



LUPC Annual Membership Survey Report 2024

Author's Note

Once again, thank you to our members who completed our annual survey. We want to make sure we are continually meeting the needs of our members and to understand where we could do better. The feedback we receive from our members is therefore of vital importance to us.

We have maintained our 100% record in terms of the number of respondents that stated they would recommend us to other organisations, and 100% of respondents agreed that LUPC provides good or excellent customer service. These are key indicators for measuring our performance.

The following report is an accurate record of how LUPC is currently viewed by our members. You can read details of the feedback provided and the action we are taking to 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**, Assistant Director Membership, Marketing and Communications.

“The service provided by the LUPC is best in class. The LUPC team is always willing to support requests and find solutions.”

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 40 responses covering 29 of our 88 full members. This is a 33% response rate from full members which is slightly above the average response rate to surveys (approximately 30%).

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 £150 has been made. We also entered all individuals who completed the survey into a draw for a £50 *Love 2 Shop* Voucher as a thank you for completing the survey. The winner was a member of the procurement team at Queen Mary University of London.

Your Role and Organisation

Q4. What is your role within the organisation?

Response	2023-24
Procurement Director	7%
Head of Procurement	29%
Procurement Manager	2%
Manager with responsibility for procurement (not in a dedicated procurement role)	19%
Category Manager	12%
Other	31%

Those responding “Other” were in procurement roles such as officer, buyer, responsible procurement, but we also had responses from a Deputy Finance Director and a couple of librarians.

Q5. Which sector does your organisation fall into?

Response	2023-24
Higher Education	64%
Wider Public Sector	10%
Charity	7%
Museum/Gallery	5%
Research Laboratory	5%
Other not-for-profit	5%
Membership Organisation	2%
Further Education	2%

Q6. Are you classified as a contracting authority (An entity that is subject to the rules of the Public Contract Regulations 2015 or Procurement Act 2023)?

Response	2022-23	2023-24
Yes	79%	56%
No	19%	29%
Don't know	2%	15%

LUPC response: Producing frameworks that are compliant with the public contracts regulations/Procurement Act 2023 is the key focus for LUPC and the other universities purchasing consortia. This response shows it is still a mandatory requirement for the majority of LUPC members who responded to the survey. The overall spend on our frameworks by both contracting and non-contracting authority members is evidence that there is value for all members in using UKUPC frameworks.

Q7. Is your organisation considering opting out of the regulations?

Response	2022-23	2023-24
Yes	N/A	5%
No	N/A	39%
Already opted out	N/A	17%
Don't know	N/A	29%
N/A	N/A	10%

2. Value of LUPC Membership

2.1 Frameworks

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

Statement	Strongly Agree or Agree	
	2022-23	2023-24
The available framework agreements reflect my organisation's requirements in terms of value, scope and sustainability	95%	97%
Framework agreements are easy to use with clear instructions for call-off (how to buy)	91%	97%

“The framework access and ease of use is excellent. Very simple to understand and appoint suppliers through the call off procedures.” **Survey Respondent**

LUPC response: *It is good to see a positive increase in both of these statements, reflecting the innovation and enhancements we have been making to frameworks and their supporting documents.*

Q9. Do you have the correct supporting documents (within the Buyers Guides) for the frameworks you use?

Response	2022-23	2023-24
Yes	N/A	69%
Sometimes	N/A	17%
No	N/A	0%
Don't know	N/A	14%

***LUPC comment:** This is the first year we have asked this question and we will be using the responses as a baseline. Specific comments made against this section are being reviewed so any necessary amendments can be made.*

Q10. Are suppliers responsive to your mini-competitions?

Response	2022-23	2023-24
Yes	N/A	56%
Sometimes	N/A	26%
No	N/A	3%
Don't know	N/A	15%

***LUPC comment:** We asked respondents to identify any specific issues with frameworks and lack of supplier response. These comments have been fed back to the relevant contract manager and consortium.*

Q11. Are your stakeholders (end users of contracts) aware of LUPC and the framework offerings?

Response	2022-23	2023-24
Yes	N/A	23%
Some of them are	N/A	71%
No	N/A	0%
Don't know	N/A	6%

Q12. Do you think your stakeholders (end users of frameworks) are getting value from our framework agreements?

Response	2022-23	2023-24
Yes	N/A	51%
Sometimes	N/A	29%
No	N/A	3%
Don't know	N/A	17%

Q13. What can LUPC do to help support your stakeholder engagement with regards to framework usage?

LUPC Response: A number of valuable comments were made by respondents which we are reviewing and will respond to on an individual basis.

Q14. Are there any additional framework agreements you would like to see LUPC offer?

Member Comment	LUPC Response
Lab and general cleaning	We are reviewing this list with the LUPC team, the LUPC Executive Committee and the UKUPC Joint Contracting Group (JCG).
Software	
Cyber Insurance	
insurance, customs, employee benefits	
Large value construction - Although I am aware this is challenging.	
Construction professional services, although there are a number of similar frameworks in existence, but not HE specific	
Perhaps some financial services - merchant acquisition, BACS Bureau services, etc	
Local Building Companies, Musical Instruments, Building Professional Services	
Construction and works	

2.2 Other member benefits

Q15. Which of the following benefits and services, included in full membership of LUPC, are of value to your organisation?

Benefit or Service	Total % of respondents that selected this benefit
Free training courses	88%
Events and Webinars incl. annual LUPC & SUPC Conference/UKUPC Conference	82%
Procurement advice from the LUPC team	70%
Creditsafe - online credit referencing service	70%
Procurement Communications: Linked Magazine, Monthly E-bulletins, Direct Mails	67%
Annual Member Benefits report - specific to your organisation	55%
Electronics Watch affiliate membership	48%
Quarterly Market Insight Document	45%
Opportunities to participate in tender working parties to shape agreements	42%
Regular networking meetings e.g. monthly Heads of Procurement	39%
Commodity/Category Group Meetings	30%
New Agreement Launches	30%
CIPS Study inc. LUPC-funded study books	24%
Achilles THEMis subscription - for regulated procurement advice and documentation	21%
Procurement Consultancy	18%

LUPC response: Training; events; procurement advice from the LUPC team; and Creditsafe, the credit referencing service, are the benefits most highly valued by members, which remains the same as the feedback from 2023.

Q17. How would you rate delivery of customer service to you by LUPC?

Response: Good or Excellent	
2022-23	2023-24
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.

Member Comments
I have always received excellent customer service from LUPC. Whenever I had a query about a specific issue regarding a framework and reached out to a manager, they responded promptly and effectively. Additionally, they generously covered the cost of my CIPS course books, which I greatly appreciate.
I've only had to speak with Roy, Mike and Don. They've always helped me to the best of their ability and I'm very grateful each time.
The service provided by LUPC is best in class. Very quick and easy access to the LUPC team to discuss matters or obtain advice. The LUPC team is a great support area to our Procurement Team and is also always willing to support requests and find solutions.
Very communicative and prompt responses to queries.

Q18. Do you feel you receive value for money from your LUPC membership fee?

Response	2022-23	2023-24
Yes	85%	91%
No	5%	0%
Don't know	10%	9%

LUPC response: A 6% increase in members feeling they receive value for money from being a member of LUPC is very reassuring.

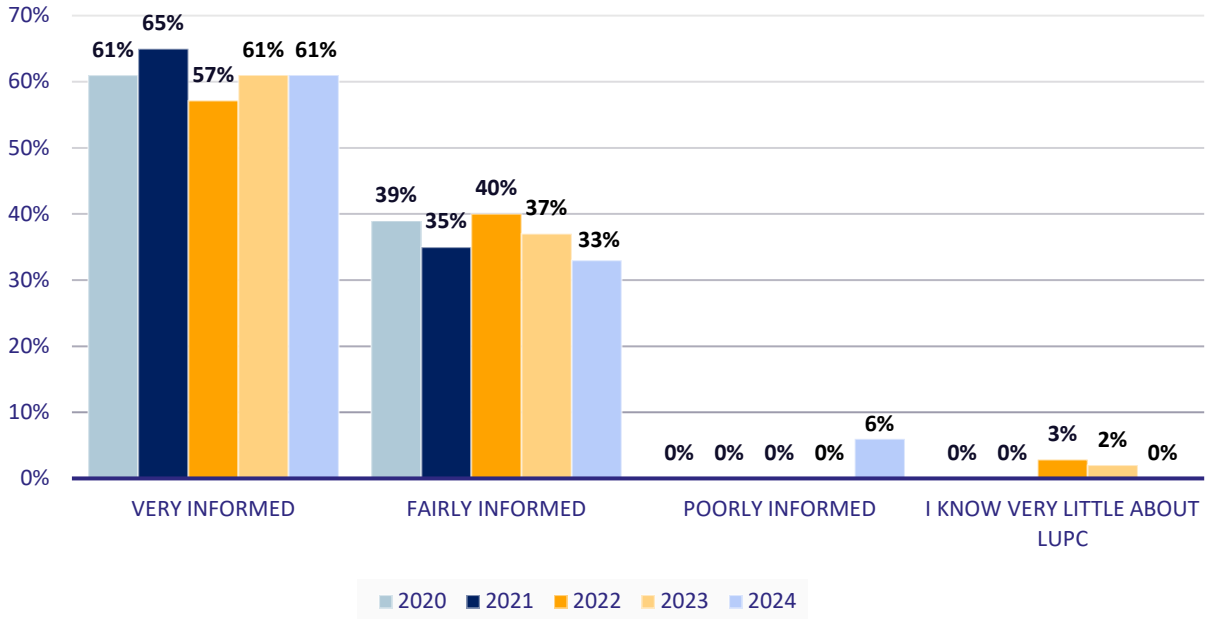
Q19. Would you recommend LUPC to another organisation?

Response	2022-23	2023-24
Yes	100%	100%
No	0%	0%

LUPC response: This maintains our 100% Yes response from the last few years.

3. Communications

Q20. How informed do you feel about LUPC and the benefits we offer?



LUPC response: We are following up individually with any members that responded “poorly 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, guiding 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. We recommend that members keep their bespoke My LUPC profile on the LUPC website up to date with their communication preferences and their role as this determines what information we send out to individuals. Members can amend this, at any time, by [logging in to the LUPC website](#).

Q21. Which of the following LUPC communications do you read/access from us, and how often?

	Regularly		Sometimes		Rarely		Never	
	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24
Quarterly Market Insight document	n/a	42%	n/a	31%	n/a	15%	n/a	12%
Quarterly Linked magazine	40%	52%	46%	28%	9%	17%	5%	3%
New Quarterly Linked Podcast	n/a	4%	n/a	25%	n/a	17%	n/a	54%
Monthly eBulletin	59%	63%	32%	33%	7%	0%	2%	4%
LUPC Website	54%	43%	31%	37%	15%	13%	0%	7%
Annual Report	35%	54%	45%	25%	13%	4%	7%	18%
Social media e.g. LinkedIn	9%	8%	17%	25%	23%	25%	51%	41%
Email updates from LUPC staff	69%	50%	24%	43%	5%	7%	2%	0%

LUPC response: Overall, there has been an increase in regular engagement with LUPC communications (Linked magazine, monthly ebulletin, annual report), with 96% reading the ebulletin regularly or sometimes, and an increase of 7% regularly or sometimes reading our LinkedIn posts.

4. Events

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

Response	2022-23	2023-24
Yes	100%	97%
No	0%	3%

Member Comments	LUPC Response
I derived a great deal of benefit from the LUPC SUPC conference on the 5th of June this year.	
Yes, some more in-person events would be nice for networking, a lunch, dinner or social networking event to mingle with other members would be nice.	We would love to put on more in-person events but attendance at recent in-person events has been low with several no-shows. We cannot justify the resource and cost required to put on more in-person events in the current landscape.
The range of events and training is excellent. Our team enjoy and access them for their development.	
Very good.	

LUPC response: With 97% of respondents being happy with our events in 2023-24, this is very positive. Over the past 12 months we have **delivered 39 events with 979 attendees**. We use feedback from members via our membership survey (see Q.23) and through other member discussions to shape our events calendar and deliver as much as we are able with the resources we have.

Q23. This year, LUPC has offered a range of free training courses tailored for procurement staff and stakeholders. What additional events or training courses would be beneficial for LUPC to offer over the coming year?

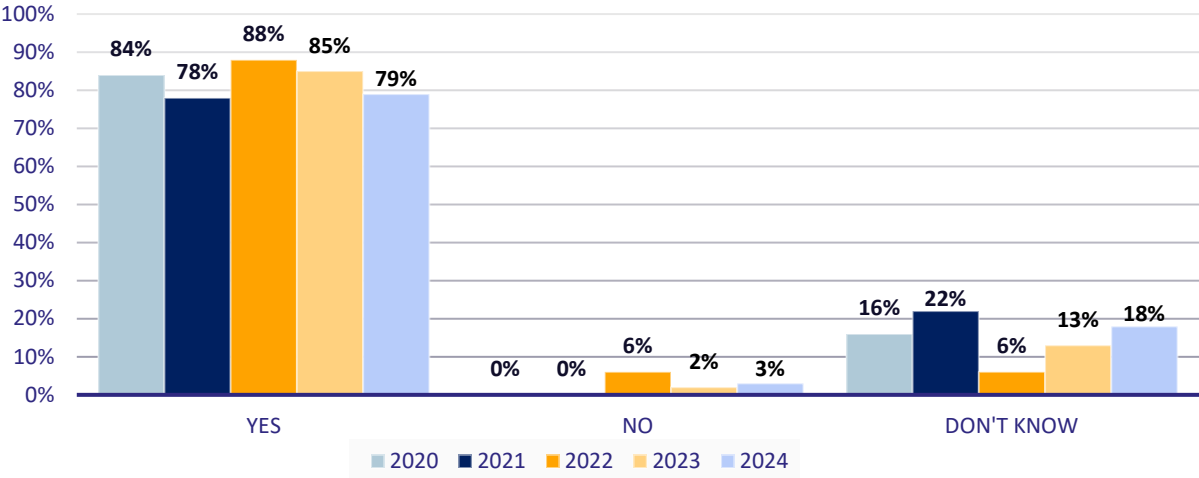
Respondent suggestions	LUPC response
As much as possible on the implications of the Procurement Act.	Throughout 2024, we provided extensive support to members via webinars giving pertinent, expert guidance on the Procurement Act 2023. We will continue to do so during 2025 in response to member requirements.
Learnings following new Procurement Act roll out.	
More on the new procurement act and more on how we can help local SMEs.	
More information on how CIPS integrates into the HE landscape.	For follow up with CIPS.
Hosting events is great but recording them and making a database would be even better.	We record all webinars for which the presenters give us permission to do so. Recordings are communicated to members and are available on our YouTube Channel. We will look to incorporate a database on our website.
Further Negotiation training - Will be helpful with added cost pressures. Further contract management training.	We will look to offer repeat training sessions in 2024-25.
Refreshers/Repeat sessions of the training courses ran in 2023-24.	We will look to offer repeat training sessions in 2024-25.
Creditsafe.	Creditsafe training sessions are provided once or twice a year. We will look to see if a recording can be added to our website.

5. Responsible Procurement

Q24. Are you aware of responsible procurement activity and initiatives carried out by LUPC?

Response	2022-23	2022-23
Yes	90%	85%
No	10%	15%

Q25. Do you see LUPC as a leader in responsible procurement for the sector?



Q26. Are there specific areas of support within Responsible Procurement that you would like LUPC to provide, including any assistance with implementing your RP projects/objectives?

Respondent suggestions	LUPC response
Help with Modern Slavery Statements.	There is a lot of guidance on the RP section of the LUPC website and we will review additional support we can provide.
More on the BS25700.	As above
We need to start the conversation around aligning framework suppliers to net zero obligations made by members	Our new RP Hub will very much address this issue.

and possibly ESG reporting software for the sector such as https://www.co2analysis.com/	
For the new portal, no charge option to include our organisation's suppliers.	We are unable to do this free of charge but can consider assessing specific members' suppliers on a consultancy basis.
Social value Carbon reduction General sustainability objectives and KPIs.	This is being reviewed under the current RP Hub portal and internal processes.
Scope 3	As above.
Example tender questions on sustainability.	We are reviewing this.

6. Final comments

Question 28 provided the opportunity for respondents to provide any further comments.

"I'm very content with the support LUPC has given me."

"Keep up the good work!"

"More outcomes for responsible procurement."

"I realise I don't fully understand the scope of all LUPC services, but I have been impressed with the services we have used."

7. 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.