



Report to: STAR Joint Committee
Date: 16th December 2020
Report for: Information
Report of: Assistant Directors (Delivery and Development)

Report Title

STAR Procurement Continuous Improvement Update

Summary

The purpose of this report is to update STAR Joint Committee on the STAR Procurement improvements to date and future plans for both delivery and development sides of the organisation.

Recommendations

The recommendation of this report is that Joint Committee:

- Consider the STAR Procurement improvements to date and future plans

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:	None
Health and Safety Impact:	None

Consultation

No public consultation required

1. Background

STAR Leadership Team are constantly reviewing the delivery and development sides of STAR Procurement and implementing continuous improvement to provide a more effective and efficient service to the STAR partners.

2. Continuous Improvements to date:

2.1 Tableau (Financial Data Management and Performance Management)

STAR Procurement have an SLA with Stockport Council to provide spend data and 5 STAR reports at a touch of a button through Tableau and enable data analysis. This new way of working is now fully embedded and implemented across STAR. Minor revisions have been made to the performance management dashboard to give greater clarity to the measures included.

Benefits:

- Much improved 5 STAR Reporting
- Monthly partner reports generated
- Monthly review of spend (previously annual)
- Monthly work plans
- Opportunities for collaboration and savings identified quickly
- Informs service leads meetings
- Much improved forward planning
- Trust and confidence in the data across the team

2.2 Virtual Meet the Buyer Event

Due to COVID-19 the planned 'Meet the Buyer' event to be hosted by Trafford Council at Old Trafford Cricket Club, was postponed from June to November, and then moved to a virtual/online format. This was a new approach for us, and we used the opportunity to change the format of the entire event. Instead of a one-day event, it took place over the course of a week to co-include with

World Procurement Week. There were 25 sessions including 'top tips for tendering', Social Value, Ethical Procurement, and overview of sub-contract opportunities e.g. Wates, and category specific updates. Nearly 600 bookings were made and the sessions were very well attended with positive feedback received.

We are undertaking a formal feedback analysis and will review lessons learnt to inform future events.

Benefits Gained:

- Greater flexibility offered to suppliers
- Reduced costs as usually pay for refreshments, publicity material etc.
- High levels of engagement with GM and SME businesses
- Variety of sessions to appeal to inexperienced and experienced bidders
- Able to share our forward work plan
- Supported our local businesses and SME's to be better able to respond to tenders
- Sessions were interactive and suppliers were engaged
- Positive press and publicity

2.3 Data Protocol

STAR Procurement has access to a wealth of information and data on our supply chain, markets, spend and outcomes. In order to ensure consistency and confidence in our data, a set of Data Protocols have been developed and agreed.

Benefits:

- Consistency in reporting
- Confidence in data
- Resource management in Development Team
- Trust and assurance that reports will be delivered on time and to the best standards

2.5 Business Plan

The STAR Business Plan has been finalised and is currently being formatted and designed by Trafford Council Comms & Marketing team. This will be launched in January 2021.

2.6 In-tend

The implementation of In-tend Contract Management system is well underway. The implementation will be divided into two stages, as we cannot rollout the contract management aspects until the contracts register is uploaded and we have undertaken all QA checks to ensure it is as accurate as possible to make the second phase run smoothly.

Plan of Action:

1. STAR implementation and upload of the contract register
2. Council implementation of contract management

So far we have:

- Final contract negotiations
- Contract drafting and finalisation
- Had a lessons learnt session with Stockport who already use In-Tend
- Identified Council leads and established terms of reference for second phase implementation
- IG leads informed and consulted
- STAR operational group established to do QA on data quality in the Contracts Register

2.7 Social Value

STAR have undertaken a Themes Outcomes Measures (TOM's) assessment of our activity as an organisation and this evidenced that STAR Procurement delivered £1.1M of Social Value through their employees during a 12 month period. STAR have also completed the Social Value Maturity Index assessment and this resulted in us being graded as 'Innovator' in terms of Social Value Maturity. This being the highest rating. Reporting improvement from the Social Value Portal has been improved to include BAME, SME and split by local and regional spend and this will be produced from Q3 onwards.

2.8 Oxygen

Oxygen is progressing well, the scheme has been re-launched following the conclusion of the Supplier Relief scheme, and agreements have been made with Oxygen across the active councils for supplier relief payments and contract extensions. A further steering group meeting will be set up in December to agree the evaluation model.

3. Continuous Improvements Future Plans:

3.1 Web Forms & Website

STAR Procurement has started to develop online forms using a piece of software available through a Trafford Council supplier IEG4. This will digitise the forms, allow them to be tracked and logged, and also facilitate the online authorisation process. This is also being done to help enable us to comply with new accessibility requirements.

As well as reviewing our web content to ensure compliance with accessibility requirements, STAR are also developing a new website with Trafford Council IT department. The initial design work has been completed and the new website is being populated.

3.2 Social Value

STAR are working on a Social Value Strategy and mapping the GM Social Value Framework across the 4 partner Council priorities to target specific outcomes linked to priorities through STAR procurement activity. STAR are working with Trafford Council to support them in becoming a 'Social Value Organisation' as a pilot, which includes the Council undertaking a TOM's assessment and completing a Social Value Maturity Index assessment as outlined previously for STAR as an organisation. This will be rolled out to the other STAR partners. This will lead to Trafford understanding their Maturity and also to develop an action plan to drive Social Value through all parts of the business. This could also lead to an annual Social Value Statement where an organisation can publish its progress and success.

A review of the Social Value Portal reporting is underway to identify where reporting can be improved to include all spend including under £50k and awards through frameworks as this currently sits outside of the activity on the SVP. This improvement will contribute to the updated 5 STAR reporting for 21/22.

3.3 Commercial Contract Management

Commercial Contract Management (CCM) is being progressed; STAR are working with HR to recruit a resource on a temporary basis, the successful candidate will scope the action plan remit and define the potential savings and timescales, which will be shared with STAR Board. The CCM role will work closely with each finance team and relevant service officers to deliver the action plan in a targeted and strategic manner. STAR envisage a 12 month role to deliver cashable savings in 2021/22, savings will be ratified and reported through the STAR standard processes and procedures.

3.4 Ethics, Modern Slavery and Responsible Procurement

STAR are undertaking the annual training of Corporate Ethics in Supply Chains to ensure we maintain our Corporate Ethics Mark. This also allows us to help deliver the requirements under the Co-op Charter against modern slavery, which all Partners have signed up to.

A review of our Responsible Procurement Strategy is underway to ensure it remains relevant and reflects any new updates from our Partners.

4. Recommendations

4.1 It is recommended that:

- STAR Joint Committee consider the STAR Procurement improvements to date and future plans