



**Belfast**  
City Council

Belfast City Council City and Neighbourhood  
Services Department

To date in 2021/22 staff across the department CNS continued to provide the following despite challenges presented in the delivery of operations and services by COVID-19:

- ✓ Recycled 68,000 tonnes of waste
- ✓ Recycled 43 per cent of our household waste
- ✓ Empty approximately 10 million wheelie bins and carry out 38,500 bulky waste collections
- ✓ Cleaned over 4,787 streets per week (445,000km per year)
- ✓ Delivered a 2-week summer programme of activities to approximately 500 children across the city providing an average of 230 activity sessions.
- ✓ Food safety 1,035 inspections carried out
- ✓ Health and safety 3,410 inspections carried out
- ✓ Carried out 3,809 cremations and total of 1,636 burials
- ✓ Supported 350 projects across the city through community provision micro/medium funding, representing a total investment of £990,552
- ✓ Provided £1 million additional funding to support organisations to deliver support for those individuals impacted by Covid restrictions and cost of living issues.
- ✓ Opened Avoniel Leisure Centre as part of the Leisure Transformation Programme
- ✓ Stadium Community Benefits Initiative delivered by IFA and GAA in partnership with Belfast City Council provided 26,175 participation opportunities
- ✓ Belfast Boxing Strategy had 1,028 participants in 2021/22
- ✓ Operated 27 Community Centres in 2021/22 across Belfast
- ✓ Responded to 3668 Pest Control Service Requests
- ✓ Responded to 4938 Night-time noise requests
- ✓ Responded to 1646 daytime noise requests
- Responded to Urgent residential complaints - specifically flooding
  - ✓ Urgent complaints – 238
  - ✓ Flooding complaints - 75
- ✓ Housing condition complaints/Statutory Nuisance 2686
- ✓ Continued to deal with fuel poverty via schemes like Stay Warm which sold £43,940 in oil stamps
- ✓ Issued 1075 Fixed Penalty Notices for littering and dog offences
- ✓ Facilitated 182 community clean- ups in 2021
- ✓ 20 Parks and Green Spaces with Green Flag accreditation
- ✓ Spent £762,524.39 to support good relations, 75% of which is funded by The Executive Office. figure includes programme and staffing.
- ✓ Good Relations participants/beneficiaries, we had 6,332 direct participants on our Programmes and 20,700 indirect beneficiaries of our Programmes