



Reprographics service half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Graphic design, web design and photography: complete all requests to agreed deadlines.	100%, annually	Target on track 1,735 requests (up to 30 September 2024) completed to agreed deadlines. 100%
Specialist printing and finishing service: complete all requests to agreed deadlines.	100%, annually	Target on track 1,638 requests (up to 30 September 2024) completed to agreed deadlines. 100%
Meet revenue target of £52,546 through provision of graphic design, web design, photography, printing and finishing service to external customers.	100%, annually	Target on track £24,987 commercial revenue (up to 30 September 2024). 47.6%
Document Management System (DMS): index Planning and Building Control documents into EDRMS system within prescribed deadline of 3 working days or 24 hours for invalid planning applications and print all relevant documentation within 3 days from receipt.	100%, annually	Target on track 15,043 documents indexed (up to 30 September 2024) indexed within prescribed deadlines. 100% 6,199 jobs; 37,562 pages (up to 30 September 2024) printed within agreed deadlines. 100%
Print and post agendas for Council and Committee meetings within	100%, annually	Target on track 848 agenda papers (up to 30 September 2024) printed and

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prescribed 5 or 7 working days deadline.		posted within prescribed deadlines. 100%
<p>Mail service: sort all incoming post at the agreed times during the day ensuring the confidentiality of documents and compliance with finance and audit regulations. Operate a cost-effective outgoing mail service by ensuring every item meets strict criteria for Royal Mail automated sorting process and by completing MailMark franking by 3.30pm every day.</p>	100%, annually	<p>Target on track 25,118 incoming mail items (until 30 September 2024) sorted and distributed. 100% 27,160 outgoing mail items (up to 30 September 2024) inspected and posted. 91.21% of mail sent by 2nd class and Business Advance Mail (BMA) class. 100%</p>
<p>Procurement: procure all paper, envelopes, consumables and office stationery items to agreed stock levels for all staff. Fulfil all online stationery requests within 24 hours of receipt.</p>	100%, annually	<p>Target on track 183 stationery and consumables orders placed and completed until 30 September 2024. 100% 161 online stationery requests (up to 30 September 2024). Walk-in requests for stationery are not monitored. All requests completed.</p>
<p>Regularly review corporate risks associated with Reprographics service, including but not limited to:</p> <ul style="list-style-type: none"> • health and safety measures in common areas • Security Threats Code of Practice – ensure all parcels received at the Grange are processed for suspect content to mitigate an associated risk of injury or loss of human life • Service Delivery Plan 	Ongoing, annually	<p>Target on track Health and Safety and Reprographics risk assessments are formally reviewed at a team meeting (October 2024) and monitored throughout the year. Security Threats Code of Practice: actions mitigating the risks are reviewed constantly and improvements implemented immediately, raising awareness and educating all ECDC staff at the induction stage and via email campaigns, all parcels are X-rayed</p>

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<ul style="list-style-type: none"> • business continuity and resilience to breakdown of supply chains (paper, stationery, inks, toners and other consumables) 		<p>for suspicious content without exception. Business continuity and resilience to breakdown of supply chains: actions mitigating the risk are taken daily.</p>
<p>Produce ECDC paper usage reports to support and monitor the paper reduction culture; promote a culture of reuse-reduce-recycle of all ECDC resources.</p>	<p>Monthly reports, ongoing, annually</p>	<p>Target on track Monthly paper usage reports produced as an executive summary, departmental breakdown and departmental environmental impact data sets. Purchasing products with sustainability certifications through our procurement accounts for office stationery and consumables. Reuse-recycle-reduce exchange point within the Reprographics office for the office stationery and consumables promoted to all council officers. Recycling scheme for all toner and ink cartridges.</p>