



Report to: STAR Joint Committee
Date: 15th March 2023
Report for: Information & discussion
Report from: Nichola Cooke, Assistant Director

Report Title

Quarter 3 5-STAR Performance 2022/23 and New Measures for 2023/24

Summary

The purpose of this report is to:

- Inform STAR Joint Committee of the 2022/23 Quarter 3 key performance measures of STAR Procurement
- Discuss and agree key performance measures for 2023/24

Recommendations

The recommendation of this report is that the STAR Joint Committee:

- Note the content of the report and discuss the performance to the end of Quarter 3 for 2022/23
- Agree the new key performance measures for 2023/24

Contact person for access to background papers and further information:

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Background

Financial Impact:	Savings secured
Legal Impact:	No legal challenges to report
Human Resources Impact:	None
Asset Management Impact:	None

E-Government Impact:	None
Risk Management Impact:	No significant risks to report
Health and Safety Impact:	None

Consultation

No public consultation required

1. 5-STAR Quarter 3 Progress Report

- 1.1. The Quarter 3 results are included in Appendix 1.
- 1.2. In order to allow comparison, the following results were achieved in 2021/22 and in Q1, Q2 and Q3 2022/23. However, please note that figures do fluctuate over a year and some are best taken annually rather than quarterly.

KPI	2021/22 Total	2022/23			
		Q1	Q2	Q3	Q4
Efficiencies	£5,923,657	£2,010,758	£4,811,980 (£2,618,490 to be ratified)	£7,384,860 (£5,191,370 to be ratified)	
Return on Investment	3.7x	1.2x	3x	4.6x	
Income	£429,930	£176,962	£359,676	£398,288	
SV against contract value	35.4%	44%	40.8%	41.2%	
Local spend	50.9%	43.8%	48.1%	47.3%	
Verified spend	94.1%	93.3%	92.9%	93.6%	

- 1.3. Please note that ratified efficiencies to Q3 are £2,193,490, with £5,191,370 yet to be ratified. Efficiencies are ratified by each Partners finance team, but due to budget setting pressures within the teams these have not been reviewed this quarter. These will be reviewed by finance along with Q4 savings.

2. 5 STAR Performance Measures for 2023/24

- 2.1. The current measures and targets are:

Measure	Description	Target
Commercial	Ratified savings to be broken down into: - Revenue	£5.6m

	<ul style="list-style-type: none"> - Capital - Carry Over 	
	Return on Investment	2
	Income broken down by: <ul style="list-style-type: none"> - Long-term SLA - One-off activity 	£652,938
Communities	Social Value <ul style="list-style-type: none"> - Social Value Target Against Contract Value 	25%
	Local Spend: <ul style="list-style-type: none"> - Local Authority spend as percentage of total controllable spend 	50%
Confidence	Verified spend as percentage of total controllable spend	90%

2.2. Each year, STAR Procurement review the 5 STAR Measures to ensure they remain fit for purpose and continue to drive continuous improvement through stretched targets that are relevant to Council priorities.

2.3. The measures have remained the same for the last three years. Therefore, this year a more comprehensive review of the measures has been undertaken, and a new set of proposed measures developed. The review of efficiencies measure was undertaken in consultation with Continuous Improvement group.

2.4. The key changes are:

- The efficiency measure was creating some confusion as to what could and couldn't be taken from budgets. To provide clarity, this has been reduced in scope to just include revenue savings only and the annual target would need to be redefined to take account of this.
- Return on Investment has been removed as this created some confusion and wasn't a very meaningful measure as it was linked to 'efficiencies'
- Income has been removed as income is reported through the quarterly budget updates and is a target to aid the budget not a performance measure
- Social Value and local spend are retained as they remain key priorities for STAR and our Partners

- A collaboration measure has been added to support the drive for greater collaboration. Baseline will be established from 22/23 activity and reported activity quarterly without a target in 23/24
- The measure on confidence has been retained but instead reporting on non-verified spend rather than verified to provide a greater spotlight on non-compliance

2.5. The proposed recommended measures for 2023/24 are:

Measure	Description	Target
Commercial	Ratified revenue savings (Quarterly)	£1m
Communities	Social Value - Social Value Target Against Contract Value (Quarterly)	25%
	Local Spend: - Local Authority spend as percentage of total controllable spend (Annually)	50%
Collaboration	Number of collaborative contracts (Quarterly)	TBC Baseline to established from 22/23 activity and reported activity quarterly without a target in 23/24
Confidence	Non-Verified spend as percentage of total controllable spend (Quarterly)	8%

2.6. The recommended measures for 2023/24 are therefore open to discussion. The new data will then be captured and reported from 1st April 2023, and a new Tableau dashboard developed.

3. Recommendations

3.1. It is recommended that STAR Joint Committee:

- Note the content of the report and discuss the performance to the end of Quarter 3 for 2022/23
- Agree the new key performance measures for 2023/24

Report Appendices

1. 5-STAR 2022/23 Quarter 3 Performance Management Results