

LUPC ANNUAL MEMBERSHIP SURVEY REPORT --- 2019

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Author's Note

With thanks to our members for once again completing our annual survey, we have now analysed your valuable feedback and are pleased to present you with this report providing a transparent account of the current perception of LUPC.

LUPC is owned by its members, our work is driven by you and without you, we wouldn't exist, it is therefore hugely important that we provide for you the best service possible. We are pleased that in the survey, 92% of respondents feel that we already provide good customer service, we know however that there is always room for improvement, as such we have set out in the following pages how we will act to enhance our effectiveness.

We are happy to visit you in your workplace at any time, or you are welcome to come see us in our office.

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

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1. Responses

We were pleased to note that our entire membership was represented in the 94 responses we received this year; included were higher education institutions, research laboratories, government departments, further education providers, museums and galleries, charities and not for profit organisations.

2. Your Organisation

Q1. How many full time equivalent (FTE) staff make up your organisation's procurement team?

Over 50% of respondents confirmed that their procurement team has more than five personnel.

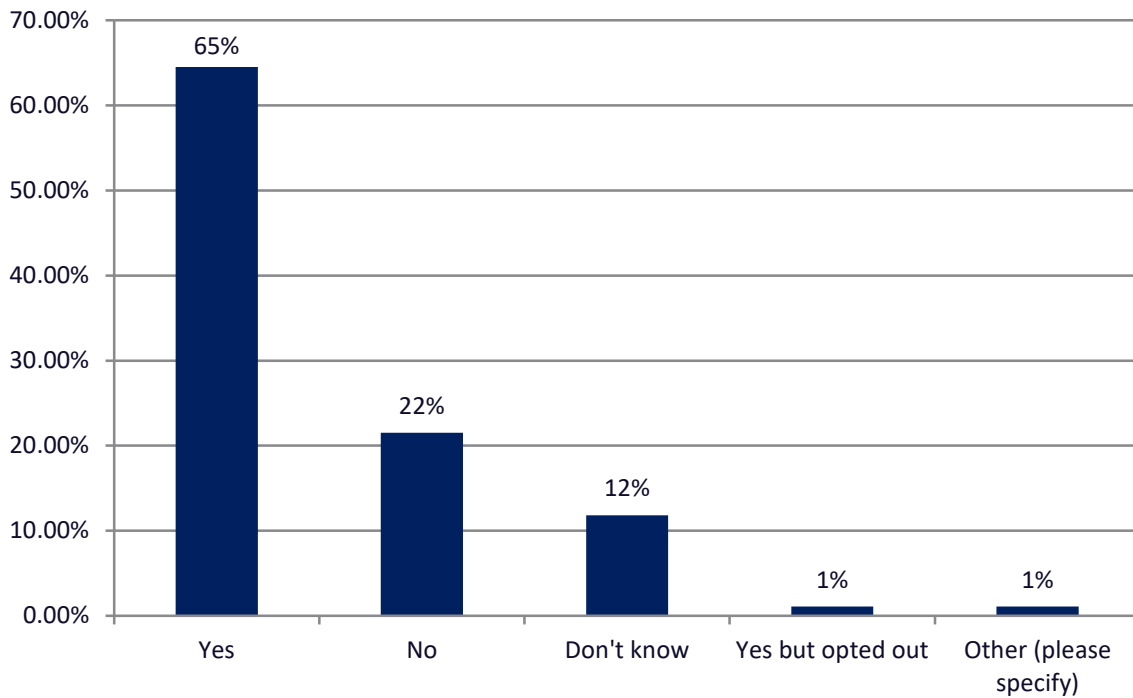
This is an increase of 8% from last year's survey, possibly suggesting a growing recognition of the importance of the function.

Q2. Which sector does your organisation fall into?

62% of respondents were from a higher education institution. The lowest number of responses, 2% came from further education colleges

This does reflect the makeup of our membership but also might suggest that those from HE institutions, at least in this exercise are the most engaged with LUPC. This may be due to the fact that annual surveys from other bodies supporting higher education institutions are more prevalent and so these activities attract a higher response rate.

Q3. Is your organisation bound by the EU Procurement Regulations?



Producing framework agreements that are compliant with the EU procurement 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.

3. LUPC Membership

Q4. Do you feel you receive value for money from your LUPC membership fee?

81% of respondents answered yes to this question. Answers here broadly reflected the previous year.

A couple of specific areas where respondents felt we could help or improve further were;

- How to engage devolved colleagues to use the agreements
- Enhance our due diligence activity.

LUPC response: We will raise awareness of the framework question and answer section of our website within the members' area, and create a best practice guide to working with LUPC and the other university purchasing consortia.

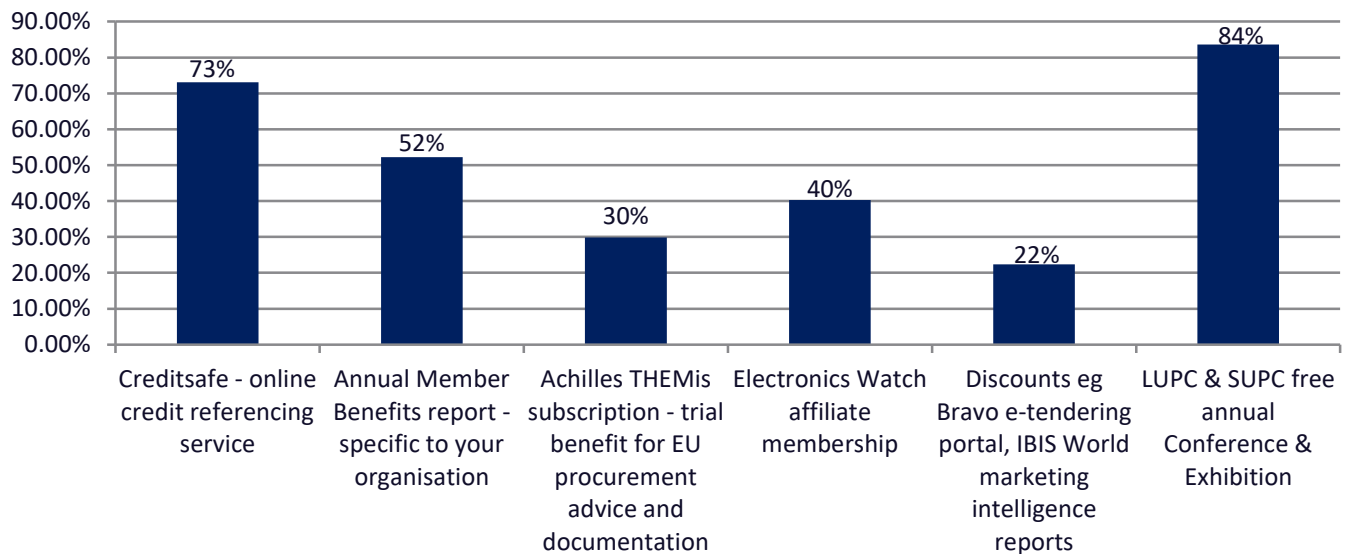
With regards to due diligence; comprehensive checks are undertaken by us at the framework tender stage and we monitor the financial position of all framework suppliers regularly so that we can contact you if any risk level changes.

Q5. To what extent do you agree with the following statements?

We were delighted to see that the vast majority of respondents agreed with all of the below statements, with each having a combined agreed and strongly agreed score of over 80%:

- LUPC framework agreements reflect my organisation's requirements
- Using the consortia agreements is easy and straightforward
- I am aware of the wider member benefits in addition to the framework agreements
- LUPC provides good customer service to its members
- I know how to make an enquiry, suggestion or access help and guidance

Q6. Which of the following benefits and services, included in full membership of LUPC, are of value to your organisation (tick as many as apply)?



It is great to see that our annual conference is so valued by our members. Our next one will take place on 30th April 2020 at County Hall, London.

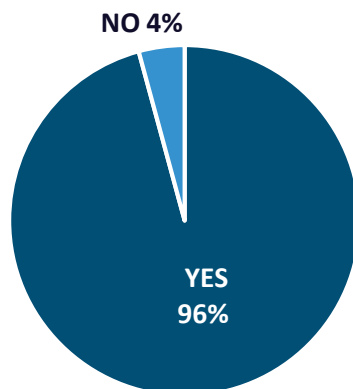
We have also re-tendered and let our e-tendering system; EU Supply now replaces Bravo Solutions as our e-tendering portal. Members can now access and use the new [eProcurement System framework](#).

Q7. What key topics and sessions would you like to see covered at the LUPC & SUPC Conference 2020?

There were many great suggested topics for our next conference being held on 30 April 2020. Amongst the most popular suggestions, which we are considering for the programme are;

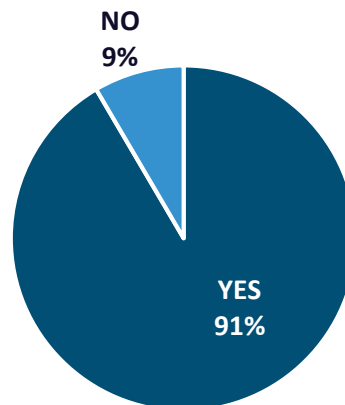
- Brexit update/impacts on the supply chain
- Responsible procurement
- Legislative updates
- How to use frameworks
- Raising the profile of procurement
- Artificial intelligence in procurement
- Cost efficiencies/planning and delivering savings

Q8. Would you recommend LUPC to others?



■ Yes ■ No

Q9. Are you satisfied LUPC Service Levels?



■ Yes ■ No

We were delighted with the responses to these questions.

The key suggestions made to improve LUPC service, which we will follow up on were:

- 1) Better planning of the framework pipeline to improve member timetabling of their own procurements.

LUPC response: *LUPC is continually working to collaborate more closely with the other Universities Purchasing Consortia to improve the communication of framework timelines. This work is a priority with regular communications between consortia agreement managers to ensure that members can prepare for their own procurements.*

- 2) Regular visits from LUPC to discuss current and future contracts and to understand changing and future requirements.

LUPC response: *At the start of 2019 we implemented our new member engagement process. Each full member is assigned a LUPC staff member and also an [LUPC Executive Committee](#) member. The purpose is to support you, ensuring we have regular contact with you and that we keep you aware of all the ways we can help you. Further information is provided in section 5. Please contact [me](#) if you are unsure who your contacts are.*

Q10. Would you be interested in LUPC Procurement Consultancy, and Q11. would you be interested in LUPC's shared procurement service, Ensemble Purchasing?

LUPC can provide members with low-cost, professional procurement consultancy services to meet a range of short-term procurement needs for additional procurement strategies and activities outside the scope of the agreement portfolio.

Ensemble Purchasing offers a complete, longer-term, shared procurement service to members, and was created to address the need for a professional, quality procurement resource within smaller institutions.

We have been in touch already with those who have expressed interested in receiving more information on either of these options. If you are interested in either service, please contact LUPC Director, [Don Bowman](#). More information can also be found on our [website](#).

Q12. Are there any additional framework agreements or services you would like to see LUPC offer?

We received a variety of responses to this question, including:

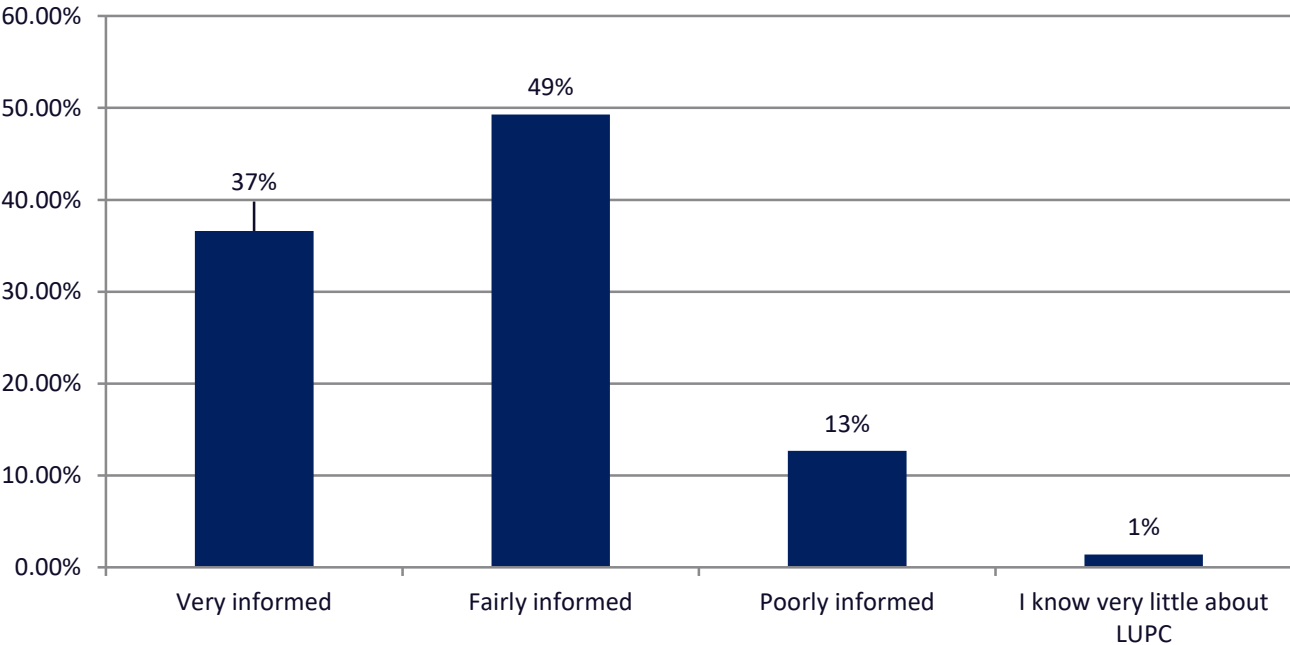
- “Construction consultancy services”
- “Gardening and nursery supplies”
- “Archival supplies”

LUPC response: We will consider all suggestions made ensuring discussion between the relevant senior category manager and category groups to determine if these are appropriate to pursue as new frameworks.

All current frameworks can be found on [HE Contracts \(HEC\)](#) and on LUPC’s [website](#) where you can access the call-off documentation and the contact details of the framework manage.

4. Communication

Q13. How informed do you feel about LUPC and the benefits we offer?



We were pleased to see a 12% increase this year in those reporting they felt very informed about LUPC and the benefits we offer, from 24.29% to 36.62%. A detailed breakdown of member benefits can be found on our website under the 'Join Us' tab.

LUPC has implemented a new communications strategy in the last year and is working hard to ensure members feel informed and satisfied. The various channels through which LUPC provides information are shown in the table below.

Q14. Which of the following methods of communication do you read/access from us, and how often?

| | Regularly | Sometimes | Rarely | Never |
|---|------------------|------------------|---------------|--------------|
| Quarterly print Linked magazine | 45% | 27% | 8% | 20% |
| Monthly eBulletin | 46% | 38% | 10% | 6% |
| LUPC Website | 34% | 51% | 14% | 2% |
| Annual Reports | 14% | 46% | 25% | 15% |
| Social media e.g. Twitter | 5% | 9% | 27% | 59% |
| Workshops and events (including conference) | 20% | 48% | 23% | 9% |
| Ad hoc emails from LUPC staff | 41% | 49% | 6% | 4% |

Q15. Does the content of the LUPC quarterly Linked printed magazine interest you?

Q16. Would you prefer to read a printed copy or electronic on-line copy of Linked magazine?

79% of respondents confirmed that the content in our magazine interests them, either all or some of the time.

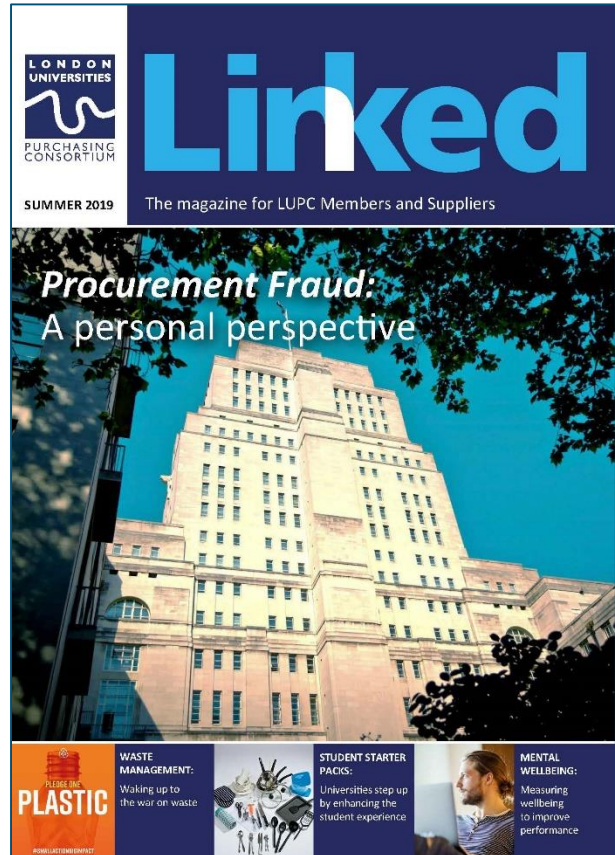
Over the last 22 years, the Linked magazine has provided our membership with the opportunity to read news about us and you, information on frameworks and events as well as details on all other procurement related information.

The vast majority of respondents asked to receive an electronic copy of Linked magazine.

LUPC response: In addition to those who responded to our survey, we have contacted all recipients of Linked magazine to ask their preference. From the Autumn 2019 edition those that have requested an electronic copy will receive the magazine in this format.

From this exercise LUPC will be able to reduce the carbon footprint and impact of the magazine by using less paper as well as saving money in the production costs. This is another step forward in our responsible procurement work, with the magazine already sourced from 100% recycled paper.

If you don't currently receive Linked magazine and would like to (either digitally or in hard copy) please contact [me](#). I would also be delighted to hear from anyone who would like to share their news, a case story or suggestions for other articles you would like to see in the magazine.



5. Account Management

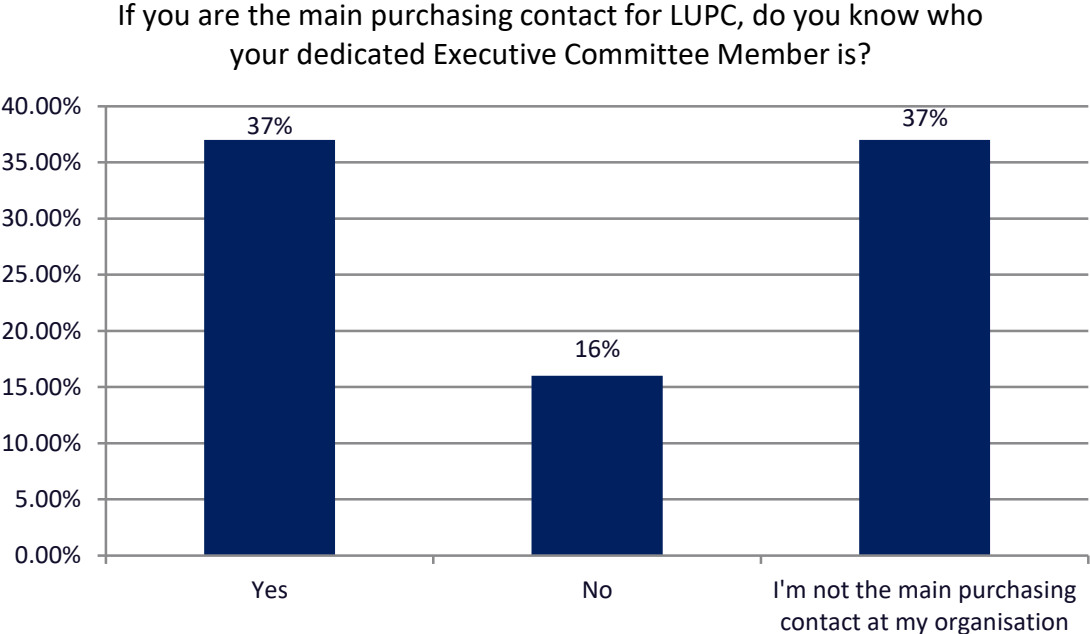
Q18. Do you receive sufficient individual attention from LUPC?

Yes 88%

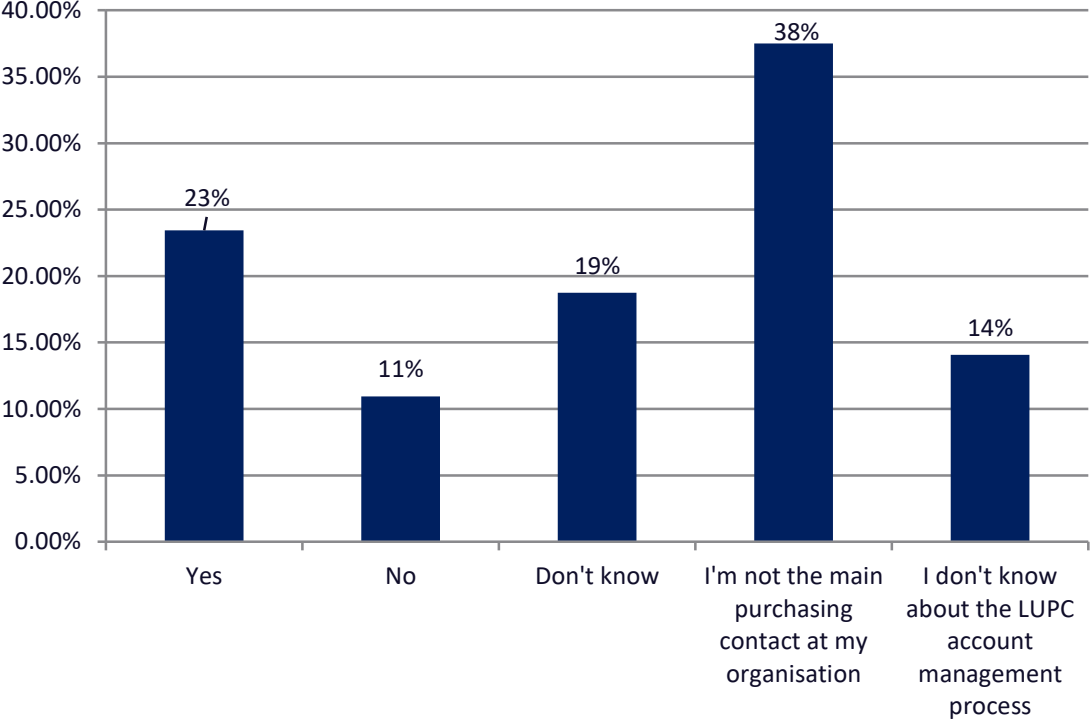
We have now contacted those respondents who requested we do so.

LUPC response: We actively encourage any member to contact us if they have any queries or concerns with regards to their membership or use of our frameworks. We will always endeavor to answer your questions appropriately, whether it be about a framework, event or procurement advice. We are also always happy to come and visit you.

Q19. If you are the main purchasing contact for LUPC, do you know who your dedicated Executive Committee Member is?



Q20. If you are the main purchasing contact for LUPC, do you think LUPC's new account management process has improved your relationship with LUPC?



Questions 19 and 20 reference our new account management process implemented at the start of 2019. Each full member is assigned an LUPC staff member and also an [LUPC Executive Committee](#) member. The purpose is to support you, ensuring we have regular contact with you and that we keep you aware of all the ways we can help you. It also enables a more personal experience of LUPC membership; giving members an opportunity for their voice to be heard and to influence the operational and strategic direction of the consortium.

LUPC staff are in touch with their allocated members on a regular basis, to see if there is anything they need from LUPC or if they would like a visit.

If you are unsure who your dedicated Executive Committee member and LUPC staff member are, please contact [me](#).

6. Events

Q22. Are you happy with the range of events offered by LUPC?

Q23. What events would you like to see run by LUPC?

76% of respondents agreed that they were happy with the events provided to members.

Ideas for additional events were varied and included:

- Legislation issues including information around IR35
- Soft skills training
- Contract management
- General networking.

***LUPC response:** We have set up a number of member events for this academic year; Heads of Procurement meetings (three per year) to address and discuss topical issues and provide a networking forum amongst our members; Category specific one-day events for Laboratory/STEMed, Catering, and HR; a one-day Responsible Procurement Event; our regular Meet the Team Breakfast and LUPC induction (three per year), and our annual LUPC & SUPC Conference.*

Details of all our events can be found on the events page of our website, in Linked magazine and within our monthly e-Bulletin.

7. Strategic Opportunities

Q24. 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, determining the specification and tender evaluation.

| | |
|-------|-----|
| Yes | 15% |
| Maybe | 36% |

Joining a tender working party is the best way for you to include the needs of your institution into framework agreements. We encourage and welcome members to participate so that they can help shape the framework and ensure it meets your requirements.

Senior category managers will always ask our membership if there is a stakeholder within their institution who would be interested in participating in a framework tender process.

LUPC response: Senior category managers will be in touch with individuals who expressed interest in tender working parties in their survey response.

Q25. Would you like to learn more about becoming involved in our elected Executive Committee, overseeing the procurement operations of LUPC? (The Executive Committee is for Heads of Procurement level)

A number of respondents were interested in finding out more. Those who expressed an interest have been contacted. The Executive Committee sets the consortium's operational priorities and decides on sourcing strategies, proposed by Commodity Groups, for the goods and services made available through the agreements.

Q26. Would you like to learn about becoming involved in our elected Board, overseeing strategic direction, governance and financial management of LUPC? (Board membership is for Director level)

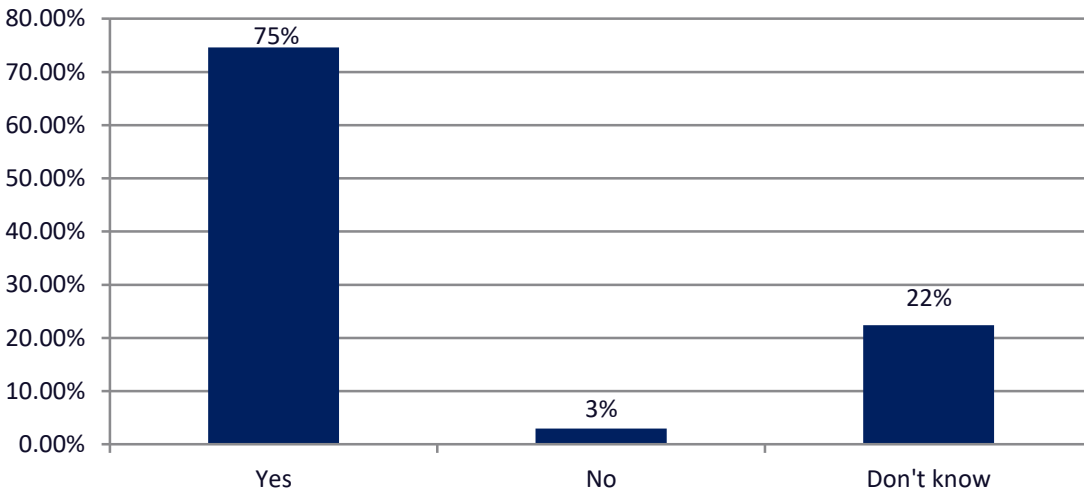
One respondent was interested in finding out more and has been contacted.

The Board sets the consortium's budget, publishes its annual report and accounts and executes all other duties and responsibilities appropriate with directing the company.

The Board meets four times annually, it delegates day-to-day management responsibility to the Director and decisions as to operational priorities to LUPC's Executive Committee. If you would like to learn more about the kinds of discussions held by the Board, minutes are available on request - please contact [Suzanne Picken](#).

8. Responsible Procurement

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

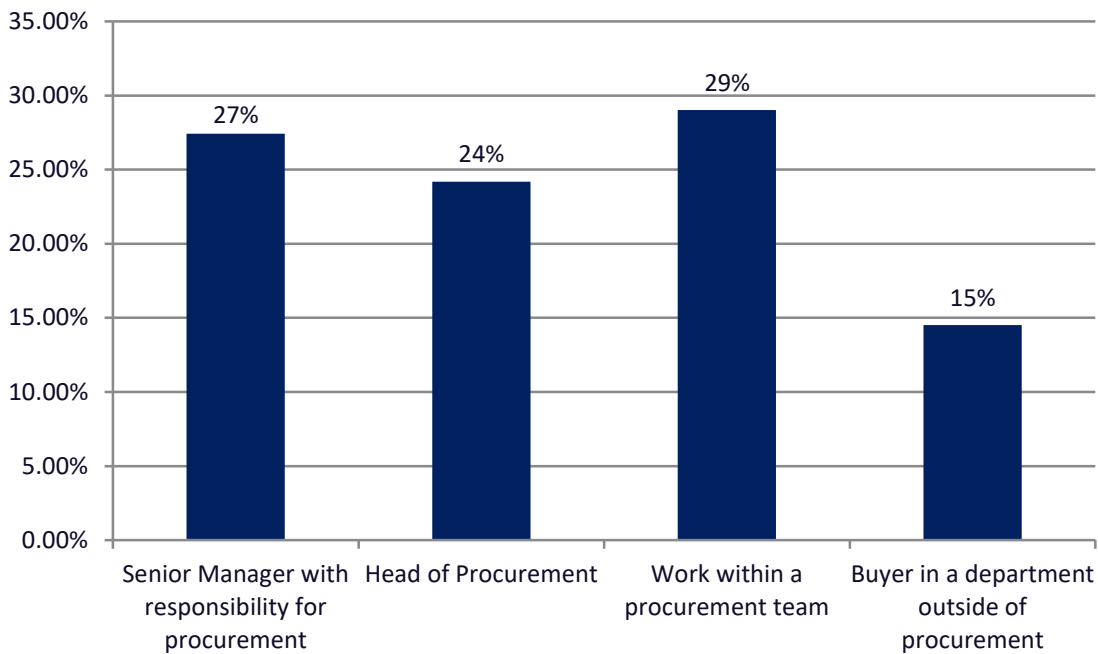


These results confirm that members are aware that responsible procurement is central to all LUPC's activities. One of the objectives in our strategy for 2018-21 is to "enhance LUPC's position as a leader in Responsible Procurement". The aim is to continue to drive awareness and improvement in this area for our members and the wider community benefit, as well as being involved in national and international groups with similar aims. Encouragingly, in question 28, 75% of respondents said they were aware of the responsible procurement resources LUPC provides.

One of the means through which members can steer the direction of the LUPC responsible procurement work is through the Responsible Procurement Advisory Group (RPAG). Further details on this group can be found in the responsible procurement section of our [website](#).

Q30, Q31 and Q32 provided the opportunity for respondents to leave personal information or any further comments. The majority were positive comments and where improvements were suggested these have been addressed.

Q33. What is your role in your organisation?



As in previous years, and as expected, the most common role held by survey participants was 'working in a procurement team'.

Other roles detailed mirror those we regularly speak to in our membership and reflect those with a vested interest in the consortium. Those being:

- Insurance Administration
- Insurance Officer
- Director, Supplier and Contributor Community Executive Education
- IT Category Manager
- Soft Services Manager

9. Conclusion

Member feedback is invaluable in helping us meet the needs of our membership, and we will be looking to improve on our survey results year on year. Please don't wait for the annual survey to let us know of any concerns or suggestions for improvements that you may have. We welcome feedback at all times.

You can contact any member of the [LUPC Team](#) via email or telephone, or you can arrange a visit either from or to us if you would like to meet face to face.

Full information on LUPC frameworks, benefits, events and latest activity can be found on our [website](#).

Please do stay in touch.