

Business Continuity Assessment - Council/PCT Functions
Appendix B: Business Critical, Desirable & Non Essential
Functions

Directorate	Strategic Director	Divisional Director	Function	Outcome/Risk to Service Delivery	Key Contact	Rating	BCP Progress (Red / Amber / Green)
Adult Health, Social Care & Housing	Janet Rowse		Provide telephone systems to users	Staff absence, equipment failure	Andrew Hunt	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Provide support for users	Major staff absence, equipment failure, fuel for vehicles	Andrew Hunt	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Provide servers for users	Major staff absence, equipment failure	Andrew Hunt	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Director of Public Health Duties in a Pandemic or Major Incident	Staff absence or IT disruption results in delays to provision of information for strategic planning	Kieran Morgan	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Oxygen for patients	Vehicle Breakdown by contractor	Facilities - B.O.C.	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Corporate Administration	Major staff absence - Loss of IT - Loss of Telecoms	Derek Thorne	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Reception	Major staff absence - Loss of IT - Loss of Telecoms	Derek Thorne	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		In Patient Services (community Hospitals)	Major staff absence. Loss of transport. Disruption of food and clinical supplies Loss of communication. Phone network failure	Stella Doble/Mairi Rider/Nikki Woodland -	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Community Nursing	Major staff absence. Loss of transport. Loss of clinical and other supplies. Loss of communication. Phone network failure	Stella Doble/Rosemary Carroll/Lisa Cronan	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Bath NHS Health Care Centre	Major staff absence (clinical and admin). Loss of transport Loss of communication. Phone network failure	Stella Doble/Lisa Cronan	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Minor Injury Unit/Outpatients (PMH)	Major clinical and medical staff absence. Loss of transport. Loss of Clinical and other supplies. Loss of communication. Phone network failure	Stella Doble/Lisa Cronan	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Community Health Services	Staff absence.Loss of transport.IT failure.	J.Meacham	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Community Health Services	IT failure. Phone system failure.	J.Meacham	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Facilitated Discharge Team	Major staff absence. Loss of transport Loss of communication. Phone network failure	Stella Doble/Rosemary Carroll	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Rapid Response	Major staff absence. Loss of transport Loss of communication. Phone network failure	Stella Doble/Jo Meacham/Pat Browne	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Single Point of Access	Major staff absence. Loss of transport Loss of communication. Phone network failure	Stella Doble/Chiquita Cusens	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Twilight and Overnight Nursing Service	Major clinic staff absence. Loss of transport. Loss of clinical and other supplies. Loss of communication. Phone network failure	Stella Doble/Chiquita Cusens	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Safeguarding Adults	Major staff absence. Loss of transport. Loss of clinical and other supplies. Loss of communication. Phone network failure	Chiquita Cusens	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Lifetime Service	Loss of power - Staff absence - Communications - Loss of clinical supplies - Lack of transport	Brenda Yorston	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Children's community nursing	Loss of power - Staff absence - Communications - Loss of clinical supplies - Lack of transport	Brenda Yorston	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		In Patient Services (community Hospitals)	Major staff absence. Loss of transport. Disruption of food and clinical supplies Loss of communication. Phone network failure	Stella Doble/Mairi Rider/Nikki Woodland - Provider	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Providing Community Care Act assessments.	Significant staff absence.Loss of transport.I.T. failure.Telephone network failure.	Jeff Saffin.	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Safeguarding Adults.	Significant staff absence.Loss of transport.I.T. failure.Telephone network failure.	Jeff Saffin.	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Providing a hot cooked community meal.	Significant staff absence.Loss of transport.Failure of food supplies.	Jeff Saffin.	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Providing personal home care services.	Significant staff absence.Loss of transport.	Jeff Saffin.Yvonne Bonifas	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Homelessness.	Significant staff absence.	Jeff Saffin.	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Providing Residential care.	Significant staff absence.	Jeff Saffin. Yvonne Bonifas	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Provision of cleaning services to clinical and department areas	Major staff absence, flu pandemic) unable to provide full cleaning service risk of infections	Fabio Baldan Support Services Manager. Susan Coen Support Services Team Leader	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Collection of clinical and domestic waste from Ward and departmental areas	Risk of pests, bad odours and infection	Fabio Baldan Support Services Manager. Susan Coen Support Services Team Leader	Critical	Complete

Business Continuity Assessment - Council/PCT Functions

Directorate	Strategic Director	Divisional Director	Function	Outcome/Risk to Service Delivery	Key Contact	Rating	BCP Progress (Red / Amber / Green)
Adult Health, Social Care & Housing	Janet Rowse		Catering provision to patients and staff	Major staff absence, flu pandemic	Anthony Hedges Catering Supervisor Fabio Baldan Support Services Manager. Susan Coen Support Services Team Leader	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Catering Provision of patient's Food	Pandemic Flu, lack of drivers and Vehicle Breakdown	Fabio Baldan	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Laundry/Linen	Flu pandemic. Vehicle Breakdown, lack of transport by contractor. Staff shortages to provide linen service	Royal Devon & Exeter Laundry	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Security	Major staff absence, flu pandemic. This role includes collection of clinical and domestic waste from ward areas. Risk of pests, bad odours and infection	Fabio Baldan Support Services Manager. Susan Coen Support Services Team Leader	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		GP, Clinic & Hospital delivery / collection of Supplies & Samples	Loss of transport.g. petrol shortage flu pandemic	Suzie Ackerman Transport Manager Alan Whitaker, Supervisor Driver Judy Green, Assistant Transport Mgr	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Van Hire Firms	unable to supply replacement vans / fix problems with current vans in use	PVH Flexi hire, Bristol & West Vehicle Hire and Thrifty Car & Van Rental	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		RUH	flu pandemic at RUH could result in problems with access to various areas on the RUH site to enable us to provide service to GPs, Hospitals, etc	Suzie Ackerman, Transport Manager Alan Whitaker, Supervisor Driver	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		All B&NES Sites, including GP Surgeries	Flu pandemic could result in not being able to access various GP Surgeries etc.	Suzie Ackerman, Transport Manager Alan Whitaker, Supervisor Driver	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Contractors - Builders	flu pandemic, vehicle breakdown, lack of transport by contractor, lack of contractor staff, Unable to complete project work	David Brain, Estates Manager, Fowden's Builders, 21st Century	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Administering the payroll.	Staff Absence, No courier available to take forms to external payroll provider. Loss of electronic payroll system.	HR Director	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		HR advice regarding staff refusing to attend work.	Staff absence, Non consistent advice. Alternative means of communication required.	HR Director	Critical	Complete
Adult Health, Social Care & Housing	Janet Rowse		Infection Prevention & Control	Loss of power, Staff absence, Communications. Loss of clinical supplies. Lack of transport	Denise Meyers, Lauren Tew	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Front-line Childcare Duty Services	Children are protected and immediate action taken in cases of suspected child protection concerns. Visits to children most at risk; initiate Court proceedings to protect children	Trina Shane (Assessment & Family Support Services Manager) Ext 7979	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Youth Offending Team: [Youth Court and Young People in Custody]	Support to young people; officers present in Court. Risk assessments undertaken, prevent use of custody	Sally Churchyard (YOT Service Manager) Ext 6959	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Children in Care	Provide foster carers; support foster carers; statutory visits to children in care; manage placement breakdown; provide alternative care where needed	Sara Worth, (Family Placement Team Manager), Ext 5317, Charlie Moat, (Service Manager), Ext 7914	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Children in Need	As frontline/protection plans/statutory orders	Trina Shane	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Support to Disabled Children and Duty Service at RUH	Enable disabled children / young persons to be looked after at home; direct support to them and parents; enable travel to/from school	Trina Shane	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Maintain Record of Children with Protection Plans	Ensure that children at risk can be easily identified and information shared promptly with other agencies	Margaret Hudd, (Safeguarding Unit Manager), Ext 6309	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Children Subject to Statutory Orders	Ensure the Council fulfils its statutory duties and the most vulnerable children are protected; risk assessments in place re: any who pose risks to other people	Charlie Moat	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Undertake any urgent/emergency home visits. (NB. Childrens Centre staff will be redeployed to this function.)	Children are protected and immediate action taken in cases of suspected child protection concerns. Undertake visits to children most at risk. Links with partner agencies to visit other children.	Annette Upshall, Manager, Julia Finney CCentre Manger, Bath; Heidi Limbert, CCentre Manager Norton Radstock; Bridget Wells CCentre Manager, Keynsham & Chew Valley/ Lesley Jones, Service Manager	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Support for Looked after Children (NB. Childrens Centre staff will be redeployed to this function.)	Provide contact support to foster carers and 1-1 visits to support children in placement & help maintain birth family contact	Annette Upshall Manager, Julia Finney CCentre Manger, Bath; Heidi Limbert, CCentre Manager Norton Radstock; Bridget Wells CCentre Manager, Keynsham & Chew Valley/ Lesley Jones, Service Manager	Critical	Complete
Children's Services	Ashley Ayre	Maurice Lindsay	Early Intervention & Safeguarding (NB. Childrens Centre staff will be redeployed to this function.)	To minimize risks to known families and to prevent statutory services becoming more involved.	Annette Upshall Manager, Julia Finney CCentre Manger, Bath; Heidi Limbert, CCentre Manager Norton Radstock; Bridget Wells CCentre Manager, Keynsham & Chew Valley/ Lesley Jones, Service Manager	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Refuse Collection	Household refuse is collected weekly (twice weekly in priority areas)	Carol Maclellan, (Waste Services Manager), Ext 4106/Sarah Alder (Waste Strategy & Contracts Manager) Ext 4187/ Pete Wakenshaw (Collections Manager) Ext 6395	Critical	Complete

Business Continuity Assessment - Council/PCT Functions

Directorate	Strategic Director	Divisional Director	Function	Outcome/Risk to Service Delivery	Key Contact	Rating	BCP Progress (Red / Amber / Green)
Service Delivery	Glen Chipp	Matthew Smith	Trade Waste Collection	Collection & disposal of waste from paying customers	As above	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Waste Disposal	Waste is compacted and transferred to landfill	Carol Maclellan/Sarah Alder/Mark Hamblyn/ (Waste Operations Manager) Ext 6449	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	1 x Recycling Centre	Recycling and disposal of bulky waste	Carol Maclellan/Sarah Alder/Mark Hambly	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Haycombe Cemetery & Crematorium	Cremation / burial of the dead	Tracey Mock	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Public toilets	Clean and safe toilets	Cath Humphries (Neighbourhood Environment Manager) Ext 7645/ Bill Walters (Neighbourhood Manager) Ext 6195	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Tree Management (Emergency call-out)	Health & Safety duty of care response for dangerous trees	Graham Evans	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Highways: Management; structural maintenance; winter service plan; health & safety ; emergency order issuing	Effective management of the Highway infrastructure to keep the network open and safe	Craig Jackson (Team Leader Highway Maintenance) Ext 4269	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Public Rights of Way: Safety Critical Maintenance of Network	Ensure the network remains safe and open to the public	Kelvin Packer	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Hazardous Waste / Contaminated Land	Emergency response to contamination issues	Cath Humphries Steve Hill Ext 6625	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Dangerous dogs	Collection and removal of dangerous and stray dogs	Cath Humphries	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Pest Control	Control of rats, rodents and other pest infestations	Cath Humphries	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Parking Services – Emergency Maintenance/Mgt of Car Parks	To ensure the car parks are available for public use	Dorothy Miley – (Team Leader: Parking) Ext 4231	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Street Lighting Maintenance Illuminated Traffic Signs Maintenance	To ensure the street lighting and traffic signals remain in safe operation	Keith Showering (Team leader for Street lighting) Ext 4342	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Home to school transport	Entitled children are transported to and from schools	Jon Evans (Transport Manager) Ext 4910	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Adult Services Transport	Assessed clients with need are transported to day centres and other locations	Jon Evans	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Emergency Vehicle Maintenance / Fleet Management		Jon Evans	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	School meals deliveries	Meals for children are delivered to schools who don't have their own kitchens	Jon Evans	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Community meals deliveries	Meals for those with need are delivered to their homes	Jon Evans	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Infectious Disease Control (incl Food-poisoning)	Investigation of potentially serious IDs eg Ecoli 0157, cholera etc. Contact chasing / interviewing for HPA	Sue Green (Health, Safety and Food Manager) 01225 477562	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Food Alerts	Investigation and removal from food chain of potentially hazardous foods	Sue Green (Health, Safety and Food Manager) 01225 477562	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Response to high priority complaints about food / food premises	May require immediate closure off food business or service of notices	Sue Green (Health, Safety and Food Manager) 01225 477562	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Health and Safety Enforcement	Response to high priority complaints about H&S issues. May require prohibition	Sue Green (Health, Safety and Food Manager) 01225 477562	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Workplace accident investigations	Investigation of fatal / serious accident in the wrokplace	Sue Green (Health, Safety and Food Manager) 01225 477562	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Zoonoses Control	Assists DEFRA to monitor / control movements of affected animals	Roger Pope (Principal TSO) 01225 477508	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Air and water quality		Andrew Jones	Critical	Complete
Service Delivery	Glen Chipp	Matthew Smith	Emergency Fuel Supplies		Jon Evans	Critical	Complete
Service Delivery	Glen Chipp	David Trigwell	Building Control (Dangerous Structures)	Control Dangerous Structures and ensure risk to public is removed. 24/7 service in and out of office hours	Philip Mansfield (Building Control Manager) Ext 7541	Critical	Complete
Service Delivery	Glen Chipp	David Lawrence	Roman Baths	Ensures the message that 'Bath is open for business'	Iain Johnston(Facilities Manager) Ext 7753	Critical	Complete
Improvement & Performance	Chief Executive: John Everitt	Dave Thompson	Internal and External Website	Manage information via the website	Jonathan Mercer(Communications and Marketing Manager)Ext 7449	Critical	Complete
Improvement & Performance	Chief Executive: John Everitt	Dave Thompson	Media communications	Provide information to the media	Jonathan Mercer(Communications and Marketing Manager)Ext 7449	Critical	Complete

Business Continuity Assessment - Council/PCT Functions

Directorate	Strategic Director	Divisional Director	Function	Outcome/Risk to Service Delivery	Key Contact	Rating	BCP Progress (Red / Amber / Green)
Improvement & Performance	Chief Executive: John Everitt	Dave Thompson	Resourcelink	Staffing information to managers	William Harding(Head of Human Resources)Ext 7203, Patricia Fickling HR Manager	Critical	Complete
Improvement & Performance	Chief Executive: John Everitt	Dave Thompson	Payroll services	Staff are paid	Tony Deacy	Critical	MBS BCP
Improvement & Performance	Chief Executive: John Everitt	Dave Thompson	Emergency Health & Safety Advice	24 hour emergency Health & Safety advice to managers	Angie Price(Health & Safety Manager)Ext 7430	Critical	Complete
Legal & Democratic Services	Chief Executive: John Everitt	Vernon Hitchman	Registering of deaths occurring in BANES during a flu pandemic episode (either face to face with clients or by telephone)	Informants can register deaths to enable burial/cremation to take place	Alison Manning(Registration Services Manager) Ext 7887	Critical	Complete
Legal & Democratic Services	Chief Executive: John Everitt	Vernon Hitchman	Emergency Legal Advice	Provision of emergency legal advice ensuring the Council does not breach legislation	Lyneve Thyer (contact)	Critical	Complete
Resources & Support Services	Andrew Pate	Angela Parratt	MBS IT Help Desk	Resolution of technical problems experienced by users	Tony Deacy - Out of Hours 08443579925	Critical	MBS BCP
Resources & Support Services	Andrew Pate	Angela Parratt	MBS Desk Top Support	Provision of IT and resolution of technical problems experienced by users	Tony Deacy - Out of Hours 08443579925	Critical	MBS BCP
Resources & Support Services	Andrew Pate	Angela Parratt	MBS Server Support	Provision of IT and resolution of technical problems experienced by users	Tony Deacy - Out of Hours 08443579925	Critical	MBS BCP
Resources & Support Services	Andrew Pate	Angela Parratt	MBS Network Support	Provision of IT and resolution of technical problems experienced by users	Tony Deacy - Out of Hours 08443579925	Critical	MBS BCP
Resources & Support Services	Andrew Pate	Angela Parratt	MBS Application Support	Provision of IT and resolution of technical problems experienced by users	Tony Deacy - Out of Hours 08443579925	Critical	MBS BCP
Resources & Support Services	Andrew Pate	Angela Parratt	Telecoms Support & Switchboard	Provision of telecommunications, support and switchboard	Chris Curtis/Tony Deacy	Critical	MBS BCP
Resources & Support Services	Andrew Pate	David Trethewey	CCTV	Public Space Surveillance monitoring, provision of evidence to Police etc	Richard Lewis, Community Safety Officer 01225 477 145	Critical	Complete
Resources & Support Services	Andrew Pate	Tom McBain	Provision of community meals to vulnerable adults	Vulnerable people who cannot prepare a hot meal or who chose to buy a hot meal receive a hot 2-course meal 5 times per week It should be noted that it is unlikely that this is the only meal that customers have, and they are likely to have food in their homes. Failure to deliver a hot meal is not life-threatening.	Ian Crook / Louise Bizley (Service Team Manager) Ext 4374	Critical	Complete
Resources & Support Services	Andrew Pate	Tom McBain	School Meals	Meals cooked and delivered to school children	Ian Crook / Louise Bizley (Service Team Manager) Ext 4374	Critical	Complete
Resources & Support Services	Andrew Pate	Tom McBain	Facilities Management	Provision of office space for key Council officers to operate from.	Building Officers and Duty Managers for each premises. Alison Hayes – (Facilities Manager) Ext 7952.	Critical	Complete
Resources & Support Services	Andrew Pate	Tom McBain	Building Consultancy: Emergency property maintenance to key buildings	Access to key buildings; operational services can be delivered	Dave Bull; (Engineering, Print and Core Services Manager) Ext 5083/6851.	Critical	Complete
Resources & Support Services	Andrew Pate	Ian Savigar	Council Connect Contact Centre / Switchboard to access services	Access to majority of service providers by telephone	Denise Osbourne	Critical	Complete
Resources & Support Services	Andrew Pate	Ian Savigar	Council Connect Front-facing Offices (Keynsham, Guildhall Bath, Hollies)	Access to wide range of front facing services including benefits and payments	Denise Osbourne	Critical	Complete
Resources & Support Services	Andrew Pate	Ian Savigar	Out of Hours		Jonathan Irving / Andrew Webb	Critical	Contractors BCP
Resources & Support Services	Andrew Pate	Ian Savigar	Council Tax & NNDR Billing, Collection and Administration	Major source of Council income	David Waters	Critical	Complete
Resources & Support Services	Andrew Pate	Ian Savigar	Benefits Processing	Payment of Housing Costs to vulnerable members of community	Helen Lossl	Critical	Complete
Resources & Support Services	Andrew Pate	Jeff Wring	Business Continuity & Emergency Planning Team	Emergency duty officer support to critical services on business continuity/emergency planning	Richard Look (BCEP Manager) Ext 7614 Andy Cox (Risk Manager) Ext 7316	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Financial Systems Management	The Financial System is managed, monitored and maintained ensuring availability and appropriate performance	Rob Dewsbury / Rob Cook (BCP part of Exchequer & Pyts)	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Payment - Processing of payments for people placed in residential and nursing care, processing of individual budget payments to service users so that they can buy their care, processing of pocket monies for residents of homes. Longer term would have requirement to process agresso payments.	Homes, Individual budget holders and residents receive their payments to enable them to provide care.	Andrew Grieve	Critical	Complete

Business Continuity Assessment - Council/PCT Functions

Directorate	Strategic Director	Divisional Director	Function	Outcome/Risk to Service Delivery	Key Contact	Rating	BCP Progress (Red / Amber / Green)
Resources & Support Services	Andrew Pate	Tim Richens	Deputyship Role - Through the Court of Protection we act and look after the personal finances of clients who are assessed to not have the mental capacity to look after their financial affairs. For clients who are residing in permanent residential or nursing care we pay the Care Providers to ensure continued care is received by the individual and supply them with personal needs (pocket money) from their own money and bank accounts held by the authority. For clients who live in the community we provide a direct link between the client and the Social Work Teams to provide the client with any money they require to live independently in the community. We have to administer standing orders to pay their utility bills. We are also required to register Deputyship clients deaths, arrange funerals, notify family members.	All their bills are paid for to ensure their care of running of household bills are maintained. Money for clothes and other personal expenditure is provided as and when the client needs it.	Andrew Grieve	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Petty Cash Facility at Lewis House. Involves the issue of cash, cheques and food vouchers to Social Workers or direct to Social Care clients (Children & Adults).	To allow Service users to buy essential provisions, pay rent and/or deal with emergency financial situations.	Andrew Grieve	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Payments to suppliers for goods and services and reimbursements of Petty Cash floats made via Agresso. Involves coding, scanning and authorization of documents.	Payment to suppliers, individuals and services.	Andrew Grieve	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Lewis House Building Management. One member of finance is responsible for the daily running of Lewis House including fire drills and security.	To ensure that the building is safe for all staff and visitors	Andrew Grieve	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Maintain and develop social services client records system for children and adults.	Information available on various groups of vulnerable people to allow the delivery of community health & social care, e.g. children in care, children with child protection plans, health referrals, adults in receipt of services. Scheduling home care Billing clients Paying providers and people in receipt of direct payments. Reports available to meet statutory responsibilities and key operational activities	Andrew Grieve	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Council payments	Payments made to suppliers & service providers	John Hewlett (Exchequer Services Manager) Nicola Knight or Cassi Gough (Team Leader Exchequer Services).	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	CHAPS Payments	Daily High value Payments via this distinct process in order to manage Council's cashflow See <i>Treasury management Return</i>	John Hewlett (Exchequer Services Manager) Nicola Knight or Cassi Gough (Team Leader Exchequer Services).	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Cash Posting	Processing of cash daily payments received	John Hewlett (Exchequer Services Manager) Nicola Knight or Cassi Gough (Team Leader Exchequer Services).	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Pensions Payroll	There are 3 payrolls during a month which are paid through the BACS clearing system	Steve McMillan – Pensions Manager	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Pensions Benefits Administration	Maintain a computerised database of member information. Calculate and pay benefits	Steve McMillan – Pensions Manager	Critical	Complete
Resources & Support Services	Andrew Pate	Tim Richens	Treasury Management	Management of the Council's cashflow position – on a daily basis investing surplus monies or recalling funds to cover deficit balances	Gary Adams – Finance & Resource Manager Revenue Co-ordination	Critical	Complete

Appendix B: List of critical functions and their 'essential' contractors, suppliers and partners.

Jan-11

Critical Function	Essential supplier / contractor	External partners (non contract / supply)	Does function rely on another Council service?	Manager	Notes (from 2010 BCP reviews)
Highways, Parking, Street Lighting, Public Rights of Way	Atkins, Parkmobile, Mayrise, SBS, Southern Electric	-	-	Kelvin Packer	KP satisfied with BC arrangements of all critical contractors
Transport	40 x taxi companies and coach operators (full details in transport bcp)	-	-	Jon Evans	JE satisfied with BC arrangements of these contractors
Exchequer and Payments	NatWest	-	Treasury	Jon Hewlett	Satisfied with NatWest BC arrangements (N Knight, C Gough)
Treasury	-	-	Exchequer & Pyts	Gary Adams	GA satisfied with Exchequer BC arrangements
Waste Services	Viridor, May Gurney, Corey Environmental, Faun, Tony Lowe, Gullivers, ATS, WCR, Isys, Brash, CAT,	-	Transport Services (fuel)	Carol McLellan	Satisfied with contractors BC arrangements
Transformation (Corporate Client)	Mouchel - IT	-	-	Angela Parratt	MBS BCP review undertaken in meeting with Tony Deacy
Improvement and Performance - HR	Mouchel - Payroll, WebTeam Maintenance	-	-	William Harding	MBS BCP review undertaken in meeting with Tony Deacy
Public Protection (Health Safety and Food)	-	Health Protection Agency (HPA), Scientific Services (SS), Health and Safety Executive , Food Standards Agency , BANES PCT	-	Sue Green	Satisfied re BC arrangements
Public Protection (Air quality)	Plastisign, Payne Security	Bristol Scientific Services,	-	Andrew Jones	Satisfied with BC arrangements / alternatives available
Neighbourhood Environment - Dangerous dogs	-	Bath Cats and Dogs Home	-	Cath Humphries	IN BCP - Alternative available
Neighbourhood Env - Pest Control	KillGerm	-	Property Services	Cath Humphries	IN BCP - Alternative available
Neighbourhood Env - Public Conveniences	Healthmatic, Hayes, Kitco Ltd, Bunzl,	-	Parks & Green Spaces team	Cath Humphries	IN BCP - Alternative available
Emergency Tree Management	George Carrs Bristol (chainsaws, chain oil etc)	-	-	Graham Evans	Satisfied numerous alternatives available
CCTV	OCS (Staffing), ADT (Maintenance of CCTV SYSTEM)	-	-	Richard Lewis	Satisfied re BC arrangements
Heritage (Roman Baths, Pump/Assembly Rooms)	Searcy's Catering	-	-	Iain Johnston	Satisfied re BC arrangements
Registrars	-	Registrar General, UK Border Office	-	Alison Manning	n/a
Facilities & Property Maintenance	Southern Electric Contracting, TPM SouthWest (heating), Horders (electricians), Royal Mail, May Gurney. Alarm / security - ADT, Mitie, Avon Alarms, Multi Alarm Systems (GB) Ltd	-	-	Alison Hayes, Dave Bull, Alan Sheppard	alternatives available, bc arrangements in place

Catering Services - School Meals / Community Meals	Apetito (meal supplier)	-	Transport services	Ian Crook	Apetito contract requires BC arrangements and back up supplies in place. Local taxis used as transport backup.
Council Connect (OOH)	Out of Hours Service - Office Response	-	-	Jonathan Irving	Office Response BC Plan reviewed early 2010
Revenues	CFH Printers, Bristow & Sutor (bailiff / debt collection), DG Collections (warrants), Mouchel (IT/Payroll), RB Solutions (temp staff)	-	-	David Waters	MBS BCP reviewed. Alternatives available for all others.
Council Connect	Scancoin (payment machines)	-	-	Emma Stevens	Manual payment option is adequate backup. (Denise Osbourne review 2010)
Benefits	Mouchel (benefit claim maintenance / payment), CFH Printers, RB Solutions (temp staff),	Dept Work & Pensions, Rent Office VO Agency	-	Helen Lossl	MBS BCP reviewed. Alternatives available for all others. External partners are national solutions.
Pensions	Heywood (Member data on Heywood AXIS system)	-	-	Steve McMillan	Heywood BCP and Pensions BCP in place with another third party option to cover complete loss of Heywood.
Building Control (Dangerous Structures Emergency Callout)	Spa Glass or Roman Glass (boarding up property)	-	Highways Team (for use of Atkins - barriers, cordons)	Phil Mansfield	Atkins (see Highways Team). Two suppliers plus other alternatives available for boarding up.
Bereavement Services	Ford Fuels (fuel for digger and tractor)	-	-	Tracey Mock	Satisfied alternatives available
Sports and Leisure	Aquaterra (leisure centres)	-	-	Lynda Deane	Note: this is not classed as a 'critical' function' but due to likely public interest in a closure of leisure centres, it has been included. Aquaterra BCP reviewed by Sports Team and BCEP Team, Nov 2010
Children Young People and Family Support	-	Fostering / adoption - Capstone Foster Care (South West Ltd), Five Rivers Child Care Ltd, Amicus Foster Care Ltd, Foster Care Associates Ltd, Pathway Care Ltd. New Horizon Centre Ltd (Childrens Homes), TACT, Southwest Adoption Network, CCS Adoption, Foste	Transport Services	Charlie Moat, Trina Shane, Margaret Hudd, Sally Churchyard	BCPs in place for critical functions.
Adult Care and Health Service Delivery	Domiciliary Care - Agin Care Ltd, Care South, Complete Care Holdings Ltd, Prestige Nursing Healthcare, Way Ahead Community Service Ltd, Safe & Sound Homecare Services, I&S Dutton T/A Carewatch. Residential Care Homes - Cedar Care Homes Ltd, Care South, S	B&NES PCT.	Transport Services	Jo Gray	BCPs in place for critical functions.

Adult Care, Housing and Health Service Commissioning	-	Housing Associations - Somer Community Housing Trust, BCHA, Bath Self Help Housing Association, BCHA, Bath Self Help Housing Association, Hanover Housing Association, Solon SW HA, Bath Solo Housing HA, Paradise HA. Charities / Voluntary - United Response,	-	Stella Doble	BCPs in place for critical functions.
External ICT Providers	Northgate Information Solutions, EMC computer systems, BT, Vodafone, Civica UK, Gandlake Ltd, Orange, Siemens	-	-	Ian Savigar - Revs and Bens (Northgate, Civica), Angela Parratt - Transformation	BCP for critical functions inc Revs and Bens, MBS IT in place and reviewed 2010 inc suppliers.