



**Report to:** STAR Joint Committee  
**Date:** 15<sup>th</sup> April 2024  
**Report for:** Information & discussion  
**Report from:** Nichola Cooke, Assistant Director

**Report Title**

**5-STAR Performance Management Q3**

**Summary**

The purpose of this report is to:

- Inform STAR Joint Committee of the 2023/24 Quarter 3 key performance measures of STAR Procurement.

**Recommendations**

The recommendation of this report is that the STAR Joint Committee:

- Note the content of the report and discuss the performance to the end of Q3 for 2023/24

**Contact person for access to background papers and further information:**

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**Background**

Financial Impact:	Risk of key performance measures not being met 2023/24
Legal Impact:	None
Human Resources Impact:	None
Asset Management Impact:	None
E-Government Impact:	None

Risk Management Impact:	Risk of key performance measures not being met 2023/24
Health and Safety Impact:	None

## **Consultation**

No public consultation required.

### **1. 5-STAR Quarter 3 Results**

- 1.1. The Quarter 3 results are included in Appendix 1.
- 1.2. The results are for Rochdale, Stockport, Trafford, and Tameside Councils only. STAR is currently developing the baseline position for Knowsley and St Helens Councils with a view to including all 6 partners in the performance management reporting for STAR from 1<sup>st</sup> April 2024 onwards.
- 1.3. For clarity, the KPI definitions and targets are:

<b>Measure</b>	<b>Description</b>	<b>Target</b>
Commercial	Revenue savings (Quarterly).  Revenue savings are captured through In-tend. STAR verify the savings by PID process to ensure this is signed off by the service lead and finance. These savings are reported directly to finance on quarterly basis.	£1m
Communities	Social Value  Social Value Secured Target as a percentage of Contract Value (Quarterly)  Captured through the Social Value Portal and reported Quarterly.	25%
	Local Spend  Local Authority spend as percentage of total controllable spend (Annually) retained within the STAR Boroughs	50%

	Captured through spend data provided by each Authority and reported through Tableau. Postcode data used. Local is included where there is base in that Local Authority boundary.	
Collaboration	Number of collaborative contracts (Quarterly)  Captured through In-tend. Due diligence undertaken by STAR.	TBC Baseline to established from 22/23 activity and reported activity quarterly without a target in 23/24
Confidence	Non-Verified spend as percentage of total controllable spend (Quarterly)  Captured through spend data provided by each Authority and reported through Tableau.	5% - The target is to drive non-verified spend below this figure.

## 2. **5 STAR Quarter 3 Trend Analysis**

2.1. In order to allow comparison, the following results were achieved in 2021/22, 2022/23 and Quarter 2 of 2023/24

KPI	2021/22	2022/23	2023/24 Q2
Revenue Savings	£1,704,655	£618,098	£186,979
SV against contract value (accumulative since 19/20)	35.4%	38.5%	37.9%
Local spend (Retained within the 4 STAR Boroughs)	50.9%	48.2%	54.9%
Number of collaborative contracts	Not measured	163	127
Non-verified spend	5.4%	7.8%	7.0%

2.2 **Revenue Efficiencies** - An annual target has been set to capture revenue savings of £1m. In 21/22 the revenue savings delivered totalled £1.7M and in 22/23 the revenue savings totalled £631.6K. Revenue savings are variable year on year dependant on the procurement pipeline. In Q3 the revenue efficiencies (£224,929) have improved from Q2 (£186,979) but as this is only a slight

improvement, there is a significant risk that this target will not be achieved. Therefore, a more detailed report on 'Revenue Risk and opportunities analysis' has been provided.

- 2.2. **Social Value Target Against Contract Value** - The Q3 performance on the appendix shows an aggregation to date of 38.7% which is a slight improvement from Q2 which was 37.9%. The results are exceeding the annual target of 25%. A more detailed report on the current Social Value position has been provided.
- 2.3. **Local Spend** - The Q3 performance on local spend for STAR is 54.8% set against a target in 23/24 of 50%. Q2 performance was 54.9% so it has remained static this quarter but the Q1 performance was 49.3% so progress has been made overall. The trend is an upward trajectory and further work is being undertaken during Q4 including further data cleansing and reviewing local spend within larger contracts such as YPO and Amazon.
- 2.4. **Collaborative Contracts** – The collaborative contracts have remained relatively static with a reduction from 127 to 126 collaborative contracts in Q3. The STAR team are currently forecasting the collaborative opportunities to include St Helens and Knowsley contracts. 'Collaboration First' is a concept that STAR introduced in March 2023, to drive more collaboration across the partners. A more detailed report on Collaboration has been provided.
- 2.5. **Non-Verified Spend** - The new annual target has been set to drive non-verified spend below the 5% target. The Q3 report is showing 6.6% non-verified spend which is a reduction from Q2 of 7.0% and Q1 of 7.5%. This therefore shows an improving trajectory but STAR is continuing to work with service leads to drive down the non-verified spend by monthly reviewing non-verified spend with commissioners and sharing pipeline plans 18 months in advance to ensure re-procurement activity is planned in. Further data cleansing will also take place in Q4.

### **3. Proposed Measures for 2024/25**

- 3.1. A comprehensive review of the key performance indicators (5 STAR measures) was undertaken 12 months ago. The new measures have now been in place for three quarters of the current financial year. To ensure consistency and to monitor progress longer term it is recommended the same measures are used in 2024/25. Additionally, the new STAR Business Plan/Strategy will be developed during 2024, and therefore new measures will be set for 2025/26 that link to the delivery of this strategy. Reviews are also proposed as part of the Efficiency

report in terms of what and how we measure and this will link to our reporting framework in future years.

- 3.2. More detailed discussions on the targets and methodology for calculating the measures to take place once the Q4 position has been confirmed.

#### **4. Recommendations**

- 4.1. It is recommended that STAR Joint Committee:  
Note the content of the report and discuss the performance to the end of Q3 for 2023/24

#### **Report Appendices**

1. 5-STAR 2023/24 Quarter 3 Performance Management Results

#### **Appendix 1: 5-STAR 2023/24 Quarter 3 Performance Management Results**