

End of year performance update report

Reprographics- 2016/2017

Maximise the effectiveness of the Council's Document Management system and provide high quality customer service.	Baseline	Target	End of year report
All documents to be scanned and indexed within 24hours from receipt.	99%	99%	99% 109,626 documents
Mail to be sorted, franked and ready for collection each day by 3:45p.m. each day.	95%	99%	99% 76,687 items

Provision of a high quality and cost-effective graphic design, printing and stationery service.	Baseline	Target	End of year report
Printing Agenda for Council/Committees, etc, within 5 working days of a meeting (statutory requirement).	100% within statutory period	100% within statutory period	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.	All jobs to be completed within required deadlines.		Awaiting outcome of ICT and the Transformation Programme
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	December 2016		Due to resource implications this has not been achieved.

Support the outcomes of the priorities within the Corporate Plan.	Baseline	Target	End of year report
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	99% completed with timescales 148 jobs
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.	100%
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	Parish Council flyer distributed. Website still outstanding. £8000 external work

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