

## Reprographic Services Service Delivery Plan

The Reprographics and Document Management Team comprises of;  
Reprographics Manager (part time – 29.5),  
2 Reprographics Officers (part time – 22.5 & 12.5 hours),  
4 Reprographics Support Officers (DMS/Post) (part time – 20, 24.5, 22, and 19 hours).

The objectives of the Team are to deliver a cost-effective and high quality Reprographics Service comprising of:

- **Graphic design** including; print, web, newsletter, brochures, leaflets, stationery, posters, GIS mapping and technical advice.
- **Printing service** including; committee agendas, newsletters, booklets, leaflets and flyers.
- **Mail room service** including; the opening and sorting of in-coming mail and franking of out-going mail.
- **Document Management** including; the sorting, scanning and indexing of emails, incoming mail and Planning Portals.
- **Stationary stock** including; distribution of stock and procurement of supplies.

### Forward Planning for Councillors

*(Are there any dates which you think Service Champions might need to be aware of e.g. committee dates, events linked to outputs etc)*

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
22 June 16	Service Delivery Plan	Reprographics	Cllr Mike Bradley	Commercial Services
22 June 16	End year report	Reprographics	Cllr Mike Bradley	Commercial Services

### How does the Service contribute to our Corporate Plan?

Reprographics Service supports the Council by providing quick access to printing, design and document management services across the authority. This supports the Council to be “well managed” with a “pro-business approach”.

In addition, the Service has been expanding their work to help provide additional revenue streams by offering printing and design work externally. This will help to support the authority to deliver a “financially sound” Council which focuses on being customer driven.

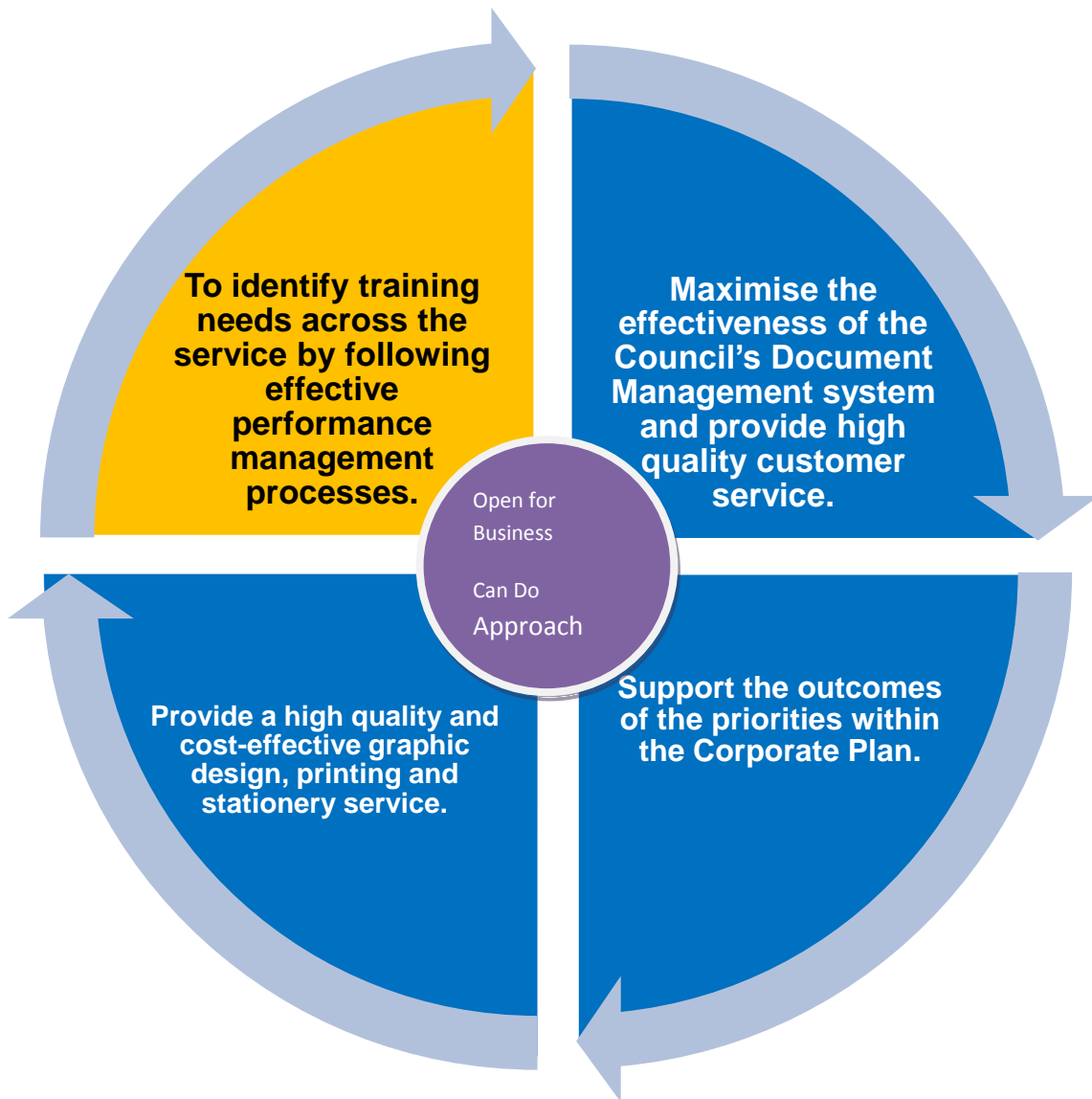
## Reprographic Services End of year report- 2015-2016

<b>Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service</b>	<b>Baseline (from previous year)</b>	<b>Target</b>	<b>Outcome</b>
To review the service delivered by the DMS team and ensure that the system is being used effectively between services and makes the best use of ICT facilities.	N/A	By Feb 2016	Achieved (see * for further explanation)
All documents to be scanned and indexed within 24hours.	95%	99%	99%
Mail to be sorted, franked and ready for collection each day.	99%	99%	99%
*A DMS review with Planning Services resulted in a more efficient way to index and redact document, avoiding duplication by both teams.			

<b>Provide a high quality and cost-effective Graphic Design, Printing and Stationery service (Reprographics)</b>	<b>Baseline (from previous year)</b>	<b>Target</b>	<b>Outcome</b>
Printing Agenda for Council/Committees, etc, within 5 working days of a meeting (statutory).	100%	100%	100%
Create artwork from conception to completion within 5 working days.	95%	95%	95%

<b>To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.</b>	<b>Baseline</b>	<b>Target</b>	<b>Outcome</b>
To maintain a well trained, skilled workforce through the performance management arrangements within the organisation.	Full team employed	All staff undertake appraisals	All appraisals completed
Appraisals to be completed annually.	100% on time	100% on time	100% completed
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100% up to date	100% up to date	100% up To date

Strategy map- 2016/2017



## Measuring Performance: - 2016-2017

<b>Maximise the effectiveness of the Council's Document Management system and provide high quality customer service.</b>	<b>Baseline (from previous year)</b>	<b>Target</b>
All documents to be scanned and indexed within 24hours from receipt.	99%	99%
Mail to be sorted, franked and ready for collection each day by 3:45p.m. each day.	95%	99%

<b>Provision of a high quality and cost-effective graphic design, printing and stationery service.</b>	<b>Baseline (from previous year)</b>	<b>Target</b>
Printing Agenda for Council/Committees, etc, within 5 working days of a meeting (statutory requirement).	100%	100%
Create a process on which to record job deadlines for internal and external clients.	N/A	Process in place by July 2016
Extend opportunities within the digitisation and archiving of documents across the authority to help contribute to reducing internal paperwork.  Awaiting outcome of ICT and the Transformation Programme.	N/A	All jobs to be completed within required deadlines.
Develop clear guidelines for all staff on job timescales, service standards, and processes, in order to reduce missed deadlines for printing, design requests and post requirements.	N/A	By Dec 2016

<b>Support the outcomes of the priorities within the Corporate Plan.</b>	<b>Baseline (from previous year)</b>	<b>Target</b>
Provide back-end reprographics support to the Local Authority Trading Company when required in the following areas; Printing agendas and minutes of meetings and design requests etc, all within their required timeframes.	N/A	Each request to be completed in accordance with required timescales.
Provide reprographic support to the leisure centres in the district within their required timeframes.	N/A	Each job to be completed in accordance with their defined timescales.
Support the Council's commercial agenda by actively promoting the types of work provided by Reprographic Services. This includes the following; developing a new website presence on the Council's website, developing a flyer which will be distributed to all parish councils for displaying locally and putting adverts in local parish council newsletters.	N/A	By March 2017.

<b>To identify training needs across the service by following effective performance management processes.</b>	<b>Baseline</b>	<b>Target</b>
Appraisals to be completed annually and maintain an effective workforce.	100% on time	100% on time
Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100% up to date	100% up to date

**Maximise the effectiveness of the Council's Document management system and provide high quality customer services.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/Outcome(s)</b>	All documents to be scanned and indexed within 24 hours from receipt.
<b>Links</b>	
<b>Source of data</b>	Services records (Document management system -DMS)
<b>Frequency of reporting?</b>	Monthly
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Once documentation is received scan information into the DMS.</li> <li>• If data refers to planning services, ensure that the documentation is registered in the Planning Portal.</li> </ul>
<b>Reporting timescale</b>	By 31 <sup>st</sup> March 2017
<b>What resources are needed to ensure success?</b>	DMS system
<b>Are there opportunities for cross-service working?</b>	Yes- with Planning Services in particular and any other service which requires document management.

**Maximise the effectiveness of the Council's Document Management System and provide high quality customer service.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	All mail to be sorted, franked and ready for collection each day by 3:45 p.m.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Mail must be received from departments at the latest 3:45pm daily.</li> <li>• Mail is sorted by size and weight.</li> <li>• Ensure 'MailMark' is cleanly franked with correct postage.</li> <li>• Collected by Royal Mail at 4:15pm.</li> </ul>
<b>Reporting timescale</b>	By the end of March 2017.
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes - All services contribute to this output.

**Provision of a high quality and cost effective graphic design, printing and stationery service.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Printing agenda for Council/Committees, etc, within 5 working days of a meeting (statutory requirement).
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	Monthly
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Agenda is received from Democratic Services ensuring enough time remains to print job.</li> <li>• Reprographics Officer will report back to Reprographics Manager if time is too short to meet the Post.</li> <li>• Report back to Democratic Services.</li> </ul>
<b>Reporting timescale</b>	End of March 2017
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- work with Democratic Services to reduce paper agendas and move towards electronic distribution.



**Provision of a high quality and cost effective graphic design, printing and stationery service.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Create a process on which to record job deadlines for internal and external clients.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	End of year.
<b>Who measures?</b>	Reprographics Manager
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Work with the team to develop a process on which to record job flows.</li> <li>• Use the spreadsheet to keep an up to date log of what jobs are coming in to the service.</li> </ul>
<b>Reporting timescale</b>	By end July 2016.
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- Working with all departments.

**Provision of a high quality and cost effective graphic design, printing and stationery service.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Extend opportunities within the digitisation and archiving of documents across the authority to help contribute to reducing internal paperwork.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	End of year.
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Work with the team to develop a process on which to record job flows.</li> <li>• Use the spreadsheet to keep an up to date log of what jobs are coming in to the service.</li> </ul>
<b>Reporting timescale</b>	By deadlines defined within the required deadlines from services.
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- Working with all departments to offer a digitising service as part of the Transformation programme.

**Provision of a high quality and cost effective graphic design, printing and stationery service.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Develop clear guidelines for all staff on job timescales, service standards and processes, in order to reduce missed deadlines for printing, design requests and post requirements.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	End of year.
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Develop easily accessible bullet points which define the requirements of the Reprographics Services to help provide all staff with guidelines on service standards.</li> </ul>
<b>Reporting timescale</b>	By December 2016.
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- Working with all departments.

## Support the outcomes of the priorities within the Corporate Plan

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Provide all back-end reprographics support to the Local Authority Trading Company in the following areas; printing agendas and minutes of meetings, design requests etc, all within their required timeframes. Each request to be completed in accordance with required timescales.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	End of year.
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• This is dependent on which job comes forward.</li> <li>• All jobs to be completed by their identified/required timeframes.</li> </ul>
<b>Reporting timescale</b>	By December 2016
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- Working with the Local Authority Trading Company.

## Support the outcomes of the priorities within the Corporate Plan

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Provide reprographic support to the leisure centres in the district within their required timeframes.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	End of year.
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• This is dependent on which job comes forward.</li> <li>• All jobs to be completed by their identified/required timeframes.</li> </ul>
<b>Reporting timescale</b>	By March 2017
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes- Working with Infrastructure and Strategic Housing Service

## Support the outcomes of the priorities within the Corporate Plan

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/outcome(s)</b>	Support the Council's commercial agenda by actively promoting the types of work provided by Reprographic Services. This includes the following; developing a new website presence on the Council's website, developing a flyer which will be distributed to all parish councils for displaying locally and putting adverts in local parish council newsletters.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	By March 2017
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>What will be done? Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Develop a flyer which promotes what Reprographics Services offer to the general public.</li> <li>• Send copies of the flyer to local parish councils for inclusion in their newsletters.</li> <li>• Develop a new web page which showcases what Reprographics Services offer.</li> </ul>
<b>Reporting timescale</b>	By March 2017
<b>What resources are needed to ensure success?</b>	<ul style="list-style-type: none"> <li>• Support of the parish councils to promote our services.</li> <li>• Resource to purchase and make available a high quality wide format photographic printer capable of photo prints, vinyl prints, and roll-up banners for exhibition displays.</li> </ul>
<b>Are there opportunities for cross-service working?</b>	Promote new services to all departments and staff.

**Identify training needs across the Service by following effective performance management processes.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/Outcome(s)</b>	Appraisals to be completed annually and maintain an effective workforce.
<b>Links</b>	HR & performance management
<b>Source of data</b>	
<b>Frequency of reporting?</b>	Monthly
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Forward plan appraisal dates with all staff</li> <li>• Identify training needs</li> <li>• Undertake training as required</li> </ul>
<b>Reporting timescale</b>	By June 2016
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	Yes, we offer a service to the whole Council and this will be reflected in our targets.

**Identify training needs across the Service by following effective performance management processes.**

<b>Owner</b>	Reprographics Manager- Andy Dicks
<b>Co owner(s)</b>	Emma Grima – Director (Commercial and Corporate Services)
<b>Output/Outcome(s)</b>	Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.
<b>Links</b>	
<b>Source of data</b>	
<b>Frequency of reporting?</b>	Quarterly
<b>Who measures?</b>	Reprographics Manager- Andy Dicks
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Ensure sessions are planned in with Service Delivery Champion to develop effective working relationships</li> </ul>
<b>Reporting timescale</b>	Quarterly
<b>What resources are needed to ensure success?</b>	
<b>Are there opportunities for cross-service working?</b>	