

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).
 This equates to a full time equivalent staffing level of 21.4 hours

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

- **Graphic design work**, 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**; 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;
- **Stationary stock**, including distribution of stock and procurement of supplies.

The cost to run the service totals £271,000 per annum, including salary costs. The section also receives a small amount of income totalling £1,200.

This is broken down as follows:

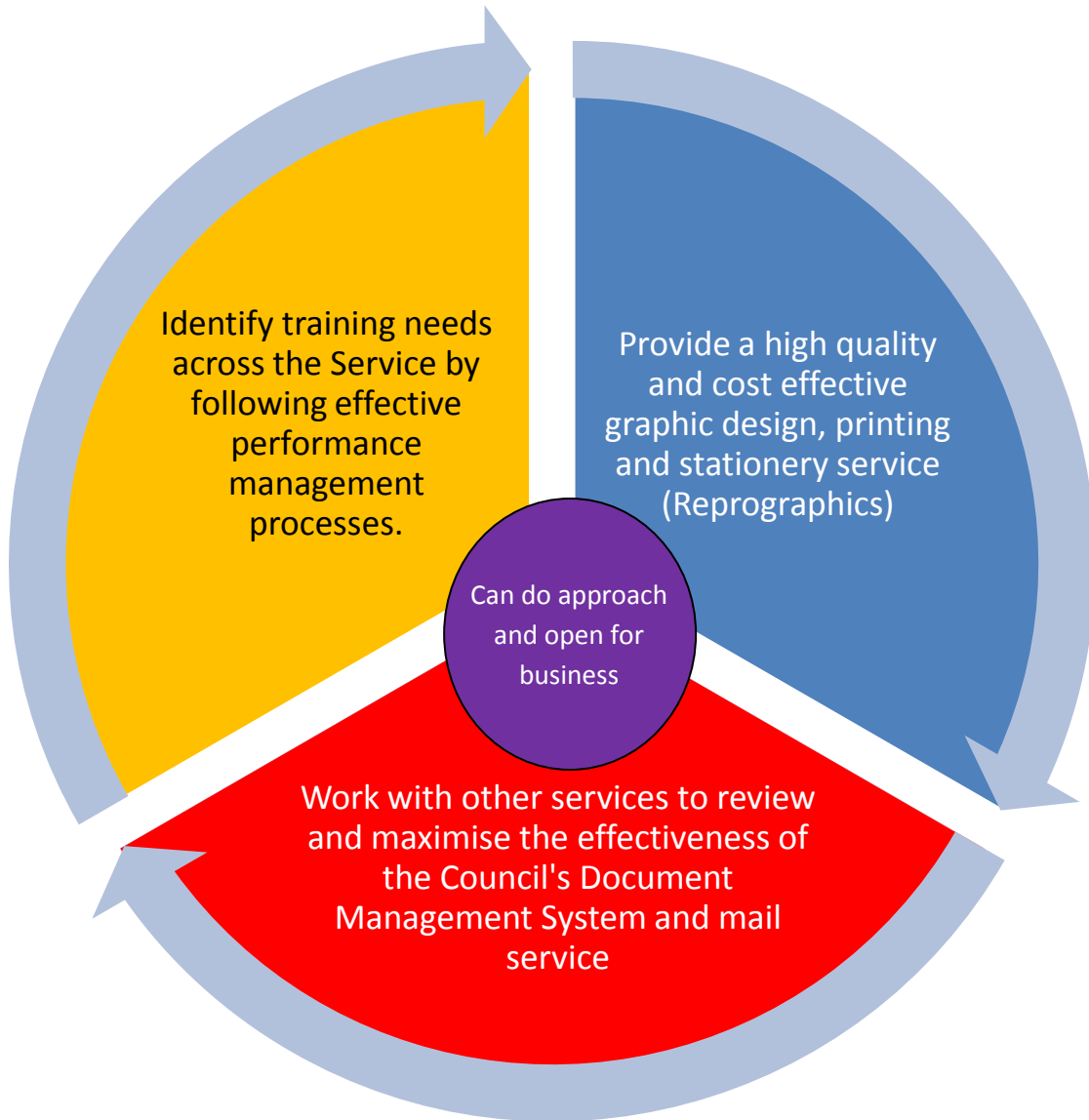
Reprographics	£118,000
Document Management and Mail Services	£153,000

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

Strategy map



As this is a newly developed service which was previously included within the Human Resources Service Delivery Plan, there are only a few outputs which have baseline figures attributed to them.

Measuring Performance:-

Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service	Baseline (from previous year)	Target
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
All documents to be scanned and indexed within 24hours.	95%	99%
Mail to be sorted, franked and ready for collection each day.	99%	99%

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

To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place.	Baseline	Target
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

Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service	
Owner	Reprographics Manager- Andy Dicks
Co owner(s)	Emma Grima – Director (Commercial and Corporate Services)
Output/Outcome(s)	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.
Links	
Source of data	Services records (DMS)
Frequency of reporting?	Monthly
Who measures?	Reprographics Manager- Andy Dicks
Please list processes briefly	<ul style="list-style-type: none"> • Identify key officers in Development Services. • Setup meeting to identify areas of duplication within DMS. • Look to streamline the processes between departments.
Reporting timescale	By 31 st March 2016
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	Yes

Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service	
Owner	Reprographics Manager- Andy Dicks
Co owner(s)	Emma Grima – Director (Commercial and Corporate Services)
Output/outcome(s)	All documents to be scanned and indexed within 24 hours.
Links	
Source of data	Services records (DMS)
Frequency of reporting?	Monthly.
Who measures?	Reprographics Manager- Andy Dicks
What will be done? Please list processes briefly	<ul style="list-style-type: none"> DMS Team will report back on a daily basis any documents not processed in 24hrs.
Reporting timescale	By end March 2016.
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	No
Are there opportunities for cross-service working?	

Work with other services to review and maximise the effectiveness of the Council's Document Management System and Mail Service	
Owner	Reprographics Manager- Andy Dicks
Co owner(s)	Emma Grima – Director (Commercial and Corporate Services)
Output/outcome(s)	Mail to be sorted, franked and ready for collection each day.
Links	
Source of data	
Frequency of reporting?	Monthly
Who measures?	Reprographics manager – Andy Dicks
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Mail must be received from departments at the latest 3:45pm daily. • Mail is sorted by size and weight. • Ensure 'MailMark' is cleanly franked with correct postage. • Collected by Royal Mail at 4:15pm.
Reporting timescale	By end March 2016
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	Working with all departments

Provide a high quality and cost effective graphic design, printing and stationery service (Reprographics)	
Owner	Reprographics Manager- Andy Dicks
Co owner(s)	Emma Grima – Director (Commercial and Corporate Services)
Output/outcome(s)	Printing agenda for Council/Committees, etc, within 5 working days of a meeting (statutory requirement).
Links	
Source of data	
Frequency of reporting?	Monthly
Who measures?	Reprographics Manager- Andy Dicks
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Agenda is received from Democratic Services ensuring enough time remains to print job. • Reprographics Officer will report back to Reprographics Manager if time is too short to meet the Post. • Report back to Democratic Services.
Reporting timescale	End of March 2016
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	Democratic Services

Provision of a high quality and cost effective graphic design, printing and stationery service	
Owner	Reprographics Manager- Andy Dicks
Co owner(s)	Emma Grima – Director (Commercial and Corporate Services)
Output/outcome(s)	Create artwork from conception to completion within 5 working days.
Links	
Source of data	
Frequency of reporting?	Monthly
Who measures?	Reprographics Manager
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Jobs received daily and logged. • Artwork created and proofed within 5 working days. • Timescale extended by staff member if needed. • Once approved job is passed through to print or web.
Reporting timescale	By end March 2016
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	Working with all departments.

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

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