

# Reprographic Services- 2018/2019

## Overview of the service

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

- **Graphic design**, includes print, web, newsletters, brochures, leaflets, stationery, posters, mapping and technical advice. Support EC Trading Company and external clients.
- **Printing service**, including committee agendas, newsletters, booklets, leaflets, flyers, banners pop up displays and all wide format printing. Support EC Trading Company and external clients.
- **Mail room service**; includes the opening and sorting of in-coming mail and franking of out-going mail. X-Ray all incoming mail for suspect packages.
- **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  
£181,554

## Staffing information

The Reprographics and Document Management Team comprises of;  
Reprographics Manager (part time – 29.5),  
2 Reprographics Officers (part time – 22.5 & 12 hours),  
4 Reprographics Support Officers (DMS/Post) (part time – 25, 22, 19 and 16 hours).

## Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
29/3/2018	Service Delivery Plan	Reprographics	Mike Bradley	Regulatory and Finance

Strategy map- 2018/2019



# Commitments towards our Vision

## Reprographics Service- Service Delivery Plan 18/19

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.	Delivering a financially sound and well managed Council	(99%) Documents to be scanned and indexed within 24 hours from receipt.	99%	Andy Dicks- Reprographics Manager
		(99%) Mail to be sorted, franked and ready for collection each day by 3:45p.m.	99%	Andy Dicks- Reprographics Manager
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% 58 committees	Andy Dicks- Reprographics Manager
96% Record design job deadlines for internal and external clients.		95%	Andy Dicks- Reprographics Manager	
Provide reprographic support to the leisure centres in the district within their required timeframes.		On-going	Andy Dicks- Reprographics Manager	
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.	98% 147 jobs designed and printed for East Cambs Trading Company, Palace Green Homes and Ely Markets 17 new external clients Support provided to the Mayor and Combined Authority	Andy Dicks Reprographics Manager

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
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%) Ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	100%	Andy Dicks Reprographics Manager
Ensure that the Council's Corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound and well managed Council	To regularly review risks associated with Reprographics Services, including: <ul style="list-style-type: none"> <li>• A full power outage and associated risk of not meeting legal requirements to print committee papers on time (this could lead to reputation risk)</li> <li>• A suspect package in the print room would mean evacuation for all of the Council. This would impact on the organisations' service delivery</li> </ul>	Obtained new package scanner to look at all small to medium sized packages	Andy Dicks Reprographics Manager