

APPENDIX A

Approved Business Continuity Critical Functions

Description	Critical Function Category	Service Area	Head of Service	Plan No.
Co-ordination of instruction of urgent repair works to corporate properties (not performance of actual repair works)	CF1	Asset Management	Simon Dougall	2
Leisure Centres – Danes Camp, Lings Forum - to be used as 'reception centres' in the event of an emergency.	CF1	Culture and Leisure	Ian Redfern	14
External communications - media	CF1	Communications	Julie Seddon	8
External communications - partners	CF1	Communications	Julie Seddon	8
Internal communications (Live News / All User email)	CF1	Communications	Julie Seddon	8
Website / intranet home page updates	CF1	Communications	Julie Seddon	8
Time sensitive Corporate marketing activities	CF1	Communications	Julie Seddon	8
Switchboard	CF1	Customer Services	Marion Goodman	9
Automated Call Distribution configuration	CF1	Customer Services	Marion Goodman	9
Emergency Repairs Call Handling	CF1	Customer Services	Marion Goodman	9
One Stop Shop or face to face access	CF2	Customer Services	Marion Goodman	9
General Call Handling – Contact Centre (Housing, Streetscene, Revs and Bens)	CF2	Customer Services	Marion Goodman	9
Emergency Management Team	CF1	Emergency Planning	Thomas Hall	Covered by Emgcy. Plan
Payroll*	CF2	Finance	Bill Lewis	5
Final accounts, budget and council tax setting, Rent setting*	CF2	Finance	Bill Lewis	4

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Transactional banking	CF3	Finance	Bill Lewis	tbc
Treasury Management	CF3	Finance	Bill Lewis	19a +b
S151 officer	CF3	Finance	Bill Lewis	4
Key Holding Opening of buildings	CF1	Facilities Management	Marion Goodman	3
Disarming of Intruder Alarm	CF1	Facilities Management	Marion Goodman	3
Access/Entry System	CF1	Facilities Management	Marion Goodman	3
Evacuations	CF1	Facilities Management	Marion Goodman	3
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	Marion Goodman	3
Cleaning of Buildings – potentially harmful or infectious substances.	CF2	Facilities Management	Marion Goodman	3
Mail Delivery and Collection	CF3	Facilities Management	Marion Goodman	3
Provision management of temporary accommodation	CF1	Housing Needs and Support	Fran Rodgers	10
Emergency housing allocations**	CF1	Housing Needs and Support	Fran Rodgers	10
Provision of Brer Court***	CF1	Housing Needs and Support	Fran Rodgers	tbc
Social alarm for community	CF1	Housing Needs and Support	Fran Rodgers	7
Out of hours call – social services	CF1	Housing Needs and Support	Fran Rodgers	7
Daily visits – Level 3s	CF1	Housing Needs and Support	Fran Rodgers	17
Hospital discharge assessments	CF1	Housing Needs and Support	Fran Rodgers	17

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Emergency response service – coordinators	CF1	Housing Needs and Support	Fran Rodgers	17
Gateway Assessments	CF2	Housing Needs and Support	Fran Rodgers	10
Homelessness Investigations	CF2	Housing Needs and Support	Fran Rodgers	10
Private sector housing - duty	CF2	Housing Needs and Support	Fran Rodgers	10
Daily visits – Level 2s	CF2	Housing Needs and Support	Fran Rodgers	17
Daily visits – Level 1s	CF2	Housing Needs and Support	Fran Rodgers	17
Installation of life line – hospital discharge	CF2	Housing Needs and Support	Fran Rodgers	7
Housing advice – telephone service	CF2	Housing Needs and Support	Fran Rodgers	10
Corporate Health and Safety	CF1	Human Resources	Catherine Wilson	11
Access to HR systems	CF1	Human Resources	Catherine Wilson	11
Data Network Infrastructure	CF1	ICT	Marion Goodman	12a + b
Voice Network Infrastructure	CF1	ICT	Marion Goodman	12a + b
Server and Storage Area Network Support	CF1	ICT	Marion Goodman	12a + b
Geographical Information Systems	CF2	ICT	Marion Goodman	12a + b
Operational Server Support / Environmental Control / Data Storage/ Security Backups	CF2	ICT	Marion Goodman	12a + b
I.C.T. Helpdesk	CF3	ICT	Marion Goodman	12a + b
PC Support	CF3	ICT	Marion Goodman	12a + b
Email and Internet Access	CF3	ICT	Marion Goodman	12a + b

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Business Application Support	CF3	ICT	Marion Goodman	12a + b
Internet and Intranet Support	CF3	ICT	Marion Goodman	12a + b
Court and Tribunal attendance for planned and emergency hearings, and urgent service of Planning Enforcement Stop Notices.	CF1	Borough Solicitor	Francis Fernandes	22
Provision of general legal advice related to the event	CF1	Borough Solicitor	Francis Fernandes	22
Provision of Monitoring Officer advice in relation to the event	CF1	Borough Solicitor	Francis Fernandes	22
Elections*	CF1	ACE	Julie Seddon	tbc
Legal Administration supporting court etc attendance	CF3	Borough Solicitor	Francis Fernandes	22
Committee Administration	CF3	ACE	Julie Seddon	tbc
Emergency Repairs	CF1	Landlord Services	Christine Ansell	13
Urgent Repairs	CF2	Landlord Services	Christine Ansell	13
Burials	CF1	Neighbourhood Environmental Services	EMS	1
Westbridge Gatehouse	CF1	Neighbourhood Environmental Services	EMS	21
Fuel Supply for Council Vehicles	CF1	Neighbourhood Environmental Services	EMS	21
Management of Waste Operations (Staff/Office)	CF2	Neighbourhood Environmental Services	EMS	20

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Weekly Collection Of Domestic Waste In Black Sacks	CF2	Neighbourhood Environmental Services	EMS	20
Clinical Waste Collections	CF2	Neighbourhood Environmental Services	EMS	20
Town Centre Cleansing	CF2	Neighbourhood Environmental Services	EMS	1
Alternate Weekly Domestic Waste Collections In The Black Wheelie Bins	CF3	Neighbourhood Environmental Services	EMS	20
Business Waste Collections	CF3	Neighbourhood Environmental Services	EMS	20
Dangerous Structures	CF1	Planning	Sue Bridge	23
Provisions of CCTV	CF1	Public Protection	Steve Elsey	6
Emergency Prohibitions for Food Hygiene and H & S	CF1	Public Protection	Steve Elsey	15
Immediate control measures of a serious infectious disease	CF1	Public Protection	Steve Elsey	15
Immediate control measures of a serious incident where LA is enforcer	CF1	Public Protection	Steve Elsey	15
General Public Health control measures	CF3	Public Protection	Steve Elsey	15
Control measures of less serious infectious diseases	CF3	Public Protection	Steve Elsey	15
Housing Benefit – rent allowances (Private tenants)	CF1	Revenues and Benefits	Robin Bates	16
Bus Station - Management	CF3	Town Centre Management	Derrick Simpson	18

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Car Parking	CF3	Town Centre Management	Derrick Simpson	18
Markets	CF3	Town Centre Management	Derrick Simpson	18

*Critical at particular time of month or year.

**Added after list approved by Management Board – approved by FR

***Added after lessons learned from CV Power failure

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)