

Staffordshire County Council

Business Classification Scheme



Version 2.0

Staffordshire County Council

Corporate Business Classification Scheme

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1. Foreword

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Staffordshire County Council is committed to ensuring good records management practice throughout the organisation and an important aspect of this is the development of appropriate records management tools and guidance. One such tool is the Business Classification Scheme or BCS

The corporate BCS which has been developed by the Information Governance Unit working with directorates provides a framework for managing records in Staffordshire County Council. The Business Classification will facilitate the corporate control of information contained in documents and records and forms an essential part of the Electronic Document & Records Management System: TRIM

The BCS will further provide for a simpler process for the associating of organisational rules and requirements with groups of records – making the EDRMS simpler and quicker to use for staff whilst maintaining statutory and regulatory requirements.

Work will continue to develop the BCS in order that changes to the way the organisation works and changes in the way services are delivered are reflected in the way we organise records and information. It is essential that we have quick easy and secure access to our records and information to meet the needs of staff who access our records and information everyday in delivering services to the citizens of Staffordshire The BCS is one way that good information governance can facilitate this aim.

2. Introduction

2.1 What is classification?

Classification is the logical grouping of items by common features. Classification more specifically in relation to the Business Classification Scheme (BCS) is the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods and procedural rules represented in a classification system

2.2 What is a Business Classification Scheme?

A business classification scheme is a conceptual model of an organisation. The five main ways of arranging groups of items in business classification schemes are:

Organisational – Whilst a familiar structure it is subject to frequent change. It is therefore high maintenance and difficult to manage continuity and understand business context over time.

Subject – Is easily recognised and understood by users but is open to interpretation and the understanding of terms may vary considerably between different user groups. The subject based approach can also lead to many micro-systems.

Functional – Is more stable as the functions of an organisation change less frequently than organisational structure. It is therefore easier to maintain. A functional arrangement enables records and filing systems to be managed more easily.

Spatial – Enables records relating to areas, locations or specific sites to be brought together. A spatial arrangement does not enable records management requirements to be easily implemented.

Temporal – A recordkeeping system based on a chronological arrangement relies on knowledge of when a record was created or received. It does not enable timely retrieval of specific records where this information is not known. A temporal arrangement does not enable all records management requirements to be easily implemented.

Hybrid – Arranged using a combination of the above methods at different levels within the structure.

Staffordshire County Council has adopted a functional model because it is better suited to enabling us to meet required records and information management outcomes, providing a framework to effectively manage and control the Authority's information, as well as, the ease of maintaining a functional system.

2.3 Why does Staffordshire County Council need a business classification scheme?

The corporate Business Classification Scheme enables the effective management of records and information throughout Staffordshire County Council. It is essential that Staffordshire County Council properly manages its records and information in order for the Authority to comply with legislation such as the Local Government Act 1972, [Data Protection Act 1998](#) and [Freedom of Information Act 2000](#).

Under Section 46 of the [Freedom of Information Act](#) (FOIA), the Lord Chancellor has produced a records management [Code of Practice](#) which public bodies are recommended to follow. This guidance draws upon recognised records and information management standards including: the International Records Management Standard ISO 15489.

The International Records Management Standard BS ISO 15489 recommends that organisations develop a Business Classification Scheme.

G19 ODPM Priority Outcomes recommends that organisations develop a Business Classification Scheme. As part of the Staffordshire County Council statement [Implementing Electronic Government Return 2006 \(IEG6\)](#) the Authority sets out its commitment to adopting and using the International Records Management Standard ISO 15489 methodology for Electronic Document and Records Management (EDRM). Staffordshire County Council is also committed to using the ISO 15489-1 methodology through the [Corporate ICT strategy](#).

2.4 How has Staffordshire County Council's Business Classification Scheme been developed?

The records management programme adopted by Staffordshire County Council uses the ISO 15489 and DIRKS functional methodology. Staffordshire County Council's methodology uses an analysis of functions, activities and processes to develop and maintain its functional business classification.

This analysis was undertaken by the Information Governance Unit and is primarily based on information gathered during information audits and Electronic Document and Records Management System (EDRMS) work packages which have been conducted throughout Staffordshire County Council.

2.5 What is the Business Classification Scheme used for?

The purpose of the Business Classification Scheme is to document the structure of a records management system and the relationships between records, and the activities that generate them. It provides an essential basis for the intellectual control of records and facilitates their management and use over time. The Business Classification Scheme identifies business activities and/or records that are of the same category and then groups them together so the records can be

aggregated and managed together at a higher level rather than at individual folder level. So eventually in an electronic environment you will not need to use folders to store records in. Grouping records together makes it easier to assign rules to the records such as the same retention period.

The Business Classification Scheme underpins the corporate Electronic Document and Records Management System and has been used in its configuration.

Within a recordkeeping system the classification scheme is used for:

- Arranging records.
- Ensuring records are named in a consistent manner over time.
- Determining the description to be assigned to a record.
- Assisting users in identifying context of records.
- Distributing responsibility for management of particular sets of records.
- Assigning and controlling the retention of records.
- Allowing control of access and security marking.
- Assisting users in retrieving records.

The Business Classification Scheme can also be used as the basis for the development of fileplans for recordkeeping systems to ensure that all records are consistently captured and managed, regardless of their media or format.

2.6 Description of the Business Classification Scheme

The Business Classification Scheme identifies the functions that Staffordshire County Council undertakes to achieve its corporate goals and strategies. This includes its governance, administration and support functions and its statutory and discretionary public service function

The Business Classification Scheme is arranged hierarchically – *Functions* at the highest levels - below this are the *Activities* – things we do to achieve and carry out the Authority's functions - below this sub-activities, processes and transactions.

The highest level descriptors in the corporate classification scheme, operation, describe Staffordshire County Council's core functions – public service provision delivered through corporate governance, administration, business support and partnership working. These are then supported, in the next level of the classification scheme, by top level functions which facilitate these operations.

Subordinate levels describe the activities and processes supporting these functions. Classification terms form a descriptive string with all facets of the string

complete. No gaps are permitted in the string, neither are any complete descriptors from a higher level repeated within a lower level.

The position of any descriptor in the classification scheme at a level lower than 'function' are determined by functional analysis adopting the principle that a specific function / activity /process is not duplicated at the same level in the classification.

The level of description also takes into account the need to reflect other factors, for example, retention requirements and security and access control requirements.

Descriptors comprise a subject and functional term and utilise, wherever appropriate to SCC, terms from the Integrated Public Sector Vocabulary (IPSV) to meet the electronic service delivery standards of the Local e-Government Standards Body. The descriptors must be meaningful to end users. Scope notes provide definitions of descriptors where necessary.

2.7 Changing and developing the corporate Business Classification Scheme

The BCS will need to be changed and developed. To summarise, reasons for requesting changes to be made to the Business Classification Scheme include:

- Changes to Staffordshire County Council responsibility for function and/or activity.
- Change to legislation, regulation or guidelines and codes of practice or business need.
- Development requirement
- Identified inconsistency or error.
- EDRMS roll out project work package requiring change to information management configuration elements.

Changes can only be made in line with Staffordshire County Council's [EDRMS Configuration, Classification, Retention policy and Metadata Change and Development Procedures](#) (Roles and Responsibilities).

Classification Title

Corporate Governance

- **Complaints Management**
- ▪ **Access To Information Complaints Management**
- ▪ **Service Complaints Management**
- ▪ ▪ Stage 1 Complaints Processing
- ▪ ▪ Stage 2 Complaints Processing
- ▪ ▪ Stage 3 Complaints Processing
- ▪ **Social Care Complaints Management**
- ▪ ▪ Stage 1 Complaints Processing
- ▪ ▪ Stage 2 Complaints Processing
- ▪ ▪ Stage 3 Complaints Processing
- **Corporate Legal Services**
- **Democratic Decision Making**
- ▪ **Committee Meeting Administration**
- ▪ **Committee Membership Administration**
- ▪ **Constitution Development & Review**
- ▪ **Electoral System Support**

- ▪ ▪ Boundaries Review
- ▪ ▪ Election Process Advice
- ▪ ▪ **Ethical Standards Monitoring**
- ▪ ▪ **Local Initiative Scheme Administration**
- ▪ ▪ **Member Support**
- ▪ ▪ **Financial Management**
- ▪ ▪ ▪ **Budget Administration**
- ▪ ▪ ▪ ▪ Abstract Of Accounts Production
- ▪ ▪ ▪ ▪ Budget Control
- ▪ ▪ ▪ ▪ Costing
- ▪ ▪ ▪ ▪ Estimates Preparation
- ▪ ▪ ▪ ▪ Grant Claim Administration
- ▪ ▪ ▪ ▪ Journals Maintenance
- ▪ ▪ ▪ ▪ Ledgers Maintenance
- ▪ ▪ ▪ ▪ ▪ Audit Sheet Production
- ▪ ▪ ▪ ▪ ▪ Contracts Ledger Maintenance
- ▪ ▪ ▪ ▪ ▪ Costs Ledger Maintenance
- ▪ ▪ ▪ ▪ ▪ Creditors Ledger Maintenance

- ▪ ▪ ▪ Ledger Closing Administration
- ▪ ▪ ▪ Purchasing Ledger Maintenance
- ▪ ▪ Statutory Accounts Preparation
- ▪ ▪ Voluntary Fund Accounts Administration
- ▪ **Capital Asset Management**
- ▪ **Cash Management**
- ▪ ▪ Banking
- ▪ ▪ Bond Issue
- ▪ **Charities & Trusts Administration**
- ▪ ▪ Educational Endowments Administration
- ▪ ▪ Educational Prize Funds Administration
- ▪ ▪ ▪ Amalgamation & Transfer Administration
- ▪ ▪ ▪ Winding Up Administration
- ▪ **External Funding Acquisition**
- ▪ ▪ Agricultural Subsidy & Funding Acquisition
- ▪ ▪ Grant Funding
- ▪ ▪ ▪ Bid Development
- ▪ ▪ ▪ Grant Funding Management

- ▪ ▪ Sponsorship Administration
- ▪ **Financial Accounting**
- ▪ ▪ Elected Members Allowances & Expenses Administration
- ▪ ▪ Income Processing
- ▪ ▪ Leasing Administration
- ▪ ▪ Loans Administration
- ▪ ▪ Payroll Administration
 - ▪ ▪ ▪ Additional Hours Payments Administration
 - ▪ ▪ ▪ Employee Expenses Claim Processing
 - ▪ ▪ ▪ Employee Taxes Administration
 - ▪ ▪ ▪ Loss Of Earnings Administration
 - ▪ ▪ ▪ Maternity Pay Administration
 - ▪ ▪ ▪ Pay Notification Administration
 - ▪ ▪ ▪ Pay Rate Administration
 - ▪ ▪ ▪ Payroll Deductions Administration
 - ▪ ▪ ▪ ▪ Non-statutory Deductions Administration
 - ▪ ▪ ▪ ▪ ▪ Union Subscriptions Administration
 - ▪ ▪ ▪ ▪ Statutory Deductions Administration

- ▪ ▪ ▪ ▪ Easements Administration
- ▪ ▪ ▪ ▪ Wayleaves Administration
- ▪ ▪ ▪ ▪ Covenant Release & Variation Administration
- ▪ ▪ ▪ ▪ Mortgages Management
 - ▪ ▪ ▪ ▪ ▪ Charges Discount & Procurement
 - ▪ ▪ ▪ ▪ ▪ Mortgage Charge Acquisition
- ▪ ▪ ▪ ▪ Property Acquisition
 - ▪ ▪ ▪ ▪ ▪ Compulsory Purchase Administration
 - ▪ ▪ ▪ ▪ ▪ Freehold Acquisition
 - ▪ ▪ ▪ ▪ ▪ ▪ Acquisition
 - ▪ ▪ ▪ ▪ ▪ ▪ Title Registration
 - ▪ ▪ ▪ ▪ ▪ Leasehold Acquisition
- ▪ ▪ ▪ ▪ Property Disposal
 - ▪ ▪ ▪ ▪ ▪ Freehold Disposal
 - ▪ ▪ ▪ ▪ ▪ Leasehold Disposal
 - ▪ ▪ ▪ ▪ ▪ Tenanted Freehold Disposal
- ▪ ▪ ▪ ▪ Property Records Management
- ▪ ▪ ▪ ▪ Property Valuation

- Tenancies Management

- Title Investigation

- **Procurement**

- Contract Management

- Contract Administration

- Contract Enforcement

- Contract Monitoring & Review

- Under Hand Contract Monitoring & Review

- Under Seal Contract Monitoring & Review

- Contract Preparation

- Under Hand Contract Preparation

- Under Seal Contract Preparation

- Leasing

- Purchasing

- Supplier Management

- Evaluation Criteria Development

- Supplier Evaluation

- Supplier List Maintenance

- ▪ ▪ Tendering Management
- ▪ **Tax Management**
- ▪ ▪ Income Tax Administration
- ▪ ▪ Value Added Tax administration
- **Health & Safety Management**
- ▪ **Accident & Incident Reporting & Investigation**
- ▪ ▪ Accident Book Maintenance
- ▪ ▪ Biological Agents (Group 3 & 4)
- ▪ ▪ Discarded Syringe Reporting
- ▪ ▪ Hazard Notification
- ▪ ▪ Notifiable Disease Reporting
- ▪ ▪ Reporting & Investigation (Adults)
- ▪ ▪ Reporting & Investigation (Children)
- ▪ ▪ RIDDOR Notification
- ▪ ▪ Violent Conduct Reporting & Investigation
- ▪ **Advice Provision**
- ▪ **First Aid Provision**
- ▪ ▪ Facilities & Equipment Requirement Assessment

- ▪ ▪ First Aider Appointment
- ▪ ▪ First Aider Information Maintenance
- ▪ **Protective Equipment Provision**
- ▪ ▪ Equipment Issue
- ▪ ▪ Equipment Requirement Assessment
- ▪ **Risk Assessment**
- ▪ ▪ Display Screen Equipment Use Assessment
- ▪ ▪ Hazardous Substance Exposure Risk Assessment
- ▪ ▪ Manual Handling Assessment
- ▪ **Safety Provision**
- ▪ ▪ Emergency Planning
- ▪ ▪ Fire Protection
- ▪ ▪ ▪ Fire Procedures Development
- ▪ ▪ ▪ Fire Procedures Testing & Operation
- ▪ ▪ ▪ Fire Warden Appointment
- ▪ ▪ ▪ Systems & Equipment Requirement Assessment
- ▪ **Safety Representation**
- ▪ ▪ Consultation

- - - Safety Committee Formation
- - - Safety Committee Proceedings Administration
- - - Safety Representative Appointment

▪ **Human Resources Management**

- - **Employee Relations Management**
- - **Industrial Relations Management**
- - **Job Analysis**
- - **Occupational Health Services Provision**
- - - Advice Provision
- - - Health Monitoring
- - - - Air Quality Monitoring
- - - - Hazardous Substance Exposure Monitoring
- - - Medical Assessment
- - **Payroll Administration**
- - **Performance Appraisal**
- - **Personnel Administration**
- - - Attendance Management
- - - - Leave Administration

- ▪ ▪ ▪ Sickness Monitoring
- ▪ ▪ ▪ Time Recording
- ▪ ▪ Disciplinary Procedures Administration
- ▪ ▪ Employee Conduct Management
- ▪ ▪ Employment Termination Administration
- ▪ ▪ Gift & Hospitality Registration
- ▪ ▪ Grievance Procedures Administration
- ▪ ▪ Long Service Award Scheme Administration
- ▪ ▪ Personal Information Maintenance
- ▪ ▪ Staff Benefits Administration

- ▪ **Recruitment**

- ▪ **Workforce Planning**

- ▪ **Workforce Training & Development**

- ▪ ▪ Induction Training
- ▪ ▪ Training Course Provision
- ▪ ▪ ▪ Accredited Course Provision
- ▪ ▪ ▪ ▪ Attainment Assessment
- ▪ ▪ ▪ ▪ Candidate Registration

- ▪ ▪ ▪ ▪ Course Accreditation
- ▪ ▪ ▪ ▪ Moderation Administration
- ▪ ▪ ▪ ▪ Result Appeals Administration
- ▪ ▪ ▪ Course Delivery
- ▪ ▪ ▪ Course Development
- ▪ ▪ ▪ Delegate Booking Administration
- ▪ ▪ ▪ Delegate Information Pack Production
- ▪ ▪ ▪ Training Portfolio Development
- ▪ ▪ Events Management
- ▪ ▪ ▪ Delegate Booking Administration
- ▪ ▪ ▪ Delegate Information Pack Production
- ▪ ▪ ▪ Event Delivery
- ▪ ▪ ▪ Event Evaluation
- ▪ ▪ ▪ Programme Development

- **Information Communications Technology Systems Management**

- **Information Management**

- ▪ **Information Governance**

- **Partnership Working**

- - **Joint Service Delivery Monitoring & Review**

- - **Joint Service Delivery Planning**

- **Performance Management**

- - **Performance Improvement Planning**

- - **Performance Monitoring & Review**

- - - Performance Reporting

- - - - External Performance Reporting

- - - - Internal Performance Reporting

- - - Service Delivery Monitoring

- **Property Management**

- - **Archived Drawings & Plans Management**

- - **Equipment Inspection & Maintenance**

- - - Defects Reporting

- - - Inspection & Testing

- - - - Inspection & Testing Scheduling

- - - - Laboratory Equipment Testing

- - - - Portable Electrical Equipment Testing

- - - - Surveying Equipment Testing

- - - - Weights & Measures Standards & Equipment Regulation

- - Maintenance & Repair

- - - Planned Maintenance

- - - - Maintenance & Servicing

- - - - Maintenance Scheduling

- - - Repair

- - Storage Transport & Use

- - - Nuclear Density Meter Storage Transport & Use

- - **Land Management**

- - - Access Permission Administration

- - - Advice Provision

- - - Alien & Invasive Species Control & Management

- - - Animal Pest Control

- - - Bye Law Enforcement

- - - Commons Management

- - - Disease Management

- - - - Contingency Planning

- - - - Monitoring

- ▪ ▪ ▪ Outbreak & Incident Management
- ▪ ▪ Emergency Planning
- ▪ ▪ ▪ Contingency Planning
- ▪ ▪ ▪ Fire Prevention
- ▪ ▪ ▪ Fire Outbreak Management
- ▪ ▪ ▪ Search & Rescue Management
- ▪ ▪ Environmental Consents Administration
- ▪ ▪ Game Animal Management
- ▪ ▪ ▪ Casualty Management
- ▪ ▪ ▪ Population Management
- ▪ ▪ ▪ ▪ Cull
- ▪ ▪ ▪ ▪ Game Sales Licence Application
- ▪ ▪ ▪ ▪ Monitoring
- ▪ ▪ Land Maintenance
- ▪ ▪ ▪ Maintenance Operations
- ▪ ▪ ▪ Planned Maintenance
- ▪ ▪ ▪ ▪ Maintenance Programme Management
- ▪ ▪ ▪ ▪ Works Planning

- ▪ ▪ ▪ ▪ ▪ Methods Of Work Development
- ▪ ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ ▪ ▪ Site Inspection
- ▪ ▪ ▪ ▪ Works Scheduling
- ▪ ▪ ▪ ▪ Works Supervision
- ▪ ▪ ▪ Reactive Maintenance
- ▪ ▪ Land Management Planning
- ▪ ▪ ▪ Site Management Planning
- ▪ ▪ ▪ Strategic Land Management Planning
- ▪ **Livestock Management**
- ▪ ▪ Animal Disease Prevention & Treatment
- ▪ ▪ Livestock Breeding
- ▪ ▪ ▪ Registration & Certification
- ▪ ▪ ▪ ▪ Cattle Registration
- ▪ ▪ ▪ ▪ Farm Certificate Application & Renewal
- ▪ ▪ ▪ ▪ Pig Registration
- ▪ ▪ ▪ ▪ Sheep Registration
- ▪ ▪ ▪ ▪ Sheep Scrapie Certification

- ▪ ▪ Livestock Cull & Casualty Disposal
 - ▪ ▪ ▪ Livestock Casualty Disposal
 - ▪ ▪ ▪ ▪ Cattle Disposal
 - ▪ ▪ ▪ ▪ Non-cattle & Sheep Disposal
 - ▪ ▪ ▪ ▪ Sheep Disposal
 - ▪ ▪ ▪ Livestock Population Management
 - ▪ ▪ ▪ Notifiable Disease Management
 - ▪ ▪ ▪ ▪ Disease Management Operations
 - ▪ ▪ ▪ ▪ Notification
- ▪ ▪ Livestock Movement Licence Application
 - ▪ ▪ ▪ Cattle Movement Licence Application
 - ▪ ▪ ▪ Horse Movement Licence Application
 - ▪ ▪ ▪ Pig Movement Licence Application
 - ▪ ▪ ▪ Sheep Movement Licence Application
- ▪ **Planning Application Preparation**
 - ▪ ▪ Appeals Submission
 - ▪ ▪ Application Preparation
 - ▪ ▪ Application Submission

- ▪ ▪ Compensation Claim Administration
- ▪ ▪ Consultation
- ▪ ▪ Decision Compliance Review
- ▪ ▪ Post-decision Advice Provision
- ▪ ▪ Premises Application Recording
- ▪ ▪ Pre-planning Application Advice Provision

▪ ▪ **Premises Management**

- ▪ ▪ Access Improvement
 - ▪ ▪ ▪ Accessibility Assessment
 - ▪ ▪ ▪ Equipment & Aids Provision
 - ▪ ▪ ▪ Reactive Improvement
 - ▪ ▪ ▪ Strategic Improvement Planning
- ▪ ▪ Energy Management
 - ▪ ▪ ▪ Energy Audit
 - ▪ ▪ ▪ Energy Performance Advice Provision
 - ▪ ▪ ▪ Energy Performance Certification
 - ▪ ▪ ▪ Energy Use Monitoring
 - ▪ ▪ ▪ Heating System Control

- ▪ ▪ ▪ Heating System Design
- ▪ ▪ Facilities Management
- ▪ ▪ ▪ Car Parking Management
- ▪ ▪ ▪ Catering Services Provision
- ▪ ▪ ▪ ▪ Catering Provision
- ▪ ▪ ▪ ▪ ▪ Catering Planning
- ▪ ▪ ▪ ▪ ▪ Ingredients & Food Stock Storage
- ▪ ▪ ▪ ▪ ▪ Ingredients Stock Ordering
- ▪ ▪ ▪ ▪ ▪ Meal & Refreshment Preparation
- ▪ ▪ ▪ ▪ ▪ Meal & Refreshment Transportation
- ▪ ▪ ▪ ▪ Chilled Food & Product Catering
- ▪ ▪ ▪ ▪ ▪ Order Administration
- ▪ ▪ ▪ ▪ ▪ Order Amendments
- ▪ ▪ ▪ ▪ ▪ Order Authorisation
- ▪ ▪ ▪ ▪ ▪ Order Cancellation Administration
- ▪ ▪ ▪ ▪ Event Catering
- ▪ ▪ ▪ ▪ ▪ Order Administration
- ▪ ▪ ▪ ▪ ▪ Order Amendments

- ▪ ▪ ▪ ▪ ▪ Order Authorisation
- ▪ ▪ ▪ ▪ ▪ Order Cancellation Administration
- ▪ ▪ ▪ Events Management
- ▪ ▪ ▪ ▪ Delivery
- ▪ ▪ ▪ ▪ Evaluation
- ▪ ▪ ▪ ▪ Event Planning
- ▪ ▪ ▪ ▪ ▪ Feasibility Assessment
- ▪ ▪ ▪ ▪ ▪ Planning
- ▪ ▪ ▪ ▪ ▪ Resources Booking Administration
- ▪ ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ ▪ ▪ Venue Booking Administration
- ▪ ▪ ▪ ▪ Licensing
- ▪ ▪ ▪ ▪ ▪ Alcohol Licence Application
- ▪ ▪ ▪ ▪ ▪ Public Entertainment Licence Application
- ▪ ▪ ▪ ▪ ▪ Wedding Venue Licence Application
- ▪ ▪ ▪ ▪ Security Management
- ▪ ▪ ▪ ▪ Site Preparation
- ▪ ▪ ▪ ▪ Traffic Management

- ▪ ▪ ▪ Lettings Administration
 - ▪ ▪ ▪ ▪ Booking Enquiries Administration
 - ▪ ▪ ▪ ▪ Bookings Administration
 - ▪ ▪ ▪ ▪ Resources Booking Administration
 - ▪ ▪ ▪ ▪ Risk Assessment

▪ ▪ ▪ Premises Inspection & Maintenance

- ▪ ▪ ▪ Building & Plant Maintenance
 - ▪ ▪ ▪ ▪ Defects Reporting
 - ▪ ▪ ▪ ▪ Maintenance & Servicing
 - ▪ ▪ ▪ ▪ Maintenance Programme Management
 - ▪ ▪ ▪ ▪ Repairs
 - ▪ ▪ ▪ ▪ Specification Development
 - ▪ ▪ ▪ ▪ Works Planning
 - ▪ ▪ ▪ ▪ ▪ Methods Of Work Development
 - ▪ ▪ ▪ ▪ ▪ Risk Assessment
 - ▪ ▪ ▪ ▪ Works Scheduling
 - ▪ ▪ ▪ ▪ Works Supervision
- ▪ ▪ ▪ Building Plant & Site Inspection & Testing

- ▪ ▪ ▪ ▪ Asbestos Testing
- ▪ ▪ ▪ ▪ Defects Reporting
- ▪ ▪ ▪ ▪ Fire Safety Inspection
- ▪ ▪ ▪ ▪ Fixed Electrical Testing
- ▪ ▪ ▪ ▪ Inspection & Testing Scheduling
- ▪ ▪ ▪ ▪ Lift Inspection
- ▪ ▪ ▪ ▪ Premises Safety Inspection
- ▪ ▪ ▪ ▪ Property Condition Assessment
- ▪ ▪ ▪ ▪ Reservoir & Water Bodies Inspection
- ▪ ▪ ▪ ▪ Site Safety Inspection
- ▪ ▪ ▪ ▪ Structural Assessment
- ▪ ▪ ▪ ▪ Tree Safety Inspection
- ▪ ▪ ▪ ▪ Water Hygiene Testing
- ▪ ▪ ▪ Chemical Storage & Use
- ▪ ▪ ▪ ▪ Chemical Storage
- ▪ ▪ ▪ ▪ Chemical Use
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ Site & Grounds Maintenance

- ▪ ▪ ▪ ▪ Maintenance Operations
- ▪ ▪ ▪ ▪ Maintenance Programme Management
- ▪ ▪ ▪ ▪ Repairs
- ▪ ▪ ▪ ▪ Specification Development
- ▪ ▪ ▪ ▪ Works Planning
- ▪ ▪ ▪ ▪ ▪ Methods Of Work Development
- ▪ ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ ▪ Works Scheduling
- ▪ ▪ ▪ ▪ Works Supervision

Property Asset Management

Property Design & Construction

- ▪ ▪ ▪ Cost Estimate Preparation
- ▪ ▪ ▪ Design
- ▪ ▪ ▪ ▪ Architectural Design
- ▪ ▪ ▪ ▪ Landscape Design
- ▪ ▪ ▪ ▪ Mechanical & Electrical Engineering Design
- ▪ ▪ ▪ ▪ Structural Engineering Design
- ▪ ▪ ▪ Supervision

- ▪ ▪ ▪ ▪ Construction Phase Supervision
- ▪ ▪ ▪ ▪ Health & Safety File Compilation
- ▪ ▪ ▪ ▪ Pre-construction Phase Supervision
- ▪ ▪ ▪ Surveying & Testing
- ▪ ▪ Security Management
- ▪ **Property Portfolio Management**
- ▪ ▪ Adverse Possession Claims Administration
- ▪ ▪ Agreements Administration
- ▪ ▪ ▪ Easements Administration
- ▪ ▪ ▪ ▪ Easement Granting Administration
- ▪ ▪ ▪ ▪ Easement Taking Administration
- ▪ ▪ ▪ Wayleaves Administration
- ▪ ▪ Covenant Release & Variation Administration
- ▪ ▪ Land Compensation Payments Administration
- ▪ ▪ Mortgages Management
- ▪ ▪ ▪ Charges Discharge & Postponement
- ▪ ▪ ▪ Mortgage Charge Acquisition
- ▪ ▪ Property Acquisition

- ▪ ▪ ▪ Compulsory Purchase Administration
- ▪ ▪ ▪ Freehold Acquisition
- ▪ ▪ ▪ ▪ Acquisition
- ▪ ▪ ▪ ▪ Title Registration
- ▪ ▪ ▪ Leasehold Acquisition
- ▪ ▪ Property Deeds Management
- ▪ ▪ ▪ Accessioning
- ▪ ▪ ▪ Cataloguing
- ▪ ▪ ▪ Loans Administration
- ▪ ▪ ▪ Missing Items Investigation
- ▪ ▪ Property Disposal
- ▪ ▪ ▪ Freehold Disposal
- ▪ ▪ ▪ Leasehold Disposal
- ▪ ▪ ▪ Tenanted Freehold Disposal
- ▪ ▪ Property Rating Negotiation
- ▪ ▪ Property Records Maintenance
- ▪ ▪ Property Valuation
- ▪ ▪ Tenancies Management

- ▪ ▪ ▪ Lease Granting
- ▪ ▪ ▪ Rent Reviewing
- ▪ ▪ ▪ Right To Buy Application Administration
- ▪ ▪ ▪ Tenancy Renewal Administration
 - ▪ ▪ ▪ ▪ Opposed Renewal Receipt
 - ▪ ▪ ▪ ▪ Opposed Renewal Serving
 - ▪ ▪ ▪ ▪ Unopposed Renewal Receipt
 - ▪ ▪ ▪ ▪ Unopposed Renewal Serving
- ▪ ▪ ▪ Tenancy Surrender Administration

- ▪ ▪ Title Investigation

- ▪ **Vehicle Fleet Management**

- ▪ ▪ Driver Management

- ▪ ▪ ▪ Driver Log Maintenance & Inspection
- ▪ ▪ ▪ Licence Inspection
- ▪ ▪ ▪ Log Maintenance & Inspection
- ▪ ▪ ▪ Tachograph Monitoring
- ▪ ▪ ▪ Vehicle Familiarisation
- ▪ ▪ Fuel Stock & Dispensing Management

- ▪ ▪ ▪ Fuel Stock Management
- ▪ ▪ ▪ Risk Assessment
 - ▪ ▪ ▪ ▪ Fuel Dispensing Risk Assessment
 - ▪ ▪ ▪ ▪ Fuel Storage Risk Assessment
- ▪ ▪ Vehicle & Plant Management
 - ▪ ▪ ▪ Accident Reporting
 - ▪ ▪ ▪ Disposal
 - ▪ ▪ ▪ Equipment Installation Maintenance & Inspection
 - ▪ ▪ ▪ ▪ Defects Reporting
 - ▪ ▪ ▪ ▪ Inspection & Testing
 - ▪ ▪ ▪ ▪ Installation
 - ▪ ▪ ▪ ▪ Maintenance & Repair
 - ▪ ▪ ▪ Vehicle Maintenance & Inspection
 - ▪ ▪ ▪ ▪ Daily Inspection
 - ▪ ▪ ▪ ▪ Defects Reporting
 - ▪ ▪ ▪ ▪ Maintenance & Inspection Scheduling
 - ▪ ▪ ▪ ▪ Maintenance & Repair
 - ▪ ▪ ▪ ▪ Vehicle Testing

- **Public Relations Management**

- - **Communications Management**

- - - External Communications Management

- - - - Internet Content Management

- - - - Media Relations Management

- - - Internal Communications Management

- - - - Information Distribution

- - - - Intranet Content Management

- - **Marketing**

- - - Advertising

- - - Press Release Production

- - - Service Promotion

- - **Publication Production**

- - - Content Development

- - - Layout & Design

- - - Print Production

- **Risk Management**

- - **Business Continuity Planning**

- ▪ ▪ Emergency Procedures Development
- ▪ ▪ Emergency Response
- ▪ **Insurance Management**
- ▪ ▪ Insurance Strategy Development
- ▪ ▪ Operational Risk Management
- ▪ ▪ ▪ Loss Control Surveying
- ▪ ▪ Pension Fund Property Insurance Management
- ▪ ▪ ▪ Claims Administration
- ▪ ▪ ▪ ▪ Claims History Recording
- ▪ ▪ ▪ ▪ Liability Claims Administration
- ▪ ▪ ▪ ▪ Property Claims Administration
- ▪ ▪ ▪ Liability Insurance Policies Administration
- ▪ ▪ ▪ Policy Arrangement & Renewal
- ▪ ▪ Policy Management
- ▪ ▪ ▪ Claims History Recording
- ▪ ▪ ▪ ▪ Liability Claims History Recording
- ▪ ▪ ▪ ▪ Non-liability Claims History Recording
- ▪ ▪ ▪ Liability Claims Administration

- ▪ ▪ ▪ ▪ Employers Liability Claims Administration
- ▪ ▪ ▪ ▪ Industrial Disease Claims Administration
- ▪ ▪ ▪ ▪ Officials Indemnity Libel & Slander Claims Administration
- ▪ ▪ ▪ ▪ Public Liability Claims Administration (Excluding Minors)
- ▪ ▪ ▪ ▪ Public Liability Claims Administration (Minors)
- ▪ ▪ ▪ ▪ Public Liability Property Damage Claims Administration
- ▪ ▪ ▪ ▪ Subsidence Claims Administration
- ▪ ▪ ▪ Non-liability Claims Administration
- ▪ ▪ ▪ ▪ Fidelity Guarantee Claims Administration
- ▪ ▪ ▪ ▪ Motor Vehicle Own Accident Damage Claims Administration
- ▪ ▪ ▪ ▪ Motor Vehicle Third Party Claims Administration
- ▪ ▪ ▪ ▪ Property Claims Administration
- ▪ ▪ ▪ ▪ Travel Claims Administration
- ▪ ▪ ▪ Insured Property Inventory Maintenance
- ▪ ▪ ▪ ▪ All Risks Insured Equipment Inventory
- ▪ ▪ ▪ ▪ Building & Contents Inventory
- ▪ ▪ ▪ ▪ Insured Fine Arts Inventory
- ▪ ▪ ▪ ▪ Insured ICT Equipment Inventory

- ▪ ▪ ▪ ▪ Motor Vehicles Inventory
- ▪ ▪ ▪ Liability Insurance Policies Administration
- ▪ ▪ ▪ ▪ Employers Liability Insurance Policy Certificates Administration
- ▪ ▪ ▪ ▪ Liability Insurance Policies Administration
- ▪ ▪ ▪ ▪ Liability Policy Insurers & Limits Schedule Maintenance
- ▪ ▪ ▪ ▪ Motor Vehicle Insurance Policy Certificates Administration
- ▪ ▪ ▪ ▪ Travel Policy Insured Persons Schedule Maintenance
- ▪ ▪ ▪ Non-liability Insurance Policies Administration
- ▪ ▪ ▪ Policy Arrangement & Renewal
- ▪ ▪ ▪ ▪ Renewal Administration
- ▪ ▪ ▪ ▪ Temporary Insurance Arrangement
- ▪ ▪ Schools Discretionary Insurance Management
- ▪ ▪ ▪ Insurance Claims Administration
- ▪ ▪ ▪ ▪ Claims Administration
- ▪ ▪ ▪ ▪ ▪ Balance Of Risks Claims Administration
- ▪ ▪ ▪ ▪ ▪ Benefit Schemes Claims Administration
- ▪ ▪ ▪ ▪ ▪ School Journey & Work Experience Claims Administration
- ▪ ▪ ▪ ▪ ▪ Sickness Absence Claims Administration

- ▪ ▪ ▪ ▪ Claims History Recording
- ▪ ▪ ▪ ▪ ▪ Balance Of Risks History Recording
- ▪ ▪ ▪ ▪ ▪ Sickness Absence Claims History Recording
- ▪ ▪ ▪ Liability Insurance Policies Administration
- ▪ ▪ ▪ ▪ School Journey & Work Experience Policies Administration
- ▪ ▪ ▪ Non-liability Insurance Policies Administration
- ▪ ▪ ▪ ▪ Balance Of Risks Policies Administration
- ▪ ▪ ▪ ▪ Sickness Absence Policies Administration
- ▪ ▪ ▪ Policy Arrangement & Renewal
- ▪ ▪ ▪ ▪ Renewal Administration
- ▪ ▪ ▪ ▪ Take-up & Premium Allocation Administration
- ▪ ▪ Risk Analysis

▪ **Strategic Planning**

▪ ▪ **Policy Development**

- ▪ ▪ Operational Policy Development
- ▪ ▪ Operational Procedures Development
- ▪ ▪ Policy co-ordination
- ▪ ▪ Strategic Policy Development

- ▪ **Service Delivery Planning**
- ▪ **Strategic Research**
- ▪ **Strategy Development**

Public Services Provision

- **Care & Health Services Provision**

- ▪ **Children & Family Support**

- ▪ ▪ Adoptions Management
 - ▪ ▪ ▪ Adoption Placement
 - ▪ ▪ ▪ ▪ Adoption Placement Approval
 - ▪ ▪ ▪ ▪ Adoptive Family Finding
 - ▪ ▪ ▪ ▪ Placement Planning
 - ▪ ▪ ▪ Inter-country Adoption
 - ▪ ▪ ▪ ▪ Applicant Suitability Assessment
 - ▪ ▪ ▪ ▪ Placement Monitoring
 - ▪ ▪ ▪ Legal Adoption Proceedings
 - ▪ ▪ ▪ Non-agency Adoption Placement
 - ▪ ▪ ▪ ▪ Applicant Suitability Assessment
 - ▪ ▪ ▪ Post-adoption Counselling

- ▪ ▪ ▪ Post-adoption Support Co-ordination
- ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ ▪ Support Planning
- ▪ ▪ Carer Management
- ▪ ▪ ▪ Adoptive Parent Supervision & Support
- ▪ ▪ ▪ ▪ Carer Supervision
- ▪ ▪ ▪ ▪ Case Administration
- ▪ ▪ ▪ ▪ ▪ Contact Administration
- ▪ ▪ ▪ ▪ ▪ Skills Assessment
- ▪ ▪ ▪ ▪ ▪ Statutory Checks Administration
- ▪ ▪ ▪ ▪ ▪ Training provision
- ▪ ▪ ▪ ▪ Support Provision
- ▪ ▪ ▪ Foster Carer Supervision & Support
- ▪ ▪ ▪ ▪ Carer Supervision
- ▪ ▪ ▪ ▪ Case Administration
- ▪ ▪ ▪ ▪ ▪ Contact Administration
- ▪ ▪ ▪ ▪ ▪ Skills Assessment

- ▪ ▪ ▪ ▪ ▪ Statutory Checks Administration
- ▪ ▪ ▪ ▪ ▪ Training provision
- ▪ ▪ ▪ ▪ Support Provision
- ▪ ▪ Case Management
- ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Needs Assessment
- ▪ ▪ ▪ ▪ ▪ Core Assessment
- ▪ ▪ ▪ ▪ ▪ Initial Assessment
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ Care Planning
- ▪ ▪ ▪ ▪ Care & Support Planning
- ▪ ▪ ▪ ▪ Care Plan Monitoring & Review
- ▪ ▪ ▪ ▪ Service & Resource Requisitioning
- ▪ ▪ ▪ ▪ Service Termination Notification
- ▪ ▪ ▪ Case Administration
- ▪ ▪ ▪ ▪ Case Allocation Administration
- ▪ ▪ ▪ ▪ Case Chronology Recording
- ▪ ▪ ▪ ▪ Case Closure Administration

- ▪ ▪ ▪ ▪ Case Note Recording
- ▪ ▪ ▪ ▪ Case Transfer Administration
- ▪ ▪ ▪ ▪ Consents Recording
- ▪ ▪ ▪ ▪ Contact Recording
- ▪ ▪ ▪ ▪ Key Information Recording
 - ▪ ▪ ▪ ▪ ▪ Client Chronology Recording
 - ▪ ▪ ▪ ▪ ▪ Genogram Mapping
 - ▪ ▪ ▪ ▪ ▪ Legal Status Recording
 - ▪ ▪ ▪ ▪ ▪ Outcome Summary Recording
 - ▪ ▪ ▪ ▪ ▪ Service Summary Recording
 - ▪ ▪ ▪ ▪ ▪ Supporting Documents Maintenance
- ▪ ▪ ▪ Case Supervision
- ▪ ▪ Child Protection
 - ▪ ▪ ▪ Allegation Investigation
 - ▪ ▪ ▪ Child Protection Enquiry Processing
 - ▪ ▪ ▪ Child Protection Planning
 - ▪ ▪ ▪ Family Court Order Application Administration
 - ▪ ▪ ▪ Missing Children & Families Location

- ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ Statutory Visits Administration
- ▪ ▪ Enquiry & Referral Administration
- ▪ ▪ ▪ Information Enquiry Administration
- ▪ ▪ ▪ Referral Evaluation
- ▪ ▪ Looked After Children Operations
- ▪ ▪ ▪ After Care Support
 - ▪ ▪ ▪ ▪ Advocacy
 - ▪ ▪ ▪ ▪ Care Planning
 - ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ Leaving Care Support
 - ▪ ▪ ▪ ▪ Advocacy
 - ▪ ▪ ▪ ▪ Care Planning
 - ▪ ▪ ▪ ▪ Home Return Planning
 - ▪ ▪ ▪ ▪ Monitoring & Review
 - ▪ ▪ ▪ ▪ Placement Termination Administration
- ▪ ▪ ▪ Looked After Child Welfare Monitoring
 - ▪ ▪ ▪ ▪ Education Provision Monitoring

- ▪ ▪ ▪ ▪ Health Monitoring
- ▪ ▪ ▪ ▪ Statutory Visit Administration
- ▪ ▪ ▪ Permanent Care Planning
- ▪ ▪ ▪ Placement Plan Monitoring & Review
- ▪ ▪ ▪ Placement Planning
- ▪ ▪ Privately Fostered Child Welfare Monitoring
- ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ Placement Termination Administration
- ▪ ▪ ▪ Planning
- ▪ ▪ ▪ Private Fostering Arrangement Approval
- ▪ ▪ Services Provision
- ▪ ▪ ▪ Accommodation Provision
- ▪ ▪ ▪ Residential Care Provision
- ▪ ▪ ▪ ▪ Absence Management
- ▪ ▪ ▪ ▪ Contact Management
- ▪ ▪ ▪ ▪ ▪ Contact Planning
- ▪ ▪ ▪ ▪ ▪ Contact Recording

- ▪ ▪ ▪ ▪ ▪ ▪ Contacts Information Recording
- ▪ ▪ ▪ ▪ ▪ ▪ Health Care Management
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Accident Recording
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Health Care Planning
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Health Monitoring
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Medical Appointment Administration
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Medication Administration
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Registration Administration
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Incident Management
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ Incident Reporting
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ Restraint Recording
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ Sanctions Recording
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ Searches Recording
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ Significant Events Notification
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Personal Effects Administration
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Personal Information Recording
- ▪ ▪ ▪ ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ ▪ ▪ ▪ Supported Accommodation Provision

- ▪ ▪ ▪ ▪ Supported Lodgings Provision
- ▪ ▪ ▪ Adoption Panel Administration
- ▪ ▪ ▪ Carer Provision
- ▪ ▪ ▪ ▪ Applicant Assessment
- ▪ ▪ ▪ ▪ ▪ Agreements Administration
- ▪ ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ ▪ Recruitment Training
- ▪ ▪ ▪ ▪ ▪ Statutory Checks Administration
- ▪ ▪ ▪ ▪ Application processing
- ▪ ▪ ▪ ▪ Enquiry Processing
- ▪ ▪ ▪ ▪ Recruitment Campaign Management
- ▪ ▪ ▪ Child Development Support
- ▪ ▪ ▪ Community Service Provider Support
- ▪ ▪ ▪ Day Care Provision
- ▪ ▪ ▪ Equipment Provision
- ▪ ▪ ▪ Family Support
- ▪ ▪ ▪ Financial Support
- ▪ ▪ ▪ ▪ Direct Payments Administration

- ▪ ▪ ▪ ▪ Preventative Support
- ▪ ▪ ▪ ▪ Fostering Panel Administration
- ▪ ▪ ▪ ▪ Learning Disabilities Support
- ▪ ▪ ▪ ▪ Physical & Sensory Disability Support
 - ▪ ▪ ▪ ▪ ▪ Assessment
 - ▪ ▪ ▪ ▪ ▪ Care Planning
 - ▪ ▪ ▪ ▪ ▪ Community Living Support
 - ▪ ▪ ▪ ▪ ▪ ▪ Personal Care
 - ▪ ▪ ▪ ▪ ▪ ▪ Socialisation Support
 - ▪ ▪ ▪ ▪ ▪ Disabilities Grant Application Support
 - ▪ ▪ ▪ ▪ ▪ Disability Registration
 - ▪ ▪ ▪ ▪ ▪ House Adaptation Support
 - ▪ ▪ ▪ ▪ ▪ ▪ Major Adaptation Support
 - ▪ ▪ ▪ ▪ ▪ ▪ Minor Adaptation Support
 - ▪ ▪ ▪ ▪ ▪ Housing Needs Support
 - ▪ ▪ ▪ ▪ ▪ Monitoring & Review
 - ▪ ▪ ▪ ▪ ▪ Parking Scheme Administration
 - ▪ ▪ ▪ ▪ ▪ Rehabilitation Training & Support

- - - - Substance Misuser Rehabilitation Support

- - - - Young Carer Support

- - - Transitional Care Planning

- - **Community Safety & Protection Management**

- - - Advice Provision

- - - Animal Health & Welfare Management

- - - - Animal Disease Management

- - - - - Contingency Planning

- - - - - Monitoring

- - - - - Outbreak & Incident Management

- - - - Animal Welfare Regulation

- - - - - Animal Trainer & Exhibitor Registration

- - - - - Cattle Movement Licensing

- - - - - Establishments & Intermediaries Registration

- - - - - Pig Collecting Centre Licensing

- - - - - Pig Movement Licensing

- - - - - Pig Sale Licensing

- - - - - Sheep Movement Licensing

- ▪ ▪ ▪ Site Monitoring & Inspection
- ▪ ▪ Civil Contingency Planning
- ▪ ▪ ▪ Emergency Incident Response
- ▪ ▪ ▪ ▪ Incident Management
- ▪ ▪ ▪ ▪ Unidentified Substance Identification
- ▪ ▪ ▪ Planning
- ▪ ▪ Enforcement
- ▪ ▪ ▪ Complaint Investigation
- ▪ ▪ ▪ Formal Notification
- ▪ ▪ ▪ Investigation Operations Management
- ▪ ▪ ▪ ▪ Intelligence Gathering & Dissemination
- ▪ ▪ ▪ ▪ Inter-agency Liaison
- ▪ ▪ ▪ ▪ Interview Administration
- ▪ ▪ ▪ ▪ Property & Sample Seizure & Receipt
- ▪ ▪ ▪ ▪ ▪ Food Sampling Administration
- ▪ ▪ ▪ ▪ ▪ Non-food Sampling Administration
- ▪ ▪ ▪ ▪ ▪ Property & Sample Receipt Administration
- ▪ ▪ ▪ ▪ ▪ Property & Sample Return & Disposal

- ▪ ▪ ▪ ▪ ▪ Property & Sample Storage
- ▪ ▪ ▪ ▪ ▪ Sample Dispatch & Delivery Administration
- ▪ ▪ ▪ ▪ ▪ Sample Transfer Administration
- ▪ ▪ ▪ ▪ ▪ Tobacco Product Seizure Administration
- ▪ ▪ ▪ ▪ Surveillance & Entry Management
- ▪ ▪ ▪ ▪ ▪ Covert Human Intelligence Source Management
- ▪ ▪ ▪ ▪ ▪ Directed Surveillance Operations Management
- ▪ ▪ ▪ ▪ ▪ Entry Warrant Application
- ▪ ▪ ▪ ▪ ▪ Notification Registration
- ▪ ▪ ▪ ▪ ▪ Surveillance Authorisation & Review
- ▪ ▪ ▪ ▪ ▪ Surveillance Equipment Administration
- ▪ ▪ ▪ Prosecution
- ▪ ▪ Public Safety & Consumer Protection
- ▪ ▪ ▪ Fair Trading Inspection
- ▪ ▪ ▪ ▪ Fair Trading Monitoring & Inspection
- ▪ ▪ ▪ ▪ Weights & Measures Inspection
- ▪ ▪ ▪ Public Alerts Administration
- ▪ ▪ ▪ Safety Inspection & Monitoring

- ▪ ▪ ▪ ▪ Age Restricted Product Sales Monitoring
- ▪ ▪ ▪ ▪ ▪ Test Purchase Exercise Operation
- ▪ ▪ ▪ ▪ ▪ Test Purchase Exercise Planning
- ▪ ▪ ▪ ▪ Dismantler Salvage Operator & Scrap Yard Inspection
- ▪ ▪ ▪ ▪ Equipment Testing
- ▪ ▪ ▪ ▪ ▪ Air Pressure Gauges Inspection
- ▪ ▪ ▪ ▪ ▪ Vehicle Brake Testing Equipment Inspection
- ▪ ▪ ▪ ▪ Food Safety Inspection
- ▪ ▪ ▪ ▪ Goods Vehicle Weight Inspection
- ▪ ▪ ▪ ▪ Motor Vehicle Sales Inspection
- ▪ ▪ ▪ ▪ Petroleum & LPG Filling Station Inspection
- ▪ ▪ ▪ ▪ ▪ Decommissioned Filling Station Inspection
- ▪ ▪ ▪ ▪ ▪ Dispensing Filling Station Inspection
- ▪ ▪ ▪ ▪ ▪ Site Construction & Modification Supervision
- ▪ ▪ ▪ ▪ Product Safety Inspection
- ▪ ▪ Registration & Licensing
- ▪ ▪ ▪ Alcohol Sales & Entertainment Licensing
- ▪ ▪ ▪ ▪ Appeals Administration

- ▪ ▪ ▪ ▪ Consultation
- ▪ ▪ ▪ ▪ Licence Application Processing
- ▪ ▪ ▪ ▪ Licence Review & Withdrawal Administration
- ▪ ▪ ▪ ▪ Animal Feed Stuffs Regulation
 - ▪ ▪ ▪ ▪ ▪ Manufacture Regulation
 - ▪ ▪ ▪ ▪ ▪ Storage & Use Regulation
- ▪ ▪ ▪ ▪ Celluloid Storage Regulation
- ▪ ▪ ▪ ▪ Dangerous Offender Registration
- ▪ ▪ ▪ ▪ Explosives Storage Regulation
- ▪ ▪ ▪ ▪ Non-medicinal Poison Seller Registration
- ▪ ▪ ▪ ▪ Petroleum & Low Pressure Gas Storage Licensing
- ▪ ▪ ▪ ▪ Public Weighbridge Operator Certification
- ▪ ▪ ▪ ▪ Sports Ground Safety Certification
- ▪ ▪ ▪ ▪ Sample & Product Testing & Analysis
 - ▪ ▪ ▪ ▪ ▪ Environmental Testing
 - ▪ ▪ ▪ ▪ ▪ Sample & Product Testing
 - ▪ ▪ ▪ ▪ ▪ Specification Recording
 - ▪ ▪ ▪ ▪ ▪ Test Environment Control & Monitoring

- - - - Test Methodology Recording

- - **Vulnerable Adult Support**

- - - Case Management

- - - - Assessment

- - - - - Needs Assessment

- - - - - Risk Assessment

- - - - - Service Priority Determination

- - - - Care Planning

- - - - - Care & Support Planning

- - - - - Monitoring

- - - - - Service & Resource Requisition

- - - - - Service Termination Notification

- - - - Case Administration

- - - - - Case Allocation

- - - - - Case Closure Administration

- - - - - Case Transfer Administration

- - - - - Contact Recording

- - - - - Key Information Recording

- ▪ ▪ ▪ ▪ ▪ Basic Information Recording
- ▪ ▪ ▪ ▪ ▪ Legal Status Recording
- ▪ ▪ ▪ ▪ ▪ Outcome Summary Recording
- ▪ ▪ ▪ ▪ ▪ Service Summary Recording

Case Supervision

- ▪ ▪ Enquiry & Referral Administration

- ▪ ▪ ▪ Information Enquiry Administration
- ▪ ▪ ▪ Inter-agency Referral
- ▪ ▪ ▪ Referral

Services Provision

- ▪ ▪ ▪ Accommodation Provision
- ▪ ▪ ▪ ▪ Accommodation Panel Administration
- ▪ ▪ ▪ ▪ Placement Monitoring
- ▪ ▪ ▪ ▪ Placement Planning
- ▪ ▪ ▪ ▪ Residential Accommodation Provision
- ▪ ▪ ▪ ▪ Residential Nursing Care Provision
- ▪ ▪ ▪ ▪ Supported Accommodation Provision
- ▪ ▪ ▪ ▪ Supported Lodgings Provision

- ▪ ▪ ▪ ▪ Unsupported Lodgings Provision
- ▪ ▪ ▪ Carer Provision
- ▪ ▪ ▪ ▪ Care Provider Recruitment
- ▪ ▪ ▪ ▪ Care Provider Supervision & Support
- ▪ ▪ ▪ ▪ Potential Care Provider Assessment
- ▪ ▪ ▪ Carer Support
- ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Monitoring
- ▪ ▪ ▪ ▪ Planning
- ▪ ▪ ▪ Day Care
- ▪ ▪ ▪ Equipment Provision
- ▪ ▪ ▪ Financial Support
- ▪ ▪ ▪ ▪ Direct Payments Administration
- ▪ ▪ ▪ ▪ Grant Payment Administration
- ▪ ▪ ▪ ▪ Loans Administration
- ▪ ▪ ▪ Independent Resident Support
- ▪ ▪ ▪ ▪ Assessed Charges Payment
- ▪ ▪ ▪ ▪ Benefits Collection

- ▪ ▪ ▪ ▪ Personal Allowance Administration
- ▪ ▪ ▪ Learning Disabilities Support
- ▪ ▪ ▪ Meals Provision
- ▪ ▪ ▪ Mental Health Support
- ▪ ▪ ▪ ▪ Care Co-ordinator Allocation
- ▪ ▪ ▪ ▪ Care Planning
- ▪ ▪ ▪ ▪ Care Programme Assessment
- ▪ ▪ ▪ ▪ Care Programme Monitoring & Review
- ▪ ▪ ▪ ▪ Carer Role Assessment
- ▪ ▪ ▪ ▪ Diagnosis
- ▪ ▪ ▪ ▪ Legal Status Determination
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ Older Persons Support
- ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Care & Support Monitoring
- ▪ ▪ ▪ ▪ Care & Support Planning
- ▪ ▪ ▪ Physical & Sensory Disabilities Support
- ▪ ▪ ▪ ▪ Assessment

- ▪ ▪ ▪ ▪ Care & Support Monitoring
- ▪ ▪ ▪ ▪ Care & Support Planning
- ▪ ▪ ▪ ▪ Disability Registration
- ▪ ▪ ▪ ▪ House Adaptation (Major) Support
- ▪ ▪ ▪ ▪ House Adaptation (Minor) Support
- ▪ ▪ ▪ ▪ Housing Needs Support
- ▪ ▪ ▪ ▪ Occupational Therapy Support
- ▪ ▪ ▪ ▪ Parking Scheme Administration
- ▪ ▪ ▪ ▪ Rehabilitation Training & Support
- ▪ ▪ ▪ Respite Care Provision
- ▪ ▪ ▪ Service Commissioning
 - ▪ ▪ ▪ ▪ Financial Charges Assessment
 - ▪ ▪ ▪ ▪ ▪ Assessment
 - ▪ ▪ ▪ ▪ ▪ Contribution Review
 - ▪ ▪ ▪ ▪ Resource Allocation
 - ▪ ▪ ▪ ▪ Service Specification
 - ▪ ▪ ▪ ▪ Service Termination Administration
 - ▪ ▪ ▪ ▪ Service Variation Administration

- ▪ ▪ ▪ Social Work Support
- ▪ ▪ ▪ Substance Misuser Rehabilitation Support
- ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Support Monitoring
- ▪ ▪ ▪ ▪ Support Planning
- ▪ ▪ ▪ Welfare Benefit Advice Provision
- ▪ ▪ ▪ ▪ Benefit Application Support
- ▪ ▪ ▪ ▪ Entitlement Assessment
- ▪ ▪ ▪ ▪ Service User Representation
- ▪ ▪ ▪ ▪ ▪ Advocacy
- ▪ ▪ ▪ ▪ ▪ Benefit Tribunal Representation

▪ ▪ **Young Offender Support & Supervision**

- ▪ ▪ Case Management
- ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ Bail Assessment
- ▪ ▪ ▪ ▪ Offender Assessment
- ▪ ▪ ▪ Case Administration
- ▪ ▪ ▪ ▪ Case Allocation

- ▪ ▪ ▪ ▪ Case Closure Administration
- ▪ ▪ ▪ ▪ Case Transfer Administration
- ▪ ▪ ▪ ▪ Contact Recording
- ▪ ▪ ▪ ▪ Key Information Recording
- ▪ ▪ ▪ Case Supervision
 - ▪ ▪ ▪ ▪ Court Ordered Interventions Supervision
 - ▪ ▪ ▪ ▪ ▪ Court Order Supervision
 - ▪ ▪ ▪ ▪ ▪ Custodial Supervision
 - ▪ ▪ ▪ ▪ ▪ ▪ Assessment
 - ▪ ▪ ▪ ▪ ▪ ▪ Custody Notification Administration
 - ▪ ▪ ▪ ▪ ▪ ▪ Custody Placement Planning
 - ▪ ▪ ▪ ▪ ▪ ▪ Licence Compliance Monitoring
 - ▪ ▪ ▪ ▪ ▪ ▪ Offender Protection
 - ▪ ▪ ▪ ▪ ▪ ▪ Post-release Supervision
 - ▪ ▪ ▪ ▪ ▪ ▪ Post-release Supervision Planning
 - ▪ ▪ ▪ ▪ ▪ ▪ Sentence Planning & Review
 - ▪ ▪ ▪ ▪ ▪ Intensive Supervision & Surveillance
 - ▪ ▪ ▪ ▪ ▪ Non-compliance Reporting

- ▪ ▪ ▪ ▪ ▪ Offender Welfare Monitoring
- ▪ ▪ ▪ ▪ Parental Supervision & Support
- ▪ ▪ ▪ ▪ Remand Management
- ▪ ▪ ▪ ▪ ▪ Accommodation Review
- ▪ ▪ ▪ ▪ ▪ Appropriate Adult Support
- ▪ ▪ ▪ ▪ ▪ Bail Information Provision
- ▪ ▪ ▪ ▪ ▪ Bail Supervision
- ▪ ▪ ▪ ▪ ▪ Secure Remand Planning & Review
- ▪ ▪ ▪ ▪ ▪ Secure Remand Visiting
- ▪ ▪ ▪ ▪ Restorative Justice Supervision
- ▪ ▪ Service Provision
- ▪ ▪ ▪ Community Payback Scheme Development
- ▪ ▪ ▪ Offending Prevention Support
- ▪ ▪ ▪ Remand Facilities Provision
- ▪ ▪ ▪ Support Volunteer Provision
- ▪ ▪ ▪ ▪ Appropriate Adult Provision
- ▪ ▪ ▪ ▪ Community Volunteer Provision
- ▪ ▪ ▪ Youth Crime Reduction Programme Development

- - - Youth Offending Panel Administration

- **Cultural & Leisure Services Provision**

- **Archive Services Provision**

- - Access Management

- - - Activities Management

- - - - Activity Delivery

- - - - Activity Development

- - Digital Access Management

- - Document Request Administration

- - Exhibitions Management

- - Outreach Services Provision

- - Reader Management

- - Reprographics Services Provision

- - - Copyright Declaration Administration

- - - Photocopying Service Provision

- - - Photographic Reproduction Administration

- - Research Service Provision

- - Acquisition Management

- ▪ ▪ ▪ Accessioning
- ▪ ▪ ▪ Approaches Management
- ▪ ▪ ▪ Archive Surveying
- ▪ ▪ ▪ Collection Acquisition
- ▪ ▪ Collection Management
- ▪ ▪ ▪ Archive Service Accreditation
- ▪ ▪ ▪ Cataloguing
- ▪ ▪ ▪ Conservation
- ▪ ▪ ▪ Digital Collections Management
- ▪ ▪ ▪ Disposal
- ▪ ▪ ▪ Loan Administration
- ▪ ▪ ▪ Out Of Sequence Items Administration
- ▪ ▪ ▪ Storage Conditions Management
- ▪ ▪ ▪ Withdrawal

▪ ▪ **Arts Services Provision**

- ▪ ▪ Activities Management
- ▪ ▪ ▪ Activity Delivery
- ▪ ▪ ▪ Activity & Course Development

- ▪ ▪ ▪ Outreach Services Provision
- ▪ ▪ Arts Development Provision
- ▪ ▪ ▪ Arts Development Advice Provision
- ▪ ▪ ▪ Arts Development Project Management
- ▪ ▪ ▪ ▪ Project Development
- ▪ ▪ ▪ ▪ Project Evaluation
- ▪ ▪ ▪ ▪ Project Monitoring & Review
- ▪ ▪ ▪ ▪ Project Operation
- ▪ ▪ ▪ Arts Grants Provision
- ▪ ▪ ▪ Public Art Provision
- ▪ ▪ Performing Arts Services Provision
- ▪ ▪ ▪ Performing Arts Teaching
- ▪ ▪ ▪ ▪ Award & Exhibition Schemes Administration
- ▪ ▪ ▪ ▪ Music Ensemble Management
- ▪ ▪ ▪ ▪ ▪ Auditions Administration
- ▪ ▪ ▪ ▪ ▪ Concerts Management
- ▪ ▪ ▪ ▪ ▪ Membership Administration
- ▪ ▪ ▪ ▪ ▪ Music Event & Workshops Administration

- ▪ ▪ ▪ ▪ ▪ ▪ Consents & Information Administration
- ▪ ▪ ▪ ▪ ▪ ▪ Event Assessment
- ▪ ▪ ▪ ▪ ▪ ▪ Event Delivery
- ▪ ▪ ▪ ▪ ▪ ▪ Event Planning
- ▪ ▪ ▪ ▪ Musical Instrument Provision
- ▪ ▪ ▪ ▪ ▪ ▪ Loan Administration
- ▪ ▪ ▪ ▪ ▪ ▪ Repair Administration
- ▪ ▪ ▪ ▪ ▪ ▪ Stock Control
- ▪ ▪ ▪ ▪ Teaching & Assessment
- ▪ ▪ ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ ▪ ▪ Attendance Recording
- ▪ ▪ ▪ ▪ ▪ ▪ Examination Entry Administration
- ▪ ▪ ▪ ▪ ▪ ▪ Examination Results Notification
- ▪ ▪ ▪ ▪ ▪ ▪ Musical Instrument Tuition
- ▪ ▪ ▪ ▪ ▪ ▪ Schemes Of Work Development
- ▪ ▪ ▪ ▪ ▪ ▪ Timetable Administration
- ▪ ▪ ▪ ▪ Teaching Performances Administration
- ▪ ▪ ▪ ▪ Transport Administration

- ▪ ▪ ▪ ▪ ▪ Equipment Transport Administration
- ▪ ▪ ▪ ▪ ▪ Pupil Transport Administration

▪ ▪ **Civil Registration & Ceremonies Administration**

- ▪ ▪ Ceremonies Administration
- ▪ ▪ ▪ Citizenship Ceremony Administration
- ▪ ▪ Civil Registration
- ▪ ▪ ▪ Birth Registration
- ▪ ▪ ▪ Civil Partnership Registration
- ▪ ▪ ▪ Death Registration
- ▪ ▪ ▪ Fraudulent Registration Investigation
- ▪ ▪ ▪ Marriage Registration
- ▪ ▪ ▪ ▪ Marriage Premises Licensing
- ▪ ▪ ▪ ▪ Notice Administration
- ▪ ▪ ▪ ▪ Registration
- ▪ ▪ ▪ Still-birth Registration

▪ ▪ **Library Services Provision**

- ▪ ▪ Community Library Services Provision
- ▪ ▪ ▪ Home Reader Service Provision

- ▪ ▪ ▪ ▪ Mobile Service Route Administration
- ▪ ▪ ▪ ▪ Reader Assessment
- ▪ ▪ ▪ ▪ Service Provision Administration
- ▪ ▪ ▪ Mobile Library Services Management
- ▪ ▪ ▪ ▪ Route Planning
- ▪ ▪ ▪ Residential Home Services Provision
- ▪ ▪ ▪ ▪ Mobile Service Route Administration
- ▪ ▪ ▪ ▪ Reader Assessment
- ▪ ▪ ▪ ▪ Service Provision Administration
- ▪ ▪ ▪ Talking Books Service Co-ordination
- ▪ ▪ IT Access Administration
- ▪ ▪ ▪ Prisoner IT Access Administration
- ▪ ▪ ▪ Public IT Access Administration
- ▪ ▪ ▪ ▪ Booking & Use Administration
- ▪ ▪ ▪ ▪ IT Misuse Investigation & Enforcement
- ▪ ▪ ▪ ▪ Public Access IT Use Monitoring
- ▪ ▪ ▪ ▪ Registration Administration
- ▪ ▪ Library Data Collection & Analysis

- ▪ ▪ ▪ Data Collection & Analysis
- ▪ ▪ ▪ Surveys Administration
- ▪ ▪ Library Maintenance Support (Non-schools)
- ▪ ▪ ▪ Advice Provision
- ▪ ▪ ▪ Library Maintenance
- ▪ ▪ ▪ Resources Provision
- ▪ ▪ ▪ Training Provision
- ▪ ▪ Loans Administration
- ▪ ▪ ▪ Charged Stock Loans Administration
- ▪ ▪ ▪ Debt Recovery
- ▪ ▪ ▪ Drama Set Loans Administration
- ▪ ▪ ▪ Music Score Loans Administration
- ▪ ▪ ▪ Non-returned Loans Administration
- ▪ ▪ ▪ ▪ Claims Returned Administration
- ▪ ▪ ▪ ▪ Debtor Administration
- ▪ ▪ ▪ Overdue Loans Administration
- ▪ ▪ ▪ Prison Library Service Loans Administration
- ▪ ▪ ▪ Public Lending Rights Administration

- ▪ ▪ ▪ Renewals Administration
- ▪ ▪ ▪ Uncharged Stock Loans Administration

Membership Management

- ▪ ▪ ▪ Exclusion Administration
- ▪ ▪ ▪ Group Membership Administration
- ▪ ▪ ▪ Membership Administration
- ▪ ▪ ▪ Membership Suspension Administration
- ▪ ▪ ▪ Prison Membership Administration

Reader Development Events Management

- ▪ ▪ ▪ Activity Delivery
- ▪ ▪ ▪ Activity Development
- ▪ ▪ ▪ Activity Evaluation
- ▪ ▪ ▪ Activity Programme Development
- ▪ ▪ ▪ Adult Activities Administration
- ▪ ▪ ▪ Prisoner Activities Administration
- ▪ ▪ ▪ Reader & Writer Groups Administration
- ▪ ▪ ▪ School Activities Administration
- ▪ ▪ ▪ Young Persons & Family Activities Administration

- ▪ ▪ Reprographic Services Provision
- ▪ ▪ ▪ Copyright Declaration Administration
- ▪ ▪ ▪ Photocopying Service Provision
- ▪ ▪ ▪ Photographic Reproduction Administration
- ▪ ▪ ▪ Printed Music Reproduction Permissions Administration
- ▪ ▪ Requests Administration
- ▪ ▪ ▪ Copy Requests Processing
- ▪ ▪ ▪ County Stock Requests Processing
- ▪ ▪ ▪ Inter-library Loans Processing
- ▪ ▪ ▪ Inter-library Requests Processing
- ▪ ▪ ▪ Prisoner Requests Processing
- ▪ ▪ ▪ Requests Processing
- ▪ ▪ Research Service Provision
- ▪ ▪ Stock Management
- ▪ ▪ ▪ Catalogue Maintenance
- ▪ ▪ ▪ Prison Library Stock Censorship
- ▪ ▪ ▪ Reserve Stock Maintenance
- ▪ ▪ ▪ Stock Acquisition

- ▪ ▪ ▪ ▪ Donations & Unsolicited Stock Processing
- ▪ ▪ ▪ ▪ Prison Library Stock Selection
- ▪ ▪ ▪ ▪ Stock Ordering
- ▪ ▪ ▪ ▪ Stock Selection
- ▪ ▪ ▪ Stock Arrangement & Promotion
- ▪ ▪ ▪ ▪ Signing & Guiding
- ▪ ▪ ▪ ▪ Stock Arrangement
- ▪ ▪ ▪ ▪ Stock Display
- ▪ ▪ ▪ ▪ Stock Promotion
- ▪ ▪ ▪ Stock Circulation Management
- ▪ ▪ ▪ Stock Damage & Loss Administration
- ▪ ▪ ▪ Stock Editing
- ▪ ▪ ▪ Stock Withdrawal & Disposal

▪ ▪ **Museum Services Provision**

- ▪ ▪ Access Management
- ▪ ▪ ▪ Activities Management
- ▪ ▪ ▪ ▪ Activity Delivery
- ▪ ▪ ▪ ▪ Activity Development

- ▪ ▪ ▪ Digital Access Management
- ▪ ▪ ▪ Exhibitions Management
- ▪ ▪ ▪ Outreach Services Provision
- ▪ ▪ Acquisition Management
- ▪ ▪ ▪ Accessioning
- ▪ ▪ ▪ Approaches Management
- ▪ ▪ ▪ Collection Acquisition
- ▪ ▪ Collection Management
- ▪ ▪ ▪ Collection Cataloguing
- ▪ ▪ ▪ Conservation
- ▪ ▪ ▪ Loans Administration
- ▪ ▪ ▪ Museum Service Accreditation
- ▪ ▪ ▪ Object Disposal
- ▪ ▪ ▪ Storage & Display Conditions Management

▪ **Economic Development & Regeneration**

▪ ▪ **Economic Development**

- ▪ ▪ Business Support
- ▪ ▪ Grant Funding Provision

- ▪ ▪ Inward Investment Promotion
- ▪ ▪ Rural Regeneration Scheme Support
- ▪ ▪ Tourism Development

▪ ▪ **Physical Regeneration**

- ▪ ▪ Aftercare Management
- ▪ ▪ Design
- ▪ ▪ Estimate Preparation
- ▪ ▪ Health & Safety File Compilation & Maintenance
- ▪ ▪ Scheme Inception
- ▪ ▪ Site Identification
- ▪ ▪ Site Investigation & Feasibility Study

▪ **Educational & Learning Services Provision**

▪ ▪ **Adult & Community Education & Learning Support**

- ▪ ▪ Advice Provision
- ▪ ▪ Grant Funding Provision
 - ▪ ▪ ▪ Grant Application Administration
 - ▪ ▪ ▪ Grant Application Appeals Processing
 - ▪ ▪ ▪ Grant Monitoring

- ▪ ▪ ▪ Grant Recovery
- ▪ ▪ Learning Opportunities Provision
- ▪ ▪ ▪ Attainment Assessment
- ▪ ▪ ▪ Awards Assessment
- ▪ ▪ ▪ Course Delivery
- ▪ ▪ ▪ Course Development
- ▪ ▪ ▪ Course Evaluation
- ▪ ▪ ▪ Delegate Booking Administration
- ▪ ▪ ▪ Programme Development
- ▪ ▪ Learning Support Events Management
- ▪ ▪ ▪ Delegate Booking Administration
- ▪ ▪ ▪ Delegate Information Pack Production
- ▪ ▪ ▪ Event Delivery
- ▪ ▪ ▪ Event Evaluation
- ▪ ▪ ▪ Programme Development
- ▪ ▪ Prisoner Training & Learning Support
- ▪ **Catering Service Provision**
- ▪ ▪ Catering Provision

- ▪ ▪ ▪ Catering Planning
- ▪ ▪ ▪ Ingredients Stock Ordering
- ▪ ▪ ▪ Ingredients & Food Stock Storage
- ▪ ▪ ▪ Meal & Refreshment Preparation
- ▪ ▪ ▪ Meal & Refreshment Transportation

Chilled Food & Product Catering

- ▪ ▪ ▪ Order Administration
- ▪ ▪ ▪ Order Amendments
- ▪ ▪ ▪ Order Authorisation
- ▪ ▪ ▪ Order Cancellation Administration

Child Education & Learning Support

Child Care Provision

- ▪ ▪ Admissions Administration
- ▪ ▪ ▪ Admissions Processing
- ▪ ▪ ▪ Needs Assessment
- ▪ ▪ ▪ Personal Information Maintenance
- ▪ ▪ Development & Welfare Monitoring
- ▪ ▪ Education Provision

- ▪ ▪ ▪ ▪ Activity Planning
- ▪ ▪ ▪ ▪ Attendance Recording
- ▪ ▪ ▪ ▪ Care Provision
- ▪ ▪ ▪ ▪ Medication Administration
- ▪ ▪ ▪ Education Progress Monitoring
- ▪ ▪ Child Welfare Services Provision
- ▪ ▪ ▪ Child Employment & Performance Regulation
- ▪ ▪ ▪ ▪ Child Employment Licensing
- ▪ ▪ ▪ ▪ Child Performance Regulation
- ▪ ▪ ▪ ▪ ▪ Open Performance Licensing Administration
- ▪ ▪ ▪ ▪ ▪ Performance Notification
- ▪ ▪ ▪ ▪ ▪ Single Performance Licensing Administration
- ▪ ▪ ▪ Escorts Provision
- ▪ ▪ ▪ Exclusion Management
- ▪ ▪ ▪ ▪ Excluded Pupil Support
- ▪ ▪ ▪ ▪ ▪ Achievement Monitoring
- ▪ ▪ ▪ ▪ ▪ Attendance Monitoring
- ▪ ▪ ▪ ▪ ▪ Group Session Planning & Review

- ▪ ▪ ▪ ▪ ▪ Individual Support Planning
- ▪ ▪ ▪ ▪ ▪ Referral Administration
- ▪ ▪ ▪ ▪ ▪ Support Provision
- ▪ ▪ ▪ ▪ Exclusion Appeals Administration
- ▪ ▪ ▪ ▪ Exclusion Prevention Support
- ▪ ▪ ▪ ▪ ▪ Achievement Monitoring
- ▪ ▪ ▪ ▪ ▪ Attendance Monitoring
- ▪ ▪ ▪ ▪ ▪ Group Session Planning & Review
- ▪ ▪ ▪ ▪ ▪ Individual Support Planning
- ▪ ▪ ▪ ▪ ▪ Referral Administration
- ▪ ▪ ▪ ▪ ▪ Support Provision
- ▪ ▪ ▪ ▪ Exclusions Monitoring
- ▪ ▪ ▪ School Attendance Management
- ▪ ▪ ▪ ▪ Attendance Enquiry Administration
- ▪ ▪ ▪ ▪ Attendance Monitoring
- ▪ ▪ ▪ ▪ Home Educated Pupil Identification Scheme Administration
- ▪ ▪ ▪ ▪ Statutory Resolution
- ▪ ▪ ▪ ▪ Voluntary Resolution

- ▪ ▪ ▪ Welfare Grants & Benefits Administration
 - ▪ ▪ ▪ ▪ Advice Provision
 - ▪ ▪ ▪ ▪ Disabled Student Allowance Administration
 - ▪ ▪ ▪ ▪ Education Maintenance Allowance Administration
 - ▪ ▪ ▪ ▪ Free School Meals Administration
 - ▪ ▪ ▪ ▪ Higher & Further Education Grant & Loan Administration
- ▪ ▪ Looked After Children Education Support
 - ▪ ▪ ▪ Mentoring Support
 - ▪ ▪ ▪ Personal Education Plan Development & Review
 - ▪ ▪ ▪ Residential Care Education Audit
 - ▪ ▪ ▪ Teaching
- ▪ ▪ Outside School Education & Support
 - ▪ ▪ ▪ Gap Year Project Application Processing
 - ▪ ▪ ▪ Home Education Supervision & Support
 - ▪ ▪ ▪ ▪ Elective Home Education Approval & Supervision
 - ▪ ▪ ▪ ▪ Library Resources Loan Administration
 - ▪ ▪ ▪ Sick Children Education
- ▪ ▪ Parent & Family Support

- ▪ ▪ ▪ Advice Provision
- ▪ ▪ ▪ Learning Support
- ▪ ▪ ▪ ▪ Course Delivery
- ▪ ▪ ▪ ▪ Course Development
- ▪ ▪ ▪ ▪ Delegate Booking Administration
- ▪ ▪ ▪ ▪ Learning Programme Development

Pupil Transport Provision

- ▪ ▪ ▪ Complaints Management
- ▪ ▪ ▪ ▪ Driver & Operator Complaints Investigation
- ▪ ▪ ▪ ▪ User Complaints Investigation
- ▪ ▪ ▪ Home-School Transport provision
- ▪ ▪ ▪ ▪ Seat Allocation
- ▪ ▪ ▪ ▪ ▪ Entitled Seat Administration
- ▪ ▪ ▪ ▪ ▪ Faith School Seat Administration
- ▪ ▪ ▪ ▪ ▪ Medical Transport Administration
- ▪ ▪ ▪ ▪ ▪ Pupil Information Maintenance
- ▪ ▪ ▪ ▪ ▪ Temporary Seat Administration
- ▪ ▪ ▪ ▪ ▪ Transport Application Case Review

- ▪ ▪ ▪ ▪ ▪ Vacant Seat Scheme Administration
- ▪ ▪ ▪ ▪ Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Fare Payment Administration
- ▪ ▪ ▪ ▪ ▪ Free Travel Entitlement Administration
- ▪ ▪ ▪ ▪ ▪ New Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Replacement Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Temporary Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Travel Eligibility Checks Administration
- ▪ ▪ ▪ Physical Education Transport Administration
- ▪ ▪ ▪ ▪ Playing Fields Transport Administration
- ▪ ▪ ▪ ▪ Swimming Education Transport Administration
- ▪ ▪ ▪ Special Education Needs Transport Provision
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ ▪ ▪ Special Needs Transport Assessment
- ▪ ▪ ▪ ▪ ▪ Wheelchair Transport Assessment
- ▪ ▪ ▪ ▪ Seat Allocation
- ▪ ▪ ▪ ▪ ▪ Application Processing
- ▪ ▪ ▪ ▪ ▪ Pupil Escort Provision

- ▪ ▪ ▪ ▪ ▪ Pupil Information Maintenance
- ▪ ▪ ▪ ▪ ▪ Transport Case Review
- ▪ ▪ ▪ ▪ ▪ Waiting List Administration
- ▪ ▪ ▪ Student Transport Provision
- ▪ ▪ ▪ ▪ Seat Allocation
- ▪ ▪ ▪ ▪ ▪ Application Processing
- ▪ ▪ ▪ ▪ ▪ Student Information Administration
- ▪ ▪ ▪ ▪ ▪ Waiting List Administration
- ▪ ▪ ▪ ▪ Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Fare Payment Administration
- ▪ ▪ ▪ ▪ ▪ New Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Replacement Travel Permit Administration
- ▪ ▪ ▪ ▪ ▪ Temporary Travel Permit Issue
- ▪ ▪ ▪ ▪ ▪ Travel Eligibility Checks Administration
- ▪ ▪ ▪ Transport Scheduling & Capacity Management
- ▪ ▪ ▪ ▪ Route Planning
- ▪ ▪ ▪ ▪ ▪ Route & Stopping Point Risk Assessment
- ▪ ▪ ▪ ▪ ▪ School Route Planning

- ▪ ▪ ▪ ▪ Seat Capacity Management
- ▪ ▪ ▪ ▪ ▪ Additional Entitled Seat Management
- ▪ ▪ ▪ ▪ ▪ Capacity Review
- ▪ ▪ ▪ ▪ Transport Scheduling
- ▪ ▪ ▪ ▪ ▪ Physical Education Transport Scheduling
- ▪ ▪ ▪ ▪ ▪ Private Hire Scheduling
- ▪ ▪ ▪ ▪ ▪ School Transport Scheduling
- ▪ ▪ Special Educational Needs Support
- ▪ ▪ ▪ Case Management
- ▪ ▪ ▪ ▪ Assessment
- ▪ ▪ ▪ ▪ ▪ Appeals Administration
- ▪ ▪ ▪ ▪ ▪ Non-statutory Needs Assessment
- ▪ ▪ ▪ ▪ ▪ Special Educational Needs Assessment
- ▪ ▪ ▪ ▪ ▪ Statementing & Review
- ▪ ▪ ▪ ▪ Case Administration
- ▪ ▪ ▪ ▪ Service & Resource Requisition
- ▪ ▪ ▪ Gifted & Talented Children Support
- ▪ ▪ ▪ Physical & Sensory Disability Support

- ▪ ▪ ▪ ▪ Hearing Impairment Support
- ▪ ▪ ▪ ▪ Physical Disabilities Support
- ▪ ▪ ▪ ▪ Visual Impairment Support
- ▪ ▪ ▪ Psychological & Behavioural Support
 - ▪ ▪ ▪ ▪ Autistic Spectrum Disorder Support
 - ▪ ▪ ▪ ▪ Behavioural Support
 - ▪ ▪ ▪ ▪ Psychological Support
- ▪ ▪ ▪ Services Provision
 - ▪ ▪ ▪ ▪ Equipment Provision
 - ▪ ▪ ▪ ▪ ▪ Equipment Loan Administration
 - ▪ ▪ ▪ ▪ ▪ Equipment Provision Administration
 - ▪ ▪ ▪ ▪ Further Education Support
 - ▪ ▪ ▪ ▪ ▪ College Attendance Support
 - ▪ ▪ ▪ ▪ ▪ University Attendance Support
 - ▪ ▪ ▪ ▪ Pre-school Home Teaching Support
 - ▪ ▪ ▪ ▪ Pupil Escort
 - ▪ ▪ ▪ ▪ Specialist Teaching
- ▪ **Early Years Provider Support**

- ▪ **Outdoor Education Activity Provision**
- ▪ ▪ Adventure Activity Provision
- ▪ ▪ ▪ Activity & Course Delivery
- ▪ ▪ ▪ Activity & Course Development
- ▪ ▪ ▪ ▪ Accreditation
- ▪ ▪ ▪ ▪ Development
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ Activity & Course Evaluation
- ▪ ▪ ▪ Activity & Course Programme Development
- ▪ ▪ ▪ Adventure Activity Provider Licence Application
- ▪ ▪ ▪ Attainment Assessment
- ▪ ▪ Booking Administration

▪ Activity Booking Administration

- - - Curriculum Support Activity Provision

- - - - Delivery

- - - - Development

- - - - Evaluation

- - - - Programme Development

- - - Site Programme Scheduling

- - **Pupil & School Data Management**

- - - Pupil & School Data Collection & Processing

- - - - Attainment Data Collection

- - - - Lost Pupil Identification

- - - - Pupil File Data Collection & Maintenance

- - - - Returns Preparation & Submission

- - - - School Census Data Processing

- - - - School To School Website Administration

- - - - School To School Website User Guidance Provision

- - - - Secondary Pupil Intake Data Transfer

- - - Education Research & Analysis

- - - - Data Analysis Request Administration

- ▪ ▪ ▪ Research
- ▪ **School Admissions & Transfers Management**
- ▪ ▪ Admissions Criteria Development
- ▪ ▪ Admissions Processing
- ▪ ▪ ▪ Appeals Processing
- ▪ ▪ ▪ Hard To Place Admissions Administration
- ▪ ▪ ▪ ▪ Admissions Negotiation
- ▪ ▪ ▪ ▪ Dispute Resolution
- ▪ ▪ ▪ Individual Transfers Administration
- ▪ ▪ ▪ Nursery Places Admissions Administration
- ▪ ▪ ▪ Primary School Admissions Administration
- ▪ ▪ ▪ Primary To Secondary Transfers Administration
- ▪ ▪ ▪ Waiting List Administration
- ▪ ▪ Application Advice & Support
- ▪ ▪ ▪ Admissions Advocacy
- ▪ ▪ ▪ Advice Provision
- ▪ ▪ ▪ Appeals Advocacy
- ▪ ▪ Prospectus Production Support

- ▪ ▪ ▪ Legal Status Scrutiny
- ▪ ▪ ▪ Prospectus Publication

▪ ▪ **School Places Planning**

▪ ▪ ▪ Capacity & Places Data Collection & Analysis

- ▪ ▪ ▪ Landlord Approval Assessment
- ▪ ▪ ▪ Live Births Data Processing
- ▪ ▪ ▪ Net Capacity Assessment
- ▪ ▪ ▪ Pupil Projection Analysis
- ▪ ▪ ▪ School Capacity Assessment
- ▪ ▪ ▪ School Capacity Data Collection
- ▪ ▪ ▪ School Capacity Reporting

▪ ▪ ▪ School Organisation Planning

- ▪ ▪ ▪ Consultation
- ▪ ▪ ▪ Development Planning Review
- ▪ ▪ ▪ District Review
- ▪ ▪ ▪ Infant Class Size Determination
- ▪ ▪ ▪ Places Negotiation
- ▪ ▪ ▪ Planning

- ▪ ▪ ▪ Public Inquiry Representation
- ▪ ▪ ▪ School Organisation Review
- ▪ ▪ ▪ School Re-organisation Implementation
- ▪ ▪ ▪ ▪ School Closure
- ▪ ▪ ▪ ▪ School Places Expansion
- ▪ ▪ ▪ ▪ School Places Reduction
- ▪ ▪ ▪ Statutory Proposal Development & Submission
- ▪ ▪ School Places Funding
- ▪ ▪ ▪ Class Size Funding Determination
- ▪ ▪ ▪ Planning Obligation Education Contribution Acquisition
- ▪ ▪ ▪ ▪ Developer Funding Expenditure Monitoring
- ▪ ▪ ▪ ▪ Developer Funding Negotiation
- ▪ ▪ ▪ ▪ Housing Development Impact Assessment
- ▪ **Schools Support**
- ▪ ▪ Curriculum Development Support
- ▪ ▪ ▪ Curriculum Development Advice Provision
- ▪ ▪ ▪ English As An Additional Language Support
- ▪ ▪ ▪ Pupil Attainment Setting

- ▪ ▪ ▪ Schemes Of Work Planning
- ▪ ▪ ▪ Sports Service Provision
 - Facility & Procedures Risk Assessment
 - Sports Award Schemes Administration
 - Sports Facility Booking Administration
 - Swimming Qualification Renewal Administration
 - Swimming Teacher Provision
 - Swimming Timetable Administration
- ▪ ▪ ▪ Study Support
- ▪ ▪ ▪ Teaching Resources Loan Administration
- ▪ ▪ ▪ Translation & Interpretation Services Provision
- ▪ ▪ Examination Procedures Support
 - Appeals Administration
 - Early Script Opening & Additional Time Application
 - Examination Moderation
 - Key Stage 2 & 3 Assessment
 - Procedures Monitoring & Inspection
- ▪ ▪ Funding Acquisition Support

- ▪ ▪ ▪ Funding Advice Provision
- ▪ ▪ ▪ Funding Bid Development Support
- ▪ ▪ ▪ Funding Opportunity Information Dissemination
- ▪ ▪ ▪ Funding Opportunity Research
- ▪ ▪ Priority School Support
- ▪ ▪ Project Management Support
- ▪ ▪ Pupil Management
 - ▪ ▪ ▪ Attendance Improvement Support
 - ▪ ▪ ▪ Behaviour Management Support
- ▪ ▪ School Governance & Leadership Support
 - ▪ ▪ ▪ Governance Advice Provision
 - ▪ ▪ ▪ Governing Body Administration
 - ▪ ▪ ▪ Governing Body Meeting Administration
 - ▪ ▪ ▪ Headteacher Appointment Support
 - ▪ ▪ ▪ Leadership Advice Provision
- ▪ ▪ School Networking Facilitation
- ▪ ▪ School Premises Management Support
- ▪ ▪ School Staffing Support

- ▪ ▪ ▪ Foreign Language Assistant Provision
- ▪ ▪ ▪ Graduate Teacher Support
- ▪ ▪ ▪ Higher Level Teaching Assistant Scheme Administration
- ▪ ▪ ▪ Newly Qualified Teacher Induction
 - ▪ ▪ ▪ ▪ Assessment
 - ▪ ▪ ▪ ▪ Assessment Appeals Administration
 - ▪ ▪ ▪ ▪ Induction
 - ▪ ▪ ▪ ▪ Monitoring
 - ▪ ▪ ▪ ▪ Registration
 - ▪ ▪ ▪ ▪ Support Provision
- ▪ ▪ ▪ Professional Development Support
 - ▪ ▪ ▪ ▪ International Links Facilitation
 - ▪ ▪ ▪ ▪ International Study Visit Support
- ▪ ▪ ▪ Teacher Support
- ▪ ▪ ▪ Teaching Assistant Support
- ▪ ▪ ▪ Training Needs Advice Provision
- ▪ ▪ School Target Setting Support
- ▪ ▪ School Visits Support

- ▪ ▪ ▪ Additional Risk Activity Approval
- ▪ ▪ School Library Support
- ▪ ▪ ▪ Advice Provision
- ▪ ▪ ▪ Contact Recording
- ▪ ▪ ▪ Resources Provision
- ▪ ▪ ▪ School Mobile Library Service Booking Administration
- ▪ ▪ ▪ Schools Library Maintenance
- ▪ ▪ ▪ Training Provision
- ▪ ▪ School Performance Monitoring & Inspection
- ▪ ▪ ▪ Pre-inspection Advice Provision
- ▪ ▪ ▪ Pre-inspection Monitoring
- ▪ ▪ ▪ Standards Monitoring & Inspection
- ▪ ▪ School Staff Performance Appraisal
- ▪ ▪ ▪ Headteacher Performance Appraisal
- ▪ ▪ ▪ Teacher Performance Appraisal
- ▪ ▪ Teaching Support
- ▪ **Youth Services Provision**
- ▪ ▪ Activities & Schemes Provision

- ▪ ▪ ▪ Achievement Awards Administration
- ▪ ▪ ▪ Achievement Monitoring & Assessment
- ▪ ▪ ▪ ▪ Moderation
- ▪ ▪ ▪ ▪ Monitoring & Assessment
- ▪ ▪ ▪ ▪ Results Appeals Provision
- ▪ ▪ ▪ Activity & Scheme Delivery
- ▪ ▪ ▪ Activity & Scheme Development
- ▪ ▪ ▪ ▪ Accredited Award Scheme Identification & Assessment
- ▪ ▪ ▪ ▪ Activities Planning Consultation
- ▪ ▪ ▪ ▪ Activity & Scheme Accreditation
- ▪ ▪ ▪ ▪ Activity & Scheme Programme Development
- ▪ ▪ ▪ ▪ Additional Risk Assessment
- ▪ ▪ ▪ ▪ Development
- ▪ ▪ ▪ ▪ High Risk Activity Risk Assessment
- ▪ ▪ ▪ ▪ Risk Assessment
- ▪ ▪ ▪ Activity & Scheme Evaluation
- ▪ ▪ ▪ Adventure Activity Licence Application
- ▪ ▪ ▪ Application Administration

- ▪ ▪ ▪ ▪ ▪ Participant & Member Information Administration
- ▪ ▪ ▪ ▪ ▪ Image Consent Administration
- ▪ ▪ ▪ ▪ ▪ Medical Information Administration
- ▪ ▪ ▪ ▪ ▪ Visits Consent Administration
- ▪ ▪ ▪ Candidate Registration Administration
- ▪ ▪ Advice & Support Provision
- ▪ ▪ ▪ Child Welfare Monitoring & Support
- ▪ ▪ ▪ Contraceptive Advice & Provision
- ▪ ▪ ▪ Peer Support & Mentoring
- ▪ ▪ Educational Visits Management
- ▪ ▪ ▪ Participant Booking Administration
- ▪ ▪ ▪ ▪ Image Consent Administration
- ▪ ▪ ▪ ▪ Medical Information Administration
- ▪ ▪ ▪ ▪ Visits Consents Administration
- ▪ ▪ ▪ Resources Booking Administration
- ▪ ▪ ▪ Visit Delivery
- ▪ ▪ ▪ Visit Evaluation
- ▪ ▪ ▪ Visit Planning

- ▪ ▪ ▪ ▪ Additional Risk Activity Approval
- ▪ ▪ ▪ ▪ Planning
- ▪ ▪ ▪ ▪ Risk Assessment

Outreach Services Provision

- ▪ ▪ ▪ ▪ Outreach Work Monitoring & Evaluation
- ▪ ▪ ▪ ▪ Outreach Work Planning

Youth Club Provision

- ▪ ▪ ▪ ▪ Attendance Registration
- ▪ ▪ ▪ ▪ Membership Administration
- ▪ ▪ ▪ ▪ Session Delivery
- ▪ ▪ ▪ ▪ Session Evaluation
- ▪ ▪ ▪ ▪ Session Planning
- ▪ ▪ ▪ ▪ Subscriptions Administration

Youth Forums Facilitation

Enquiries Management

Environmental Information Enquiry Management

- ▪ ▪ Enquiry Processing

Information Provision

- - - Information Enquiry Processing
 - Publication Scheme Maintenance
 - **Subject Access Request Management**
 - - Enquiry Processing

- **Environmental Protection & Improvement**

- - **Advice Provision**
 - **Emissions Monitoring**
 - **Enforcement**
 - - Complaint Investigation
 - Formal Notification
 - Prosecution
 - **Environmental Education**
 - - Activity & Course Delivery
 - Activity & Course Development
 - Delegate Booking Administration
 - Programme Development
 - **Environmental Improvement & Protection Scheme Management**
 - **Grant Funding Support**

- - - Advice Provision
- - - Bid Development
- - - Funding Opportunity Information Dissemination
- - - Funding Opportunity Research
- - - Funding Provision

▪

- **Historic Environment Protection & Improvement**

- - - Historic Environment Management Planning
 - Monitoring & Review
 - Planning
- - - Historic Environment Records Maintenance
- - - Surveying Monitoring & Analysis

▪

- **Natural Environment Protection & Improvement**

- - - Advice Provision
- - - Geological Protection & Management
- - - Local Nature Reserve Declaration
- - - Natural Environment Management Planning
 - Ecological Strategic Planning
 - Environmental Strategic Planning

- ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ Site Management Planning
- ▪ ▪ Natural Environment Records Maintenance
- ▪ ▪ Species & Habitat Management
 - ▪ ▪ ▪ Habitat Creation & Enhancement
 - ▪ ▪ ▪ Species & Habitat Translocation
 - ▪ ▪ ▪ Species Enhancement
- ▪ ▪ Surveying Monitoring & Analysis
- ▪ **Waste Management**
 - ▪ ▪ Municipal Waste Management
 - ▪ ▪ Site & Facility Design & Construction
 - ▪ ▪ Waste Disposal Facilities Management
 - ▪ ▪ ▪ Asset Management
 - ▪ ▪ ▪ Household Recycling Centre Management
 - ▪ ▪ ▪ Landfill Site Management
 - ▪ ▪ ▪ ▪ Active Site Management
 - ▪ ▪ ▪ ▪ Closed Site Management
 - ▪ ▪ ▪ Recycling & Disposal Facilities Management

- ▪ ▪ ▪ Recycling & Disposal Payments & Claims Administration
- ▪ ▪ ▪ ▪ Recycling Credit Scheme Administration
- ▪ ▪ ▪ ▪ Waste Disposal Payments Administration
- ▪ ▪ Waste Minimisation & Recycling Promotion

▪ **Planning & Development Control**

▪ ▪ **Enforcement**

- ▪ ▪ Enforcement Register Maintenance
- ▪ ▪ Mineral & Waste Site Monitoring & Enforcement
 - ▪ ▪ ▪ Complaint Investigation
 - ▪ ▪ ▪ Enforcement
 - ▪ ▪ ▪ ▪ Appeal Processing
 - ▪ ▪ ▪ ▪ Formal Notification
 - ▪ ▪ ▪ ▪ Prosecution
 - ▪ ▪ ▪ Site Monitoring & Inspection
 - ▪ ▪ ▪ ▪ Active Site Monitoring
 - ▪ ▪ ▪ ▪ Closed Site Inspection

▪ ▪ **Land Registration**

- ▪ ▪ Common Land Registration

- ▪ ▪ Contaminated Land Registration
- ▪ ▪ Gated Highways Registration
- ▪ ▪ Mines Registration
- ▪ ▪ Reservoirs & Dams Registration
- ▪ ▪ Rights Of Common Registration
- ▪ ▪ Town Green Registration
- ▪ ▪ Village Green Registration
- ▪ **Permitted Development Consultation**
- ▪ **Planning Application Processing**
- ▪ ▪ Application Assessment
- ▪ ▪ Application Validation & Registration
- ▪ ▪ Environmental Assessment
- ▪ ▪ Planning Appeal Administration
- ▪ ▪ Planning Consultation
- ▪ ▪ ▪ Application Notification Administration
- ▪ ▪ ▪ Consultation Administration
- ▪ ▪ Planning Decision Making
- ▪ **Post-planning Application Advice Provision**

- ▪ **Pre-planning Application Advice Provision**
- ▪ **Property Enquiries Administration**
- ▪ ▪ Commons Registration Searches Administration
- ▪ ▪ Local Land Searches Administration
- ▪ ▪ Mineral & Waste Site Searches Administration
- ▪ ▪ Petroleum Storage Site Searches Administration
- ▪ ▪ Rights Of Way Searches Administration
- ▪ **Strategic Consultation Processing**
- ▪ ▪ Highway Development Consultation
- ▪ ▪ Planning Control Consultation Processing
- ▪ **Strategic Development Planning**
- ▪ ▪ Land Use Planning
- ▪ ▪ ▪ Mineral Planning
- ▪ ▪ ▪ ▪ Adoption Processing
- ▪ ▪ ▪ ▪ Consultation
- ▪ ▪ ▪ ▪ Document Preparation
- ▪ ▪ ▪ ▪ Examination Processing
- ▪ ▪ ▪ ▪ Monitoring & Review

- ▪ ▪ ▪ ▪ Representations Assessment & Evaluation
- ▪ ▪ ▪ Waste Planning
- ▪ ▪ ▪ ▪ Adoption Processing
- ▪ ▪ ▪ ▪ Consultation
- ▪ ▪ ▪ ▪ Document Preparation
- ▪ ▪ ▪ ▪ Examination Processing
- ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ ▪ Representations Assessment & Evaluation

▪ ▪ ▪ Regional Planning

▪ ▪ ▪ Transport Planning

- ▪ ▪ ▪ Area Transport Strategy Development
- ▪ ▪ ▪ Local Transport Planning
- ▪ ▪ ▪ Passenger Transport Planning
- ▪ ▪ ▪ Transport Assessment

▪ **Transport & Infrastructure Management**

▪ ▪ **Highway Improvement & Structural Maintenance**

- ▪ ▪ Highway Design & Construction
- ▪ ▪ ▪ Client Requirement Verification & Monitoring

- ▪ ▪ ▪ ▪ Client & Stakeholder Liaison
- ▪ ▪ ▪ ▪ Contract Review
- ▪ ▪ ▪ ▪ Project Estimate Preparation
- ▪ ▪ ▪ ▪ Project Review
- ▪ ▪ ▪ Design
- ▪ ▪ ▪ ▪ Design Co-ordination
- ▪ ▪ ▪ ▪ Design Office Feedback
- ▪ ▪ ▪ ▪ Drainage System Design
- ▪ ▪ ▪ ▪ Landscape Design
- ▪ ▪ ▪ ▪ Lighting Scheme Design
- ▪ ▪ ▪ ▪ Preliminary Design
- ▪ ▪ ▪ ▪ Road Design
- ▪ ▪ ▪ ▪ Signal Systems Design
- ▪ ▪ ▪ ▪ Structures Design
- ▪ ▪ ▪ Design & Construction Supervision
- ▪ ▪ ▪ ▪ Construction Phase Supervision
- ▪ ▪ ▪ ▪ Design Phase Supervision
- ▪ ▪ ▪ ▪ Health & Safety File Compilation & Maintenance

- ▪ ▪ ▪ ▪ Planning Supervisor Appointment
- ▪ ▪ ▪ ▪ Site Supervision
- ▪ ▪ ▪ ▪ Work Procedures Development
- ▪ ▪ ▪ Feasibility Study
- ▪ ▪ ▪ Project Land Records Administration
- ▪ ▪ ▪ Quality Management
- ▪ ▪ ▪ Scheme Consultation
- ▪ ▪ ▪ Scheme Surveying & Testing
- ▪ ▪ ▪ ▪ Construction Materials Specification Testing
- ▪ ▪ ▪ ▪ Environmental Impact Assessment
- ▪ ▪ ▪ ▪ Geotechnical Surveying
- ▪ ▪ ▪ ▪ Land Surveying
- ▪ ▪ ▪ ▪ Lighting Scheme Testing
- ▪ ▪ ▪ ▪ Noise Surveying
- ▪ ▪ ▪ ▪ Road Safety Audit
- ▪ ▪ ▪ ▪ ▪ As Build Audit
- ▪ ▪ ▪ ▪ ▪ Conceptual Stage Audit
- ▪ ▪ ▪ ▪ ▪ Design Stage Audit

- ▪ ▪ ▪ ▪ Sample Testing
- ▪ ▪ ▪ ▪ Signal Testing & Commissioning
- ▪ ▪ Highway Works Programme Management
- ▪ ▪ ▪ Highway Improvement Schemes Co-ordination
- ▪ ▪ ▪ Programme Delivery
- ▪ ▪ ▪ Programme Development & Review
- ▪ ▪ Materials Testing & Development
- ▪ ▪ ▪ Construction Materials Specification Testing
- ▪ ▪ ▪ Highway Materials & Processes Development
- ▪ ▪ ▪ Highway Materials Assessment
- ▪ ▪ ▪ Infrastructure Materials Testing
- ▪ ▪ ▪ Sample Testing
- ▪ ▪ ▪ Signal Technical Development
- ▪ **Highway Management & Maintenance**
- ▪ ▪ Highway Adoption & Dedication
- ▪ ▪ ▪ Developer Agreement Administration
- ▪ ▪ ▪ Development Site Supervision
- ▪ ▪ ▪ Highway Dedication

- ▪ ▪ ▪ Road Adoption
- ▪ ▪ Highway Asset Management
- ▪ ▪ ▪ Asset Management
- ▪ ▪ ▪ Highway Safety & Condition Inspection
- ▪ ▪ ▪ ▪ Highway Condition Testing
- ▪ ▪ ▪ ▪ Highway Markings Condition Testing
- ▪ ▪ ▪ ▪ Highway Safety Inspection
- ▪ ▪ ▪ ▪ Signals Inspection
- ▪ ▪ ▪ ▪ Street Lighting Inspection & Testing
- ▪ ▪ ▪ ▪ Structures Condition Inspection
- ▪ ▪ ▪ ▪ Tree Inspection
- ▪ ▪ ▪ Publicly Maintainable Highway List Maintenance
- ▪ ▪ Highway Maintenance
- ▪ ▪ ▪ Maintenance Agreements Administration
- ▪ ▪ ▪ ▪ Grass Cutting Agreement Administration
- ▪ ▪ ▪ ▪ Minor Maintenance Agreement Administration
- ▪ ▪ ▪ ▪ Reciprocal Maintenance Agreement Administration
- ▪ ▪ ▪ Planned Maintenance

- ▪ ▪ ▪ ▪ Drainage Maintenance
- ▪ ▪ ▪ ▪ Grass Cutting
- ▪ ▪ ▪ ▪ Minor Highway Improvement
- ▪ ▪ ▪ ▪ Preventative Maintenance
- ▪ ▪ ▪ ▪ Signals Maintenance
- ▪ ▪ ▪ ▪ Weed Control
- ▪ ▪ ▪ ▪ Winter Maintenance
- ▪ ▪ ▪ Reactive Maintenance
- ▪ ▪ ▪ ▪ Emergency Incident Response
- ▪ ▪ ▪ ▪ Fault Monitoring & Reporting Administration
- ▪ ▪ ▪ ▪ Highway Repair
- ▪ ▪ ▪ ▪ Lighting Repair
- ▪ ▪ ▪ ▪ Minor Maintenance
- ▪ ▪ ▪ ▪ Signal Repair
- ▪ ▪ ▪ ▪ Structures Repair

- ▪ **Network Management Planning**

- ▪ **Passenger Transport Provision**

- ▪ ▪ Community Transport Planning

- ▪ ▪ Infrastructure Development
- ▪ ▪ Passenger Transport Vehicle Inspection
- ▪ ▪ Service Monitoring

▪ ▪ **Rights Of Way Network Management**

- ▪ ▪ Access Land Regulation
- ▪ ▪ Advice Provision
- ▪ ▪ Complaint Resolution
- ▪ ▪ Enforcement
 - ▪ ▪ ▪ Advice Notification
 - ▪ ▪ ▪ Cost Recovery
 - ▪ ▪ ▪ Prosecution
- ▪ ▪ Grant Funding Support
 - ▪ ▪ ▪ Advice Provision
 - ▪ ▪ ▪ Bid Development Support
 - ▪ ▪ ▪ Funding Opportunity Information Dissemination
 - ▪ ▪ ▪ Funding Opportunity Research
 - ▪ ▪ ▪ Funding Provision
- ▪ ▪ Network Improvement Planning

- ▪ ▪ Permissive Paths Management
- ▪ ▪ Rights Of Way Establishment & Modification
 - ▪ ▪ ▪ Creation Agreement Administration
 - ▪ ▪ ▪ Definitive Map & Statement Preparation & Maintenance
 - ▪ ▪ ▪ ▪ Correction Application Administration
 - ▪ ▪ ▪ ▪ Definitive Map & Statement Maintenance
 - ▪ ▪ ▪ ▪ Modification Order Administration
 - ▪ ▪ ▪ Diversion & Extinguishment Order Administration
 - ▪ ▪ ▪ Land Owner Declaration Management
 - ▪ ▪ ▪ Public Inquiry Representation
 - ▪ ▪ ▪ Public Paths Order Consultation
 - ▪ ▪ ▪ Structures Licensing
 - ▪ ▪ ▪ Temporary Closure Order Administration
- ▪ ▪ Rights Of Way Maintenance
 - ▪ ▪ ▪ Land Owner Rights Of Way Maintenance Support
 - ▪ ▪ ▪ Planned Maintenance & Improvement
 - ▪ ▪ ▪ Reactive Maintenance & Reinstatement
 - ▪ ▪ ▪ Rights Of Way Inspection

- - - - Signpost & Waymark Installation & Maintenance

- - **Road Safety Promotion**

- - - Road Casualty Investigation

- - - - Road Casualty Investigation & Analysis

- - - - Road Traffic Accident Recording

- - - Road Safety & Rectification Training

- - - - Driver & Rider Rectification Training

- - - - - Driver Improvement Training

- - - - - Motorcycle Rider Rectification Training

- - - - - Speed Awareness Training

- - - - Driver & Rider Training

- - - - - Care Provider Training

- - - - - Cyclist Training

- - - - - Fleet Driver Training

- - - - - Minibus Driver Training

- - - - - Motorcycle Rider Training

- - - - - Newly Qualified Driver Improvement Training

- - - - - Pre-driver Training

- ▪ ▪ ▪ Pedestrian Training
- ▪ ▪ Road Safety Awareness Campaign Management
- ▪ ▪ ▪ Campaign Co-ordination
- ▪ ▪ ▪ Campaign Development
- ▪ ▪ Road Safety Education Provision
- ▪ ▪ ▪ Education Resource Production
- ▪ ▪ ▪ Programme Delivery
- ▪ ▪ ▪ Programme Development
- ▪ ▪ Road Safety Improvement Scheme Management
- ▪ ▪ ▪ Scheme Delivery
- ▪ ▪ ▪ Scheme Development
- ▪ ▪ ▪ Scheme Monitoring & Review
- ▪ ▪ Speed Enforcement
- ▪ ▪ ▪ Camera Site Safety Inspection
- ▪ ▪ ▪ Scheme Development
- ▪ ▪ ▪ Site Monitoring
- ▪ ▪ ▪ Site Operation
- ▪ ▪ ▪ ▪ Mobile Site Risk Assessment

- ▪ ▪ ▪ Site Identification
- ▪ **Sustainable Travel Promotion**
- ▪ ▪ Advice & Information Provision
- ▪ ▪ Sustainable Travel Awareness Campaign Management
- ▪ ▪ Sustainable Travel Initiative Development
- ▪ ▪ ▪ Scheme Administration
- ▪ ▪ ▪ Scheme Development
- ▪ ▪ ▪ Scheme Monitoring & Review
- ▪ ▪ Travel Plan Management
- ▪ ▪ ▪ Business Travel Plan Management
- ▪ ▪ ▪ ▪ Business Travel Plan Development
- ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ School Travel Management
- ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ ▪ School Travel Plan Development
- ▪ ▪ ▪ ▪ Walking Bus Scheme Administration
- ▪ **Traffic Management**
- ▪ ▪ Highway Works Regulation & Co-ordination

- ▪ ▪ ▪ Highway Works Co-ordination
- ▪ ▪ ▪ ▪ Monitoring & Review
- ▪ ▪ ▪ ▪ Strategic Co-ordination
- ▪ ▪ ▪ Highway Works Licensing & Permissions Administration
- ▪ ▪ ▪ ▪ Abnormal Load Movement Licensing
- ▪ ▪ ▪ ▪ Access Crossings Licensing
- ▪ ▪ ▪ ▪ Beam & Rail Replacement Regulation
- ▪ ▪ ▪ ▪ Cellar & Openings Construction Regulation
- ▪ ▪ ▪ ▪ Event Licensing
- ▪ ▪ ▪ ▪ Highway Amenities & Facilities Licensing
- ▪ ▪ ▪ ▪ Highway Planting & Tree Retention & Maintenance
- ▪ ▪ ▪ ▪ Hoarding & Fencing Obligation Dispensation
- ▪ ▪ ▪ ▪ Minor Local Improvement Permissions Administration
- ▪ ▪ ▪ ▪ Road Opening Notification Administration
- ▪ ▪ ▪ ▪ Scaffold Erection Licensing
- ▪ ▪ ▪ ▪ Skip Permit Administration
- ▪ ▪ ▪ ▪ Stile Erection Authorisation
- ▪ ▪ ▪ ▪ Street Works Licensing

- ▪ ▪ ▪ ▪ Street Works Notification Administration
- ▪ ▪ ▪ ▪ Street Works Operator Licensing
- ▪ ▪ ▪ ▪ Temporary Closure Licensing
- ▪ ▪ ▪ ▪ Temporary Deposit & Street Excavation Consent Administration
- ▪ ▪ ▪ ▪ Temporary Traffic Signal Licensing
- ▪ ▪ ▪ Highway Works Regulations Enforcement
- ▪ ▪ ▪ ▪ Complaint Investigation
- ▪ ▪ ▪ ▪ Formal Notification
- ▪ ▪ ▪ ▪ Prosecution
- ▪ ▪ ▪ Site Supervision
- ▪ ▪ Traffic Control
- ▪ ▪ ▪ Congestion Management
- ▪ ▪ ▪ Event Management
- ▪ ▪ ▪ Incident Management
- ▪ ▪ ▪ Network Usage Monitoring
- ▪ ▪ ▪ Parking Control
- ▪ ▪ ▪ ▪ On-street Parking Management
- ▪ ▪ ▪ ▪ Parking Enforcement

- ▪ ▪ ▪ ▪ Residents Parking Zone Management
- ▪ ▪ ▪ Traffic Regulation Enforcement
- ▪ ▪ ▪ Traffic Regulation Order Administration
- ▪ **Transport & Travel Information Provision**
- ▪ ▪ Transport Information Provision
- ▪ ▪ Travel Information Provision