



AGENDA PAPERS FOR STAR JOINT COMMITTEE MEETING

Date: Wednesday, 15 December 2021

Time: 10.00 am

**Place: Fred Perry Conference Suite, Fred Perry House by Stockport Town Hall,
Edward Street, Stockport, SK1 3XE**

A G E N D A		Pages
1.	ATTENDANCES To note attendances, including Officers and any apologies for absence.	
2.	MINUTES To receive and if so determined, to approve as a correct record the minutes of the meeting held on 15 th Sep 2021	1 - 4
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.	QUARTER 2 5-STAR PERFORMANCE 2021/22 For noting	5 - 8
5.	STAR PROCUREMENT CONTINUOUS IMPROVEMENT UPDATE For information	9 - 14
6.	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.	
7.	DATE AND TIME OF NEXT MEETING	

To confirm the arrangements for the next meeting: 10.00 a.m. on 16th March 2021 at Tameside Town Hall

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.

9. STAR PROCUREMENT BUDGET POSITION Q2 2021/22

For noting 15 - 18

10. SOCIAL VALUE UPDATE

For noting 19 - 24

11. STAR PROCUREMENT REVIEW PROPOSAL

For noting 25 - 30

Sara Saleh

Deputy Chief Executive

Membership of the Committee

Councillors McGee (in the Chair) (Stockport Council), Ross (Vice-Chair) (Trafford Council), Ryan (Tameside Council) and Ali (substitute for Councillor Smith) (Rochdale Council)

Further Information

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

Fabiola Fuschi, Governance Officer,

Tel: 07813 397611

Email: fabiola.fuschi@trafford.gov.uk

This agenda was issued on **Tuesday, 7 December 2021** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall, Talbot Road, Stretford M32 0TH.

STAR Joint Committee - Wednesday, 15 December 2021

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 queries.

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STAR JOINT COMMITTEE

22 SEPTEMBER 2021

PRESENT

Councillors McGee (in the Chair), Ross, Ryan and Smith

In attendance

Lorraine Cox	Director, STAR Procurement
Elizabeth McKenna	Assistant Director, STAR Procurement
Nichola Cooke	Assistant Director, STAR Procurement
Julie Murphy	Director of Finance and Chief Finance Officer, Rochdale Council
Sajal Lenahan	Principal Solicitor, Trafford Council
Fabiola Fuschi	Governance Officer, Trafford Council

11. ATTENDANCES

There were no apologies for absence received.

This meeting had been scheduled to take place on 15th Sep 2021. However, due to the lack of quorum, the meeting had been adjourned and reconvened to today's date.

12. DECLARATIONS OF INTEREST

There were no declarations of interest received

13. MINUTES

RESOLVED that the minutes of the meeting held on 16th June 2021 be approved as a correct record

14. QUARTER ONE 5-STAR PERFORMANCE 2021/22

The Joint Committee gave consideration to a progress report of the STAR Assistant Director which outlined the 2021/22 Quarter 1 key performance measures of STAR Procurement.

The report author informed the Joint Committee that all performance indicators were on target. The Income indicator looked very strong and had improved since the publication of the report.

RESOLVED that the 5 - STAR 2021/22 Quarter 1 performance be noted.

15. STAR PROCUREMENT CONTINUOUS IMPROVEMENT UPDATE

The Joint Committee gave consideration to a progress report of the STAR Procurement Assistant Director on the continuous improvements made against STAR Business Plan 2021/24.

The author of the report outlined some of the main strands of work within the STAR Business Plan such as the establishment of a Continuous Improvement Working Group to further improve communication between STAR, the four partners, the two Clinical Commissioning Groups and STAR Legal. As part of the Income Plan for 2021/22, the report author informed that a number of commissions had been secured and were being delivered. With regards to Commercial Contract Management, this project had commenced with significant potential savings in connection with contract re-negotiation.

RESOLVED that the continuous improvements made against STAR Business Plan 2021-24 and future plans be noted.

16. STAR STAFF SURVEY RESULTS 2021

The Joint Committee considered a report of the STAR Assistant Director which provided an overview of the 2021 STAR staff survey.

The report author informed that the staff survey was conducted annually and it was considered a valid tool for organisational improvement and staff retention. This year's response rate remained very high, with the majority of responses being very positive. Staff acknowledged and valued health and wellbeing which had been one of the leadership's strong focus for the past 18 months. Where comments had been less positive, follow up sessions had been offered to members of staff to discuss their concerns. The survey results would inform STAR continuous improvement work plans.

RESOLVED that the results of the 2021 STAR Staff Survey be noted.

17. STAR PROCUREMENT AND SOCIAL VALUE

The Joint Committee gave consideration to a report of the Director of STAR which updated on progress to date on Social Value through procurement and next steps for STAR, its partner organisations and within the Greater Manchester (GM) region.

During the meeting, the Director of STAR delivered a presentation which outlined STAR approach to Social Value and its performance to date.

The Director of STAR continued the presentation informing Members of the 12 steps which had been identified as key themes to further embed Social Value and

STAR Joint Committee
22 September 2021

to support partner organisations to achieve their corporate objectives and contribute to the GM priorities.

The Director of STAR drew the attention of the Joint Committee on the importance of promoting the Social Value agenda at GM level, encouraging the consideration of a GM approach to targeting Social Value.

Members acknowledged the effectiveness of the Social Value Portal which had been launched in 2019 and had significantly contributed to bring rigour and focus to the Social Value agenda. The three year contract for the Portal was coming to its end and the Joint Committee wanted to consider options and opportunities in relation to its position.

In response to the presentation, Members requested to receive a report at the next meeting of the Joint Committee in December on the options on the Social Value Portal. Members highlighted the importance of focusing on small businesses to facilitate their access to the Social Value Portal and their overall engagement with the Social Value agenda. Members also agreed to consider how to move forward the Social Value agenda within the GM context. Members requested information on sufficiency of resources to support the Social Value agenda.

RESOLVED:

1. That the progress to date be recognised;
2. That the twelve Next Steps for Social Value be approved;
3. That a report on the options on the Social Value Portal be presented at the next meeting of the Joint Committee.

18. URGENT BUSINESS (IF ANY)

There were no items of urgent business received

19. DATE AND TIME OF NEXT MEETING

The Joint Committee noted the date and time of next meeting: Wednesday 15th Dec 2021 at 10.00 a.m. Venue: Stockport Council.

20. EXCLUSION RESOLUTION

RESOLVED that the public be excluded from this meeting during consideration of the remaining items on the agenda, because of disclosure of “exempt information” which falls within category 3 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.

21. STAR PROCUREMENT BUDGET POSITION QUARTER 1 21/22

The Joint Committee gave consideration to a report of the STAR Assistant Director which updated on the STAR Procurement budget position at Quarter 1 2021/22.

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RESOLVED that STAR Procurement budget position at quarter 1 2021/22 be noted.

The meeting commenced at 9.00 am and finished at 10.12 am



Report to: STAR Joint Committee
Date: 15th December 2021
Report for: Information & discussion
Report from: Nichola Cooke, Assistant Director

Report Title

Quarter 2 5-STAR Performance 2021/22

Summary

The purpose of this report is to:

- Inform STAR Joint Committee of the 2021/22 Quarter 2 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 Quarter 2 for 2021/22

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 Quarter 2 Progress Report

- 1.1. The Quarter 2 results are included in Appendix 1.
- 1.2. In order to allow comparison the following results were achieved in 2020/21 and in Q1 2021/22. However, please note that figures do fluctuate over a year and some are best taken annually rather than quarterly.

KPI	2020/21 Total	2021/22	
		Q1	Q2
Savings	£6,135,287	£1,460,105	£3,782,145
Return on Investment	3.8x	0.9x	2.3x
Income	£134,890	£226,943	£410,865
SV against contract value	28%	35.5%	35%
Local spend	53.9%	52.7%	56.1%
Verified spend	90%	89%	88.7%

2. Recommendations

- 2.1. It is recommended that STAR Joint Committee:
- Note the content of the report and discuss the performance to the end of Quarter 2 for 2021/22

Report Appendices

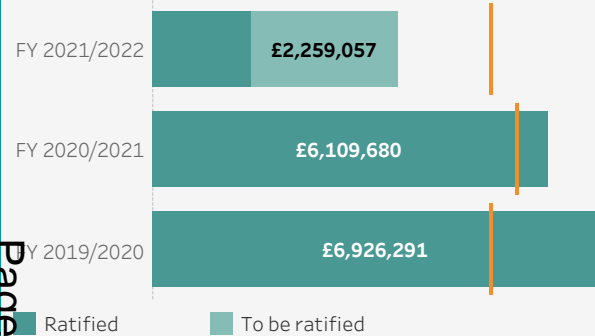
1. 5-STAR 2021/22 Quarter 2 Performance Management Results

Commercial

Ratified Savings:

£3,782,145 generated in this FY.
Target for this FY is **£5,200,000**

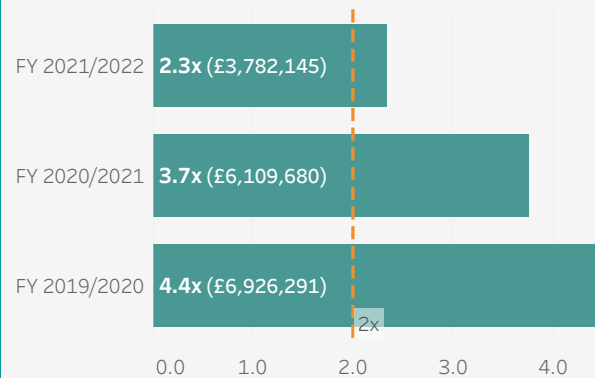
Annual Totals



Return on Investment:

ALL

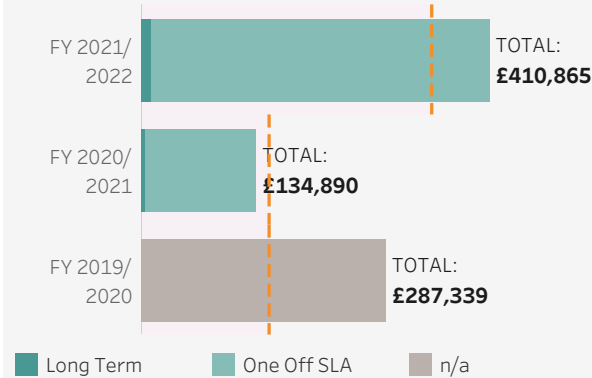
Annual target is **£3,236,378** (2x Investment).
2.3x the annual investment has been saved this year.



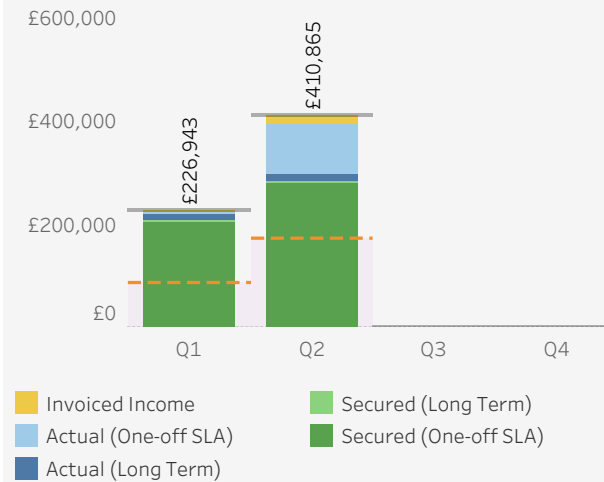
Income (STAR Total):

£410,865 of income has been secured this year.
Target for this year is **£341,611**

Annual Totals



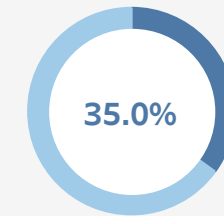
Cumulative position by Quarter



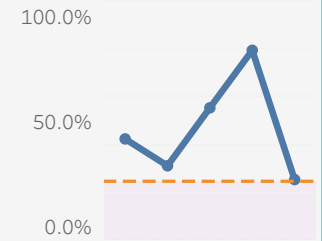
Communities

Social Value Target Against Contract Value:

% to date since launch April 2019

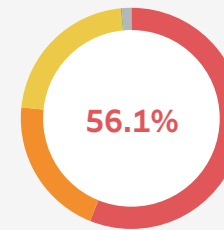


Quarterly %

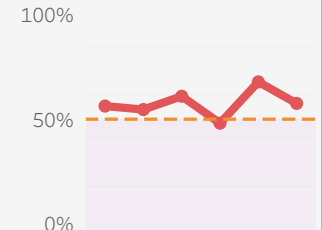


Local Spend:

FY % to date



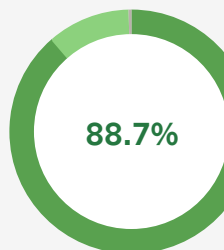
Monthly %



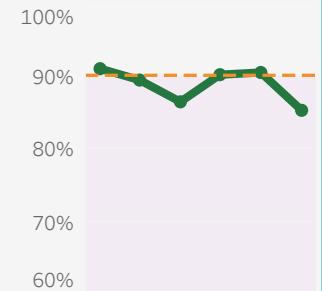
Compliance

Verified Spend:

FY % to date



Monthly %



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Report to: STAR Joint Committee
Date: 15th December 2021
Report for: Information/Discussion
Report of: Assistant Director's STAR

Report Title

STAR Procurement Continuous Improvement Update

Summary

The purpose of this report is to update STAR Joint Committee on the continuous improvements made against our STAR Business Plan 2021-24

Recommendations

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

- Discuss and give consideration of the continuous improvements made against our STAR Business Plan 2021-24 and future plans

Contact person for access to background papers and further information:

Name: Elizabeth Mckenna and Nichola Cooke
Phone: 07811983687 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

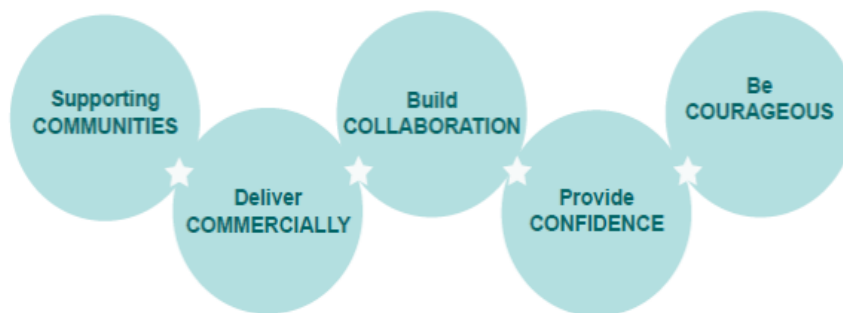
1. Background

- 1.1. The STAR Business Plan 2021-24 was launched in January 2021. This sets the strategic direction for STAR over the next three years, including our vision, objectives and enablers.

Our Vision

Leading Transformation Through
Procurement and Co-Operation

Our Objectives



Our Enablers



The Continuous Improvement Group (CIG) have met and agreed Terms of Reference (TOR) and a number of subjects/themes to work on over the coming months:

National Procurement Strategy – Social Value and Skills and Capability which includes conducting a proportionate delivery model assessment before deciding whether to insource, outsource or re-procure.

Legal - Roles and Responsibilities, electronic signatures, Legal leads group to be established.

Category Management – Category Management plan review and contract failure.

2. **Supporting Communities**

2.1. **Social Value**

See report on Social Value.

2.2 **Carbon/Sustainability**

Any procurement led by STAR now includes a requirement for suppliers to inform us if they have a carbon reduction plan or are working towards a plan. There will also need to confirm if they are committed to reducing emissions by 2050 or 2038 if based in Greater Manchester. This is being requested as information only initially so we can understand how well the market is able to respond or where it needs support, with a view to making this mandatory in the future.

12 staff have now completed the Carbon Literacy Programme. The GM Green Summit was held in October 2021 and STAR attended. STAR also attended the COP26 North West event in Manchester as well as presenting at the Stockport CAN Summit on 9th November 2021.

2.3 **Customer satisfaction**

A client customer satisfaction survey has been undertaken. Responses were received from 39 commissioners/stakeholders from 243 surveys issued, therefore a 16% return rate.

Question	Strongly agree, agree	Neutral	Strongly disagree, disagree
Responsiveness	74%	18%	8%
Quality and accuracy	71%	21%	8%
Knowledge & expertise	69%	23%	8%
Helpful, courteous and 'can do' attitude	76%	21%	3%
Help deliver objectives of service	72%	18%	10%
Kept informed	59%	26%	15%
Encourage a colleague to use STAR	71%	21%	8%

Overall	64%	21%	15%
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Positive feedback included:

- 'Always so helpful and nothing is too much trouble, really, really great service from all the officers we have dealt with at STAR'
- 'Experience of STAR of latest procurement was very positive, went over and above to support on training'
- 'STAR have helped me over the year with a number of different projects and I'd like to thank you for your input into a couple of national agenda projects. Your skill and knowledge is much appreciated on a local and regional as well as national basis.'

Areas of concern included:

- Review of CPR'S needed
- Communication and timescales response times
- Turnover of staff
- Issues with legal
- Bureaucracy
- Sign off takes too long
- SV Outcomes collection
- SV threshold of 25k too low

All those who responded with disagrees/areas of concern have been contacted to discuss in more detail. We have also congratulated the STAR staff where they were given specific mentions/praise. The detailed findings/feedback will be fed into the CI group as themes for improvement.

2.3 **Resources: Recruitment and Retention**

The vacant Category Manager and Procurement Officer posts have been successfully recruited to. These appointments were both internal and are a reflection of the success of STAR's Grow Your Own policy. This therefore created a Trainee Procurement Officer vacancy which has also been recruited to.

There are a lot of vacancies currently being advertised by public sector partners across Greater Manchester.

Agency staff continue to help us to deliver the income generation work, thereby mitigating any impact on service delivery to our Partners.

3. **Deliver Commercially**

3.1. **Income Plan for 2021/22**

A number of commissions have been secured and are being delivered, as well as a number of opportunities that are currently being scoped and proposals drafted. Income has included CAR reviews, procurement task and finish activities and longer term SLAs for procurement support.

3.2 **Commercial Contract Management**

The CCM pilot is well underway and the top 20 contract list is continually under review following engagement with colleagues within services. The contracts are predominantly in Adults and Children's but IT and construction are also on the list. Engagement is taking longer than anticipated due to extent of the categories being reviewed and number of colleagues involved but we continue to drive the pilot forward and escalating to service leads where required. A full update report will be issued to STAR Board colleagues by the end of November 2021.

4. **Build Collaboration**

4.1. **In-tend**

4.1.1. The implementation of In-tend system for the STAR Contracts Register and work planning is now live. The STAR Contracts Register has been uploaded in to the system and the STAR team have been trained in using it. There are a number of issues that In-tend need to resolve in order for us to have greater functionality of the system e.g. work plans.

4.1.2. The next phase is to resolve the outstanding issues with In-tend as well as continue the training and preparation for roll-out across Rochdale, Trafford and Tameside Councils. STAR are working with key link Officers in each Council as well as continuing liaison with Stockport Council who are providing advice and feedback from their implementation.

5. **Provide Confidence**

5.1. **New Procurement Regulations**

The Queens Speech included the proposals for the new Procurement Bill to replace to the current Public Contract Regulations 2015. The Green Paper consultation closed in March 2021 and the Cabinet Office response is due to be issued imminently. There were 600 responses, half of which were from Local Authorities. Likely to go through parliament next May/June for implementation January 2023.

We continually update the National Procurement Policy Statement (NPPS) action plan and have shared with the CIG. A full update will be provided to STAR Board in the New Year.

5.2 LGA National Procurement Strategy Benchmarking 2021

STAR has completed the 2021 LGA procurement strategy benchmarking exercise. The last benchmarking exercise was undertaken in 2018 but was delayed by LGA from 2020 due to COVID. The benchmarking exercise was completed for all four Partners. The key results from the exercise include:

- All scores have improved since 2018
- In a majority of the categories STAR are identified as either 'Leader' or Innovator' (which are the top two categories of five)
- In both the National and North West anonymous comparisons, STAR have the highest scores

Key areas of strength included: (Score 5 – Innovator)	Key areas for development: (Score 3 – Mature)
<ul style="list-style-type: none">- Social Value- Engagement with senior managers- Working with Partners	<ul style="list-style-type: none">- Managing strategic risk- Contract and relationship management- Creating commercial opportunities

6. Be Courageous

6.1. National & Regional Events

STAR Procurement have presented/delivered training at the following regional and national groups:

- Yorkshire & Humber Strategic Procurement Group
- GM LEP on Social Value
- GM Real Living Wage City Region Group on Social Value

7. Recommendations

It is recommended that STAR Joint Committee:

- Discuss and give consideration of the continuous improvements made against our STAR Business Plan 2021-24 and future plans.

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