

Extract from HMG IA Standard No.1 Business Impact Level Tables

Sub Category	BIL 0	BIL 1	BIL 2	BIL 3	BIL 4	BIL 5	BIL 6
Inconvenience and impact on public confidence in public services	None	Likely to reduce an individual citizen's perception of that service (e.g. a compromise leading to the cancellation of a hospital appointment)	Likely to reduce the perception of that service by many citizens (e.g. compromise leading to an outpatient clinic closing for a day, with cancellation of appointments)	Likely to result in undermined confidence in the service provider generally (e.g. public failures at a hospital leading to noticeable lower public confidence in that hospital)	Likely to result in undermined confidence in the service at a national level (e.g. compromise of national patient information databases leading to undermined confidence in the NHS)	May lead to a loss of public trust in the service severe enough to cause a noticeable drop in citizens using the service through mistrust, with consequent risk to life	May lead to a complete breakdown in public trust, black market services thrive, consequent widespread loss of life or critical impact on continuity of government
Impact on public finances	None	Likely to cause a loss to the Public sector of up to £10,000	Likely to cause a loss to the Public sector of up to £1 million	Likely to cause a loss to HMG/ Public sector of £millions	Likely to cause a loss to HMG/ Public sector of £10s millions, up to £100 million	May cause short term material damage to national finances or economic interests (to an estimated total of £100s millions to £10 billion)	May cause major, long term material damage to the UK economy (to an estimated total in excess of £10 billion)
Impact on non-public finances	None	Minor financial loss to an individual or business (typically up to £100)	Significant financial loss to an individual or business	Severe financial loss to any individual such as unemployment or loss of a small UK business	Devastating financial loss for an individual, or severe economic loss leading to loss of a large company or employer or a number of small businesses	Material financial loss to the UK economy, leading to loss of a number of large organisation or severe damage to entire market sectors	Extensive financial losses across the economy leading to significant long-term damage to the UK, such as wide spread unemployment and recession
Locally provisioned services with an impact on the personal safety of citizens (e.g. sheltered accommodation)	None	None	Low risk to an individuals personal safety (e.g. the compromise of the address of a victim of abuse, where there is a low risk of further abuse if such information became known)	Directly lead to a risk to an individuals personal safety (e.g. the compromise of the address of a victim of abuse, where there is a reasonable risk of further abuse if such information became known)	Serious risk to any individual's personal safety (e.g. the compromise of the address of a victim of abuse, where serious further abuse is likely if such information became known)	Threaten life directly (e.g. the compromise of witness protection information, where there is a real risk of attempted murder if the information became known)	Directly threaten or lead to wide spread loss of life (particularly social care and environmental health services)

Sub Category	BIL 0	BIL 1	BIL 2	BIL 3	BIL 4	BIL 5	BIL 6
Locally provisioned services with an impact on the health of citizens (e.g. waste disposal)	None	Disruption to a local service	Disruption, compromise or flawed working of local services which could pose a risk to health (e.g. spread of disease)	Authority-wide disruption, compromise or flawed working of services which could pose an increased risk to health (e.g. spread of disease)	Significant authority-wide disruption, compromise or flawed working of services which could lead to major health risks	Major disruption or compromise of a Local Authorities services, or critical faults within these services, which could lead to severe health risks and limited loss of life	Catastrophic disruption or compromise of a number of Local Authority services, or catastrophic faults within these services, which could lead to severe health risks and widespread loss of life
Locally provisioned services with no impact on health or safety of citizens (e.g. library services, land use and planning services)	None	Cancellation of services to a small number (up to 10) of citizens (e.g. closure of a library or other facility)	Cancellation of services to a number (up to 100) of citizens (e.g. closure of a library or other facility)	Cancellation of multiple services to a number (up to 1000) of citizens leading to significant individual financial losses	Loss of major services provided by a Local Authorities leading to major financial losses to the Local Authority or Citizens	Total loss of major services provided by a Local Authorities leading to severe financial losses to the Local Authorities and Citizens, leading to major economic damage.	Total loss of major services provided by a number of Local Authorities leading to severe financial losses to the Local Authorities and Citizens, leading to major economic damage.
Locally provisioned services in support of the Civil Contingencies Act	None	Isolated or minor incident to which a Local Authority is not able to react within a few days which affects a small number of citizens	Isolated or minor incident to which a Local Authority is not able to react within a few days which affects a number of citizens/local businesses	Significant incident to which a Local Authority is not able to react within 24 hours which affects a large number of citizens/local businesses - e.g. significant flooding, fire, contamination or explosion.	Major incident to which a Local Authority is not able to react within 24 hours which affects a large number of citizens/local businesses - e.g. major flooding, fire, contamination, explosion or CNI failure.	Major incident to which a Local Authority is not able to react within 12 hours which affects a large number of citizens/local businesses - e.g. major flooding, fire, contamination, explosion or CNI failure	Major incident to which several Local Authorities are not able to react within 12 hours which affects a large number of citizens/local businesses - e.g. major flooding, fire, contamination, explosion or CNI failure.

Table 4 – Public Services