

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).

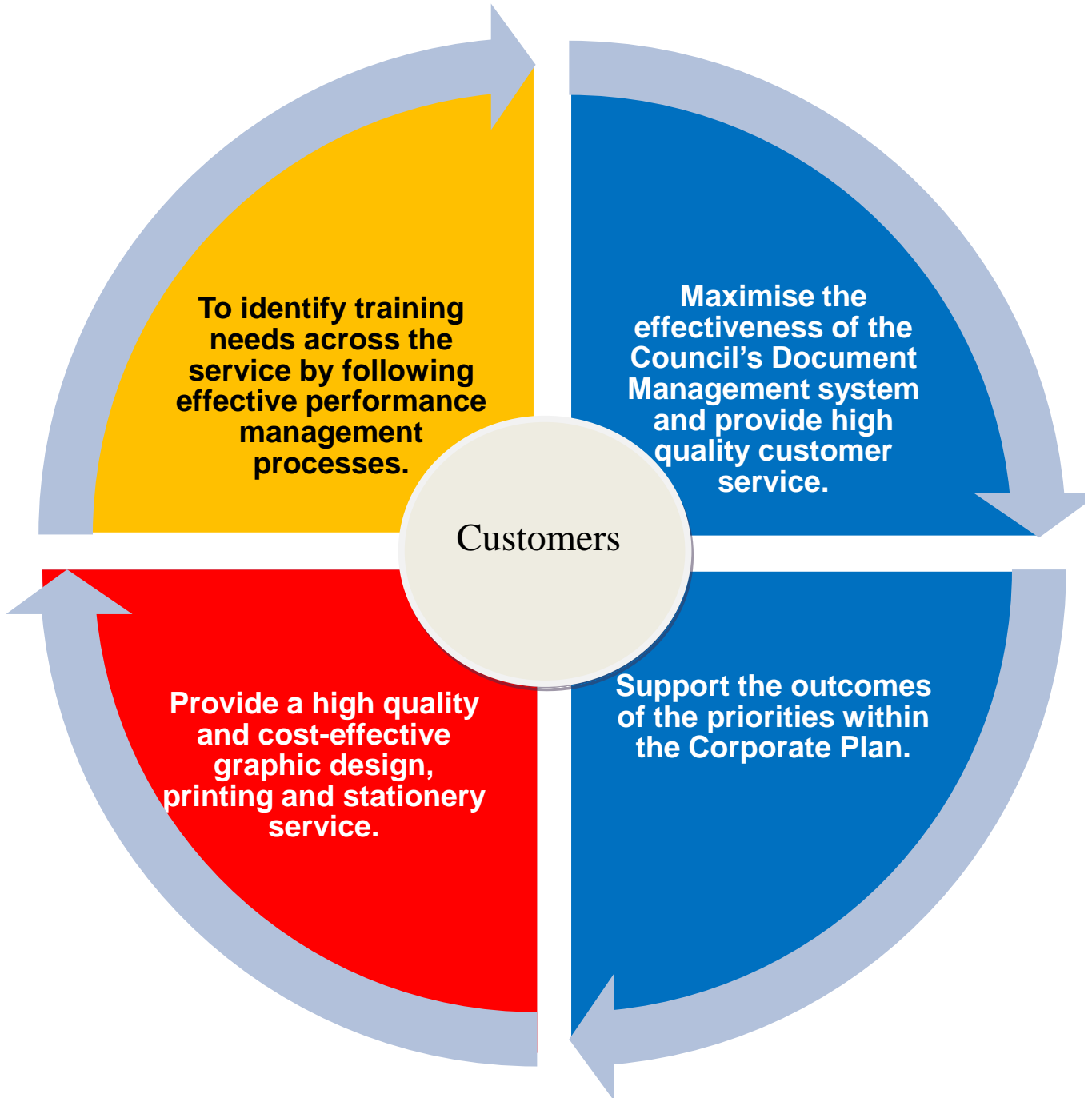
How does the service link in with the Corporate Priorities?

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

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee

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
(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	
Provision of a high quality and cost-effective graphic design, printing and stationery 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
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