Business Continuity Planning

REGISTER OF PRIORITY SERVICES

OPEN FOR BUSINESS AS USUAL

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BACKGROUND

As a local authority, under the Civil Contingencies Act 2004, we are a Category 1 Responder, with certain duties to fulfil under the act. One of these duties is to implement and maintain Business Continuity Plans. The Business Continuity management (BCM) process requires Monmouthshire County Council to identify all the services it delivers and to prioritise these services. Following consultation with service managers 215 services have been recognised as being delivered by MCC. A 'priority rating' calculation has been carried out for each of these services and 42 have been recognised as falling into the highest priority band, i.e. a vital service that must be continued to be provided, without disruption.

The Register is a snapshot in time and is reviewed every 2 years. It must be recognised that services can become critical in emergency/seasonal situations depending on the incident or disruption and that the Register can then be revisited and Priority 1 services re-confirmed as per the circumstances.

These Priority 1 services are summarised below.

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DETAILS CONTAINED IN THE REGISTER
The following criteria have been used to determine the level of priority for each service area.

Column A – Priority - Consideration of how necessary is it to provide the service in a disruption and in relation to the overall objectives of the authority. Consideration must be given to humanitarian risks and community impact.

5 Vital: An essential (risk to life and limb) service that must be provided around the clock with no interruption. Could also apply to a service that, if not provided or interrupted, could affect the provision of an essential service. For e.g. services that continue to operate over Christmas and on Bank Holidays.

4 High: An essential service that can only be delayed for a short amount of time before there is a risk to life and limb. Could also apply to a service that, if not provided for a short period of time, could affect the provision of an essential service.

3 Medium: A routine service that can be delayed for longer periods without impacting on the health or welfare of MCC residents.

2 Low: A non-essential service that will not affect the health or welfare of MCC residents if not capable of being delivered.

1 Non Vital: A service that can be put on hold and resumed at a later date as long as relevant approval is sought.

Column B – Duration without the Service
Identify how long the service can be suspended without resulting in an immediate impact on the health or welfare of MCC residents.

5 Not at all: A service that cannot be suspended or interrupted at all without impacting on the health or welfare of MCC residents.

4 One Day: A service that can be interrupted for 1 day without impacting on the health or welfare of MCC residents.

3 Two Days: A service that can be interrupted for 2 days without impacting on the health or welfare of MCC residents.

2 Five Days: A service that can be interrupted for 5 days without impacting on the health or welfare of MCC residents.

1 Two Weeks: A service that can be interrupted for 2 weeks without impacting on the health or welfare of MCC residents.

Column C – Criticality
Multiply the number in Column A x the number in Column B.

Column D – Priority Band
Insert the value depending on the Criticality score.
P1 20+   **P2 10 - 19**   **P3 5 - 9**   **P 4 & less**

Column E – % Statutory / Regulatory
Indicate, in terms of an approximate percentage, how much of the service is statutory or has a regulatory requirement.

Column F – Minimum number of staff required to carry out the service.

Column G – Alternative service supplier
Consider whether some or all of this service can be provided by alternative means, perhaps through another team (internal or external) or other agency for a short period of time? If so, indicate with a **Y** or a **N**.

Column F - ICT Applications on which the service is reliant
List the ICT applications / programmes / infrastructure on which your service is reliant.

Priority Banding

Priority 1 - Critical service
Any service which if interrupted for any reason would result in an immediate impact on the health or welfare of MCC residents plus any corporate activity required to support the delivery of critical services. Time Critical service needing to be restored within 0-1 hour.

Priority 2 – Essential Service
Any service which if interrupted for any reason would result in a harmful impact on the health or welfare of MCC residents plus any corporate activity required to support the delivery of essential services. Important service needing to be restored within 1 - 24 hours.

Priority 3 - Important Service
Any service which if interrupted for an extended period, would result in damage to the reputation of the authority and/or impact on the health and welfare of MCC residents. A service needing to be restored within 5 working days.

Priority 4 - Routine Service
Any service which could withstand longer term interruption and whose staff may be redeployed to assist with the recovery of higher priority services in the event of an incident. A service which can be restored progressively after 5 working days.

Monmouthshire County Council

			CHIEF EXECUTIVE'S								
Index Number	Service Area	Service Team	Description	Priority	Duration with no service	Criticality	Priority Band	% Statutory	Minimum no. of staff	Alternative Providers	ICT Applications on which the service is reliant
1.	CE's, Democracy, Engagement & Improvement *Will McLean*	Democratic Services *John Pearson*	To provide support for elected members, collectively and individually, including: facilitating meetings - preparation of agenda, reports and minutes; supporting chairs in agenda and business management; attendance at meetings; secretarial; research; impartial advice on constitutional and code of conduct issues; member development and training; interface between members and officers and between members and citizens; support for individual members in their constituency roles.	3	1	3	**P4**	Yes	2	N	Microsoft Office, Voip phones, Mobiles Modern.gov Website
2.		Elections *John Pearson*	Compiling an annual register of electors to be used for the purposes of elections, credit referencing and criminal activity. It also entails administering elections for Local Government, Welsh Assembly, Parliament and European Parliament when they are called as well as referenda and community polls. We are also responsible for reviewing and setting ward boundaries at a community council level.	1	1	1	P4	100	2	N	Xpress Software Solutions Office
3.		Scrutiny *Hazel Ilett*	The Scrutiny section provides independent, objective and professional support to non-executive members of Monmouthshire County Council to enable members to constructively challenge the decisions taken by the Executive, monitor the Council's performance to ensure continuous improvement and formulate and develop policy.	3	1	3	**P4**	100	1	N	Microsoft Office

#	Directorate	Service	Description				Priority				Systems
4.	CE's, Democracy, Engagement & Improvement *Will McLean*	Welsh Language & Equalities *Alan Burkitt*	To ensure that the Council has the appropriate strategies, policies, schemes and guidance notes in place to ensure compliance with Equality Legislation – Equality Act 2010, Welsh Language Act 1993, Welsh Language Measure 2011 and "More than just words" Strategy. Also providing legal advice and guidance on the above acts to ensure that the Council can withstand legal challenge and avoid reputational damage with regards to Equality Impact Assessments, service reconfigurations etc.	2	2	4	**P4**	100	1	Y	Microsoft Office
5.		Policy & Performance *Matt Gatehouse*	A largely statutory function in supporting the council's administration and senior management to develop a strategic direction for the authority. Also, statutory responsibility in monitoring and evaluating this strategic direction and the operational delivery. Submission of statutory data returns to Welsh Government.	1	1	1	**P4**	85 - 90	2	N	Microsoft Office VOIP The Hub Internet
6.		Sustainability *Hazel Clatworthy*	Leading on getting MCC ready for the introduction of the Wellbeing of Future Generations Act. Working with the Council, partners and the wider community to encourage action on sustainability and climate change.	3	1	3	**P4**	75	1	N	Microsoft Office
7.		Communication & Engagement *Abigail Barton*	Communications includes media relations, website, social media and some parts of the intranet. Other officers could perform the functions, however would not necessarily have the required skills. Council could contract in PR agency on a temporary basis.	4	5	20	P1	0	2	Y – G7 Communications network	Office, web, e-mail, social media, VOIP phones, mobiles
8.		Digital & Social Media /Web Site *Abigail Barton*	Responsible for the corporate content on the web including design and layout and factual additions from individual departments on the site. Maintaining MCC Facebook and Twitter accounts.	5	5	25	**P1**	50	1	Y	Website servers (SRS)
9.		Partnership and Engagement Team *Sharran Lloyd*	The provision of a coordination, information and policy support unit for the authority's main partnerships of community safety, health and well- being and children and young people. The unit facilitates the Local Service Board and the community planning process by supporting relevant partnerships and forums.	3	1	3	**P4**	25	2	Y	Microsoft office & VOIP

#												
				The Unit supports the implementation of national policy and legislation in the areas of Children & Young People's partnerships, Health Social Care & Well Being partnerships, and Community Safety partnerships ensuring that managers are equipped with the relevant information and advice. The Unit monitors and administers any external grant funding allocated in the areas identified above.								
10.			Main MCC Switchboard	To provide a first point of contact for callers to the Authority. Where applicable to raise any network/telephone fault issues with SRS.	5	4	20	**P1**	0	2	N	Telephony Switchboard Voip phones Microsoft Office
11.			Contact Centre *Amanda Southall*	**Telephony – Contact Centre** Responsible for the Contact Centre and the telephony section, call routing, queues, voicemail, telephony reporting. Contact centre considered critical for emergency contact.	5	5	25	**P1**	0	8	N	Telephony software
12.				**Emergency Helplines – Contact Centre** Responsible for providing premises and staff to set up and operate an Emergency Helpline. This may be a generic helpline to deal with general enquiries following a major incident or an incident specific helpline to deal with enquiries following a particular incident, e.g. Foot and Mouth, Pandemic flu.	4	5	20	**P1**	0	3	N	Heat telephony
13.			Community Hubs *Cheryl Haskell Richard Drinkwater*	**Community Hubs** Provides information and access to local authority services to the general public in the four Monmouthshire areas.	4	5	20	**P1**	0	12		Heat telephony
14.				**Libraries** Provides a range of library and information services, delivering literacy and lifelong learning opportunities throughout the County to people of all ages.	1	1	1	**P4**	100	N/A	N	Microsoft Office Voip phones Sirsidynix Net Loan Telephone renewal lines

No.											
											Agresso, MyView
15.			**Information Provision in Emergencies** Provision of staff and resources to run Information points in Emergency Care Centres and other relevant premises.	3	4	12	**P2**	0	3	Y	Mobile phones
16.		Whole Place *Debbie McCarty*	Area regeneration through the development of effective and sustainable partnerships with local communities. The Whole Place Strategy provides an integrated single framework in which we can develop and support delivery of whole place plans that articulate the local vision and priorities with associated actions to realise these outcomes. Whole Place Officers support local communities to deliver their priorities thereby enabling them to be sustainable and resilient communities.	1	1	1	**P4**	0	1	N	Agresso/ Cisco/ /VOIP Phones/ Mobile/ Microsoft Office/ Outlook/ internet
17.	CE's, Legal *Rob Tranter*	Legal Services	The provision of legal advice to all members and officers to ensure legality and probity in all decisions.	2	1	2	**P4**	10	2	Y	Microsoft Office, VOIP, Agresso, Solcase
18.		Land Charges	To hold and maintain the statutory registers of land charges, commons and village greens.	2	1	2	**P4**	10	1	Y	As above as well as Northgate
19.	CE's, Operations *Roger Hoggins*	Waste & Street Services *Rachel Jowitt*	Provision of refuse collection and recycling services to domestic and commercial properties.	4	3	12	**P2**	100	75	N	
20.			Provision of recycling and transfer stations: Llanfoist Five Lanes, Caerwent Monmouth Usk	4	3	12	**P2**	100	25	Contra ct with Viridor	N/A
21.			Cleaning streets, roads, open spaces, litter picking. Small improvement projects using the Community Improvement Team.	4	2	8	**P3**	100	6	N	

No.	Directorate	Division / Manager	Service								
22.			Stray Dogs	4	3	12	**P2**	100	1	Contracted out	N/A
23.			**Waste Strategy** Contracts, strategy development & monitoring, data compliance, customer education and awareness, customer interface/ complaints. Cleansing policy. Contracts:- CA site & Waste Disposal. Treatment & Management of Recycling. Treatment and management of food/garden waste.	1	1	1	**P4**	100	N/A	N/A	Crystal Monmaps
24.			**Training** Highways and other operational training at Raglan Training Centre. Health and safety support/ inspections for directorate.	1	1	1	**P4**	100	N/A	N/A	N/A
25.			**Landscape Unit** Providing a design, installation, and maintenance service to internal and external clients including Schools, Housing Associations, Town and Community Councils, Hospitals, Health Trusts, Police, Fire Service and others. Service ranges from installation of play equipment to grass cutting and site maintenance.	1	1	1	**P4**	0	80	N	None
26.			**Emergency Burials** Grave digging services where excess deaths are recorded due to, for example, a 'flu pandemic'.	3	4	12	**P2**	0	2	Y	None
27.			**Parks & Recreation** Providing parks, gardens and sporting/leisure facilities to public.	1	1	1	**P4**	0	Included in above	N	None
28.			**Resources** Admin and procurement support for Facilities and Waste.	1	2	2	**P4**	100	1	N/A	Mayrise for Highways
29.	CE's, Operations	Property & Facilities Management *Rob O'Dwyer*	**Property Design Service** To provide a comprehensive Property Design Service to the authority comprising Architectural, Quantity Surveying, Mechanical Engineering, Electrical Engineering.	4	2	8	**P3**	0	1	Y	Vector Works/ M Office/ Agresso/ Hub / Smart Phones
30.			**Structural Engineering and Clerk of Works services.**	5	5	25	**P1**	100	1	N	Vector Works/ M

											Office/ Agresso
31.				**Maintenance Service** To provide comprehensive planned and reactive maintenance service to the authority, comprising Mechanical, Electrical, Building Surveying and Clerk of Works services. (Critical service for emergencies).	5	5	25	**P1**	80	2	N	M Office/ Agresso/ Tribal/ BMS / Hub / Smart Phones
32.				**Health & Safety** To monitor and enforce Health and Safety compliance across the authorities built assets.	5	5	25	**P1**	100	1	N	M Office/ Agresso/ Tribal / Smart Phones
33.				**Facilities Management Service** To provide Facilities Management Services across the authorities office accommodation buildings.	4	4	16	**P2**	30	2	N	M Office/ Agresso/ Tribal
34.	CE's, Operations			**Mail & Courier** Provide a mail service for County Hall, Usk and the Magor 1 building. Mailing and Courier service for all out reach sites.	1	1	1	**P4**	0	2	N	Hub
35.				**Reception** Welcoming visitors and making contact with appropriate staff. Receiving tenders.	1	1	1	**P4**	0	2	N	Microsoft Office / Hub
36.				**Building Cleaning - Schools** Providing a building cleaning service to Schools.	3	3	9	**P3**	0	25 p/t	N	Hub / Smart Phones
37.				**Building Cleaning** Providing a building cleaning service to Libraries, Museums, administrative buildings and also the management and cleaning of the council's Public Conveniences.	1	1	1	**P4**	0	25 p/t	N	Hub / Smart Phones
38.				**Procurement** Optimising the Councils resources, ensuring the Council procures the highest quality goods at the lowest possible whole life costs, whilst ensuring that consideration is given to supporting local economic development. To ensure that procurement activity pays due regard to EU Compliance.	3	1	3	**P4**	100	1	N	Microsoft Office Sell2 Wales Hub / Smart Phones

#	Dept	Service Area	Service Description				Priority				Systems
			Equipping all buyers throughout the Council with the requisite policies, procedures, frameworks, guidelines, systems, tools and training Leadership of the procurement change programme to meet efficiency targets identified within the MTFP.								
39.			**Food Procurement** In essence requires a different approach to the standard procurement process, i.e. a greater emphasis on risk management and regular supplier engagement.	4	1	4	**P4**	100	1	N	Microsoft Office Sell2 Wales Hub / Smart Phones
40.			**Catering** Providing a School Meals service to the primary Sector on behalf of the L.E.A.	1	1	1	**P4**	10	32	N	Hub / Smart Phones / Web site
41.			**Catering – Free School Meals**	3	4	12	**P2**	100	32	N	Hub / Smart Phones / Web site
			Community Meals – see listing 176								
42.	CE's, Operations	Highways & Flood Management *Steve Lane/ Paul Keeble/ Gareth Sage/ Pete Mullen*	**Highways Operations** Winter maintenance (critical service), pot holing, patching – all operational issues.	4	5	20	**P1**	100	30	N	Mayrise
43.			**Flooding response** – sandbags.	5	5	25	**P1**	100	20	N	Mayrise
44.			**SWTRA Operations** To lead, develop and coordinate the Monmouthshire CC/Cardiff CC partnership arrangement that provides essential highway maintenance services, on all the motorways and trunk roads, throughout the Cardiff and Greater Gwent Region, for the South Wales Trunk Road Agent and Welsh Government. **(24hr, 365 day response).**	5	5	25	**P1**	100	28	Y	Microsoft office, Agresso Mayrise, Internet Adobe reader
45.			**Street Lighting** To manage and develop the Monmouthshire CC street lighting and traffic signals service. Including supervision of external service provision SL contract for Torfaen and SWTRA.	5	5	25	**P1**	100	2	Y	Microsoft office, Agresso, Mayrise, Internet connectivity

			For traffic signals and pedestrian crossings also SL's at high risk junctions and roundabouts.							Adobe reader
46.			**Street Lighting - Lower risk areas**	3	2	6	**P3**	0	2	Y	Microsoft office, Agresso, Mayrise, Internet connectivity Adobe reader
47.			**Wonastow Flood Pumping Station** To manage the Wonastow flood alleviation pump station in Monmouth.	5	4	20	**P1**	N	2	Y	Internet connectivity for remote monitoring and web cam
48.			**Traffic & Development** The traffic and network management unit provides a statutory function and the following services to the citizens of Monmouthshire: • Traffic management and engineering schemes. • Manage road safety education and casualty reduction strategy. • Manage the highway development control function. • Maintain the adopted highway records and street naming. • Development and implementation of transport policy, plans, strategies and capital works. • Management duties set out under the Traffic Management Act. • Promote and develop safe routes within the community. • Management and co-ordination of all works, licenses and other activities undertaken on the public highway. • Management of public liability 3rd party claims. • Promote activities which underpin the council's strategic aims through a well-managed highway network and development of sustainable transport.	3	2	6	**P3**	90	10	Y	All usual MS Office packages, Mayrise, Mobiles etc
49.	CE's, Operations		**Infrastructure & Projects**	4	2	8	**P3**	50	7	Y	Microsoft Office,

11

#			Service	Description								
			Highways & Flood Management *Pete Mullen*	Provision of a Civil Engineering Consultancy service delivering project design and management services across a wide range of Civil Engineering disciplines. Elements of the team also manage the Authorities Highway Asset Management Function and undertake Highway safety and bridge Inspections duties across the County through its team of Inspectors. Land drainage issues are also managed by dedicated personnel within the team.								VOIP phones, Agresso, Mayrise, Autocad, Mapinfo, Autotrack, Autosign, Tedds.
50.				**Flood Management** Management of the Authorities duties under the Flood and Water Management Act as the Lead Local Flood Authority, Development and ongoing maintenance of the Flood Risk Management Plan and the Local Flood Risk Management Strategy including the reporting, investigation and publishing of flood events. Exercise of the Authorities role under the Land Drainage Act.	4	2	8	**P3**	70	2	Y	Mapinfo, Map Eagle,
51.			Passenger Transport *Richard Cope*	The Passenger Transport Unit functions are to manage the provision of Home to School Transport Services statutory and non-statutory provision including assessment and monitoring, provision and management of Public Transport Services, Community Transport and some Social Services Transport Services. Transport Policy and Compliance and School Travel Plans, Safe Routes in the Community. Operation of own In house fleet on school contracts, private hire and Demand Responsive Transport Services which includes our own Grass Routes Community Transport Service and some social services day centre runs . We work in Partnership with G.A.V.O. and Bridges Community Centre and provide management and administration of the Dial a Ride and Ring a Ride Services. We also manage Bus shelter and Infrastructure maintenance and provide publicity and timetable information at roadside and on website and by publishing the Monmouthshire Bus Guide.	2	4	8	**P3**	90	12	Y	CTX Agresso Voip phones
52.				**Transport in Emergencies** The school transport service is classed as a critical function during times of large scale staff shortage such as a 'flu pandemic' where it is expected that children will attend school during these times. It may also be used to transport survivors/evacuees to Emergency	5	5	25	**P1**	100	1 - 20	Y	Mobile phones

			Care Centres and could be required in severe weather or flooding.				 			
53.	CE's, Operations	Fleet & H&S Lead *Debbie Jackson*	**Vehicle Maintenance & Management** The Transport Section is split into two areas: • Vehicle Maintenance, and • Management of Councils vehicle fleet, using in house maintenance facilities based at Raglan and Caldicot. • Manage the Authorities MOT testing station. • Ensure all vehicles and drivers comply with current road traffic legislation - this includes all drivers when on authority business (casual users). • Specifications, Tenders and procurement of vehicles, plant, fuel, fuel cards and parts. • Provide key support Services within the Council, various outside organisations, other local authorities and the general public. • Fleet replacement programme (acquisition and disposal). • Holding the Council's Goods Vehicle Operators' Licence. • Fuel supply, storage and dispensing equipment. • Operating the Council's "Green Car Scheme" for staff. • Managing the "Hire Desk". • Manage the fleet of pool cars. • Vehicle and plant insurance claims. • Procurement and disposal/end of life of all vehicles. • Providing "MIDAS" driver training. • Managing and monitoring the Fleets tracking systems. • Legal and operational advice on vehicle use. • To be the lead on Health & Safety for the Operations Department ensuring safe working practices are followed to protect MCC staff	4	3	12	**P2**	100	4	Y	Agresso IT- internet connection (Tracking, mots) Microsoft.
54.			**Car Park Provision** Responsible for the operational management of pay and display within the towns and the enforcement of contraventions by Town Wardens. Responsible for the collection of monies and banking and the recovery of	1	1	1	**P4**	?	?	?	Mobile phones. IT Microsoft.

			debt. The administration of resident and season parking permits assessing eligibility where required. General maintenance of car parks ensuring Health and Safety compliance.								Agresso Specific car park software.

RESOURCES

Index Number	Service Area	Service Team	Description	Priority	Duration with no service	Criticality	Priority Band	% Statutory	Minimum no. of staff	Alternative Providers	ICT Applications on which the service is reliant
55.	Resources Finance *Joy Robson*	Accountancy *Mark Howcroft*	Central Finance fulfils a number of important Corporate and Directorate functions. These functions provide senior management and members with assurances on financial control and financial data produced by the Authority.	1	1	1	**P4**	90	13	N	Agresso Microsoft Office Treasury/ cashflow
56.		Exchequer *Lisa Widenham*	Invoice registration and Payment processing. The purpose of our unit is to pay for goods and services in a timely, accurate and efficient manner while supporting Managers and their teams in all areas of Procurement to Payment.	4	3	12	**P2**	100	1	Y	Agresso
57.			**Banking** Provision of banking services across the authority including setup and maintenance of bank accounts, bank reconciliation, Chaps and Faster payments.	4	3	12	**P2**	100	1	Y	B.net, Agresso and Outlook
58.			System Development. We also assist in the development of systems and processes in conjunction with Agresso System Support and Procurement.	1	1	1	**P4**	50	1	Y	Agresso
59.			HMRC reporting - Construction Industry Scheme Recording and reporting of deductions made under the Construction Industry Scheme to HMRC.	3	1	3	**P4**	100	1	Y	Agresso
60.		Insurance *Mark Holley*	Provision of Insurance Cover and Insurance Advice & Claims co-ordination on behalf of Monmouthshire CC.	4	2	8	**P3**	80	1	N	Land lines and mobile phones. Microsoft Office (all applications). QLAS and LACHS (insurance Risk Management Databases). Internet explorer (for both Crimson and MID systems).

											VPN, Citrix Gateway Access as all files now 100% electronic so Citrix permanently required. AGRESSO and scanning facilities required.
61.		Internal Audit *Dave Walton*	The audit team ensures that the resources of the Council are used effectively, efficiently and economically and provides assurance to management on the effectiveness of the internal control environment.	3	1	3	**P4**	100	5	Y	Office / Agresso / Resourcelink / MCC Network
62.		Revenues *Ruth Donovan*	**Council Tax** Administration of all aspects of council tax. Billing, determination of discounts, exemptions and reliefs. Recovery of debt (longer impact of the Authorities cash flow should collections not be made).	4	1	4	**P4**	100	10		Northgate iworld Comino Outlook Microsoft Office
63.			**National Non Domestic Rates** Administration of all aspects of business rates on behalf of Welsh Government.	3	1	3	**P4**	100	Work carried out by council tax staff		Northgate iworld Comino Outlook Microsoft Office
64.			**Business Rates** Billing, determination of discounts, exemptions and rate reliefs. Recovery of debt.	3	1	3	**P4**	100	Work carried out by council tax staff		Northgate iworld Comino Outlook Microsoft Office
65.			**Sundry Debtors** Issue and recovery of sundry debt invoices in respect of charges raised by various departments within the Council. Debt management information /reports for service departments.	4	1	4	**P4**	0	3	N	Agresso Outlook Microsoft Office

66.			**Mortgages** Financial administration of small number of residual mortgages.	3	1	3	**P4**	0	Work carried out by sundry debtor staff	N	Microsoft Office Outlook, Comino ACL Mortgage System
67.	CE's Finance *Joy Robson*	Benefits This service is provided by Torfaen CBC on behalf of Monmouthshire. *Richard Davies*	**Housing Benefit** Provision of administration and payment of Housing Benefit to claimants (or their landlords), calculating entitlement in line with statutory regulations on behalf of DWP. (High potential impact of the Authorities ability to pay benefits. May not be life threatening, but may affect quality of life).	2	4	8	**P3**	100	3	N	Northgate I World Comino MS Office VoIP phones
68.			**Council Tax Benefit / Reduction** Provision of administration and payment of Council Tax Benefit to calculating entitlement in line with statutory regulations on behalf of DWP.	3	2	6	**P3**	100	4	N	Northgate I World Comino MS Office VoIP phones
69.			**Fraud Investigations** The investigation of referrals relating to allegations of Housing Benefit and Council Tax Benefit fraud.	2	2	4	**P4**	100	2	Y	Northgate I World Comino MS Office VoIP phones
70.		System Administration *Ruth Donovan*	**IT system:** A system admin service for the teams within revenues and benefits, dealing with both the main core system, plus peripherals such as document management, cash system. Plus they deal with all reconciliation work within the department.	3	1	3	**P4**	100	1	N	Northgate Civica DIP Civica ICON Agresso Micrsoft office
71.			**Income office:** Provide a cashiering service for the majority of Council Income.	3	1	3	**P4**	100	1	Y	Northgate Civica ICON Agresso Micrsoft office
72.			**Visiting Revs:**	1	1	1	**P4**	0	1	Y	Northgate Civica DIP

No.	Directorate	Service	Description									Systems
			An officer who has access to a pool car and is responsible for calls to domestic and business properties to deal with enquiries and checking empty property for habitation.									Micrsoft office
73.	Resources People & Information Governance *Tracey Harry*	Customer Relations *Annette Evans*	We receive and deal with Social Care and Health complaints under the statutory Social Services complaints procedure and receive and deal with whole authority complaints, comments and compliments.	3	1	3	**P4**	100	1	N		Phones, Microsoft Office, Flo, Plant
74.			Produce and promote accessible information about Social Care and Health for the public e.g., information leaflets distributed to surgeries, hospitals, libraries etc, placing information on the website.	1	1	1	**P4**	75	1	Y		Phones, Microsoft Office, Website
75.			Receive and process FOI requests in accordance with FOI Act 2005 and the Environmental Information Regulations 2004.	1	1	1	**P4**	100	1	Y		Microsoft Office
76.			Provide an advice and monitoring service for data protection matters as outlined in the Data Protection Act 1998. Receive and deal with Data subject access requests.	1	1	1	**P4**	100	1	N		Swift, Microsoft Office
77.		Emergency Planning *Ian Hardman*	**Function** The Emergency Planning Service, through directorate, corporate and multi-agency integration of service delivery, mitigates against the damaging effects of any major emergency on the population and environment. The service leads and assists the council to deliver on their responsibilities in all areas related to emergency planning – strategy, planning, training, exercises, responding and consultation and liaison with all external multi-agency partners. The service assists the council in developing and implementing appropriate arrangements to comply with its statutory responsibilities in respect of the CCA and other emergency planning legislation.	3	2	6	**P3**	100	1	Y		Microsoft Office Voip Phones Agresso EE Network

78.				**Response** The Emergency Planning Service must provide a 24 hour response to emergencies. During office hours this is provided by the Emergency Planning team. Outside Office Hours this is provided by a Duty Officer rota system. Outside office hours calls are received by the Cardiff Control Centre and passed on to the authority's duty officer. The duty officer will then contact relevant directorates to provide whatever services are required. The 'response' role must provide an initial point of contact for the emergency services to initiate and co-ordinate any council emergency response required on a 365 days a year basis.	5	5	25	**P1**	100	1	Y	Invomo Flexi Number
79.				**Business Continuity – Corporate Lead** Preparation and maintenance of a Register of Critical services for the authority. Provide advice and assistance to directorates in developing individual business continuity plans. Provide business continuity advice to the business community.	1	1	1	**P4**	100	1	Y	Microsoft Office Voip Phones EE Network
80.		People & Organisational Development *Sally Thomas*		To provide advice and guidance in all aspects of employment in order to ensure that the Authority has the right people, in the right place at the right time. To provide both strategic and operational services to all stakeholders in relation to all managing all elements of people management.	1	1	1	**P4**	50	2	Y	Resource Link
81.		Payroll *Karen Smith*		Payroll provides whole authority support in payroll and My View self service facilities. Support on tax legislation, NI contributions and accurate and timely payment to staff and members. Short term disruption not a key function, but if the outsourced function failed there would be an impact. Classed as a single point of failure.	3	3	9	**P3**	90	6	Y	Resource Link, Imagenow, My-view, Cognos Impromtu
82.		Training Lead *John McConnachie*		To manage and develop the council's central training and development function, to include ongoing organisational needs analysis and the procurement, design and delivery of training and development interventions linked to identified corporate aims, values and objectives.	1	1	1	**P4**	0	1	Y	Office Agresso
83.				To act as the Local Authority lead for the application and implementation of the Welsh Assembly Government SCWDP Grant. To manage and develop	1	1	1	**P4**	100	3	Y	Office Agresso

#										
			a Social Care Workforce Development Strategy for the care sector within Monmouthshire. To devise and deliver a social care workforce development plan and associated calendar of training events and activity							
84.			To manage and develop the council's Social Care and Health Directorate training and development function, to include ongoing organisational needs analysis and the procurement, design and delivery of training and development interventions linked to identified service aims, values and business objectives.	1	1	1	P4	100	3	Y	Office Agresso
85.	Resources, Place *Deb Hill-Howells*	Estates *Ben Winstanley*	**Land & Asset Management** Asset management monitors and maintains things of value to the council. It may apply to both tangible assets such as buildings and to intangible concepts such as easements rights of way etc. Asset management is a systematic process of operating, maintaining, upgrading, acquiring and disposing of assets cost-effectively. ***Property Services cover emergency situations relating to elderly cottage tenants.*	4	3	12	P2	50	3	Y	Microsoft Outlook, R: Drive. K2 (Tribal)
86.			Allotments – to provide space for growing fruit & vegetables for personal consumption.	1	1	1	P4	0	0	N	0
87.			Cemeteries – to provide burial and memorial space for people who have passed away.	3	4	12	P2	90	3	Y	0
88.			Markets – to provide retail opportunities in both food and products in our towns.	1	1	1	P4	90	3	Y	0
89.		Registrars *Sally Morgan*	**Registration** To register all births, still births, deaths, marriages and civil partnerships that occur in Monmouthshire. Preliminaries to marriage and civil partnerships, solemnisation of marriage and registering civil partnerships. Custody of all birth, death and marriage registers for Monmouthshire.	4	3	12	P2	100	4	N	RON Outlook VOIP phones Internet
90.			**Citizenship Ceremonies** Provision of Citizenship ceremonies for those who have acquired British Citizenship.	3	1	3	P4	100	2	N	Outlook VOIP phones
91.			**Celebratory Services** Provide celebratory services such as Naming ceremonies and Renewal of Vow ceremonies.	1	1	1	P4	0	2	Y	Outlook VOIP phones
92.			**Re-issue of certificates**								RON/ RSS

			Issue birth, death, marriage and civil partnership certificates from records held (e.g. to replace lost certificates and for Family history purposes).	3	2	6	**P3**	100	1	N	Outlook Internet VOIP phones
93.		Community Learning *Andrea Charles*	To deliver a range of formal and informal post 16 adult community learning opportunities throughout Monmouthshire, mostly through a franchise to Coleg Gwent, which addresses the key priorities of WAG and Monmouthshire County Council and also meets the needs of the community.	4	1	4	**P4**	0	48	N	Agresso VOIP Microsoft Office COMET (database)
94.			To deliver basic skills and family learning programmes in Monmouthshire schools and other locations.	4	2	8	**P3**	0	12	N	Agresso VOIP Microsoft Office COMET (database)
95.			To provide individual support for those seeking routes towards employment through the NOVUS Project, funded by the Welsh European Funding Organisation.	2	2	4	**P4**	0	4	N	Agresso VOIP Microsoft Office COMET (database)
96.			To manage 6 community venues which provide a range of opportunities for the community including library, childcare, leisure, and learning activities for groups of all ages.	4	3	12	**P2**	0	13	N	Agresso VOIP Microsoft Office COMET (database)
97.	Digital & Technology *Sian Hayward*		To equip Monmouthshire with the digital expertise and confidence to productively apply technology and drive streamlined, accessible public services, working with the SRS as technology provider.	1	1	1	**P4**	0	0	Y	Core council Microsoft office systems.
98.			**Digital Projects** Intermediary between the business service areas and I.T. solution planning. Providing information governance service and systems administration for the corporate information IT platform, SharePoint which hosts the councils EDRMS as well as the Intranet site The Hub. As SharePoint hosts data and information	1	1	1	**P4**	0	0	Y	SharePoint

			used by services a disruption to the service would mean people can't access the information to do their work. This has the potential for a detrimental impact upon some service areas should the system be inoperable for a number of days.				 			
99.	SRS *Matt Lewis*	Application, Development & Project Management *Kath Beavan - Seymour*	Develop and support a range of applications for MCC, including collaborative projects with TCBC and Gwent Police. The applications can be a range of in-house developed solutions and procured application systems. Oversee the delivery of new ICT Projects including the development of business cases, project initiation documents and project plans, through to the closure of the projects. Oversee a programme of ICT related projects for MCC via the ICT Programme Board. Provide a "gatekeeper" role in the approval processes for new projects.	4	3	12	**P2**			
100.		ICT & Schools Support	**Moves & Installs** Service delivery of the Moves & Installs function including delivery and installation of user ICT (PC's, Laptops and local software, configuration and planned projects for moves of equipment.)	3	1	3	**P4**	0	2	Y	Email
101.			**Back Office (Technical Support & Admin)** Service delivery of the Back Office functions which includes procurement, mobile billing, contracts and line rentals. All ICT equipment – hardware and software is purchased through the Back Office.	3	2	6	**P3**	0	2	Y	Email Agresso Heat
102.			**Information & Security Service** Delivery of the Information & Security requirements of the Authority, ensuring Government Code of Connection compliance & ICT security.	1	1	1	**P4**	100	2	Y	Secure Email
103.			**Schools ICT Support Service** Delivery of the Schools ICT support with an ICT engineer based in each of the 4 comprehensive schools and a number of engineers to support primary schools.	3	3	9	**P3**	20	2	Y	MS Office SIMs
104.	SRS	Network & Infrastructure *Steve Jeynes*	**Telephony infrastructure** Service delivery (installation, administration & technical support) for the authority's telephony environment. Management and escalation of any issues via existing third party supplier related contracts.	5	5	25	**P1**			

105.			**Networking & security infrastructure including related equipment and connectivity circuits for LAN/WAN.** Service delivery (installation, administration & technical support) for the authorities networking devices (e.g. switches, wireless access points, firewalls). Management and escalation of any issues via existing third party supplier related contracts for all networking equipment and LAN/WAN circuits for connectivity.	5	5	25	P1				.
106.			**Server and SAN Infrastructure** Service delivery (installation, administration & technical support) for the authority's server, Storage Area Network & backup environments (e.g. server equipment for Citrix, VMware & Applications. Management of the server & SAN environments and escalation of any issues via existing third party supplier related contracts.	5	5	25	P1				

CHILDREN & YOUNG PEOPLE

Index Number	Service Area	Service Team	Description	Priority	Duration with no service	Criticality	Priority Band	% Statutory	Minimum no. of staff	Alternative Providers	ICT Applications on which the service is reliant
107.	CYP, Achievement & Infrastructure	Governor Support – **Service delivered externally by the Education Advisory Service**	**Governor Services** Provision of a clerking service to school governing bodies, provision of information help line / advisory service to governors, provision of training /co-ordination of training programme for governors, technical /clerking support for statutory committees and panels.	3	1	3	**P4**	100	2 + 12 acting clerks	Service now provided by EAS	EAS ICT infrastructure
108.			**Health & Safety** Provision of an advisory service to schools, governors and other directorate establishments, co- ordination of training programme for schools and other directorate establishments, co –ordination of Health and Safety Forum for directorate, recording and reporting of accidents.	4	3	12	**P2**	100	2	Y Colleagues within consortia area	Main MCC ICT infrastructure
109.			**IMLT** Provision of technical support and advice to schools for SIMs, technical support for EMS across directorate, support for directorate based ICT project development, technical support and training to schools and directorate for data management and analysis with regard to core data sets and other key performance information.	3	1	3	**P4**	100	2	SRS, Colleagues within consortia group	Main MCC ICT infrastructure SIMS, EMS
110.		School Access *Matt Jones*	Development and maintenance of admissions policy and guidance for parents. Administration of applications for admission to Primary and Secondary Schools. Referral of parents to admissions appeals panel. Maintenance and review of school catchment areas. Administer Free School Meals and Clothing Grants. To ensure that the Local Authority and its Schools are compliant with the Appetite for Life regulations	2	1	2	**P4**	100	3	Y	Outlook and EMS One

111.			To regularly assess the capacity of School buildings in order to derive the maximum population per school.	2	2	4	**P4**	100	1	Y	.
112.		School Finance Service *Nikki Wellington*	Comprehensive financial support for all schools and central education cost centres. Support and monitoring of schools in a deficit position and evaluation of recovery and investment plans. Advice and support to Governing Bodies on financial matters. Management of all student finance applications for Monmouthshire residents. Management of 2 trust funds.	4	3	12	**P2**	100	4	N	Agresso, Resource Link, Microsoft Office
113.		Support Services *Barrie Hodges*	To support schools and services within the Local Authority to better enable them to ensure that all children and young people in Monmouthshire are able to access appropriate education and reach their full potential. In doing this: We introduce, maintain, and develop systems which hold and report upon pupil related data. We support schools and services within the Local Authority to improve their self-evaluation processes, through effective use of data. We enable services and external partner organisations to challenge their performance and drive improvement through sharing data. We coordinate the supply of data to the Education Achievement Service and to Welsh Government for statutory returns.	3	3	9	**P3**	80	1	N	Main MCC Infrastructure
114.		Health & Safety *Barrie Hodges*	**School Trips & Visits:** Provide an Outdoor Education Adviser to assess the risks of all school and youth service visits. Review policies and procedures relating to educational visits, provide advice and training for educational visits co-ordinators and disseminate good practice. Grant approval for certain types of visit, e.g. adventurous activities, overnight stays, trips abroad, activities that take place in or near water margins. Provide and co-ordinate a service for the submission of trip applications for LA approval and maintain a database and log of the details of such visits.	4	3	12	**P2**	100	1	N	Main MCC Infrastructure
115.	CYP, 21st Century Schools	21st Century Schools	Development and transformation of the whole school environment to meet the needs of the 21st Century teaching and learning, through new buildings,	3	1	3	**P4**	80	3	Y	Internet, Intranet,

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#	Directorate / Lead	Service / Lead	Description								
	Simon Kneafsey		environments, effect estates, ICT enriched environments and total integration, a more responsive, targeted, inclusive educational offer that meet the needs, aims and aspiration of the community it serves.								Office suite 4 Projects PDF reader.
116.	CYP, Achievement & Attainment *Sharon Randall Smith*	Pupil Referral & Inclusion *Richard Austin*	Responsible for promoting attendance and welfare of all pupils across Monmouthshire.	4	3	12	**P2**	100	4	N	L drive & School Systems, ONE
117.			Pupil Referral Service Responsible for provision for young people who have been or are at risk or permanent exclusion from school. Also for provision for young people who have medical psychological conditions which prevent them from attending school.	3	5	15	**P2**	0	9	Disruptive pupils would need to be maintained on a school roll	As above
118.			EOTAS Also for provision for young people who have medical psychological conditions which prevent them from attending school.	3	5	15	**P2**	100	1	Agency staff	As above
119.			Healthy Schools This post works in partnership with health, post leads on all issues in relation to healthy schools, and has a substantial role in developing SEAL, bullying prevention strategies etc.	3	3	9	**P3**	Grant funded by WG	1	N	As above
120.			Looked after Children Role is responsible for ensuring that LAC pupils have access to provision, and that liaison takes place with other agencies so that all LAC pupils have continuity of provision, both Monmouthshire and non Monmouthshire LAC pupils resident in Monmouthshire.	3	3	9	**P3**	Statutory role of LA	0.4	N	As above
121.			Ethnic Minority Pupils Officer responsible for SLA with Newport so that provision is provided for our Minority Ethnic Pupils. Commissioned from Newport.	3	3	9	**P3**	Grant funded by WG	1	N	L drive and school systems, ONE and liaison with Newport/ EAS as part of SLA for

											them to provide data analysis.
122.			Gypsy Traveller Support Funding allocated to individual schools and then pupils are tracked, attendance required at multi-agency G/T steering bodies	3	1	3	**P3**	Grant funded by WG	In Principal Officer role	N	L drive & School Systems, ONE
123.			Behaviour Support to Schools Range of advice given to schools re exclusion process, behaviour support strategies, advice re managed moves, training whole school approaches, individual staff etc. Analysis of data re FTE. EWS collate data I analyse.	3	5	15	**P2**	Part of core post	1	N	L drive and school systems, ONE.
124.			Social Inclusion Project - work with pupils who are at risk of exclusion from schools - pupils must be known to more than 2 agencies.	4	4	16	**P2**	0	* See below	** See below	L drive and school systems, ONE.
125.	CYP, Achievement & Attainment *Sharon Randall Smith*	**School Improvement Service delivered externally by the Education Advisory Service**	The School Improvement Service works in close partnership with schools. Together, we seek high quality of education provision for all learners. Much of the work undertaken is in fulfilment of the Council's statutory responsibilities and its strategic objectives as set out in national and council policies including the Corporate Improvement Plan, Children and Young Peoples' Plan, Community Strategy and Medium Term Financial Plans. Also responsible for school library service.	3	2	6	**P3**	100%	8	Support could be provided by another local consortia such as Central South	L Drive Microsoft word Outlook EAS Cloud School systems
126.		Additional & Special Learning Needs *Steph Hawkins*	The Learning Support and Education Inclusion Section works in close partnership with parents, schools and other statutory agencies to help provide a high quality of education provision for all learners with Additional Learning Needs. The work undertaken is in fulfilment of the Council's statutory responsibilities e.g. Education Act 1996 and SENDA 2001, and its strategic objectives as set out in national and council policies including the Corporate Improvement Plan, Children and Young Peoples' Plan, Community Strategy and Medium Term Financial Plans. Additional /Special Educational Needs section co-ordinates the SEN statutory assessment function, the	5	1	5	**P3**	100	3	N	ONE system Microsoft Office Voip phones Agresso EE Network

No.	Area	Role	Description				Priority				Systems
			production and reviewing of Statements of SEN and the allocation of appropriate provision and resources to meet their needs of children and young people with ALN.								
127.			Educational Psychology Service works to promote child development, learning and welfare through the application of psychology by working with children (particularly those with ALN either individually or in groups), teachers and other adults in schools, families, other LEA officers, health professionals, social services and other agencies.	3	3	9	**P3**	100	3.5	Y	ONE system Microsoft Office Voip phones Agresso
128.	CYP, Achievement & Attainment *Sharon Randall Smith*	Child Protection - Lead Officer for Safeguarding in Education is based in Children's Services, SC&H.	To promote the welfare and safety of children in Monmouthshire through the development of interagency and partnership working between Children's Services, Education, Early Years Settings and all Partner Agencies.	5	4	20	**P1**	50	1	Y	Microsoft Office Schools Systems ICS
129.		Flying Start Service *Beth Watkins*	To improve the life chances of our youngest and most disadvantages children aged 0 to 3 years of age through targeted activities with the following outcomes: Language development, Cognitive development, Social and emotional development, Physical health, Early identification of high needs. To provide multi-agency support through the delivery of: intensive health visiting services, high quality part-time childcare provision, early language development activity, evidence based parenting programmes and support.	4	3	12	**P2**	25	25	Y	Microsoft Office Agresso Capita One
130.		Acorn Integrated Children's Service *Clair Evans*	The Acorn Project runs programmes of family support for disadvantaged families in Monmouthshire if they have one or more children between the ages of 0 and 11. The main aim of the project is to improve confidence and parenting skills. Inclusive Acorns runs and has access to a series of programmes which support families with children with additional needs or a disability with the aim of improving children's development in addition to improving confidence and parental skills. Acorns Integrated Children's Centre is based in Abergavenny and is a hub of activity that hosts services that support local families.	2	2	2	**P4**	0	11	N	Microsoft office Agresso Capita One

131.	CYP, Achievement & Attainment *Sharon Randall Smith*	Early Years & Childcare *Sue Hall*	It is our statutory duty as a Local Authority to ensure that all children are able to access their entitlement to free part time early education from the term following their third birthday until the September following their fourth birthday. This provision should be available in their locality and should be flexible in order to meet parents' needs. It is essential that the quality of this provision is of a high standard and the safety of the children attending is paramount. In addition, our statutory duty around childcare is to "secure as far as is reasonably practicable, sufficient childcare to meet the requirements of parents in their area who require childcare in order to work or to undertake training or education or to prepare for work".	3	2	6	**P3**	100	3	**N**	Microsoft Office, VOIP phones, Agresso, MonFIS website www.monfis.org.uk

* Staff were commissioned from Youth Service as required due to previous post holder securing new post.

** Potentially additional hours could be utilised from PRU staff on part time contracts.

											ICT Applications on which the service is reliant
Index Number	Service Area	Service Team	Description	Priority	Duration with no service	Criticality	Priority Band	% Statutory	Minimum no. of staff	Alternative Providers	

ENTERPRISE											
132.	Enterprise Planning & Housing *Mark Hand*	Development Plans *Jane Coppock / Martin Davies*	To establish the land use policy context for corporate decision making by ensuring that the land use and sustainable development objectives of the Council are met with regard to adequate allocation and development of land for housing, retail, recreation, education, transport, industry, waste and other needs.	1	1	1	**P4**	95 %	1	N	Microsoft Office, VOIP phones, Web Site
133.		Development Management *Phil Thomas*	Consider and determine planning applications. Conservation of the built heritage including dealing with applications in relation to listed buildings and conservation areas. Enforcement in relation to breaches of planning control.	3	2	6	**P3**	100	6	N	Microsoft Office, VOIP phones, Agresso, M3, Mon Maps, IDOX, Crystal Reports, Vanguard Capcharts, Cisco IP comms, IB_MN09 DC Maps RER
134.			Conservation of the built heritage including dealing with applications in relation to listed buildings and conservation areas.	3	2	6	**P3**	100	3	N	As above
135.			Enforcement in relation to breaches of planning control.	3	2	6	**P3**	100	3	N	As above
136.		Green Infrastructure & Countryside *Matthew Lewis*	Countryside Access Public Rights of Way; Coastal Access; Countryside Volunteers; Landscape & Countryside. * This does rather depend on the nature of the disturbance, if for example it is weather dependant tree safety issues could be raised in priority to a 4 and rights of way may provide critical access infrastructure. E.g. to move stock in response to flooding also raising to a 4.	3 *	2	6	**P3**	100	2	Y	Office Phones Agresso MapInfo CAMS (for rights of way). NB AONB unit is dependent on Herefordshire

#			Service	L	C	Score	Priority	%	FTE	Y/N	IT Systems
											Council's IT systems not MCC
137.			Countryside and visitor site management (including Caldicot Castle & Country Park, Old Station Tintern); Biodiversity/Ecology; landscape policy; protected trees, hedgerows and high hedges; activities, events and education programme.	3*	2	6	**P3**	50	4 (sites) + 2	Y	Office Phones Agresso MapInfo CAMS (for rights of way).
138.			Wye Valley AONB - Unit Management of the Wye Valley Area of Outstanding Natural Beauty (Joint unit).	2	1	2	**P4**	50	2	Y	Office Phones Agresso MapInfo CAMS (for rights of way)
139.		Housing & Regeneration *Ian Bakewell*	**Housing Options** General housing advice to anyone who may need to move to alternative accommodation.	3	3	9	**P3**	100	1	N	Academy, Voip phones, Excel, Outlook, Locata,
140.			Homeless prevention, homelessness and the provision of temporary accommodation for homeless households to those a duty is owed under the homeless legislation.	5	5	25	**P1**	100	1	N	As above plus Word
141.			**Housing Renewal** Provision of disabled facilities grants.	3	1	3	**P4**	100	1	N	MS Office FLARE
142.			**Housing Renewal** Private sector housing.	2	1	2	**P4**	0	1	Y	
143.			**Housing Renewal** Domestic energy efficiency.	2	1	2	**P4**	0	0.5	Y	
144.			**Housing Renewal** Careline assistive technology (critical service).	5	5	25	**P1**	0	3	Y	MS Office TOM
145.			**Housing Strategy** Area regeneration plans; Affordable housing development; Local housing strategy; Strategy & new initiative development; Empty homes.	3	1	3	**P4**	0	1	N	Microsoft Office
146.			**Housing Support Team** Gateway for accessing, assessment and provision of Housing Support Services for those people	4	3	12	**P2**	100	3	N	Sprint Microsoft Office /Outlook

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#	Service Area	Officer/Team	Description				Priority				Systems
			experiencing difficulty sustaining their accommodation, and preventing homelessness.								VOIP Phones Mobiles Swift
147.		Building Control *Nigel George*	**Building Control** Applications for Building Regulations approval and site inspections.	3	3	9	**P3**	100	3	N	Microsoft Office, Northgate Data
148.			**Dangerous Structures** Respond in emergency where structures are potentially dangerous to advice on need for works/steps to make safe.	4	5	20	**P1**	100	1	Y	Microsoft Office, Northgate Data
149.	Enterprise, Business & Enterprise *Cath Fallon*	*Andy Smith*	Assisting in the creation of jobs and encouraging inward investment projects in the County.	2	1	2	**P4**	0	1	N	Agresso/ Cisco/ /VOIP Phones/ Mobile/ Microsoft Office/ Outlook/int ernet
150.		*James Woodcock*	Developing and advising the business community in the County.	2	2	4	**P4**	0	1	Y (some)	As above
151.		*Mike Powell*	Delivery of Rural Development Programme.	3	1	3	**P4**	0	8	Y (some)	As above
152.		*Andy Smith*	Identifying new European Funding for the County.	3	2	6	**P3**	0	1	N	As above
153.	Enterprise; Tourism, Leisure & Culture *Ian Saunders*	Sports Development *Nick John*	The sports development team deliver national core programmes such as Dragon Sports, 5 X 60, Physical Education in School Sports. We also employ specific sports development officers for Cricket, Rugby, Swimming, Football and Disability. The main aims and objectives are decided in partnership with Leisure Services, National Governing bodies and Sport Wales.	3	1	3	**P4**	0	4	Y	ClarityLive VOIP Phones Agresso Microsoft Office

			Play Service **Sufficiency of Play Opportunities** Ensuring an audit of play services is undertaken and kept up to date, and assist in development of play opportunities where gaps exist, support the Play Strategy Development Group **Open Access Play Opportunities** Support open access play opportunities after school and during the school holidays **Supporting Community Play Provision** Support community projects to create, develop and sustain quality play provision in communities.							
154.		Outdoor Learning *Ian Kennett*	To provide safe, high quality and cost effective residential opportunities to schools, youth and adult groups from Blaenau Gwent, Monmouthshire, Newport and Torfaen. Courses are designed to contribute directly to elements of the revised National Curriculum that was introduced in September 2008. This included Adventure Activities as one of 4 compulsory areas of study with in PE at KS 2 and 3.	3	1	3	**P4**	0	5 / site	N	VOIP Phones Microsoft Office
155.		Leisure Centres *Richard Simpkins*	The Leisure Centres deliver several business units. The service operates four dual use leisure centres that have swimming pools, fitness suites, sports halls etc. We also deliver core National programmes such as National Exercise Referral scheme & WG free swimming. Each centre varies, however most provide bars, cafes, squash courts, dance studios and children's fitness studios as well as extensive outside areas including Astro pitches, multi-use games areas and grass pitches.	3	1	3	**P4**	0	5 / site	N	ClarityLive VOIP Phones Agresso Technology My Wellness System Microsoft Office
156.			**Emergency Care Centres** The use of leisure premises and leisure staff to operate and run care centres in an emergency.	5	5	25	**P1**	100	10	Y (for some aspects of ops) i.e. Voluntary sector/ Other MCC Services (subject	Microsoft Office VOIP/Internal phones Citrix (email/internet access) Agresso

#		Service	Description								Systems
							🟥			to training)	
157.			**Shire Hall, Monmouth** Shire Hall is a community and events building in Monmouth Town Centre. Of historic and architectural importance, it also houses the town's tourist information centre. Shire Hall accommodates Weddings, celebrations, meetings, conferences, community groups, craft fairs, commercial events, exhibitions, festivals and guided tours based around the Chartist Trial of 1840. Monmouth Market is held on the cobbles outside every Saturday. It is also the home of Monmouth Town Council and one office is rented permanently by a private digital marketing company.	1	1	1	**P4**	0	5	N/A	Outlook Office Agresso VOIP phones Internet
158.		Museums *Rachael Rogers*	Through management of museums and castle sites (excluding Caldicot Castle which sits with Countryside), offers lifelong learning, cultural and visitor opportunities through raising awareness of the history and culture of our communities.	2	2	4	**P4**	8	N/A	N	Microsoft Office Voip phones Museums systems – Modes & Meaco Agresso, MyView
159.		Arts Development *Karin Molson*	**Arts Development** Develop a strategic approach to the development of arts and cultural activity in the County and supports new initiatives and developments in the local authority, private and voluntary sectors.	1	1	1	**P4**	0	N/A	N	Microsoft Office Voip phones Agresso
160.		Tourism *Nicola Edwards*	Developing and delivering the tourism infrastructure to grow the benefits of tourism - destination management and marketing of the county - including digital tourism and tourist information.	2	1	2	**P4**	0	6 ** **See note**	?	Agresso/Cisco//VOIP Phones/Mobile/Microsoft Office/Outlook/internet / resourcelink

| 161. | | Youth Service *Tracey Thomas* | We offer a range of services to young people aged 11-25 through the following teams: Education: Universal; Targeted and Engagement. Services include 4 town centre drop in centres. Engagement and Intervention Pre 16 support to those in school to reach their potential through bespoke programmes. Post 16 project to assist young people in returning into education, employment and training
Duke of Edinburgh Award Scheme.
Face to Face Counselling Team.
Outreach Work by drop-in staff liaising with Partnerships to combat anti-social behaviour.
Inclusive youth provision for those young people with learning and physical disabilities.
Part-time Youth Clubs.
Volunteer Programme for those aged 16+ who want to work with children or young people. | 2 | 2 | 4 | **P4** | 100 | 52 | N | Microsoft office; Excel; Access; Powerpoint; EDoE (the on-line Duke of Edinburgh site); Email; Agresso; My View. |

** Min. no of staff to carry out tourism service includes:
1 x Strategic Destination Manager
1 x Digital Tourism Marketing Officer
1 x Tourism Business Development Officer (TIC manager)
3-4 zero hours staff to deliver visitor information during the limited opening hours of the TIC.

SOCIAL CARE & HEALTH											
Directorate	Service Area	Service Team	Description	Priority	Duration with no service	Criticality	Priority Band	% Statutory	Minimum no. of staff	Alternative Providers	ICT Applications on which the service is reliant
162.	SC&H, Adult Services & Health *Julie Boothroyd*	*Bernard Boniface / Hilary Smart / Rebecca Jenkins*	Referrals regarding abuse or neglect of vulnerable adults. To act as designated Lead manager to co-ordinate response to referrals. The role of DLM is also undertaken by Team managers and Senior Practitioners from Adult Service Care management teams and by Direct Care and Commissioning Managers.	4	5	20	**P1**	90	2	Y	Secure email. Outlook Microsoft Office, FLO. Voip phone Smart phone
163.			To co-ordinate the consistent implementation of the All Wales Policy and Procedures for the Protection of Vulnerable Adults (POVA). To provide advice support and information regarding the All Wales Policy and to provide guidance on practice.	3	3	9	**P3**	70	2	Y	As above
164.			To provide Annual reports to the Welsh Assembly Government and Select Committee regarding POVA referrals and activity.	1	2	2	**P4**	90	2	N	Excel Access database
165.		Integrated Services *Eve Parkinson / Ailsa MacBean*	Responsibility for delivering the Frailty Programme in Monmouthshire.	5	5	25	**P1**	100	20	N	SWIFT and frailty portal
166.			Responsibility for delivering the care management and assessment function for adults in Monmouthshire who do not require a specialist service from CLDT or mental health.	4	4	16	**P2**	100	6	N	SWIFT
167.			Responsibility for delivering the protection of vulnerable adult's service (POVA) in Monmouthshire.	5	5	25	**P1**	100	2	N	SWIFT
168.			Responsible for Monnow Vale health and social care facility in Monmouth.	5	5	25	**P1**	100	1	N	ABHB/ MCC

169.		Learning Disabilities *Clare Morgan*	The Monmouthshire Community Learning Disability Team is based at the Town Hall, Cross Street, Abergavenny and is a multi-disciplinary team of health and social care professionals (social workers, nurses, occupational therapists, psychologists, psychiatrists etc) who provide and co-ordinate specialist services for individuals with a learning disability across Monmouthshire.	4	4	16	**P2**	100	9	Y	SWIFT, Outlook, email, Microsoft office agresso EPEX, health system
170.		Mental Health *Clare Morgan*	There are four Mental Health care Teams in Monmouthshire. There are 2 older adult teams and 2 younger adult teams. One of each is in the north and south of the county. South Monmouthshire - Older adult MHCT, Caldicot Day Hospital. Adult MHCT, Hywel Dda. North Monmouthshire - Older adult MHCT and adult MHCT, Maindiff Court Hospital. Each of these teams are multi-disciplinary, the social care workers are co-located with health staff including nurses, OTs, psychologist, psychiatrist, health care assistants. These teams provide assessment and support to people with a mental disorder who are under Primary and Secondary Care services, including assessments under the Mental Health act 2007.	5	5	25	**P1**	100	15	N	SWIFT, outlook, email EPEX, which is the health database Agresso and Microsoft office
171.	SC&H, Adult Services & Health *Julie Boothroyd*	Provider Services: Community Meals *Pauline Batty*	Service delivered from Raglan Depot. Some recipients will have a high priority requiring the service on a daily basis, others have a lower priority. The highest ratings are recorded. 25% of the service can be provided by domiciliary care staff if the service is disrupted.	5	5	25	**P1**	100	10	N	All standard applications plus 'NVIsion'
172.		Provider Services: Day Centres *Shelley Welton*	Tyr Fenni Day Centre	3	2	6	**P3**	***	4	N	None
173.	Direct Care *Ceri York*		Office Services	3	2	6	**P3**	***	3	N	None
174.			Green Fingers	3	2	6	**P3**	***	4	N	None
175.			Swan Craft Studio	3	1	3	**P4**	***	3	N	None
176.			Monmouth Resource Centre	3	2	6	**P3**	***	3	N	None
177.		Provider Services: Domiciliary Care *June Gane*	Services coordinated from Mardy Park, Abergavenny and Monnow Vale, Monmouth for North Monmouthshire and Severn View for South Monmouthshire. Some recipients will have a high priority requiring the service on a daily basis, others have a lower priority. The highest ratings are	5	5	25	**P1**	100	120	Y	All standard applications plus 'Webrosta

			recorded. 25% of the service can be provided by the private sector when faced with major disruption.				P1				& MONICCA
178.			Provider Services: Individual Support Services *Sandra Dobbs*	Domiciliary type service coordinated from Monnow Vale, Monmouth. Users have high support needs.	4	5	20	**P1**	75	12	Y	Sdrive/adult services Microsoft, VOIP phones, agresso swift monicca
179.			Provider Services: Residential Services *Sian Gardner*	Residential services managed from both locations, Mardy Park and Severn View. There are no alternative providers.	5	5	25	**P1**	100	10 per shift at SV and 4 per shift at MP	N	Standard applications also MONICCA. Will use FLO in due course
180.			Provider Services: Respite Opportunities *Alysia Mayo*	Respite care for younger adults with Learning Disabilities based at Caldicot. 50% of the service could be provided from alternative sources, a 1/3 of the service is currently provided by alternative sources. This includes Budden Crescent.	4	2	8	**P3**	100	12	Y	Microsoft Office Agresso Swift Monicca.
181.			Commissioned Services *Chris Robinson*	**Residential and nursing homes** The provision of a range of care and nursing services within a specific residential setting. There is a differentiation between Elderly Mentally Infirm services and other care and nursing services. Residents include those with MCC and ABHB statutory funding and self-funders. Residents in each home can be from within or out of county.	5	5	25	**P1**	100	140	Y	SWIFT & Agresso
182.				**Independent home care** The provision of domiciliary care services to people in their homes. Delivered through 5 Framework providers and supported by Approved providers when Framework providers cannot meet the needs that have been referred to brokerage.	5	5	25	**P1**	100	200	Y	SWIFT, Agresso Access to provider electronic call monitoring systems: CM2000

								P1				Staff Plan Provider in-house system.
183.			**Drybridge Gardens** Based in Monmouth, six bungalows for residents with severe physical disabilities who require 24hour care - contract in place with independent provider.	5	5	25	**P1**	100?	2	MCC staff	Microsoft Office, Outlook, SPRINT, local call system
184.	SC&H, Children's Services *Jane Rodgers*	Family Resource Team & Disability Service *Deborah Davies*	**Family Support Team** Receive all new contacts made to Children's Social Services; carry out S47 child protection Investigations, carry out Initial and Core Assessments; work with cases where there are on-going child protection concerns, on-going legal proceedings where the child is not Looked After, and on-going children in need cases.	5	5	25	**P1**	90	7		ICS 5, PLANT, Microsoft Office, VOIP phones, Agresso, Mobiles and fax machine
185.			**Disability Service** Cases where any child/young person has a profound and permanent disability are referred direct to this Team. This Team handle their own child protection, court and Looked After work.	5	5	25	**P1**	100	7	N	Microsoft Office, VOIP phones, Agresso ICS Vanguard? Mobiles
186.		Children & Young People Support Team	Responsible for all looked after children and care leavers.	5	5	25	**P1**	100	4	N	PLANT, S drive Office
187.		Placement & Support Team	Recruit, assess and support foster carers. Find suitable placements for children who are looked after.	5	5	25	**P1**	100	2	N	PLANT S drive Office
188.		South East Wales Adoption Service - covering Torfaen, Monmouthshire, Caerphilly,	Recruit, assess and support adopters. Match children with a plan for adoption with suitable adopters.	3	2	6	**P3**	100	4	N	Office PLANT

		Newport and Blaenau Gwent. Hosted by Blaenau Gwent								
189.		Safeguarding & Quality Assurance Service (covering both social care and education) Heather Heaney in this section is also the Lead Officer for Safeguarding in Education.	The Authority has a statutory duty (Children Act 2008) to assess and take such action as is appropriate to ensure that children are not exposed to actual or potential risk of significant harm. On receipt of referrals expressing such concern there is a legislatively prescribed Inter agency investigation process (Police & Children's Services are statutory leads, other agencies i.e. Health, Education as consultees). The investigation /inquiry process will most usually require direct contact with relevant family members by Social Workers and Police. In situations of grave concern about significant harm an immediate response is required.	4	2	8	**P3**	70	1	Y	Microsoft Office ICS
190.		Youth Offending Service (Monmouthshire & Torfaen) *Jacalyn Richards*	**Appropriate Adult** Provision of adult at police station to ensure that young people are appropriately dealt with under police interview and whilst in police custody.	4	3	12	**P2**	100	2	Y	ChildView Youth Justice
191.			**Information Exchange** Ensuring a correct information exchange between the YOS, courts and custodial establishments.	3	3	9	**P3**	100	2	Y	ChildView Youth Justice
192.			**Court Officer Duties** Attendance at Youth Courts to assist young people and carry out tasks required by the court.	2	2	4	**P4**	100	2	Y	ChildView Youth Justice
193.			**Youth Rehabilitation Orders** Assessment and supervision of young people who are in need as a result of their offending pattern. Statutory visiting patterns are prescribed by statute.	2	2	4	**P4**	100	6	Y	ChildView Youth Justice
194.			**Group work** Parenting work and anger management. Support and advice. Advice and guidance to Service Users and their families and other professionals.	2	2	4	**P4**	0	0	Y	ChildView Youth Justice
195.			**High Risk Offenders** Working with offenders who pose a high risk to themselves, others or communities.	4	4	16	**P2**	100	2	Y	ChildView Youth Justice
196.			**Out of Court Disposals** Panels/clinics to administer OoCD by police, and/or agree intervention plans.	3	2	6	**P3**	70	3	Y	ChildView Youth Justice

197.			**Integration** Victim support and reparation management.	2	2	4	**P4**	50	1	Y	ChildView Youth Justice
198.			**Preventative Interventions** Interventions aimed at young people who are at risk of offending and entering the youth justice system.	2	2	4	**P4**	0	2	Y	ChildView Youth Justice
199.	SC&H, Finance, Systems & Benefits Advice *Tyrone Stokes*	Adults Services Accounts	Budget Work, Preparation of Final Accounts, Financial Monitoring, Processing Adult Placement Schedule, Grant Claims, Financial Returns, Financial Advice, Ad Hoc Costings & Financial Modelling, Agresso Support, Cost Centre Manager Training, Advising Senior Management Team, Statistical returns	3	2	6	**P3**	50	1	N	Agresso, Microsoft Office, ResourceLink
200.		Children's Services Accounts	Budget Work, Preparation of Final Accounts, Financial Monitoring, Processing Fostering Schedule, Grant Claims, Financial Returns, Financial Advice, Support Service Recharges, Ad Hoc Costings & Financial Modelling, Agresso Support, Cost Centre Manager Training, Servicing Partnership Groups, Advising Senior Management Team.	3	2	6	**P3**	50	1	N	Agresso, Microsoft Office, ResourceLink
201.		Direct Payments	Support service to clients receiving direct payments. Audit function to ensure correct usage of direct payments monies for its intended purpose.	3	2	6	**P3**	50	1	Y	Agresso, Microsoft Office,SWIFT
202.		Community Care Accounts	Budget Work, Preparation of Final Accounts, Financial Monitoring, Processing Adult Placement Schedule, Grant Claims, Financial Returns, Creditor Payments, Financial Advice, Ad Hoc Costings & Financial Modelling, Agresso Support, Cost Centre Manager Training, Advising Senior Management Team, Statistical returns. Managing the Benefits Advice, Income Assessment, Appointeeship, debt recovery and invoice payments functions. Payment of care invoices to domiciliary care providers and care homes.	4	3	12	**P2**	70	4	N	Agresso, Microsoft Office,SWIFT
203.		Income Assessment		3	2	6	**P3**	100	1	N	Agresso, Microsoft Office,SWI

No.	Directorate	Service	Description								Systems
											FT,DWP systems
204.		Appointeeships	Providing day-to-day custody and management of client personal monies and financial affairs.	4	3	12	**P2**	0	2	N	Agresso, Microsoft Office,SWIFT,DWP systems
205.		Debt Recovery	Pursuing recovery of non-payment of client charges towards cost of care.	3	1	3	**P4**	0	1	Y	Agresso, Microsoft Office,SWIFT
206.		Benefits Advice	To offer benefits advice and practical help to apply for any benefit shortfall identified, to those residents of Monmouthshire who receive a service from the SC&H Department. Referrals are usually made by Social Workers or the Income Assessment Officers.	3	1	3	**P4**	0	1	Y	Microsoft Office, SWIFT, DWP systems
207.		Systems	Systems advice, support and guidance to ensure the directorate systems and information are reliable.	4	3	12	**P2**	50	1	Y	Various IT systems
208.	SC&H Public Protection Dave Jones		**Licensing** Licensing enforces legislation across key areas such as Liquor Licensing, Entertainment, Gambling, Taxis and other licensing functions. We tackle bad practice at local, regional and national levels through effective partnership working. Licensing will work alongside other licensing professionals to protect and improve the quality of life of individuals and communities within Monmouthshire. We maintain a direct relationship with the general public, and apply our expertise in responding to the needs of individuals in relation to licensing matters.	3	5	15	**P2**	95	Core staffing	N	Mobile phones Civica Outlook
209.			**Licensing Emergency Response** Serious incidents, such as significant public safety breaches in pubs/clubs, or indecency allegation against a taxi driver, may require licences to be revoked urgently. Immediate liaison with Police required.	4	5	20	**P1**	100	1	N	Mobile phones Civica Outlook
210.			**Environmental Health** Responsible for a wide range of functions that impact on public health and the safety & wellbeing of people	4	5	20	**P1**	95	1	N	Mobile phones

								P2				Co-Surv (IBID) Outlook CIvca system for EH
				living in, working in or visiting the area. We are responsible for enforcing legislation in relation to: Housing Standards, Health and Safety at Work, Food Standards, Safety and Hygiene, Environmental Protection, Statutory Nuisances, and Communicable Disease Control. Lesser importance for Monday-Friday services such as mediation for noise/disturbance complaints.								
211.			Trading Standards & Animal Health *Gareth Walters*	**Trading Standards** Trading Standards activity falls broadly within the specialised areas of fair trading, descriptions, counterfeit goods, pricing, product safety, weights and measures, consumer credit, animal health and welfare and miscellaneous licensing requirements. Consumer and business advice provided and often plays an important role following emergencies, natural disasters where those affected are vulnerable and require assistance. Different facets of the work reflect all the stated corporate aims, but the main contributions are to supporting safer communities and stimulating the local economy.	4	3	12	**P2**	90	2	Y & N	Civica APP Microsoft Office Internet VOIP phones
212.				**Trading Standards Emergency Response** MoU in place with Gwent Police for emergency response in relation to doorstep crime and rogue traders which may require officer presence at short notice.	4	3	12	**P2**	100	2	N	
213.				**Animal Health** Responsible for farmed animal welfare urgent response required where an animal is suffering or under threat of suffering. Wider obligations are contained within each of the Disease Contingency plans such as Rabies, Foot and Mouth, Avian Influenza, Anthrax etc. which could require an immediate response and all officers to be removed from other duties in the event of a disease outbreak	4	3	12	**P2**	100	2	Y & N	As above.
214.			Health & Safety *Laurence Dawkins*	To assist the County Council to discharge its duties and obligations in respect of health, safety and welfare. To ensure that a safe, healthy and caring environment is provided and maintained for employees, service users, visitors, contractors, pupils and members of the public etc. by the development, implementation,	4	3	12	**P2**	100	1	Y	Microsoft Office

			monitoring and the review of effectiveness and application of corporate and directorate health & safety policies. Thereby assisting Chief hOfficers, Heads of Service and Managers to undertake their statutory duties. Alternative providers may be external consultants or Internal sources of advice.								
215.		Occupational Health *Dawn Hathway*	To provide a comprehensive Occupational Health Service in order to maximise the health and wellbeing of Council employees. To advise on Occupational Health matters, promote and develop a positive Health and Wellbeing culture throughout the Authority.	3	1	3	**P4**	30	1	Y	Microsoft office Excel Agresso Acrobat reader Resourcelink, Image

*** No specific statutory requirement to provide day centres but a statutory requirement to meet the need.

CRITICALITY DISTRIBUTION CHART

DURATION WITHOUT SERVICE

	Non Vital 1	Low 2	Medium 3	High 4	Vital 5
5 Not at all			●●●●	●●●●●●●	●●●●●●●●●● ●●●●●●●●●● ●●●●●●●●●
4 1 day		●●	●●●●	●●●●●●	●●●
3 2 days			●●●●●●●●●● ●●	●●●●●●●●●● ●●●●●●●●● ●●●●	
2 5 days	●●	●●●●●●●●●● ●●●	●●●●●●●●●● ●●●●●●●●●● ●●●●●	●●●●●●●●	
1 2 weeks	●●●●●●●●●● ●●●●●●●●●● ●●●●●●●●● ●●●●	●●●●●●●●●	●●●●●●●●●● ●●●●●●●●●● ●●●●●●●●●	●●●●	●

PRIORITY