Business Classification Scheme

Name of Record	Business Classification Scheme
Author	Records Management Project Officer
Owner	Chief Officer (Legal & Procurement)
Status	Approved
Approved by	Chief Officer (Legal & Procurement)
Date of Publication	28/08/18
Review Date	31/12/20

Version	Notes	Author	Date
0.1	Adapted from LGCS.	RMPO	29/01/15
0.2	Environmental Department review amendments made.	RMPO	13/03/15
0.3	Corporate and Community amendments	RMPO	07/04/15
1.0	Approved	RM	14/09/15
1.1	Removed several redundant headings; moved archives to Legal Services; included brief intro.	RM	22/03/17
1.2	Minor amendments to introduction.	RM	28/08/18

The Business Classification Scheme detailed below is a proposed structure in which to manage information and records.

It can be adopted to help a number of records management tasks, such as arranging a shared drive, developing an electronic records management system or sorting and arranging paper-based files.

To find a particular area of the Council's function's on the scheme, just click on one of the "Top Level Functions" on the next page.

The Council's BCS is based on the National Local Government Classification Scheme.

If you have any queries, suggestions or amendments, please contact:

Craig Geddes

Council Records Manager

Craig.geddes@eastrenfrewshire.gov.uk

Top Level Functions

[Adult care services](#)

[Children and families services](#)

[Community safety and emergencies](#)

[Consumer affairs](#)

[Council property](#)

[Crematoria and cemeteries](#)

[Democracy](#)

[Economic development](#)

[Education and skills](#)

[Environmental protection](#)

[Finance](#)

[Health and safety](#)

[Housing](#)

[Human resources](#)

[Information and communication technology](#)

[Information management](#)

[Legal services](#)

[Leisure and culture](#)

[Management](#)

[Planning and building control](#)

[Procurement](#)

[Registration and coroners](#)

[Risk management and insurance](#)

[Transport and infrastructure](#)

[Waste strategy](#)

Level Two Activities

Adult care services
. Asylum seekers
. Carers
. Community support
. Criminal justice
. Residential homes
. Social issues
. Supporting adults
. Supporting disabilities

Children and families services
. Adoption and fostering
. Child protection
. Childminding
. Children looked after in care
. Communications
. Programme management and development
. Residential homes
. Social issues
. Special education
. Supporting children
. Supporting disabilities
. Training
. Youth justice
. Youth services

Community safety and emergencies
. Advice
. Community safety
. Emergency planning
. Emergency service
. Enforcement
. Training

Consumer affairs
. Advice
. Enforcement
. Environmental health
. Investigation, inspections and monitoring
. Registration, certification and licensing

Council property
. Common land
. Maintenance of council property
. Property acquisition and disposal
. Property and land management
. Property use and development

Crematoria and cemeteries
. Burial identity and location
. Maintenance of burial grounds

Democracy
. Decision making
. Executive
. Governance
. Member support
. Planning
. Representation

Regeneration, Economic Development and Sustainability
. Promotion
. Regeneration

- . Sustainability
- . Tourism
- . Training
- . Business Improvement Districts

Education and skills
- . Access and inclusion
- . Admissions and exclusions
- . Advice
- . Arts services
- . Curriculum development
- . Education welfare
- . Employment skills
- . Life long learning
- . Management of schools
- . Teaching

Environmental protection
- . Advice and audit
- . Conservation
- . Monitoring and investigation

Finance
- . Accounts and audit
- . Asset management
- . Financial provisions management
- . Financial transactions management
- . Local taxation
- . National taxation
- . Payroll and pensions

Health and safety
- . Community safety
- . Compliance
- . Monitoring
- . Risk management

Housing
- . Advice
- . Enforcement
- . Estate management
- . Housing provision
- . Housing stock
- . Managing tenancies

Human resources
- . Administering employees
- . Employee relations
- . Equal opportunities
- . Monitoring employees
- . Occupational health
- . Recruitment
- . Terms and conditions of employment
- . Training
- . Workforce planning

Information and communication technology
- . Infrastructure
- . System support

Information management
- . Access to information
- . Archives
- . Knowledge Management
- . Records management
- . Registration

Legal services
- . Advice

- Bylaws
- Land registration
- Land and highways
- Litigation
- Management of legal activities
- Planning controls

Leisure and culture
- Allotments
- Arts
- Community facilities
- Leisure promotion
- Libraries
- Local Studies
- Parks and open spaces
- Sports facilities
- Sports
- Tourism

Management
- Ceremonial
- Communication support
- Corporate communication
- Enquiries and complaints
- External audits
- Preparing business
- Project management
- Quality and performance
- Statutory returns
- Strategic planning

Planning and building standards
- Building standards
- Covenant control
- Development management
- Development planning

Procurement
- Contracting
- Market information
- Tendering

Registration and coroners
- Inquiries into deaths
- Marriage services
- Registration of births, marriages and deaths
- Treasure trove

Risk management and insurance
- Claims
- Insuring against loss
- Risk management

Transport and infrastructure
- Design and construction
- Harbours and waterways
- Highway development control
- Highway enforcement
- Infrastructure management
- Public transport
- Rights of way
- Road maintenance
- Road safety
- School transport
- Traffic management
- Transport planning

Waste strategy

- Fly tipping
- Street cleaning
- Waste collection
- Waste disposal
- Waste reduction

Level Three Transactions

Adult care services
.   Asylum seekers
.   .   Advice and support
.   .   Nationality checking
.   Carers
.   .   Agency provided services
.   .   Assessment
.   .   Financial support
.   .   Legal
.   .   Licensing
.   .   Review
.   Community support
.   .   Day centres
.   .   Groups
.   Criminal justice
.   .   Court orders
.   .   People on bail
.   Residential homes
.   .   Operation of homes
.   .   Registration
.   Social issues
.   .   Substance misuse
.   Supporting adults
.   .   Assessment
.   .   Catering services
.   .   Finance and commissioning
.   .   Grants
.   .   Health
.   .   Legal
.   .   Licensing
.   .   Looked after in care
.   .   Mental health
.   .   Occupational therapy
.   .   Referral
.   .   Review
.   .   Transport services
.   Supporting disabilities
.   .   Deaf
.   .   Employment
.   .   Equipment advice
.   .   Independence at home
.   .   Personal transport
Children and families services
.   Adoption and fostering
.   .   Adoptive parent
.   .   Assessment
.   .   Financial support
.   .   Foster carer
.   .   Legal
.   .   Licensing
.   .   Review
.   Child protection
.   .   Case assessment
.   .   Registration
.   .   Schedule 1 offenders
.   Childminding
.   .   Registration
.   .   Support for childminders

Level Three Transactions

.   Children looked after in care
.   .   Registration
.   Communications
.   .   Complaints
.   Programme management and development
.   .   Services for children
.   .   Supporting children
.   .   Supporting young persons
.   .   Supporting adults
.   Residential homes
.   .   Operation of homes
.   .   Registration
.   Social issues
.   .   Substance misuse
.   Special education
.   .   Learning support
.   Supporting children
.   .   Admission appeals
.   .   Adoption process
.   .   Advice
.   .   Assessment
.   .   Attendance and truancy
.   .   Child protection
.   .   Children's rights
.   .   Continuing care
.   .   Educational achievement assessments
.   .   Educational psychology
.   .   Educational welfare
.   .   Finance and commissioning
.   .   Financial support
.   .   Fostering Process
.   .   Grants
.   .   Health
.   .   Hospital and home tuition
.   .   Legal
.   .   Licensing
.   .   Looked after in care
.   .   Referral
.   .   Review
.   .   School exclusions
.   .   Special educational needs
.   Supporting disabilities
.   .   Deaf
.   Training
.   .   Support training
.   Youth justice
.   .   Case management
.   Youth services
.   .   Youth service provision

Community safety and emergencies
.   Advice
.   .   Campaigns
.   .   Contingency planning
.   .   Fire safety planning
.   .   Home security
.   Community safety
.   .   CCTV surveillance
.   .   Community wardens
.   .   Crime reduction
.   .   Neighbourhood Watch

Level Three Transactions

. Emergency planning
. . Emergency agencies
. . Emergency call-outs
. . Emergency calls - 999
. . Emergency plan
. . Emergency warnings
. Emergency service
. . Notifications
. . Special service provision
. Enforcement
. . Fire safety legislation
. Fire prevention
. . Fire certification
. . Fire hydrants inspections
. . Fire safety
. . Fire safety inspections
. . Incident monitoring
. . Inspections
. . Investigations
. Measures against vandalism
. . Flyposting
. . Removal of graffiti
. Training
. . Training exercises
Consumer affairs
. Advice
. . Campaigns
. Enforcement
. . Prosecution of offences
. Environmental health
. . Animal control
. . Repatriation of deceased persons
. Investigation, inspections and monitoring
. . Inspections
. . Investigations
. . Monitoring
. Registration, certification and licensing
. . Entertainment and drinks
. . Food premises
. . Licence premises
. . Licensing
. . Sex establishments
Council property
. Common land
. . Grazing
. . Registration
. Maintenance of council property
. . Maintenance
. . Planned maintenance
. . Refurbishment
. . Responsive maintenance
. Property acquisition and disposal
. . Acquisitions
. . Deeds
. . Disposal
. Property and land management
. . Accessibility
. . Building surveys
. . Certification
. . Distribution and allocation of properties

Level Three Transactions

- - - Energy management
- - - Equipment disposal
- - - Facilities management
- - - Farm management
- - - Feasibility
- - - Fleet management
- - - Health and safety
- - - Internal agreements
- - - Land and property history
- - - Leasing
- - - Management
- - - Maps and directions
- - - Property services
- - - Property strategy
- - - Replacement programme
- - - Scheduling
- - - Security
- - - Usage statistics
- - - Valuations
- - Property use and development
- - - Car parking
- - - Design and construction
- - - Traveller sites
- - - Warehousing and storage

Crematoria and cemeteries
- - Burial identity and location
- - - Registration
- - - Bookings
- - - Exhumations
- - - Interment Service
- - - Licensing
- - - Memorial management
- - Maintenance of burial grounds
- - - Planned Maintenance
- - - Redundant Churchyards
- - - Responsive Maintenance

Democracy
- - Decision making
- - - Council and committee meetings
- - - Delegations
- - - Independent Remuneration Panel
- - - Meeting - cabinet
- - - Member panels
- - - Referenda
- - - Scrutiny Panel
- - Executive
- - - Statutory appointments
- - Governance
- - - Constitution
- - Member support
- - - Gifts and hospitality
- - - Register of Interests
- - Planning
- - - Cross departmental consideration
- - - Forward Plan
- - - Strategic Plan
- - Representation
- - - Constituencies
- - - Elections
- - - Emparishment

Level Three Transactions

. . Lists of councillors
. . Lists of meetings
. . Nominations
. . Political parties' papers
Regeneration, Economic Development and Sustainability
. . European development
. . Marketing
. Promotion
. . Advice to business
. . Business awards
. . Business development
. . Film and television development
. . International relations
. . List of properties
. . Markets
. . Voluntary sector development
. Regeneration
. . Community development
. . Regional development
. . Rural development
. . Strategy
. . Town centre management
. Sustainability
. . Sustainable development
. Tourism
. . Tourism development
. Training
. . Workforce support
. Business Improvement Districts
Education and skills
. Access and inclusion
. . Project management
. . Traveller sites
. Admissions and exclusions
. . Appeals
. . Parental choice
. Advice
. . Advisory services
. Arts services
. . Field centres
. . Music services
. . Provision in schools
. . Performances
. Curriculum development
. . International projects
. . National curriculum
. . Out of schools projects
. . Outdoor education
. . Schools curricula
. Education welfare
. . Attendance and Truancy
. . Student welfare service
. Employment skills
. . Careers advice
. . Workplace training
. Life long learning
. . Adult and community services
. . Basic skills development
. Management of schools
. . Admissions

Level Three Transactions

. . Emergency contacts
. . General information
. . Governing bodies
. . Governor contacts
. . Health and nursing
. . Inspections
. . Performance
. . Plans and policies
. . School catering
. Teaching
. . Teacher development
. . Mentoring
Environmental protection
. Advice and audit
. . Biodiversity
. . Campaigns
. Conservation
. . Archaeological services
. . Countryside conservation
. . Forest management
. . Heritage conservation
. . Nature conservation
. . Urban conservation
. . Woodland management
. Monitoring and investigation
. . Coastal erosion
. . Environmental impact assessment
. . Environmentally sensitive areas
Finance
. Accounts and audit
. . Internal auditing
. . Reporting
. Asset management
. . Maintaining assets
. Financial provisions management
. . Borrowing
. . Budget
. . Credit union management
. . Debt management
. . Donations
. . Funding bids
. . Strategy and planning
. Financial transactions management
. . Authorisation
. . Expenditure
. . Fraud
. . Funding applications
. . Income
. . Internal recharging
. . Investments
. . National insurance numbers
. . Reconciliation
. . Refunds
. Local taxation
. . Benefits and subsidies
. . Business rates
. . Council tax
. . Property valuation
. National taxation
. . Tax payments

Level Three Transactions

-         Payroll and pensions
-     .   Pay
-     .   Pensions

Health and safety
-         Compliance
-     .   Strategy and planning
-     .   Training
-         Monitoring
-     .   Accidents and incident reporting
-     .   Asbestos inspections
-     .   Equipment
-     .   Hazardous substances
-     .   Health and safety inspections
-     .   Radiation
-         Risk management
-     .   Risk assessments

Housing
-         Advice
-     .   Advice to homeowners and tenants
-         Enforcement
-     .   Assessment - housing standards
-     .   Safety inspections
-         Estate management
-     .   Business premises
-     .   Car parking surveys
-     .   Garage application
-     .   Garage rental
-     .   Housing inspections
-     .   Neighbour disputes
-         Housing provision
-     .   Allocations
-     .   Assessment - housing needs
-     .   Homelessness
-     .   Hostel providers
-     .   Housing applications
-     .   Housing exchanges
-     .   Housing stock requirements
-     .   Landlord accreditation
-     .   Sheltered housing
-         Housing stock
-     .   Demolition
-     .   Emergency maintenance
-     .   Housing grants
-     .   Leases
-     .   Planned maintenance
-     .   Private housing grants
-     .   Property adaptations
-     .   Repairs and renovation
-     .   Risk assessment
-     .   Unauthorised occupants
-         Managing tenancies
-     .   Adaptations
-     .   Adaptations grants
-     .   Advice
-     .   Agreements
-     .   Approving alterations
-     .   Assessment - housing needs
-     .   Breaches
-     .   Evictions
-     .   Housing repairs

.	.	Insurance
.	.	Rent arrears
.	.	Rent setting
.	.	Right to buy
.	.	Temporary accommodation
.	.	Tenancies
.	.	Welfare services

Human resources
.	Administering employees
.	.	Counselling
.	.	Absence monitoring
.	.	Discipline
.	.	Disclosure of interest
.	.	Employee details
.	.	Employment conditions
.	.	Grievances
.	.	Individual training records
.	.	Induction
.	.	Job evaluation
.	.	Leave
.	.	Medical assessments
.	.	Maternity/paternity
.	.	Reporting
.	.	Termination
.	Employee relations
.	.	Disciplinary matters reporting
.	.	Trade union liaison
.	Equal opportunities
.	.	Equalities and diversity
.	Monitoring employees
.	.	Performance appraisal
.	.	Reporting
.	.	Staff directory
.	Occupational health
.	.	Absence reporting
.	.	Occupational health
.	.	Personal risk assessments
.	.	Sickness monitoring
.	.	Major injuries
.	Recruitment
.	.	Authorisation
.	.	Job descriptions
.	.	Recruitment
.	.	Recruitment process
.	.	Secondment
.	.	Volunteers
.	Terms and conditions of employment
.	.	Staff benefits
.	.	Staff facilities
.	.	Staff recognition
.	.	Terms and conditions
.	Training
.	.	Driver training
.	.	Reporting
.	.	Support training
.	.	Training courses
.	.	Training plan
.	Workforce planning
.	.	Workforce development planning

Information and communication technology

Level Three Transactions

.   Infrastructure
.   .   Disposal
.   .   Fault reporting
.   .   Licensing
.   .   Help Desk Support
.   .   Information security
.   .   Network maintenance
.   .   Server maintenance
.   .   Spatial data management
.   .   Storage
.   .   Strategy
.   .   Web development
.   System support
.   .   Change Control
.   .   Configuration management
.   .   Data Management
.   .   Design and Construction
.   .   Development
.   .   Implementation
.   .   Integration and interfaces
.   .   Maintenance
.   .   Manuals

Information management
.   Access to information
.   .   Data protection
.   .   Environmental information
.   .   Freedom of information
.   Archives
.   .   Archives management
.   Knowledge management
.   .   Information asset management
.   Records management
.   .   Compliance
.   .   Forms development
.   .   Image capture
.   .   Retention scheduling
.   .   Tracking
.   Registration
.   .   Statutory registers

Legal services
.   Advice
.   .   Advice to the public
.   .   Provision of legal advice
.   .   Witness support
.   Archives
.   .   Archive development
.   .   Cataloguing
.   .   Deposits
.   .   Loans
.   .   Membership
.   .   Research
.   Bylaws
.   .   Enactment
.   .   Enforcement
.   Land and highways
.   .   Acquisition
.   .   Disposal
.   Land registration
.   .   Land charges
.   Litigation

Level Three Transactions

. . Civil
. . Commercial
. . Criminal
. . Debt recovery
. . Precedent cases
. Management of legal activities
. . Archive deposits
. . Agreements
. . Conveyancing
. . Copyright
. . Drafting
. . Trusts
. Planning controls
. . Certificate of Lawful Use or Development
. . Section 106 agreements
Leisure and culture
. Allotments
. . Allotments
. Arts
. . Arts development
. . Clubs and societies
. Community facilities
. . Equipment
. . Grants
. . Venues
. Leisure promotion
. . Countryside events
. . Exhibitions
. . Inclusion
. . Parks and gardens events
. . Play scheme
. Libraries
. . Book ordering
. . Bookings
. . Catalogue
. . Fines
. . Library development
. . Loans
. . Membership
. . Support for schools
. Museums
. . Deposit
. . Loans
. . Museum catalogue
. . Museum development
. Parks and open spaces
. . Maintenance
. . Playgrounds
. Sports facilities
. . Bookings
. . Equipment hire
. . Membership
. Sports
. . Sports development
. . Clubs and societies
. Tourism
. . Tourist accommodation
. . Visitor information
Management
. Ceremonial

Level Three Transactions

. . Civic and royal events
. . Corporate gifts
. Communication support
. . Interpreting and translation
. . Mail processing
. . Publication
. . Publications received
. . Staff communications
. Corporate communication
. . Campaigns
. . Corporate branding
. . Corporate publicity
. . Graphic design
. . Marketing
. . Media cuttings
. . Media liaison
. . Media releases
. . Public relations
. Enquiries and complaints
. . Appeals
. . Complaints
. . Complaints to Ombudsman
. . Compliments
. . Customer profiling
. . Customer satisfaction
. . Stage 1 complaints
. . Stage 2 complaints
. External audits
. . Audits
. Preparing business
. . Meetings
. . Officer Representation
. . Partnership and agency working
. Project management
. . Closure
. . Governance
. . Initiation and delivery
. . Start up
. Quality and performance
. . Assessments
. . Best value reviews
. . Inspections
. . Process mapping
. Statutory returns
. . Reports to government
. Strategic planning
. . Business cases
. . Corporate initiatives
. . Organisational structure
. . Policies and procedures
. . Public consultation
. . Service level agreements
Planning and building standards
. Building standards
. . Application processing
. . Building regulations
. . Registration
. . Unauthorised works
. Covenant control
. . Policies

Level Three Transactions

Level Three Transactions

. . Traffic management schemes
. Harbours and waterways
. . Boat moorings
. . Port facilities
. . Registration
. Highway development control
. . Highway adoption
. . Highway extent queries
. . Highway extinguishment
. . Notification
. . Planning control
. . Road classification
. Highway enforcement
. . Advertising hoarding
. . Highways
. . Parking
. . Parking fines
. . Road reinstatement
. . Scaffolding
. . Speeding fines
. . Weight limits
. Infrastructure management
. . Cycle routes
. . Geotechnical services
. . Maintenance
. . Markings and signage
. . Public conveniences
. . Service providers
. . Street furniture
. . Street naming and numbering
. . Surveys
. . Taxi ranks
. Public transport
. . Community transport
. . Concessions
. . Public transport plan
. . Timetable
. Rights of way
. . Enquiries
. . Locations
. . Orders
. . Planning applications
. . Ploughing and cropping
. . Searches
. Road maintenance
. . Bridge inspections
. . Drains and gullies
. . Emergency maintenance
. . Gritting and snow clearance
. . Hazard removal
. . Inspections
. . Kerbs
. . Planned maintenance
. . Scheduled maintenance
. . Verge maintenance
. Road safety
. . Accident investigations
. . MOT testing
. . Road safety awareness
. . Safety audits

Level Three Transactions

- - School crossing patrols
- - Speed cameras
- School transport
- - School transport services
- Traffic management
- - Abnormal loads
- - Monitoring
- - Parking
- - Parking sites
- - School routes
- - Street lighting
- - Traffic calming
- - Traffic reduction
- - Traffic orders
- - Weather forecasting
- Transport planning
- - Development control
- - Strategy and planning
- - Transport modelling
- - Travel plans

Waste strategy
- Fly tipping
- - Fly tipping
- Street cleaning
- - Pest control
- - Road cleansing
- Waste collection
- - Abandoned vehicles
- - Bulk
- - Controlled
- - Domestic
- - Trade
- Waste disposal
- - Waste sites
- - Waste sites development
- Waste reduction
- - Composting
- - Recycling

Amendments

Date	Request	Requester	Carried out by

Level Three Transactions

13/03/15	'Economic development' changed to 'Regeneration, Economic Development and Sustainability'	Environment	AJC
13/03/15	Added 'Business improvement districts'	Environment	AJC
13/03/15	Changed 'Advice' to 'Advice and audit'	Environment	AJC
13/03/15	Changed 'Monitoring' to 'Monitoring and investigation'	Environment	AJC
13/03/15	'Community Safety' moved under ' Community Safety and Emergencies'	Environment	AJC
13/03/15	' building control' to 'building standards'	Environment	AJC
13/03/15	Development control' to development management'	Environment	AJC
13/03/15	'Forward planning to 'development planning'	Environment	AJC
13/03/15	'Gritting and snow clearance' moved from traffic management to road maintenance'	Environment	AJC
13/03/15	'Waste management' changed to 'waste strategy'	Environment	AJC
07/04/15	Remove Fire Prevention and Measures against vandalism	CCS	AJC