

BEST VALUE REVIEW

CUSTOMER SERVICES – PRINTING SERVICES

TERMS OF REFERENCE

1. Background

- 1.1 The Council has its own in-house printing unit, which meets the majority of the Council's printing needs e.g. committee agendas etc.
- 1.2 In addition to using the print unit, internal customers will also use external printers from time to time, where it is not technically feasible for the print unit to carry out this work. In this case the print unit can provide advice on letting the work to external printers.
- 1.3 The Printing Unit employs 3 staff but over the last year there has been a reduction in the work being placed with the print room following the financial constraints of 1999/2000.

2. Scope

- 2.1 These Terms of Reference focus on the Printing Services aspect of the Best Value Review of Customer Services.
- 2.2 As mentioned previously, the issues within this review are considered in many ways to be distinct from the main Best Value Review, which covers the remainder of Customer Services.
- 2.3 Where issues of overlap are identified then this will be looked at as part of the main Best Value Review. This is possible as a number of staff will be members of both review teams.

3. Key Tasks

- 3.1 To establish the demand for printing work within the District Council and how this will change over the next five years to consider amongst other things.
 - Impact of e-government on printing needs
 - Use of Internet/Intranet

- Potential impact of the Governments modernisation agenda
 - Ways of reducing printing costs by combining publications etc.
 - Consultation with service heads on their requirements
- 3.2 To gain an indication of the level of current and future printing work that can be undertaken internally. This will also consider what further investment if any will be needed to maintain or indeed increase this share of work.
- 3.3 To benchmark the cost of internal printing and associated administration with charges made by external printers and other print units in other authorities.
- 3.4 To consider a range of options for delivering printing services in the future including: -
- Increasing the range of work carried out by the printing unit
 - Maintaining current arrangements – i.e. mix of internal and external printing
 - Using external printers only to meet all the Council's printing requirements
 - Partnership arrangements with other local councils/bodies

4. Resources

- 4.1 The Best Value Review Team will consist of the following
- Lesley Wain – Head of IT and Customer Services
 - Sue Smith – Central Services Manager
 - Ken Storey - Print Room Manager
 - Press Officer - tba
 - Divisional Manger - tba
 - Trade Union Representative - tba
 - Best Value Review Team Representative Malcolm Roseborough
- 4.2 The review will also use the resources of the Best Value Team to hold focus groups as necessary with both internal and external customers.
- 4.3 Questionnaires will be used to canvass user views on the service that is delivered at present.

5. Timescale

- 5.1 The aim is to complete both aspects of the review by the January 2002 to enable early implementation of key recommendations by April 2002