Commitments towards our Vision

Six month update - Reprographics Service

East Cambridgeshire District Council

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status at 6 month stage	Outcome or output (6 month stage)
Maximise the effectiveness of the Council's Document Management System and provide high quality customer service	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	(99%) Documents to be scanned and indexed within 24 hours from receipt.	99%	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Officer	⬌	99% 8,740 items
		(99%) Mail to be sorted, franked and ready for collection each day by 3:45p.m.	99%	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Support Officer	⬌	99% 31,723 items. *(Reduction of 2,843 items on same period last year)*
		(100%) printing agenda for Council/Committees within 5 working days of a meeting (statutory requirement).	100%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Sharron Pearson – Reprographics Officer	⬌	100% Agendas printed for 20 meetings. All on time.
		98% Design and print job for internal and external clients.	98%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Sharron Pearson – Reprographics Officer	⬌	98% 271 jobs
		Extend opportunities within the digitisation and archiving of documents across the authority to help contribute to reducing internal paperwork.	N/A	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Support Officer		Awaiting further corporate guidance on digitising
		Provide reprographic support to the leisure centres in the district within their required timeframes.	N/A	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Sharron Pearson – Reprographics Officer		ongoing

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Support the outcomes of the priorities within the Corporate Plan		(99%) Provide back-end reprographics support to the Local Authority Trading Company when required in the following areas; Printing agendas and minutes of meetings design & print requests etc, all within their required timeframes.	99%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Office Sharron Pearson – Reprographics Officer	⟺	99% 132 jobs designed & printed within timescales. PGH, Markets, Street Scene & CLT
To identify training needs across the service by following effective performance management Processes.		(100%) Appraisals to be completed annually and maintain an effective workforce.	100%	Andy Dicks- Reprographics Manager	⟺	100%
		(100%) Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100%	Andy Dicks- Reprographics Manager	⟺	100%
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review risks associated with Reprographic Services, including: • A full power outage and associated risk of not meeting legal requirements to print committee papers on time- this could also lead to reputation risk • A suspect package in the print room would mean evacuation for all of the Council- which would impact on organisations delivery				Business Impact Analysis completed X-ray machine installed in post room and advanced suspect package training completed by staff.

Notes:

External income target for 2019/20   £16,178 pa
External income April – September 2019 £14,813