

# North of England Commercial Procurement Collaborative

## MEMBERS FORUM

**DATE:** Thursday 8<sup>th</sup> November 2018

**VENUE:** The Source, Meadowhall, Sheffield S9 1EA

## AGENDA

**09:30 Registration and Refreshments**

**10:00 Welcome, Introduction and Update**

Keith Rowley, Managing Director, NOE CPC

**10:45 Category Boards/ Customer Charter**

Keith Rowley, Managing Director, NOE CPC  
Stephen Sercombe, Director of Procurement

**11:00 Training Update**

Caroline Brash, Training, Events and Business Development Manager, NOE CPC  
Paul Ralston, Head of Procurement for Rotherham and Procurement lead SYB Integrated Care System, Rotherham NHS Foundation Trust

**11:30 Coffee**

**11:55 Improving Customer Engagement**

Caroline Brash, Training, Events and Business Development Manager, NOE CPC

- **Improvements to our website**  
Juliet Moore, Communications and Marketing Manager, NOE CPC  
Cathy Cockram, Head of Customer Relations and Marketing, NOE CPC
- **How we can better engage with you using Microsoft Teams**  
Ian Andrews, Director of Technical Services, NOE CPC  
Joanne Barton, Senior Category Manager – HR and People, NOE CPC
- **Our helpdesk**  
Natalie Ledger, Procurement Operations Manager, NOE CPC  
Stephen Sercombe, Director of Procurement, NOE CPC

**12:45 Lunch**

**13:45 Adding Value through Technical Services**

Adam Taylor, Technical Services Manager, NOE CPC  
Joseph Speed, Systems and Process Analyst, NOE CPC  
Ian Andrews, Technical Services Director, NOE CPC

**14:15 Category Development**

Stephen Sercombe, Director of Procurement, NOE CPC (focus on Estates and Facilities)  
Alison Petrie, Senior Category Manager - ICT and Technology, NOE CPC  
Joanne Barton, Senior Category Manager – HR and People, NOE CPC  
Michelle Walker, Category Manager - Healthcare Services, NOE CPC

**15:15 AOB & Close**