

# **Reprographic Services- 2017/2018**

## **Overview of the service**

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

- **Graphic design**, including print, web, newsletters, brochures, leaflets, stationery, posters, GIS mapping and technical advice.
- **Printing service**, including committee agendas, newsletters, booklets, leaflets and flyers.
- **Mail room service**; includes 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 using IDOX and Uniform
- **Stationary stock**, including distribution of stock and procurement of supplies.

## **Cost of service**

### **Reprographics:**

Graphic Design, Print & Stationery

Document Management & Post Services

£178,830

## **Staffing information**

The Reprographics and Document Management Team comprises of;

Reprographics Manager (part time – 29.5),

2 Reprographics Officers (part time – 7.5 & 12.5 hours),

4 Reprographics Support Officers (DMS/Post) (part time – 22.5, 23, 21, and 19 hours).

## **How does the service link in with the Corporate Priorities?**

The service links in with the following Corporate Priority:

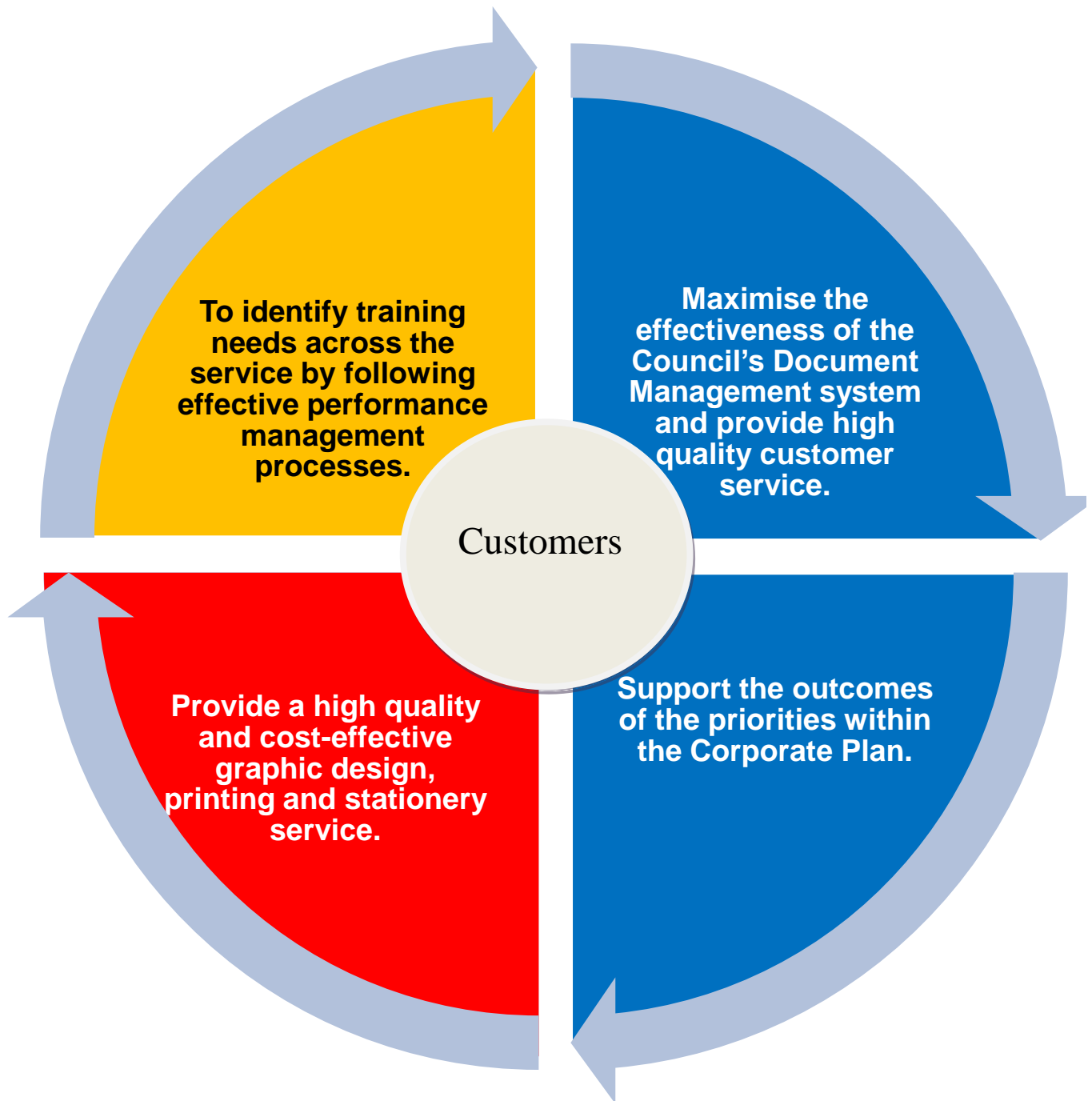
“A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer”

## **Forward planning for Councillors**

<b>Proposed date of decision</b>	<b>Item</b>	<b>Service Area</b>	<b>Service Delivery Champion</b>	<b>Committee</b>

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## Strategy map- 2017/2018



# Commitments towards our Vision

## Service Delivery Plan - 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
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 Sharon Pearson- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer
		(99%) Mail to be sorted, franked and ready for collection each day by 3:45p.m.	95%	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Sharon Pearson- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer
Provision of a high quality and cost-effective graphic design, printing and stationery service.		(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 Carol Norman- Reprographics Officer
		96% Record design job deadlines for internal and external clients.	95%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Carol Norman- Reprographics Officer
		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 Sharon Pearson- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer
		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 Carol Norman- Reprographics Officer

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
Support the outcomes of the priorities within the Corporate Plan		(98%) 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.	95%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Carol Norman- Reprographics Officer
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 Marta Lotysz-Veiga- Reprographics Officer Carol Norman- Reprographics Officer
		(100%) Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Carol Norman- Reprographics Officer