

Annual Review

2023/24



North of England
Commercial Procurement Collaborative



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Executive Summary

Welcome to our annual review, looking back on the achievements of the last financial year, and the challenges and opportunities to come.

There has been significant change across the NHS procurement landscape over the last 12 months and we continue to flex and adapt alongside our members, customers, suppliers, partners, and stakeholders. We have seen significant growth in spend under management across our categories and we have delivered £10.7m of savings to the NHS and rebated £1.2m to our membership. I feel incredibly proud of what the team has delivered and how they work in partnership with our members and customers to ensure value for money for the public purse.

Nine new organisations signed up to membership in the last year to make the most of NOE CPC's frameworks, category expertise, training and value-added services. We have also invested in expanding our workforce to enhance our service delivery and expertise. We have particularly focused on Sustainability and Social Value in the last 12 months with the appointment of a Sustainability and Social Value Manager leading the charge with training and guidance to navigate sustainable procurement in the NHS. CPC Drive continues to thrive with high demand for the wide range of ULEVs to support net zero aims, drive savings and support staff.

We also expanded our team last summer when NHS Supply Chain appointed us as Category Management Service Provider (CMSP) for Facilities and Office Solutions. This builds on our previous five years' success as the Hotel Services category provider for NHS Supply Chain. We are now in year two of the contract with a strong performance against our KPIs savings targets.



Keith Rowley
Managing Director





We have enhanced our focus on quality and continuous improvement, achieving three industry standard accreditations. ISO9001, a quality management system standard, ISO27001, an information security management standard, and Cyber Essentials Plus. We also received accreditation from the Commercial Continuous Improvement Assessment Framework (CCIAF) scoring 'better' at 78%. These accreditations assure NOE CPC customers and suppliers of our high-quality, efficient service. Our honest approach to these assessments has provided valuable insights for further improvements. We will continue to evaluate our processes to maintain these standards and align with industry best practices.

Early in 2024, we were accredited by NHS England as a Central Commercial Function (CCF) Accredited Framework Host. The team here showed considerable commitment and tenacity engaging throughout the process. Our accreditation means our customers can have confidence that using our services will meet NHS England's host standards, and we are committed to delivering compliance and excellence in this changing landscape. NHS Workforce Alliance has also been accredited. This is hugely positive news and reassuring that our collaborations, in addition to our core delivery, align with the new Strategic Framework for NHS Commercial.

We play an important role in the NHS Workforce Alliance (NHS WA) alongside our colleagues NHS Commercial Solutions, East of England NHS Collaborative Procurement Hub, NHS London Procurement Partnership, and Crown Commercial Services (CCS). It has been a hard year for the workforce managing strikes, bank staff, rate caps, and the renewal of the Clinical Healthcare Staffing framework. We have worked closely with our customers and NHS England to ensure we align with the guidance on rates and compliance.

Collaboration and our alliance are central to NOE CPC. We are growing and expanding our work with our colleagues to avoid duplication and share resources, and expertise to enhance and add value to the NHS purse. Through our partnerships with NHS Supply Chain, NHS WA, and the other NHS procurement hubs we influence a considerable amount of spend across the NHS. Working collaboratively we can influence economies of scale, facilitate innovation, and ensure we collectively align with the national policy.

I feel honoured to lead NOE CPC as a specialist and adaptable organisation founded by the NHS, for the NHS, continuously striving to improve and adjust to the NHS procurement landscape. We have done a lot of work on adapting to serve ICSs better, whilst still recognising the needs of local trusts, to ensure we can deliver savings, value, sustainability, and social value to improve outcomes for the NHS.



Vision and Values



OUR VISION

To be the preferred NHS Procurement Provider, who through its people, processes and systems operate procurement services, delivering unrivalled value as an integral partner.



OUR STRATEGY

Two business models working together as one organisation providing best in class procurement services through our operations locally, regionally and nationally.



OUR VALUES

Honouring our commitments and doing our best for service users and colleagues. Making it easy for the communities we serve and the people who work here to achieve their goals. We always show empathy and support those in need.



Key Financial Milestones

HUB PERFORMANCE:



SAVINGS
Opportunity Delivered



SPEND UNDER MGMT
Excluding CPC Drive
and NHS Workforce Alliance



SPEND UNDER MGMT
NHS Workforce Alliance



SPEND-UNDER MANAGEMENT BY CATEGORY:



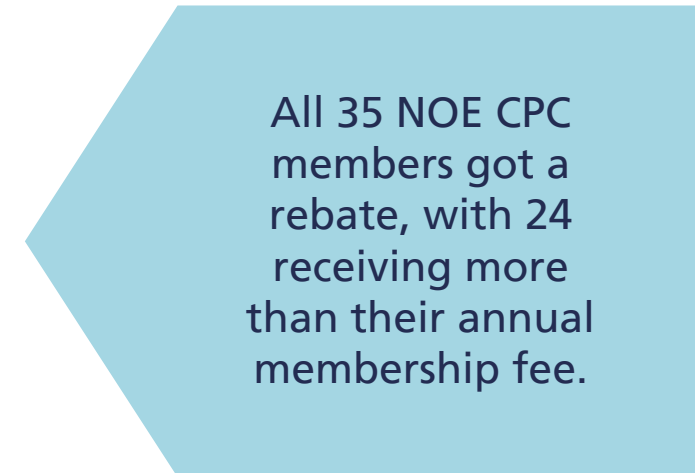
**FM, PROPERTY
& BUSINESS SERVICES**



TECHNOLOGY (ICT)



**HEALTHCARE SERVICES
AND PHARMACY
(NON-DRUG)**





Category Management Service Provider

NOE CPC proudly serves as the NHS Supply Chain appointed Category Management Service Provider (CMSP) for Facilities and Office Solutions since July 2018. We expanded our scope in 2023 to include Office Solutions, welcoming colleagues from Crown Commercial Service. This extension of our service until 2027 reflects our dedication to NHS values and service excellence. Collaboration with NHS Supply Chain aligns with our shared ethos, focusing on innovation and savings.

Our renewed contract emphasises value-based procurement and sustainability. Projects like sourcing sustainable materials for hygiene products demonstrate our commitment to reducing environmental impact. Our National Healthcare Uniform framework prioritises sustainability, supporting initiatives like the Better Cotton Initiative and using recycled materials.

With a comprehensive understanding of NHS needs, our team ensures essential products like catering and cleaning supplies are consistently available. Our performance exceeds contractual targets, reflecting our dedication to seamless NHS operations.

Comprising a team of 50 professionals, our CMSP team fosters trust and collaboration across NHS Supply Chain. We blend industry experience with fresh talent, investing in our team's development. This new contract empowers us to further excel in category management, delivering quality and value across the NHS.

Technology (ICT)



With over 50 suppliers, you can find the right technological solution or service for your needs.



All our contracts are endorsed by NHS England as recommended routes for digital and IT spending.



Use our Non-Clinical Systems DPS to shortlist suppliers based on your specific sub-category needs.

Top 3 frameworks:

Total Technology Solutions



IT Hardware and Services (LINK 3)



ICT Solutions Delivery



FM, Property and Business Services



Four new framework agreements launched.



Locate suppliers by region using the Supplier Geo-Tool on our Laundry and Linen framework.



A simple benchmarking tool has been created to compare costs by supplier and service type against current rates and demand.

Top 3 frameworks:

Total Waste Management Services II



Laundry Solutions for the Healthcare Sector



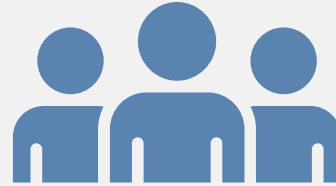
Legal Services



Healthcare Services and Pharmacy



A range of frameworks designed to meet your healthcare and pharmacy needs.



Benefit from the expertise and guidance of our dedicated category team.



Patient safety is at the forefront of all framework agreements.

Top 3 Frameworks:



Contrast Media



Pharmaceutical Services



Medical Cylinder Gases

[Take me to Healthcare Services and Pharmacy](#)



HR & People



Our HR and People category team is an integral part of NHS Workforce Alliance, the largest procurement partnership within the NHS.



Ten national framework agreements covering all aspects of workforce delivered by over 800 NHS compliant suppliers.



We have implemented a rigorous programme of worker compliance audits aligned with NHS Employer standards, ensuring our supply agreements can be used with complete confidence.

Top 3 Frameworks:



Clinical and Healthcare Staffing



Flexible Resource Pool



Non-clinical Temporary and Fixed-term Staff



CPC Drive



3,468

cars delivered in FY23/24
– a record year



76

average order delivery
time is 76 days



£240

average tax saving per
driver per month



7,520

vehicles on fleet



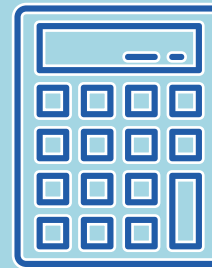
24,650

employees added via
new business



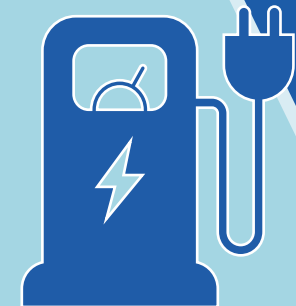
16

new contracting
authorities implemented a
scheme via the framework



£3,950,781

total savings delivered in
2023/24



88%

of new orders were
EV/PHEV



Sustainability

We recognise the value of understanding sustainability requirements in NHS procurement and how they must be applied within their respective organisations. This year we have delivered:

+30

hours of Sustainable Procurement training delivered in-person and online.

2

guidance provided for two ICS sustainable procurement strategies.

3

supplier sustainability and social value (SSV) webinars with +600 individuals registering.

3

participation in three ICS sustainable procurement meetings on a regular basis.



Social value successfully embedded into all recent framework launches.



Modern slavery beginning to be considered in a more robust way on relevant frameworks.



Carbon reduction plans / net zero commitments sought from bidding suppliers where relevant.





Social Value

Social value is now integral to our offering as an NHS and public sector framework provider. It has been embedded into frameworks since before the April 2022 NHS England requirement and will remain a permanent fixture in all new frameworks and dynamic purchasing systems.

NOE CPC provides ongoing sustainable procurement training, including social value, to help both customers and suppliers understand and implement these principles. This support extends to our frameworks and beyond, aiding suppliers in meaningful contributions rather than mere checkbox exercises.

In line with our broader social value commitments, we've adopted St Luke's, Sheffield's Hospice, as our Charity of the Year. This local cause offers invaluable community service. Our colleagues have actively fundraised through personal challenges like running and abseiling, as well as office events such as bake sales and quizzes.

Earlier this year, in collaboration with Yorkshire Ambulance Service and NHS Forest, NOE CPC volunteers planted over 200 saplings at Middlewood Ambulance Station in Sheffield, contributing to environmental sustainability efforts.



Working with our partners

Collaboration and working in partnership are integral to NOE CPC's delivery. Working with our procurement partners enables us to avoid duplication, share resources and expertise, and deliver value to the NHS.

Our member Trusts and core ICSs are integral to our purpose and are at the heart of our service provision. We are part of the NHS, and our commercial and procurement expertise must be deployed in support of the delivery of high-quality healthcare to the general public.

We work closely with NHS England and the Central Commercial Function engaging on a national platform, providing regional insight and local expertise to support NHS procurement. We influence considerable spend across essential NHS services through our partnerships with the NHS Supply Chain, NHS Workforce Alliance, and the procurement hubs. Working closely together we can affect economies of scale, facilitate innovation, and ensure we collectively align with the national NHS Commercial Strategy.

NHS Workforce Alliance

We established NHS Workforce Alliance with NHS London Procurement Partnership, NHS Commercial Solutions, East of England NHS Collaborative Procurement Hub, and Crown Commercial Service. Our collaboration leverages NHS buying power to manage the market nationally, providing easy access to a sustainable workforce through a comprehensive portfolio of health services.

NHS LPP and collaborative hubs

We collaborate with NHS London Procurement Partnership, NHS Commercial Solutions, and East of England NHS Collaborative Procurement Hub to unify NHS procurement nationwide. By offering free access to our frameworks and delivering national projects, we aim to combine our market expertise to provide the best value to the NHS.

NHS Supply Chain

NOE CPC is proud to be appointed as the NHS Supply Chain Category Management Service Provider (CMSP) for Facilities and Office Solutions. Since July 2018, we have provided category management services to NHS Supply Chain. Continuing our service until 2027 endorses our dedication over the past five years.



Data and Delivery

Data is a key source of information and is everywhere across the health service. The way we harness it and apply it at NOE CPC is extremely valuable. Our technical teams use data to support our colleagues to make informed decisions, drive innovation and communicate effectively.



The NHS is data rich but information poor, it can be challenging to mine insights out of the vast amount of raw data that we have access to. Our team focusses on the “BI Journey” for our customers. We take data and turn it into structured information, and then to provide actionable insight from that information to the right people to drive informed decision making.



We harness data from a variety of sources such as our own Management Information (MI) Online and Customer Relationship Management (CRM) systems; Accounts Payable (AP) and Purchase Order (PO) datasets from trusts and spend comparison services; and the Atamis Health Family e-Procurement system, of which we were one of the first adopters.



We use elements of all these datasets when we are building reports and dashboards for our colleagues and customers, and we try to implement the following principles: we analyse the datasets and utilise a range of visualisations with different scenarios and recommendations to highlight key talking points; and we implement feedback loops to improve users’ understanding and usability.



Our role as a strategic partner allows us to look at datasets across ICS patches and geographies, allowing us to analyse for opportunities across groups of trusts and identify areas where NOE CPC’s help can provide the most impact. Additionally we support ICS partners through access to our dedicated team, our reporting technology, and delivery of bespoke analytics to each partnership.



We will continue to work with the Department for Health and Social Care, and NHS England, on defining and shaping the NHS roadmap for procurement data and systems and will continue to drive for quality through our ISO9001 and ISO27001 accreditations.



Events & Training



“ NOE CPC has an abundance of knowledge in what they are talking about. They gave examples which I could relate to and delivered the course in vocabulary that was straight forward and easy to follow.

132

different speakers
delivering our events
and training sessions.

1437

professionals attended
our events.



Customer Engagement

Our Customer Relationship Managers (CRMs) Cara Harris, Caroline Brash, Gregg Welburn, Ian Coward, and Shafiq Rehman play a vital role in ensuring our customers and members achieve the greatest value from their relationship with NOE CPC. They support the communication of good practice and identify opportunities to maximise savings, innovate and utilise NOE CPC resources.

Our flexible approach ensures we deliver a service within the ever-changing demands of the landscape that best meets the needs of our customers. We listen carefully to the feedback from our customer survey, the Support Desk, and via the forums and events we host to improve services for our customers continuously.

“

A very approachable and supportive bunch of professionals. A real extension to my own team.

”

“

You are my first port of call for any project.

”

“

Our CRM is excellent. Her account management meetings are well structured and informative and we get a lot out of them as an organisation. She offers a great level of support and partnership.

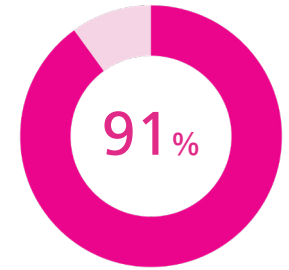
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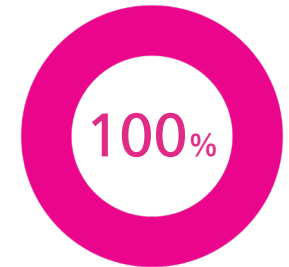
Very personable team who make an effort to get to know who you are and your organisational needs.

”

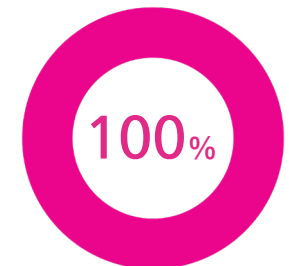
In our most recent customer satisfaction survey...



say their NOE CPC membership was extremely valuable or valuable.



say our procurement services were extremely valuable or valuable.



say our events and training provision was extremely valuable or valuable.





Supplier Engagement

Our Supplier Relationship Managers (SRMs), Leo Shippam and Ruth Burns, joined NOE CPC two years ago and have worked to develop the role, establishing and maintaining our relationship with more than 600 awarded suppliers across our portfolio of frameworks.

Our SRMs have regular meetings with key suppliers, covering updates on potential opportunities. We also encourage completion of the Evergreen assessment and Sustainability and Social Value commitments to work towards all suppliers undertaking these key requirements, which is fundamental to the NHS delivering on its vision.

The SRMs have supported a small number of trusts that have experienced challenges with supplier performance. This has resulted in improved contract performance and an open dialogue with suppliers to address issues early to prevent escalation.

We have worked this year on feedback from our supplier survey to ensure that we provide the types of support the suppliers indicated they would value. This has included sharing potential opportunities to encourage suppliers to submit bids. Suppliers expressed specific interest in sustainability and social value and, in partnership with our Sustainability and Social Value Manager, we have delivered several well-attended webinars.

Moving forward, we will undertake an annual supplier survey to continuously listen to the suppliers to ensure we are seen as the framework host of choice, by being proactive and behaving with integrity.



Digital Toolkit

Our Procurement experts have worked closely with our Technical Services and Communications teams to develop a digital toolkit for our website to make it even easier for you to find the services and products you require.

VENDOR DISCOUNT

This easy-to-use tool has been developed to allow users to identify the best value offering for a given requirement under the [Total Technology Solutions](#) framework agreement.

FILESHARE ACCESS

The fileshare area of the website, available on all our framework pages, enables you to access supporting documentation to utilise the framework quickly and easily.

ONLINE ACCESS

Explore our procurement features and learn about our framework categories. We've recently enhanced our website, making it easier for customers to quickly find what they need.

SUPPLIER SELECTION

Use our Non-Clinical Systems DPS tool to find suitable suppliers. Filter by sub-category, accreditations, certifications, and memberships. Obtain quotes directly from selected suppliers.

BENCHMARKING

Our Benchmarking tool identifies instant savings across multiple frameworks with a user-friendly interface. Visuals and charts offer clear insights into potential savings opportunities.

QUICK QUOTE TOOL

Our Quick Quote Tool, available on the IT Hardware and Services (LINK3) and Total Technology Solutions frameworks, allows you to send your requirements directly to suppliers in chosen Lots, who will provide tailored quotes directly to you.

SUPPLIER GEO-TOOL

This tool helps users identify active Laundry and Linen Total Solutions suppliers across various Integrated Care System (ICS) areas.

PROVIDER SEARCH

With our Minor Works, Trades and Associated Services [Provider Search tool](#) you can identify suitably qualified suppliers to meet your needs.

Contact Us

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