



Report to: STAR Joint Committee
Date: 24TH March 2021
Report for: Information
Report of: Assistant Directors (Delivery and Development)

Report Title

STAR Procurement Continuous Improvement Update

Summary

The purpose of this report is to update STAR Joint Committee on the STAR Procurement improvements to date and future plans for both delivery and development sides of the organisation.

Recommendations

The recommendation of this report is that the Joint Committee:

- Consider the STAR Procurement improvements to date and future plans

Contact person for access to background papers and further information:

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Background

Financial Impact:	None
Legal Impact:	None
Human Resources Impact:	None
Asset Management Impact:	None
E-Government Impact:	None
Risk Management Impact:	None
Health and Safety Impact:	None

Consultation

No public consultation required

1. Background

STAR Leadership Team are constantly reviewing the delivery and development sides of STAR Procurement and implementing continuous improvement to provide a more effective and efficient service to the STAR partners.

2. Good News

2.1 Award Nominations

STAR Procurement have:

- Won the National Social Value Award for Embedding Social Value into Procurement. This was presented at the National Social Value Conference
- Finalists for the I-Network Innovation Award under three categories; the 'Connected Procurement & Commissioning' category, the 'COVID response' category and 'Most Innovative Video'.

The STAR People Team have also been nominated for an EPIC Team Award with Trafford Council for their proactive and planned approach to Brexit, border closures, testing centres and PPE procurement.

2.2 Resources: Recruitment and Retention

There has been a number of recruitment exercises over the past few months to fill vacant post and the new Senior Project Manager position. These vacancies are where staff have either moved to new opportunities elsewhere or to focus on their new business ventures. The recruitment process resulted in us being able to promote 5 staff internally to date, and we have good levels of interest in our remaining vacancies. Our 'Grow Your Own' policy has helped us to retain excellent members of the team, for example a member of the team joined us as an apprentice, then was promoted to trainee, and is now a Procurement Officer. Procurement is a difficult field to recruit from and

therefore this demonstrates our Grow Your Own policy is working and the external interest shows we are the 'Employer of Choice' in a difficult labour market.

One team member has utilised the Trafford Voluntary Redundancy Scheme which will reduce the staffing structure and make a saving over time.

2.3 Corporate Ethics Mark

We have successfully achieved the CIPS Corporate Ethics Mark for the third consecutive year. Retaining this award demonstrates our commitment in adopting ethical values in the way we source and manage suppliers, as well as our day to day activities. It also demonstrates that we are committed to accountability and self-governance, and our staff are trained in ethical sourcing and supplier management. It also supports each Partner with their commitment to the Co-operative Party Charter Against Modern Slavery.

2.4 Staff Well-Being

During this latest lockdown we have continued to work very hard to support our staff with their physical and mental well-being:

- Weekly updates and reminders
- Staff groups established, such as Parents Group, Book Club, a Runners Group and a Step Challenge
- More regular/shorter full team meetings
- Welfare calls to all staff from one of Leadership Team
- Provide details of Trafford initiatives and support

3 Continuous Improvement – Development Team

3.1 Business Plan 2021-24

Following discussions with STAR Board and STAR Joint Committee, the STAR Business Plan was finalised and launched in January 2021. The graphics and design were undertaken by Trafford Council. The Business Plan has been circulated to Partners, stakeholders, and the STAR Team, and we are posting a series of blogs on our website to raise wider awareness of the business plan content, and activities. Our other plans and strategies are now being updated to reflect the new vision and objectives, to ensure the plan is embedded in all that we do

<https://www.star-procurement.gov.uk/About-us/Business-Plan.aspx>

3.2 Income Plan for 2021/22

A number of commissions have been secured over the last year, despite COVID limiting the opportunities available. This has been a challenge in terms of reaching the income target required in-year.

STAR secured a position on an ESPO framework agreement to provide procurement to support to schools when buying their catering requirements.

As part of the delivery of the Business Plan, the STAR Development Team is now working with STAR Leadership Team to develop a plan for income and potential growth opportunities for 2021/22. STAR does already have a number of potential income streams secured or in the process of bidding. Therefore we hope that recovery is happening and our income target will be reached in 21/22.

3.3 In-tend

The implementation of In-tend Contract Management system is well underway. The implementation is divided into two stages, as we cannot rollout the contract management aspects until the contracts register is uploaded and we have undertaken all QA checks to ensure it is as accurate as possible to make the second phase run smoothly. This system is for STAR to ensure we have an automated system holding all the STAR contracts in one place and it offers a wider functionality to the four partners to develop an improved contract management function/operation in-house.

3.4 10 Point Plan

The 10 point plan to support local businesses and SME's during and post COVID has now been in place for nine months and has helped to deliver significant outcomes. As part of our Continuous Improvement ethos the plan is now embedded as 'Business as Usual' and data on impact is currently being collated by STAR.

3.5 Web Forms & Website

STAR Procurement is developing online forms using a piece of software available through a Trafford Council supplier IEG4. This is digitising the forms, allows them to be tracked and logged, and also facilitate the online authorisation process. This is also being done to help enable us to comply with new accessibility requirements.

As well as reviewing our web content to ensure compliance with accessibility requirements, STAR are also developing a new website with Trafford Council IT department. The initial design work has been completed and the new website is being populated.

Regular updates are now being made to the current website, including our new blog facility.

3.6 Ethics, Modern Slavery and Responsible Procurement

STAR have completed the annual training of Corporate Ethics in Supply Chains to ensure we maintain our Corporate Ethics Mark.

A review of our Responsible Procurement Strategy has been completed to reflect any new updates / requirements from our Partners.

STAR E-Learning package is being updated to include information on Modern Slavery.

3.7 E-Learning

The 'Introduction to Procurement' e-learning package has been updated to make this more user friendly for all STAR Partners

4 Continuous Improvement – Delivery Team

4.1 Social Value

The STAR Social Value Action Plan is well underway and a number of significant milestone actions have now been completed. This will be supported by the STAR Social Value Strategy that we are currently drafting which will set out the STAR strategic approach to Social Value. Incorporating the 6 themes from the GM Social Value Framework, corporate priorities, policies, strategies and commitments including the climate emergency and the carbon neutral 2038 ambition, poverty and equality. This will also develop a SV Strategy/policy/charter that can be used in-house for our partners. Social Value Mapping with Council priorities for Rochdale, Tameside, Stockport and Trafford has been completed. This will inform the Social Value measures we use (TOMs) in 21/22.

'Social Value Organisation' pilot for Trafford has commenced and an outline report was presented to Trafford's CLT during March with an action plan and the council wide steering group to be set up. The Social Value Maturity Index exercise that has been done for Trafford Council will now be rolled out to Stockport, Rochdale and Tameside.

Social Value Case studies update available on our STAR website and the Social Value pages have been updated generally.

<https://www.star-procurement.gov.uk/Suppliers/social-value.aspx>

STAR presented at the National Social Value conference and chaired a panel discussion on 'Awesome Case Studies' along with representatives from Trafford and Rochdale Councils.

STAR are also attending and supporting a group with representatives from across our STAR Partners to discuss and agree the approach for further

embedding of Social Value and links to Social Economy and Community Wealth Building.

4.2 Oxygen

The evaluation model is now agreed and issued to the team, Rochdale and Stockport have had their first sign up's via the procurement process. This is now embedded as Business as Usual.

4.3 Commercial Contract Management

As directed by STAR Board, we have appointed a Senior Project Manager on a 12 month basis, paid for via the STAR reserves on an 'Invest to Save' basis. The successful candidate was an internal promotion. The Commercial Contract Management role will commence late March early April. We will provide an action plan and initial savings forecasts at the next Board meeting.

4.4 New Procurement Regulations

A Green Paper has been issued by Cabinet Office on the proposed new procurement regulations. We have reviewed the green paper and provided a collective consultation response with GMCA. Overall, we believe the new regulations will provide us with more flexibility and opportunities to maximise local spend, and many of the draft regulations build on the work we have already implemented as part of Risk Based Sourcing. The new regulations are likely to come into force in 18-24 months. There are further implications to the new PCR's with the introduction of the 'Integrated Care System' which we are working with colleagues within STAR Partners to understand the impact.

4.5 Brexit

New regulations for the advertising on contracts came into place on 1st January 2021, and we have had a seamless transition to the new arrangements. STAR continues to work with the STAR Partners on Brexit planning and implementation. For example, STAR worked closely with partners across GM on food supplies contracts before Christmas to help ensure mitigation plans were put in place during the disruptions at the borders. STAR continues to monitor the situation for high risk contracts.

5. Recommendations

It is recommended that:

- STAR Joint Committee consider and comment on the STAR Procurement improvements to date and future plans