

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Corporate Services

Corporate & Efficient Governance Committee – 30 September 2009

Subject: Printing and Reprographic Solutions

1. Purpose of Report

- 1.1** The purpose of this report is to get approval to design a specification to ensure that the printing and finishing services currently provided by Finance & ICT and LARS can be measured, benchmarked and assessed competitively.

2. Background

- 2.1** A review was carried out to ascertain if and how savings could be made whilst providing the existing and/or improved printing and reprographics services.
- 2.2** WDC has been challenged during Council's Best Value Audit review to establish arrangements to demonstrate the competitiveness of its services.
- 2.3** In 1996 all ICT printing for WDC was carried out by Strathclyde Regional Council's printing facility at the South Lanarkshire's Caird centre. This facility was in place for a temporary period after local government reorganisation (LGR). In preparation for the withdrawal of Caird services, a feasibility study was undertaken and the decision made by WDC to bring the ICT printing development and production facility in-house. This was mainly because it was more cost effective and gave greater control over printed output.
- 2.4** The Finance & ICT printing service provides bulk printing and finishing facilities to Council Departments. Bulk printing function includes merging data from corporate systems with standard template documents. The finishing facility includes enveloping and pressuring sealing of Council cheques and payslips.
- 2.5** The ICT & Finance print room is air conditioned to ensure a suitable environment for the printing equipment.
- 2.6** The LARS reprographic function provides a photocopying, laminating and finishing service to the Council.
- 2.7** In addition to photocopying, LARS reprographics service includes typesetting work for Apple Mac packages and co-ordinating external printing requirements for some Council Departments.
- 2.8** The purpose of the planned competitiveness assessment exercise is to investigate if WDC operate efficient ICT printing and LARS reprographics services.

2.9 The timing of this competitiveness assessment has been escalated due to increasing failures with ICT printing and finishing equipment.

3. Main Issues

3.1 In light of equipment failures, the Council has reached a stage where there is a requirement to invest in upgrading and replacing current hardware and software.

3.2 Before embarking on this investment and focusing on Best Value Audit challenge to demonstrate the competitiveness of services, a number of options for ICT printing and finishing service were identified

- Develop the service in-house
- Merge ICT printing and reprographics services
- Shared service with other public services
- Test the competitiveness of the combined ICT printing and reprographics services in the marketplace

3.3 To ensure best value and transparency it is necessary to measure and benchmark / test the effectiveness of the current in-house printing, finishing and reprographics services against those available in the marketplace.

3.4 A specification will be developed and made available to 3rd party suppliers to complete and return.

3.5 The internal services will similarly complete the specification.

3.6 Once all responses are received, these will be used to measure and benchmark the in-house service against the costs provided by 3rd party suppliers.

3.7 The need to competitively test services was a key area identified in the recent BV Audit Review follow-up.

4. Personnel Issues

4.1 Existing internal resources from ICT, LARS and Finance will be required to develop the specification, collate the information and carry out the benchmarking analysis.

5. Financial Implications

5.1 Outcome of the competitiveness assessment will identify the most cost effective solution for the Council. It is anticipated that savings may be identified as part of this exercise.

6. Risk Analysis

Without proper measuring and benchmarking the Council are not competitively assessing the in-house printing, finishing and reprographics services.

7. Conclusions & Officers' Recommendations

- 7.1 The Committee is asked to approve the design of a specification to allow WDC to benchmark the competitiveness of the in-house printing, finishing and reprographics services.
- 7.2 The committee is asked to note that a report, detailing the outcome of this benchmarking exercise, will be submitted to committee in last quarter of 2009/10.

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Date: 8 September 2009

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Appendices: None

Background Papers: Corporate Services – Review of Printing and Reprographics Services
CSMT – Printing and Reprographic Solutions
ICT Printing and Finishing Costs

Ward Affected None