



LUPC Annual Membership Survey Report 2020

15 October 2020

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Author's Note

A big thank you to our members for completing our annual survey. We have carefully analysed your valuable feedback and are pleased to present you with this report providing a transparent account of the current perception of LUPC.

This year, 100% of respondents stated they would recommend us to other organisations, with 97% of respondents feeling that LUPC provides good customer service. We appreciate there are always areas for improvement which we endeavour to do year-on-year. This report highlights your feedback and sets out how we will respond to points you have raised with us.

As part of our account management process, all of our full members have been allocated a dedicated LUPC member of staff who will be in touch with you throughout the year, ensuring that you are supported by us and are making the most of your membership. Additionally, full members are allocated an Executive Committee contact who will contact you prior to quarterly Executive Committee meetings, giving you an opportunity to raise any issues you would like addressed at these meetings. The Executive Committee is comprised of Heads of Procurement from member organisations and represent the interests of the wider membership on operational matters. You can view your dedicated contacts [here](#).

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

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1. Responses

This year, the membership survey was sent to the main purchasing contacts at each of our member organisations to complete. The number of full members at the time of sending out the survey stood at 88 and we received 37 responses, which is a response rate of 42%. The average response rate to surveys is around 30%.

Your Organisation

Q5. Are you classified as a contracting authority*?

70% of respondents confirmed that their organisation is classified as a contracting authority.

Answer Choices	Responses
Yes	70%
No	24%
Don't know	5%

*A contracting 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.

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.

2. Value of LUPC Membership

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

The vast majority of respondents agreed with all of statements in the table below, with each having a combined agreed and strongly agreed score of between 89% and 100%, showing a good improvement on last year.

Statement	Strongly Agree or Agree	
	2018-19	2019-20
The available framework agreements reflect my organisation's requirements	91%	91%
Framework agreements are easy to use with clear instructions for call-off (how to buy)	88%	91%
I am aware of the wider member benefits in addition to framework agreements	83%	89%
LUPC provides good customer service to its Members	91%	97%
I know how to make an enquiry, suggestion or access help and guidance	83%	100%

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

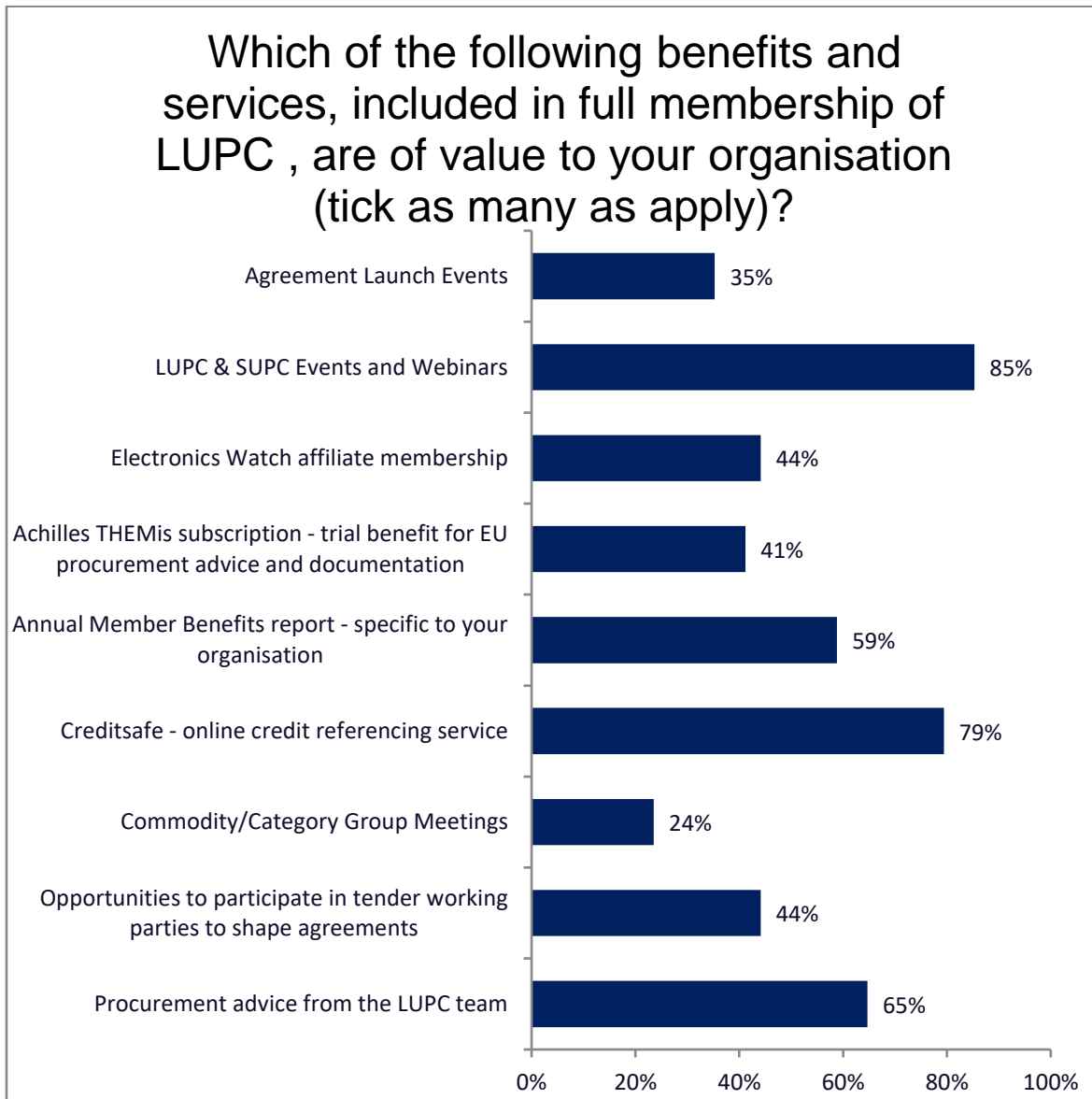
We received a variety of responses to this question, including:

- Advertising
- Digitalising courses and exams
- H&S DSE assessments
- International student recruitment
- IT services maintenance
- Marketing Agency for the provision of Student Recruitment

- Media Buying
- Online graduations
- RIBA framework for design competitions

LUPC response: We will always consider all suggestions and carry forward any where there is sufficient demand.

Q7. Which of the following benefits and services, included in full membership of LUPC, are of value to your organisation (tick as many as apply)?



Member events and credit referencing service, Creditsafe, continue to be the most valued additional member benefits. It is good to see that procurement advice from the LUPC team is also highly valued.

We would like to see members obtaining better value through commodity and category group meetings; many of these groups are being invigorated over the coming months and we hope to see an improvement in this area in next year's survey. We are also looking to provide agreement overview videos to coincide with new framework agreement launches, which members will be able to view in their own time.

Q8. Are there any additional benefits or services you would like to see LUPC offer?

- Training and/or networking opportunities for procurement staff other than Heads of Procurement was highlighted.
Response: LUPC are in the process of setting up quarterly networking meetings for members' staff at category manager level. These meetings will provide opportunities for these staff to build working relationships with their peers, discuss common procurement issues, learn from each other and develop their skill set. In addition, we are re-launching category groups in key areas such as Estates and Professional Services which are good forums for learning and development.

Other suggestions made have been followed up with the individual respondents.

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

85% of respondents answered yes to this question, which is an increase of 4% from last year.

We have followed up individually with any respondents who were unsure whether they were receiving value for money from their membership.

Q10. Would you recommend LUPC to another organisation?

This was the best response to the survey questions, with 100% of respondents answering a resounding yes.

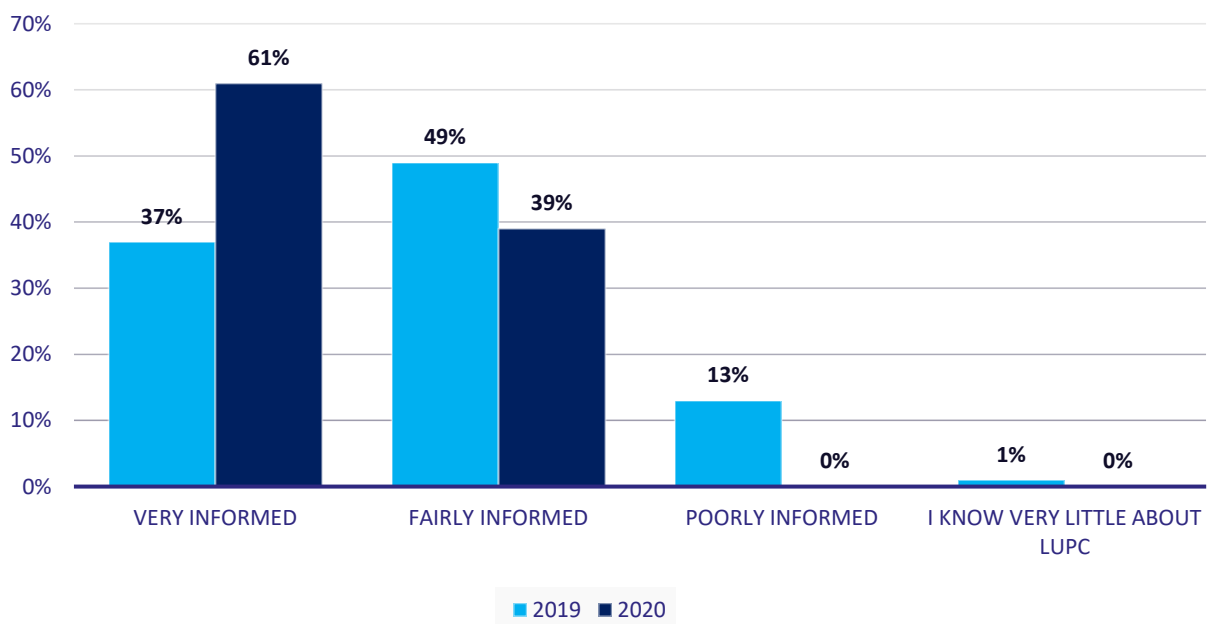
3. Member Engagement

100% of respondents said they felt they received sufficient attention from LUPC.

82% knew who their dedicated LUPC and Executive Committee contacts were as part of LUPC's account management process, detailed in the Author's Note at the beginning of this report. Anyone who was unsure of their contacts have been contacted and the information provided. This information can also be found [here](#).

4. Communications

Q14. How informed do you feel about LUPC and the benefits we offer?



We have seen a significant increase this year, from 37% to 61%, in those reporting they felt very informed about LUPC and the benefits we offer. A detailed breakdown of member benefits can be found on our website [here](#).

Q15. Which of the following methods of communication do you read/access from us, and how often?

	Regularly		Sometimes		Rarely		Never	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Quarterly Linked magazine	45%	59%	27%	34%	8%	6%	20%	0%
Fortnightly eBulletin	46%	58%	38%	30%	10%	9%	6%	3%
LUPC Website	34%	36%	51%	42%	14%	21%	2%	0%
Annual Report	14%	41%	46%	41%	25%	9%	15%	9%
Social media e.g. Twitter	5%	9%	9%	6%	27%	28%	59%	56%
Ad hoc emails from LUPC staff	41%	45%	49%	48%	6%	6%	4%	0%

We have seen an increase in LUPC communications being regularly read across all media.

Q16. How satisfied are you with the volume of communication you receive from LUPC (emails, ebulletins, etc.)?

91% of respondents felt the volume of communications from LUPC was about right. We are very mindful to not inundate members with lots of emails, with the main way of communicating information to members being via the fortnightly ebulletin. Please contact [me](#) if you are not receiving the ebulletin but would like to.

Q17. What are the top 5 reasons why you use our website?

The key reasons respondents gave for using our website included (in order of frequency of mention):

Reason for using website	Web Page
Accessing framework agreement information	On the Home page - https://www.lupc.ac.uk
Accessing LUPC contact details (particularly for specific categories or agreements)	https://www.lupc.ac.uk/meet-the-team List of framework agreements by LUPC lead
Checking on upcoming events and training	https://www.lupc.ac.uk/events
Checking details of upcoming framework agreements	https://www.lupc.ac.uk/tenders-progress
Accessing procurement guidance and advice	https://www.lupc.ac.uk
Accessing the modern slavery e-learning tool	https://www.lupc.ac.uk/Responsible-Procurement
Accessing responsible procurement information and guidance	See Responsible Procurement menu on the main menu of the website https://www.lupc.ac.uk
Accessing member benefits	https://www.lupc.ac.uk/member-benefits-detail-0

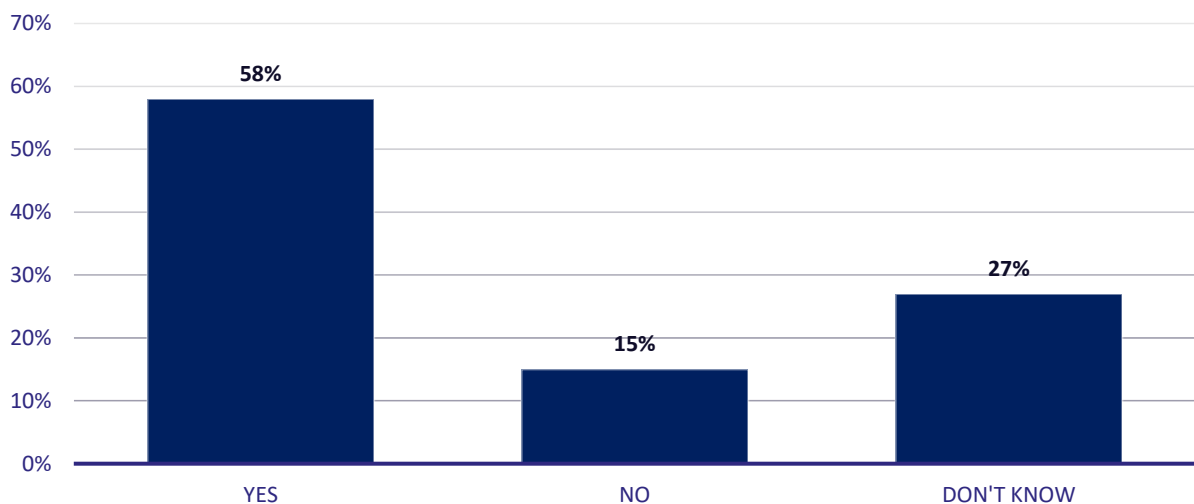
Q18. Do you have any suggestions for improving our website?

Suggestion	LUPC Response
Blog posts by Category Managers	This is a great idea and we will follow this up.
There should be a simpler way to see who is responsible for which category and their contact details without having to select each individual person by name.	Please see the List of framework agreements by LUPC lead which is found on the Framework Agreements page of our website

We have been working on improving our website to make it more user-friendly. The main menu and navigation have been amended and we are updating the look and feel of the website. More changes will be coming over the next couple of months. Please contact me if you have any further feedback on the website.

Q19. Should LUPC continue to produce their quarterly Linked magazine?

This question was one of a number of communication questions asked to help determine the future of LUPC's Linked magazine as part of our overall communications strategy. We want to ensure that we are responsive to our members needs and wants in terms of the information and media used to communicate with you.



The majority of respondents (58%) were in favour of keeping LUPC’s Linked magazine in circulation, which we will continue to do. We will be keeping in touch with members and reviewing this periodically.

Q20. Please identify which elements of the magazine are of particular interest to you

Linked section	Responses
Topical articles	86%
News	86%
Responsible Procurement Update	77%
Commodity Updates	77%
Member Interview	41%

Q21. Would you continue to read Linked magazine if it were online only?

Due to the majority of our members currently working from home, the magazine is available online only at the moment. Following last year’s survey, the majority of respondents preferred an electronic copy over a printed one. We want to ensure our members find the content engaging and continue to read a digital-only version of Linked magazine. 79% of respondents confirmed in this year’s survey that they would continue to read an online only version of Linked.

If you don’t currently receive Linked magazine and would like to 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.

Q22. Would you be more likely to read individual, topical procurement articles posted to our website at regular intervals and brought to your attention via our ebulletin and social media, in place of Linked magazine?

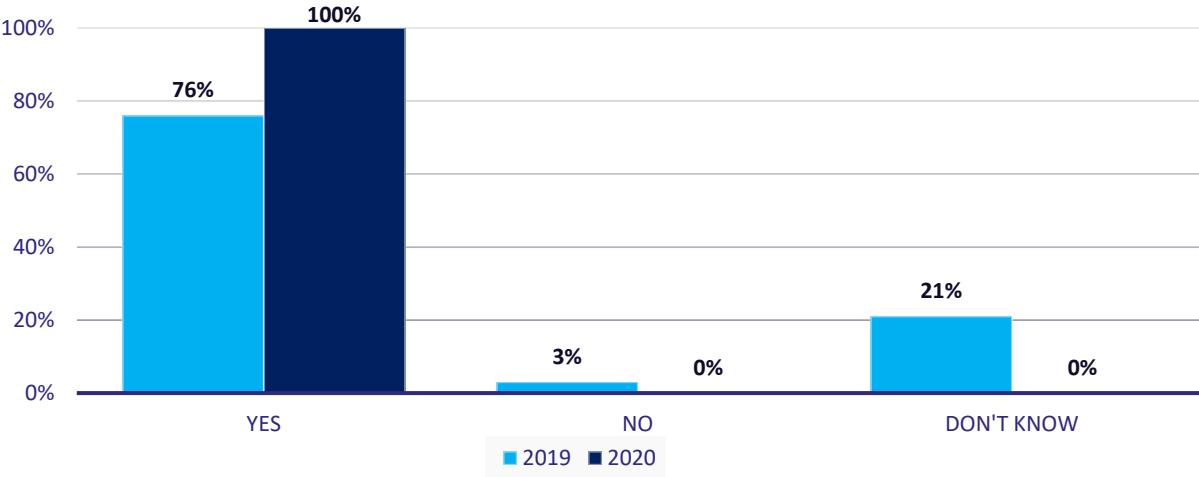
Answer Choices	Responses
Yes	58%
No	15%
Don't know	27%

The majority of respondents said they would read topical articles via our ebulletin and social media. The survey responses indicate there is an audience for both Linked magazine and periodic topical articles. We will be looking to produce more blog-like articles in the coming year.

5. Events

Q23. Are you happy with the range of events offered by LUPC?

A fantastic 100% of respondents were happy with the events provided to members this year. This has been a particularly challenging year for events, with many being moved online at short notice. We are pleased that our members are satisfied in this area and are currently planning a range of events for you.



Q24. What additional events would you like to see run by LUPC?

We received a range of suggestions for events. We will be reviewing all suggestions in order to provide you with relevant and engaging events.

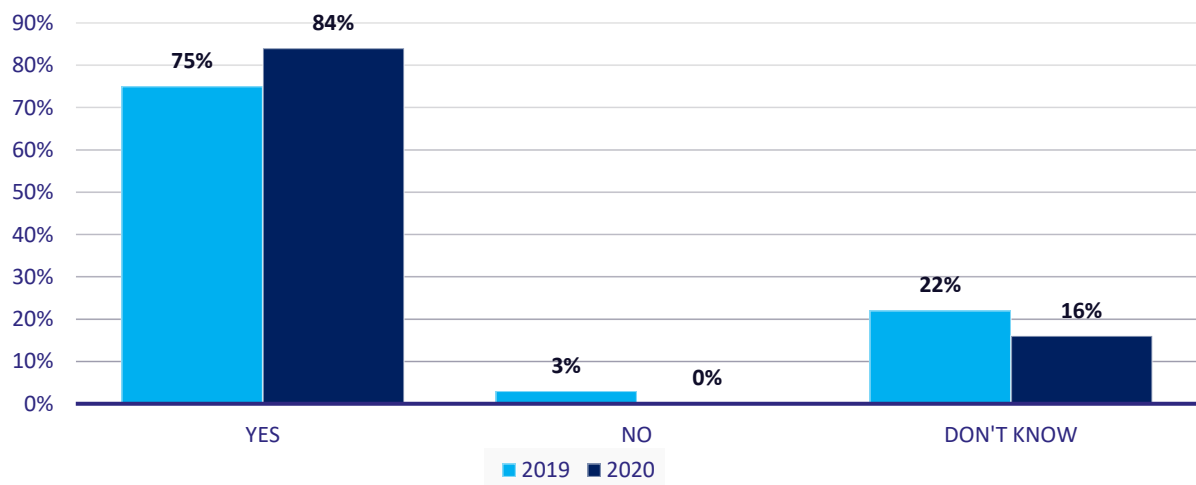
Q25. LUPC set up Heads of Procurement meetings three times a year, which during the recent pandemic have been taking place fortnightly online. How useful have they been for you?

All of the respondents that attended the fortnightly online Heads of Procurement meetings found them very useful or useful. We are now holding one-hour Heads of Procurement meetings on the last Friday of each month for members to network, discuss shared topical procurement issues and to learn from each other. This is a great forum for bringing people together, particularly whilst working more in isolation at home.

Details of all our events can be found on the [events page](#) of our website, in Linked magazine and within our e-Bulletin.

6. Responsible Procurement

Q26. Do you see LUPC as a leader in responsible procurement for the sector?



It is great to see an increase of almost 10% on last year's result, reinforcing that members are aware of the value of responsible procurement that LUPC places on its activities. 88% of respondents were aware of the responsible procurement activities and initiatives carried out by LUPC. We will be enhancing the communications to our members and suppliers in this area over the coming year, highlighting not only LUPC activity but across the wider university purchasing consortia via [UK Universities Purchasing Consortia \(UKUPC\)](#).

7. Participation in LUPC activities

Q28. 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.

25% of respondents mentioned they were interested in being involved in tender working parties for upcoming framework agreements. Please do keep an eye on the [framework agreements in the pipeline](#) section of our website and contact the relevant category manager if you would like to participate.

8. Final comments

Q30. What are your procurement needs/priorities/challenges in the next 12 months?

A number of topics were raised including:

- Addressing the planetary emergency
- Brexit
- Capital procurement
- Construction and facilities management projects
- Developing procurement strategy
- Diversity and inclusion
- Financial monitoring
- ISO20400 accreditation

- Managing the impact of redundancies within the procurement function
- Procurement training for non-procurement staff
- Promoting the value of the procurement function
- Recovery from COVID-19
- Scaling back expenditure/cost reduction
- Value for money and efficiencies

This is all valuable feedback which will inform LUPC activity in terms of events and guidance to provide for members over the coming year.

Q32 provided the opportunity for respondents to provide any further comments.

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

The support from colleagues at LUPC is brilliant. Always quick and good service provided. Many thanks to all at the LUPC.

LUPC's work on responsible procurement over the years has educated me and I have frequently mentioned it to internal and external stakeholders as something that others can learn from; training or other best practice forums have always proved useful and the annual conference is always a welcome event in the calendar.

LUPC provide an excellent forum for discussion and 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.