

**Report to:** STAR Joint Committee  
**Date:** 20<sup>th</sup> July 2016  
**Report for:** Review and Discussion  
**Report of:** Business Improvement Manager

## Report Title

**STAR Risk Register – Q1**

## Purpose

The purpose of this report is to:

- Provide an update on the organisational Risk Register for STAR Procurement
- Advise Joint Committee members of movement in risk items
- Advise Joint Committee members of any new risk items added to the register

## Recommendations

- Joint Committee notes the content of the Risk Register provided

## 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:	Subject matter of the report comprises the quarterly risk management status for STAR Procurement
Health and Safety Impact:	None

## **Consultation**

No public consultation required

## **Reasons for Recommendation(s)**

The risk register is issued for information and the Joint Committee is asked to note its contents.

### **1. Summary**

1.1 In the period, one new risk has been added and one risk has been downgraded

1.2 The new risk is:

1.2.1 P011 – Information Governance. This new risk centres on the management of data held by STAR Procurement and use of that data in providing responses to Freedom of Information Requests that each Council receives on a regular basis. The risk is one of releasing inappropriate information and is considered to be a low scoring risk. STAR maintains strong links with each Council's Information Governance Team, receives support from STAR Legal in respect of FOI/IG case law and has a review mechanism in place for all FOIR responses prior to issue by the relevant Council. The Director of Procurement and relevant STAR Board member provide final oversight of responses before they are sent.

1.3 The downgraded risk is:

1.3.1 Risk item S047 – The Chest (Procurement Portal) performance issues. The STAR Board has noted an improved position with the resolution of issues and the continued work of the AGMA Procurement Hub in conjunction with Proactis, owners of Due North (the platform provider). STAR Procurement is represented on the Chest User Groups and participates in all training sessions provided by Proactis

### **2. Recommendations**

2.1 It is recommended that the STAR Procurement Joint Committee notes the content of the Risk Register provided

## Appendix 1: STAR Risk Register



Risk Register

Revision: 09

Issue Date: 20 July 2016

Document Owner: Mark Pearson, Business Improvement Manager

Summary				Risk Description & Impact			Preventative Actions		
ID	Date Raised	Status	Type	Description of risk / impact	Prob (1-3)	Impact (1-3)	Score (P x I)	Mitigating actions / Countermeasures	Risk Owner
F005	17 Sep 14	On going	Finance	Not able to balance cost savings against "local agenda" aspirations	3	2	6	Market engagement with local and sub-regional suppliers has increased, to connect with companies capable of providing services to the STAR Authorities from within the localities. STAR continues to give training to Commissioners in respect of Social Value and the GMCA Social Value policy. STAR Authorities need to consider what specific Social Value requirements they require in their localities, to inform both STAR Procurement and individual Commissioners for the pre-procurement process	DoP / STAR Team
F009	17 Sep 14	On going	Finance	Do not identify and deliver enough savings opportunities	2	3	6	STAR Procurement allocates savings under three headings - Contract Renewal Savings; Targeted Budget Reduction; and New Savings Opportunities. STAR has agreed with each Authority, the savings target for 2016-17	HoSPs / CMs
P003	17 Sep 14	On going	Process & Resources	STAR Procurement Contract Register does not include all contracting activity	3	2	6	STAR is working with Stockport Council to identify processes for increasing accuracy of the Contracts Register and will roll-out best practice identified, across Trafford Council and Rochdale Council. Category Managers are engaging with Commissioners and also analysing spend data provided by Finance Managers to identify all contracting activity	HoSPs / CMs
P008	30 Sep 15	On going	Process & Resources	Ability to recruit and retain suitably qualified staff at all levels	2	3	6	STAR Procurement has developed a 'Grow Your Own' policy to enable officers within the organisation to progress from Trainee Procurement Officers (TPOs) to Procurement Officers to Category Managers and beyond. In house and external training course provision will ensure officers maintain CPD and assist in maintaining STAR Procurement's intention to be an employer of choice. STAR Procurement is recruiting a fourth TPO; each TPO will work across all parts of the Service in rotation. In addition, STAR Procurement has appointed to the vacant Head of Strategic Procurement position	DoP / HoSPs / BIM
P009	7 Jan 16	On going	Process & Resources	Changes in legislation impacting on both procurement and local authorities	2	3	6	Horizon scanning to plan policies and strategies in advance. Liaison with regional partners and stakeholders to ensure parity of approach and shared learning. Incorporation of best practice from UK Government and Local Government Association advice, policy notes, codes of practice and Regulations	DoP / HoSPs / BIM
F010	7 Jan 16	On going	Finance	STAR Procurement is not able to deliver against the income generation target	2	2	4	STAR Procurement has reviewed all Service Level Agreements (SLAs) in place with existing partner organisations and is introducing quarterly reporting to those partner organisations, demonstrating value derived. STAR Procurement is also discussing with other Authorities, the STAR 'offer' with the intention of widening participation in this shared service	DoP / HoSPs
C007	17 Sep 14	On going	Comms	STAR Procurement fails to consider the corporate priorities of each of the three STAR Authorities when carrying out procurement	1	3	3	STAR Procurement has captured the three Authorities' corporate priorities in its new Business Plan and these requirements will be embedded in the team's approach to procurement for each Authority. STAR Board to continue to advise any change in corporate priorities when identified by each Authority's Corporate Management Team, to ensure that STAR Procurement remains informed of any change in priorities	DoP / HoSPs / CMs
F008	17 Sep 14	On going	Finance	Not able to achieve targets	1	3	3	Monthly verification of savings between HoSPs and each Authority Finance Teams continue to provide savings certainty. Key Performance Indicators for 2016-17 and the Balanced Scorecard have been agreed with both STAR Board and Joint Committee. In addition, a series of Management Indicators for SMT and STAR Board have been developed	DoP / HoSPs / CMs
P007	30 Sep 15	On going	Process & Resources	Future partner integration impacts on STAR Procurement ability to deliver to existing Authorities	1	3	3	STAR Procurement has identified resourcing, governance and financial impacts of proposed new Partner organisation; HoSP (Professional) has separately identified risks and is managing a separate partner-specific risk register. Joint Committee retains ultimate decision-making powers in respect of any new partners	DoP / HoSPs / BIM
C010	7 Jan 16	On going	Comms	Reputational impact of not delivering promises; e.g. Availability of website, responsiveness and following processes	1	3	3	STAR Procurement launched its website in February 2016 and this acts as a central communications resource together with the STAR Twitter account and dissemination of information via the three Authorities intranets (the latter having been updated following launch of the website). The website contains information for Buyers within each Authority, held in a secure area, which is regularly updated. The new STAR Procurement Business Plan details the introduction of a Quality Management System for STAR Procurement	BIM / HoSPs

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SO47	16 Mar 15	On going	Systems & Tools	Risk of performance issues arising from a change of procurement portal provided following AGMA re-procurement of The Chest portal in 2015	1	3	3	The Chest (NW England Procurement Portal) has been rolled-out across all participating Authorities. The AGMA Procurement Hub continues to work with Proactis, owners of Due North (the provider of the portal) to resolve user issues. STAR Procurement is working closely with the AGMA Procurement Hub to manage both expectations and quality of product	AGMA
S046	17 Sep 14	On going	Systems & Tools	ICT systems prohibit / constrain STAR Procurement from working across the three STAR Authorities	1	2	2	Access, via VPN, to both Rochdale and Stockport systems has now been arranged and the STAR Procurement team have the ability to access the intranets, printing, scanning and room booking systems of each Authority	BIM
P010	21 Apr 16	On going	Process & Resources	New data capture and reporting systems	1	2	2	HoSPs to ensure continuous review of statistics from new reporting to ensure that new systems are adopted, updated and provide the required reporting solutions	HoSPs
P011	20 Jun 16	New	Process & Resources	Release of inappropriate information from tenders to competitors which compromises both the originating tenderer and the Council's ability to ensure competitiveness in future tender exercises	1	2	2	Tender submissions are stored securely on the Councils' eProcurement Portal (The Chest) and are not accessible by tenderers. FOI requests for release of such information are reviewed by the Director of Procurement and the relevant Council's STAR Board Member (or authorised representative) prior to release of such information to the relevant Council's FOI team. In addition, STAR maintains strong links with the Information Governance Teams in each Council and, with the assistance of STAR Legal, continues to review case law governing this matter	BIM
C006	17 Sep 14	On going	Comms	Services/Commissioners across the three STAR Authorities do not engage fully with STAR Procurement, limiting ability to deliver against KPIs	1	2	2	HoSPs are refreshing the communications plan regarding senior stakeholders across the STAR Authorities; Category Managers continue to engage with Commissioners to ensure visibility of STAR Procurement at officer level within the STAR Authorities	HoSPs / CMs
C009	17 Sep 14	On going	Comms	Standardisation of documentation and processes across the three STAR Authorities and STAR Procurement	1	2	2	Business Improvement Manager is leading a new Standards Group comprising BI and Procurement Officers; this is reviewing all requirements for standardised documentation and processes. STAR Legal has provided new legal documentation, including aligned terms and conditions for use across all three Authorities. STAR continues to liaise with Client leads from all three Authorities to determine further priorities and timescales for implementation	BIM

KEY:

- = New Risk Added
- = Downgraded Risk
- = Upgraded Risk
- Text = Risk to be removed

DoP = Director of Procurement  
HoSPs = Heads of Strategic Procurement (People, Place, Professional)  
CMs = Category Managers  
BIM = Business Improvement Manager  
AGMA = AGMA Procurement Hub