



North of England
Commercial Procurement Collaborative



Our Year

Annual Review: 2024 to 2025

Contents

3

Welcome

5

Vision and Values

6

Key Financial Milestones

7

Category Management Service Provider

8

Technology (ICT) Overview

9

FM, Property and Business Services Overview

10

Healthcare Services and Pharmacy Overview

11

HR & People Overview

12

CPC Drive

13

Sustainable procurement

14

Social value

15

Working together

16

Events and Training

17

Customer engagement

18

Supplier engagement

19

Delivering data-driven insights

20

Digital toolkit

21

Contact us

Welcome



Keith Rowley
Managing Director

Welcome to our annual review. It has been a year of continued financial pressure and uncertainty for the NHS. As we reflect on the last 12 months, NOE CPC remains steadfast in our commitment to deliver savings, support, and a high quality of service to our customers.

We are delighted that we have increased the rebate for all our members to £1.6m overall. In addition to putting that rebate back into the NHS purse, we have also been working with some of our members to repurpose a proportion of their rebate to help with workplan delivery and provide a managed procurement reporting service.

We appreciate that savings are important to our customers under increasing cost pressures and we have worked hard to deliver £26.88m of savings in 24/25. Our category teams are continually developing a portfolio of frameworks and engaging with our suppliers to ensure we offer efficiency, savings and sustainable products. This year our portfolio of frameworks, Dynamic Purchasing Systems (DPS), and procurement support has delivered £12.42m of savings.

CPC Drive's demand for affordable electric vehicles (EVs) and plug-in hybrid electric vehicles (PHEVs) has continued with more than 80% of orders being for EVs and PHEVs. Eco-friendly options really are the way forward as CPC Drive delivered £14.46m savings in the last year.

It has been an exciting time for our talented NHS Supply Chain: Facilities and Office Solutions team. Overall, they have delivered an additional £14.83m savings. Helen Trippett joined as the new Category Management Service Provider (CMSP) Director for Facilities and Office Solutions, replacing Kevin Chidlow. The new NHS Healthcare Uniforms project has launched nationally and has already gone live with 14 pathfinder trusts.

We worked with Somerset NHS Foundation Trust to support a groundbreaking sustainable urine testing solution. This single-use pulp vessel cuts plastic waste and reduces carbon emissions by up to 85%. While not involved in its development, we helped get it listed on the NHS Supply Chain catalogue. It's now available to all NHS trusts in England and Wales.

We have introduced the Strategy and Service Delivery (SSD) team dedicated to enhancing the quality, governance and efficiency of our service delivery and supporting our partnerships and alliances. Kevin Chidlow now leads the team as SSD Director.



The NHS Workforce Alliance team have been working hard to support NHS England's target to reduce off-framework expenditure and agency spend. They have helped reduce agency spend by over 34% with an overall spend reduction of nearly £380m across NHS Workforce Alliance customers between the financial years 23/24 and 24/25.

There have been a number of new appointments this year as we continue to develop our teams and expertise to support our customers. 14 new people have joined us recently with a further eight posts planned in the course of the coming year.

In addition to our work as part of NHS Workforce Alliance, we have expanded our work with NHS London Procurement Partnership to provide national coverage, making it easier and more efficient for you to access the solutions you need. Working together offers our customers access to an extensive portfolio of compliant frameworks and purchasing routes including Total Pharmaceutical Gas Solutions, Legal Services, Contrast Media and Associated Injectors/Consumables, all launched in the last 12 months. We will continue to share our expertise and insights in the coming year to deliver high-quality procurement that puts your needs first.

We continue to share valuable expertise and networking opportunities through our Training and Events offering. They have delivered 30 events this year alone, attended by more than 900 professionals. We appointed a new Head of Training and Events in January, Rob Pearce, who is developing an enhanced programme for the year ahead. The team will focus on Dynamic Change Networks, bringing together different groups to help collaborate, share and build solutions to the challenges facing our community. The programme will also offer multi-channel, on-demand training to suit the needs of our customers.

Our Technical Services team have been meticulously developing our tools and systems to ensure the quality of our service provision for our customers. They have renewed and maintained all of our ISO 9001 and ISO 27001 accreditations and Cyber Essentials. They have also been exploring AI and building a toolkit which we hope to rollout in the coming year to help with the implementation of the Procurement Act 2023 and the PCR regime.

I was encouraged to see an increased response rate to our last customer satisfaction survey. Overall member satisfaction remains very high with 100% of respondents considering NOE CPC membership extremely valuable or valuable and 100% finding our procurement services extremely valuable or valuable. I feel incredibly proud of the talented team here at NOE CPC and how well we work with you. We will continue to work hard to support you, to deliver savings, efficiencies and better ways of working to better serve the needs of 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:

£12.4m

SAVINGS
Opportunity Delivered

£1.7m

INCREASE
in savings since 23/24

£370m

SPEND UNDER MGMT
Excluding NHS Workforce
Alliance

£1.6m

Total rebate.
This total is split
between NOE CPC
members.

SPEND-UNDER MANAGEMENT BY CATEGORY:

£87m

**FM, PROPERTY
& BUSINESS SERVICES**

£233m

TECHNOLOGY (ICT)

£50m

**HEALTHCARE SERVICES
AND PHARMACY**

35

All NOE CPC members
received a rebate,
with 28 receiving more
than their annual
membership fee.



Category Management Service Provider



LOOKING BACK

- NHS Healthcare Uniforms project launched.
- Helen Trippett appointed as Category Management Service Provider Director.
- £14+ million in savings delivered in 2024/25 across the framework portfolio.

STRATEGIC GOALS

- Strengthen position as a trusted partner of choice for NHS Supply Chain.
- Align with NHS strategic priorities and vision.
- Build strategic, collaborative partnerships for extended value.

FUTURE FOCUS

- Stay ahead of market trends, innovations, and technology.
- Empower a passionate and knowledgeable team.
- Expand product scope and service delivery.



Technology (ICT)



38%

Spend with
SME suppliers

£1.1m

Generated in savings
through using
our frameworks

7

ICT contracts
available to access

TOP 3 PERFORMING FRAMEWORKS



Non-Clinical Systems DPS



IT Hardware and Services
(LINK 4)



Total Technology Solutions



FM, Property and Business Services



25%

Spend with
SME suppliers

£5.8m

Generated in savings
through using
our frameworks

14

Estates and
facilities contracts
available to access

TOP 3 PERFORMING FRAMEWORKS



Laundry and Linen Services
Total Solutions



Total Waste Management
Services III



Legal Services

Take me to FM, Property and Business Services



Healthcare Services and Pharmacy



21%

Spend with
SME suppliers

£605k

Generated in savings
through using
our frameworks

10

Healthcare services
and pharmacy
contracts available
to access

TOP 3 PERFORMING FRAMEWORKS



Contrast Media



Radiopharmaceuticals and
Associated Consumables



Pharmaceutical Services

HR & People



31%

Spend with
SME suppliers

£5.5m

Generated in savings
through using
our frameworks

10

HR and workforce
contracts available
to access

TOP 3 PERFORMING FRAMEWORKS



Managed Staff Bank



Clinical and Healthcare
Staffing



Workforce
Improvement Services

Take me to HR & People



CPC Drive



3,166

Cars delivered in FY24/25



360k

Employees with access to the CPC Drive Scheme



£253

Average tax saving per driver per month



8,285

Vehicles on fleet



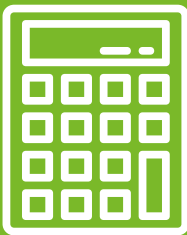
50,163

Employees added via new business



12

New contracting authorities implemented a scheme via the framework



£14.5m

Total savings delivered in 2024/25



88%

Of new orders were EV/PHEV

Take me to CPC Drive



Sustainable procurement

We recognise the value of sustainability requirements in NHS procurement and how they must be applied within their respective organisations.

This year we have:

STRATEGIC PROCUREMENT SUPPORT

- Supported and developed social value strategies.
- Empowered members' sustainable procurement outcomes through engagement and bespoke support.
- Ongoing 1:1 support for embedding sustainability into procurement practice.

TRAINING AND KNOWLEDGE SHARING

- **73** suppliers attended our Carbon Reduction Workshop.
- **80** suppliers joined a Sustainability and Social Value Webinar.
- **14** NOE CPC members took part in a Sustainable Procurement Workshop.

We've supported our members to create a bespoke social value strategy aligned with York's Health and Wellbeing goals to target:

- **Reduced health inequalities**
- **Improved community wellbeing**
- **Local biodiversity and green spaces**
- **Skills, jobs, and apprenticeships**

Our work in York received the Skills Development Network Sustainable Procurement Award and is now gaining national attention, inspiring similar strategies in Hull and Dorset.



Social Value








Social value is 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 tendering activity.

We are continuously supporting member trusts and suppliers to unlock and achieve the social value commitments sought and delivered. We are achieving this through in-person and online events, training sessions, engagement with customers and suppliers, and ad-hoc support.

We offer a continuous programme of sustainable procurement training, which includes social value. This is to support both customers and suppliers in their understanding and implementation of social value through either our frameworks, or their own tendering/bids elsewhere. This supplier engagement on sustainability and social value (SSV) has included specific guidance for suppliers on how to offer initiatives that are not simply a tick box exercise.

Suppliers to various frameworks have made social value commitments across a range of areas, including:

-  Fighting climate change
-  Tackling economic equality
-  Equal opportunity
-  Wellbeing
-  COVID-19 recovery

As part of our wider social value commitments, we have adopted a Charity of the Year. This year we have chosen the Motor Neurone Disease Association (MNDA). This cause was chosen through a vote of all staff members, some of whom have personal connections to the charity and those affected by the disease. We have raised money for the MNDA through various fundraising activities, including running and walking challenges and a fundraising lunch.



Working together



Our work with NHS London Procurement Partnership

This year, we've strengthened our collaboration with NHS London Procurement Partnership (NHS LPP) to enhance national coverage, making it easier and more efficient for customers to access the solutions they need.

Through this partnership, customers now benefit from streamlined access to an extensive portfolio of fully compliant frameworks and purchasing routes. This delivers seamless support, increased choice, and greater value, all underpinned by our shared commitment to ethical, high-quality procurement that puts your needs first.

Our work with 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.

Our work with 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 six years.



Events and Training

Our events and training calendar continues to grow, offering tailored sessions like NHS procurement overviews for new starters, legal seminars with framework providers, and the launch of Dynamic Change Networks to collaboratively tackle sector-wide challenges. We're expanding our reach beyond procurement to engage directly with end users such as estates and pharmacy teams, and exploring new formats like on-demand training, podcasts, and expert interviews, ensuring our support is accessible, relevant, and always focused on improving outcomes for patients.



Customer Engagement

Our Customer Relationship Managers (CRMs) play a vital role in helping our customers and members maximise value from their relationship with NOE CPC. They support the sharing of good practice and identify opportunities to increase savings, encourage innovation, and fully utilise NOE CPC's resources.

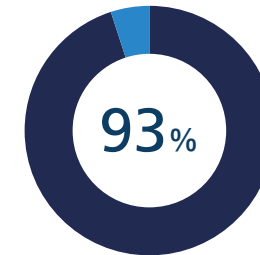
Our flexible approach ensures we adapt to the ever-changing landscape, delivering a service that best meets our customers' needs. We carefully consider feedback from customer surveys, the Support Desk, and the forums and events we host, continuously improving our services to better serve you.



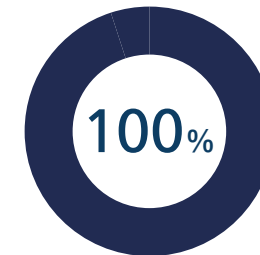
Contact our Support Desk



In our most recent customer survey...



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



say their NOE CPC membership was extremely valuable or valuable.



say our procurement services were extremely valuable or valuable.



Supplier Engagement

760

Awarded suppliers
on our frameworks

97%

Of suppliers said they would
apply to be an awarded
supplier if NOE CPC were to
launch a new framework in
their category.

7

Events for
suppliers offering
support and
guidance.

Our Supplier Relationship Managers (SRMs) have been an integral part of NOE CPC for the past three years. In their roles, they serve as vital connectors between our organisation and our network of over 700 awarded suppliers across our framework portfolio.

Our SRMs regularly engage with key suppliers through scheduled meetings, where they provide updates on upcoming opportunities and offer support in advancing suppliers' sustainability goals and social value commitments.



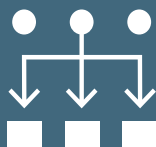
Take me to Suppliers



Delivering data-driven insights



**Secure data
hosting**



**Automated
workflows**



**Actionable data
insights**



**Tailored tools
and systems**



**System wide
consistency**



**Public sector
expertise**

Turning Complex Data into Actionable Insight

This year we have supported Leeds Teaching Hospitals NHS Trust (LTH) in transforming how procurement data is managed, reported and used. Working closely with their Head of Information and eCommerce, our team has helped integrate a wide range of data sources into a reliable and scalable internal reporting system.

Using Extract, Transform, Load (ETL) processes and hosting the data on our ISO-compliant, Cyber Essentials Plus-accredited infrastructure, we've enabled LTH analysts to focus on what they do best: creating meaningful, accurate Power BI dashboards to support informed decision-making across the Trust.

We've consolidated and validated multiple datasets to ensure each stakeholder group receives the right information in the right format. As the project evolves, the platform is being positioned to support broader system-level collaboration for ICS-aligned reporting that saves time, improves consistency, and unlocks greater value from data.

Building Safe, Secure AI Tools for Public Sector Procurement

The rise of AI is reshaping how the public sector can turn data into actionable insight, but safe use is essential. At NOE CPC, we've been developing secure, closed AI environments to support procurement teams without compromising sensitive information.

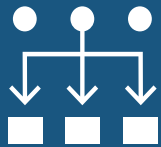
Over the past year, our technical services team has created tools for real-world tasks like policy searching, data curation, and process navigation, all built with NHS values of security, trust, and collaboration in mind. These systems are already in use internally, and we're now offering support to customers looking to explore safe, NHS-built AI in their own organisation.



Digital Toolkit

Our technical services, communications and procurement operations teams have worked together to develop a suite of digital tools to make it even easier to use our services.

Here are just a few examples of the different functions you can utilise with the NOE CPC digital toolkit:



Fileshare access

Access framework documentation quickly by using our fileshare area, available on any of our framework pages.



Search function

Use the Search Frameworks function on our website to quickly find suppliers, keywords, or frameworks.



Benchmarking

Our Benchmarking tool can find instant savings across multiple frameworks through an easy-to-use interface.



Vendor Discount Matrix

Find the best value solution under the Total Technology Solutions framework.



Quick Quote Tool

Share requirements with suppliers to receive tailored quotes on supported frameworks.



Supplier Geo-Tool

Easily see which suppliers operate in each ICS area using our Laundry framework tool.



Provider Search

Use Provider Search to find qualified suppliers by trade, location, accreditation, and contract value.

Take me to Frameworks





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