



**Report to:** STAR Joint Committee  
**Date:** 15<sup>th</sup> September 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**

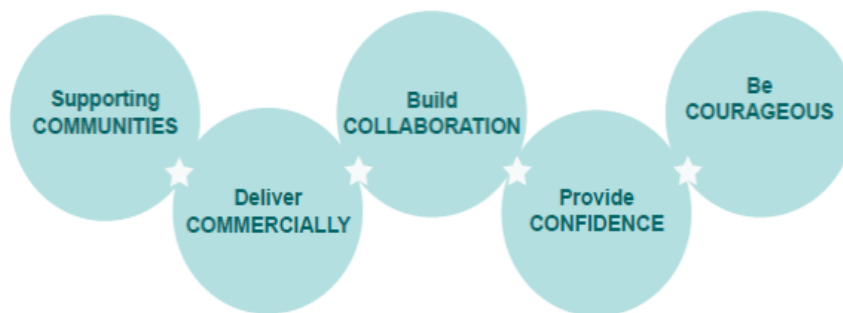
- 1.1. The STAR Business Plan 2021-24 was launched in January 2021. This sets the strategic direction for STAR over the next three years, including our vision, objectives and enablers.

#### **Our Vision**

Leading Transformation Through  
Procurement and Co-Operation

---

#### **Our Objectives**



#### **Our Enablers**



- 1.2. As part of our Continuous Improvement (CI) ethos we regularly review the delivery and development sides of STAR Procurement and implement plans and strategies to provide a more effective and efficient service to the STAR partners.
- 1.3. Following on from the June paper STAR have created the CI working group to aid better communication between STAR, the four partners, two CCGs and also STAR Legal. An introductory meeting has taken place and Terms of Reference

discussed, the meetings have been scheduled quarterly to coincide with STAR Board. Next steps are to finalise the TOR and agree focus subjects.

### Members

|            |                           |
|------------|---------------------------|
| STAR       | Elizabeth McKenna (Chair) |
| STAR Legal | Dominique Sykes           |
| Stockport  | Geraldine Gerrard         |
| Rochdale   | Tracey Harrison           |
| Trafford   | Nikki Rylands             |
| Tameside   | Emily Drake               |

## **2. Supporting Communities**

### **2.1. Social Value**

See paper on Social Value

### **2.2 Carbon/Sustainability**

3 further members of the STAR team have completed the Carbon Literacy Programme, with 4 staff booked on for this Autumn. This will then mean that 12 staff will have completed the Carbon Literacy Programme. The GM Green Summit is due to take place in October 2021 and STAR have secured places to attend. STAR is also on the National SV Taskforce Carbon Crisis Group.

### **2.3 Staff Wellbeing/Customer satisfaction**

The team continue to work productively from home and are safe and well. Discussions are taking place with all Partners about the arrangements for returning to the office. A STAR staff survey has been undertaken and the results will be reported separately to Board.

A client customer satisfaction survey is also underway, so we can ensure we are meeting partner requirements and the findings/feedback will be fed into the CI group as themes for improvement.

### **2.3 Resources: Recruitment and Retention**

We have a Category Manager leaving STAR in September through her successful VR request, and a procurement officer leaving to take up a GMCA position, we will therefore be recruiting accordingly.

The vacant Office Manager post has now been successfully recruited to, resulting in an internal promotion. The BIO vacancy this created has also been successfully recruited to.

We have secured agency staff 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 are currently being scoped/proposals drafted. Income has included CAR reviews, procurement task and finish activity and a longer term SLA for procurement support.

The STAR charging policy has been updated to ensure full cost recovery and benchmarked to ensure our rates remain competitive.

#### **3.2 Commercial Contract Management**

The roll out of this programme has begun, we have had intense and successful engagement with each partner's officers throughout July and August. The illustration of potential savings are between £680k and £1.3M, next steps are to finalise the contracts for re-negotiation with finance and service leads and begin negotiations September/October 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 manual uploads for frameworks and dynamic purchasing systems (DPS) that are currently being undertaken and will be complete by late Summer. The reporting processes and user guides are also now being updated to reflect our new processes, procedures and reporting.

4.1.2. The process for uploading contracts has taken significantly longer than anticipated. A decision was also been taken to align more fully with the existing Stockport system, thereby ensuring a more streamlined system with no duplication. This has brought additional complexities in implementation phase.

4.1.3. Discussions are taking place with Trafford, Tameside and Rochdale Councils as to their approach for the use of the Contract Management elements of the system. This will only be successful if contract management is embedded into practice within the four organisations and through consistency in protocols and ways of working.

### **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 current timescales for the Bill are currently unclear. We are also monitoring progress of the Integrated Care System White Paper and the pending changes.

In response to the newly released National Procurement Policy Statement (NPPS) a review has been undertaken to RAG rate our current activity and the results of this feed into our Continuous Improvement plan.

## 5.2 **Liverpool Best Value Inspection Report**

STAR Procurement have reviewed the contents of this report and undertaken an assessment of the key findings against our own processes and procedures. Overall, the results highlighted minimal risk to STAR Partners, with a small number of minor continuous improvement actions to implement. The analysis has been shared with each Partner Audit team.

## 5.3 **E-Learning**

The e-learning package has been updated to make this more user friendly and relevant. The e-learning is now mandatory for all budget holders and those that raise invoices on an annual basis. The package is being re-launched via each of the Council's HR team and has been further amended to reflect feedback from our Partners.

## 5.4 **Back to Basics Training**

The Back to Basics training continues to be delivered to client departments. Work is underway to further manage expectations regarding procurement timescales and roles and responsibilities.

## 5.5 **Cyclical Reporting**

Our cyclical reporting plan has been reviewed and refreshed to ensure a more consistent and robust process for data reporting.

## 5.6 **Simplify**

The STAR internal Simplify Group have been focusing on updating documents and processes as well as the QMS based on audit recommendations and suggestions from the team to improve procedures as well as updates regarding Oxygen and the Social Value Portal.

## 6. **Be Courageous**

### 6.1. **National & Regional Events**

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

- Procurement & Collaborative Working at the Greater Manchester Commissioning Academy
- I-Network Innovation Awards Showcase
- YPO Net Carbon Week
- Worked as part of LGA Corporate Peer Review Panel (Procurement)

## **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.