

East London Solutions Print Shared Service Case study

Introduction to ELS

East London Solutions (ELS) is comprised of L.B. Waltham Forest, L.B. Barking and Dagenham, L.B. Havering, L.B. Tower Hamlets, L.B. Newham and LB Redbridge and is a sub regional arrangement within London in order to:

“ . . . deliver and commission shared and collaborative services and products to facilitate improvement, efficiency and innovation.”

ELS was formed in September 2009, with the high level aim to support boroughs to work more closely together in a variety of models, including but not exclusively, shared services, joint managers and collaborative procurements. Such joint working enables boroughs to drive efficiencies, create cashable savings, avoid unnecessary cost and facilitate service improvement.

Project Scope

As part of the East London Solutions' programme of collaborative work, the London Borough's of Havering and Newham agreed to create a Shared Print Service.

The scope of this work was to deliver the following:

- Single Printing Facility.
- Reduction in costs, including overheads.
- Reduction in external provision by keeping more work in-house.
- Increased collaboration between boroughs.
- Increased efficiency gains by better management and monitoring of print jobs.

Current Status

The Shared Print Service is now in place and is hosted by Havering, who house the bulk printing facility. This is utilised by both boroughs, with a satellite copy shop remaining in Newham. Havering arrange dispatch of items directly unless these need to be returned to Newham via the daily courier.

A virtual private network (VPN) has been established between the print room and the Newham network. This will allow for further joint working moving forward.

Work is now ongoing to implement the business plan, including bringing external work back in house where economically advantageous and reviewing methods of service delivery to ensure that the service works at zero cost to both authorities.

There is capacity for other boroughs to join the shared arrangement. Possible benefits include reduced rates through increased volumes and service reliance at a time when boroughs are reducing print spend in order to drive savings and efficiencies (which in turn makes external arrangements more expensive due to increased risk on the providers behalf). ELS are happy to speak to any boroughs

interested in considering joining the shared service and will support the decision making process.

Savings and Benefits Achieved

To date the following benefits have been achieved through the Shared Print Service:

- **Staffing**

As a result of economies of scale two members of staff have been transferred out of the Print Service to provide capacity in other areas. This has saved £52k.

- **Accommodation**

The shared accommodation has reduced premise costs from £56k to £25k, savings £31k. This has also released a building to enable a capital receipt.

- **Residual Equipment**

By progressing the shared service, some equipment was no longer needed. The release of this equipment provides immediate savings of £5k and a further £4k in the near future.

- **Reductions in External Printing**

Work is progressing on reducing the amount of external spend on print given additional capacity and equipment. For consolidation of spend each 1% saved is £2k.

Further benefits are expected as part of the shared service including:

- **Bulk discount on postage costs** – estimated as a saving of £16k pa.
- **Implementation of Uniflow** - Savings are expected with the bulk print facility intercepting large print jobs from office printers and completing them at a lower unit cost