

Appendix A

Ongoing developments:

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	Work is underway with the Marketing & Digital Team to support the development of an income generating procurement team.
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.