The Moray Council Classification Scheme

The Local Government Classification Scheme is a generic UK wide classification scheme. It is being used as the basis for the Moray Council Classification Scheme which will be used in SharePoint 2010 to aid saving, searching, filtering and retrieving documents and records and ensuring consistency.

As services go through the data gathering exercise required to provide the business information to build SharePoint 2010 staff will be asked to use the scheme to identify their functions, activities and transactions or processes as detailed below:-

Level 1/Function – This is the top level of the Local Government Classification Scheme and is classified in relation to functions performed by Local Governments.

- This is the starting point for users to commence navigation at library level to find their documents. At this level all documents you have permissions for can be viewed.

Level 2/Activity – This is the 2nd level of the LGCS and breaks down the top level functions into the key activities performed within those functions.

- This is the 2nd level of navigation and filtering whereby users can now view documents that link to the activity only.

Level 3/Transactions – This is the 3rd level of the LGCS where each of the activities breakdown further into transactions or processes that can be carried out for each activity.

- This 3rd level of navigation is further filtering whereby users can now view their working processes and documents. This level can be amended if necessary and further levels could also be added if required.

The LGCS is based on the same vocabulary used in the Scottish Services List (which is used for the customer focussed Lagan software) and the website. The LGCS was devised for back office systems rather than customers as it includes terminology for functions including Finance and Human Resources.

By the end of the data gathering the generic LGCS will have become customised for The Moray Council.

Redundant terms will have been removed and relevant terms will have been added.

The following paragraphs (1 – 2) were issued by the Records Management Society to explain why and how the scheme was developed.

1. Introduction

This scheme has been developed to ease the burden of developing classification schemes to support business activities undertaken in the predominantly (but not exclusively), local government environment. The content remains the intellectual property of the Records Management Society and is free to use subject to recognition relating to its origin - “The Records Management Society of Great Britain”.

The Records Management Society of Great Britain has issued this scheme after consultation with a number of local government authorities, their agencies and other experts in the field.

1.1 Scope

This scheme has been issued to support local authorities in the areas of Data Protection, Freedom of Information, Records Management and various information management related legislation. Its objective is to promote improved records management practices within local government.
The structure of the scheme is such that it promotes functionality. It is a hierarchy of terms, moving from the broadest level function to the more specific activity. In simple terms entries have been classified according to:

Function, then
Activity, then
Transaction

Much of the information held by a local authority is stored in case files and registers. Previous versions of the LGCS incorporated these structures within the classification scheme itself. This version of the LGCS has separately identified case files and registers. A single case file may incorporate information from several classes representing different transactions.

The scheme has also been mapped to the Integrated Public Service Vocabulary (IPSV).

1.2 Benefits

1) A scheme provides linkages between individual records that accumulate to provide a continuous record of activity;
2) A scheme ensures records are named in a consistent manner over time;
3) A scheme assists in the retrieval of all records relating to a particular function or activity;
4) A scheme can be used when determining security protection and access levels appropriate for sets of records;
5) A scheme can be used when determining appropriate retention periods and disposition actions for records.

2. Structure

2.1 Structure and use of the classification scheme

The structure works from a general description at the first level reducing to the most specific description at lower levels.

First level headings identified reflect key groupings of functions undertaken by local authorities and aspects of administrative matters common to all organisations.

Second level terms are activities.

The third level identifies transactions which typically occur when information is exchanged with another party as part of a business process, but are informative only. This third level can also be used by each authority to add in organisation-specific terms.

One of the major failings of classification schemes generally is the difficulty they have incorporating case files. This version of the scheme has separately identified the case files but retained the activity and transaction levels within the classification. An authority may then choose how they wish to implement these case files within a fileplan.
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 management
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
- Fire prevention
- Measures against vandalism
- 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
- Honours and awards
- Member support
- Planning
- Representation

Economic development
LGCS - Level Two Activities

- Business intelligence
- Promotion
- Regeneration
- Sustainability
- Tourism
- Training

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
- Conservation
- Monitoring

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
- Archives
- Arts
- Community facilities
- Leisure promotion
- Libraries
- Museums
- 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 control
- Building control
- Covenant control
- Development control
- Forward 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 management**
- 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
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
    - 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
    - Contingency planning
    - Fire safety planning
    - Home security
  - Community safety
    - CCTV surveillance
    - Community wardens
    - Crime reduction
    - Neighbourhood Watch
  - 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
  . 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
Honours and awards
Honours submissions
Lord lieutenantcy
Member support
Gifts and hospitality
Register of Interests

Planning
Cross departmental consideration
Forward Plan
Strategic Plan

Representation
Constituencies
Elections
Emparishment
Lists of councillors
Lists of meetings
Nominations
Political parties’ papers

**Economic development**
- Business intelligence
  - Business listing
  - 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

**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
  . 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
    . Biodiversity
    . Campaigns
  . Conservation
    . Archaeological services
    . Countryside conservation
    . Forest management
    . Heritage conservation
    . Nature conservation
    . Urban conservation
    . Woodland management
  . Monitoring
    . 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
Payroll and pensions
  Pay
  Pensions

Health and safety
  Community safety
  Campaigns
  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**

- 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

- Bylaws
  - Enactment
  - Enforcement

- Land and highways
  - Acquisition
  - Disposal

- Land registration
  - Land charges

- Litigation
  - 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
. Archives
. . Archive development
. . Cataloguing
. . Deposits
. . Loans
. . Membership
. . Research
. 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
  - 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 control
- Building control
  - Application processing
Building regulations
  . Registration
  . Unauthorised works
Covenant control
  . Policies
  . Covenant controls
Development control
  . Application processing
  . Conservation areas
  . Enforcement
  . Hedges
  . Registration
  . Planning obligations
  . Tree
Forward planning
  . Economic regeneration
  . Heritage listing
  . Housing development
  . Local plan
  . National planning policy
  . Natural environment
  . Planning policy
  . Planning schemes
  . Regional plan
  . Sustainable development
  . Urban centre planning

Procurement
  . Contracting
    . Approved suppliers
    . Contract awards
    . Contract management
    . Requisition
  . Market information
    . Product evaluation
    . Product information
  . Tendering
    . Tenders
    . Tendering policies

Registration and coroners
  . Inquiries into deaths
    . Coroners inquests
    . Investigations
    . Registration
  . Marriage services
    . Conducting a marriage service
    . Registration
  . Registration of births, marriages and deaths
    . Advice and support
    . Certification
    . Notification
    . Registration
  . Treasure trove
    . Inquests

Risk management and insurance
  . Claims
    . Claims processing
  . Insuring against loss
    . Insurance
  . Risk management
    . Business continuity planning
Transport and infrastructure

Design and construction
- Roads and highways
- 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
- Hazard removal
- Inspections
- Kerbs
- Planned maintenance
- Scheduled maintenance
- Verge maintenance
- Road safety
Accident investigations  
MOT testing  
Road safety awareness  
Safety audits  
School crossing patrols  
Speed cameras  
School transport  
School transport services  
Traffic management  
Abnormal loads  
Gritting and snow clearance  
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 management  
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
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