

# Our Update

## Welcome to our January update

January 2020

I would like to start by wishing you all a very Happy New Year; I hope you all managed to have a well deserved break over the festive season and are looking forward to what 2020 will bring.

The new commercial proposition from 1st April has been well received so far by our members with 30 of our current member trusts having signed up to the new arrangement to date. The key point of the new arrangement is emphasising that we are 'for the NHS, by the NHS', that by continuing to be a member you will not only get the value of our specialist category expertise and the savings that come from using our procurement solutions, but you also have the potential of a rebate for any excess ABI we generate.

Our category teams are continuing to make great progress on the workplan and expanding our framework portfolio. Since our last update we have launched our Taxi Services framework developed with the Working Together group, and the latest offerings from Workforce Alliance, the portfolio of Workforce Support agreements. You can read more about these on page three.

We have also widened our offering across NHS Procurement in Partnership; there is a portfolio of frameworks available to our members from the other hubs across all categories. You can find out more about the PiP offering on page four.

Our Training, Events and Business

Development Manager Caroline Brash recently hosted a Heads of Procurement Round Table in Sheffield. The event was a great success and really well attended and going forward we hope to be able to host events like this twice a year. You can read more about what was discussed at the event on page two.

We also have an update from our Members' Forum which was held back in November. We were very fortunate to have Anthony Bennett, a truly remarkable guest speaker, who captivated those in attendance with his story. You can read more about Anthony on page five. Unfortunately the afternoon had to be cancelled due to the flood risk in Yorkshire, but we have produced webinars of the afternoon sessions which are available to our members.

My colleagues and I attended the HCSA Winter Conference in November and I participated in a panel along with the Managing Directors of the organisations that make up the Workforce Alliance. It was an excellent session and the engagement from the audience was great; we have learnt a lot of lessons throughout the process of coming together collaboratively and we have a lot more to learn as we progress. You can read more about the panel on page two.

Finally I would like to wish everyone a very happy and prosperous 2020, myself the team and I look forward to working with you in the coming months.

Keith Rowley, Managing Director

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### Events

- Procurement Law update
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  - Concession contracts
- Visit: [www.noecpc.nhs.uk/events](http://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](mailto:cathy.cockram@noecpc.nhs.uk)

# HCSA Winter Conference



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**NOE CPC and our partners from NHS Procurement in Partnership and Crown Commercial Service attended the HCSA Winter Conference in Harrogate on the 27th and 28th November.**

The theme of this year's conference was Procurement the Reality: The Case for Change and Transformation, and included sessions from NHS Counter Fraud, NHS Digital, Sir David Nicholson and NHS Supply Chain. These sessions generated thought-provoking insights as well as challenging discussion and debate.

As part of the conference programme, the Workforce Alliance participated in a panel where they outlined their future vision for the partnership and what benefits are available to customers.

Asked by Chair of the panel Mark Gronow, NHSI South's Regional Head of Procurement about what lessons have been learnt along the way, NOE CPC Managing Director Keith Rowley responded: "We have learnt a lot, but equally we acknowledge that there is a lot more for us as a collaborative to learn as we evolve.

"The breadth of skills and experience, not just among the Managing Directors, but among our teams as well as across the five partners means that we can offer that expertise at a local level. As an Alliance we want to use the expertise and relationships we have to influence decision makers to create benefits on a local and national scale."

Keith added in the procurement function of the future, customercentricity will be a

He said: "Workforce Alliance has faced challenges, but when you start to bring the five partnerships together, that expertise and making sure we have the right person in that role means we can effect change working alongside our local Trust procurement Colleagues."

Keith and his fellow Workforce Alliance MD's answered a range of questions from delivering on the future vision of the Alliance, what impact the offering can have on the NHS and public sector procurement professionals, and why trusts and public sector bodies should work with the Workforce Alliance.

Keith added: "The Workforce Alliance panel at the HCSA Winter Conference was a great opportunity for us to get in front of those in the procurement industry that the Alliance can help to drive innovation in NHS workforce.

"We want to show that by coming together, pooling our resources and expertise and challenging the status quo, we can bring about a change in how the area of workforce is managed and create real savings opportunities for the whole of the NHS."

Procurement in Partnership also had a stand at the HCSA Winter Conference with representatives from NOE CPC, East of England Collaborative Procurement Hub, London Procurement Partnership and NHS Commercial Solutions.



## Procurement Leaders

**On Tuesday 3rd December, NOE CPC hosted our first Procurement Leaders Round Table.**

This event for Heads of Procurement and other senior leaders focused on 'The Future of NHS Procurement'.

The structure was a new format for NOE CPC, being specifically designed to be 'not just another present-and-listen session by NOE CPC' but instead a true facilitated round table discussion with all voices being heard, and NOE CPC simply being one of those voices.

The aims of the event were to facilitate a strategic level conversation about the future of NHS procurement locally, regionally and nationally, to identify common challenges and share ideas; and to encourage thoughtful leadership. We also wanted to help those attending to grow co-operation and networking between senior NHS procurement leaders across the North and Midlands, discuss our respective region's alignment with emerging national strategies and initiatives.

Training, Events and Business Development Manager Caroline Brash, who organised the session, said: "The goal of the event was to develop our collective profile to inform, influence and shape a future that meets the needs of the NHS and healthcare sector in this area.

"We also wanted to look at where there is consensus and consider how we might be in a position to influence and shape strategic direction."

The debate was lively and interactive and covered a range of topics including the Operating Model, Procurement Target Operating Model (PTOM), procurement in the local area and region, getting our voice heard, networking and sharing learning.

A neutral chair was brought in to facilitate the aims and principles of the session, and our sincere thanks to commercial law firm Hill Dickinson for supporting in this regard on this occasion.

Themes and actions were recorded to be shared with participants. It was agreed that anything to be taken outside of the meeting would be approved as a group. Representatives of 15 organisations attended the event. A follow up event is set to be held in six month's time.

# Framework Launches



## Workforce Support

Crown Commercial Service and NHS Procurement in Partnership are working together to deliver health workforce services under the banner of Workforce Alliance.

The Workforce Alliance has grouped together four of its existing frameworks to form Workforce Support.

We have selected the best aspects of our existing support frameworks and put them in one place as a joint offer under the Workforce Alliance. The package is aimed at providing customers with a route to source additional services in support of health, HR and workforce functions.

The Workforce Support Services package brings together four Crown Commercial Service (CCS) frameworks:

- Managed Learning Service
- Occupational Health; Employee Assistance and Eye Care
- Permanent Recruitment Solutions
- HR Lot (Lot 4) of the Management Consultancy framework.

Together these can be used to provide additional services in support of the

other frameworks offered under the Workforce Alliance:

- International Recruitment,
- Flexible Resource Pool – Staff Bank
- Non-Clinical Temporary and Fixed Term Staff.

**For more information about Workforce Alliance visit the website [www.noecpc.nhs.uk/workforce-alliance](http://www.noecpc.nhs.uk/workforce-alliance)**



## FM, Property and Business Services

### Taxi Services for the South Yorkshire and North East Derbyshire region

This framework has been developed alongside the Working Together group of NHS trusts in South Yorkshire and North East Derbyshire to create a framework providing a single supplier of taxi services covering Barnsley, Chesterfield and the North East Derbyshire region, Rotherham and Sheffield.

With a sole supplier appointed to each Lot, you can direct award to the appointed supplier at framework rates. This agreement covers the provision of taxi services for patients, visitors and

staff to and from trust premises and the transfer of light goods.

Benefits include:

- Quick and compliant route to market within regions to the sole awarded supplier per Lot
- Opportunity to benefit from a retrospective annual rebate based on turnover where one or more authorities make a joint award to the supplier
- Easy call-off via pre-prepared order form
- Pricing is fixed for the primary term (two years) of the framework agreement, an agreed mechanism is in place to review pricing
- The appointed supplier has access to a range of vehicles including fully electric, hybrid and wheelchair accessible transport
- Drivers undergo Disclosure and Barring Service (DBS) checks to enhanced level
- Reduced administration and invoicing trusts and savings potential
- Service is available 24 hours, including Sundays and Bank Holidays for travel within and outside the district boundary
- Supplier licensed by relevant council on each Lot.

**For more information visit [www.noecpc.nhs.uk/contracts/taxi-services](http://www.noecpc.nhs.uk/contracts/taxi-services)**

## NOE CPC Rolling Workplan

### Project Initial Scoping

- Access and Discharge Services (Healthcare Services & Pharmacy)
- Contrast Media plus related Consumables (reprocurement of existing framework)
- IT Consultancy Services (Technology ICT)
- Pharmacy Clean Room and Related Consumables (reprocurement of existing framework)

### Procurement in Progress

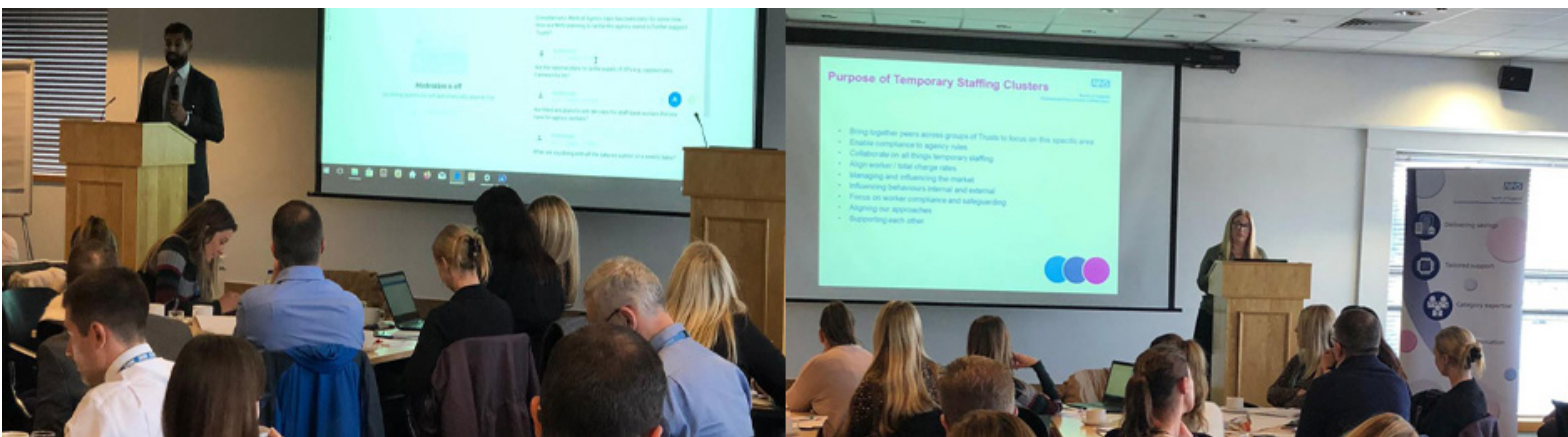
- Clinical and Healthcare Staffing (Workforce Alliance) expected delivery date 01/08/2020
- Maintenance and Engineering Services for Healthcare Premises expected delivery date 01/03/2020)
- Soft Facilities Management due to launch w/c 13th January

### Frameworks expiring and projects not proceeding

- Analysis and Reconciliation Services – end date 28/02/2020. New framework being led by East of England NHS Collaborative Procurement Hub. Estimated launch date 01/03/2020
- Healthcare Transport Services – end date 30/04/2020. Renewal not planned due to low uptake of the framework agreement.



# NOE CPC Cross Cluster Workforce Workshop



## Members of NOE CPC's temporary staffing clusters came together in Sheffield on the 11th November for a cross cluster workforce workshop.

Staffing leaders from across the cluster groups came together to share ideas and best practice as well as hear from others within the healthcare sector about the future of temporary staffing.

The event, organised by NOE CPC Senior Category Manager Joanne Barton, brought together the five existing cluster groups to highlight the benefits of collaborating to manage the market of temporary workers more effectively, highlighting issues and identifying potential solutions, and to consider what is working well and what can be improved.

NOE CPC's workforce cluster groups are underpinned by a Memorandum of Understanding which are signed by trust executives, and meetings are facilitated by NOE CPC's HR & People team.

NOE CPC Director of Procurement Stephen Sercombe and Clemmie

Smith Senior Category Lead for Health Workforce at Crown Commercial Service gave attendees an update on the Workforce Alliance and how the collaboration between NHS Procurement in Partnership and CCS was progressing and the portfolio of frameworks that will be offered under the Alliance. They also explained the support that will be offered to customers.

Those who attended the day from across the five clusters had a chance to put their questions to Irfan Suleman from NHSI about the future of temporary staffing in an interactive Q&A session.

The day also included group sessions with topics for discussion including challenges currently being faced in the workforce market, what NOE CPC can do to improve the cluster groups and what issues needed a national approach.

Representatives from different trusts also heard case studies from Tim Smith, Assistant Category Director at LPP who gave an insight into the LPP workforce category and how it operates, and from

Andrew McNichol about the Yorkshire and Humber Community and Mental Health Temporary Staffing Cluster.

The event was a great success and the HR & People team will be holding more cross cluster events in the future.

Joanne Barton, Senior Category Manager for HR & People said: "Bringing together these clusters is a great opportunity for workforce colleagues from different areas of the country to come and discuss the issues we are facing and focus on what we can do to find solutions.

"Workforce is a huge task for the NHS and with vacancy rates high, it is important that we collaborate effectively to reduce variation and combine our collective power to influence the market."

**If you are interested in joining one of the cluster groups, please speak to a member of the HR & People Team by contacting the Support Desk on 0114 212 2122 or email [enquiries@noecpc.nhs.uk](mailto:enquiries@noecpc.nhs.uk)**

## NHS Procurement in Partnership frameworks

### As part of our collaboration with NHS Procurement in Partnership, NOE CPC members can access a range of frameworks from our partner organisations

NHS Procurement in Partnership is a four-hub collaboration between NOE CPC, NHS London Procurement Partnership (LPP), East of England NHS Collaborative Procurement Hub (EOECPH) and NHS Commercial Solutions (NHSCS). The hubs have delivered award winning projects, and aim to utilise the collective expertise of each organisation to facilitate aggregation, avoid unnecessary duplication and influence the procurement landscape to best effect for the NHS.

The four hubs have a wide range of framework agreements, many of which are available for use by members (and non-members) of the hubs. These frameworks are spread across four category areas; ICT/Technology, Pharmacy / Healthcare Services, Property, FM and Business Services and Workforce, HR and People.

Current frameworks delivered by the partnership include Inventory Management Systems which addresses the need to manage the flow of equipment and stocks in a cost effective and efficient manner.

The single supplier e-Catalogue & e-Requisitioning Services to deliver one common solution to NHS PIP hubs, their

respective members and the wider NHS as a whole.

The frameworks on offer range from Patient and Non-Patient Messaging Services, Drug Testing Kits and Private and Overseas Patient Income Recovery Services.

Trusts interested in accessing any of these frameworks should contact their local hub for further information and to arrange access. **For queries relating to any of these frameworks, please contact the NOE CPC Support Desk on 0114 212 2122 or email [enquiries@noecpc.nhs.uk](mailto:enquiries@noecpc.nhs.uk)**

# Members' Forum Update

## NOE CPC's bi-annual Members' Forum was held at the Source at Meadowhall on Thursday 7th November.

Our Managing Director Keith Rowley opened the session on a very wet and miserable morning with an update on the progress being made by the team, including new framework launches, the rolling workplan and the progress being made through NHS Procurement in Partnership and the Workforce Alliance.

He also highlighted NOE CPC's free to access portfolio and how NOE CPC are focusing on the workplan and continuing to expand our offering to our customers.

Keith also highlighted the success of the support desk since it was implemented 12 months ago, having answered more than 2,200 queries since launching and drastically reduced turnaround time for responses.

NOE CPC's future commercial model and membership fees offered an interesting discussion point. Trusts considering membership were being asked to commit for a minimum of three years. Keith Rowley highlighted the challenges faced including under-reporting of supplier management information, the future direction of travel

of NHS procurement and the implications of the Procurement Target Operating Model (PTOM).

Attendees were also given an update from each of our four category leads on the future strategy of each area.

Our Procurement Operations Manager Natalie Ledger spoke to members about the success of her team, assisting with the launch of 15 new frameworks and helping to facilitate seven bespoke projects, as well as offering support on a number of further competition exercises on behalf of NOE CPC members. The focus of the Procurement Operations Team over the next 12 months includes creating a set of standard operating procedures to support our current processes and developing further enhancements to the support desk's functionality to improve the service we offer to our customers.

Trust representatives attending the event were treated to the story of our guest speaker Anthony Bennett, a true inspiration who battled serious infections as a teenager and who was given just a 10% chance of survival. He has gone on to help raise millions of pounds for Great Ormond Street Hospital to thank them.

He spoke passionately about the team who helped bring him back to life, and brought fascinating insight about how by working together and saying yes, people can make a huge difference to the world. Anthony made a real impact on everyone in the room and gave all in attendance a real insight to a patient's perspective of the NHS. Anthony's session gave attendees some real food for thought and left a lasting impression.

Unfortunately the afternoon session of our Members' Forum had to be cancelled as a weather warning was issued in Sheffield, which resulted in widespread flooding.

However not to be deterred, our Training, Events and Business Development Manager Caroline Brash has worked with the NOE CPC team to create webinars of the sessions that had to be cancelled, these are available to members. An Q&A dial in session was held on the 18th December for trusts to call in with any questions for the category leads.

If you would like access to the webinars, please contact Caroline Brash directly.

**For information, please contact Caroline Brash email [caroline.brash@noecpc.nhs.uk](mailto:caroline.brash@noecpc.nhs.uk)**



### Hill Dickinson Legal Seminar – Procurement Law Update incorporating supplier failure

**Date:** 14/01/2020

**Time:** 09:30 – 1:30pm

**Location:** Don Valley House  
Savile Street East  
Sheffield  
S4 7UQ

Hill Dickinson will deliver this session providing an update on the recent developments in procurement law including cases and policy updates. It will then focus on the implications of supplier failure for procurement professionals, with practical tips on how to mitigate risks when receiving (often vital) services from a failing supplier. Real life case studies and Hill Dickinson's client experience will bring this session to life.

## Upcoming Events

### Apprenticeship Information Event

**Date:** 24/01/2020

**Time:** 10:00am – 2:30pm

**Location:** Don Valley House  
Savile Street East  
Sheffield  
S4 7UQ

NOE CPC is pleased to be working with The Academy at LPP (NHS London Procurement Partnership) to bring you this event. Jennifer Stone, Talent for Care Relationship Manager for Apprenticeships at Health Education England, and Jo Third, Learning & Organisational Development Lead, Vocational and Compulsory Training, Leeds and York Partnership NHS Foundation Trust, will be speaking at the event.

### Weightmans Legal Seminar – Concession Contracts

**Date:** 27/02/2020

**Time:** 9:30am – 1:30pm

**Location:** Don Valley House  
Savile Street East  
Sheffield  
S4 7UQ

As co-operation with private sector increases, many contracts are properly described as concession contracts. This session will examine the regulatory regime around letting concession contracts and the critical question of adequate transfer of risk. It will also examine the typical problems encountered and the risk mitigation from the contracting authority's perspective.

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](http://www.noecpc.nhs.uk/events)  
Contact, Caroline Brash, Training, Events and Business Development Manager: [caroline.brash@noecpc.nhs.uk](mailto:caroline.brash@noecpc.nhs.uk)