

Dept	Service	Function	Operational Status	Comments
City & Neighbourhood Services	Belfast Zoo	Belfast Zoo	Partially Operational	Open with restrictions. Animal houses closed.
City & Neighbourhood Services	Belfast Castle/Malone House/ Commercial Buildings	Belfast Castle	Partially Operational	Permissible Bookings only allowed.
City & Neighbourhood Services	Belfast Castle/Malone House/ Commercial Buildings	Malone House	Partially Operational	Permissible Bookings only allowed.
City & Neighbourhood Services	Belfast Castle/Malone House/ Commercial Buildings	The Stables	Partially Operational	Takeaway only service
City & Neighbourhood Services	Belfast Castle/Malone House/ Commercial Buildings	Lock Keepers Cottage	Partially Operational	Takeaway only service
City & Neighbourhood Services	City Protection Service	Air Quality not including Air Monitoring Station	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Air Quality Monitoring Station	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Planning Consultations	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Emergency Planning	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Scientific Services	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Animal Welfare	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Dog Control and Licensing	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Housing of Multiple Occupant	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Port Health (include Brexit project if required).	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Public Health and Housing	Operational (controlled operating model)	Dedicated customer contact arrangement established for call handling and the out-of-hours emergency phone service is operational.
City & Neighbourhood Services	City Protection Service	Cleansing Enforcement	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Workplace Health and Safety	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Food Safety	Operational (controlled operating model)	Operational except for routine chemical and microbiological sampling.
City & Neighbourhood Services	City Protection Service	Industrial Pollution Control	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Sewer Baiting ( including pest control advice & support for PH&H)	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Home Safety	Partially Operational	Virtual inspection will continue.
City & Neighbourhood Services	City Protection Service	Day Time Noise	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Night Time Noise	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Private water supplies Risk assessments/sampling	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Radiation Monitoring	Operational (controlled operating model)	

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City & Neighbourhood Services	City Protection Service	SLA with NIHE re points allocation	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Consumer Advice	Suspended/ Closed	
City & Neighbourhood Services	City Protection Service	Tobacco Control	Partially Operational	
City & Neighbourhood Services	City Protection Service	Pest Control	Operational (controlled operating model)	The pest control service, including home treatments, is operational using a controlled model. Home treatments are being assessed on a case by case basis to ensure compliance with the safe system of work.
City & Neighbourhood Services	City Protection Service	Business Advice (H&S Reopening a business)	Operational (controlled operating model)	
City & Neighbourhood Services	City Protection Service	Off street car parking	Operational (controlled operating model)	
City & Neighbourhood Services	Resources & Fleet	Fleet	Operational (controlled operating model)	
City & Neighbourhood Services	Resources & Fleet	Waste Collection	Operational (controlled operating model)	Black/Blue/Brown operational but with Covid revised operating procedure at extra cost. Kerbside sort not being separated at collection point but later at WTS.
City & Neighbourhood Services	Resources & Fleet	Commercial Waste	Operational (controlled operating model)	Demand increasing as businesses open - Not Sat (apart from St Georges Market) or evening service. This is currently under review - to reinstate Saturday and evening service.

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City & Neighbourhood Services	Resources & Fleet	HRC's	Operational (controlled operating model)	Open with restrictions: Temporary arrangements in place in order to protect staff, and to facilitate social distancing. Recycling centres are open seven days a week. Public may be asked to provide proof of address as the sites will only be open for people living in the Council area. There may be some queues and delays. Cars, including cars with single axle trailers, can visit sites without booking. Vans and light goods vehicles are allowed to bring domestic waste, but must book before visiting a recycling centre. The number of vehicles on site at any one time will be restricted. Pedestrians will not be admitted. Public responsible for unloading own waste to maintain social distancing from staff.
City & Neighbourhood Services	Functions & Exhibitions	Civic Amenity sites	Operational (controlled operating model)	All Civic Amenity Sites reopened at the start of October. Following detailed risk assessments, there are certain restrictions on pedestrian and vehicle access, to control movement on these smaller sites, to maintain and control social distancing and protect the safety of staff and the public alike.
City & Neighbourhood Services	Resources & Fleet	Bulky Waste	Operational (controlled operating model)	Hiab crane service from Aug 17th. Limit of 5 items per collection - No Saturday service.
City & Neighbourhood Services	Resources & Fleet	Abandoned Vehicles	Partially Operational	Emergency cases only - Risk assessment being completed and Form B prepared for resumption
City & Neighbourhood Services	Resources & Fleet	Graffiti removal / Fly poster removal	Partially Operational	Hate incidents only or high community concerns. Partnership with probation board community service scheme paused.
City & Neighbourhood Services	Resources & Fleet	Doorstep asbestos collection	Suspended/ Closed	
City & Neighbourhood Services	Resources & Fleet	Kerbside re-cycling inner city (Bryson)	Operational (controlled operating model)	
City & Neighbourhood Services	Resources & Fleet	Waste Transfer Station	Operational (controlled operating model)	

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City & Neighbourhood Services	Resources & Fleet	Public Toilets - Automated	Operational (controlled operating model)	
City & Neighbourhood Services	Resources & Fleet	Public Toilets	Partially Operational	Phased approach to re-opening city centre toilets
City & Neighbourhood Services	OSS	Tennis Courts	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	Bowling Greens	Suspended/ Closed	Closed for winter season
City & Neighbourhood Services	OSS	Bowling Pavilions	Suspended/ Closed	
City & Neighbourhood Services	OSS	Pitches	Partially Operational	Non contact sports and training allowed (below 15). 1 'elite' booking.
City & Neighbourhood Services	OSS	Pitches Pavilions (incl Golf Club)	Partially Operational	Will be open to support permissible bookings
City & Neighbourhood Services	OSS	MUGAs	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	Mary Peter's Track	Operational (controlled operating model)	Toilets open. Changing Rooms not open. Individual only or organised activities allowed up to a maximum of 15.
City & Neighbourhood Services	OSS	Cycling Track (Orangefield)	Operational (controlled operating model)	Individuals only no organised activities
City & Neighbourhood Services	OSS	Allotments	Partially Operational	Open to key holders
City & Neighbourhood Services	OSS	Community Gardens	Partially Operational	Open for watering, maintenance only
City & Neighbourhood Services	Community Provision	Wedding Photos/Venues, Filming in Parks, Parks events	Partially Operational	Permissible events only
City & Neighbourhood Services	OSS	Outdoor Gyms	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	Belfast Urban Skate Park	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	Parks/ Open Space	Operational (controlled operating model)	All preapproved events of more than 15 will be cancelled during the restricted period.  Fishing Waterworks - Individual only or organised activities allowed up to a maximum of 15  Ice cream vans/coffee kiosks - All providers to move to take away only service  Mountain Biking - Individual only or organised activities allowed up to a maximum of 15
City & Neighbourhood Services	OSS	Playgrounds	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	OSS Playground Inspectors	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	OSS Park Ground Maintenance	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	OSS Woodland & Recreation Mgt	Operational (controlled operating model)	
City & Neighbourhood Services	OSS	OSS Park Wardens	Partially Operational	Several redeployed to support Bereavement
City & Neighbourhood Services	OSS	OSS Street Cleansing	Operational (controlled operating model)	

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City & Neighbourhood Services	OSS	Public Toilets in Parks	Partially Operational	All toilets to be reopened in phased approach.
City & Neighbourhood Services	GLL	Leisure Centres	Partially Operational	Individual swimming & gym only - We now have 13 of 15 indoor leisure centres open (some on restricted hours) and 8 of 9 wet centre pools are open (again, some on restricted hours).
City & Neighbourhood Services	GLL/BCC	Girdwood Community Hub	Partially Operational	BCC youth space not operational
City & Neighbourhood Services	Community Provision	Community Centres	Partially Operational	All community centres have reopened to regular user groups, except for Highfield where there is no demand at present. All dance classes, fitness and other indoor sports classes will be cancelled. This is consistent with GLL approach. All other bookings will be reviewed to ensure that they do not exceed 15 participants
City & Neighbourhood Services	Community Provision	Community Services	Partially Operational	Some services returning as part of phased opening of community centres
City & Neighbourhood Services	Community Provision	Community safety	Partially Operational	Operational Service is fully operational using online mechanisms in place of in person meetings with communities. PCSP's - online meetings. Some projects have been able to continue for PCSP's as delivery bodies have been involved in COVID-19 response. PCSP grants embedded in new Summer Community Fund Grant which will be developed further. PCSP supporting thematic communities of interest as they transition out of emergency COVID-19 response
City & Neighbourhood Services	Community Provision	Good Relations	Partially Operational	GR funding embedded in new Summer Community Fund Grant. GR supporting thematic communities of interest as they transition out of emergency COVID-19 response
City & Neighbourhood Services	Community Provision	Education and Awareness	Partially Operational	Community Clean Ups have just been allowed by Gold to recommence as demand was increasing. Education and Awareness embedded in Area Support Teams

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City & Neighbourhood Services	Community Provision	Active Living and Sports Development	Partially Operational	Sport dev operational; active living - mainly furloughed
City & Neighbourhood Services	Community Provision	Health and Wellbeing Unit	Operational (controlled operating model)	
City & Neighbourhood Services	Community Provision	Community Parks Outreach	Suspended/ Closed	Work underway re systems and processes to enable volunteer groups to use parks/open spaces and community gardens in next few weeks.
City & Neighbourhood Services	Bereavement Services	Crematorium	Operational (controlled operating model)	Crematorium operating with no public access to the building & short outdoor committals only - <b>Committals limited to 25</b>
City & Neighbourhood Services	Bereavement Services	Burials	Operational (controlled operating model)	Operational with short committal and additional controls in place to manage risk of transmission of COVID-19 - <b>Committals limited to 25</b>
City & Neighbourhood Services	Bereavement Services	Cemeteries	Operational (controlled operating model)	Fully operational – but cannot facilitate events and tours
City & Neighbourhood Services	Bereavement Services	Cemeteries Offices / Bereavement Administration	Operational (controlled operating model)	No public access to offices (telephone/email communications) - under review Bereavement Administration electronic format only.
Place & Economy	Planning & Building Control	Planning Service ALL	Partially Operational	Planning & Building Control Reception closed
Place & Economy	Planning & Building Control	Development Management	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Enforcement	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Planning & Building Control Reception	Suspended/ Closed	
Place & Economy	Planning & Building Control	LDP Draft Plan Strategy	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	LDP Supplementary Planning Guidance	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	LDP – Other Policy & Local Policies Plan	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Tree Preservation Orders & Tree works	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Building Control ALL	Operational (controlled operating model)	Planning & Building Control Reception closed

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Place & Economy	Planning & Building Control	Dangerous Structures	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Building Regulations	Operational (controlled operating model)	This is now deemed to be an essential service and linked to city re-opening. All application types being received and processed. All site inspections are being carried out in line with RA and site H&S protocol.
Place & Economy	Planning & Building Control	Licensing	Operational (controlled operating model)	
Place & Economy	Planning & Building Control	Affordable Warmth		In line with current working arrangements agreed with DfC. Only urgent referrals submitted. Urgent site visits are being carried out in line with RA and H&S protocol.
Place & Economy	City Regeneration & Development	City Regeneration & Development	Operational (controlled operating model)	
Place & Economy	Economic Initiatives & International Development	Economic Development	Operational (controlled operating model)	
Place & Economy	Economic Initiatives & International Development	St Georges Market	Operational (controlled operating model)	Market is open but still working at reduced operating hours (based on pre-COVID hours). Reduced stall numbers due to social distancing restrictions
Place & Economy	Economic Initiatives & International Development	Smithfield Market	Operational (controlled operating model)	Smithfield open as pre-COVID. Some social distancing measures in place
Place & Economy	City Events	City Events	Suspended/ Closed	Considering position re Halloween, Xmas etc.
Legal & Civic Services	Civic HQ	Births, Deaths, Marriages & Civil Partnerships	Operational (controlled operating model)	Weddings/Ceremonies : We are not cancelling weddings. All scheduled ceremonies will be informed of the new restriction reduced number to 25 coming in to play on Monday (19 Oct). Web updated. We will stop taking bookings for the next few weeks. We will need to continue to use the function rooms as to ensure social distancing.
Legal & Civic Services	Civic HQ	Reception	Suspended/ Closed	
Legal & Civic Services	Civic HQ	Switchboard	Operational (controlled operating model)	
Legal & Civic Services	Civic HQ	Civic Services Attendant (Handyman)	Partially Operational	
Legal & Civic Services	Functions & Exhibitions	City Hall Functions/ Receptions	Suspended/ Closed	Potential opening to be kept under review. NB: function rooms in use for BDMCP social distancing.

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Legal & Civic Services	Functions & Exhibitions	City Hall Tours & Artefacts	Suspended/ Closed	Potential opening to be kept under review. Unlikely to open until 2021.
Legal & Civic Services	Functions & Exhibitions	City Hall Visitor Exhibition & Gift Shop	Suspended/ Closed	Potential opening to be kept under review
Legal & Civic Services	Functions & Exhibitions	City Hall Bobbin Café	Suspended/ Closed	Potential opening to be kept under review
Legal & Civic Services	Facilities Management	Cleaning of Public Conveniences	Operational (controlled operating model)	