

#	Name	Sub-services	Role of the council	Level of authentication	Tech components	Weighted priority	CD Checked	Service Staff
1	Find a youth group	View map to see closest youth group (online) > Contact	Direct delivery	Level 01 - No pers...			✓	Waiting for feedba...
2	Find a recycling centre	Check / search (online)	Direct delivery	Level 01 - No pers...		CHECK 3		Done
3	Check how, where and what to recycle	Check (online)	Direct delivery	Level 01 - No pers...		CHECK 3		Done
4	Check risk of flooding	View map (online)		Level 01 - No pers...		CHECK 3		Done
5	(NT) Apply for a flood grant - Property Level Resilience grant	A. Check eligibility (online) > not eligible so leave  B. Check eligibility (online) > Eligible so fill in a form (online) > > wait for Lakeside Flood Solutions to contact me > book an appointment for my assessment (phone?) > get house assessed?...> get the grant (via supplier Lakeside)	External commissi...	Level 02 - Some p...	Achieve forms	APPLY 2		Waiting for feedba...

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6	Report something	<p>A. Get directed to the right authority (Highway England / CountyRoute / Southend-on-Sea / Thurrock) &gt; Report to Essex Highways &gt; Report something &gt; Select between 14 options &gt; Check if EH is already aware of it &gt; Get an issue reference number</p> <p>B. Get directed to the right authority (Highway England / CountyRoute / Southend-on-Sea / Thurrock) &gt; Report to Essex Highways &gt; Report something &gt; Select between 14 options &gt; Check if EH is already aware of it &gt; Upload a picture and fill in a form &gt; Get a reference number</p> <p>C. Get directed to the right authority (Highway England / CountyRoute / Southend-on-Sea / Thurrock) &gt; Report to Essex Highways &gt; Report something &gt; Select between 14 options &gt; if it is about Traffic Lights not working/out of sync OR flooding OR tree in the middle of the street (if severe and urgent conditions) &gt; Call</p>	Mixed model	Level 01 - No pers...	Achieve forms	TELL 1		Done
7	Check a query	<p>A. Enter a reference number &gt; Check info</p> <p>B. Enter the postcode &gt; Check info</p>	Mixed model	Level 01 - No pers...	Bespoke platform	CHECK 1		Done

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8	(NT) Apply for a Blue Badge	<p>A. Check if eligible &gt; if automatically eligible &gt; Fill in form (online) and submit your documents &gt; Get confirmation &gt; get decision (email/post)</p> <p>B. Check if eligible &gt; if not automatically eligible &gt; Fill in form (online) and submit your documents &gt; Get confirmation &gt; be invited to attend mobility assessment if service can't make decision w/out further assessment &gt; get decision of application (email/post)</p>	Direct delivery	Level 02 - Some p...	Achieve forms	APPLY 1	✓	Done
9	Apply for a school place - step 01: Find a school	Check school catchment area (online) > Read school admissions policy (online) > Select school(s)	Direct delivery	Level 01 - No pers...		CHECK 1	✓	Done
10	Find childcare	Fill in postcode / city > Navigate the interactive map	Direct delivery	Level 01 - No pers...		CHECK 3		Done
11	Find a councillor	Enter postcode	Direct delivery	Level 01 - No pers...	CMIS	CHECK 3	✓	To be completed
12	Adult Social Care / Check if I might need to pay for care	<p>A. Download PDF &gt; Fill it in</p> <p>B. Fill in form (online) [Tech Services working on this now]</p>	Direct delivery	Level 01 - No pers...	Achieve forms	CHECK 2	✓	To be completed

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13	Track your Blue Badge application progress	Login application details > check progress	Direct delivery	Level 02 - Some p...	Achieve forms	TRACK 2	✓	Done
14	Apply for a school place - step 02: Apply	<p>A. Register for an Education Portal account (Online) &gt; Log into portal &gt; Apply for a school place (online portal) &gt; Receive application acknowledgement (email) &gt; Wait &gt; check progress/status of application (online portal)</p> <p>B. (after deadline/church school) Fill in form (paper) &gt; Send application (email/post) &gt; Receive acknowledgement of application (post/email) &gt; Wait &gt; check progress/status of application (email)</p>	Direct delivery	Level 03 - Persona...	Education portal	APPLY 1	✓	To be completed
15	Apply for a school place - step 05: Get onto waiting list	<p>A. Automatically on a waiting list for schools higher in the list than offered school &gt; Check waiting list status (online - yer 7/phone) &gt; get offer (letter) &gt; decide on offer (email)</p> <p>B. Apply to be on a waiting list for a school lower than offered school (email) &gt; Wait &gt; Check waiting list status (online?) &gt; get offer (email/online portal) &gt; decide on offer (online/email)</p>	Direct delivery	Level 02 - Some p...		TRACK 1	✓	Done