

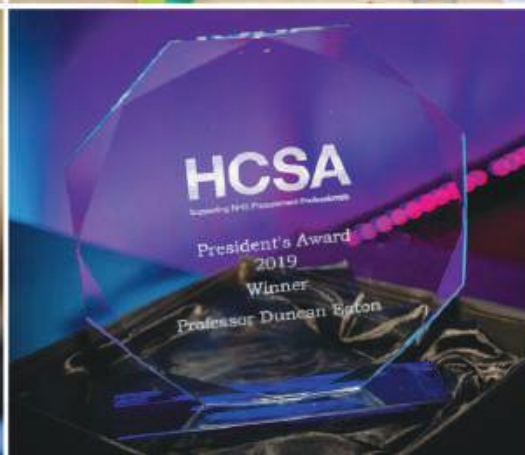
HCSA

Supporting NHS Procurement Professionals

nhsprocurement.org.uk

Annual Report 1st April 2019 - 31st March 2020





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Welcome



Mark Roscrow MBE
Chairman, HCSA



Alan Hoskins MCIPS
Chief Officer, HCSA

The last twelve months have been truly memorable for procurement and supply chain staff across the NHS, which as you will read, continued to be a priority issue, politically and publicly.

The NHS continues to be a very challenging environment on many fronts, both in terms of the exciting ambitions that the Health Care Supply Association (HCSA) has for years ahead and in terms of the external climate, which has made generating income more difficult for all charities.

We have seen the Health Care Supply Association (HCSA) continue to influence both internally and externally within the system, however, we are enthusiastic about the future of HCSA delivering even more benefits to our members going forward.

The HCSA makes a significant and meaningful contribution to our health service, supporting procurement and supply chain staff at all levels in healthcare which improves patient care and experience for millions of people when they are at their most vulnerable.

Collectively, the pioneering work that our members do every day helps people stay well for longer and get better faster. They play a key role in ensuring delivery of financial sustainability which provides benefits for their Trusts, staff, patients and the local community.

We know there is more that the HCSA can do to test the impact of our work more effectively. By taking steps to learn more about our impact on a ground level, we can ensure that members have the best possible evidence of base support from which to make informed decisions. From this thoughtful and detailed evaluation will bring essential facts that will create the foundation to shape our future strategy.

The updated and revised strategy which will be delivered later this year will be a critical first step towards building our future that will help develop our key strategic objectives. This will bring to light the many ways in which our members work and the significant improvements that have taken place.

As we write this, we cannot forget how March finished with the COVID-19 pandemic taking hold across the world and I would like to thank everyone included in the continued work of Procurement and Supply Chain teams, at all levels in the system, for all they are doing.

We have over 2,300 members each telling their personal story, with their voice at the centre of all we do and spreading the word that, by working together, we can continue to build upon our founding principles.

A key part of our work is listening to what our members say what support they need and want, then acting to make it a reality. Being responsive is one of our main focuses which will be the theme of our future strategy. The 2019-20 year was always a building year to finish all the great systems and procedural changes required to support the Charity's development while finishing the year in a strong position.

Our Trustees are delighted how far the HCSA has advanced over the last twelve months and would like to thank our Business Support Team, Executive and National Stakeholder Group and supporters of the HCSA for continuing to deliver business as usual services. With all this in place, we have ensured that the charity continues to operate smoothly and successfully now and for many years, as we head towards our 60th Anniversary in 2020.



Mark Roscrow MBE
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About us

The HCSA promotes the work of procurement and supply chain staff at all levels in healthcare. The HCSA provides training events and educational seminars, sponsors awards and hosts two high-profile conferences, one in the Summer and the other in the Winter.

The governance of the HCSA rests with the board of Trustees and the Executive runs the day-to-day business of the HCSA supported by a National Stakeholder Group of Regional and specialist coordinators; along with National representatives from across the United Kingdom.



HCSA Objectives

The Health Care Supply Association (HCSA) was originally established in 1960 and became a Charity in 2016, historically the HCSA has been very effective at running our conferences and the Procurement development programme for new Procurement talent.

Since becoming a Charity, we have continued to build our relationship with other organisations such as HFMA and NHSI, which enables the HCSA to become a stronger Professional Body for Procurement and Supply Chain Staff in Healthcare, which is what the Procurement Community want.

The HCSA CIO was established with the following stated Objects:

“To promote and protect good health for the public benefit by promoting the efficiency of the National Health Service (NHS) across the UK, through: -

Education and training of purchasing and supply chain personnel in purchasing and supply management relating to its duties in supporting the delivery of healthcare services, to support NHS stakeholders in delivering the best quality and most cost-efficient healthcare; and undertaking or commissioning and publishing the beneficial results of research or best practice case studies in related subjects”.

The HCSA Trustees have been pivotal in getting the organisation to where it is now and have a wealth of experience and knowledge, drawn from their backgrounds working in NHS, finance, legal, academic, private industry, marketing and charitable organisations. The continuity of leadership provided by these founding Trustees is very important to the HCSA, particularly given their close association with the development of our strategy.

We are pleased that all our Trustees have been supported by our members at our AGM while continuing to support the HCSA and help build on the foundations already laid.

HCSA is committed to enriching the Trustee Board and will continue to welcome interest from members and experts who wish to put themselves forward in becoming future HCSA Trustees, provided they have the required experience and knowledge; are prepared to commit their time in supporting the work of HCSA and have a strong personal commitment to our charitable aims and objectives.



From our President

I have had the honour of being the President of the Health Care Supply Association since 2011 and am the 7th holder of the Office since it was created in 1986. I am particularly pleased to be our President during our Diamond Jubilee Year recognising 60 years of service by the HCSA to the NHS.

I continue to be immensely impressed by the work of NHS Procurement professionals at local; regional and national level. The energy and enthusiasm exhibited reflects the day to day contribution of NHS Procurement to the delivery of healthcare.

All healthcare systems across the world continue to be challenged by both rising demand and limited funding despite the rightful priority that health spending receives.

HCSA members continue to ensure that budgets are effectively spent and in partnership with our supplier base ensure that healthcare staff have access to the goods and equipment they need. This is a tremendous partnership between public and private sectors that we can all be proud of.

My role as President has enabled me to speak on behalf of the HCSA and ensure that the 'voice of NHS procurement' is heard within key arenas. This has enabled me to actively promote the work of the HCSA and ensure that a service sometimes regarded as 'back office' is very much in the 'front office.'

The Devolved Administrations continue to use the powers granted by Parliament to organise NHS Procurement in the Home Nations as they wish allowing us to observe at first hand the range of solutions being deployed to UK wide challenges.

The HCSA is very much about supporting its members and once again I participated in the week long Procurement Development Programme – what great future leaders we have and how reassuring it is for NHS Procurement.

I was honoured to present Professor Duncan Eaton with my inaugural President's Award and to see him receive this in person. I can think no one more deserving of this honour and all of us in the HCSA wish him well. Thank you to the Trustees; Executive and National Stakeholder Group along with all those who support the efficient running of our Association.

Finally, as I write these words I do so during the most challenging period of our nation's history as we respond to Covid. I have watched intensely as the NHS Procurement profession and the HCSA have responded in support of the NHS. I have never been more proud of the work you and our suppliers are doing and never been more honoured to be your President.

I look forward at the appropriate time and in the appropriate way to celebrating the Association's Diamond Jubilee.

Thank you on behalf of the NHS and indeed our country.



**The Rt Hon Lord Hunt of
Kings Heath PC OBE
President, HCSA**

HCSA Trustees

Our Trustees provide independent control and have legal and financial responsibility for the HCSA's Management and administration and to ensure it meets its objectives and responsibilities consistent with commitments given to the Charity Commission. The Trustees are also there to provide guidance to the HCSA Executive and hold it to account for its delegated responsibility for day-to-day operation and management.

In summary, the Trustees are there to ensure that the HCSA CIO is:

- Carrying out its purpose for the public benefit
- Managing its resources responsibly
- Complying with the Charity's governing document (its Constitution)

The HCSA Executive is accountable to the Trustees for the day-to-day operation and is supported by a network of strategic advisors as members of the National Stakeholder Group (NSG), formerly the HCSA Council. The NSG embraces members who have either specialist expertise and networks or others with close relationships within their regional networks, ensuring that HCSA remains in touch with grassroots members, their professional challenges, and their development needs.

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Trustee Name	Role	Commencement Date	Formally adopted	End Date	Detail
Mark Roscrow MBE	Chairman	Nov 2017	Nov 2017		
Professor Duncan Eaton	Trustee	Nov 2017	Nov 2017		
Ian Turner	Trustee	Nov 2017	Nov 2017		
Niki Cartwright	Trustee	Nov 2018	Nov 2018	Nov 2019	Resigned
Laura Quirke	Trustee	Nov 2018	Nov 2018	Oct 2019	Resigned
Wesley Hall	Trustee	Feb 2019	Nov 2019		



HCSA Executive

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Executive Name	Role	Commencement Date*	End Date	Detail
Alan Hoskins	Chief Officer	April 2017*		
Simon Walsh	Deputy Chief Officer	April 2017*		
Rachael Colley	Communication and Digital Engagement Lead	April 2017*		
Kathleen Ibbotson	Business and Development Lead	June 2019		
Marc Ibbotson	Learning and Development Lead	April 2019		

*Serving Executives start of two year office for second term of office.







HCSA Structure 2019 - 2021

We have reviewed the needs of the HCSA Executive and re-provisioned from April 2019 aligned to a structure with officers in a post from April 19.

HCSA is a registered charity in the UK, is entirely self-financed through a combination of income from conferences, seminars, corporate partners, other training events and advertising.

Membership is open to all Procurement and Supply Chain professionals within the healthcare sector in the UK. We do not currently offer membership to suppliers of products and services to the healthcare industry, though we welcome their attendance at some of our events, along with a range of corporate partners.

The HCSA is affiliated with the Chartered Institute of Procurement and Supply (CIPS). In 2016 the HCSA applied to the Charity Commission to become a Charitable Incorporated Organisation (CIO) and on 14 November 2016, it received confirmation that its application had been successful.

The 2017 HCSA Annual General Meeting (AGM) in November was it's first since the HCSA became a CIO which took place just after its first year of operation. In the 2018 AGM, we reviewed and updated our constitution to reflect the needs of a growing organisation and the need to use technology in all that we do in the future.



Membership

Following the regulation amendments to the General Data Protection Regulation (GDPR), we have updated our platforms and further enhanced our website capability, which undertook significant upgrades. This enabled archiving for past documents in readiness for our 60th Anniversary in 2020 section and worked to produce more visual material when publishing new reports.

Our membership remains strong; however, we will ensure that the HCSA's profile continues to grow and the level of work that is continuously being carried out by the HCSA.

There are five classifications of membership:

- a) Full membership
- b) Honorary members
- c) Retired members
- d) Associate members
- e) Corporate members

Communications

Across the sector, many charities have recognised the value of social media in building relationships with their stakeholders and the wider public. In particular, using Twitter to post and interact is effective for raising awareness of our organisation while engaging support. The HCSA has limited resources, however, we continue to reach out to our members and beyond to promote the work of procurement and supply chain staff at all levels in healthcare.

Over the past twelve months, we have invested in our website platform and this supports our active social media presence through all the key platforms, and we are using technology to post and share key and exciting areas for our members.

Our communications team is hugely dedicated to ensuring that we respond to all key issues promptly and effectively whilst communicating the views of our members fairly and with authority at all times. The HCSA's relationship across the private and public sector continues to strengthen, including other media outlets such as the Health Service Journal.



Board of Trustees

In 2018 while working as a developing procurement professional at NHS Wales Shared Services Partnership (NWSSP) I was fortunate enough to be offered a place at the HCSA's Procurement Development Programme. The week long residential course offered intensive procurement skills training and gave me career developing exposure to critical areas such as the sourcing process, stakeholder engagement, contract law, contract management and negotiation.

Over the course of the week the 40 attendees were also assessed and I was thrilled to be chosen as the best overall performer, and as a result I was offered a year in post as an Honorary Trustee of the HCSA.

Throughout 2019 I joined the Board of Trustees at regular review meetings, increasing my exposure to high-level governance structures and developing my understanding of how bodies such as the HCSA operate at a strategic level.

It was really interesting to observe how the Board looked ahead in terms of managing resources and reviewing decisions that would allow the HCSA to increase its support to health care supply chain professionals in the years ahead.

There was a significant amount of work involved in terms of reviewing the detailed reports generated between each meeting, but it was truly educational in terms of developing my understanding of the commercial elements of running the charity and also how it gets heavily involved in ongoing affairs and events. From a personal development perspective the experience really improved my skills and knowledge, and I have been fortunate enough to move into a more senior role at NWSSP as a result.

Having seen the hard work that goes on behind the scenes at the HCSA I continue to be impressed with the dedication of all those involved, and now that I have completed my time with the Trustees it's great to see the continued efforts in 2020. We are very lucky to have an organisation that's there to support us in our profession, and I am grateful for all of the work being done to assist colleagues facing the biggest challenge of our time in COVID-19. I have great confidence in my colleagues meeting the challenge, and the HCSA will continue to be there for us through all of this and throughout our careers to come.



Stephen Pickard
Category Manager
NHS Wales Shared Services
Partnership - Procurement
Services



Financial Review

This year represents HCSA's fourth year since we obtained charitable status.

Income for the year which covered both the Summer and Winter conferences and training events amounted to £242,267. This includes a substantial level of support from our corporate partners for which we are most grateful. We have as always maintained a tight control over expenditure which totalled £186,305. Therefore, the year-end financial position was a surplus for the year of £55,962.

The funds available at 31 March 2020 total £322,450. (2019:- £266,488). Our balance sheet, therefore, remains healthy and we are well placed to serve our members for the forthcoming year. We have agreed a planned minimum reserves position of £175,000 which we are well above. This policy is consistent with the previous year.



Learning and Development

We ran another well attended week-long residential programme, the HCSA Procurement Development Programme (PDP) in October 2019 attended by 42 delegates from across the UK (pages 10-11). This Programme is the only one of its kind and HCSA is proud to be able to provide delegates, largely new to the NHS, with an intensive programme of learning; building knowledge and networks which will prepare delegates for their future and provide them with a platform from which to develop their NHS procurement careers.

This year we introduced a Supply Chain session to show the impact that accurate data can have a massive impact in reducing costs in the supply chain Procurement Skills Development.

The role out of the PSD courses has continued in 2019 and into 2020. The courses are aimed at people new to the profession to support their on the job learning.



Marc Ibbotson - Learning & Development Lead

Under the Carter review the NHS needs to become more efficient, from this spawned the New Operating Model (NOM). As part of this review one strand that has emerged is that in procurement we have a fragmented People and Talent Management structure which is very localised. PTOM has a number of strands but key to their activity is to develop a structure for talent management, they are:

- Development of future career framework, including competency model and levels of mastery requirements
- Detailed design of supporting learning and development and knowledge management infrastructure
- Consideration and alignment on reward and compensation

We feel that HCSA should be the vehicle to deliver the Learning and development element of this transformation, and is currently positioning itself to support this model.

Tools to support NHS Procurement

The HCSA has started to consider its role in how it can support tools in supporting its members in the overall supply chain. The first tool to be considered is for the management of consignment stock. This initiative has been successful in beta sites and will currently be available to any Trust who would benefit, other tools are being considered

CIPS Corporate Award Programme for the NHS and Healthcare

HCSA has worked hard over recent years with colleagues within the Chartered Institute of Procurement & Supply (CIPS) to bring a more targeted NHS and healthcare focused offering for those following the professional qualification route.

The CIPS Corporate Award Programme for the NHS and healthcare is a procurement and supply learning programme which has been designed in partnership with colleagues from HCSA, the Department of Health and Social Care, the Skills Development Network and the wider NHS procurement community to incorporate terminology, practices and challenges specific to the NHS.

The programme provides two levels: Practitioner (aligned to CIPS Level 4) and Advanced Practitioner (aligned to CIPS level 6 and the ability to apply for MCIPS). We look forward to an exciting year ahead for the Learning & Development programme.

External Relationships

HCSA continues to forge strong and beneficial relationships with a number of stakeholder bodies including:

- The Department of Health and Social Care (DHSC) in England
- NHS England and NHS Improvement
- Healthcare Financial Management Association (HFMA)
- Association of British Healthcare Industries (ABHI)
- Chartered Institute of Procurement and Supply (CIPS)
- Association for Perioperative Practice (AFPP)
- Hospital Caterers Association (HCA)
- NHS Counter Fraud Authority (NHSCFA)
- Society of Hospital Linen Service and Laundry Managers
- Procurement Skills Development Network (PSD)
- Supply Chain Coordination Limited (SCCL)
- Cabinet Office
- Corporate and supplier partners

Corporate Partners

It has once again been a successful period; we have been working tirelessly on building strong foundations with our corporate partners including regular formal meetings and agreeing on future plans with each of them including increased visibility for the sponsors and the opportunity to build long-term strategic partnerships.

The HCSA's capacity to deliver its objectives heavily depends on its ability to generate income, and our corporate partners jointly provide financial support for member events and conferences. Their support is vital to the continued development of the HCSA; the development of the NHS procurement profession and the people who work in it to bring public benefit.

Our corporate partnerships offer a unique approach to partnerships: we aim to have as big an impact on the companies we work with as they have on us as a charity, but we are also helping to align their strategies and business needs.

Procurement and Supply Chain is increasingly on the public agenda, as we continue to inspire by engaging through our awareness and shared experience. Our corporate partners show their commitment by partnering with the HCSA and we value each one of our corporate partners.

- Cook Medical
- NHS Supply Chain
- Bunn HealthCare
- NHS Shared Business Services
- Virtualstock Ltd
- Adviselnc
- DHL
- Crown Commercial Service
- Lifecycle
- B Braun Healthcare



HCSA Winter Conference

The Winter Conference is one of the leading events in the NHS Procurement calendar and provides delegates with informative speakers and an opportunity to discuss and debate the key issues. The event was held at the Harrogate Convention Centre and the theme was 'Focusing on Procurement the Reality – the Case for Change and Transformation'.

The HCSA National Awards celebrate excellence in Procurement & Supply chain departments across the UK, showcasing best practice and achievement in procurement management and governance. The awards ceremony is an opportunity to celebrate the success of teams and individuals across the UK with an audience of 450 guests.

Our awards are open to all healthcare organisations and employees, and voluntary or private sector organisations whose principal activities are the provision of health services. They are presented to organisations, teams or individuals, who are judged to best meet the criteria set for each award category. All independent judges are invited to participate in the competition based on their experience, business acumen and expertise from various related industries.

NHS Procurement has so much to celebrate and the HCSA Awards represent an excellent opportunity to recognise the achievement of people and organisations.



Awards

Over the year HCSA has introduced a few additional categories to reflect the diversity of the developing landscape and this year we had the opportunity to receive nominations and make awards in the following categories:

The President's Award

Professor Duncan Eaton receives the HCSA President's Award

Emerging Talent and Development Award

Winner - Aleksandra Zebrowska
Highly commended - Nicole Chambers
Highly commended - Sophie Lilleyman

Procurement Supply Chain Initiative Award

Winner - NHS Wales Shared Services Partnership
Highly commended - The Countess of Chester Hospital NHS Foundation Trust

Procurement Excellence Award

Winner - NHS South, Central and West Commissioning Support Unit
Highly commended - Salisbury NHS Foundation Trust

Procurement Leader Award

Winner - Pia Larsen – University College London Hospitals NHS Foundation Trust
Highly commended - Alison Kerfoot NHS SBS

Future Leader Award

Winner - Babatunde Adeniyi
Highly commended - Joe Fowke NUH

Procurement Transformation Award

Winner - University Hospitals of North Midlands NHS Trust and the Royal Wolverhampton NHS Trust
Highly commended - Howard Blackith, NHS Supply Chain

Cross Functional Collaboration Award

Winner - Bath and North East Somerset, Swindon and Wiltshire STP
Highly commended - Sue Colbeck for NHS LPP

Unsung Hero Award

Winner - Joe Fowke – Nottingham University Hospitals NHS Trust
Highly commended - Sue George – NHS South of England Procurement Services

Procurement Technology Award

Winner - NHS Shared Business Services, Virtualstock, Medtronic, and NHS South of England Procurement Services
Highly commended - The Countess of Chester Hospital NHS Foundation Trust Commercial Procurement Services

Procurement Consultancy Award

Winner - NHS Shared Business Services MTX, University Hospitals Plymouth NHS Trust
Highly commended - Ingenica Solutions

Procurement Team of the Year Award

Winner - University of North Midlands NHS Trust
Highly commended - University Hospitals Leicester NHS Trust

The Chairman's Award

Winner - Tony Stanyard FCIPS

All awards were announced and presented at our Gala dinner giving us all the opportunity to recognise and celebrate the contribution that our members, other NHS employees and stakeholder organisations (including our suppliers) make to the delivery of healthcare in the United Kingdom.

A number of this year's awards show how working together across systems brings real sustainable benefit to the public purse and we will continue to support and encourage these projects going forward.

Business & Development

Since joining the HCSA Exec Team in June 2019, I think I can comfortably say that this has been a very memorable induction to this new role.

Our HCSA calendar of events planned for 2019/2020 included:

- June 2019 Summer Conference at Whittlebury Hall
- October 2019 PDP week-long residential at Whittlebury Hall
- November 2019 Winter Conference at the Harrogate Exhibition Centre
- Corporate Partners recognition evening

Summer Conference was well attended with over 240 attendees on the day and positive feedback confirming the content and exhibitions were on trend.

PDP in October, was once again full to capacity with 42 attendees (plus a reserve list) with Aleksandra Zebrowska from our Welsh contingent, for the third year in succession becoming the outright winner, following in Stephen Pickard's footsteps from last year.

November Conference followed a new format for us in 2019, with the event being condensed into a day and a half with gala night on the first evening. 493 attendees joined us at the event which received over 80% feedback rating the event as good/excellent and over 86% attending both days.

Overall the majority of feedback was positive, with the main complaint being gala dinner on day 1, resulting in a slower than hoped for start to day 2. Lessons learned from the event include a return to a full 2 day agenda with gala dinner at the end of day 2.

We are also revisiting the Awards Ceremony with a view to this being compared by an external provider and possibly videos outlining each submission. A compare for the event is also being scoped for November 2020, thus enabling a smooth running of the evening and allowing the Exec Team to support our VIP guests, all of these proposals are already being scoped currently.

Year 2020/201 Planning

- 60th Diamond Jubilee Anniversary at the House of Lords on 3 June 2020
- June Summer Conference.
- October 2020 PDP residential at Whittlebury Hall
- November 2020 Winter Conference at the Manchester Exhibition Centre



Kath Ibbotson - Business & Development Lead



Business & Development

Planning for our Diamond Jubilee had progressed well up to early March. Guests had received their official invitations for the House of Lords and Lord Hunt's VIP guests were due to receive their official invites. Unfortunately, due to the outbreak of Covid-19 the event had to be delayed and is still on hold pending future updates from the government regarding step-down from the current lock-down position.

Summer Conference was also well under way and the agenda was in its final stage of completion, with a number of sponsors signed up to the various sponsorship options available. The conference was cancelled mid-March due to Covid-19 and the unlikely event that we would be able to host an event where current social distancing rules could not be guaranteed.

PDP in October is postponed, currently re-scheduled for week commencing 22 February. We are hopeful that this will go ahead, however, until we have further updates from the Government this cannot be assured.

November 2020 Conference is still in the throes of planning, with the event at Manchester City Hall secured. Once again Covid-19 hangs over the event, with the potential that this will go ahead dependent on a number of factors, including the release of the venue from its current Nightingale status and confirmation of relaxing of social distancing to allow circa 600 attendees in one venue at one time. Watch this space!

Corporate Partner

Our Corporate Partners all continue to engage positively with HCSA, each seeing the value of our relationship and keen to sponsor all events. Our "thank you" evening meal in Harrogate was well received and will hopefully see a repeat this year.

Our Corporate Partners have also increased with the joining of Crown Commercial Solutions and Lifecycle both joining mid 2019. We are also currently in discussion with an additional potential partner, W.L. Gore UK Ltd, with whom we are finalising the MoU.

Website Re-design

A review of our website is in the early stages of review with our current provider to establish what options are available to improve the current format and search facilities. Additional enquiries were scoped early last year and a business case will be created and submitted when further details are available.





Supporting NHS Procurement Professionals

Trustees

Mark Roscrow MBE - Chairman

Professor Duncan Eaton

Ian Turner

Laura Quirke

Niki Cartwright

Wesley Hall

Executive

Alan Hoskins - Chief Officer

Simon Walsh - Deputy Chief Officer

Rachael Colley - Communication and Digital Engagement Lead

Kath Ibbotson - Business & Development Lead

Marc Ibbotson - Learning & Development Lead

VAT Registration No.: 753362334

Company Registration No. 1170161 HCSA is a charity

Registered in England and Wales

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