

Aberdeen City Council - Covid19 Critical Services

Updated 14th April 2020 – Subject to Continuous Review

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|--------|---|
| Red | - critical to the LRP Response |
| Yellow | - critical to protect vulnerable people |
| Green | - critical digital technology |
| Grey | - Organisationally critical |

Bon Accord Care

| Cluster | Service Area | Critical Services |
|------------------------|----------------------------------|--|
| Bac - Operational | Bac - Ich Housing Support | Care at Home |
| | Bac - Intermediate Care Services | Care Homes; Responders |
| | Bac - Relief Pool | Care at Home; Care Homes |
| | Bac - Residential Services | Care Homes |
| Bac - Support Services | Bas - Admin Support | Logistic support / Digital Programme and Solutions |
| | Bas - Project | Training, Joint Store, |
| Bac - City Helpers | Bas - City Helpers | To support Care at Home/ Care Homes |

Aberdeen City Health & Social Care Partnership

| Cluster | Service Area | Critical Services |
|------------------|-----------------|--|
| ACHSCP | Care Management | Older people\Physical Disabilities |
| | | Learning Disabilities |
| | | Mental Health |
| | | Care at Home |
| | | Residential\Nursing Care |
| | | Adult Support and Protection\Duty Social Work\Appropriate Adults |
| | | Out of Hours Social Work and Mental Health Officers |
| | | Criminal Justice |
| | | Learning Disabilities – In-house provision |
| | | Substance Misuse |
| Business Support | | |

Customer

| Cluster | Service Area | Critical Services |
|---|--------------------------------|--|
| Customer Experience | Customer Service Operations | Regional Communications Centre Customer Service Centre; Customer Contact Centre; Crisis Support Line (COVID-19) Registration of Births, Deaths & Marriages |
| | Registrars | Scottish Welfare Fund |
| Digital and Technology | Revenue and Benefits | ICT Systems and Operations |
| | Business Systems | Operational support |
| Early Intervention and Comm Empowerment | Service Delivery | Homelessness and allocation service - statutory |
| | Housing Access and Support | Financial Inclusion Team – assistance for people in financial difficulty |
| | Housing Management | Universal Credit & benefit support; viewings and lettings |
| | Community and Learning Centres | MAPPA Youth Work/ Adult learning/healthy minds Community centres. |
| | Community Safety and Asbit | PREVENT - Dealing with reports of radicalisation |

Operations

| Cluster | Service Area | Critical Services |
|---------------------------------------|---------------------------------------|---|
| Integrated Children's and Family Svcs | Asn - Targeted Provision | Complex Needs Provision – Orchard Brae (EPs) |
| | Csw - Child Protection Development | Safeguarding including Young Carers |
| Operations and Protective Services | Csw - Family & Community Support | Intake services Children Needs Alternative Family Care Residential and Youth Services Targeted and Intensive Support Services Provision of digital curriculum/SQA delivery |
| | Education - Curriculum Support | POP up Childcare |
| | Education - Early Years | Provision of digital curriculum/SQA delivery |
| | Education - Primary/Secondary Schools | Crematorium |
| | Environmental Services | |

Facilities Management
Facilities Management (Catering Services)

Facilities Management (Cleaning Service)

Facilities Management (Janitorial Service)

Facilities Management (O&BM Service (Distribution))
Facilities Management (O&BM Service (Security))

Facilities Management (O&BM Service (Building Team))
Protective Services

Waste Services

Building Services

Bereavement Services
Cemetery teams
Facilities Management and Passenger Transportation
Catering services at Keyworker Childcare centres, sites preparing free school meals and ASN bases
Cleaning services at Keyworker Childcare centres, Very Sheltered and Sheltered Housing complexes and at other Council premises where employees delivering critical services are operating from.
Providing access to Keyworker Childcare centres and Orchard Brae School. Ensuring that sites are in a suitable condition to accept staff and young people.
Delivering prepared meals from production kitchen to Keyworker Childcare centre.
Maintaining access control database, making changes to Personnel access to allow working from other premises.
Maintain access to Marischal College as the centre for Council's COVID-19 response
Trading Standards (Covid related products & scams, Covid business closures)
Commercial Team (Port Health and Covid Business Closures)
Aberdeen Scientific Services (Covid related samples e.g hand sanitiser)
Mortuary
Temporary Mortuary (not yet set up)
Refuse Collection (residual waste)
Waste Disposal & Treatment
Homeless and Void Properties
Critical projects (Covid response)

Place

| Cluster | Service Area | Critical Services |
|----------------|---|---|
| City Growth | Employability and Skills External Partnerships | Business Resilience support Coordinating with external businesses and response |

Aberdeen City Council - Organisationally Critical Services

Updated 26th March 2020

Bon Accord Care

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Aberdeen City Health & Social Care Partnership

| Cluster | Service Area | Critical Services |
|-------------------------------------|---------------------------|---------------------------|
| Head of Operations | Planning & Development | Planning & Development |
| Head of Strategy and Transformation | Strategy & Transformation | Strategy & Transformation |

Customer

| Cluster | Service Area | Critical Services | |
|---------------------|-----------------------------------|--|---|
| Data and Insight | Information and Data | Information and Data Management | |
| Customer Experience | Performance and Improvement | Data Analysis | |
| | Revenue and Benefits | Council Tax, Benefits & Business Rates | |
| | Transactions and Business Support | | Scottish Welfare Fund |
| | | | Customer Applications (Blue Badge, Free School Meals, Accord) |
| | | Payroll (including Business Services administrative Support) | |
| | | HRSC | |
| | | Business Services | |
| | | Fleet Operators Licence | |

Community Safety and Asbit

Transaction Service - Purchasing & Accounts Payable
 Transaction Service - Voids
 Transaction Service - Service Income
 City Wardens
 CCTV

Commissioning

| Cluster | Service Area | Critical Services |
|----------------------------|--|---|
| Commercial and Procurement | Category Management Commercial Legal Team Commercial Management Commissioning - Social Care | Category and Contract Management Commercial Legal Team Contract / Relationship Management ALEO's Commissioning - Social Care |

Governance

| Cluster | Service Area | Critical Services |
|------------|--|---|
| Governance | Corporate Health and Safety (Strategy) Corporate Risk Legal Services | Health and Safety Resilience and Risk Management Legal Services |

Operations

| Cluster | Service Area | Critical Services |
|---|---|---|
| Integrated Children's and Family Services Operations and Protective Services | ASN - Education Psychology Education - Quality Improvement Environmental Services Fleet Services | Asn - Education Psychology Education - Quality Improvement Emergency Tree Works Play Areas – H&S Pets Corner - Animal care Life Belts inspection Street Sweeping (including litter bins / dog bins) Plant Maintenance to ensure Building Services, Roads and Environment Services can carry out duties |

Protective Services

Commercial Team (Food Law, Occupational H&S, Animal health)

Waste Services

Environmental Protection
Aberdeen Scientific Services (Incident/outbreak related samples)
Recycling Collection

Building Services

Organic Waste Collection

Road and Infrastructure Services

Fly-tipping

Emergency repairs & Statutory Maintenance

Roads Operations Tullos

Street Lighting

Traffic Signals (Spring Garden)

Traffic Management (Tullos)

Flooding / gully emptying / pothole operatives

Winter Maintenance

Response Team (Tullos) 24 hour service

Road Safety & Traffic Management

Structures / Flooding & Coastal Protection

Roadworks Co-Ordination

City Growth

| Cluster | Service Area | Critical Services |
|-------------|---|---|
| City Growth | Projects City Growth Strategy Digital Infrastructure Galleries, Museums, Archives and Events | Gallery snagging; Provost Skene House; AD Plant at TECA Net Zero Vision, Energy Transition and Strategic Investment Plan & WECP Digital Infrastructure Security checks and call-out rota to attend emergencies plus fire & security alarms |

Strategic Place Planning

| Cluster | Service Area | Critical Services |
|--------------------------|--------------------|---------------------|
| Strategic Place Planning | Building Standards | Dangerous buildings |

Resources

| Cluster | Service Area | Critical Services |
|-------------------------|---|---|
| Capital | Public Buildings Capital PMO Housing (Capital) Roads Infrastructure (Capital) City Centre Masterplan Delivery AWPR/B-T NESS HRA Capital Programme New Housing (Capital) | Contract Management of live projects |
| Corporate Landlord | Housing assets Estates Energy Management Hard FM Housing Assets (Cyclical maintenance) | Recovery - Asbestos Management, information, inspection and removal co-ordination around emergency repairs. Recovery - vacant property inspection and safety, time of essence rent review notices etc. fire alarm testing (operational). Recovery - contract management and billing, bems systems, utility connections and information. Recovery - statutory compliance / keeping buildings safe for recovery Residential gas safety appointments – admin arranged access. checks and gas advise on systems and repairs |
| Finance | Operational assets Accounting Team Accounting Team & Pensions Pensions | Reactivate. - Asbestos Management (re-active works) Treasury - cashflow Social Work Payments - Supply chain/providers Financial Systems Bank Reconciliations Statutory Accounts Pension Fund – processing benefits Pension Fund – cashflow and contractual payments Pension Fund – systems and employer engagement |
| People and Organisation | Employee Relations People Development | Employee Relations / Covid Advice Internal Communications People Development - Training for the movement of staff |

Talent Acquisition

Talent - Movement of staff to critical roles