

Appendix A – Business Continuity Critical Functions

Description	Critical Function Category	Service Area	Head of Service
Corporate Property Maintenance - coordination and instruction of urgent repairs e.g. if Danes Camp was used as an evacuation centre and the heating failed or in non-emergency situation if the boilers at GH failed.	CF1	Asset Management	GC
Leisure Centres – Danes Camp, Lings Forum - to be used as 'reception centres' in the event of an emergency.	CF1	Culture and Leisure	IR
External communications - media	CF1	Communications	CB
External communications - partners	CF1	Communications	CB
Internal communications (Live News / All User email)	CF1	Communications	CB
Website / intranet home page updates	CF1	Communications	CB
Time sensitive Corporate marketing activities	CF1	Communications	CB
Switchboard	CF1	Customer Services	MG
Automated Call Distribution configuration	CF1	Customer Services	MG
Emergency Repairs Call Handling	CF1	Customer Services	MG
One Stop Shop or face to face access	CF2	Customer Services	MG
General Call Handling – Contact Centre (Housing, Streetscene, Revs and Bens)	CF2	Customer Services	MG
Emergency Management Team	CF1	Emergency Planning	TH
Payroll*	CF2	Finance	GC
Final accounts, budget and council tax	CF2	Finance	GC

Description	Critical Function Category	Service Area	Head of Service
Transactional banking	CF3	Finance	GC
Treasury Management	CF3	Finance	GC
S151 officer	CF3	Finance	GC
Key Holding Opening of buildings	CF1	Facilities Management	MG
Disarming of Intruder Alarm	CF1	Facilities Management	MG
Access/Entry System	CF1	Facilities Management	MG
Evacuations	CF1	Facilities Management	MG
Supply of meeting rooms & refreshments for emergency planning teams and provision of halls/meeting rooms in the event of evacuation to Guildhall.	CF1	Facilities Management	MG
Cleaning of Buildings – potentially harmful or infectious substances.	CF2	Facilities Management	MG
Mail Delivery and Collection	CF3	Facilities Management	MG
Provision management of temporary accommodation	CF1	Housing Needs and Support	FR
Social alarm for community	CF1	Housing Needs and Support	FR
Out of hours call – social services	CF1	Housing Needs and Support	FR
Daily visits – Level 3s	CF1	Housing Needs and Support	FR
Hospital discharge assessments	CF1	Housing Needs and Support	FR
Emergency response service –	CF1	Housing Needs	FR

coordinators		and Support	
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Description	Critical Function Category	Service Area	Head of Service
Gateway Assessments	CF2	Housing Needs and Support	FR
Homelessness Investigations	CF2	Housing Needs and Support	FR
Private sector housing - duty	CF2	Housing Needs and Support	FR
Daily visits – Level 2s	CF2	Housing Needs and Support	FR
Daily visits – Level 1s	CF2	Housing Needs and Support	FR
Installation of life line – hospital discharge	CF2	Housing Needs and Support	FR
Housing advice – telephone service	CF2	Housing Needs and Support	FR
Corporate Health and Safety	CF1	Human Resources	CW
Access to HR systems	CF1	Human Resources	CW
Data Network Infrastructure	CF1	ICT	MG
Voice Network Infrastructure	CF1	ICT	MG
Server and Storage Area Network Support	CF1	ICT	MG
Geographical Information Systems	CF2	ICT	MG
Operational Server Support / Environmental Control / Data Storage/ Security Backups	CF2	ICT	MG
I.C.T. Helpdesk	CF3	ICT	MG
PC Support	CF3	ICT	MG
Email and Internet Access	CF3	ICT	MG
Business Application Support	CF3	ICT	MG

Description	Critical Function Category	Service Area	Head of Service
Internet and Intranet Support	CF3	ICT	MG
Court and Tribunal attendance for planned and emergency hearings, and urgent service of Planning Enforcement Stop Notices.	CF1	Borough Solicitor	FF
Provision of general legal advice related to the event	CF1	Borough Solicitor	FF
Provision of Monitoring Officer advice in relation to the event	CF1	Borough Solicitor	FF
Elections*	CF1	Borough Solicitor	FF
Legal Administration supporting court etc attendance	CF3	Borough Solicitor	FF
Committee Administration	CF3	Borough Solicitor	FF
Emergency Repairs	CF1	Landlord Services	CA
Urgent Repairs	CF2	Landlord Services	CA
Burials	CF1	Neighbourhood Environmental Services	SW
Westbridge Gatehouse	CF1	Neighbourhood Environmental Services	SW
Fuel Supply for Council Vehicles	CF1	Neighbourhood Environmental Services	SW
Management of Waste Operations (Staff/Office)	CF2	Neighbourhood Environmental Services	SW

Description	Critical Function Category	Service Area	Head of Service
Weekly Collection Of Domestic Waste In Black Sacks	CF2	Neighbourhood Environmental Services	SW
Clinical Waste Collections	CF2	Neighbourhood Environmental Services	SW
Town Centre Cleansing	CF2	Neighbourhood Environmental Services	SW
Alternate Weekly Domestic Waste Collections In The Black Wheelie Bins	CF3	Neighbourhood Environmental Services	SW
Business Waste Collections	CF3	Neighbourhood Environmental Services	SW
Dangerous Structures	CF1	Planning	SB
Provisions of CCTV	CF1	Public Protection	SE
Emergency Prohibitions for Food Hygiene and H & S	CF1	Public Protection	SE
Immediate control measures of a serious infectious disease	CF1	Public Protection	SE
Immediate control measures of a serious incident where LA is enforcer	CF1	Public Protection	SE
General Public Health control measures	CF3	Public Protection	SE
Control measures of less serious infectious diseases	CF3	Public Protection	SE
Housing Benefit – rent allowances (Private tenants)	CF1	Revenues and Benefits	RB
Bus Station - Management	CF3	Town Centre Management	DS

Description	Critical Function Category	Service Area	Head of Service
Car Parking	CF3	Town Centre Management	DS
Markets	CF3	Town Centre Management	DS

*Critical at particular time of month or 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)