

Report to: STAR Joint Committee
Date: 18th October July 2016
Report for: Information
Report of: Head of Strategic Procurement

Report Title

Q2 Balanced Scorecard

Purpose

The purpose of this report is to:

- Provide a summary of the performance at quarter two

Recommendations

- For Information

Contact person for access to background papers and further information:

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1. Compliance

1.1 The compliance position for Q2 has improved against Q1 with a 1% shortfall against the target. It is anticipated that this will be recovered in Q3.

2 Finance

2.1 The savings delivered is on target however many of the savings are back end loaded and are to be delivered in Q3 and Q4. It is essential that there is continued focus in this area.

3 Social Value (SV)

3.1 S2 target (% of tender exercises resulting in Social Value KPIs) is being achieved and over delivered however S1 (Number of local employment opportunities created as defined in GMCA Social Value Policy) is still proving to be a challenge. The performance measurement data demonstrates that whilst procurement documentation requests bidders to provide SV commitments regarding employment and training, the responses from bidders

are not delivering our ambitions. There was some discussion at the last meeting as to whether the target is reasonable but the consensus from STAR SMT is that at this point it should be retained. Rather, operational practice needs to be focussed during pre-procurement to ensure the market understands what is expected and is able to deliver.

4 Performance

4.1 Performance targets regarding customer satisfaction continue to be achieved. All dissatisfied clients are contacted directly by a member of SMT to understand, learn from and where necessary take action on the issues raised. There is a consistent number of responses (12%) which indicate "neither agree or disagree". Further analysis of this data will be carried out in Q3

5 Summary

5.1 The final position reflects an improvement for Q1 and demonstrates the areas which require further focus on improvement.

