

REPORT TO: CITY GOVERNANCE COMMITTEE – 4 MARCH 2024
REPORT ON: COMMUNITY WISHES
REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES
REPORT NO: 23 -2024

1.0 PURPOSE OF REPORT

1.1. The purpose of this report is to provide an overview to a proposed Community Wishes approach for Dundee City Council. This will be delivered as an expansion to the Community Benefits programme and as part of Community Wealth Building (CWB).

2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee:

- note the information included within this report and that an update on the first year of operation will come back to committee after this is completed.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications arising from the agreement of this report.

4.0 BACKGROUND

4.1 Dundee City Council has an established Community Benefits Policy which is designed to maximise the economic and social benefits of council procurement activity. The current model of community benefits includes agreeing a series of linked measures in higher value contracts including outcomes in the following key areas:

- **Supplier Development** – including measures to encourage the use of local contractors, social enterprises and supported businesses.
- **Employment and Skills** – a range of outcomes intended to provide employment and training opportunities for local people including work experience placements, apprenticeships and employment opportunities for those disadvantaged in the labour market.
- **Awareness Raising and Environmental Outcomes** – a range of outcomes that encourage contractors to work with local schools, further and higher education establishments, employability or community groups.

While higher value contracts will include the full range of activities, lower value contracts tend only to have a selection of these and are typically limited to awareness raising or work placement requirements. While the approach works well it can be challenging to localise outcomes that ensure communities most effected by individual projects or those areas of highest deprivation directly benefit from these measures. Securing appropriate ‘awareness raising’ or work placement outcomes for lower value contracts can also be difficult as contracts can be in very diverse areas, highly specialised or not local, so finding an outcome or client group that they can meaningfully engage with can be complicated and time consuming to manage.

4.2 What is Community Wishes?

The basic principle is that communities are asked to articulate small projects or asks which they would like to see delivered in their community or to support their local group. These can be wide ranging but typically include support for small installations, maintenance or clean-up projects, materials or volunteering time to complete projects, sponsorship etc. These requests are then moderated to ensure that they can be undertaken e.g. having planning consent, and

crucially, that they are sought after by the wider community before being published on an online portal. Contracted providers are then directed to this portal where they are asked to select a wish to fulfil as part of their contractual commitment to delivering specified community benefits.

The benefits for contractors are that it allows them to focus their expertise more directly in the delivery of their community benefit, to target specific communities or interests and by being moderated protects them from supporting organisations or projects that have not been through any appropriate assessment. It also allows them to evidence Corporate Social Responsibility, commitment to their community or environment and demonstrate their position as a good partner for the city. Contractors will be requested to provide evidence of their wish in terms of an evidence return form and where appropriate photographs which can be used by the contractor and council to secure positive case studies and PR for the works undertaken. For local communities, it allows them to access skilled labour and expertise from a range of contractors and to deliver small projects which will make a real difference to their local community or group.

5.0 PROPOSED MODEL

5.1 An internal working group has been established to take forward this work with representatives from across relevant service areas. Key priorities in the development of this process were that it is as easy to use as possible to encourage community applications and efficient to administer to ensure there are no additional resources required by the Council. The project will be delivered in phases with a soft launch largely targeted at organisations which the Communities Team already have a relationship with. This will allow us to begin to populate the system with wishes at a smaller scale to confirm that our systems are robust before marketing the system to the wider community, third sector partners and intermediaries. A post implementation review phase will then be undertaken after 12 months to ensure any necessary improvements or changes can be made.

5.2 Stages

- Gathering Wishes – wishes will be gathered initially through Communities staff and their existing contacts of community groups and individuals. To avoid limiting proposals, groups will not need to be constituted to submit wishes but should represent a wider group or community rather than themselves. Communities staff will also be able to submit requests on the behalf of groups. Once the model is developed and tested a full launch will be planned to include briefings for partners, social media and other communications.
- Submitting / uploading wishes – a submission form has been agreed (outline questions provided in Appendix 1) to gather details of the request which would include details of who would benefit from the wish and its link to Community Plan priorities.
- Moderating wishes – wishes would be directed to the relevant Communities Officer who will be able to distribute them to their teams for assessment. This will ensure that wishes are being assessed by someone familiar with their area. Teams would be assessing based on the deliverability i.e. does the request have all relevant permissions e.g. planning consents and is it likely to be something welcomed by the wider community. There would be no value judgement of wishes, recognising that they are of value to the group submitting. Examples of where wishes would be granted are detailed in Appendix 2. While Communities Officers will have designated authority to moderate requests, advice from relevant staff in key areas also be available should more complex queries on specific requests arise. It is proposed that Communities staff will escalate more complex or higher risk projects to Local Community Planning Partnerships as required and direct inappropriate bids to other sources if required. Based on evidence from schemes elsewhere, it is envisaged that most requests will be able to be approved without incident. Final decisions on awarding wishes are subject to officer discretion.
- Approving and publishing wishes – once approved wishes will be added to a list that will provide details of the requirements and the status of projects
- Directing contractors – procurement category officers will direct contractors with community benefit requirements in their contracts to community wish lists to deliver the required

number of outcomes and as part of an active procurement exercise or as part of contract management processes, confirm contractor competence to undertake this if required.

- Delivering and evidencing wishes - the contractor would deliver the wish and produce evidence in the form of an outcomes/outputs form and (where appropriate) photographs. Evidence would be moderated by procurement category officers i.e. to ensure consents were in place and published. The contractor would also require that the delivered wish was subject to the same liabilities for insurance that were already in place for the works or services procured out with the wish.
- Evidencing and reporting – Local Community Planning Partnerships will have access to quarterly reports of what has been requested and delivered in their area. Delivered wishes will also be included as part of the Council’s Annual Procurement Report and once the system is fully established, details of delivered outcomes/outputs could also be published on open data sources.

6.0 NEXT STEPS

6.1 The next steps are summarised as follows:

- Presentations to Local Community Planning groups and Communities contacts (March 2024)
- Implement Launch of Community Wishes Approach (June 2024)
- Monitor and Evaluation of programme (June 2025)

7.0 CONCLUSION

7.1 This report details to work that has been completed towards developing this approach for Dundee City Council as part of our Community Wealth Building priorities. It is acknowledging the contribution which will be required from services across the council to make this a reality. Once established this approach is intended to result in real and tangible benefits to communities of Dundee, through securing additional value from contracted provision.

8.0 POLICY IMPLICATIONS

8.1 This report has been subject to an Integrated Impact Assessment to identify impacts on Equality & Diversity, Fairness and Poverty, Environment and Corporate Risk. An impact, positive or negative, on one or more of these issues was identified. An appropriate senior manager has checked and agreed with this assessment. A copy of the Integrated Impact Assessment showing the impacts and accompanying benefits of/mitigating factors for them is included as an Appendix to this report.

9.0 CONSULTATION

9.1 The Council Leadership Team were consulted in the preparation of this report.

10.0 BACKGROUND PAPERS

10.1 None.

PAUL THOMSON
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23 FEBRUARY 2024

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Proposed Community Wishes Submission Questions

- Who you are?
- What purpose your group represents?
- Provide a description of what you would like delivered along with a summary which will be used to advertise your request to contractors.
- What Type of Project are you looking for support with?
 - **Donation of Materials** – do you have a project idea but need assistance in buying or sourcing materials to complete this? Do you have an arts club in need of arts supplies etc.?
 - **Donation of Time / Services** – do you need some staff resource to support your project, this can be non-specific i.e. helping with a community clear up or could be specifically something which requires someone with expertise to deliver. Do you need lights, or plumbing checking or the installation of an outside tap.
 - **Sponsorship** – do you have a small sponsorship request, to provide strips or sports equipment for local sporting teams or to print leaflets or fund a one of purchase which would be beneficial to the communities you live in? Please note smaller sponsorship requests may be more likely to be supported.
 - **Other** – we expect Community Wishes to be in a wide range of areas including things we haven't thought of yet!
- Where do you want the project to be delivered? You will be asked to provide a postcode to where the wish will be delivered.
- You will be asked to identify which community plan outcomes your project will principally support and who would benefit from the Wish being delivered. As with the Community Regeneration Fund you will also be asked to indicate what support there may be for your idea within your community, although consultation is not required to submit a wish.
- You will be asked to provide information on the timescales you are looking for and whether these are particularly time bound. Note that it is contractors who will select wishes and we are not able to guarantee delivery within a particular timescale.
- For wishes which are not on land which you own we need to know that all the relevant permissions have been agreed. Advice on planning requirements can be provided.
- For wishes involving events are the relevant we require to confirm that all the relevant licences are in place. Advice on licencing arrangements can be provided.
- We need to know your plans for any ongoing maintenance (if this is relevant) and how long you think the result of the wish may last. Note the contractor will not be responsible for any ongoing costs or maintenance associated with anything which is implemented as part of a wish.

Criteria of when wishes will be considered for acceptance

In order that wishes are considered for granting you must ensure the following:

- 1) All required information on the wish submission must be fully completed.
- 2) The location of your project must be within the Dundee City Council boundary.
- 3) Your wish should support towards delivering one or more of the Council's Strategic Priorities <https://www.dundee.gov.uk/council-plan-2022-2027>
- 4) The delivery of your wish would evidence wider benefits for the community.
- 5) Your wish supports a community or group.
- 6) Your wish is reasonable and proportionate. Remember these wishes are intended to be for small projects or asks. Council officers can direct you to other sources of funding for more significant projects where this would be applicable.
- 7) Deadlines for your timescales are considered achievable by officers. It is suggested that your asks, in relation to timescales, are as flexible as they can be.
- 8) Where required to do so you have permission from the landowner to undertake the project. Note guidance on land ownership be provided where this is available.
- 9) You have the necessary licencing arrangements in place (where applicable) e.g. in relation to hosting of events.
- 10) You have the necessary planning consent in place (where applicable).
- 11) Your request is not in relation to works / activities that are either on existing Council maintenance schedules or relate to areas of work that have been agreed to be undertaken by the Council. If the request is in relation to something which is on an existing maintenance schedule consideration to approve this would be on a case-by-case basis.
- 12) Your wish is not clearly duplicated with other existing requests.

All accepted final wishes are subject to Council Officers discretion.

Integrated Impact Assessment

Committee Report Number: 23-2024

Document Title: Community Wishes Approach

Document Type: Procedure

Description:

This paper provides details of the proposed Community Wishes Approach.

The basic principle of Community Wishes is that communities are asked to articulate small projects or asks which they would like to see delivered in their community, or to support their local group. These can be wide ranging but include support for small installation, maintenance or clean-up projects, materials or volunteering time to complete projects, printing leaflets, decorating, undertaking surveys, sponsorship. These requests are then moderated by the council to ensure that they can be undertaken e.g. having planning consent and crucially that they are wanted by the wider community before being published on an online portal. Contracted providers are then directed to this list where they are asked to select a wish to fulfil as part of their contracted required community benefit.

The benefit for contractors is that it allows them to focus their expertise more directly in the delivery of their community benefit, allows them to target specific communities or interests and by being moderated protects them from supporting organisations or projects which have not been through any assessment. For local communities, it allows them to access skilled labour and expertise from a range of contractors and to deliver small projects which will make a real difference to their community or group.

Intended Outcome:

Delivery of a Community Wishes approach
Small projects and improvements delivered in local communities
More community benefits delivered and those delivered more localised

Period Covered: 01/06/2024 to 01/02/2025

Monitoring:

The system will be developed in the council's online customer service platform (Firm Step) and will have the ability to report on the wishes which have been requested and delivered in each locality area. This will be reported to the relevant LCPP by the Community Officer on a quarterly basis. Annual monitoring of the outcomes of the programme will be included within the procurement annual report.

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Equality, Diversity and Human Rights

Impacts & Implications

Age: Positive

Wishes may include supporting community activities which help particular age groups i.e. young people or older people's groups

Disability: Positive

Wishes may include support activities for people with disabilities. Website will include accessibility features and will have an option for wishes to be entered by empowerment teams directly if members were unable to complete wish requests directly

Gender Reassignment: No Impact

Marriage & Civil Partnership: No Impact

Pregnancy & Maternity: Positive

Wishes may support or enhance activities intended to support new parents.

Race / Ethnicity: Positive

Wishes may support activities targeted at particular ethnic groups.

Religion or Belief: No Impact

Sex: Positive

Wishes may support gender specific activities i.e. Menshed or Andys Shed activities which supports Mens mental health

Sexual Orientation: Positive

Wishes may support specific activities supporting LGTB communities i.e. pride activities

Are any Human Rights not covered by the Equalities questions above impacted by this report?

No

Fairness & Poverty

Geographic Impacts & Implications

Strathmartine:	Positive
Lochee:	Positive
Coldside:	Positive
Maryfield:	Positive
North East:	Positive
East End:	Positive
The Ferry:	Positive

West End:

Positive

Positive Implications: This programme will provide the opportunity positive impacts across all ward areas with wishes being submitted and delivered across the city. Particular focus will be given in the pilot phase to developing links with LCPP partnerships with those organisations directly involved with the LCPP or Empowerment teams invited to submit wishes in the pilot phase. Wishes submitted and delivered could include improvements to green spaces, small improvements to community groups which will make them able to deliver more in local communities e.g. provision of an outside tap for a food growing people would make it easier for members to operate or sponsorship costs to fund updated equipment or kit to a sports group would allow them to operate in local communities with less costs to participants removing barriers to participating in sport activities.

Household Group Impacts and Implications

Looked After Children & Care Leavers: Positive

Wishes may include activities which support this group

Carers: Positive

Wishes may include activities which support this group

Lone Parent Families: Positive

Wishes may include activities which support this group

Single Female Households with Children: Positive

Wishes may include activities which support this group

Greater number of children and/or young children: Positive

Wishes may include activities which support this group

Pensioners - single / couple: Positive

Wishes may include activities which support this group

Unskilled workers or unemployed: Positive

Wishes may include activities which support this group

Serious & enduring mental health problems: Positive

Wishes may include activities which support this group

Homeless: Positive

Wishes may include activities which support this group

Drug and/or alcohol problems: Positive

Wishes may include activities which support this group

Offenders & Ex-offenders: Positive

Wishes may include activities which support this group n

Socio Economic Disadvantage Impacts & Implications

Employment Status: Positive

Wishes could be from community or voluntary organisations who support people into employment

Education & Skills: Positive

Wishes could come from organisations delivering education and skills to communities. While it is not intended to allow wishes from schools wishes could be accepted from community-based training groups including craft groups, gardening groups etc

Income: Positive

While programmes will not directly raise incomes they may support programmes that benefit low-income groups

Socio Economic Disadvantage Impacts & Implications

Caring Responsibilities (including Childcare): Positive

Wishes could come from organisations which support carers or those with caring responsibilities

Affordability and accessibility of services: Positive

Wishes could support projects which improve the accessibility and knowledge of services

Fuel Poverty: Positive

While wishes will not support individual energy efficiency measures they may support projects which support people in fuel poverty

Cost of Living / Poverty Premium: Positive

Could support local based projects which address these issues in local communities by creating more services locally

Connectivity / Internet Access: Positive

While application will be made on line we will have provision for groups not comfortable with this to have submission made by the Community Empowerment teams.

Income / Benefit Advice / Income Maximisation Positive

Wishes could be submitted to enhance or support the service of income maximisation services i.e. through printing leaflets or supporting local provision

Employment Opportunities: Positive

Wishes could be submitted by organisations which support employability in local communities

Education: Positive

While wishes will not be accepted from schools directly in the first instance organisations related to schools (i.e. Parent councils) could submit wishes as could community based education services i.e. craft groups for materials

Health: Positive

Would be able to accept wishes from organisations or groups which would improve people's physical or mental wellbeing.

Life Expectancy: No Impact

Mental Health: Positive

Wishes could be submitted by projects focusing on mental health or improvements to areas which would provide benefits including mental health benefits

Overweight / Obesity: Positive

Wishes could be submitted by projects focusing on mental health or improvements to areas which would provide benefits including mental health benefits

Child Health: Positive

Wishes could include projects intended to improve child health e.g. supporting sport-based programmes

Neighbourhood Satisfaction: Positive

The programme is likely to improve neighbourhood satisfaction by tackling issues identified in areas.

Transport: No Impact

Environment

Climate Change Impacts

Mitigating Greenhouse Gases: Positive

Wishes could include projects designed to educate people about climate change or physical projects such as community growing or tree planting projects.

Adapting to the effects of climate change: No Impact

Resource Use Impacts

Energy efficiency & consumption: Positive

Wishes could support energy efficiency programmes. Also, the system has been designed to be paperless.

Prevention, reduction, re-use, recovery or recycling of waste: Positive

Wishes could include environmental programmes to support recycling and reduce waste

Sustainable Procurement: Positive

The Wishes system is part of sustainable procurement with contractors asked to contribute as part of their community benefit requirements.

Transport Impacts

Accessible transport provision: No Impact

Sustainable modes of transport: Positive

Wishes could support encouragement of sustainable travel routes for examples cycling or walking groups

Natural Environment Impacts

Air, land & water quality: Positive

Wishes may include activities which improve the natural environment including clean ups of green spaces and litter picks

Biodiversity: Positive

Wishes may include improvements to green space which could include biodiversity. The Councils Biodiversity lead will be part of the expert panel and can be consulted on wishes requested (where appropriate)

Open & green spaces: Positive

Wishes may include improvements to green space.

Built Environment Impacts

Built Heritage: Positive

Wishes could include improvements to the built environment

Housing: No Impact

Is the proposal subject to a Strategic Environmental Assessment (SEA)?

No further action is required as it does not qualify as a Plan, Programme or Strategy as defined by the Environment Assessment (Scotland) Act 2005.

Corporate Risk

Corporate Risk Impacts

Political Reputational Risk: Positive

There is a risk of raising expectations within communities that wishes will be delivered and them not being selected by contractors. This will be mitigated by being clear in the application process that wishes cannot be delivered within a specific time frame and may not be supported at all.

Economic/Financial Sustainability / Security & Equipment: Negative

There will be an organisational impact of running the model, in terms of staff time to encourage the submission of wishes, moderation and connecting with contractors. This has been mitigated with the design with queries being undertaken with the firm step process and expert panel identified to support queries. The system will be as automated as possible to minimise impact on staff involved in delivery

Social Impact / Safety of Staff & Clients: Negative

While some of the wishes may include elements where a contractor would require a specific skills set or expertise. Risk will be mitigated by confirming contractor's ability to undertake more technical wishes and extending contractors liability insurance where required to work undertaken as part of the programme.

Technological / Business or Service Interruption: Negative

As the programme will be delivered largely on line there is a risk associated with issues with the system. The programme will be delivered using dedicated website and firm step system. This would be protected by the dedicated security team in place within the council's IT department.

Environmental: No Impact

Legal / Statutory Obligations: Positive

There is potential for wishes to be requested for areas which the council are responsible for maintaining. A process has been put in place where these wishes will be assessed on a case by case basis by the relevant department and a recommendation made. There would also be an option for organisations to be supported to make a participation request if appropriate.

Organisational / Staffing & Competence: Positive

Throughout the process efforts have been made to ensure that staff at each stage of the process will be supported. At moderation stage wishes will be assessed by the empowerment team for that area and be supported by an expert panel to answer queries. There will also be the option to consult the LCPP on higher risk requests. When approving contractors this will be undertaken by the relevant Category Officer with support from the Contract managers as required.

Corporate Risk Implications & Mitigation:

There are moderate levels of risk associated with the subject matter of this report. However, having undertaken a full analysis of the upside and downside risks there is a clear benefit in what is proposed and we are satisfied that adequate controls are available to mitigate the downside risks. The downside financial exposure to the Council is less than £250,000 and this together with other areas of risk can be effectively managed