

Appendix 2 – Summary of Business Impact Analysis

DIRECTORATE OF CORPORATE SERVICES

SERVICE AREA: CORPORATE FINANCE	
Department	Function
Corporate Finance	Treasury Management OLAS/Purchase Ledger Council Tax & NNDR Housing & Council Tax Benefits Income Social Services – Financial Assessment Social Services – Income Assessment
SERVICE AREA: PERFORMANCE AND PROPERTY	
Department	Function
Corporate Property	Facilities Management – FM support to Social Services Care Homes Facilities Management – FM Corporate Offices
SERVICE AREA: HOUSING SERVICES	
Department	Function
Private Sector Housing	Statutory enforcement of minimum housing standards Homelessness Adaptations for disabled persons Building contracts in relation to grant aided works Allocation of council housing Housing grants (other than adaptations)
Housing Repair Operations	Providing repairs and maintenance service to all council properties
Public Sector Housing	Housing management Rent collection & arrears recovery Tenancy enforcement Older persons housing Tenant and community involvement

DIRECTORATE OF CORPORATE SERVICES /Cont'd...

SERVICE AREA: ICT	
Department	Function
Communications Unit	Media Management Internal Communications External Communications
Customer Services	Highways Customer Contact Environmental Health Customer Contact Waste Management Customer Contact Blaenau Gwent Pest Control Customer Contact Payment Processing Blue Badge Applications Housing Benefit Applications Licensing Customer Contact Switchboard Other Call Handling
IT Business	Mailrooms – incoming and outgoing mail Information Unit – EIR, SAR and FOI requests IT Admin – contract payments
IT Development	Systems provision, e.g. social services, environmental health, customers services (CRM), etc. Websites (Corporate and "microsites", e.g. community councils, Leisure Lifestyle, etc). Payments (Both incoming collection and outgoing disbursement). Hosting services / service provision to other local authorities, e.g. Newport and Blaenau Gwent payroll and HR functions and BGCBC Pest Control. Collaboration with other public sector organisations, e.g. ABHB (Frailty and CRT), Swift Consortium partners (Interconnect and general SEWC matters), BGCBC and Torfaen (Vulnerability Intelligence), etc. Business process re-engineering / project management of major initiatives (not limited to ICT only). Account / supplier relationship management.
IT Operations	Website

DIRECTORATE OF CORPORATE SERVICES /Cont'd...

SERVICE AREA: LEGAL AND DEMOCRATIC SERVICES	
Department	Function
Legal and Governance	Publication and distribution of council and committee agendas, reports and minutes. The council has a statutory requirement to publish committee agendas. The non publication of these documents would prevent meetings of full Council and committees.
Legal Services	Provision of sufficient resources to enable emergency applications to safeguard the well being of vulnerable children and adults. Miscellaneous corporate advice to assist other functions of the Authority affected by the disruption.

DIRECTORATE OF EDUCATION AND LIFELONG LEARNING

SERVICE AREA: LEARNING, EDUCATION AND INCLUSION	
Department	Function
All Functions	Educational Psychology Service Behaviour Support Service School Based Counselling Education Welfare Service Looked After Children Safeguarding Specialist Team Leader Additional Support Statutory Assessments Advisory Teachers ISCAN Music Services EOTAS Links to EAS Service for the Visually Impaired Intervention in Schools Administration Services Data Services Families First Grant Administration Single Integrated Plan – Delivery of Key Priorities Planning and Commissioning for Families First Early Years and Childcare Flying Start Childcare Family Information Service Flying Start Health

DIRECTORATE OF EDUCATION AND LIFELONG LEARNING

SERVICE AREA: LIFELONG LEARNING	
Department	Function
Community Education	<p>Adult Community Learning – Deliver programmes of learning</p> <p>Adult Community Learning – Provide venues and clubs and societies</p> <p>Adult Community Learning – Provide individual employability support</p> <p>Connecting Communities – Deliver programmes of learning</p> <p>Connecting Communities – Provide venues for clubs</p> <p>EOTAS – Deliver programmes of learning</p> <p>EOTAS – Provide venues for clubs</p> <p>Youth Service – Deliver programmes of learning</p> <p>Youth Service – Provide venues for clubs and projects</p>
Public Library Service	<p>Access to book and other materials for loan or use in the library for educational or recreational benefit.</p> <p>Free access to Information in paper or electronic means that assists a resident with any life, work, or learning need.</p> <p>Access to Council information about services, facilities, performance, and any other related matter.</p> <p>Access to free Public Internet facilities.</p> <p>Access to a UK wide book and other material request service.</p> <p>Access to printing, photocopying and fax facilities.</p> <p>Access to courses and events that support job seeking, literacy, numeracy or wider cultural benefits.</p> <p>Access to a community venue where local residents can meet in a social setting or for a predetermined event/activity.</p>
Community Centres	<p>Host venue for local service delivery by playgroups, adult education classes, sporting clubs, luncheon clubs, social and private events where contractual issues could arise from any unforeseen closure.</p>

SERVICE AREA: PLANNING AND STRATEGY	
Department	Function
Financial & Strategic Services Division	Schools Finance/Education Finance - Regulatory

DIRECTORATE OF THE ENVIRONMENT

SERVICE AREA: COMMUNITY AND LEISURE SERVICES

Department	Function
Sports and Leisure Services	Health referral scheme Opening and operating Leisure Centres Providing contract and SLA to partners and schools Financial processes
Building Cleaning	Education Sheltered Housing Public toilets/Bus shelters Offices both corporate and other Leisure Centres
Fleet Management & Vehicle Maintenance	Fleet Management (Note: There is only one function continuation sheet which is titled different from the BIA form, not sure if all functions listed are covered by this continuation sheet?) Vehicle Maintenance (Note: There is only one function continuation sheet which is untitled, not sure if all functions listed are covered by this continuation sheet?)
Parks and Bereavement Services	Bereavement Services Parks Operations Playgrounds Outdoor Facilities Emergency Response
Waste Strategy & Operations	Waste collections HWRC's, Waste Transfer and Waste Treatment/Disposal Cleansing Other cleansing including Public Conveniences, Probation Service, etc.

DIRECTORATE OF THE ENVIRONMENT /Cont'd...

SERVICE AREA: ENGINEERING SERVICES	
Department	Function
Engineering Projects Group	Management of the Monmouthshire and Brecon Canal – Crumlin Arm Dangerous structures in an out of hours response
Highways Operations Group	Asset Management – Managing all of the highway network and land Capital Works - Safety fence maintenance and renewal Capital Works – Carriage maintenance and renewal Capital Works – Footway maintenance and renewal Capital Works – Lining maintenance and renewal Highways Maintenance – Highway Maintenance Highways Maintenance – Winter Maintenance Highways Maintenance – Land Drainage Highways Maintenance – Highway Drainage Highways Maintenance – Emergency Stand By Highways Maintenance – Tip Monitoring NRSWA – All Functions Streetlighting – All Functions
Transportation Engineering Management Group	Integrated Transport Unit - Provision of passenger transport services Integrated Transport Unit - Back office support for small bus operators Integrated Transport Unit - Operation of minibuses Integrated Transport Unit - Maintenance of infrastructure

DIRECTORATE OF THE ENVIRONMENT /Cont'd...

SERVICE AREA: PUBLIC PROTECTION	
Department	Function
Community Safety Unit	CCTV Control Room – CCTV Public open space surveillance system CCTV Control Room – Control room emergency out of hours calls CCTV Control Room – Alarm activated security CTV at council owned premises Community Safety Warden – Patrolling Community Safety Warden – Response to complaints Community Safety Warden – Joint operations with Gwent Police Community Safety Warden – Safety and security at large scale events Partnership Team – Domestic abuse services grant funded activity Partnership Team – Youth crime prevention grant funded activity Partnership Team – Office of the Police and Crime Commissioner grant funded activity Partnership Team – Substance misuse grant funded activity (transition period)
Registration Services	Registrars – Birth/Death registration Registrars - Marriage/Civil partnership notices and issue of marriage authorities Registrars – Marriage/Civil partnership ceremonies and registration
Trading Standards	Community Protection/Commercial Premises – Under age sales enforcement Community Protection/Commercial Premises – Business advice Community Protection/Commercial Premises – Consumer advice Community Protection/Commercial Premises – Licensing enforcement Community Protection/Commercial Premises – Criminal enforcement Community Protection/Commercial Premises – Consumer education Community Protection/Commercial Premises – Petroleum licensing
Environmental Health	Emergency Planning – Emergency plans Emergency Planning – Risk assessments Emergency Planning – Warning and informing Emergency Planning – Information sharing Emergency Planning – Co-operation Emergency Planning – Business continuity advice Emergency Planning – Operational response (office hours) Food and Health and Safety – Investigation and control of a communicable disease outbreak Food and Health and Safety – Investigation of a fatality Pollution Control + Out of Hours Service – Serious pollution incident Pollution Control + Out of Hours Service – Operational response (out of hours) General Environmental Health – Serious drainage incident causing discharge of raw sewage

DIRECTORATE OF THE ENVIRONMENT /Cont'd...

SERVICE AREA: PUBLIC PROTECTION /cont'd...

Department	Function
Catering	Meals Direct Sheltered Housing School Meals Corporate Catering

SERVICE AREA: REGENERATION AND PLANNING

Department	Function
Operations Group	Blackwood Miners – Delivery of live events Blackwood Miners – Provision of venue Blackwood Miners – Delivery of arts projects Blackwood Miners – Providing a link to the arts Blackwood Miners – Providing support to artists Blackwood Miners – Contributing to local & national economy Llancaiach Fawr – Open to public as a heritage attraction Llancaiach Fawr – Open to schools for educational visits Llancaiach Fawr – Family functions such as weddings and funerals Llancaiach Fawr – Conference facility for commercial clients Llancaiach Fawr – Major public events Llancaiach Fawr – Sunday lunch business Llancaiach Fawr – Catering facility for daily visitors Llancaiach Fawr – Shop revenue Cwmcarn Forest Drive – F1 Cwmcarn Forest Drive – Effect on public Cwmcarn Forest Drive – Serious effect on revenue and/or property Cwmcarn Forest Drive – Adverse effect on the reputation of the council Visit Caerphilly – Provision of information to visitors and local residents Visit Caerphilly – Loss of income Visit Caerphilly – Adverse effect of the reputation of the Council Winding House – Museum exhibitions – visitor attraction Winding House – School workshops Winding House – Management of museum collection Winding House – Coffee shop and gift shop

DIRECTORATE OF THE ENVIRONMENT /Cont'd...**SERVICE AREA: REGENERATION AND PLANNING /cont'd...**

Department	Function
Countryside and Landscape Services	Country Parks – Provision of public green space Country Parks – Maintenance of structures and landowner liability Country Parks – Welfare of domestic livestock Country Parks – Reservoirs Country Parks – Buildings Country Parks – Vehicles Sustainable Development & Living Environment – BIA Form (No Functions)
Strategic Planning and Urban Renewal	Strategic & Development Plans – Conservation service Strategic & Development Plans – Policy advice in respect of planning applications Strategic & Development Plans – Preparation, implementation and monitoring of up to date planning policy framework
Economic Development	Strategy & Funding – Support for EU funded projects Strategy & Funding – Support for RDP programme Strategy & Funding – Strategic support Community Regeneration – Delivery of communities first programme
Development Management & Building Control	Development Management Building Control

DIRECTORATE OF SOCIAL SERVICES

SERVICE AREA: ADULT SERVICES/CHILDRENS SERVICES/BUSINESS SUPPORT

Department	Function
Adult Services/Children's Services/Business Support	Emergency Duty Team (on behalf of Gwent Local Authorities) Front Door i.e. ASDIT/Contact Referral Teams Provider Services Assessment and Care Management Business Support All Other Staff