



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

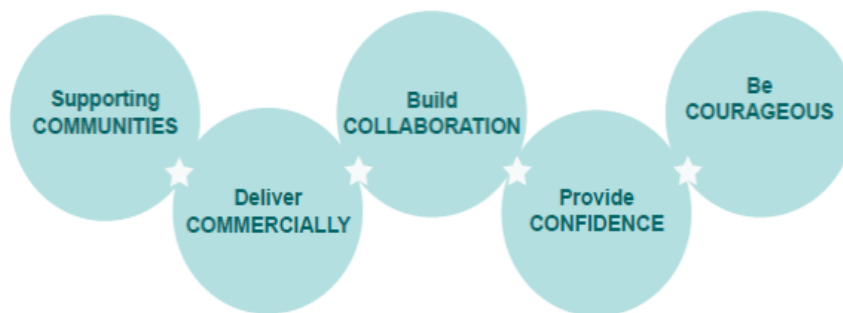
1. Background

- 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%
---------	-----	-----	-----

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.