

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting12th July 2018

1. Title of Item/Report

Xentrall Annual Report

2. Record of the Decision

Consideration was given to a report on the progress and performance of Xentrall Shared Services, the Stockton and Darlington partnership, which had just celebrated its tenth anniversary.

Xentrall Shared Services, the Stockton and Darlington partnership, was established in May 2008. The Xentrall services were:

- 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. The successful partnership had delivered all of these plus additional efficiencies and benefits and had made almost double the original targeted savings over the same ten year period. At the same time the quality and performance of services had improved, with both customer and staff satisfaction increasing over the same period.

Xentrall had continued to explore new opportunities for external business in-line with the partnership's objective of tactically growing the business. The successes were detailed within the report.

As well as new activities, existing external customers had been retained and had signed up to new service level agreements for 2018. This was a significant achievement and a reflection of the value of Xentrall services.

As well as providing services to external customers and generating income, Xentrall had continued to be busy delivering projects across Stockton and Darlington Councils.

The year would continue to be a busy one for all four of the Xentrall services. The “day job” involved delivering ICT systems to and supporting 4,500 ICT users, managing a payroll of 15,000, processing thousands of invoices and managing a very busy design and print studio. On top of this, amongst there were many projects to be undertaken and these were listed within the report.

As with previous years, the continual service improvement mentality within Xentrall would be applied to leverage any further service improvements and/or savings for both Councils. Xentrall would also continue to assess new partnering and business opportunities as and when these arise, which fits in with its business plan of tactically growing the business and in turn help to support both Council’s Medium Term Financial Plans.

RESOLVED that:-

1. The report be noted.
2. The success of Xentrall be acknowledged reaching its tenth anniversary and achieving £13.6m savings which is almost double its original target and this public/public partnership continues to outperform the private sector.

3. Reasons for the Decision

To allow Members to receive information about the progress of the partnership.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

None.

6. Details of any Dispensations

N/A

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

Midnight, 20 July 2018.

Proper Officer
16 July 2018