

Reprographic Services- 2019/2020

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.
- **Photography**, includes portrait and general photography. Support EC Trading Company and internal assignments.
- **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, Printing Photography & Stationery - £110,383

Document Management & Post Services - £87,240

Staffing information

The Reprographics and Document Management Team comprises of;
Reprographics Manager (part time – 29.5),
2 Reprographics Officers (part time – 29.5 & 22.5 hours),
5 Reprographics Support Officers (Print, DMS & Post) (part time – 22, 20, 19, 16 and 10 hours).

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee

Strategy map- 2019/2020



Commitments towards our Vision



East Cambridgeshire
District Council

Reprographics Service- Service Delivery Plan 19/20

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%	Andy Dicks- Reprographics Manager
98% Record design & print job deadlines for internal and external clients.		98%	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.	998%	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
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"> • A full power outage and associated risk of not meeting legal requirements to print committee papers on time (this could lead to reputation risk) • Look at what impact Brexit might have on Business Continuity. 	100%	Andy Dicks Reprographics Manager