

PID List of Local Authority Process Areas

The *Process area IDentifiers (PID) List*, given on the following pages, will become a definitive list of process areas for all customer facing services supplied by UK local authorities. The List is sub-divided in a tree structure of service and sub-service areas.

Local authority staff may register for free access to the List on the [IDeA](#)'s ESD Toolkit at www.esd-toolkit.org.

The [ESD Toolkit Web site](#) makes the List available for download as a spreadsheet or for interactive use online. It publishes information, including process maps, for process areas in the List. Subscribing authorities may use the Web site to gather their own data for each process area.

The PID List is compiled as a result of co-operation between the following organisations:

- Kirklees Metropolitan Council
- Life Events Access Project (LEAP)
- London Borough of Camden
- London Borough of Lambeth
- London Borough of Lewisham
- Norfolk County Council
- Sheffield City Council
- Stockton of Tees Borough Council
- Tameside Metropolitan Borough Council
- Warwickshire County Council

The ESD Toolkit project has a team of representatives from UK authorities who review new List submissions each month. Submissions can be made and commented on by any authority on the [ESD Toolkit Web site](#). The Web site includes a Forum where the content of the List (as well as other aspects of the Toolkit) may be discussed.

The PID List is not yet a fully definitive list and continues to be validated and amended through consultation with users.

ARTS AND LEISURE

Exhibitions

- 624 Temporary exhibitions

Libraries

- 437 Library facilities (incl. location, opening hours)
- 438 Membership/joining
- 439 Catalogue - searches, availability and reservations
- 440 Loans - renewing/extending
- 441 Ordering service
- 442 Internet computers
- 443 Overdue/late fines
- 444 Mobile library
- 445 Research service
- 446 Sales [old books etc]
- 447 Restricted/reserve collections
- 448 Archives
- 449 Children's library service

Museums and galleries

- 620 General information (incl. location, events)
- 621 Loans, donations and bequests

Physical activity and sports

- 336 Municipal golf courses
- 451 General information and booking
- 453 Coaching courses and schools
- 455 Grants and development fund
- 456 Leisure passes
- 638 Sports employment
- 639 Sports grants
- 640 Activities for older people
- 641 Sports clubs
- 642 Young people's drop-in activities
- 643 Young peoples' organised activities
- 644 Sports facilities

Tourism

- 622 Publicity grants
- 623 Tourist information centres
- 662 Town twinning
- 733 Local attractions
- 734 Accommodation

EDUCATION

Adult education

27 Courses

Consultation on education

49 Consultations on education

Extra-curricular activities

47 Student organisations - youth groups, clubs and activities
48 Performance/stage licences for school age children
52 Paid work or work experience and school aged pupils
629 Youth projects - volunteering
631 Chaperone service

Help for nursery, primary and secondary school pupils

1 Educating your child at home
2 Educational awards and benefits- school clothing grants/vouchers
3 Educational awards and benefits - home to school travel support
4 Educational awards and benefits - free school meals
5 School supervised medication
6 Language and cultural support
7 Psychology, psychiatry or social work services
8 Special educational needs (SEN) - statement
9 Special educational needs (SEN) - assessment
10 Special educational needs (SEN) - placement in mainstream schools
11 Special educational needs (SEN) - disabled students allowance
18 School holiday schemes
19 After and/or before school childcare
20 Childminding
21 Services for childminders
40 Special educational needs [SEN] - transport
51 Instrumental tuition
627 Becoming a mentor
628 Obtaining a mentor
700 Advice for young people
704 Instrumental provision - assisted purchase scheme
735 Educational visits

Help for parents of nursery, primary and secondary school aged children

53 Parents centres
630 Complaints procedure - something that has happened at school

Help for students in further/higher education

22 Educational awards and benefits - school maintenance grant
23 Educational awards and benefits - education maintenance award
24 Student awards
25 Student loan
26 Educational and related European opportunities
39 Sixth form access funds

Learning resource centres- school library service

41 Information and advice
42 Book purchase scheme
43 Exhibitions
44 Project loans
45 Talks

Schools

- 12 Nursery school places
- 13 Primary school places
- 14 Secondary school places
- 15 School records for an individual pupil
- 17 School - general information [locations/contacts]
- 29 School governors
- 31 Attainment/performance
- 32 Curriculum
- 33 School and LEA plans
- 34 Exclusions
- 35 Truancy
- 36 Term, holiday and other closure dates
- 37 School catering
- 50 Private nurseries - nursery grants
- 705 School admissions - appeals
- 736 Inclusion - teenage pregnancy
- 737 Inclusion - gypsies/travellers

ENVIRONMENTAL SERVICES

Archaeological services

- 618 Archaeological consultancy
- 619 Archaeological excavations and surveys

Business licences and street trading

- 374 Licence - boarding animals
- 375 Licence - pet shop
- 376 Licence - exotic, dangerous or wild animals
- 377 Licence - dog breeding
- 378 Licence - scrap metal
- 379 Licence - auction premises
- 380 Licence - non medicinal poisons
- 381 Licence - nursing agencies
- 382 Licence - scaffolding and hoarding
- 383 Licence - building materials
- 384 Licence - sell explosives
- 385 Licence - butchers shop
- 386 Licence - gaming machines
- 387 Licence - voluntary mini-cab licensing scheme
- 388 Licence - sex establishment
- 389 Licence - massage and special treatment licence (MST)
- 390 Licence - food business
- 391 Licence - late hours catering
- 392 Licence - deal in game
- 393 Licence - public entertainment
- 394 Licence - cinema
- 395 Licence - theatre
- 396 Licence - amusement [with prizes]
- 397 Licence - lottery
- 398 Licence - door supervisor
- 399 Street trading - illegal
- 400 Licence - street trading
- 632 Licence - hackney carriage (taxi)
- 633 Licence - private hire vehicle (minicab)
- 634 Licence - private hire driver's licences
- 635 Licence - hackney carriage driver's licences
- 636 Licence - private hire operator's licence
- 646 Licence - private club - late hours
- 647 Licence - street collection
- 648 Licence - house to house collection
- 678 Licence - Sunday trading notification
- 679 Licence - car boot sales
- 680 Licence - tattooists, ear-piercing and electrolysis
- 681 Licence - acupuncturist
- 682 Licence - second hand goods
- 683 Licence - credit
- 694 Licence - hairdresser
- 695 Licence - skip operators
- 696 Licence - riding establishment
- 699 Licence - zoo
- 706 Licence - animal movement
- 738 Licence - water sports
- 739 Licence - pleasure boats
- 740 Licence - self drive boats
- 741 Licence - boatman
- 742 Licence - street café
- 743 Licence - caravan site
- 744 Licence - highway projection

Countryside

- 466 General information (location, facilities etc.)
- 467 Educational packs
- 468 Events
- 469 Visitor centres
- 470 Surveys
- 702 Management projects
- 745 Conservation - planning and implementation
- 746 Farm management
- 747 Rural development
- 748 Forest and woodland management
- 749 Ranger services
- 750 Countryside volunteers
- 751 Residential study centres

Demolitions

- 602 Demolitions - control and advice
- 603 Demolitions - enforcement's

Environmental health

- 406 Food business - food safety inspections
- 407 Food business - food safety regulations
- 408 Food business - food safety - infectious diseases
- 410 Risk assessment
- 411 Pollution control - air handling units
- 412 Pollution control - noise
- 413 Pollution control - air
- 414 Pollution control - hazardous substances
- 415 Pollution control - asbestos
- 416 Pollution control - penalty notice
- 417 Pollution control - construction information
- 418 Pollution control - contaminated land
- 431 Pest control
- 432 Dog warden service
- 433 Renovation grants
- 434 Animal welfare
- 612 Dogs - registration
- 625 Forensic science service
- 626 Coroners
- 660 Pollution control - water
- 661 Public health - housing
- 664 Public health - drainage
- 691 Pollution control - Clean Air Act approval
- 707 Public health - cooling tower notification
- 708 Pollution control - Part B authorisation

Health and safety

- 419 Health and safety at work - regulation and inspection
- 421 Prosecutions register
- 422 Training courses
- 423 Home safety
- 426 Fireworks
- 428 Syringes
- 429 Accidents
- 435 Infectious diseases
- 436 Vaccinations
- 600 Dangerous structures and public safety
- 601 Environmental services - out of hours emergencies
- 684 Open and derelict properties

- 703 Major emergency incident
- 752 Health and safety at work - advice and training
- 753 Health and safety at work - investigation

Land and premises

- 592 Council owned land and premises
- 593 Land and property - availability lists
- 594 Land use - proposals
- 595 Geo-technical services
- 596 Ecological/geological services
- 597 Landscape - character assessment
- 598 Property - searches
- 610 Local land charges - personal search
- 655 Gypsy and traveller sites
- 672 Local land charges search
- 754 Land reclamation
- 755 Village halls (advice, grants etc.)

Marine/waterway services

- 556 Canals
- 756 Beach patrol
- 757 Boat & trailer parking
- 758 Boat moorings
- 759 Cranage
- 760 Events (marine)
- 761 Fork lift hire
- 762 Launching & recovery facilities
- 763 Personal watercraft registration
- 764 Pilotage
- 765 Port information
- 766 Storage lockers
- 767 Towing
- 768 Waiting Lists (Marine)
- 769 Waste Reception / disposal (Marine)
- 770 Weather data
- 771 Winter storage
- 772 Importation of animals
- 773 Notification of vessel/aircraft ETA
- 774 Application for new beds
- 775 Notification of consignment to be imported
- 776 PH control exercised
- 777 Detention and further action
- 778 Launch service
- 779 Lifebelts
- 780 Houseboats
- 781 Reservoir management

Markets management

- 616 Stalls
- 617 Farmers' markets
- 782 General information (locations, times etc.)

Parking

- 471 On street parking enforcement - parking fines
- 472 On street parking enforcement - wheel clamps - car removal
- 473 Parking zones
- 474 Parking permits
- 475 Pavements
- 477 Dropped kerbs /crossover

- 478 Car parks - council
- 479 Car parks - private

Parks and open spaces

- 461 General information
- 462 Sports pitches/courts
- 463 Events
- 464 Grazing
- 465 Fishing
- 669 Grounds maintenance - landscaping
- 670 Play facilities
- 686 Fairground
- 709 Horticultural standards

Planning, building control and town centre management

- 485 Planning - residential
- 487 Planning - business
- 493 Planning policies - transport policy
- 494 Sites and special projects policy
- 495 Planning policies - environmental issues (agenda 21)
- 496 Town centre management - shop front grant
- 497 Town centre management - crime prevention
- 498 Town centre management - CCTV
- 499 Building control
- 505 Conservation and urban design planning - tree management
- 508 Conservation and urban design planning - tree preservation orders
- 510 Conservation and urban design planning - allotments
- 511 Conservation and urban design planning - conservation areas
- 512 Conservation and urban design planning - conservation advice
- 513 Statutory register - street naming and numbering
- 514 Statutory register - listed buildings
- 515 Statutory register - zoning
- 516 Statutory register - decision notice
- 599 Statutory development plans
- 608 Development control
- 649 Statutory register - common land and village greens
- 668 Conservation and urban design planning - building and landscape design services
- 674 Local plan - minerals
- 675 Local plan - waste

Public rights of way

- 613 Public rights of way - general
- 614 Public rights of way - enforcement

Records Office

- 604 Loans, donations, bequests and sale to the Records Office
- 605 Withdrawal of records
- 606 Access to records

Refuse

- 517 Commercial waste - collection
- 518 Commercial waste - spillage
- 519 Commercial waste - trade bins
- 520 Commercial waste - disposal sites
- 521 Skip permits
- 522 Commercial waste - special trade collections
- 523 Commercial waste - clinical waste disposal
- 524 Household waste - collection
- 526 Household waste - domestic bins

- 528 Household waste - special collections for large items
- 530 Household waste - garden waste
- 531 Household waste - disposal sites
- 533 Recycling - bags
- 534 Recycling - collection sites
- 535 Recycling - composters
- 689 Commercial waste - skip services

Roads, highways and pavements

- 372 Abandoned vehicles
- 536 Obstructed pavements
- 537 Pavements (including dangerous paving)
- 538 Road markings and signage - yellow lines
- 539 Road markings and signage - cycle lanes and routes
- 540 Road markings and signage - road signs
- 541 Road markings and signage - street name plates
- 542 Road markings and signage - red routes
- 543 Road markings and signage - speed humps
- 545 Road safety - dangerous road junctions
- 546 Road safety - cycling and walking to school
- 547 Road safety - cycling proficiency
- 548 Road safety - traffic schemes
- 549 Roads and highways - maintenance programme structural surveys
- 550 Roads and highways - obstructions
- 551 Roads and highways - enforcement
- 552 Roads and highway - weight limits
- 553 Roads and highways - bridges [general]
- 554 Roads and highways - bridge strengthening
- 555 Roads and highways - flooding [drains and gullies]
- 557 Potholes
- 558 Personal injury
- 559 Street furniture
- 560 Paving stone - theft
- 561 Gritting
- 562 Snow clearance
- 563 Walls
- 564 Lighting - street lights
- 566 Lighting - council communal flats
- 567 Lighting - traffic lights
- 568 Road safety - pedestrian crossings
- 569 Roads and highways - works
- 570 Roads and highways - closures and diversions
- 571 Roads and highways - speed limits
- 572 Roads and highways - access requests
- 573 Road safety - school crossing patrols
- 574 Verges
- 607 Demonstrations and parades
- 637 Bus shelters
- 657 Alley gating
- 701 Road adoption
- 783 Road safety - driver training
- 784 Road safety - speed checks
- 785 Abnormal loads
- 786 Taxi ranks

Street care and cleaning

- 575 Animals - stray
- 576 Animals - dead
- 577 Animal - fouling
- 579 Public conveniences

- 580 Street litter [incl. street sweeping]
- 581 Street litter bins
- 582 Street cleaning programme
- 583 Markets -cleaning
- 584 Graffiti
- 586 Vandalism
- 587 Flytipping
- 588 Flyposting
- 589 Grass cutting
- 591 Spillage - roads

Trading standards

- 401 Advice to business
- 402 Product safety
- 403 Retail
- 404 Weights and measures
- 697 Petroleum filling stations
- 710 Food and agriculture
- 787 Advice to consumers
- 788 Animal health and welfare
- 789 Fair trading
- 790 Nurses agencies registration
- 791 Food labelling and composition

Voluntary organisations

- 615 Funding

FIRE AND EMERGENCY SERVICES

Emergency planning

- 792 Major accident hazards
- 793 Flooding
- 794 Pipelines
- 795 Radiation

Fire safety

- 796 Explosives licence
- 797 Entertainments licensing
- 798 HAZCHEM information
- 799 Fireworks registration
- 800 Arson reduction
- 801 Automatic fire alarms
- 802 Community fire safety
- 803 Enforcement - residential
- 804 Enforcement - non-residential
- 805 Fire certificates - factories
- 806 Fire certificates - offices
- 807 Fire certificates - shops
- 808 Fire certificates - hotels/boarding houses
- 809 Fire warden/commercial training
- 810 Petroleum licensing
- 811 Health & safety - construction regulations
- 812 Schools
- 813 Workplace regulations
- 814 Railway regulations

Firefighting/rescue

- 815 Attending fires
- 816 After care
- 817 Special services
- 818 Hydrants maintenance
- 819 Securing premises after incidents

HOUSING

Commercial property

- 93 Lettings
- 820 Valuations
- 821 Estates management

Council housing – tenants

- 91 Council housing - tenancy issues
- 654 Property alteration by tenant
- 665 Supported tenancies

Council leaseholder and freeholder management

- 156 Home ownership service - services and communal repairs
- 157 Home ownership service - deeds
- 158 Home ownership service - home move purchase grants

Council lettings and housing allocations service

- 84 Housing allocations - general information
- 85 Housing allocations - hard to let/easy access properties
- 86 Housing allocations - allocated council home/lettings
- 87 Housing association - nomination to join the register
- 88 Mutual council home exchange
- 89 Housing allocations - allocation points
- 90 Housing allocations - rehousing decision appeal
- 92 Housing allocations - registering for a council property
- 711 Housing allocations - change of tenancy
- 712 Housing allocations - furnished tenancies
- 713 Introductory tenancies

Council run sheltered housing

- 103 Homeless
- 104 Non-council tenants
- 105 Housing association tenants
- 107 Council tenants

Dealing with housing crime

- 97 Council housing - crime
- 98 Council housing - nuisance/threatening behaviour
- 99 Housing - community safety
- 101 Council housing - squatters and unauthorised occupants

Housing advice

- 77 Asylum seekers support
- 108 Housing advice - existing private tenancy
- 109 Housing advice - existing council tenancy
- 110 Housing advice - representation on court
- 112 Housing advice - homelessness
- 114 Council estates - parking
- 115 Council lettings - garages
- 652 General housing information and advice

Housing finance

- 116 Council housing - current tenancy arrears
- 117 Council housing - evictions
- 118 Council housing - current garage arrears
- 119 Council housing - late tenancy arrears - rents
- 120 Housing rents
- 122 Communal heating charges

- 123 Housing - home insurance
- 124 Housing - insurance claims against the council

Improvements, repairs and regeneration

- 125 Property demolition - services for council tenants affected by - alternative housing
- 126 Property demolition - services for council tenants affected by - disturbance allowance
- 127 Property demolition - services for council tenants affected by - tenants responsibilities
- 128 Property demolition - regeneration service - properties affected
- 129 Home modernisation - council properties
- 130 Home improvements - adaptations to a council property
- 132 Home improvements - adaptations to a council property - temporary accommodation
- 135 Home improvements - renovation grants
- 136 Home improvements - home repair assistance grant
- 137 Home improvements - disability facility grant for a private property
- 138 Home improvements - housing renovation grant for a private property
- 139 Housing repairs - emergency out of hours repairs
- 140 Housing repairs - communal areas
- 141 Housing repairs - council property
- 142 Housing repairs - overdue repairs - discretionary allowance
- 143 Housing repairs - decoration and disturbance allowances
- 144 Modernisation schemes
- 145 Council initiatives
- 146 Housing repairs - rechargeable repairs
- 147 Garden maintenance
- 148 Housing - rent setting
- 650 Accommodation certificates (fitness for human habitation)
- 666 Surveying (major repairs)
- 714 Private property compulsory acquisition
- 715 Private property voluntary acquisition

Multiple occupancy homes

- 149 Fair rents inspection - homes in multiple occupation
- 150 Safety inspection - homes in multiple occupation
- 716 Homes in multiple occupancy - register
- 717 Landlords accreditation scheme

Right to buy

- 151 Home ownership service - right to buy

MISCELLANEOUS

Advice to business and community

- 346 Business planning
- 347 Community economic development
- 348 Economic intelligence
- 349 Business advice
- 350 Business grants
- 351 Co-operative development
- 352 Credit unions
- 677 Property enquiries
- 685 Export forums
- 690 Business awards
- 692 Security services
- 693 Business security grants
- 718 Health and safety - occupational health services
- 822 Media and publicity protocols
- 823 Regeneration projects
- 824 European Resource Procurement - European funding

Births, deaths and marriages

- 317 Marriage - arrangement and ceremony
- 318 Marriage - registering a building of worship
- 319 Birth - registering
- 320 Birth - re-registering
- 321 Death - registering
- 322 Stillbirth - registering
- 323 Births historical searches
- 324 Deaths historical searches
- 325 Mortuary service
- 663 Copy certificates
- 698 Marriages historical searches

Corporate complaints

- 353 Complaints - procedure
- 645 Complaints - advocacy

Cremations and funerals

- 326 Repatriation of a deceased body from abroad to England or Wales
- 327 Repatriation of a deceased body abroad
- 328 Bereavement
- 329 Burial
- 330 Cremation
- 331 Funeral expenses
- 332 Exhuming a deceased body
- 333 Buying a grave
- 334 Ordering a memorial
- 335 Burial/grave details
- 671 Municipal funerals
- 825 Independent funerals

Democracy

- 354 Elected members - minutes, agendas and reports
- 355 Councillors declaration of interest
- 357 Councillors services and advice
- 358 Councillors - general information
- 359 News/press releases
- 360 Mayoral invitations
- 361 Elections - proxy votes
- 362 Elections - voting

- 364 Elections - electoral register
- 365 Elections - electoral nominations
- 366 District assemblies - agenda's minutes and reports
- 658 Involvement with budgetary process
- 659 Requests for official guides
- 687 Local MPs and MEPs - general information
- 719 Assemblies and committees - diary and year book
- 720 Community strategy
- 721 Elections - publishing results
- 722 Freedom of Information Act
- 723 Parish/Town councils and councillors
- 724 Referenda - general information
- 826 Data Protection Act

Generic processes

- 370 Generic change of circumstances form
- 373 Hall /venue bookings
- 653 Customer satisfaction surveys
- 725 Best Value or CPA - performance information
- 827 Sale of sundry items and publications

Legal services

- 368 CCTV procedure for the release of evidence
- 676 Legal advice
- 688 Witness support

Recruitment

- 337 Vacancies
- 343 Employment and training initiatives
- 344 Equal opportunities information
- 345 New deal traineeships

Statistics and census information

- 367 Census information

REVENUES AND BENEFITS/FINANCE

Business rates (NNDR)

- 54 General information (incl. valuation, arrears, refunds)
- 55 Reductions [relief]
- 56 Individual account enquiries (incl. new accounts)

Council tax

- 57 General information (incl. valuation, arrears, refunds)
- 58 Individual account enquiries (incl. new accounts)
- 59 Discount
- 60 Exemptions
- 61 Band reductions (incl. disability)
- 726 Fraud Investigation

Council tax benefit

- 62 Backdating
- 63 New claim
- 64 Current claim
- 65 Appeals
- 66 Overpayment
- 67 Renewal

Housing benefit

- 68 Backdating claims
- 69 New claim
- 70 Current claim
- 71 Overpayments
- 72 Appeals
- 73 Renewal

Procurement

- 369 Approved suppliers
- 828 Tenders
- 829 Contract management
- 830 Procurement policy

SOCIAL SERVICES

Advice and support

- 163 Counselling
- 164 Harassment help
- 169 Interpreting and translating
- 199 Health advice
- 209 Needs assessment
- 299 Employment advice
- 651 Debt counselling
- 727 Alcohol advisory service
- 728 Advocacy for social services clients
- 729 Civil emergencies - Trauma Support Service
- 730 Drugs advisory service
- 731 Protection of vulnerable adults
- 732 Alternative providers of care

Carers

- 162 Advocacy for carers
- 225 Adult carers
- 298 Support groups and organisations
- 300 Young carers

Children, young people and families

- 159 Fostering
- 160 Adoption
- 250 Babysitting service
- 260 Respite care for children
- 261 Shared care for children
- 263 Residential care for children
- 264 Hospice care for children
- 266 Child protection
- 831 Support groups

Community care

- 227 Respite care
- 229 Shared care
- 230 Sheltered and supported housing
- 232 Missing or out of contact client
- 239 Employment/training
- 241 Leisure and social activities
- 292 Residential care
- 293 Hospice care
- 296 Community/day centres
- 297 Support groups and organisations

Financial/welfare benefits and other help

- 189 Welfare rights
- 190 Financial assessment
- 287 Direct payments

Help at home

- 178 Equipment and adaptations to the home
- 180 Occupational therapy
- 242 Home care
- 269 Keeping warm in winter service
- 271 Incontinence laundry service
- 313 Care/scan/community alarm services
- 315 Mobile meals (meals on wheels)
- 316 Home assessment

HIV services

- 202 Support for adults with HIV
- 246 Support for children with HIV

Out of hours

- 312 Out of hours support

Physical and sensory disabilities

- 204 Rehabilitation
- 205 Specialist equipment

Staying in hospital

- 200 Pet care
- 832 Benefits and bills
- 833 Help leaving hospital

Transportation/mobility

- 221 Rail card
- 272 Community transport
- 273 Older persons travel pass
- 274 Parking bay
- 275 Taxi card
- 276 Personal transport
- 279 Parking permits (Blue Badge)
- 280 Disabled bus pass

Youth offending

- 172 Action plan orders
- 173 Final warning
- 174 Implementation of orders
- 175 Parenting orders
- 176 Court procedures
- 177 Reparation orders
- 834 Supervision orders
- 835 Probation orders
- 836 Referral orders
- 837 Preventative services

Legal help

- 308 Legal aid
- 309 Power of attorney
- 310 Protection order
- 311 Wills and testaments

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