









Commitments towards our Vision

Appendix J

Six month update - Reprographics Service

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 Sharon Pearson- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Officer		99% 24,904 items
		(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 Helen Clark – Reprographics Officer		99% 42,427 items
(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 Sharron Pearson – Reprographics Support Officer		100% 43 agendas	
96% Record design job deadlines for internal and external clients.		95%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Carol Norman- Reprographics Officer Sharron Pearson – Reprographics Support Officer		96% 154 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 Sharon Pearson- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics 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 Carol Norman- Reprographics Officer Sharron Pearson – Reprographics Support Officer		ongoing	

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)
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 Sharron Pearson – Reprographics Support Officer		98% jobs designed, printed within timescales.
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: <ul style="list-style-type: none"> • 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 	100%	Andy Dicks- Reprographics Manager		<i>New target- To be reviewed By March 2018</i>

Name of Service Delivery Champion: Councillor Mike Bradley

Comments

Reprographics continues to perform quietly in the background, so well that you may have forgotten all about it! However, it's vital to the functioning of ECDC. The staff continue to do a great job and it's a service of which we can all be very proud. Mayoral campaign booklet designed by Reprographics and new Canon A1 printer purchased from external profits. A1 print was 25p now 19p