

PRIORITISATION OF DARLINGTON BOROUGH COUNCIL SERVICES

Note: Category One Services are those deemed to be mission critical, however, ranked services will be minimised or closed down as necessary in order to preserve scarce resources to enable the Council to continue to deliver these mission critical services.

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
D & E - Building Control	Dangerous Structures	One Star	Information pack: telephone numbers, toolkit etc, mobile phone, equipment and materials at depot, community services staff to implement work, access to info on building owners	Owners and users of buildings	Neighbouring building owners and users, utilities, public in surrounding area
D & E - Consultancy	Winter Maintenance	One Star	Staff/forecasting/communications/salt provider/salting contractor	Highway users	Highway users
D & E – Support Services	Burials and Cremations	One Star	Staff, accommodation, ICT, fuel suppliers, Street Scene staff, Memorial Masons, Clergy, Registration Service, Doctors, Coroner Service, Cremator Manufacturers/ Service Engineer	Funeral Directors, Bereaved Families, Memorial Masons, Hospital Contracts (NUF etc)	Bereaved Families Public Enquiries eg memorials/ family trees

Department	Service Area	Category	Inputs/Contractors/Suppliers	Service Users	Affected Third Parties
Community - Housing	Housing Wardens <ul style="list-style-type: none"> • Intercom Daily Sheltered Housing • Facilities Open 	One Star	Staff, CCTV, Equipment, Communications (if Tunstall Telecom failed would need door knock and paper based system) Power facilities, heating, lighting, phones, water, generators, Tunstall, lifts, door entry. Upon evacuation – transport, medication, food, disabled/sensory impairment access, provision for pets. Oban Court and Dalkieth house would require catering. Collection of clinical waste Strong links with Adult services care providers	846 elderly and frail tenants as well as service users in private sector.	Tunstall Telecomm (01977 661234) maintain control room and some of warden call equipment under warranty Goldshield Electronics (0191 2685000) maintain the remaining Wardencall equipment and some door entry equipment Otis Lifts maintain lifts in sheltered housing
Community – Environmental Services	Winter Maintenance	One Star	Drivers, vehicles, fitters, sub-contractors, agency	General Public	Public transport and emergency services
Community – Environmental Services	Cemeteries	One Star	Staff, crematorium, grave digging equipment	Funeral Directors	Hospital, mortuary

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Community - Adult Services	DBC Home Care service	One Star	Staffing – community + 3 extra care schemes, accommodation, Communications (mobiles, on call systems), Equipment/clothing –masks, Handigel, OT eg hoist/commode, transport. Linking in with independent providers – single entry, incorporate into risk assessment during initial visit	Establish if critical, substantial or low level packages of care are required. Carers (formal and informal)	Independent providers Warden Services Family Members PCT
Community - Adult Services	Adult Protection	One Star	Staff, ICT, database	Vulnerable adults	Police, all care agencies, DBC employees, carers, other service users, independent providers, primary and secondary care

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Children's Services	Children's Accommodation <ul style="list-style-type: none"> • Children's Homes • Foster Care placements • Increase in need due to ill/deceased parents • Children in Out of Borough placements and residential school • Children placed at home on order • Short break – disabled children • Pre adoptive placements 	One Star	Possible Agency placements for fostering/respice accommodation. Agency workers for residential care. Respite agency placement –homes and foster care.	Vulnerable Children All children in affected area. Parents of disabled children.	Parents, Staff, Suppliers
Children's Services - Commissioning	<ul style="list-style-type: none"> • Implement CP • Monitoring of Child Protection Register 	One Star	May need to close schools/nurseries etc but would need to set up a system to monitor vulnerable children. Staffing of Info points at libraries and Children's information Service re available child Care. May need to identify children of emergency workers who need childcare		May need to identify children of emergency workers who need childcare.

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D & E – Regeneration	Management of Operational buildings	One	Caretaking function to Central House, Annexe and North Lodge	Adult Services, Police, Community Wardens	Police, Public, PCT
D & E – Environmental Health	Pollution Incident Investigation	One	Key Staff, ICT, accommodation, vehicle access, EA	All residents, businesses	Environment Agency
D & E – Environmental Health	Food Poisoning/Infectious Disease Investigation	One	Key staff, ICT, accommodation, Health Protection Agency, PCT, GPs	Members of the public	Members of the public, businesses
D & E - Consultancy	Traffic signals/Pedestrian Crossings	One	Energy/staff/equipment Energy/staff/equipment/specialist contractor	Highway users Highway users	Highway users including business, schools, emergency services etc
Corporate - Finance	Creditor Payments/Debtor Invoices	One	BACS System/Nat West	Foster Carers	Lenders/ Borrowers
Corporate - Finance	Treasury Management	One	Nat West/Disaster recovery	All departments	Lenders/ Borrowers
Corporate - Finance	Income and Banking	One	Disaster Recovery/Alliance and Leicester	All departments	Lenders/ Borrowers
Corporate - Finance	Risk Management and Insurance	One	Zurich Municipal	All departments	Lenders/ Borrowers
Corporate - Finance	Collection of CT and NDR	One	Alliance and Leicester	General public/business and Corporate finance	Central Government
Corporate - Finance	Accounting Services Revenue budget	One	Disaster Recovery	All departments	Central Government and Audit Commission

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Corporate - Finance	Payroll services- payment, accounting, salary/wage control	One	Staff, ICT, accommodation, communications, databases with facilities to print payslips	Employees, IR	Inland Revenue LGPS TPA Child Support Attachments of earnings Banks Recognised bodies
Corporate - Finance	Management Information	One	Staff, ICT, accommodation, communications, databases with facilities to print payslips	Employees, IR	Inland Revenue LGPS TPA Child Support Attachments of earnings Banks Recognised bodies
Corporate – Human Resources	Health and Safety	One	Staff advice, HSE insurance/liability	Employees, IR	Recognised bodies
Corporate – Human Resources	Access to personal data (Emergency Contacts)	One	Staff advice, HSE insurance/liability	Employees, IR	Recognised bodies
Corporate - Democratic	Maintenance of Democratic Process	One	ICT links, communications, staff.	Public, members	Public
Corporate - Legal	Register Office	One	Staff, accommodation, communications	Public, coroner, hospitals, GPs, Gen. Register office	Funeral undertakers, crematorium, cemetery, public, Gen. Register office

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Corporate - CCTV	Lifeline	One	Staff, accommodation, Communications, ICT	Elderly/disabled	Relatives, doctors, health service, carers, ambulance, housing, Police, Wear Valley, GNER, Alarm contractors and private clients under contract, CCU
Corporate - CCTV	CCTV and Intruder and Fire Alarm monitoring	One	Staff, accommodation, communications, ICT, BT, ESS, Atkins	Police, departments, schools, other public buildings, lone workers	Relatives, doctors, health service, carers, ambulance, housing, Police, Wear Valley, GNER, Alarm contractors and private clients under contract, CCU
Corporate - ICT	Support and maintenance ICT systems, data networks, telephones	One	DBC ICT staff, BT, NTL, Npower, Siemens, Sunguard, Viatel (ISP)		
Corporate - ICT	Internet/Intranet support	One	DBC ICT staff, BT, NTL, Npower, Siemens, Sunguard, Viatel (ISP)		
Corporate - ICT	Backups and Archive	One			

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Corporate – Customer Services	<ul style="list-style-type: none"> • Customer Services Centre • Contact Centre • CRM system 	One	DBC ICT Division, BT, NTL, Siemens, Npower, Viatel (ISP), Customers services staff	Public, DBC internal services	PCT
Corporate – Customer Services	Telephone	One	Siemens	Public, DBC internal services	PCT
Community - Housing	Homeless Service – Respond to emergencies, find temporary accommodation, give advice then downgrade to Three.	One	Call out staff (min 1) line to EDT (Stockton) Contact is Liz Abbott 01642 528998. Links to temporary provision and transport. Communications: landlines and mobiles, paper based records, self assessment lists of voids, accommodation providers	Adults who consider themselves to require accommodation	Partners: Adult services, 700 Club, landlords, Women’s Refuge, Children’s Services/SureStart, Potential Partnerships other RSL and LAs. Homeless Computer System is from Peter Lally Associates

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Community - Housing	Housing Renewal <ul style="list-style-type: none"> • HHSRS Investigation • Environmental Protection Investigation 	One	Key staff, ICT, accommodation, vehicle access. Communications – landline and mobile, access to typists/word processor. If repair not secured from landlord then negotiate private builder (approved list) ultimately Building Services Division. HHSRS and Environmental Protection investigations require quick response (where relate to problems that are prejudicial to health, and/or pose risk to safety, predominantly relating to heating and security)	Private Sector Tenants, Private Sector Landlords, agents and representatives for both landlords and tenants	Tenancy Support, First Stop

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Community - Housing	Repairs and Maintenance Service	One	Call out staff and supervision, receive reports by telephone, risk assessment criteria for repair requests, priority for repairs. Could move from capital works to revenue works plan. Record orders in duplicate book. Contractors: specialist eg lift maintenance, fuel companies, TV aerials, washing machine/dryers, door entry systems (in power failure open to security risks)	Council house, garage tenants. Shared drains – private occupiers Leaseholders Adjacent properties for dangerous structures Adult Services for disabled adaptations	Carers—extended families Utility companies Repairers -sub contractors Tunstall – warden call Goldshield – door entry Durham CC – lifts TV aerials Sandra Innes building cleaning Refuse/ domestic waste collection Lynn Carter Adult Services care team Police/ Community Services Laundry Facilities
Community – Performance Development	Sheltered Accommodation	One	Sub contractors, operatives, staff, utilities, CS stores, builders merchants, plant hire companies	Residents, Social Services	NHS, Leisure Services, /Catering, Emergency Services
Community – Performance Development	Public Buildings	One	As above	DBC and public	Public, employees, suppliers, council emergency services
Community – Performance Development	ICT Support	One	Staff, accommodation, ICT Recovery plans Alternative location Contractors/suppliers: Sun Guard – key servers Dell – PC equipment BT - Communications	Staff, Corporate Services Staff	Staff

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Community – Environmental Services	Fleet Management	One	Fitters, welders, mobile phones, other LA's, Protruck and other main dealers	Internal DBC	vulnerable residents
Community – Environmental Services	Refuse Collection	One	Staff, vehicles, communication, tipping facilities	Public/Business	Premier, John Wade, Impetus
Community – Environmental Services	<ul style="list-style-type: none"> Youth Offending Service (YOS) 	One	Staff, communications, ICT including primary records kept on database. Range agencies input health (primary, CAMHS and substance misuse) Education, CDS, Police, Courts Probation, Connexions, ISSP	Specific clients and parents	Courts, Police, CDRP, Anti Social Behaviour Team
Community – Environmental Services	Wardens and ASB Team	One	Staff, communications, ICT	Public	Public, Police

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Community – Adult Services	Older People/Physical and Sensory - Access and Contact Team (ACT)	One	Staff, telephones, paper files, SS database. Emergency contact numbers for: Independent sector providers, home care, residential care, PCT district nurses, community nursing, Acute trust, GPs. Vacancy statutes re 24hour facilities, ICS care and domiciliary cares. Home care facilities (DBC), transport, financial access to funds, equipment, housing, extra care List of emergency numbers, fire, ambulance, Police, charities eg Salvation Army, Marie Curie	Older people, older people with mental health problems, 18 +, carers	All agencies relating to providing services to adults. eg PCT, Acute trusts, Independent sector providers, voluntary sector, informal carers, family, DBC in house service.
Community – Adult Services	Discharge Management Team (DMT)	One			
Community – Adult Services	Intermediate and Transitional Care Team (ICS)	One			

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Community – Adult Services	Extra Care*	One			
Community – Adult Services	Contracts and Review Team	One	Access to databases/PCs, telephone, contact resources info. Access to files, staff, accommodation	All service users in receipt of social care	PCT, independent providers CSU, other LA's (out of authority placements) CDDPS trust, Acute hospitals trust See attached resource directory As above
Community – Adult Services	External Providers <ul style="list-style-type: none"> • Day centres • Home care • Residential Care 	One	Access to databases/PCs, telephone, contact resources info. Access to files, staff, accommodation	All service users in receipt of social care	PCT, independent providers CSU, other LA's (out of authority placements) CDDPS trust, Acute hospitals trust See attached resource directory As above

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Community – Adult Services	Learning Disability Services <ul style="list-style-type: none"> • Direct Provision • Commissioning 	One	Accommodation – heat/light water. Staff on call – area specific (knowledge and skills) M and H equipment. Bathing and toilet facilities (adapted/accessible) Food and drinks IT, telephone, transport, communications coordinator/leadership – area specific (knowledge/skills)	Adults with learning disabilities Vulnerable/various disabilities Complex behavioural issues requiring specialist input	Carers, hospitals, PCT, GP/primary care, Police, Fire Stations, Ambulance, Paramedics, Taxi, Bus, Housing Associations, External providers Internal provider service
Community – Adult Services	CareFirst	One	50% Staff, officers, assistants, corporate services support, OLM backup, laptop, corporate network link and mail, mobile phone, landline, heat, light etc	Indirectly people who use adult social services	Health, Education, emergency services, independent sector OLM Refer to ICT Business continuity document
Community – Adult Services	Carers Support	One	50% staff all levels, Carefirst, petty cash, mobiles/landlines, heat, light etc. Accommodation base	Carers	Health, PCT, independent and voluntary sector
Community – Adult Services	System Support and Information Team	One			
Community – Adult Services	Support Services	One			

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Community – Adult Services	Transport Services	One	Staff – DBC, contractors (J and C, United Taxis, TX taxis etc. Ring a Ride) Access to vehicles, trained staff (MIDAS, PSV, care/escort skills) Communications (direct to correct addresses etc.)	Vulnerable adults – especially those with complex mobility issues	All day care provision reliant on transport Care at home
Community - Adult Services	Community Assessment Team (x2)	One	Staff, accommodation, communications	Older people, carers	People within the same household, carers, CDDPS, Acute hospital trusts, PCT, direct providers
Community - Adult Services	Physical and Sensory Impairment Team	One	Staff, Accommodation (Central House or Vane House)	Adults 18-64 long-term condition, sensory impaired people of all ages.	PCT, contractors/ electricians, providers of services – dom. Care in particular. DP support services, community groups
Community - Adult Services	Substance Misuse HIV/AIDS Methadone clinics/direct daily support	One	Staff (PCT/BT staff) DBC ICT, accommodation (office hours), client database (Health and social care access) As above	Vulnerable adults who misuse substances	Police, hospital care (acute trust), probation, GP's (primary care), carers, fire service/ambulance As above

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Community - Adult Services	Older People's Mental Health team	One	Staff, accommodation, communications	Older people with mental health problems and carers	People within the same household, carers, CDDPS, Acute hospital trusts, PCT, direct providers
Community - Adult Services	Mental Health Services	One	50% staff, ASW, CPN, support staff. CareFirst, PIMS, e-mail, petty cash, Hundens accommodation, mobile, landline for service users. Stationary and statutory forms, heat, light etc Hospital pharmacy, Link primary care trust	People with mental health problems and their carers	PCT, carers, families MIND Reflections
Chief Executive – Communications	<ul style="list-style-type: none"> • Media and press enquiries • Promote council services and events • Provides public relations advice and guidance to departments • Publicity campaigns • Town Crier, The Flyer and The Link 	One	Staff (current and from other LA's or external agencies), accommodation, ICT, communications, mobile phones (ACCOLC), independent energy supply, mobile phone network provider	Departments in DBC, all other agencies (PCT, Police, Fire, CCU)	Government, Public, other LA's, media, business, voluntary and community sector, emergency services

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Children's Services - Resources	ICT	One	Web, Capita, Corp. IT	Dept. managers, Schools	Service users, central government, suppliers
Children's Services - Resources	Transport	One	Taxis, bus companies External providers of education out of area.	Parents, Pupils and other teams	Suppliers, schools and service users

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D & E – Development & Regeneration	Corporate DBC property maintenance	Two	Ability to place orders for maintenance and urgent repairs etc	Council departments and building occupiers	Service users of other Council departments
D & E – Development & Regeneration	Corporate DBC property management	Two	Property records (paper and electronic) Ability to place orders	Other council departments	Service users of other council departments
D & E - Planning	Enforcement	Two	Phones, ability to serve formal notice	Contraveners, general public in protected areas	Neighbours, future generations
D & E – Building Control	Building Regulations functions (inc skips and scaffolds)	Two	Building Regulations records (mainly computer based)	Builders, members of the public	Future building users (Health and Safety)
D & E – Transport	Public transport/ bus co-ordination/support	Two	Telephones, database, phone numbers 7 bus network info, highway info etc. ability to place orders and communicate info regarding new services	Bus operators, bus users	Police
D & E – Environmental Health	Pest Control	Two	Key staff, ICT, vehicles, poison store	All residents, businesses	
D & E – Environmental Health	HSW Investigation (Accidents)	Two	Key staff, ICT, accommodation	Regulated businesses, their employees	Members of the public, employees of businesses
D & E – Environmental Health	Drinking Water Incident Investigation	Two	NWL, HPA	Regulated businesses, their employees	Members of the public, employees of businesses
D & E – Trading Standards	Food Standards Investigation	Two	Key staff, ICT, accommodation, vehicles, Public Analyst	All residents, businesses	

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D & E – Trading Standards	Safety Investigations	Two	Key staff, ICT, accommodation, vehicles, Public Analyst, Test Houses	All residents, businesses	Public Analyst, Test Houses
D & E – Trading Standards	Animal Health/Welfare	Two	Key staff, ICT, accommodation, vehicles, SVS, Police	All residents, businesses	SVS, Police
D & E - Waste	Waste Disposal	Two	Community Services, CA Site, Premier Waste Management Ltd	All residents, some businesses	Premier Waste Management Ltd, EA
D & E – Engineering	Highway Maintenance <ul style="list-style-type: none"> • Street works • Routine/operational/ Emergency Repairs • Bridge Maintenance (depends on location) 	Two Two Key bridges: Two	Staff, utilities, computer systems Staff, contractor, equipment, materials/Network Rail in cases	Highway users	Highway users
D & E – Support Services	Payroll	Two	Databases, finance, ICT, accommodation		
Corporate – Finance	Local Taxation - maintaining database of CT and NDR and dealing with enquiries	Two	Disaster Recovery	General public/business	Central Government
Corporate - Legal	Town Hall Service	Two	All services within town hall, ICT links, communications, staff	Public	Public, staff, ADT, CCTV

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Corporate - ICT	Helpdesk facility	Two	DBC ICT staff, BT, NTL, Npower, Siemens, Sunguard, Viatel (ISP)		
Community - Housing	Housing Warden <ul style="list-style-type: none"> • Visits Sheltered housing <ul style="list-style-type: none"> • Visits 	Two	Staff, CCTV, Equipment, Communications (If Tunstall Telecom failed would need door knock and paper based system) Power facilities, heating, lighting, phones, water, generators, Tunstall, lifts, door entry. Upon evacuation – transport, medication, food, disabled/sensory impairment access, provision for pets. Oban Court and Dalkieth house would require catering. Collection of clinical waste Strong links with Adult services care providers	846 elderly and frail tenants as well as service users in private sector.	Tunstall Telecomm (01977 661234) maintain control room and some of warden call equipment under warranty . Goldshield Electronics (0191 2685000) maintain the remaining Wardencall equipment and some door entry equipment Otis Lifts maintain lifts in sheltered housing
Community - Performance	Council housing	Two	Suppliers, sub contractors, CS stores, staff, utilities, operatives, builders merchants, plant hire companies	Council tenants	Emergency services, Social Services, Children's Services (Schools usage), Communications

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Community - Performance	Schools	Two	Sub contractors, operatives, staff, utilities, CS stores, builders merchants, plant hire companies	Children's Services	Parents, School staff, Catering, extended school and hirers
Community - Performance	Civil Engineering R and M	Two	Sub contractors, operatives, staff, utilities, CS stores, builders merchants, plant hire companies	Public, road users, Emergency Services	Emergency Services, public
Community - Performance	Street Lighting	Two	Sub contractors, operatives, staff, utilities, CS stores, builders merchants, plant hire companies	CCTV, Public, road users, Emergency Services	Emergency Services, public, CCTV
Community - Performance	Payroll	Two	Staff, accommodation, ICT Recovery plans Alternative location Contractors/suppliers: Sun Guard – key servers Dell – PC equipment BT - Communications	Staff, Corporate Services Staff	Staff

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Community - Technical	Central purchasing team	Two	<ul style="list-style-type: none"> • Staff • ICT, (corporate recovery plan) • Finance (for necessary services), • Communications • Accommodation (could relocate) • Energy systems (bring in temporary measures) • Databases • Material supplies (outsource to local suppliers for day-to-day supplies and to replenish emergency supplies) 	<p>All DBC Council departments.</p> <p>Emergency Planning Team (use of emergency stores and access to small plant and equipment)</p>	<p>External suppliers, planned deliveries, provision of ongoing supplies, End users of services supplied through departments eg housing</p> <ul style="list-style-type: none"> • Tenants, • Private sector • Parish councils
Community - Quality	Administration support	Two	Staff, energy Suppliers: Siemens – Database T-Mobile, EEMITS All Safe - Security	Customers – Internal/External Mobile Users Radio users	
Community – Environmental Services	Street Cleaning	Two	Staff, vehicles, communication,	General Public	Wades, Premier
Community – Environmental Services	Building Cleaning	Two	Staff, equipment, transport	Specific clients	

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Community – Adult Services	Commissioning	Two	Staff (PCT/BT staff) DBC ICT, accommodation (office hours), client database (Health and social care access)	Vulnerable adults who misuse substances	Police, hospital care (acute trust), probation, GP's (primary care), carers, fire service/ambulance
Children's Services – Resources	School Place Planning (premises)	Two	Capita, IPF	Parents, Pupils and other teams	Service users, schools, DfES
Children's Services – Early Years	<ul style="list-style-type: none"> • Children's Information Service • Kids & Co <p>Sure Start</p> <ul style="list-style-type: none"> • SEN service, School Counselling Service, Educational Psychology 	Two	Private, voluntary and independent child care providers	<p>Priority is to provide childcare for priority staff</p> <p>Children/Parents/Carers</p>	<p>Private, voluntary and independent providers of childcare, nurseries, playgroups, child minders, "wrap around care", out of school clubs, "holiday clubs"</p> <p>Parents/Carers and Pupils</p>

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D & E – Economic Regeneration	<ul style="list-style-type: none"> • External Funding • Tourist Information Centre 	Three			
D & E – Estates	Estates – land/property portfolio	Three	Ability to manage DBC's land and operational, commercial properties	Council departments/ commercial tenants/ partner organisations and voluntary sector occupiers	Council departments, Public Voluntary Sector, Commercial Tenants
D & E – Planning	Development Control	Three	Development Control records	Developers, members of the public	
D & E – Planning	Project Development/Strategic Project Management	Three			
D & E – Development & Regeneration	Safety in Sports grounds	Three	Quarterly meetings and consideration of reports and events	Darlington Football Club, Fire & Rescue, Police, Ambulance	Members of the public
D & E – Development & Regeneration	Countryside	Three			
D & E - Environmental Health	Markets (inc Mart)	Three			
D & E - Environmental Health	Dog Warden Service	Three	Police, Deerness Kennels	All residents, businesses	Police, Deerness

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D & E - Licensing	Licensing Enforcement	Three	Key staff, ICT, VOSA, CRB	All licensed trade (taxi providers, alcohol and non alcohol licensed premises, petroleum storage, motor salvage etc)	Local residents, VOSA, Police, Environmental Health (noise nuisance) Local businesses
D & E - Transport	School Crossing Patrols	Three	Staff	Highway users Children, parents, schools	Highway users
Corporate - Finance	Financial Management System	Three	Disaster Recovery	All budget holders	
Corporate - Finance	Capital Expenditure	Three	Disaster Recovery	All departments	
Corporate - Finance	Billing of CT and NDR	Three	Disaster Recovery	General public/business	Central Government
Corporate - Finance	Recovery CT and NDR	Three	Magistrates Court and Bailiffs	General public/business	Central Government
Corporate - Finance	Maintaining Council's Accounts	Three	Disaster Recovery	All departments	All Central Government and Audit Commission
Corporate - Finance	Financial information and advice to departments./members	Three		All departments	All Central Government and Audit Commission
Corporate - Human Resources	Occupational Health	Three	Staff advice, HSE insurance/liability	Employees	Inland Revenue LGPS, TPA Child Support Attachments of earnings, Banks Recognised bodies

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Corporate - Legal	Legal Service	Three	Staff, accommodation, communications, ICT, Resource material	Public, courts, client departments	Public, courts, barristers
Corporate – Democratic	General	Three	ICT links, communications, staff.	Public, members	Public
Community – Housing	Housing Warden Service <ul style="list-style-type: none"> • Social/Recreation Sheltered housing • Social Recreation 	Three	Staff, CCTV, Equipment, Communications (If Tunstall Telecom failed would need door knock and paper based system) Power facilities, heating, lighting, phones, water, generators, Tunstall, lifts, door entry. Upon evacuation – transport, medication, food, disabled/sensory impairment access, provision for pets. Oban Court and Dalkieth house would require catering. Collection of clinical waste Strong links with Adult services care providers	846 elderly and frail tenants as well as service users in private sector.	Tunstall Telecomm (01977 661234) maintain control room and some of warden call equipment under warranty . Goldshield Electronics (0191 2685000) maintain the remaining Wardencall equipment and some door entry equipment Otis Lifts maintain lifts in sheltered housing
Community – Housing	Private Sector Housing – financial support <ul style="list-style-type: none"> • DFG and payments • Financial 	Three	Access to computers and Cedar to complete payments, all other work could be held	Private sector owner occupiers, tenants and landlords	Adult Services, PCT

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Community – Housing	Tenancy Support	Three	Risk Assess clients		
Community – Housing	Housing Benefits <ul style="list-style-type: none"> • Payments • All other services • Emergency Payments • Asylum Seekers 	Three	Staff, ICT and Northgate	Private sector claimants and private landlords who receive payments of Housing Benefit	DWP, Housing and Local Taxation
Community - Catering	<ul style="list-style-type: none"> • Civic • School 	Three			
Community - Technical	Surveying Team	Three	<ul style="list-style-type: none"> • Staff, • ICT (corporate recovery plan), • Finance (currently on hard copy and ICT backup), • Accommodation, • Communications • Energy systems, • Databases 	All DBC Council departments	External contractors
Community – Environmental Services	Recycling	Three	Staff, vehicles, communication, tipping facilities	General Public	John Wade
Community – Environmental Services	Parks South Park <ul style="list-style-type: none"> • Animal Management Open Spaces	Three	Staff Equipment Communications	General Public	Community groups, school groups
Community – Environmental Services	Play Areas	Three	Staff, equipment, communications	General Public	Community groups, school groups,

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Community – Environmental Services	Horticulture	Three	Staff, equipment, communications	General Public	Community groups, school groups,
Community – Environmental Services	Uniformed Warden Service	Three	Staff, communications, ICT	General Public	
Community – Environmental Services	Arboriculture	Three	Staff, contractors – agency	General Public	
Community – Adult Services	Occupational therapy	Three	Home loans – equipment Service Direct – maintenance and servicing of ceiling track hoists, vertical lifts, stair lifts (Community Services) List of clients needing the above i.e. on register Assessments to establish level of risk verses moving people out of an area	Dependent service users where equipment has broken down. Equipment for emergency centres eg toileting and hoisting	Look to link with other services to provide assessments of risk and advice (also link to PCT OT dept.) Links with Housing and warden services Family members and carers
Community – Adult Services	Community Support Services (low level)	Three			
Community – Adult Services	HIV/AIDS	Thee	Staff, ICT	Vulnerable adults	GAD, PCT, Health improvement partnership, users, carers, acute care
Community – Adult Services	Direct Payments Support	Three			

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Community – Adult Services	Financial Assessments Team	Three	Accommodation, staff, ICT, communications, energy	All clients requiring financial assessments	Budget holders Independent providers Direct payments service users
Children’s Services – Early Years	Libraries and Community Learning <ul style="list-style-type: none"> • Libraries • Community Learning 	Three	Mainly In-House	For debriefing and assisting Class One services	General Public/Other Libraries Course Subscribers
	Short Breaks - Harewood and Barnardos		In-house/Barnardos	Children with disabilities and Parents/Carers	Parents/Carers

Department	Service Area	Category	Inputs/Contractors/Suppliers	Service Users	Affected Third Parties
D & E – Economic Regeneration	<ul style="list-style-type: none"> • Business Support • Town Centre Management 	Other			
D & E – Economic Regeneration	Corporate energy management	Other	Ability to pay utility invoices and respond to supply queries	Council Departments and occupiers of Council owned buildings	Utility Suppliers
D & E – Planning	Planning Policy	Other			
D & E – Environmental Health	Pollution Inspection	Other	Key Staff, ICT, accommodation, vehicle access, Environment Agency	All residents, businesses	Environment Agency
D & E – Environmental Health	Food Hygiene Inspections	Other	Key staff, ICT, accommodation, Health Protection Agency, PCT, GPs	Members of the public	Members of the public, businesses
D & E – Environmental Health	HSW Inspection	Other	Key staff, ICT, accommodation	Regulated businesses, their employees	Members of the public, employees of businesses
D & E – Trading Standards	Food Standards Inspection	Other	Key staff, ICT, accommodation, vehicles, Public Analyst	All residents, businesses	
D & E – Trading Standards	Consumer Advice	Other	Key staff, ICT, accommodation, Consumer Direct NE	All residents, businesses	Consumer Direct NE

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
D & E – Trading Standards	Trading Standards, Weights/Measures	Other	Key staff, ICT, accommodation, vehicles, Humberside Calibration Centre, testing equipment	All residents, businesses	Humberside Calibration Centre
D & E - Licensing	<ul style="list-style-type: none"> • Licensing Admin • Taxi Licensing • Car Park Management 	Other	Key staff, ICT, VOSA, CRB	All licensed trade (taxi providers, alcohol and non alcohol licensed premises, petroleum storage, motor salvage etc). Travelling public	Travelling public, local residents, VOSA, Police, Environmental Health (noise nuisance) Local businesses
D & E - Waste	Recycling	Other	Community Services, External Contractors, staff, ICT, accommodation	All residents	External contractors
D & E – Consultancy	<ul style="list-style-type: none"> • Traffic Management • Road Safety 	Other	Staff, ICT, accommodation	Highway users Children, parents, schools	Highway users
D & E – Consultancy	Road and bridge design <ul style="list-style-type: none"> • New works • Improvements 	Other	Staff, ICT, accommodation	Highway users	Highway users
D & E – Consultancy	Development Control/Highways	Other	Staff, ICT, accommodation	Highway users	Highway users

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
D & E – Consultancy	<ul style="list-style-type: none"> • Project Costing and Commissioning • Project Management • Quantity Surveying 	Other	Staff, IT, Communications, premises	Four Client Departments	Public eg housing Pupils – schools not open Contractors
D & E – Support Services	<ul style="list-style-type: none"> • General Admin • HR Admin • Finance 	Other	Databases, finance, ICT, accommodation		
Corporate – Finance	VAT	Other	Disaster Recovery	All departments	HM Customs and Excise
Corporate – Finance	Compiling and publishing accounts	Other		All departments	Central Government and Audit Commission
Corporate – Finance	External financial reporting, grant claims and statutory returns	Other	PWC	All departments	Central Government and Audit Commission
Corporate – Human Resources	Recruitment and Selection	Other	Staff advice, HSE insurance/liability	Employees	Inland Revenue LGPS TPA Child Support Attachments of earnings Banks Recognised bodies

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
Corporate – Human Resources	HR Advice –Policy and Strategy	Other	Staff advice, HSE insurance/liability	Employees	Inland Revenue LGPS TPA Child Support Attachments of earnings Banks Recognised bodies
Corporate – Human Resources	Workforce Organisational Development	Other	Staff advice, HSE insurance/liability	Employees	Inland Revenue LGPS TPA Child Support Attachments of earnings Banks Recognised bodies
Corporate - ICT	Internet Access monitoring	Other			
Corporate - ICT	Monitoring e-government	Other			
Corporate - ICT	Hardware/software asset management	Other			
Corporate -ICT	Procurement of ICT	Other			
Corporate - ICT	Stocks, spares, loans	Other			
Corporate - ICT	Training	Other			
Corporate - ICT	ICT Consultancy	Other			
Corporate – Support Services	Print and Design Service	Other	External print companies, Npower, External suppliers for paper/inks etc.	Public, DBC internal services	

Department	Service Area	Category	Inputs/Contractors/Suppliers	Service Users	Affected Third Parties
Corporate - Audit	<ul style="list-style-type: none"> • Internal Audit Service • Information Governance • Freedom of information, Data protection, Record management • Strategic Risk Management 	Other	Staff (biggest input). Supporting software (i) Audit Commission Mgt software (ii) A PACE Mgt software (iii) IDEA Interrogation software (iv) Fol tracking software	Internal service users apart from general public regarding Fol and DP	General Audit and other inspection agencies
Corporate - Performance	Support to the department	Other	Staff biggest input	Internal Service	
Community – Housing	Housing Renewal <ul style="list-style-type: none"> • HMO Inspection • Accreditation 	Other			

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
Community Services	<ul style="list-style-type: none"> • Dolphin Centre • Arts Centre • Eastbourne Sports Complex • Stressholme Golf Club • School • Older people • Civic Theatre • Sports Development Service • Arts Development Service • Community Events Service 	Other	Dalkieth and Oban Court Touring companies	Programmed users –schools, GP referral, Clubs and associations, tenants Casual users	Schools Sheltered accommodation/ elderly persons Programmed activities Service provider-contractual arrangements GP referrals Community projects

Department	Service Area	Category	Inputs/Contractors/Suppliers	Service Users	Affected Third Parties
Community Services - Performance	<ul style="list-style-type: none"> • Community Development • Community Legal Service • Performance Development and Monitoring • Tenant involvement and consultation • Voluntary and Community Sector compact • Welfare rights 	Other	Staff, Communications, ICT	Public	Public, Police
Community Services - Performance	Capital Building Schemes	Other	As above	End User	Contractors working on site, suppliers, employees
Community Services - Performance	Financial Management	Other	Staff, accommodation, ICT Recovery plans Alternative location Contractors/suppliers: Sun Guard – key servers Dell – PC equipment BT - Communications	Staff, Corporate Services Staff	Staff

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
Community Services – Environmental Services	Woodburn nursery	Other	<ul style="list-style-type: none"> • Staff – import from other services/agency/ other nurseries • ICT – No real impact at site, ensure manual paper backup • Finance – loss of stock – requires insurance to cover event. • Cost to rebuild building covered by insurance • Communications – mobile phones and 1-1 manager meetings • Accommodation – temporary on site facilities • Energy – utilise generators, space heaters or oil based systems • Database links directly to remote site and corporate backup facilities • Plant supplies and service part of ongoing contracts 	<p>External clients (contracted bedding plant suppliers Internal clients (DBC and Nubeck gardens clients and staff) Public (ie parents of Nubeck gardens clients)</p>	<p>Shared Users of the Facility</p> <ul style="list-style-type: none"> • Nubeck Gardens (clients and staff) • Horticultural Staff (Arboricultural and, Crematorium staff) <p>Supplies/Sub contractors that assist with ongoing service provision</p> <ul style="list-style-type: none"> • General suppliers • Plant suppliers • Transport Service provider • Labour Services provider

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
Community – Adult Services	GOLD	Other	Accommodation, staff, ICT, communications, energy	GOLD members (50+ Clients)	External information facilitators
Community – Adult Services	•Workforce Development Team •Performance	Other	Accommodation, staff, ICT, communications, energy	All staff (Children’s and adults) and independent sector staff	External training facilitators
Chief Executive – Policy	Work includes Community Strategy, BVPP production, Consultation, Neighbourhood renewal, LAA, Social Inclusion, Complaints, Change Management, Street Scene, Service Planning, Procurement and Performance Management	Other	Access to electronic information		
Children’s Services - Performance	Performance Policy	Other	Ofsted, DfES, Schools, CSCI	DBC, Schools, CSCI	DBC, Schools,
Children’s Services	Admissions	Other	Capita, web access	Parents, Pupils and other teams	Service users, schools
Children’s Services	HR	Other	Part Corporate Services		
Children’s Services	Admin/Finance and Payroll	Other	Cedar/ICT/	Dept. managers, Schools	
Children’s Services	Performance and Planning	Other	Capita/ICT	Dept. managers, Schools	

Department	Service Area	Category	Inputs/Contractors/ Suppliers	Service Users	Affected Third Parties
Children's Services – School Effectiveness	<ul style="list-style-type: none"> •Governor Development •School Development •School Improvement •Centre for Teaching and Learning •e-learning centre <p>NB Schools – Closure Procedures being reviewed. Redeployment of staff to schools controlled centrally.</p>	Other	Services can be provided if service users are in a position to receive them	School Governors School and some pupils	Pupils