we deliver frameworks that meet members' needs and expectations. Work is underway collectively to look at making UKUPC framework agreements easier to use.

Member Comment	LUPC Response
What steps do LUPC take to consult the membership on the scope and viability of existing frameworks or introduce new ones?	Tender Working Parties are convened with interested members to provide input into the scope and help shape framework agreements being tendered. Feedback is also sought from members that use existing framework agreements. This annual membership survey is an opportunity for all members to suggest what new frameworks they would like to be considered. LUPC's Executive Committee, comprised of and elected by LUPC members, approve whether framework agreements are re-tendered.
Some of the call off contracts leave too many clauses open to suppliers to	A new set of terms and conditions is going to be delivered in line with the

negotiate with clients, needs to be addressed at Framework Stage.	new Procurement Act which should address some of these issues. There will always be some clauses that need agreeing between the specific member and the supplier, dependent on member requirements.
It would be good to see a level of consistency among buyers guides e.g. formatting/pricing information.	A review is underway by UKUPC to standardise the Buyers/User Guides across consortia

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

<b>Member Comment</b>	<b>LUPC Response</b>
Estates professional services	This framework is currently in progress
Construction works	*
M&E works	*
Technical Engineering	To be considered under the Estates Professional Services framework
General surveys, like staff or student	*
Software and services	This is covered under the <a href="#">Software Licenses Resellers (SLRA) Framework (ITS4042 SU)</a>
Lab refurb and associated integral equipment	*
Cyber Security	This can be accessed through three <a href="#">JISC services</a> open to LUPC members
Marine Science Equipment (e.g. sensors)	*
Staff benefits	*

Events related	*
Transport and Storage	Covered by the <a href="#">Removals and Relocations Services framework FFE2007 NE</a>
Student Marketing Services	Covered by <a href="#">National Education Recruitment Advertising and Resourcing Services framework PFB4051 SU</a>
Recruitment and marketing/advertising framework for non-HE organisations would be appreciated	There is a <a href="#">National Education Recruitment Advertising and Resourcing Services framework PFB4051 SU</a> but will put forward a non-HE one to be considered*
Creative Agency Services	*
Investment Management	*
Veterinary Clinical, Nursing and Admin Temporary Staff	*
Animal/Livestock Feed	*
Musical Instruments	*

**LUPC response:** \* All starred responses will be considered and reviewed with our UKUPC partners and the LUPC Executive Committee who represent LUPC members.

**Q8. Which of the following benefits and services, included in full membership of LUPC, are of value to your organisation?**

<b>Benefit or Service</b>	<b>Total % of respondents that selected this benefit</b>
Free training courses	91%
Events and Webinars incl. annual LUPC & SUPC Conference	83%
Creditsafe - online credit referencing service	80%
Procurement advice from the LUPC team	63%
Annual Member Benefits report - specific to your organisation	59%
Electronics Watch affiliate membership	59%
Regular networking meetings e.g. monthly Heads of Procurement or Quarterly Operational Procurement Network	56%
Agreement Launch Events	44%
Commodity/Category Group Meetings	44%
Opportunities to participate in tender working parties to shape agreements	41%
CIPS Study inc. LUPC-funded study books	41%
Achilles THEMis subscription - for regulated procurement advice and documentation	32%

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

**Q9. Do you feel you receive value for money from your LUPC membership fee?**

<b>Response</b>	<b>2021-22</b>	<b>2022-23</b>
<b>Yes</b>	<b>83%</b>	<b>85%</b>
<b>No</b>	<b>0%</b>	<b>5%</b>
<b>Don't know</b>	<b>17%</b>	<b>10%</b>



<b>Member Comments</b>
We have reviewed the offer from LUPC and found value above just the frameworks - including the scope 3 work (most appreciated)
The LUPC membership is of significant value to the university and how we procure. The biggest value is the enabling of networking, development and CPD. The support and assistance from the LUPC team is invaluable. The entire team is always happy to help which we really appreciate. Thank you LUPC.
Very good especially the training opportunities and work being done on social responsibility

### **Q10. How would you rate delivery of customer service to you by LUPC?**

<b>Response: Good or Excellent</b>	
<b>2021-22</b>	<b>2022-23</b>
100%	100%

***LUPC response:** It is good to see that we continue to maintain the delivery of a high standard of customer service to our members.*

<b>Member Comments</b>
Very cooperative and responsive
LUPC's support for those studying CIPS is excellent. Paying for textbooks has really made a difference
The frameworks, training and category managers are really helpful.
Always helpful.
Whilst we are ad-hoc users, the few times we contact your team, we receive good customer service.

### **Q11. Would you recommend LUPC to another organisation?**

<b>Response</b>	<b>2021-22</b>	<b>2022-23</b>
<b>Yes</b>	<b>100%</b>	<b>100%</b>
<b>No</b>	<b>0%</b>	<b>0%</b>

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

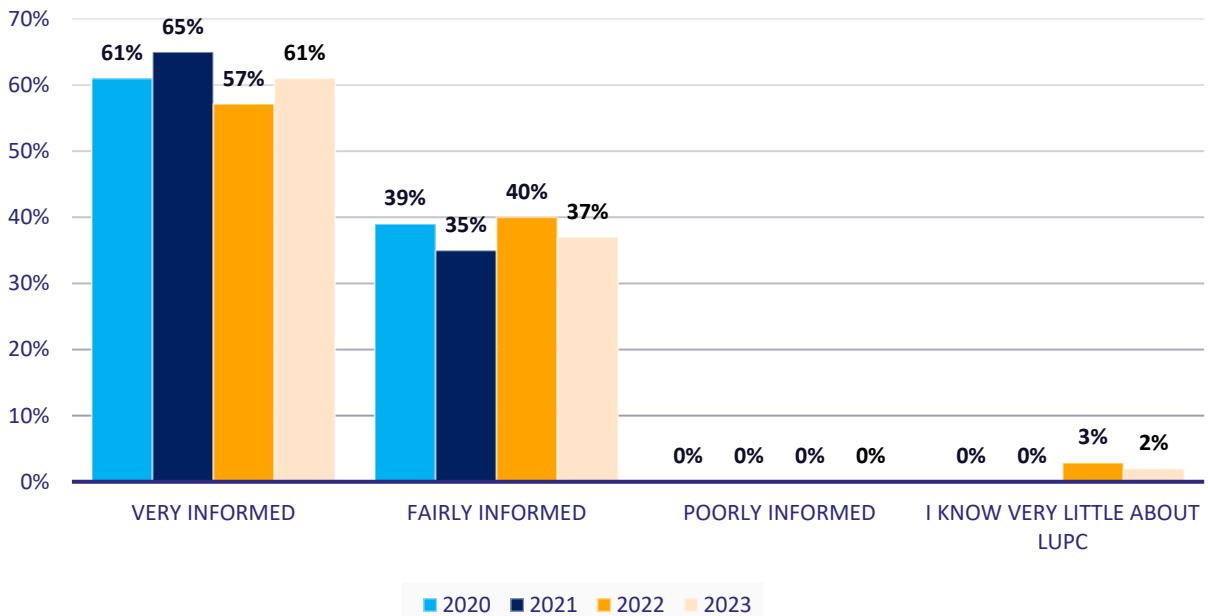
## Member Comments

When we have used frameworks they have been set up well and we have high confidence in the selection process and appreciate the limited number of suppliers who are awarded places

I have recommended LUPC and its related consortia to my internal colleagues also.

### 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. A monthly ebulletin 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.

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

	Regularly		Sometimes		Rarely		Never	
	2021-22	2022-23	2021-22	2022-23	2021-22	2022-23	2021-22	2022-23
Quarterly Linked magazine	66%	40%	31%	46%	3%	9%	0%	5%
Monthly eBulletin	70%	59%	26%	32%	0%	7%	4%	2%
LUPC Website	46%	54%	43%	31%	11%	15%	0%	0%
Annual Report	44%	35%	37%	45%	11%	13%	7%	7%
Social media e.g. Twitter, LinkedIn	17%	9%	29%	17%	25%	23%	29%	51%
Email updates from LUPC staff	71%	69%	24%	24%	6%	5%	0%	2%

**LUPC response:** The only area to have seen an increase in usage is the LUPC website. Further engagement with members is required to understand their communication preferences.

**4. Events**

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

Response	2021-22	2022-23
Yes	100%	100%
No	0%	0%

<b>Member Comments</b>
Some good webinars very insightful
Very much so, just wish I could have attended more!
The conference this year was excellent
The events are good and relevant.
I think the range offered is of good quality and has broad appeal. Don't spread yourselves too thin!

**LUPC response:** *We continue to receive positive feedback on our events throughout the year.*

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

<b>Respondent suggestions</b>	<b>LUPC response</b>
Perhaps an annual in person Heads of Procurement meeting / The occasional in person Head of Procurement event	We plan to hold one Heads of Procurement meeting in person this year. A decision on future in-person events will be dependent on sufficient numbers attending.
More in person events	
Procurement Act 2023	A free full day CIPFA training session on the new Procurement Act 2023 is scheduled for March 2024, a UKUPC Webinar Series on the new Procurement Act will include monthly webinars on different elements of the Act from March-October 2024 as a minimum, the Procurement Act will also be covered in the LUPC & SUPC Conference in June 2024.
Category specific catch ups	A review is underway across UKUPC with regards to national category groups.
Category Strategy	
Introduction to categories of spend, explaining the different areas within each categories, focus on junior roles.	
The conference is great for networking but a wider collaborative or aggregations event to try and plan for	To be followed up to understand requirements

better collaboration would be welcomed	
Common contract mistakes and general advice on best practice	To be considered
Forming and managing contracts	Free Terms and Conditions and Contract Management Training is being delivered for members in 2024.
Discussions on supplier engagement	
Social Value related events	To be considered as part of LUPC's Annual Responsible Procurement Event in Autumn 2024.
Sharing best practice - learn from others.	The LUPC monthly Heads of Procurement meeting are good for this. The LUPC & SUPC Conference also shares best practice from across our memberships.
Soft skills for category managers (communication, positivity and assertiveness)	To be considered
Customer services might be a useful one	To be considered

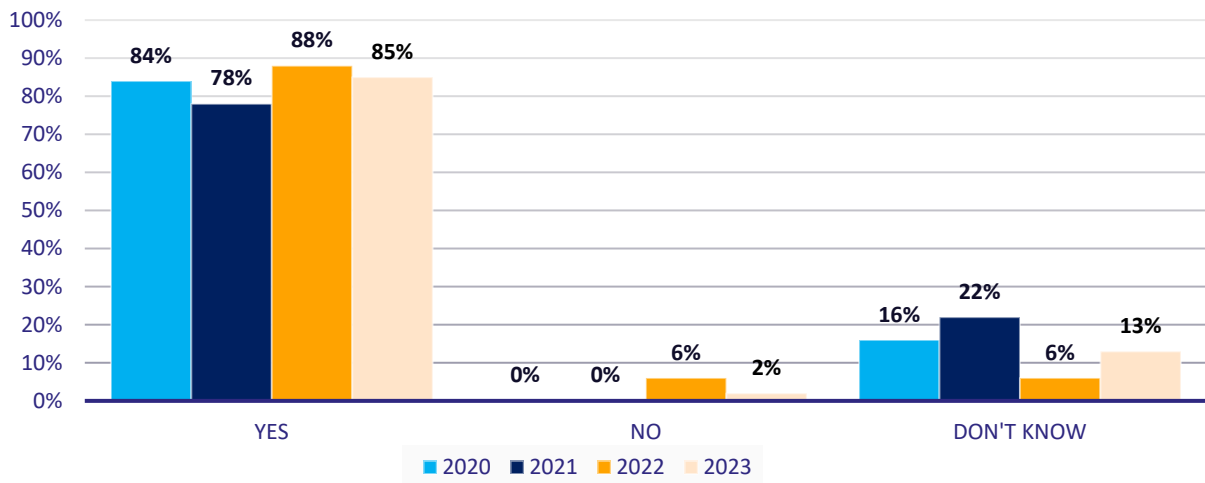
## 5. Responsible Procurement

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

Response	2021-22	2022-23
Yes	71%	90%
No	29%	10%

**LUPC response:** *The big increase in awareness of responsible procurement activity is evidence of LUPC embedding responsible procurement in everything we do.*

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



**Q18. Are there specific areas of support within Responsible Procurement that you would like LUPC to provide?**

Respondent suggestions	LUPC response
More workshops on sustainability and scope 3 reporting	Explore UKUPC webinar on Scope 3
Advice on applying the Social Value Model, particularly how closely to follow the template wordings/ More understanding of best practice of evaluation of social value within tenders	We will look to run a webinar covering this
More outputs to the various checks LUPC do with their suppliers.	Communications on Supplier Due Diligence by LUPC is imminent, including a webinar for members and suppliers.
I know about electronics watch and frameworks that support sustainability. I've never really known how to use electronics watch though? Do we engage with them?	Sessions are run throughout the year by Electronics Watch for affiliates. We will look to engage in greater depth with Electronics Watch to ensure members have the information they need.

Would welcome support to outline the journey on the responsible procurement as we aim to progress this.	To be followed up
Modern Slavery Training	To be followed up
Perhaps more specific elements within buyer's guides as to where responsible practices have been factored into the development of that framework.	There is a specific Responsible Procurement section in the Buyers Guide on HE Contracts. This information is currently being expanded upon.

LUPC Response: A lot of the suggestions above will be considered to incorporate into our Responsible Procurement Event for members in Autumn 2024.

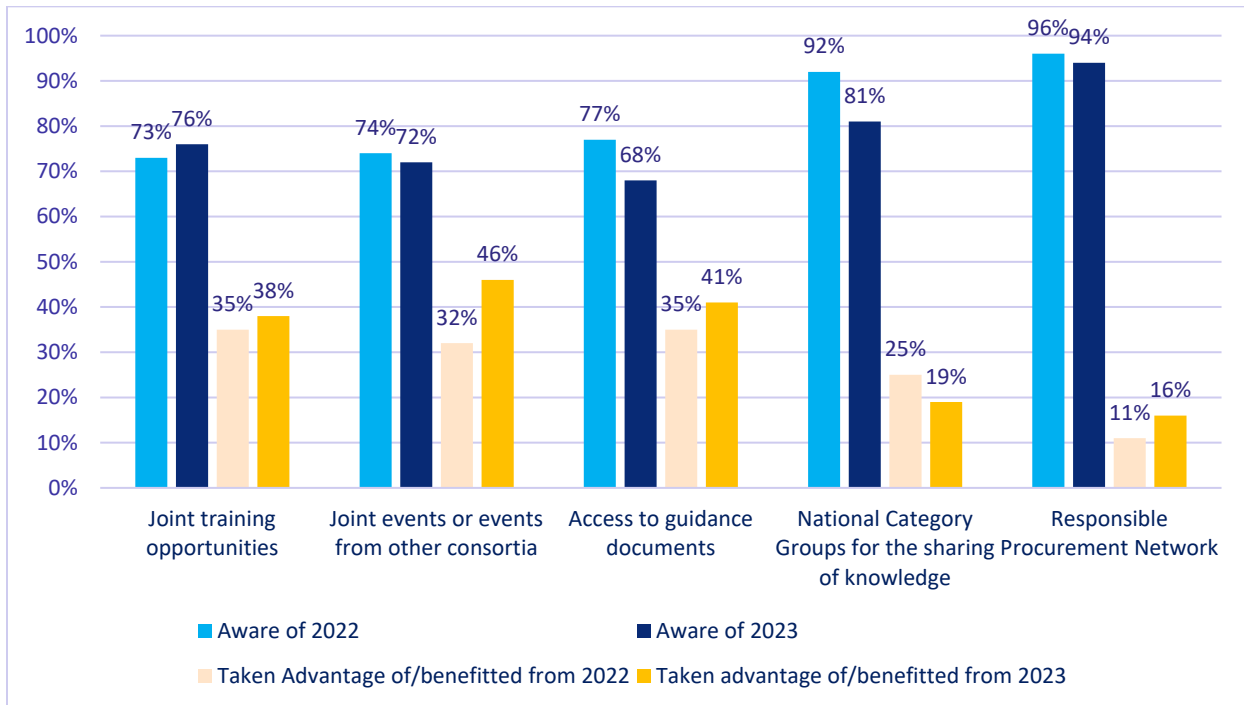
## 6. Sector Collaboration

**Q20. Prior to this survey, were you aware that LUPC worked collaboratively with other consortia via the UK Universities Purchasing Consortia (UKUPC)?**

Response	2021-22	2022-23
Yes	97%	95%
No	3%	5%

**LUPC response:** Work is underway across UKUPC to enhance understanding of UKUPC and what this means for members.

**Q21. 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?**



**Q22. To what extent do you think UKUPC collaboration has impacted you or your organisation?**

Response	2021-22	2022-23
Extremely positively	11%	15%
Positively	63%	63%
No impact	11%	10%
Negatively	0%	0%
Extremely negatively	0%	0%
Don't know	16%	12%



## 7. Final comments

**Question 23 provided the opportunity for respondents to provide any further comments.**

We have received some very positive comments from members including:

*"Thank you for your services over the years. Another year of great support. Thanks to the team.."*

*I continue to find LUPC a valuable resource for my work even though I don't use the frameworks very often*

*We are pleased with our LUPC membership as it is a useful addition even though not always relevant to our sector, there is sufficient to make it worthwhile and particularly training opportunities, credit safe and frameworks.*

*Keep up the great work for the sector! Your passion is obvious in the work that you all do. It is a valuable membership especially with regard to effective utilisation of resources for tendering and contracting activity.*

## 8. 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.