

Draft Critical Functions

Finance and Support

Service Area	Description	Category
Human Resources	Corporate Health and Safety	CF1
	Pay & Grading	CF2
Customer Services	Switchboard	CF1
	ACD configuration	CF1
	Emergency Repairs Call Handling	CF1
	One Stop Shop or face to face access	CF2
	General Call Handling – Contact Centre (Housing, Streetscene, Revs and Bens)	CF2
ICT	I.C.T. Helpdesk	CF1
	PC Support	CF1
	Data Network Infrastructure	CF1
	Voice Network Infrastructure	CF1
	Server and Storage Area Network Support	CF1
	Email and Internet Access	CF1
	Business Application Support	CF2
	Application Production Support	CF2
	Operational Server Support / Environmental Control / Data Storage/ Security Backups	CF2
	I.C.T Administration (Procurement and Supplies)	CF2
	SQL/Progress DBA function	CF2
	Internet and Intranet Support	CF2
	Geographical Information Systems	CF2
	Technical Consultancy	CF2
I.C.T. Development	CF3	
I.C.T Asset Management	CF3	
Facilities Management	Key Holding Opening of buildings	CF1
	Disarming of Intruder Alarm	CF1
	Access/Entry System	CF1
	Evacuations	CF1
	Security/guard	CF1
	Supply of Meeting Rooms & hospitality - Internal & External	CF1
	Cleaning of Buildings	CF2
	Mail Delivery and Collection	CF2
	Supply of Halls for Functions/Weddings Receptions etc.	CF3
	Supply of Area for Wedding/Civil Ceremonies	CF3

Finance and Assets	Payroll*	CF1
	Transactional banking	CF1
	Final accounts, budget and council tax setting*	CF1
	Co-ordination of instruction of urgent repair works to corporate properties (not performance of actual repair works)	CF1
	Treasury Management	CF2
	Rent setting*	CF2
	VAT	CF3
	CIS and Inland Revenue returns	CF3
	S151 officer	CF3
	Revenues and Benefits	Housing Benefit – rent allowances (Private tenants)
Council Tax Collection		CF2
Systems / support team		CF2
Benefit Visiting Officers		CF3
Procurement	No critical functions	N/A

* At a specific time of month/year.

Housing

Service Area	Description	Category
Strategy, Investment and Performance	No critical functions.	N/A
Landlord Services	Emergency Repairs	CF1
	Urgent Repairs	CF2
Housing Needs and Support	Gateway Assessments	CF1
	Homelessness Investigations	CF1
	Private sector housing - duty	CF1
	Provision management of temporary accommodation	CF1
	Social alarm for community	CF1
	Out of hours call – social services	CF1
	Hard-wired alarm system	CF1
	Daily visits – Level 3s	CF1
	Hospital discharge assessments	CF1
	Emergency response service – coordinators	CF1
	Daily visits – Level 2s	CF2
	Daily visits – Level 1s	CF2
	Installation of life line – hospital discharge	CF2
Housing advice – telephone service	CF2	

Environment and Culture

Service Area	Description	Category
Public Protection	CCTV	CF1
	H&S Emergency Prohibition	CF1
	Food Hygiene Emergency Prohibition	CF1
	Investigation of a serious infectious disease e.g. legionnaires, E Coli 0157 etc	CF1
	Investigation of a serious incident e.g. fatal accident or other serious accident or incident e.g. a major chemical alert.	CF1
	Responding to statutory nuisances e.g. alarms, blocked drains, accumulations	CF3
	Investigation of less serious infectious diseases	CF3
Neighbourhood Environmental Services	Burials	CF1
	Management of Waste Operations (Staff/Office)	CF1
	Westbridge Gatehouse	CF1
	Fuel Supply for Council Vehicles	CF1
	Alternate Weekly Domestic Waste Collections In The Black Wheelie Bins	CF2
	Weekly Collection Of Domestic Waste In Black Sacks	CF2
	Clinical Waste Collections	CF2
	Business Waste Collections	CF2
	Town Centre Cleansing	CF2
	Bin/Box/Sack Deliveries	CF3
Culture and Leisure	Leisure Centres – Danes Camp, Lings Forum - to be used as 'reception centres' in the event of an emergency.	CF1
Town Centre Management	Bus Station - Management	CF 3
	Car Parking	CF 3
	Markets	CF 3

Assistant Chief Executive

Service Area	Description	Category
Community Engagement	No critical functions.	N/A
Performance and Improvement	No critical functions.	N/A

Communications	External communications - media	CF1
	External communications - partners	CF1
	Internal communications (Live News / All User email)	CF1
	Website / intranet home page updates	CF1
	Time sensitive Corporate marketing activities	CF1

Planning and Regeneration

Service Area	Description	Category
Planning	Dangerous Structures	CF1
	Unlawful demolition of listed buildings	CF2
	Central Area Action Plan	CF2
	Planning Support (Cliftonville Reception/Duty Officers)	CF2
	Joint Planning Unit	CF2
	Development control (planning applications and appeals)	CF3
Regeneration and Development	No critical functions.	N/A

Chief Executive

Service Area	Description	Category
Senior Management Team	Availability of Senior Management Team	CF1
Legal services	Court and Tribunal attendance for planned and emergency hearings, and urgent service of Planning Enforcement Stop Notices.	CF1
	Provision of general legal advice related to the event	CF1
	Provision of Monitoring Officer advice in relation to the event	CF1
	Elections*	CF1
	Legal Administration supporting court etc attendance	CF3
	Committee Administration	CF3

* At a specific time of month/year.

Categories:

- 0 – 24 hours - Critical Function 1 (CF1)
- 1 – 3 days - Critical Function 2 (CF2)
- 3 – 7 days - Critical Function 3 (CF3)
- 1 week – not a Critical Function (NCF)