

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting18th July 2019

1. Title of Item/Report

Xentrall Annual Report 18-19

2. Record of the Decision

Consideration was given to a report on the Xentrall Annual Report.

The annual report allowed Members to review the progress and performance of Xentrall Shared Services, the Stockton and Darlington partnership.

The Annual Report demonstrated how Xentrall had delivered savings across the board whilst continuing to improve performance and customer satisfaction.

Key in year achievements included; The implementation phase of a new HR system which delivered efficiencies through mobility, the facility for recurring credit / debit card billing in Finance which made the Council easier to do business with, many successfully implemented high-profile campaigns from Design and Print and the improvement ICT systems to defend against the increasing threat from cyber-attacks.

Xentrall Shared Services, the Stockton and Darlington partnership, was established in May 2008 and was in its twelfth year. The Xentrall services covered:

- ICT (strategy and operations)
- Transactional HR (payroll, recruitment, sickness absence)
- Transactional Finance (creditors, debtors, banking, schools finance)
- Design & Print (professional buyer, in-house design and print)

The original business case identified a number of efficiencies and benefits to be delivered resulting in initial savings of £7.4m over the original ten-year period of the partnership. The successful partnership had delivered all these plus additional efficiencies and benefits and had achieved £14.6m of savings. At the same time the quality and performance of services had improved, with both customer and staff

satisfaction increasing over the life of the partnership.

This significant achievement for what was a public / public partnership compared very well to other private sector partnerships many of which had failed over the same period. A report published in May by the Association for Public Service Excellence (APSE) reflected this in-house approach as their survey found that over 77% of respondent councils, had or were considering insourcing a service with over 61% of these doing so to improve efficiency. The foresight by both Councils at that time in setting up Xentrall was ambitious, but both had since enjoyed the financial and service rewards of a successful on-going partnership.

In recognition the on-going success of this public / public partnership, Members were reminded that in 2015 they agreed to amend the original ten-year period into an on-going rolling agreement, which continues to this day.

3. Reasons for the Decision

To allow Members to receive information about the progress of the partnership and acknowledge the continuing success of Xentrall and the £14.6m savings it has achieved over the eleven years since it was formed.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

Councillor Bob Cook declared a personal non prejudicial interest in respect of agenda item 8 - Xentrall Annual Report 18-19 as he was a member of NEPO.

Councillor Jim Beall declared a personal non prejudicial interest in respect of agenda item 8 - Xentrall Annual Report 18-19 as he was a member of Tees Active.

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 26 July 2019.

Proper Officer
22 July 2019