

(EXAMPLE FOR DEMONSTRATION PURPOSES ONLY)

Name of service- Date of reporting period

Overview of the service

Cost of service

Staffing information

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee

Strategy map- 2017/2018



Commitments towards our Vision

Service Delivery Plan-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 or 12 month stage)	Outcome or output (6 month or 12 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	↔	Example; The service continues to meet its target of scanning and indexing 99% of documents within 24 hours.
		(99%) Mail to be sorted, franked and ready for collection each day by 3:45p.m.	95%	Andy Dicks-Reprographics Manager Marta Lotysz-Veiga Carol Norman	↑	Example; 100% of mail is sorted, franked and ready for collection.
(100%) printing agenda for Council/Committees within 5 working days of a meeting (statutory requirement).		100%	Andy Dicks-Reprographics Manager	↔	Example; 100% of all Council agendas printed within 5 working days.	
Create a process on which to record job deadlines for internal and external clients.		N/A	Andy Dicks-Reprographics Manager	N/A	Example; Process created- All internal and external customers have access to information on service deadlines.	
Extend opportunities within the digitisation and archiving of documents across the authority to help contribute to reducing internal paperwork.		N/A	n	N/A	Example; A new DMS system has been installed which links with IDOX. This has reduced administration time from back office staff as the two systems enable better integration. We will assess more structured outcomes over the forthcoming year.	
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.		N/A	n	N/A	Example; Guidelines created; all staff has information on timescales.	
Support the outcomes of the priorities within the Corporate		Provide back-end reprographics support to the Local Authority Trading Company when required in		n	N/A	Reprographics Services has provided ongoing printing and design support to the LATC. This has ensured that a streamlined partnership approach between the Local Authority and the

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Plan		the following areas; Printing agendas and minutes of meetings and design requests etc, all within their required timeframes.				LATC has continued.
N	N	n	n	n	n	n
N	N	n	n	n	n	n

For the purposes of the six month update report:

Name of Service Delivery Champion:
Comments: