

Our Update

Welcome to our November update

We are fast approaching the end of 2019 and what a year it has been for us. We have recently launched our 'NOE CPC Values' video, reflecting on the values held by our hosts Leeds and York Partnership NHS Foundation Trust, and how we apply those values to the work we do here. I am extremely proud of our team and the work that has gone into producing the video and hearing from my colleagues about what drives them to deliver integrity, simplicity and caring in everything that they do has been inspiring. You can take a look at the video on our website.

As the new year approaches, we have been working on a new commercial proposition; we are working hard to bring this to fruition. We are hoping to bring in a further reduction in membership fees, as well as the opportunity to offer a rebate to members when income is above a certain threshold.

We are making great progress in our work with the other hubs through NHS Procurement in Partnership (PiP) and Workforce Alliance. Our collaborative efforts have delivered frameworks that support our customers to address workforce market challenges. More agreements are set to come down the pipeline in the next few months so keep an eye on our website for the latest framework launches. Our procurement teams have been working hard to bring new frameworks to the market for the benefit of our customers.

Our Estates Consumable Products

framework has just launched, and our new Healthcare Performance Analytics and Benchmarking is also available now. You can read more about our new frameworks on page three.

We are striving to increase our portfolio of ABI agreements and we always welcome member feedback and suggestions as to how we can do better. Our dedicated support desk has made excellent progress since it was launched back in January. The team has dealt with a variety of enquiries including non-member access, framework queries and management information. Neil Davis and his team running the support desk have done an incredible job so far and I know our members have really benefitted from having one port of call for all their questions, and being able to get a response in a timely manner is paramount to helping us continue to deliver a great service to our customers.

Finally, I will be participating in a panel at HCSA's Winter conference in Harrogate with my Workforce Alliance colleagues sharing our commitment to a sustainable NHS workforce model and how working together we can drive significant benefits for the NHS. We will also be exhibiting alongside our NHS PiP partners on Stand 46-47. I look forward to seeing you there.

Keith Rowley, Managing Director

November 2019

Inside this issue

- Healthcare Estates
- NHS in the North awards
- New framework launches
- Apprenticeships event
- Rolling workplan update
- Upcoming events

Events

Upcoming events are listed on page 5

Further details of all events can be found at:

www.noecpc.nhs.uk/events

Get in touch

Got questions about this Update or NOE CPC?

Contact **Cathy Cockram, Head of Customer Relations and Marketing:**

cathy.cockram@noecpc.nhs.uk

Healthcare Estates Exhibition Manchester



Colleagues from our FM, Property and Business Services team recently attended the Healthcare Estates Conference and Exhibition which was held at Manchester Central on the 8th and 9th of October.

Over two days the event brought together an exhibition of hundreds of suppliers from estates and facilities management, training, staffing, apprentices and fire and security. It also incorporated the Institute of Healthcare Engineering and Estates Management Conference.

The exhibition, conference and awards dinner attracted over 250 exhibitors from the healthcare estates arena and brought in thousands of visitors along with conference delegates. The event was divided up into zones and theatres including HVAC and Engineering, Infection Control and Water, Energy and Sustainability, Design and Construction, Facilities Management, Training, Staffing and Apprenticeships and Fire and Security. Our Senior Category Manager Jackie Williams and Category Manager Imran Ahmed from our FM, Property and

Business Services category spent two days meeting trusts and suppliers, highlighting what NOE CPC can offer and the different ways we can support both customers and suppliers working with us. They were supported by colleagues from the HR team who were on hand to talk about NOE CPC's Apprenticeships DPS and its benefits to trusts and other public sector organisations.

Jackie Williams delivered a presentation entitled 'Procurement and Estates in NHS: A collaborative opportunity' in the Facilities Management Theatre. The presentation highlighted the importance of collaboration within the NHS and how we are working to develop our engagement with both suppliers and trusts, how we manage challenges and working towards our goal of providing the best service for NHS trusts and service users. The session also touched on what we can offer in terms of sharing information, resources and experiences. Jackie also highlighted our successful collaborations with trusts on various frameworks including Laundry Solutions, Estates Consultancy and the Minor Works DPS.

The presentation generated a great deal of interest from both suppliers and trusts and we had a lot of queries at the stand.

The exhibition was a great opportunity for NOE CPC to promote our extensive range of FM frameworks, as well as encourage interest from suppliers for our upcoming Soft and Hard FM frameworks.

The team had a very busy but productive two days at the event and speaking to trusts and suppliers gave us a real insight into the challenges faced both by NHS in how to deal with a £6.5billion maintenance backlog and repairing and replacing ageing buildings, and suppliers who want to know more about how they can contract with the health service.

Imran said: "The exhibition was a great success and we met with a lot of suppliers and trusts who were interested in what NOE CPC has to offer.

"Healthcare Estates was a great experience for NOE CPC and myself and my colleagues really enjoyed hearing from suppliers interested in contracting with the NHS and trusts interested in our framework offering. We were given some really interesting feedback about the challenges faced in facilities management and we will take this on board as we continue to move forward with our offering and estates strategy."

For more information about NOE CPC's FM frameworks visit our [website](http://www.noecpc.nhs.uk)



NHS in the North Excellence in Supply Awards 2019



Our HR & People colleagues attended the NHS Excellence in Supply Awards at the Royal Armouries in Leeds on Thursday 17th October.

NOE CPC's HR & People team were nominated in the Procurement Innovation category for their work with the Yorkshire

and Humber Community and Mental Health Temporary Staffing Cluster.

The cluster was created to focus on temporary staffing within these specialist trust areas looking at procurement, supply management and the wider market. The clusters are a forum for trusts to get together and share best practice, discuss topics of concern, learn from each other and agree the best way forward. Senior Category Manager for HR & People Joanne Barton and her team have since created clusters in other areas.

Joanne said: "Sadly we did not come away with a win, but we had a lot of fun at the awards and we were proud to be finalists."

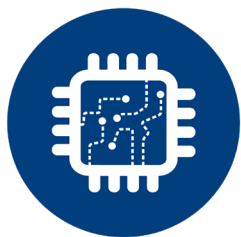
Joanne and her team will be hosting a Cross Cluster Workforce Workshop at The Source at Meadowhall on Tuesday 12th November.

The event will bring together all of the clusters we lead to share learning and good practice, identify common challenges and potential solutions, priorities and look at opportunities to improve the cluster facilitation to maximise value. The event is open to a variety of nursing and HR roles.

For more information or if you are interested in attending this event, please register via the events page of the NOE CPC website at:

www.noecpc.nhs.uk/events

Framework Launches



Technology (ICT)

Healthcare Performance Analytics and Benchmarking Systems

This framework enables trusts to undertake further competitions and/or direct award to compliant and capable framework suppliers for the purchase of healthcare informatics and benchmarking systems.

Further to the expiry of the previous NOE CPC Healthcare Informatics and Benchmarking Systems framework, a replacement agreement has been let to cover the following system functionalities and services required by NHS trusts:

- Performance dashboards
- Quality drill downs and mortality comparator
- Clinician outcomes and benchmarking for consultant revalidation and appraisal support
- International comparison
- Efficiency modules benchmarking costs
- Market share / referral module
- Other related software / data tools as may be offered by the suppliers.
- Considerable savings, potentially up to 50-65% for users of multi-modules and/or full suite systems. The savings potential would be realised through competitive tendering and objective assessment / consideration of best value options
- Additional functionality for a similar or reduced spend for those trusts using fewer modules or a partial system
- Potential additional discounts as our leverage is utilised through volume banded commercial terms

- Compliant route to market with access to capable suppliers
- Use of the NHS Terms and Conditions for sourcing of these requirements, with the potential for the enhancement with the application of customised licensing terms.

A full list of suppliers appointed to this framework can be found at:

www.noecpc.nhs.uk/contracts/hpab



FM, Property and Business Services

Estates Consumable Products

This brand new multi-lot framework has been created to provide NHS trusts and other public sector organisations with a compliant route to market and access to a range of estates consumable products.

Careful consideration has been given to each Lot to ensure they meet our customer's requirements.

The framework covers building and construction products and additionally offers ironmongery including anti-ligature products, maintenance, repair and operating (MRO) items, abrasives, lubricants and adhesives, transmission (belts and bearings), plant hire and signage.

The basket of goods has been based on the spend of NHS Facilities departments and covers the estates consumables most used to keep hospitals and NHS buildings running.

Customers can order from an electronic catalogue for a next or same day delivery, or collection from a supplier, subject to product availability and order turnaround time.

The electronic catalogue offers reduced

transactional turnaround times and costs to both customers and suppliers. The further competition option provides potential cost savings or other value creating benefits.

Purchases may be made on an account or via a purchasing card.

All products supplied under this framework meet industry, national and international quality standards. The Suppliers awarded to the framework also have in place quality assurance systems to cover their supply chain. A minimum warranty period of 12 months is provided on all goods.

The framework has been structured to encourage the use of small and medium sized enterprises (SME's) and micro enterprises, many of them local to the member organisations.

This framework has been divided into 10 Lots:

- **Lot 1** – Tools
- **Lot 2** – Building Supplies
- **Lot 3** – Plumbing & heating supplies
- **Lot 4** – Electrical supplies: general products, cable, lighting & distribution
- **Lot 5** – Timber & joinery
- **Lot 6** – Paints & solvents
- **Lot 7A** Ironmongery: general products, hangers & brackets
- **Lot 7B** Ironmongery: door furniture
- **Lot 7C** Ironmongery: locks & keys
- **Lot 7D** Ironmongery: screws & fasteners
- **Lot 8A** Mechanical and industrial consumables – general products, abrasives, lubricants and adhesives
- **Lot 8B** Mechanical and industrial consumables – drive belts & bearings
- **Lot 9** Plant hire
- **Lot 10** Signage (NHS)

www.noecpc.nhs.uk/contracts/estates-consumables

To access an NOE CPC framework please call our Support Desk on 0114 212 2122.

NOE CPC Values Video



The NOE CPC Communications and Marketing Team have undertaken a project to produce a video to evidence the values and behaviours that we operate under. From the initial concept of creating a video that highlights how these are at the heart of everything that we do, to production of the finished product, creating this video has truly been a labour of love for the team.

An initial idea to create a short video that encapsulates NOE CPC and the values we hold and strive to live up to in our work with colleagues, customers and suppliers has now materialised into a finished product.

Cathy Cockram, Head of Customer Relations and Marketing said the purpose behind creating the values video was to highlight the behaviours and commitment demonstrated by the NOE CPC team on a daily basis.

She said: "We know how hard our team works, and the group of people we have working here really do want to do their absolute best for our customers and the wider NHS. We appreciate that we are all

working toward the same goal and that by working together we hope to deliver cost savings that can then mean more money being available for front line services and ultimately the Service Users.

"The NOE CPC embraces our host Trusts three core values: integrity, simplicity and caring. There was a great response from colleagues who were willing to take part in the filming and share their views on how they, and others within their teams, strive to live by these values in every aspect of their work."

Managing Director Keith Rowley said: "This video not only reinforces to our customers and suppliers what we are about but has served as an exercise to everyone who works at NOE CPC to keep on integrating them in all our interactions with both Customers and Suppliers."

He added, "I am very proud of the team we have here, NOE CPC are constantly striving to improve our offering by listening to our customers and suppliers. We do what we say we are going to do, and the values of our host trust are integral to us being able to deliver the best possible service."

Colleagues from the various teams within the organisation including procurement operations, training and events, category managers and hotel services shared their views on how they feel NOE CPC delivers on the values, and how they feel about working here. Keith added: "Watching the video, I was really touched by some of the comments made by colleagues, including how approachable senior managers are,

the development and training options open to staff, how caring we are as an organisation and the recognition that we treat people as individuals and not just employees.

"I think the video will be an excellent tool for us going forward, whether at external events to showcase our offering to customers and suppliers, to support any recruitment campaigns to show potential candidates what they can expect working here, and as a marketing tool to really showcase who we are and what we do."

Cathy added: "I am really impressed by the work my team has put into getting this video produced. From discussing the concept, to creating an idea of what we wanted and sorting out the filming schedule as well as encouraging staff to get in front of the camera to say what they thought about working at NOE CPC."

The video is available to view on the NOE CPC website www.noecpc.nhs.uk/news and on our LinkedIn and Twitter pages.



NOE CPC Rolling workplan update

Current Projects

- Contrast Media plus Related Consumables – re-procurement. In PID stage expected June 2020.
- Funeral Services – Expected delivery date 01/12/2019.
- Supplementary Mental Health placements to support NHS capacity requirements – expected delivery date 01/12/2019.
- Taxi Services for the South Yorkshire and North East Derbyshire – framework agreements issued, expected delivery date 08/11/2019.

- Soft Facilities Management – project is in evaluation stage. Forecast delivery date 01/01/2020.
- Clinical and Healthcare Staffing (Workforce Alliance) – procurement in progress, OJEU and ITT has been issued. Closing date 20/09/2019.
- Workforce Alliance Workforce Support – expected delivery date 18/11/2019.

Framework agreements expiring

- Stakeholder Feedback and Survey Services – expires 30/11/2019.
- Analysis & Reconciliation Services – expires 28/02/2020.

Upcoming frameworks

- Hard Facilities Management – expected delivery date March 2020.

* Please note all framework delivery dates are subject to change.

For more information about any NOE CPC frameworks, or to find out about access, please call our Support Desk on 0114 212 2122 or email enquiries@noecpc.nhs.uk

NOE CPC partners with LPP for apprenticeship event



APPRENTICESHIP INFORMATION EVENT

NOE CPC is pleased to be working with The Academy at LPP (NHS London Procurement Partnership) to bring you this event.

Apprenticeships are a key way for people to learn on the job, both for new starters to the NHS and for existing members of staff, allowing learners the opportunity to gain a qualification and apply their learning while continuing to earn a salary.

Whether your organisation wants to find out more in order to maximise opportunities around the apprenticeship levy, or if you are interested in becoming an apprentice, this event is for you!

You will learn what an apprenticeship is, different types of apprenticeships and their cost, and how they are core to the NHS Long Term Plan and People Strategy.

Matt Durrant, data services manager at NOE CPC, initially trained as a journalist before moving into his current role of data and catalogue management and creating unique technical solutions for the benefit of our customers.

He is currently completing an apprenticeship through Sheffield Hallam University for a Masters in Software Engineering.

Matt said: "I heard about the apprenticeship opportunity from my line manager Ian Andrews, . It was easy to find relevant apprenticeships nearby through the apprenticeship portal, and the Masters in Digital & Technology Solutions at Sheffield Hallam really caught my eye.

"I managed to get all the paperwork together in a few weeks for the September start date, and spent a very engaging week back on campus learning the nuts and bolts of software engineering with other like-minded IT professionals.

"It's great to have time to explore the cutting edge of software engineering and think about how I can use that in my day job. It's been really rewarding to work with similar people in different organisations in the public and private sector.

"I dropped out of university eight years ago and I never thought I'd have a chance to study for a Masters. In just a month it's already totally changed the way I work and I'm excited to see what the next two years bring."

Jennifer Stone, Talent for Care Relationship Manager for Apprentices at Health Education England and Jo Third, Learning & Organisational Development Lead, Vocational and Compulsory Training at Leeds and York Partnership NHS Foundation Trust will be speaking at the event.

NOE CPC currently has an Apprenticeships DPS available for NHS organisations to access Skills Funding Agency approved providers in a manner compliant with requirements of the Public Contracts Regulations. For more information

The session will commence at 10am on Monday 11th November at The Source at Meadowhall. The event is free to attend for NOE CPC members, but registration is essential.

For more information or to book your place, please visit the NOE CPC website at: www.noecpc.nhs.uk/events

Upcoming Events

NOE CPC Cross Cluster Workforce Workshop

Date: 12/11/2019

Time: 09:30 – 16:00pm

Location: The Source at Meadowhall
300 Meadowhall Way
Sheffield
S9 1EA

The NOE CPC Cross Cluster Workforce Workshop will, for the first time, bring together all of the clusters we lead to share learning and good practice, identify common challenges and potential solutions, priorities and look at opportunities to improve the cluster facilitation to maximise value.

The event will be of particular interest to HR / Workforce leads, Assistant Chief / Lead Nurse and medical staffing/staff bank leads.

HCSA Winter Conference

Date: 27-28/11/2019

Time: 9:30am – 4:00pm

Location: Harrogate Convention Centre
Kings Road
Harrogate
HG1 5LA

NOE CPC are looking ahead to the HCSA Winter Conference which will be held at the Harrogate Convention Centre on the 27-28th November. We will be attending the event as part of the Workforce Alliance on Stand 46-47. Managing Directors from the four hubs will be taking part in a panel to share their vision and discuss how the collaboration between Crown Commercial Service and NHS Procurement in Partnership is driving significant benefits for the NHS.

Procurement Leaders Round Table

Date: 03/12/2019

Time: 9:30am – 4:00pm

Location: The Source at Meadowhall
300 Meadowhall Way
Sheffield
S9 1EA

Round table for procurement leaders focusing on 'The Future of NHS Procurement'.

The aims of this event are to facilitate a strategic level conversation about the future of NHS procurement locally, regionally and nationally, identify common challenges and share ideas, encourage thought leadership and grow co-operation and networking between senior NHS procurement leaders.

All event timings may be subject to change

For our full programme of events or to book your place at any event visit: www.noecpc.nhs.uk/events
Contact, Caroline Brash, Training, Events and Business Development Manager: caroline.brash@noecpc.nhs.uk