**Service Area Responsibilities**

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| **Environmental Services Directorate** | | | |
| **Waste Management and Operations** | **Building Control and Sustainability** | | **Environmental Health, Risk and Emergency Planning** |
| Street Cleansing  Refuse Collection Service  Bulky Waste Collection  Fleet Maintenance  Waste Policy  Legislative Compliance  Liaison with arc21  Contracts  Services and Supplies  Educational talks | NI Building Regulations enforcement  Street Naming and Numbering  Energy Performance of Buildings  Dangerous Structure  Affordable Warmth Scheme  Internal Fire Risk Assessments  Sustainability and Energy Efficiency | | * Air quality * Animal welfare / Dog control * Consumer protection * Derelict buildings * Food hygiene and safety * Harassment and illegal eviction * Home accident prevention * Litter/illegal dumping * Noise nuisances * Pest control * Rented housing standards * Licensing and tobacco control * Cemeteries administration * Emergency Planning and Business Continuity * Risk Management * Insurance * Corporate Health and Safety |
| **Community Health and Wellbeing Directorate** | | | |
| **Communities** | **Sports Services** | | **Parks and Amenities** |
| Community Support  Community and Arts Grant Aid  Community Transport  Community Facilities  Peace IV and Peace Plus  Arts Service - Island Arts Centre  Community Arts and Arts Education  Arts & Events Technical Support  Community Festivals Fund and Major Events  Museum & Heritage Service  PCSP | Dundonald International Ice Bowl  Lagan Valley LeisurePlex  Lough Moss Leisure Centre  3 Activity Centres  Castlereagh Hills Golf Course  Aberdelghy Golf Course and Sports | | * Parks and play parks * Sports pitches * Golf Course Fairway and Green Management * Biodiversity * Green Flag Awards * Grounds maintenance * Ulster and Britain In Bloom * CSAW Programme * Leisure projects * Lagan Valley Regional Park * Events |
| **Regeneration and Growth Directorate** | | | |
| **Economic Development** | **Planning and Capital Development** | | **Assets** |
| Business Development, Support for Start-Ups, Investment Promotion, Enterprise, Social Economy, International Trade, Urban and Rural Regeneration  Tourism Development  Marketing, Events and Visitor Servicing  City Centre Management  Economic Infrastructure  NI Rural Development Programme  EU projects focused on Enterprise and Employability  Belfast Region City Deal | Planning Policy  Planning Development  Capital Programming  Planning Enforcement | | * Estate Management * Asset Management, * Energy Management, * Planned Maintenance Contracts * Procurement and Contract Management of Capital Construction * Maintenance Contracts * Building Maintenance |
| **Finance and Corporate Services Directorate** | | | |
| **Finance** | | **Corporate Communication and Administration** | |
| Processing of payments  Budget preparation  Annual Report and Accounts  Provision of management information | | Communications/PR  Graphic Design  FOI/GDPR/SAR  Civic Events  Member Services / Mayor  Facilities Management  Island Event Bookings  Registration  Legal Services | |
| **Organisation Development and Innovation Directorate** | | | |
| **Human Resources and Organisation Development** | | **IT and Commercialisation** | |
| Recruitment and talent planning  Employee learning (training and development)  Elected member development  Employee relations (including employment law matters)  Performance Management,  Reward (specifically payroll)  Employee engagement and wellbeing  Organisation design  HR policy and projects  Equality  Performance  Customer Care | | Portfolio Management  Digitisation  IT  Project Management Office  Policy  Customer Experience/Services  Commercialisation | |