

City Matters



Belfast City Council - looking after your city

Autumn 2003



Inside:

**Blue bins -
Your questions
answered**

page 4

**Here's looking
at you Belfast**

page 7

Mouse matters

page 18

WIN a night at the opera!
Page 17

City Matters

Contents

- 3 Our city's got spirit!
- 4 Blue bins - Your questions answered
- 6 Future planning
- 7 Here's looking at you Belfast
- 8 Consumer advice
- 9 What's on
- 10 Members of Belfast City Council
- 12 Directory of Key Council Services
- 13 The pride of Belfast City
- 13 Make your voice count
- 14 Coming to rest
- 15 Aiming to please
- 16 Last Night of the Proms
- 17 Bin collections on public/bank holidays
- 18 Mouse matters
- 19 Frequently Asked Questions



Belfast City Council

City Hall, Belfast BT1 5GS

Tel: 028 9032 0202

Textphone: 028 9027 0405

Visit our website at www.belfastcity.gov.uk



We are committed to making sure that our services are available to all sections of the community. Consideration will be given to providing City Matters in alternative formats if requested.

City Matters is produced by Belfast City Council and delivered by Royal Mail to 124,000 addresses in Belfast at a cost of 21p per household.

This publication is printed on environmentally friendly paper.



Editorial

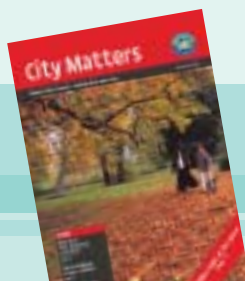
Welcome to City Matters. In our last issue, we told you about our plans for the next three years. Thanks for responding with more suggestions and comments on what you want to see in the magazine.

In this edition we have concentrated on the issues most important to you. Your number one request was for more information on recycling and you'll find our update on the blue bin scheme on pages 4 and 5.

Many of you wanted to know what's on in Belfast. Happily there is so much going on, we can't include it all. So on page 9 you can find out how to get a copy of Belfast's main events listings guide, "whatabout?", as well as "Performance", the events magazine for the Belfast Waterfront Hall.

You may have noticed a new crystal symbol on this page. This 'Approved by Plain English' logo shows you that we are aiming to reach a high standard of clarity in City Matters.

We hope you continue to find City Matters useful. We're keen to make sure that all residents receive a copy - so if you know of anyone who's missing out, please let us know. ●



Front cover: Ormeau Park in Autumn

"City Matters" is produced by Corporate Communications, Belfast City Council.

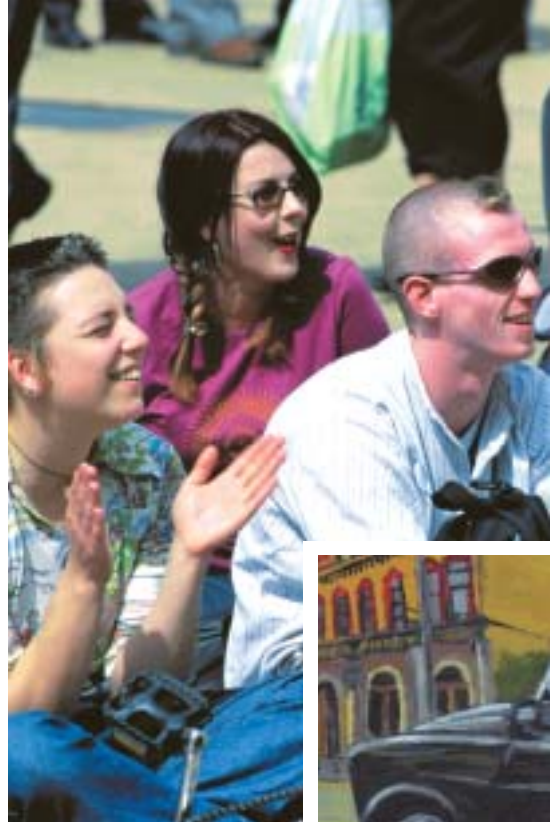
Our city's got spirit!

At the beginning of the summer, we published 'Culture and Arts...the Spirit of the City' - our plan for supporting cultural activity in Belfast over the next three years.

We will be working to develop cultural events and activities in the city as well as focusing on regenerating Belfast using culture and arts as a tool. Our top priority will be building stronger relationships and communication with arts and heritage organisations, community groups and other development partners, to make sure that culture plays a central role in the life of the city.

Other key areas of work will include:

- building on the strengths of Belfast's cultural festivals
- encouraging excellence in cultural programming and events - so that you get to see the best of shows and performances
- reviewing how we fund cultural activity to make sure that we're supporting local talent and creativity
- making it easier for you to get involved in cultural activities and attend cultural events
- promoting Belfast's arts and heritage internationally



- helping you to express yourself, enjoy your leisure time, achieve personal fulfilment or even find a new career!
- encouraging the protection and sympathetic development of more of our city's historic buildings, so that Belfast becomes a really fascinating place to explore and visit. ●

For further details on what we will be doing to support culture and arts in Belfast over the next three years, or for details on how you can get involved, visit www.belfastcapitalcity.com - e-mail cultureandartsadmin@belfastcity.gov.uk or call us on 028 9027 0461.



We're all ears

This autumn, we will survey over 1,000 people across the city to find out how they feel about the services we provide and about living in Belfast. We carry out this survey every two years making sure that we talk to a representative range of males and females over the age of 16.

From the responses we receive, we can shape future policies and priorities to best suit your needs and work towards making this a better city for everyone.

So if you receive a knock on your door during September or October and are

asked to participate, remember it's your opportunity to give us your views.

Don't forget to ask to see an identification badge or call us if you feel uneasy in any way. All of your comments will remain confidential. If you have a disability or do not speak English as a first language then alternative arrangements for completing the survey may be made. ●

For more information about the survey, please contact the Policy Services Section on 028 9032 0202 ext 2241.



Blue bins

Your questions answered



The introduction of our blue bin recycling system for waste paper has generated a great deal of interest and feedback, highlighting how important recycling is to you. Responses so far indicate that you welcome the new system and want to know more. Here, we attempt to answer your questions.

and west of the city. We plan to roll out the kerbside box collection later in the year.

Q How do I find out when I will be getting a blue bin in my area?

A The map shown opposite illustrates the annual distribution planned for the blue bins across the city. This will also be displayed in more detail at local community and leisure centres during September, as well as the City Hall and our Cecil Ward Building in Linenhall Street.

Q How often are blue bins collected?







A Blue bins are collected once a month and when you take delivery of your bin, you will also receive a six month calendar which will indicate the week in which your bin will be collected.

Q Will all households have access to a recycling scheme?

A Our recycling programme is being rolled out across the city over a period of four years. During this time, we aim to give every household either a blue bin or kerbside box collection scheme.

Blue bin collections are now up and running in parts of south and east Belfast and they will soon be introduced to parts of the north

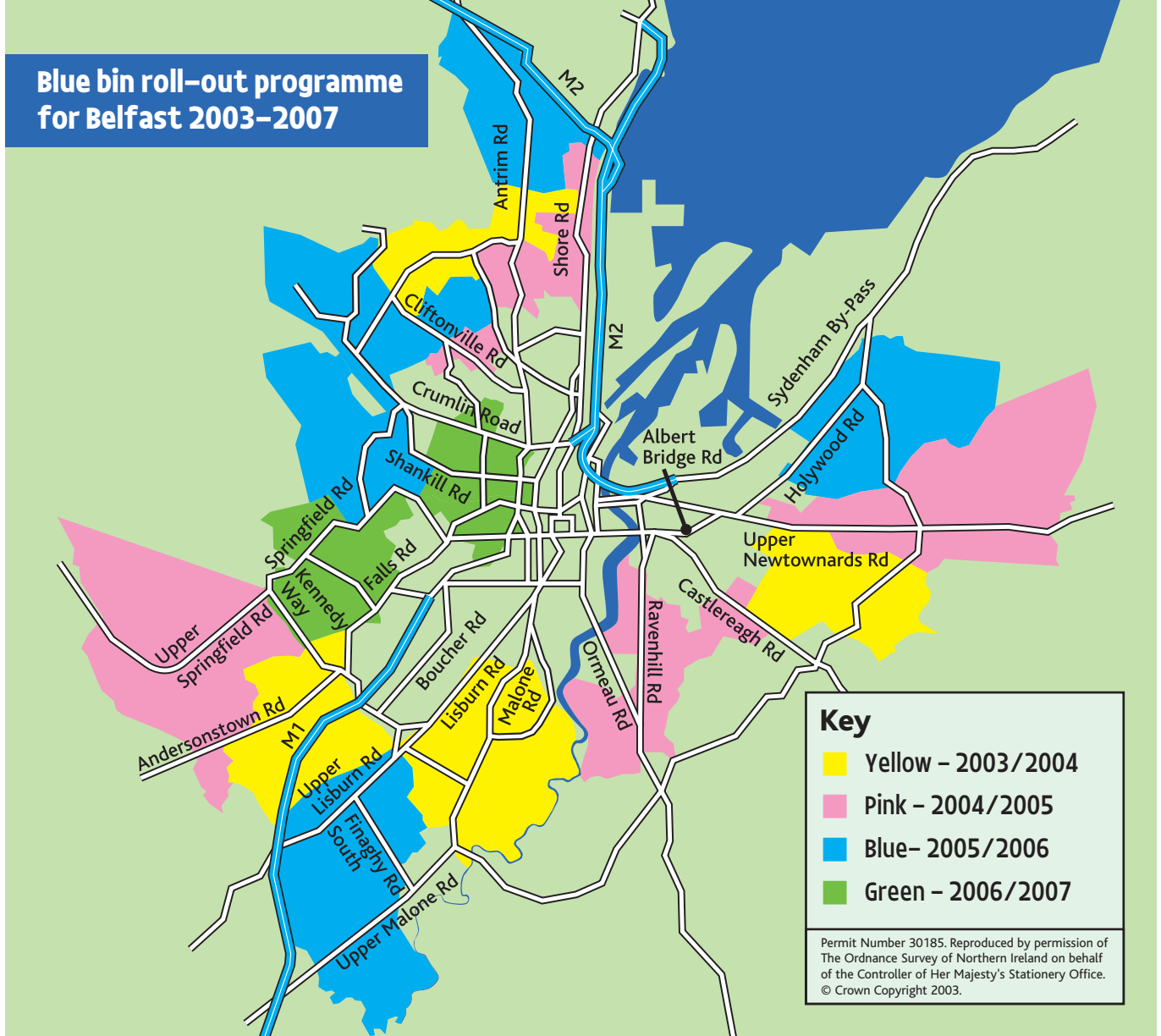
These are the only items that CAN be put in your blue bin

	Newspapers	✓
	Magazines	✓
	Junk Mail (No envelopes or plastic)	✓
	Catalogues/ Brochures	✓
	Office Paper/ Any other white paper	✓
	Telephone Directories/ Paperback books	✓

Do NOT place any materials in the paper recycling bin which are not listed in the table above eg cardboard.

If you have any questions on recycling, call the Recycling Hotline on 0800 0328 100.

Blue bin roll-out programme for Belfast 2003–2007



Q What happens if I put materials in my blue bin that aren't acceptable?

A The paper collected in the blue bins is used for making newspapers. We can't accept any non-paper material, as one blue bin containing cardboard or plastic could result in a whole lorry load being rejected and sent to a landfill site.

Our recycling collection staff have to check the bins and if any of the contents are unsuitable, they will put a sticker on your bin asking you to remove the non-paper material.

Q How can I recycle paper if I don't have a blue bin?

A You can recycle paper and other items at our civic amenity sites as detailed in the table here. You may also be able to recycle at your local shopping centre.

Civic Amenity Sites/Recycling Centres

	Agnes Street	Boucher Road	Charlotte Street	Clara Street	Garron Crescent	Kennedy Way	Medway Street	Palmerston Road	Park Road	Primrose Street	Seapark Drive	Springfield Avenue
Glass	●	●	●	●	●	●	●	●	●			●
Cans	●	●	●	●	●	●	●	●	●			●
Newspapers & Magazines	●	●	●	●	●	●	●	●	●			●
Clothes & Shoes	●	●	●	●	●	●	●	●	●			●
Engine Oil	●	●	●	●	●	●	●	●	●	●	●	●
Scrap Metal	●	●	●	●	●	●	●	●	●	●	●	●
Garden Waste		●	●	●	●	●		●	●			
Sunday Opening	●	●		●	●	●		●				●

Opening Hours:

Monday - Friday 8am-8pm (April-September) / **8am-4pm** (October-March),
Saturday 8am-5pm, Sunday 12pm-4pm (Clara Street 1pm-5pm)

Future planning



Have you ever wondered what Belfast might look like ten or fifteen years from now? And have you ever thought about who decides how our city will change and develop over time?

It's easy to take for granted the changes that occur around us and to assume that they happen of their own accord. But that's not the case. Like all successful cities, Belfast needs careful planning.

Over the past few years we have been taking a much closer interest in broader planning issues. The Government's Planning

Service is working on the Belfast Metropolitan Area Plan - a plan for the future of Belfast and its surrounding area that will shape how it will look for the next fifteen years.

Over the summer we have been developing our own city masterplan to explore the major issues facing Belfast and what action is needed to make our city a success. This

looks at many important things that will have a direct impact on all of us, such as how to encourage jobs and investment and how we can make sure the city has good transport and is accessible for its residents and visitors.

Our masterplan also looks at the city's problems. For example, did you know that Belfast's population has dropped dramatically? While areas of Belfast have developed almost beyond recognition over the past decade, our population continued to fall. One of our goals for Belfast is to encourage residents to stay and many more people to move here. The more people there are, the easier it is to organise better services such as good public transport and education. ●

We will publish our masterplan later in the autumn. You can find out more about the process on www.belfastcapitalcity.com or by writing to our Planning and Transport Unit at 4-10 Linenhall Street, Belfast BT2 8BP.

A taste for training

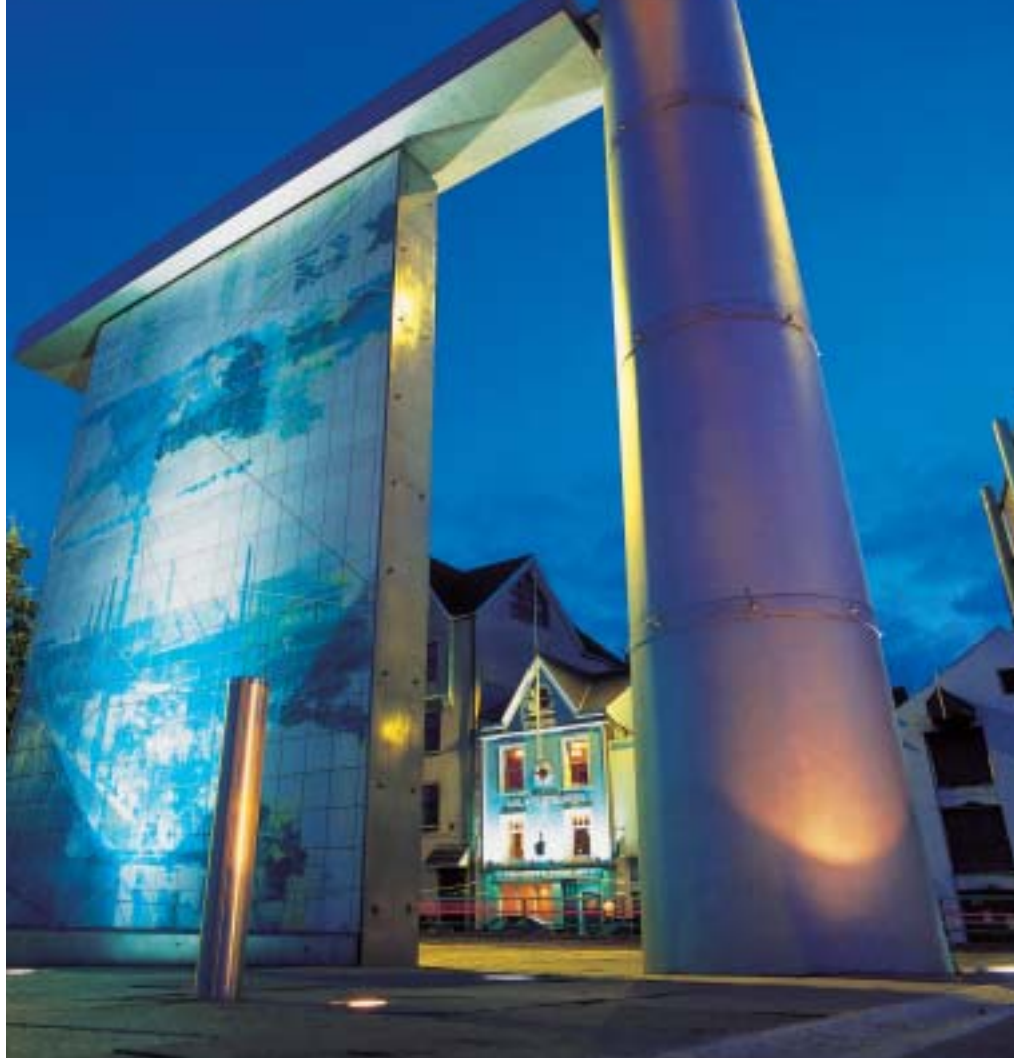


Course participants pictured with trainer Miranda Wu (left).

For food industry workers, food hygiene training is an essential legal requirement. We offer training in the Chartered Institute of Environmental Health (CIEH) Foundation Course in Basic Food Hygiene and our officers train several hundred people each year.

In response to demand, we now provide courses for Cantonese and Mandarin speakers delivered in the trainees' language by Miranda Wu, a registered trainer with the CIEH.

The training takes place several times a year in our Cecil Ward Building, Linenhall Street. Participants can get advice here from our Environmental Health Officers regarding food safety. Feedback to date has been extremely positive and this is also reflected in the excellent course pass rate. ●



Here's looking at you Belfast

Do you have a favourite building in Belfast? The Custom House, the Albert Clock or St. Anne's Cathedral? Or is it a building that once closed down and was brought to life again for everyday use. Perhaps it's the old Provincial Bank in Royal Avenue - now Tesco Metro, or Christ Church on College Square North - now set to become a centre of excellence for information technology.

It's all too easy to take for granted Belfast's rich and varied landscape and its historic buildings. But simply by looking around as you walk along our city streets, you can begin to appreciate the richness of the architecture here.

And don't forget, some buildings such as St. George's Market and the City Hall are open to visitors all year round.

If you want to learn more about the buildings you encounter as you explore the city, there are also many brochures and guides available from the Belfast Welcome Centre at 47 Donegall Place, telephone 028 9024 6609 or visit www.gotobelfast.com The 'Historic Belfast' leaflet focuses on around 40 of our architectural gems in the city centre, 'On The Hoof' features a variety of interesting cultural walks around the city and the 'Titanic Trail' looks at Belfast's Edwardian landscape.

To find out more visit
www.belfastcity.gov.uk/heritage

Looking further afield, more than 160 historic buildings (including private houses, public buildings, gardens and churches) throughout Northern Ireland will throw open their doors to visitors during **European Heritage Open Days, on 20 and 21 September.**

To find out more, contact the Environment and Heritage Service (EHS) on 028 9054 3022 or log on to www.ehsni.gov.uk

Heritage Exposed Photography Competition

In conjunction with European Heritage Open Days, EHS has launched its second photographic competition which aims to encourage everyone to take photographs that capture an element of built heritage in Northern Ireland.

The competition will run until Friday 10 October 2003 and is open to all ages. **To get an entry form and rules, you can telephone 028 9054 3022, or download them from www.ehsni.gov.uk or email ehd@doeni.gov.uk**



Consumer advice

Are you getting nowhere with a consumer problem? Perhaps you lost luggage on holiday only to discover that your insurance policy isn't worth the paper it's written on. Or maybe you have gift vouchers for a shop that has closed down. Whatever the problem, don't worry, help is at hand.

Our Consumer Advice Centre, based in the heart of Belfast, offers help and advice on consumer-related problems to both traders and consumers.

Advisers will make you aware of your legal rights and are happy to act as mediators on your behalf if you are unable to sort out your problem.

Complaints may relate to products such as clothes, electrical goods and even package holidays as well as grievances against service providers such as builders, hairdressers and mechanics. All enquiries are treated seriously and no complaint is considered too trivial. ●

If you have a consumer problem and would like some specialist advice, simply visit the Consumer Advice Centre at 6 Callender Street, Belfast.

Opening times:

Monday	9.30am - 4.30pm
Tuesday	9.30am - 4.30pm
Wednesday	9.30am - 2.00pm
Thursday	9.30am - 4.30pm
Friday	9.30am - 4.15pm

You can also telephone 9032 8260 or e-mail your query to consumeradvice@belfastcity.gov.uk

Here we answer some commonly asked holiday related questions.

Q We are going on holiday to Italy and as my husband has heart problems, holiday insurance is very expensive. Do we really need it or could we not just rely on our E111 forms?

A Holiday insurance is not just about medical treatment abroad. It can provide cover if you have to:

- cancel your holiday due to illness
- cut your holiday short because of the death of a close relative or burglary at your home
- stay longer than intended if you are ill, or
- have someone escort you home if you are seriously ill or injured.

Insurance can provide cover for theft of your personal money or belongings or for legal expenses and personal public liability for claims made against you.

However, it does not cover everything. You may be asked about any pre-existing medical conditions. Insurance companies may cover these but only if you declare them.

Q On a recent holiday in Spain, we were told we'd won a prize draw. We were concerned that it may be a Timeshare con but the salesman assured us it was a holiday club, not Timeshare. When we went along to the VIP prize presentation, it turned out to be a four hour sales pitch. We felt pressurised into signing a contract promising discounted luxury holidays across the world.

As there was no cooling off period we didn't sign. Have we missed out on a bargain?

A No. Legislation now gives consumers protection and cancellation rights when buying Timeshare, but some unscrupulous sales people are using the same high pressure techniques to sell membership of holiday clubs. The main problem with certain holiday club agreements is that there is no cooling off period and many people have lost a lot of money.

The Office of Fair Trading is campaigning to warn people of the pitfalls with some holiday clubs. You can get their free leaflet "Congratulations! You have not won a FREE luxury holiday!" from our Consumer Advice Centre in Callender Street, telephone 028 9032 8260.

What's on



whatabout?, a comprehensive 38 page brochure, provides highlights of events that are taking place in Belfast City every month including details of exhibitions, lectures and talks, music and entertainments, sport, comedy, theatre and drama, family fun and festivals.

"whatabout?" is available free in over 250 locations throughout the city or call

into the Belfast Welcome Centre at 47 Donegall Place and pick up a copy or contact the Centre on 028 9023 9026. You can also go online at www.gotobelfast.com and click on 'Events' for an up-to-date listing or email laure@belfastvisitor.com to request a copy of "whatabout?"

Performance magazine, detailing all events at Belfast Waterfront Hall, is produced four times a year. The current issue covers all events until October 2003, and the Christmas issue (Oct - Dec 2003) will be available from mid-September.



Christmas highlights include the return of Bear in the Big Blue House and our annual pantomime - The Old Woman Who Lived in a Shoe - as well as traditional music such as Handel's Messiah and Carols by Candlelight. There's also a great selection of contemporary music.

Pick up a copy of "Performance" at over 500 outlets across Northern Ireland or call our Box office on (028) 9033 4455 or visit our website at www.waterfront.co.uk

September

Week of Walking

6-14 September Citywide

Includes historical tours of the city, pub walking tours, nature walks and sponsored walks for charities. Join in on 'Walk to Work' day (12 Sept)!

Tel: 028 9027 0345

Garden Gourmet

20-21 September Botanic Gardens

12.30pm-6.00pm each day
The annual City of Belfast Autumn Flower Show in conjunction with a food and drink festival, a full range of activities, music and entertainment. Admission charges apply.

Tel: 028 9027 0467 or 028 9027 0516

Slow Food Festival

20-21 September St. George's Market

**9.00am-6.00pm (20 Sept)
10.00am-6.00pm (21 Sept)**
A celebration of natural food and quality local produce. Celebrity chef cookery demonstrations and colourful entertainment provided by Irish dancers, Community Circus and live harp music.

Tel: 028 9027 0509



Last Night of the Proms

13 September City Hall

7.30pm-10.45pm

The Ulster Orchestra will perform in the grounds of the City Hall with satellite links to Last Night of the Proms concerts in London, Glasgow and Swansea.

Tel: 028 9024 6609



An Enchanted Evening

26-28 September Botanic Gardens

7.30pm-10.00pm

The Palm House, Tropical Ravine and parkland trees will be magically illuminated. Displays of art and entertainment in the park. Refreshments available; admission: £2 adults, £1 children and concessions. Family tickets £5 (2 adults and up to 3 children).

Tel: 028 9027 0347

October

Apple Fair

11 October St. George's Market

9.00am-6.00pm

Farmers' Market with a difference - promoting produce from the Orchard County - with apple pressing and marmalade making demonstrations, the Big Apple Tart 'Bake Off' Competition and children's archery school.

Tel: 028 9027 0509

Halloween 2003

27-31 October City Centre

Events programme begins on October 27 and includes ghost tours, walking tours and storytelling with a major celebration in the city centre on Halloween night.

Tel: 028 9024 6609

November

Craft Village

1-2 November & 29-30 November St. George's Market

10.00am-6.00pm

Excellent selection of beautiful gifts created by around 200 crafters from all over Ireland. Also Healthy Living Section, musical entertainment and fun activities for children.

Admission £2.50

Tel: 028 9042 2274

Music & Real Ale Festival

14-16 November Ulster Hall

12 noon to 10.30pm daily

Featuring a selection of over 60 ales from Ireland & UK and on stage top live bands. Admission: Lunchtime session - free/ £5 from 5pm.

Christmas Lights

20 November City Hall

Full details of the Christmas Lights Switch-on and the remainder of the Christmas programme will be available early in November.

Council events listed are FREE unless otherwise stated. All details correct at time of going to press.



Members of Belfast City Council

(showing political affiliation as elected in June 2001)

■ Balmoral Electoral Area

(Comprising Blackstaff, Finaghy, Malone, Musgrave, Upper Malone, Windsor Wards)



Cllr Margaret Crooks
UUP- Deputy Lord Mayor
Tel: 078 0107 1948



Cllr Thomas Ekin
ALL
Tel: 028 9020 1714



Cllr Carmel Hanna
SDLP
Tel: 028 9068 3535



Cllr Catherine Molloy
SDLP
Tel: 028 9020 1768



Cllr Ruth Patterson
DUP
Tel: 078 1012 0553



Cllr Bob Stoker
UUP
Tel: 028 9032 1472

■ Castle Electoral Area

(Comprising Bellevue, Castleview, Cavehill, Chichester Park, Duncairn, Fortwilliam Wards)



Cllr David Browne
UUP
Tel: 028 9077 1757



Cllr Patrick Convery
SDLP
Tel: 028 9028 9380



Cllr Ian Crozier
DUP
Tel: 077 6419 1511



Cllr Nigel Dodds OBE
DUP
Tel: 028 9077 4774



Cllr Danny Lavery
SF
Tel: 028 9074 0817



Cllr Alban Maginness
SDLP
Tel: 028 9022 0520

■ Court Electoral Area

(Comprising Crumlin, Glencairn, Highfield, Shankill, Woodvale Wards)



Cllr Frank McCoubrey
IND
Tel: 079 7104 8650



Cllr Chris McGimpsey
UUP
Tel: 028 9031 9430



Cllr Elaine McMillen
DUP
Tel: 028 9077 4774



Cllr Eric Smyth
DUP
Tel: 077 7423 1477



Cllr Hugh Smyth OBE
PUP
Tel: 028 9032 0202

■ Laganbank Electoral Area

(Comprising Ballynafeigh, Botanic, Rosetta, Shaftesbury, Stranmillis Wards)



Cllr Jim Clarke
UUP
Tel: 028 9045 7009



Cllr Alex Maskey
SF
Tel: 028 9024 3194



Cllr Patrick McCarthy
SDLP
Tel: 077 1164 4275



Cllr Michael McGimpsey
UUP
Tel: 028 9024 5801



Cllr Peter O'Reilly
SDLP
Tel: 028 9064 6622

■ Lower Falls Electoral Area

(Comprising Beechmount, Clonard, Falls, Upper Springfield, Whiterock Wards)



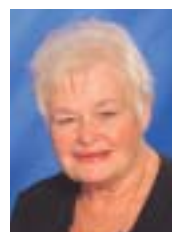
Cllr Máire Cush
SF
Tel: 028 9050 8989



Cllr Tom Hartley
SF
Tel: 028 9050 8989



Cllr Francis McCann
SF
Tel: 028 9050 8989



Cllr Marie Moore
SF
Tel: 028 9050 8989



Cllr Margaret Walsh
SDLP
Tel: 078 0188 3532

ALL - Alliance **DUP** - Democratic Unionist Party **IND** - Independent **PUP** - Progressive Unionist Party
SDLP - Social, Democratic & Labour Party **SF** - Sinn Féin **UUP** - Ulster Unionist Party

Oldpark Electoral Area

(Comprising Ardoyne, Ballysillan, Cliftonville, Ligoniel, New Lodge, Waterworks Wards)



Cllr Gerald Brophy
SF
Tel: 028 9074 0817



Cllr Billy Hutchinson
PUP
Tel: 028 9077 2307



Cllr Nelson McCausland
DUP
Tel: 028 9039 1804



Cllr Margaret McClenaghan
SF
Tel: 028 9071 3272



Cllr Martin Morgan
SDLP - Lord Mayor
Tel: 028 9024 7700



Cllr Eoin Ó Broin
SF
Tel: 028 9074 0817

Pottinger Electoral Area

(Comprising Ballymacarrett, Bloomfield, Orangefield, Ravenhill, The Mount, Woodstock Wards)



Cllr Margaret Clarke
UUP - High Sheriff
(until 31 December 2003)
Tel: 028 9045 7009



Cllr Sir Reg Empey OBE
UUP
Tel: 028 9065 8217



Cllr David Ervine
PUP
Tel: 028 9022 5040



Cllr Joseph O'Donnell
SF
Tel: 028 9045 5892



Cllr Harry Toan
DUP
Tel: 077 5206 7808



Cllr Sammy Wilson
DUP
Tel: 028 9045 9500

Upper Falls Electoral Area

(Comprising Andersonstown, Falls Park, Glencolin, Glen Road, Ladybrook Wards)



Cllr Alex Attwood
SDLP
Tel: 028 9080 7808/9



Cllr Michael Browne
SF
Tel: 028 9080 8404



Cllr Paul Maskey
SF
Tel: 028 9080 8404



Cllr Chrissie McAuley
SF
Tel: 028 9022 3000



Cllr Gerard O'Neill
SF
Tel: 028 9080 8404

Victoria Electoral Area

(Comprising Ballyhackamore, Belmont, Cherryvalley, Island, Knock, Stormont, Sydenham Wards)



Cllr Ian Adamson OBE
UUP
Tel: 028 9042 1005



Cllr David Alderdice OBE
ALL
Tel: 028 9032 0202



Cllr Wallace Browne
DUP
Tel: 028 9065 8301



Cllr Alan Crowe
UUP
Tel: 078 0188 2469



Cllr Naomi Long
ALL
Tel: 078 1039 6566



Cllr Robin Newton
DUP
Tel: 028 9047 3111



Cllr Jim Rodgers OBE
UUP
Tel: 078 0188 2478

Belfast Electoral Areas

- Balmoral
- Castle
- Court
- Laganbank
- Lower Falls
- Oldpark
- Pottinger
- Upper Falls
- Victoria



Directory of Key Council Services

Council Venues and Buildings

Belfast Castle	9077 6925
Cecil Ward Building	9032 0202
City Hall	9032 0202
City Hall (textphone)	9027 0405
City Hall Tours	9027 0456
Consumer Advice Centre, Callender St	9032 8260
Duncrue Complex	9037 0334
First Stop Shop Business Enquiry Service	9027 8399
Group Theatre	9032 3900
Malone House	9068 1246
Smithfield Market	9032 3248
St George's Market	9043 5704
Ulster Hall	9032 3900
Waterfront Hall	9033 4400
Zoological Gardens	9077 6277

Leisure and Recreation Centres

Andersonstown Leisure Centre	9062 5211
Avoniel Leisure Centre	9045 1564
Ballymacarrett Recreation Centre	9045 8828
Ballysillan Leisure Centre	9039 1040
Beechmount Leisure Centre	9032 8631
Belfast Indoor Tennis Arena/ Ozone Leisure Complex	9045 8024
Grove Leisure Centre	9035 1599
Loughside Recreation Centre	9078 1524
Maysfield Leisure Centre	9024 1633
Olympia Leisure Centre	9023 3369
Shankill Leisure Centre	9024 1434
Whiterock Leisure Centre	9023 3239
Outdoor Pitch Hotline	9039 2211

Some other services for which the Council is not responsible

Water

Department for Regional Development (DRD) Water Service	
Customer Service Enquiries	08457 440088
Leakline(water mains only)	08000 282011
Department of the Environment (DOE)	
Water Pollution	0800 807060

Libraries

Belfast Education & Library Board	9056 4000
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Planning

Department of the Environment Planning Service	9025 2800
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Public Housing

Northern Ireland Housing Executive	9024 0588
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Rates Collection

Rates Collection Agency	9025 2252
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Roads DRD Roads Service	9054 0540
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Schools

Belfast Education & Library Board	9056 4000
Council for Catholic Maintained Schools	9042 6972

Street Lighting (Fault Reporting):

DRD	9025 3051
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A-Z

A

Abandoned Vehicles	9027 0297
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B

Bin/Container sales	9027 0298
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Births - Registration	9027 0274
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Building Control

24 Hour answer phone	9023 6672
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Technical Helpline	9027 0432
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Licensing	9027 0287
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Operations

(North & West Belfast)	9027 0285
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(South & East Belfast)	9027 0290
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Bulky Household Waste/

Special Collections	9027 0230
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C

Cemeteries Office

Mon-Thur 8.30am-5.00pm (Fri 4.30pm)	
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Sat 8.30am-12.30pm	9027 0296
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City Cemetery	9032 3112
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City of Belfast

Golf Course	9084 3799
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Civic Amenity

Sites/Dumps	9027 0297
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Community Services	9027 0505
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Complaints Central

Helpline	9027 0270
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Consumer Safety

Division	9027 0464
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Crematorium	9044 8342
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Culture and Arts info	9027 0461
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D

Dead Animal Removal	9027 0297
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Deaths - Registration	9027 0274
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Dog Warden Service	9027 0431
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Dundonald Cemetery	9048 0193
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E

Equality Officer

(Freefone)	0800 0855 412
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Events

City Wide	9027 0466
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.....	9023 9026
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Community & Leisure	9027 0345
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Parks & Amenities	9027 0467
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F

Fly Poster Removal	9027 0297
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Fly Tipping

(Illegal dumping)	9027 0230
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Food Safety Division	9027 0468
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Forest of Belfast Officer	9027 0350
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G

Graffiti Removal	9027 0297
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Grounds Maintenance	9037 3031
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Group Theatre

Administration	9032 3900
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Box Office	9032 9685
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H

Health & Environmental Services

Emergency (after hours)

Mobile number	078 5049 9622
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Health Promotion

& Training	9027 0469
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Health & Safety at Work	9027 0428
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Home Safety Division	9027 0469
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J

Jobline	9027 0481
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www.belfastcity.gov.uk/jobs

L

Landfill Site	9037 0301
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N

Noise Hotline	9037 3006
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P

Pest Control	9027 0428
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Pollution Control	9027 0428
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Port Health	9035 1199
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Public Conveniences	9027 0298
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Public Health & Housing	9027 0428
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R

Recycling Hotline	0800 0328 100
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Refuse Collection	9027 0230
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Commercial/	
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Trade Accounts	9027 0298
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Commercial/	
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Trade Operations	9032 3190
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Domestic	9027 0230
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Registration of Births,

Deaths & Marriages	9027 0274
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Regulatory Services	9027 0464
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(Enforcement of alcohol, street

trading and sale of tobacco and

Sunday trading bye-laws)

Roselawn Cemetery	9044 8288
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S

Smoke Hotline	9027 0420
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Street Cleansing

Enquiries/Complaints	9027 0297
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U

Ulster Hall

Administration	9032 3900
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W

Waste Disposal

Accounts	9027 0298
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Industrial/Hazardous/

Special waste	9027 0298
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Complaints/Enquiries	9027 0297
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.....	9027 0230
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Waterfront Hall

Administration, Box Office

and Enquiries	9033 4400
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Credit Card Bookings	9033 4455
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Weddings	9027 0274
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The pride of Belfast City

Belfast's terrace houses often bring a rich sense of community and pride to their residents. However, the down side is that local people can often feel helpless as they struggle to deal with anti-social behaviour at the rear of their properties.

But some of the city's terrace dwellers decided that they have had enough. Working on the basis that 'prevention is better than cure', they have gated their entries to stop litter and rubbish being dumped, to close the drinking dens behind their houses and to prevent opportunistic burglars from breaking in.

Now, residents not only have direct access to their own lockable entry, but also have clean areas where rubbish was once dumped - some with flourishing, colourful gardens.

And since the gates were installed, we have worked closely with local communities to help make sure that the 'new look' entries are kept clean and tidy. With special access agreed for our refuse collections and larger bins for any excess rubbish, residents can look forward to a litter free future for their gated entries. ●



Well done to residents in St Katharines Road who took the initiative to gate their entries.

Make your voice count

People across Belfast are being invited to help Belfast District Policing Partnership (DPP) set policing priorities and to seek answers about crime in their own areas by attending public meetings of the Partnership and its four sub-groups.

The Belfast DPP was set up in March and holds at least six public meetings a year. Its main function is to liaise between the police and residents of the city on policing matters and monitor police performance. To help it perform effectively it has set up sub-groups in the East, West, North and South of the city.

Based on the Police District Command Unit structure, each sub-group holds at least four public meetings a year. Members of the public have the right to ask questions of the police, through the Chairman of the DPP or its sub-groups. Questions should preferably be

in writing and submitted 10 days before the DPP or sub-group meets (see address below).

Details of the meetings are advertised in the local press and members of the public are invited to attend and hear the discussions.

The Partnership is also responsible for making arrangements to ensure that local people are involved in the establishment of local priorities for the policing of their areas. It will do this by:

- undertaking regular community surveys;
- producing a strategy for gaining the co-operation of the public with the police in helping to prevent crime; and
- holding a series of public meetings to which all members of the public will be entitled to attend.



Belfast

District Policing Partnership

Local people shaping local policing

We encourage the involvement of local people to ensure the DPP and its sub-groups are something more than 'talking shops'. We want them to have the real effect of reducing crime in the city, to monitor police performance against set targets and to give local people the chance to become more involved in creating a safer more secure city for themselves and their families. ●

To submit questions to the DPP or to seek further information, contact: **The Secretary of the Belfast District Policing Partnership, Room 36A, City Hall, BELFAST BT1 5GS.**

**E-mail: dpp@belfastcity.gov.uk
Telephone: (028) 9027 0382
Telephone: (028) 9027 0362
(for recorded questions only)**

Coming to rest

Since 1869 the City Cemetery on the Falls Road has provided an important burial ground for Belfast. Not only has it served as a final resting place, but it also holds great historical and cultural importance, with over one quarter of a million people buried there.

After serving the city for 134 years, the cemetery now understandably faces a shortage of land. This does not mean that the City Cemetery is closing. For those who have existing graves in the cemetery, burials will continue to take place there.

It does mean however that very soon the City Cemetery will not be able to accommodate the purchase of new grave space. Belfast's main burial grounds at Roselawn Cemetery will continue to provide land for the purchase of new graves.

Finding new and adequate burial space in any modern city obviously presents problems. The same is true for Belfast given that an area well in excess of the size of a football pitch is required each year for burial purposes. In a bid to obtain adequate areas of land for new burial grounds, we are working with neighbouring councils to find an effective solution for both burial and cremation facilities.

While the history of Belfast City Cemetery will live on for many years to come, a new chapter will commence with the birth of a new cemetery. ●

Further information can be obtained from the Cemeteries and Crematorium Central Office, City Hall, Telephone 028 9027 0296

Combating drugs

This autumn we will be hosting a seminar and open day to raise awareness of the problems of drugs misuse in the city. This forms part of an action plan drawn up by our All-Party Working Group on Drugs Misuse, which was set up in 1999.

The event will provide groups involved in combating the misuse of drugs with the opportunity to raise issues and seek solutions. It will also promote awareness of the dangers of drug and alcohol misuse, particularly among young people.

The action plan will be used to guide our future strategy and includes:

- Using our position as an advisory board member of the European Cities Against Drugs (ECAD) organisation to encourage debate and understanding on the dangers of drugs abuse;
- Building on, developing and establishing new relationships with organisations working to combat the liberalisation of drugs legislation;
- Identifying opportunities to promote events geared towards highlighting the dangers of drugs and alcohol abuse to schoolchildren; and
- Making sure we're up-to-date with the latest government policies in relation to drugs legislation.

The Working Group is also in favour of a residential treatment centre for drugs and alcohol abuse in the city and has already established partnerships with a number of organisations in the fight against the misuse of drugs. ●

For further information on the working group contact the Committee Administrator on 028 9027 0553.

Helping you stay safe at home



Most people think of home as a place of safety and security. But each year, thousands of people in Northern Ireland are admitted to hospital as a result of accidents in the home.

To help minimise these mishaps, we offer free home safety checks for those of you over the age of 65 and parents with children under the age of five.

The room-by-room inspection takes about half an hour. Our advisors offer guidance on all areas of home safety, replacing plugs and fuses where necessary. They can also make referrals for the installation of free smoke alarms and the completion of structural work. ●

For further information or to arrange a home safety check, contact the Home Safety Officer on 028 9032 0202, extension 3280.

Streetreach 2003



Over the summer, we teamed up with local churches and community groups to support the 'Streetreach' 2003 project. More than 170 young people from both home and abroad involved in a major Christian youth festival in the city, took to the streets of the lower Shankill area for an environmental improvement project. This included litter-picking, weeding and a general clean up of the area. As this first Streetreach project proved so successful, it is being considered in five other areas of the city next summer. ●

Scooping the poop



Responsible dog owners recognise the importance of cleaning up after their four legged friends.

Aiming to please

We want to give you the best quality service possible, so if you are not satisfied we want to hear about it. We view complaints as an opportunity to learn from you. A key feature of our complaints procedure is that each year we publish the number of complaints we have received and how well we match the standards set for dealing with them.

How we performed

We have set timescales for responding to complaints. We aim to respond in five working days when we receive a complaint (stage 1). If further investigation is needed, the complaint may progress to stage 2 and then stage 3. Our response time for each of these stages is ten working days.

Between April 2002 and March 2003 we received a total of 1120 complaints. Of these complaints, 75 (6.7%) progressed

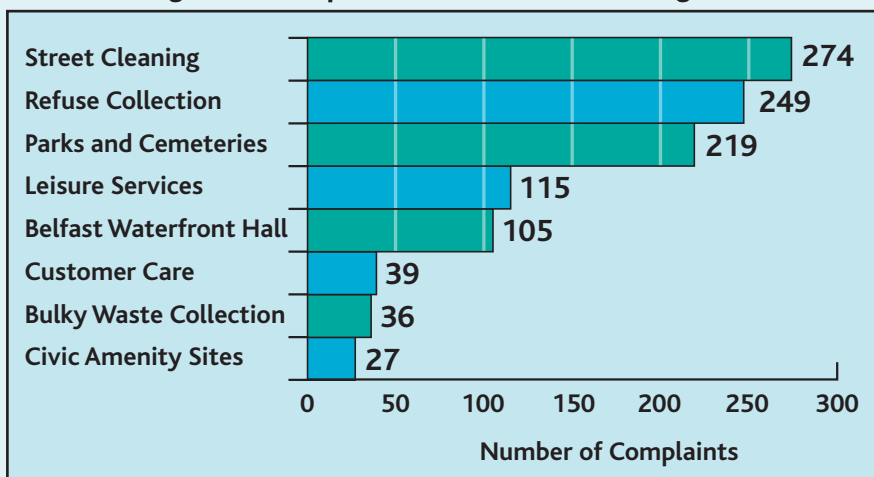
to stage 2 and 14 progressed from stage 2 to the third and final stage. We dealt with 99.4% of stage 1 complaints within five days and 100% of stage 2 and 3 within ten days. ●

If you want to make a complaint:

- Explain the problem to a member of staff at the point of service; or
- Call us on 028 9032 0202 and ask to be put through to the service you want to contact; or
- Fill in a complaint form (provided at all of our offices and locations) and send to the freepost address shown on the form.

If you would like further information about our procedure or have a complaint and are not sure which department to contact you can ring our Central Complaints Helpline on 028 9027 0270, text phone: 028 9027 0405, email: complaints@belfastcity.gov.uk.

The main categories of complaints related to the following services:



Many of you wrote to us about your annoyance at dog owners who fail to clean up after their dogs. Dog mess on the road, footpath or in play areas is not only very unpleasant, it can also be a health risk, especially to young children.

One City Matters reader told us that when she pointed out the no dog-fouling sign to a dog owner, whose dog was fouling on the pavement, he responded by saying "my dog can't read". Exactly! That's why it's the responsibility of dog owners to clean up after their dog.

Top Tips for Responsible Dog Ownership

- Dogs normally need to 'go' ten minutes after they have eaten. If you have a garden, teach your dog to 'go' there, before you leave home. You can then dispose of the faeces in the proper way.
- When you take your dog out always carry a plastic bag with you - this should be as unforgettable as a lead.
- Every time your dog fouls, bag it and bin it (using dog-waste bins where provided).

Wherever you are, you must always collect and dispose of your dog's mess. Remember the rain does not wash it away. ●

For more help with looking after dogs please phone the Dog Warden Service on (028) 9027 0431.

Week of Walking



Walking is the easiest and most accessible way of keeping fit and it's FREE (all you need is a comfortable pair of shoes). Why not join in this year's Week of Walking, which aims to encourage more people to become more active?

Running from Saturday 6 until Sunday 14 September, the Week of Walking boasts a host of activities including a Walk to Work day on Friday 12 September, lunchtime walks, a teddy bear's picnic and toddle waddles (one mile walks) for parents and their children.

For more information on the Week of Walking and other Active Living initiatives log on to www.belfastcity.gov.uk/activeliving or pick up a leaflet at your nearest leisure centre or library. ●

Last Night of the Proms



Following the tremendous success of last year's event, the spectacle of 'The Last Night of the Proms' is coming once again to the heart of Belfast.

In a colourful conclusion to the season's programme, the Ulster Orchestra will perform alongside accomplished artists such as Paddy Maloney of the Chieftains and soprano Mary Nelson in the grounds of the City Hall on Saturday 13 September. And, through the wonders of technology, the unique atmosphere of this annual

musical celebration will extend across all four nations. A live satellite will link the performance to the BBC Promenade concert in London's Royal Albert Hall as well as concerts in Hyde Park, Glasgow and Swansea. ●

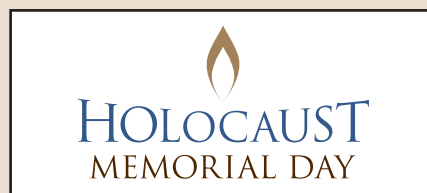
Tickets are available by sending a stamped addressed envelope to: **Proms in the Park, BBC Ticket Unit, Broadcasting House, Ormeau Avenue, Belfast BT2 8HQ.** For further information log on to www.bbc.co.uk/ni/tickets

A day to remember

On January 27 next year, Belfast will host the 2004 National Holocaust Memorial Day commemoration. This moving event first took place in London in 2001, with Manchester and Edinburgh playing host in following years.

Holocaust Memorial Day aims to make sure that the horrendous crimes against humanity committed during the Holocaust are never forgotten and that each new generation understands its relevance. The annual commemoration marks the systematic persecution and deliberate mass extermination of approximately six million Jews during World War 2. Next year, it will also

remember subsequent acts of genocide throughout the world, including over a million people who perished in Rwanda in a little over 100 days in 1994.



Northern Ireland's historical connections with the events in Europe that led to the Holocaust will form a central part of the Memorial Day. In the spring of 1939 a 70-acre training farm was established at Millisle, to provide a safe haven for Jews

escaping Nazi persecution. Up until 1948 the farm nurtured a community of almost 200 refugees, including a number of Holocaust survivors and some of these former refugees and their families continue to play an active role in Northern Ireland society today. A plaque in the Belfast synagogue acknowledges the asylum provided by our community.

Our recently published Good Relations Strategy stresses the need to challenge all forms of intolerance in the city and our contribution to the National Holocaust Memorial Day provides an ideal opportunity to demonstrate our commitment to this principle. ●



Bin collections on bank/public holidays

Holiday	Date	Collection Day
Christmas Day	Thursday 25 December 2003	Saturday 27 December 2003
Boxing Day	Friday 26 December 2003	Friday 2 January 2004
New Year's Day	Thursday 1 January 2004	Thursday 8 January 2004
Easter Monday	Monday 12 April 2004	Monday 19 April 2004
Easter Tuesday	Tuesday 13 April 2004	Tuesday 20 April 2004
Twelfth Holiday	Monday 12 July 2004	Monday 19 July 2004
Twelfth Holiday	Tuesday 13 July 2004	Tuesday 20 July 2004

- All other bank and public holidays as normal.
- Please arrange to have your bin left out by 7.30am.
- A free collection service is available for bulky items, telephone 028 9027 0230.
- Further information available from Domestic Refuse Collection Service, telephone 028 9027 0297.

WIN a night at the opera!



Enter our free competition to win two tickets to see Puccini's *Madama Butterfly* including a pre-theatre meal for two at the arc brasserie at the Belfast Waterfront Hall! The performance is for one night only - Wednesday 29 October 2003 - and promises to be an opera lover's dream.

Simply answer this question below and return this coupon to **Belfast City Council, FREEPOST BEL4010, Belfast BT1 5BR** (no stamp required).

What is the name of Belfast Waterfront Hall's events magazine?

Answer:

Name:

Address:

.....

.....

Telephone Number:

The meal for two with a bottle of wine is supplied courtesy of the arc brasserie at the Waterfront (Mount Charles).

Terms and Conditions

Only one entry per household. No Belfast City Council employees may enter the competition. You must live within the Belfast City Council electoral area to enter the competition. Competition entries must be received by 3 October 2003. The winner will be notified by 7 October 2003. There is no cash alternative to the prize. The Council's decision is final and no correspondence will be entered into.

And the winner is...

Many thanks to everyone who entered our summer competition. The winner, local Belfast resident Eric Weir, received a mountain bike supplied courtesy of McConvey Cycles. Congratulations to Eric, who gave the following correct answers:

- 1 There are **three** new recycling centres opening in Belfast.
- 2 To help the environment, you can **reduce, reuse and recycle**.
- 3 Our new blue bins will be used for recycling **waste paper only**.

Eric, a keen cyclist, does his bit for health and the environment by cycling to and from work every day!



Eamon McConvey (left) from McConvey Cycles, Ormeau Road, presents Eric Weir with his prize.

Your Views

We hope you have enjoyed reading City Matters and welcome your comments.

Please spare a minute or two to let us know what you thought about this issue.

Please tell us what type of stories and features you would like to see in future issues of City Matters.

Thank you for taking the time to tell us what you think. Now return your completed questionnaire to:

Belfast City Council,
FREEPOST BEL4010,
Belfast BT1 5BR
(no stamp required).

Or, you may email your comments to **corporatecommunications@belfastcity.gov.uk**



Mouse matters

Need information at the click of a mouse? Look here for an update on what's happening with the latest webpages.

E-as-y Jobs

Until now, anyone applying for a job with us could download an information pack and application form from **www.belfastcity.gov.uk/jobs** Now you can e-mail completed application forms to **jobs@belfastcity.gov.uk**



Eventually you'll be able to complete applications on-line. But all applications must still be received by the closing date and time - allowing for any unforeseen technical difficulties or delays.

Cultural Tourism On-line

Anyone with email can sign up to receive our new cultural tourism e-bulletin at: **www.tourism.belfastcity.gov.uk/bulletin/ebulletin.htm** The service will provide regular updates to those involved in cultural tourism activities in the city.

For further information contact the Tourism Development Manager, murtagho@belfastcity.gov.uk

Get InterActive

Want to know all about when and where the next fitness class takes place, how to enrol in a body pumping class, or learn how to old time dance?



Just log on to our leisure pages at **www.belfastcity.gov.uk/leisure** which now contains details of each leisure centre's autumn timetable, including times and cost of all activities. Find out how to become a leisure centre member and get details of activities for men and women, seniors, children and young people.

Log on to Learning

Belfast's Learning City Forum, a group of organisations working together to promote learning for everyone, has launched a new website to keep you informed about learning opportunities across the city.

The website provides the latest news on learning-related events in Belfast, with a searchable database of learning opportunities throughout the city.

See what you can learn, by logging on to www.belfastlearning.com



Belfast by Bike

This leaflet, outlines a network of cycling routes throughout Belfast. You can pick one up at the Belfast Welcome Centre and at all of our leisure centres or visit **www.nationalcyclenetwork.org.uk**



Frequently Asked Questions

Q I am tracing my family tree. Can Belfast City Council supply me with any records?

A You can find Belfast birth and death records from 1997 by contacting our Registrar's Office on 9027 0274. We also have an archive of almost 4000 Belfast marriage registers from 1845, which you can also access here if you know the exact date and place of the marriage. Otherwise, you can get other records - including births and deaths prior to 1997 - from the General Register Office at Oxford House, 49/55 Chichester Street, telephone 9025 2000, where you can perform a computerised search. You can also contact the Public Record Office of Northern Ireland (PRONI), the official place of deposit for public records in Northern Ireland on 9025 5905. Their office is situated at 66 Balmoral Avenue, off the Malone Road.

Q What is a 'Smoke Hotline'?

A Smoke control restrictions are in place to improve air quality and reduce the damage caused by smoky emissions. Our smoke control programme means that you can only burn authorised material, which generally excludes smoky fuels such as ordinary coal and slack. You can report illegal smoke emissions to the Smoke Hotline on 9027 0420 and action can be taken under the Clean Air (NI) Order 1981.

Q Who can I contact about road ramps in my area?

A The Department for Regional Development (DRD) Roads Service deals with the issue of ramps. You can contact them on freephone 0808 100 1619.

Q Who should I speak to about my refuse bin collection?

A For queries or concerns relating to wheelie bin collections, contact the Cleansing Contracts Section on 9027 0230.

Q What should I do with bulky household waste?

A We operate a free special collection service for the collection of bulky household items including refrigerators. For further information or enquiries contact the Cleansing Contracts Section on 9027 0230.

Q Is the Council responsible for cutting grass in residential areas?

A No - the Housing Executive is responsible for maintaining grass in Housing Executive estates and the DRD Roads Service look after grass verges in private residential areas.



BELFAST
Leisure

take the plunge

**Unlimited
swimming
for all the
family
for only
£13
per month (DD)**

**Belfast
City Council
leisure centres
offer **great
swimming
membership
deals!****

**Family Swim
Membership**

£13.00 (per month - direct debit)

**Adult Swim
Membership**

£9.75 (per month - direct debit)

**Junior Swim
Membership**

£5.00 (per month - direct debit)

**Over 60's
Membership FREE**

(during off-peak times Mon-Fri 10am-4pm)

Swimming classes also
available for all age groups.

More details from your
local leisure centre or at

www.belfastcity.gov.uk/leisure