





Commitments towards our Vision

End of Year report - Reprographics Service 2018/19



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	Status at end of year stage	End of year outputs
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 into Document Management System. (iDox)	99%	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Support Officer Rachel Gormely – Reprographics Support Officer		99% 33,350 items scanned and indexed into EDRMS/iDox
		(99%) Mail to be sorted, franked and ready for collection each day by 4:30p.m.	99%	Andy Dicks- Reprographics Manager Claire Parker- Reprographics Support Officer Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Support Officer Rachel Gormely – Reprographics Support Officer		99% 64,690 items Franked for posting.
(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 Sharron Pearson – Reprographics Officer		100% 55 committees	
96% Record design job deadlines for internal and commercial clients.		96%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Sharron Pearson – Reprographics Officer		98% 431 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 Miranda Rogers- Reprographics Support Officer Helen Clark – Reprographics Support Officer Rachel Gormely – Reprographics Support 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 Sharron Pearson – Reprographics Officer		ongoing	
Provision of a high quality and cost-effective graphic design, printing and stationery service.						

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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 all design and print requests etc, all within their required timeframes.	98%	Andy Dicks- Reprographics Manager Marta Lotysz-Veiga- Reprographics Officer Sharron Pearson – Reprographics Officer		99% 174 jobs designed, & printed for CLT, PGH, Markets and Street Scene Design and print for 38 commercial clients. New commercial clients include OCH, Maltings and Specsavers
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		Business Impact Analysis completed x-ray machine installed in post room and advanced suspect package training completed for 6 staff.