South Holland District Council

Review of

Printing of Officer Agenda Packs

An Overview and Scrutiny Review undertaken by the Reduction of Paper and Postage Task Group on behalf of Policy Development Panel

13th February 2017

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1. **Introduction.**

1.1 South Holland District Council is undergoing significant change through the commissioning of a Moving Forward (Transformation) Programme. This is looking at all aspects of the Authority to identify ways of becoming more efficient.

1.2 A considerable amount of resources is spent each year distributing internal meeting agendas to Members and Officers. This breaks down into:

- Paper cost.
- Consumables cost, including rental of devices and per page copy charge.
- Executive Assistants time, to print, collate and distribute agendas.

2. **Scope of the Review.**

2.1 The scope and therefore terms of reference were defined as:

- To review the use of printed materials and postage regarding committee agendas.
- To formulate a member policy.
- To make recommendations for an officer policy.

The Task Group also looked at Committee Agendas/external printed material, but these are considered in separate reports.

3. **Membership of Task Group.**

3.1 The task group comprised of Councillors J Astill (Chairman), H Drury, M Pullen and A Woolf.

3.2 Councillor J McLean withdrew from the task group and was replaced by Councillor M Pullen.

3.3 The lead officer was Andy Prior and the Task Group was supported by Democratic Services. The Task Group would like to thank all Executive Assistants for the initial work in collating details of agendas produced.

4. **Background to Review.**

4.1 The review was conducted following a request from the Moving Forward (Transformation) Programme requesting a review of the way Officers/Members receive internal meeting agenda packs, with a view to making potential savings.

5. **Method of Review.**

5.1 The Task Group met several times between 24th October 2016 and 9th February to consider the printing of agenda packs.

5.2 Information was sourced from agendas printed between October 2015 and September 2016 for the following meetings:

- EMT
- Place Portfolio Briefing
- Strategy and Governance Portfolio Briefing
- **Commercialisation Portfolio Briefing**
- Performance Board
- **Welland Homes Board**
- Transformation Board
- Finance Board
- Strategy and Governance Team Meeting
- Place Team Meeting
- **Commercialisation Team Meeting**

Note: At the time of writing this report, we did not have a full set of source data for those meetings shown above shown in **Bold Text and Underlined**.

5.3 For each agenda pack produced, the following was collated:

- The number of pages printed per agenda for the specified period.
- The distribution for each agenda.

5.4 Compass Point Business Services provided:

- The average cost of rental of MFDs along with the cost per printing each page.

5.5 Officers to be surveyed across several questions associated with their use of mod.gov and how they receive agendas.

6. **Summary of Findings.**

6.1 Printing and Postage.

6.1.1 The task group identified that across the period of October 2015 and September 2016 for the 11 meetings, there were:

- 72 individual meetings.
- 832 agendas printed.

6.1.2 The figures above translate to the following A4 paper usage:

- 16884 sheets (printed as duplex so using both sides).
- 33.7 reams.
- 6.75 boxes.

6.1.3 The estimated total cost of consumables (e.g. paper and printing costs) was £223.

Note the total for printing and postage excludes quarterly rentals of £25 for the MFDs in use.

6.1.4 The estimated officer time and cost is 55 hours or £711 (this is calculated using an on cost of £30k per annum, with the provision that an officer can print and collate 15 agendas per hour).

6.2 Survey Results.

6.2.1 Across the period the survey was live for officers to complete, 17 out of 24 provided responses.

6.2.2 Not all questions asked were directly related to printing of internal meeting agendas, therefore a summary of the responses is shown below.

6.2.3 Question 6 – What device do you use to?

Answer Options	Response Percent	Response Count
Laptop	57.1%	8
Surface Pro	21.4%	3
I Pad	21.4%	3
answered question		14
skipped question		3

6.2.4 Question 6 - For internal non-committee meetings (e.g. EMT, Strategy & Governance etc) please select the option that best describes you?

Answer Options	Response Percent	Response Count
Only view electronic copies of agendas	46.7%	7
View some of the agendas electronically and print	46.7%	7
Have printed copies of all agendas	6.7%	1
answered question		15
skipped question		2

6.2.5 Question 7 - What prevents you viewing internal meeting agendas electronically? (multiple answers allowed)?

Answer Options	Response Percent	Response Count
Limitations of personal ICT kit	62.5%	5
Agenda not projected to screen during meeting	50.0%	4
Easier to view paper copy	75.0%	6
answered question		8
skipped question		9

7. **Conclusions and Recommendations.**

7.1 Conclusions Reached:

- That a significant amount of officer time is spent printing/collating agendas for internal meetings. Any reduction in officer time spent on this task would increase the amount of time available supporting officers.
- That the figures in section 6 are much lower than they should be, as some data on individual agendas was not available at the time the report was compiled.
- That savings could be made on printing costs by asking officers to opt-in (rather than opt-out) of printing.
- That electronic devices should be used more effectively to view agendas.
- As the council makes more of its services available online and encourages residents to use these more efficient services, offices should be leading by example and creating a paperless environment.
- There is clearly a willingness from most officers to 'go paperless' however there is still a strong culture to print most documents
- Meeting room configuration, ICT equipment and insufficient training are considered barriers to 'going paperless'
- A prompt move to paperless or paper light may be required by the Priory Road project

7.2 The task group reached the following recommendations**.**

7.2.1 Non-cash:

- That Portfolio Holders and Senior Managers encourage ALL areas under their control to move to a paperless agenda.

7.2.2 Cash:

- That internal meeting rooms should have fixed projectors or display equipment installed, and that use of these becomes commonplace within **ALL** meetings.
- That a selection of internal meeting rooms have video conferencing equipment capable of connecting to external locations, or individuals using video/audio capability of their own devices.
- That as part of the ICT Refresh, collaboration software is deployed (e.g. Microsoft Lync) to enable individuals in **ANY** location to be able to share information or video conference between their devices.
- From 1st May 2017:
  - Recipients should opt-in to receive paper copies of agendas.

8. **Financial Implications of Recommendations.**

8.1 Cost:

Notes	Cost
Display Equipment for Internal Meeting Rooms	Costs should be built into the Priory Road refurbishment project.
VC Equipment for Some Internal Meeting Rooms	Costs should be built into the Priory Road refurbishment and ICT Refresh projects.
Deploy collaboration software to Officer and Member devices	Costs should be built into the ICT Refresh project.

8.2 Potential Savings Per Year:

Item	Consumables	Officer Time (hours)
Recipients opt-in to receiving agendas printed (25% to 75%)	£56 to £167	14 to 41

Notes:

- The savings shown are calculated from the actual printing costs shown in section 6 of this report.

9 Main Sources of Information and individuals contacted during the review.

9.2 The main sources of information were provided by the departments referred to in paragraph 5.

10 Abbreviations.

Abbreviation	Description
MFD	Multi-Function Device (e.g. Photocopier)
CPBS	Compass Point Business Services

Appendices.

Note: <mark>YELLOW HIGHLIGHTS</mark> show where either no or partial data was received at the time of compiling this report.

A1. Summary of agendas produced – October 2015 to September 2016:

Committee	Total Internal Meetings	Total Pages per Meeting	Summary Internal Meetings				Total Cost
			Total Agendas Printed	Total Consumables Cost for Year (per Committee)	Estimated Officer Hours per Year	Estimated Officer Cost per Year	
EMT	11	1947	121	£141.35	8.07	£103.42	£252.84
Place Portfolio Briefing	8	134	64	£7.08	4.27	£54.70	£66.04
Strategy and Governance Portfolio Briefing	8	131	80	£8.65	5.33	£68.38	£82.36
Commercialisation Portfolio Briefing	1	11	11	£0.80	0.73	£9.40	£10.93
Performance Board	7	113	91	£9.70	6.07	£77.78	£93.54
Welland Homes Board	10	214	140	£19.77	9.33	£119.66	£148.77
Transformation Board	7	556	42	£22.02	2.80	£35.90	£60.72
Finance Board	1	12	9	£0.71	0.60	£7.69	£9.01
Strategy and Governance Team Meeting	12	44	204	£4.94	13.60	£174.36	£192.90
Place Team Meeting	7	119	70	£7.85	4.67	£59.83	£72.35
Commercialisation Team Meeting	0	0	0	£0.00	0.00	£0.00	£0.00
Totals	**72**	**3281**	**832**	**£222.86**	**55.47**	**£711.11**	**£989.44**

A2 Summary of agenda distribution:

Committee	Officers	Members	Other	Total
EMT	11	0	0	11
Place Portfolio Briefing	3	5	0	8
Strategy and Governance Portfolio Briefing	6	4	0	10
Commercialisation Portfolio Briefing	7	4	0	11
Performance Board	13	0	0	13
Welland Homes Board	6	8	0	14
Transformation Board	6	0	0	6
Finance Board	9	0	0	9
Strategy and Governance Team Meeting	17	0	0	17
Place Team Meeting	10	0	0	10
Commercialisation Team Meeting	0	0	0	0
	88	21	0	109

A3 Officer Survey Comments.

I tend to use Mod.Gov to submit reports rather then to view them routinely. I normally only print for internal meetings where I need to make notes as it's sometimes hard to keep up trying to make notes on the laptop, although I'm getting better at this.
Need to understand how you would view large excel documents etc.
My view is that, so long as the kit works properly and agenda papers are also projected, we should go all electronic. I have indicate that we should not send agendas second class and should not stop printing spares. this is because, if some members really cannot get on with electronic versions, then we should not disadvantage them by slowing down the delivery - and we should have a very small number of spare hard copies - say 3.
If we are to encourage residents (and members) to move to digital means we need to be leading by example. The money saved by the reduction in paper and postage should be reinvested in better AV equipment to allow all meetings to be paperless.
Officers other than EMT members who have I-pads are not provided the tools to access committee reports electronically. Democratic services need to significantly improve the training they provide on mod.gov.
I no longer print agendas or papers for meetings. I take my laptop to all meetings and use MS OneNote to record all my notes. I find this to be extremely useful and haven't used a paper notebook for meetings since.
Frequent drop-outs and intermittent Wi-Fi access within the building and also in external venue is only mitigated through taking paper copy. Until this is improved it is very difficult to ditch the paper! Reliability of surface pro and small screen size do not help when staring down at such a device for a long period during a meeting.
Inability to make own notes on electronic agenda papers is severely limiting. An appropriate device would be hugely beneficial.
People's individual needs from an equalities perspective should be considered rather than a blanket ban.