

Appendix A

Ongoing developments in Procurement:

Action	Target Outcomes	Current status
Developed a procurement customer satisfaction survey.	Gain a better understanding of our customers' requirements and concerns so that we can improve the services that we deliver.	The Customer Satisfaction Survey is in use. Results will be used to inform future improvement.
Opening NCC Framework Agreements to other Authorities	To generate income for the Authority	<p>Work is underway with the Marketing & Digital Team to support the development of an income generating procurement team.</p> <p>We have successfully opened some contracts; example Deprivation of Liberties (DoLs) which has generated interest and use from other local authorities, and a dynamic purchasing system for High Needs Semi Independent Accommodation, with two other Local Authorities looking to utilise it.</p> <p>We are aiming to generate income of £20,000 in 2018/19 from this and other initiatives around supplier rebates.</p>
Supporting County Supplies	Enable County Supplies to become a profitable organisation	Dedicated support has been allocated to County Supplies to support their financial position through a review of procurement practices and activities.