

Reprographics service end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Graphic design, web design and photography: complete all requests to agreed deadlines	Sound financial management Improving transport Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	New performance measure.	Reprographics Manager Reprographics Officer (2)	1,755 requests (up to 31 December 2022) completed to agreed deadlines.
Specialist printing and finishing service: complete all requests to agreed deadlines	Sound financial management Improving transport Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	New performance measure.	Reprographics Manager Reprographics Officer (2)	2,348 requests (up to 31 December 2022) completed to agreed deadlines.
Meet revenue target of £17,679 through provision of graphic design, web design, photography, printing and finishing service to external customers	Be more commercial but within reason: "commercial for community"	100%, annually	New performance measure.	Reprographics Manager Reprographics Officer (2)	£42,205.87 gross revenue (up to 31 December 2022). £36,966.53 net revenue (up to 31 December 2022).

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Document Management System (DMS): index documents into EDRMS system within prescribed deadline of 3 working days or 24 hours for invalid planning applications	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	44,704 documents indexed within prescribed deadlines.	Reprographics Manager Reprographics and DMS Officer (4)	22,793 documents (up to 31 December 2022) indexed within prescribed deadlines.
DMS Printing: print documents for operations of Development Control and Building Control within 3 working days from receipt	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	New performance measure.	Reprographics Manager Reprographics and DMS Officer (4)	17,194 documents, 98,282 pages, 5,455 A1 plans, 429 A2 plans (up to 31 December 2022) printed within agreed deadlines.
Focused meetings with Development Control and Building Control to ensure maximum effectiveness and best adaptation to evolving demands of the DMS service	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	Minimum annual meetings, annually	New performance measure.	Reprographics Manager Reprographics and DMS Officer (4)	Building Control meeting November 2022. Development Control meeting February 2022.
Print and post agendas for Council and Committee meetings within prescribed 5 or 7 working days deadline	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	1,458 Agenda papers printed and posted within prescribed deadlines.	Reprographics Manager Reprographics and DMS Officer (4) Reprographics Officer (3)	1,651 Agenda papers (up to 31 December 2022) printed and posted within prescribed deadlines.

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Operate a cost-effective outgoing mail service by ensuring every item meets strict criteria for Royal Mail automated sorting process and by completing MailMark franking by 3.30pm every day	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	105,060 outgoing mail items (up to 31 December 2022) inspected and posted, 95.17% of mail sent by 2nd class.	Reprographics Manager Reprographics and DMS Officer (4)	46,035 outgoing mail items (up to 31 December 2022) inspected and posted, 91.26% of mail sent by 2nd class.
Fulfil all online stationery requests within 24 hours of receipt and attend to all consumables and photocopiers' repair enquiries upon request	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	New performance measure.	Reprographics Manager Reprographics and DMS Officer (4) Reprographics Officer (3)	260 online stationery requests (up to 31 December 2022), walk-in requests for stationery and photocopiers repairs are not monitored, all requests completed.
Complete all mandatory ECDC corporate training within prescribed deadlines	Sound financial management	As requested, annually	New performance measure.	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	Equality and Diversity (December 2021 to August 2022) Fire Extinguisher (June 2022) Bomb Threats and Suspect Packages (May 2022) Procurement and Contract Procedure Rules (June 2022) Risk Management (July 2022) Job Evaluation (November 2022) Emergency Rest Centre (December 2022) Data Protection (December 2022) Mental Health (January 2023) Management Development Programme (from January 2023 until July 2023) Safeguarding (March 2023)
Complete professional training as identified in the appraisal development plan to agreed deadline	Sound financial management	As identified, annually	New performance measure.	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	Adobe After Effects, Motion Graphics (April 2022 to March 2023) Adobe Styles and Structures (October 2022) Accessibility in Adobe InDesign and Microsoft Word (October 2022) General Accessibility and Content Workshop (January 2023) Microsoft Excel advanced level (October 2022 to March 2023) Vinyl signage CMP-200 (September 2022) Microsoft Mail Merge (December 2022)

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One to one meetings	Sound financial management	Minimum monthly, annually	New performance measure.	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	Scheduled individual meetings held monthly with exception of August 2022 and December 2022 in addition to add-hoc one to one meetings.
Team meetings	Sound financial management	Minimum quarterly, annually	New performance measure.	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	Service branding (May 2022) Licensing procedures (June 2022) Paper use (July 2022) Health and Safety, Risk Assessments (September 2022) Crazy busy productivity workshop (October 2022) Data Protection and Record of Processing Activities (December 2022) Paper waste reduction campaign (January 2023) Service Delivery Plan (February 2023)
Complete staff appraisals annually and within a timeframe set by Human Resources Team	Sound financial management	100%, annually	100%	Reprographics Manager	All appraisals completed within a timeframe (February to March 2022).
Review corporate risks associated with Reprographics service, including but not limited to: <ul style="list-style-type: none"> Health and Safety measures in common areas Security Threats Code of Practice – ensure all parcels received at the Grange are processed for suspect content to mitigate an associated risk of injury or loss of human life Service Delivery Plan business continuity and resilience to breakdown of supply chains (paper, stationery, inks, toners and other consumables) 	Sound financial management	Minimum annually, annually	100%	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	Health and Safety and Reprographics risk assessments are formally reviewed at a team meeting (September 2022) and monitored throughout the year. Security Threats Code of Practice: actions mitigating the risks are reviewed constantly and improvements implemented immediately, raising awareness and educating all ECDC staff at the induction stage and via email campaigns, all parcels are X-rayed for suspicious content without exception. Service Delivery Plan is formally reviewed at the team meeting (February 2023) and monitored throughout the year. Business continuity and resilience to breakdown of supply chains: actions mitigating the risk are taken daily.

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Undertake activities which help to mitigate/adapt to climate change	Cleaner, greener East Cambridgeshire	Contribute to the implementation of the Council's Climate and Environment Action Plan, annually	New performance measure.	Reprographics Manager Reprographics Officer (3) Reprographics and DMS Officer (4)	<p>Monthly (from April 2022 onwards) paper usage reports produced as an executive summary, departmental breakdown and departmental environmental impact data sets.</p> <p>Climate group and paper workgroup meetings.</p> <p>Paper waste reduction plan created and approved in December 2022.</p> <p>Paper waste reduction campaign content created in December 2022.</p> <p>Recycling scheme for all toner and ink cartridges.</p> <p>Introduction of A4 recycled office paper to all staff.</p> <p>Paperless internal office processes and procedures.</p>

