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**TRAFFORD
COUNCIL**

AGENDA PAPERS FOR STAR JOINT COMMITTEE

Date: Wednesday, 18 September 2019

Time: 2.00 pm

**Place: Stockport Town Hall, Committee Room 2&3, Edward St, Stockport SK1
3XE**

A G E N D A	Pages
1. ATTENDANCES	
To note attendances, including Officers and any apologies for absence.	
2. MINUTES	1 - 4
To receive and if so determined, to approve as a correct record the Minutes of the meeting held on 19 th June 2019	
3. DECLARATIONS OF INTEREST	
Members to give notice of any interest and the nature of that interest relating to any item on the agenda in accordance with the adopted Code(s) of Conduct.	
4. URGENT BUSINESS (IF ANY)	
Any other item or items which by reason of special circumstances (to be specified), the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.	
5. 5 STAR 2019/20 QUARTER 1 PROGRESS REPORT	5 - 10
6. QUALITY MANAGEMENT SYSTEM POLICY STATEMENT UPDATE	11 - 14
7. DATE AND TIME OF NEXT MEETING	

The next meeting of the STAR Joint Committee will take place on Wednesday

17th December 2019 at the Rochdale Town Hall's

8. EXCLUSION RESOLUTION

Motion (Which may be amended as Members think fit):

That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.

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|-----|--|---------|---------|
| 9. | STAR PERMANENT STAFF STRUCTURE | Para. 3 | 15 - 28 |
| 10. | LOCAL SPEND AND SOCIAL VALUE UPDATE | Para. 3 | 29 - 42 |

SARA TODD
Chief Executive

Membership of the Committee

Councillors Ali, T. Ross, Ryan and McGee.

Further Information

For help, advice and information about this meeting please contact:

Fabiola Fuschi, Governance Officer,
Tel: 0161 912 2019
Email: fabiola.fuschi@trafford.gov.uk

This agenda was issued on **Tuesday, 10 September 2019** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH

Members of the public may also film or record this meeting. Any person wishing to photograph, film or audio-record a public meeting is requested to inform Democratic Services in order that necessary arrangements can be made for the meeting. Please contact the Democratic Services Officer 48 hours in advance of the meeting if you intend to do this or have any other queries.

STAR JOINT COMMITTEE

19 JUNE 2019

TAMESIDE COUNCIL

PRESENT

Councillors Ali (Rochdale Council) (in the Chair), McGee (Stockport Council), Ross (Trafford Council) and Ryan (Tameside Council)

In attendance

Graeme Bentley	Head of Financial Management, Trafford Council
Lynda Brooks	Procurement Business Partner, STAR Procurement
Nichola Cooke	Assistant Director of STAR Procurement
Lorraine Cox	Director of STAR Procurement
Michael Cullen	Borough Treasurer, Stockport Council
Elizabeth McKenna	Assistant Director of STAR Procurement
Jovane Spense	Solicitor, Trafford Council
Tom Wilkinson	Assistant Director of Finance, Tameside Council
Fabiola Fuschi	Democratic and Scrutiny Officer, Trafford Council

1. ATTENDANCES

There were no apologies for absence received.

Prior to the commencement of the formal business of the Committee, the Director of STAR Procurement and the Assistant Director delivered a presentation to inform the newly appointed members of the Committee of STAR's main functions, objectives, current achievements and benefits for its partners and stakeholders. The Committee was also informed of the new business plan which set out goals and strategy for period 2020-2023. The Committee would receive the draft business plan in November 2019.

2. MEMBERSHIP OF THE COMMITTEE INCLUDING CHAIRMAN AND VICE-CHAIRMAN

The Committee was asked to nominate the Chairman and the Vice-Chairman for the Municipal Year 2019/20.

RESOLVED that:

1. The membership of the committee be noted;
2. Councillor Ali be Chairman of STAR Joint Committee for Municipal Year 2019/20;
3. Councillor Ryan be Vice-Chairman of STAR Joint Committee for Municipal Year 2019/20.

3. MINUTES

STAR Joint Committee
19 June 2019

RESOLVED that the minutes of STAR Joint Committee meeting held on 11th February 2019 be approved as a correct record.

4. DECLARATIONS OF INTEREST

There were no declarations of interest received.

5. 5-STAR PERFORMANCE REPORT (2018/19 Q4) ANS 5-STAR MEASURES (2019/20)

The Committee considered a report of the Assistant Director of STAR Procurement which sought to inform of 2018/19 Quarter 4 performance against a series of annually set Key Performance Indicators (KPIs), named 5-STAR measures approved by the Joint Committee on an annual basis.

This year's performance for non-ratified savings was over target with £6.5 M savings achieved. Income Received also concluded its activity over set target with £258,000 achieved.

With regard to Social Value of STAR's procurement activity, this year's target was not achieved; measures were in place to ensure that next years' target would be reached and exceeded.

Commercial performance showed that £507,352 Non Ratified Savings had been produced with 483 contracts started. The number of employment and apprenticeship / training opportunities created was reported. Additional resources would be put in place to provide more comprehensive data on this measure.

The number of collaborative contracts was provided; these were split into three categories: people, place and professional to reflect the different areas of procurement activities.

It was explained that more training was required for services to ensure that instances of contracts exemptions and modifications were kept to minimum levels through effective forward planning of procurement activities. Training sessions and events held in 2018/19 had been well attended and positive feedback had been received from attendees.

The Committee sought and received clarification on Social Value target for 2019/20, its definition and how this could be better communicated to all stakeholders. It was explained that 2019/20 target would be raised to 20% for under OJEU (Office Journal of the European Union) procurements from current 15%. Embedding Social Value Portal would provide a consistent approach to measuring and reporting improvement to society through procurement activities. Corporate priorities would be linked with the National Themes Outcomes and Measures (TOMs) Framework to provide evidence of how stakeholders collaborated to deliver agreed priorities for a specific area. Members observed that it would be useful to see, per each local authority, data representing social value delivered by procurement activities. It was explained that these figures were

already available and they were provided. However, it was agreed to prepare a summary and case studies for the next meeting of the Joint Committee.

RESOLVED that:

1. The performance report for 2018/19 Quarter 4 be noted;
2. The new measures (2019/20) for Social Value be circulated to all members of the Joint Committee;
3. Information on collaboration between stakeholders be provided at next meeting in September 2019;
4. An update on Social Value Procurement and case studies be presented at next meeting in September 2019.

6. SOCIAL VALUE CHARTER

The Joint Committee considered a report of the Director of STAR Procurement on the Social Value Charter outlined in Appendix 1. The document set out Trafford's Council's commitment to delivering a Social Value vision where the Council, businesses, third sector partners and voluntary groups worked together for the benefit of the citizens and communities of Trafford.

STAR Procurement would develop a bespoke version of the Charter for each Council within STAR.

The Committee sought clarification on whether it would be difficult to replicate the Charter for each Local Authority within STAR. It was explained that the format of the document would be the same; Corporate Priorities linked to Themes Outcomes and Measures Framework would be different as they would reflect different areas of focus for each Council.

RESOLVED that a bespoke version of the Social Value Charter be adopted by each of the Local Authorities Members of STAR Procurement.

7. STAR STRATEGIC RISK REGISTER UPDATED VERSION

The Committee considered a report of the Director of STAR Procurement which sought to inform of the newly developed STAR Risk Register. This document replaced the Risk Register which had been created in 2014. It also reflected the change in STAR's membership from three to four partners and a Clinical Commissioning Group.

Members were informed that the content of the STAR Risk Register could be in the public domain and no exclusion from the press and public was necessary.

Members requested that the Risk Register be presented to the Joint Committee annually. However, any risk variation should be reported to the Joint Committee at the next scheduled meeting.

RESOLVED that:

1. The new STAR Procurement Strategic Risk Register be noted;

STAR Joint Committee
19 June 2019

2. The Procurement Strategic Risk Register be presented to the Joint Committee on an annual basis;
3. Any risk variation be reported to the Joint Committee at the next scheduled meeting.

8. URGENT BUSINESS (IF ANY)

There were no items of urgent business received.

9. DATE AND TIME OF NEXT MEETING

RESOLVED that dates and times of STAR Joint Committee meetings for Municipal Year 2019/20 be noted:

- Wednesday 18th September 2019, 2:00 p.m., Stockport Council
- Tuesday 17th December 2019, 2:00 p.m., Rochdale Council
- Wednesday 25th March 2020, 2:00 p.m., Trafford Council

The meeting commenced at 2.00 pm and finished at 2.50 pm

Report to: STAR Joint Committee
Date: 18/09/2019
Report for: Information & discussion
Report from: Nichola Cooke, Assistant Director

Report Title

5-STAR 2019/20 Q1 Progress report

Summary

The purpose of this report is to:

- To inform STAR Joint Committee the Quarter 1 performance measures of STAR Procurement

Recommendations

The recommendation of this report is that the Joint Committee:

- Note the content of the report and discuss the performance to the end of Quarter 1 for 2019/20
- To agree the reporting of progress against Partner targets

Contact person for access to background papers and further information:

Name: Nichola Cooke
 Phone: 07711 454555







Background

Financial Impact:	Savings secured
Legal Impact:	No legal challenges to report
Human Resources Impact:	None
Asset Management Impact:	None
E-Government Impact:	None
Risk Management Impact:	No significant risks to report
Health and Safety Impact:	None

Consultation

No public consultation required

1. 5-STAR Q1 KPI Progress Report 19/20

Measure	Q1	RAG Rating	Comments	Annual Target
Commercial				
Ratified Savings	£1,278,335		This figure is slightly below the Q1 target. Includes: - £637,317 rollover savings from 2018-19 and - £222,667 cost avoidance savings from this year	Year - £5,200,000 Q1 - £1,909,627
Income received	£59,800		Further work has been secured during Q1 which not yet been invoiced.	Year - £150,000
Communities				
Average Social Value weighting (above £25k and below OJEU limits)	15%		Not on target this quarter but on track to deliver with an upward trajectory from last financial year. Increasing use of Social Value Portal and training with Partners will help this to increase next Quarter	20%
Average Social Value weighting (above OJEU limits)	14%		Nearly reached target this Quarter. Increasing use of Social Value Portal and training with Partners will help this to increase next Quarter	15%
% of contracts let with a Social Value KPI	57%		Not on target this quarter but on track to deliver with an upward trajectory from last financial year. Having discussions with SV Portal about how to address nil responses from suppliers on Social Value	75%
Compliance				
Number of legal challenges	0		On target	0

2. 5 STAR Q1 Procurement Worth Progress Report

Measure	Figures and comments																		
Commercial																			
Non ratified savings	£157,775																		
Cost avoidance savings	£222,667																		
Procurement activity	54 contracts started in Q1 (including exemptions)																		
Communities																			
Employment opportunities	Employment opportunities from awarded submissions: 56.25 FTE																		
Apprentice and training opportunities	<ul style="list-style-type: none"> • Apprenticeships: 1,197 weeks committed • Training opportunities: 137 weeks committed 																		
Increase in GM Spend	Currently reported annually																		
Communities																			
TOMs achieved through procurement	<table border="1"> <thead> <tr> <th>Indicator</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>Total committed/unlocked Social Value</td> <td>£3,116,407 - equivalent to 36.36%</td> </tr> <tr> <td>Local organisations engaged with</td> <td>50 unique bidders - 39% of total suppliers ('Local' = within GMCA)</td> </tr> <tr> <td>Supplier organisations engaged with (bidders)</td> <td>128 unique bidders</td> </tr> <tr> <td>Social enterprises engaged with</td> <td>1 bidder</td> </tr> <tr> <td>VCSEs engaged with:</td> <td>15 bidders - 11.7% of total suppliers</td> </tr> <tr> <td>Tenders through the Social Value portal</td> <td>50 (live and completed tenders)</td> </tr> <tr> <td>Total contract values awarded through the portal:</td> <td>£8,570,004</td> </tr> </tbody> </table>	Indicator	Achieved	Total committed/unlocked Social Value	£3,116,407 - equivalent to 36.36%	Local organisations engaged with	50 unique bidders - 39% of total suppliers ('Local' = within GMCA)	Supplier organisations engaged with (bidders)	128 unique bidders	Social enterprises engaged with	1 bidder	VCSEs engaged with:	15 bidders - 11.7% of total suppliers	Tenders through the Social Value portal	50 (live and completed tenders)	Total contract values awarded through the portal:	£8,570,004		
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Further TOMS achieved through Procurement:																			
<ul style="list-style-type: none"> • 188 hours of Career Support Sessions • 3,553.1 Car Miles Saved • £20,600 towards community support • £1,573,790.00 of Local Spend across GM • £23,500 Spend with Local VCSE • 4,306 Volunteer Hours 																			
Collaboration																			

Number of SLAs	4 SLA's secured: <ul style="list-style-type: none"> - Shared Service Review for Basildon Council through LGA Shared Service Expert Programme - NW Libraries Consortium (Until August 2019) - GM Health & Social Care Partnership – Healthy Schools - Totally Local Company
Number of collaborative contracts let and categorised	35 contracts awarded 4 Collaborative <ul style="list-style-type: none"> - 1 STAR Collaboration - 3 Greater Manchester
Compliance	
Number of exemptions and modifications split by service area	See Appendix 1
Stakeholder training	9 events 127 attendees
CPD STAR team	113 hours of training completed including Collaborative Business Management, GDPR: New data law Protection, communication skills, professional coaching and growing your team.
Champions	
Good news from the month about where we are championing STAR	Our Assistant Director Nichola Cooke took part in a panel discussion on collaboration and presented on Innovation in Procurement at Public Sector Solutions Expo. This then featured in CIPS Supply Management news in June. Nichola and Lorraine also spoke at the GM Commissioning Academy and were very well received. Daniel Hart and Natalie McCarthy were complimented by Paul James (Chief Digital officer, Trafford Council) for their work on a Microsoft tender which had very short timescales.
Social media reach	49,000 Twitter impressions 17,216 website views 26 company details forms completed this quarter using the new Sharpspring software.

3. **Partner Targets**

- 3.1. STAR Procurement are requested to provide performance management data for some Partners on a Quarterly basis. The annual targets are set and agreed by

STAR Board and STAR Joint Committee are collective targets for all Partners. As a collaborative shared service, it is important that this continues to be the case.

- 3.2. However, it is acknowledged that each Partner may wish to report this differently under their performance management arrangements. The key target that cannot easily be broken down by partner is savings and therefore it is proposed that the target used for individual Partners is two times return on investment.

4. Recommendations

It is recommended that STAR Joint Committee:

- 4.1. Note the content and discuss the performance to the end of Quarter 1 for 2019/20.
- 4.2. Agree individual partner target for savings is at least two times return on investment.

Appendix 1: Number of exemptions and modifications split by service area

Q3	Adults services	Childrens services	Public health	Property services	Highways services	ICT	Consultancy	HR & Audit	Other	Total
Exemptions	0	2	0	0	0	14	3	5	3	27
Modifications	9	1	0	0	0	9	0	0	2	21
Totals	9	3	0	0	0	23	3	5	5	48

N.B. The exemptions figures include all status types

Report to: STAR Joint Committee
Date: 18th September 2019
Report for: Decision
Report of: Nichola Cooke, Assistant Director

Report Title

Quality Management System Policy Statement Update

Summary

The purpose of this report is to update the Joint Committee on the Quality Management System (QMS) for STAR Procurement

Recommendations

The recommendation of this report is that the Joint Committee:

- Notes the contents of the report
- Endorse the updated STAR Procurement Quality Policy Statement

Contact person for access to background papers and further information:

Name: Nichola Cooke
Phone: 07711 454555

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

- 1.1 STAR Procurement has had a Quality Management System (QMS) in place since October 2016.
- 1.2 The QMS documents the processes and procedures that STAR Procurement follows in order to consistently provide a good quality service. It is also an aid to the induction process for new recruits and provides a reference point for team members when reviewing their own training and development needs.
- 1.3 The QMS supports STAR's ethos of continuous improvement. Whilst the main structure of the QMS remains static, the processes, templates, guides and reference points are reviewed, improved and removed as required to meet the business requirements of STAR Procurement and our Partners.
- 1.4 Whilst it is not STAR's intention to seek formal ISO 9001 accreditation, the proposed QMS is based on the foundations set out in ISO 9001 with respect to quality assurance and quality improvement

2. Quality Policy Statement

- 2.1 As part of our internal review process of the QMS, the STAR Quality Policy Statement has been updated to reflect Tameside Council joining STAR Procurement and the change in Joint Committee membership (Appendix 1). This therefore requires to be signed by the current members of STAR Joint Committee.

2.2 It is important that the QMS can be seen to be supported at the highest level within the organisation and it is usual for quality policy statements to be signed by those able to set direction within an organisation

3. **Recommendations**

3.1 It is recommended that:

- The Joint Committee notes the contents of the report
- The Joint Committee endorses the proposed STAR Procurement Quality Policy Statement provided at Appendix A

Report Appendices

1. STAR Procurement Quality Policy Statement

Appendix 1
Proposed STAR Procurement Quality Policy Statement

STAR Procurement recognises the importance of providing a quality strategic procurement service to the STAR Councils, their participating partner organisations and third parties which contract with STAR Procurement for the provision of its services. STAR Procurement also recognises the importance of providing a quality experience for all stakeholders who interact with the organisation.

STAR Procurement has developed a Quality Management System, defining a set of procedures to be applied across all of its services, providing assurance that:

- Resilience is provided and risk is addressed
- procurement best practice is captured
- its stakeholders’ requirements have been fully understood and met
- all operations are carried out in a consistent, professional manner and to a defined standard
- it has the skills and resources to fulfil its stakeholder’s requirements
- its staff are fully trained and involved in continuous improvement
- a professional approach is taken to stakeholder interaction at all times, delivering a quality service to maintain excellent stakeholder relationships
- complaints are dealt with efficiently, within an acceptable time period
- an audit procedure can ensure that STAR Procurement operates in accordance with its Quality Management System.

To achieve and maintain the required level of assurance the Director of Procurement retains responsibility for the Quality Management System, with routine operation controlled by the STAR Development Team. Each member of the STAR Procurement service is empowered and expected to be responsible for the quality of their work, resulting in a continually improving service.

The STAR Procurement Joint Committee endorses this Quality Policy Statement and the STAR Quality Management System.

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Cllr Daalat Ali
Rochdale Council

Cllr Tom McGee
Stockport Council

Cllr Oliver Ryan
Tameside Council

Cllr Tom Ross
Trafford Council

September 2019

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