

## **Item 7 Performance Statistics (Key Performance Indicators)**

### **1. Introduction**

Members will recall that at the Joint Committee Meeting of 1<sup>st</sup> October 2014 the Director of Procurement presented a proposed performance framework identifying Key Performance Indicators (KPIs) which could be used to monitor and report performance of the shared procurement service. This is a useful framework and we have used it to develop our thinking on how this will be delivered in practice.

STaR is a new organisation, it is important that the performance mechanisms recognise the full remit of STaR's activities and the expectations of the three Councils. The Director of Procurement and the STaR Board have developed and summarised these expectations into four key themes for discussion and agreement by the Joint Executive Committee.

They are listed below:

Compliance

Financial

Social Value

Service Delivery and Customer Satisfaction

A balanced scorecard approach has been developed to capture this information which includes indicators as to how such activities can be measured and reported. The proposed score card is attached as Appendix 1.

The purpose of the report is to elicit comments and feedback from Members as to the appropriateness of the measures proposed for each of their Councils. It is recognised that a base line position is core to demonstrating improvement and data will be captured at the end of 2014/2015 financial year to populate the current position.

Going forwards the agreed indicators will constitute part of the monthly or quarterly reporting pack produced by STaR

## STaR Balanced Scorecard

### Compliance

- Harmonised Contract Procedure Rules (CPRs)
- Number of procurement challenges
- Comprehensive contracts register
- Transparency requirements
- Exceptions to CPRs
- Standardised process and documentation

### Service Delivery and Customer Satisfaction

- Customer satisfaction surveys
- Supplier satisfaction surveys
- Communication and engagement plan
- Clear Service offer delivered consistently
- Standardised and proportionate process and documentation
- Procurement work plan delivered to schedule
- PID objectives achieved

### Financial

- Identify and deliver new savings
- Supporting services to deliver budget savings
- Ensure that services achieve best possible value through the spend they have
- Cost of STaR as a % of spend (benchmarking)
- Income generation

### Social Value

- SV objectives to be embedded in procurement documentation and process
- Contribution to Corporate Priorities:
- Employment, skills and apprenticeships
- Local spend, values & percentages
- SME spend , values and percentages
- Social Value outcomes to be reported
- Market engagement events and impact