



# Housing and Communities Annual Report 2017-18



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City Council  
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**CHANGING  
FOR THE FUTURE**

**#becauseofcld**



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# Introduction



It is my pleasure to welcome you to the first Housing and Communities Annual Report.

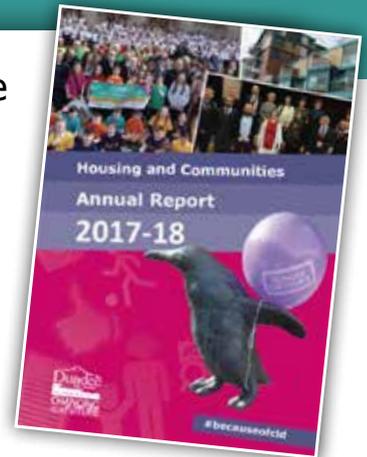
As well as summarising our performance in key areas it clearly demonstrates the broad range of activities undertaken by Housing and Communities staff. While we may have some areas where we need to improve I think you should be very proud of the comprehensive and person centred services that we provide to a great many citizens in the City.

It is my strong view that we will continue to go from strength to strength by working together – between Housing and Communities but also with other colleagues in Neighbourhood Services and within the wider Council.

As I said earlier this is our first joint Annual Report and I would be keen to hear any feedback you may have on the document.

In the meantime, I hope you find the report informative and interesting.

**David Simpson**  
Head of Housing and Communities  
July 2018



Neighbourhood Services is one of the strategic service areas for Dundee City Council.

Formed in 2016 it has brought together the key functions of Housing and Communities alongside Environment, Waste Management, Community Safety and Public Protection, with a shared vision of delivering Best Value, Fairness and Sustainability by creating stronger, more resilient, influential, inclusive communities and neighbourhoods.

Improving life chances and working alongside communities underpins all aspects of Neighbourhood Services work.

As the Executive Director of Neighbourhood Services this annual report, for the Housing and Communities Section, presents an overview of some of the positive impacts neighbourhood Services are making in communities.

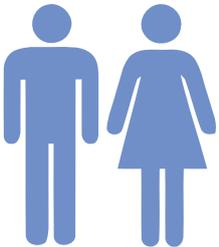
**Elaine Zwirlein**  
Executive Director, Neighbourhood Services  
July 2018



**Dundee Healthy Living Initiative** and **Equally Well** merged in 2017 to form the **Community Health Team** as part of an integrated Health Inequalities Service in Dundee alongside **Keep Well**, **Sources of Support** and the **Health and Homeless Outreach Team**.

# CLD in Numbers

## Adult Learning



**3902**  
adult learners

- 2280** (58%) from Regeneration Areas.
- 409** adult literacy learners.
- 1156** people received needs assessed adult guidance.
- 329** learners (including **66** refugees) in ESOL programme.
- 529** parents/carers taking part in family learning.

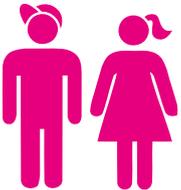


**152**  
adults secured employment through **13** job shops.

**166**  
adults successfully completed accredited awards.



## Youth Work



**3427**  
young people involved in youth work programmes

- 1634** young people in diversionary work.
- 1116** young people in health and wellbeing programmes.
- 1442** young people received individual support to reduce risk and promote positive outcomes.



**611**  
young people involved in CLD youth work employability programme.

**578**  
young people completed accredited awards.



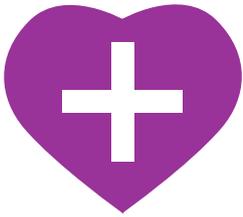
## Volunteering

**131**  
volunteers helped to support community centre programmes.

- 99** volunteers supporting youth work programmes.
- 8** volunteers involved in ESOL programme delivery.



## Health



**857**  
participants  
attended health  
related short  
courses.

**1370** individuals given advice at  
health information points.

**130** individuals attended accredited  
REHIS courses.

**857** individuals participated in indoor  
and outdoor physical activities.

**78** health inequalities sensitive practice training sessions delivered with **1041** participants.

## Community Involvement and Partnerships

**73**

groups  
received long  
term support.

**82**

groups  
received short  
term support.

**510**

individuals provided with  
personal support, training and  
development.

**182**

individual community  
representatives regularly  
involved in Regeneration Forums  
(including observers).

**11,472** voted in Dundee Decides **>50%** from community regeneration areas.

**109** community engagement events held with a total of **10373** attendees.

**395,058** visits to community centres.

**23,082** people attended cultural events in community centres.



**157** partnership agreements between community centres and community/  
voluntary groups.

**6** Local Management Groups running community centres in partnership  
with Dundee City Council.



**1**

asset transfer  
completed.

**4**

pre-applications  
in process.

**31**

groups supported  
with enquiries.

# Shining a Spotlight on Housing Performance

This page describes how we performed against some of the main indicators for the Scottish Social Housing Charter.

## Customer Satisfaction

Measuring how happy tenants are with the services we provide gives us insight into how we can constantly improve. The main way that we measure satisfaction is through a "Survey of Tenants and Residents" (STAR Survey) which we do every three years, the last one was done at the end of 2017. Taking everything into account, nine in ten tenants are satisfied with the overall Housing Services they receive, with satisfaction levels comparing well with other Local Authorities figures.

- Most tenants (86%) say that the provision of information by the service is good.
- Three in four tenants (76%) are satisfied with opportunities to participate in the council's decision making.
- Tenant satisfaction with the condition of home for 'relets' is high at 93%.
- Most tenants (85%) are satisfied with the council's management of their neighbourhood.
- Around 9 in 10 tenants say that rent is good value for money overall.

## Figures from the STAR survey 2017



**90%**

said they were satisfied with the overall housing service the Council provided, compared to the Scottish Local Authority average of 83%



**76%**

of tenants were satisfied with the opportunities to participate in Dundee City Council's decision making processes, compared to the Scottish Local Authority average of 74%



**89%**

of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish Local Authority average of 92%



**87%**

of tenants feel that the rent for their property represents good value for money, compared to the Scottish Local Authority average of 81%



**93%**

of new tenants were happy with the standard of their home when moving in, compared to the Scottish Local Authority average of 88%



**85%** of tenants are satisfied with the management of the neighbourhood they live in, compared to the Scottish Local Authority average of 82%



**91%** of tenants are satisfied with the quality of their home, compared to the Scottish Local Authority average of 83%



**86%** felt that Dundee City Council was good at keeping them informed about its housing services and outcomes, compared to the Scottish Local Authority average of 81%

### Quality and Maintenance

Since 1st April 2015 all social housing should meet the Scottish Housing Quality Standard (SHQS). Generally the Council performs well as 94.65% of properties met the Scottish Housing Quality Standard, compared to the Scottish Local Authority average of 94.4%. Some houses cannot be brought up to the standard easily because, for example owners in mixed blocks do not give permission to complete works such as door entry systems. These properties are given what is called an "abeyance". Excluding these abeyances 100% of council houses meet the Scottish Housing Quality Standard.

### Repairs

A large amount of rent payer's money is spent on making sure that council houses are kept in a good state of repair. It is important to our tenants that repairs are carried out quickly and that they are done well. The Council carried out 54,316 repairs to its houses in 2017/18:

The average time taken to complete emergency repairs was 8.91 hours, compared to the Scottish Local Authority average of 4.4 hours. The average time taken to complete non-emergency repairs was 4.10 days, compared to the Scottish Local Authority average of 7.2 days. 85.79% of reactive repairs were completed 'right first time'.

### Medical Adaptations

The Council does all that it can to make sure that its tenant's homes are suitable for their needs. Adaptations can be big or small and range from handrails to making houses wheelchair accessible. During 2017/18 financial year:

358 medical adaptations were completed to assist tenants in their homes. 45.8 days was the average time taken to complete applications for medical adaptations, compared to the Scottish Local Authority average of 40.4 days.

*Scottish Local Authority Average figures provided by the Scottish Housing Network. The Scottish Housing Regulator publish their findings in August 2018.*

## House Allocations

Dundee City Council operates what is called a “Common Housing Register” together with Hillcrest, Caledonia and Abertay Housing Associations. This means that applicants are all on a single list, this helps us to meet applicants needs better and improves the housing options for applicants.

The number of applicants on the waiting list at the end of March 2018 was 7343, of which 3962 were added during the year to March 2018.

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## Tenancy Sustainment

Making sure that new tenants settle in and have any problems sorted out is a high priority for the Council. Many of our tenants are vulnerable because of their age, low income or poor life skills so sustaining our tenants in their homes is an important way to combat homelessness.

89% of new tenancies to applicants from the Council’s waiting list were sustained for more than one year, compared to the Scottish Local Authority average of 89%.

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## Antisocial Behaviour

Tackling antisocial behaviour has long been a priority of the Council. The Council works closely with Police Scotland and other regulatory bodies to discourage antisocial behaviour. This may mean working with people through mediation, warnings or in serious cases issuing Antisocial Behaviour Orders. The Council’s Antisocial Behaviour Team deals with complaints for homeowners and renters regardless of landlord. 78.27% of antisocial complaints were resolved within locally agreed targets.

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## Factoring

The Council has responsibilities for managing some parts of buildings or land with home owners. These are primarily where houses have been sold under right-to-buy and both owners and tenants might share for example the roof of a block of flats or some garden ground.

The percentage of homeowners satisfied with the factoring services for general maintenance of common areas such as stair cleaning we provide was 49.62%.

For more detail on the Council’s performance and comparison with other social landlords, please visit the Scottish Housing Regulators website:

**[www.scottishhousingregulator.gov.uk/find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords)**

The Council surveys a sample of service users every three years to measure satisfaction against some of the most important indicators in the Scottish Social Housing Charter.

# Learning and Organisational Developments



## Housing

During 2017 – 2018, Housing staff took part in a range of learning opportunities providing both personal and professional development. A number of students obtained qualifications, some completing the Chartered Institute of Housing (CIH) Diploma in Housing Practice at Dundee & Angus College; others opted to study for the Institute of Leadership & Management (ILM) qualification provided in-house by our Learning & Organisational Development Team. Also, there were successes for postgrad students studying for the Diploma in Housing from Stirling University. Workers in the Sheltered Warden Service require qualifications to register with the Scottish Social Services Council (SSSC) so have been busy undertaking relevant management courses with Quest and the Open University. The coming year will see a cohort of sheltered wardens undertaking SVQ qualifications.

Housing is an area where the introduction of legislation means changes to policies and procedures. This is often the case for members of the Housing Options Team who have attended a number of workshops on issues affecting homeless people and the implementation of new private sector tenancy law. Lone Working sessions and Conflict Management courses have been taken up and safety at work remains a priority for employees out in the field. Several Housing people have supported the pilots, run by L&OD at the end of 2017, on Mental Health & Wellbeing, that will be rolled out from March 2018.

Going forward, an addition to the induction process will be run for Neighbourhood Services, of which Housing is a part. This will focus on introducing new starts to the management and culture of Neighbourhood Services, its achievements, priorities and challenges.

**Alison Grimmond, Advisor, Learning & Organisational Development**



## Community Learning and Development

The first part of the year was very busy preparing and running learning workshops to get staff up to speed with the **new CLD data management system**, Cognisoft IO, implemented from September. This new system will assist CLD workers in their planning, recording and evaluating work in communities, and will provide reports on outcomes achieved by learners and community groups. Cognisoft will provide the statistical information required to report on both the Council Plan and City Plan.

**In-service days** in January took the form of 3 locality events. These half day sessions were well attended by a range of CLD workers (130 staff). The sessions had a focus on the 'big picture' for Dundee, how the work of CLD teams contribute to the important city-wide priorities, and how we evidence this. CLD workers appreciated the opportunity to network and share good practice across teams.

Congratulations to the three senior CLD workers who were selected and trained as **HMIe Associate Assessors**. This important role will see them being part of Inspection teams going out to inspect CLD provision across Scotland. They will also be able to provide support and guidance to our own CLD workforce, and the next in-service day will have a focus on self-evaluation, led by the Associate Assessors.

Hard work and dedication has seen some of the staff within the Youth Work teams achieving **SVQ2** and **SVQ3** in Youth Work. Senior Youth workers have achieved **assessor and verifier awards**.

**Tayside and Fife Professional Learning Alliance** has once again offered a range of learning opportunities for CLD staff across the region. Dundee hosted a lively conference on the Community Empowerment Act in May, followed up by a seminar on Participation Requests in November. A cross authority working group has developed an e-learning module on Community Empowerment. More than 80 Family Learning practitioners came together in September at a conference in Douglas Community Centre to celebrate and share good practice in a range of practitioner led workshops. Research into the impact of professional learning was undertaken by 2 CLD workers from Dundee and Angus, supported by University of Dundee. 190 staff across the region took part in the research, showing the level of interest CLD workers have in their own learning and development.

**Sue Holland-Smith, Advisor, Learning and Organisational Development**

# Improve life chances of people of all ages through learning, personal development and active citizenship

## Syrian Refugee Humanitarian Protection

Dundee, along with 32 other Scottish local authorities responded to the humanitarian crisis in Syria and agreed to be part of the UNHCR resettlement scheme offering resettlement to the most vulnerable refugees. Dundee has provided refuge for 32 families which is a significant portion of the overall Scottish response. A multi-agency team involving the Council, Health and Social Care Partnership, NHS, Police, Fire, Third Sector and private and social landlords has been fundamental in ensuring these families are able to live safely, fulfil their potential and integrate into their new communities. A 'team around you' model includes five stages to ensure we can meet the needs of refugees in relation to housing, health and education and have plans in place for their arrival and ongoing support to integrate and build a new life in Dundee, including volunteering, employment and taking part in community life. This support includes bespoke English language classes linked to employability and the use of Arabic speaking Integration Support Workers.



### Outcomes

- All individuals have GP, dentist and optician appointments arranged on arrival to ensure health needs are met. They have received health assessments, advice and support. Feedback indicates families feel that their health has improved.
- All adults who require support with language are attending ESOL courses either in community settings or at Dundee College. All Children are learning English, making friends and integrating very well into their local schools.
- A number of refugees are being supported to apply to vocational or university level courses, others are involved in volunteering and employment development opportunities. We have families now exploring setting up their own businesses and we have a number of adults in employment.
- A number of refugees have undergone 'Peer Support' training and are supporting new arrivals.
- Families are living independently and through our approach developing a community of support for the refugees.

### Next Steps

An intensive ESOL/Employability pilot has been a success and will be replicated to enable all of the refugees to have access to this programme.

### Quotes

*"I believe that if it hadn't been for the group [Taught by Muhammed] I wouldn't feel as confident and included in Dundee as I do. Dundee is a beautiful city and the people are wonderful. I want to feel part of the community and contribute to life here."*

*Thamer Humsi, volunteer with Taught by Muhammad.*

*"There has been a very positive welcome in Dundee and the hospitality has been great. Projects like this have arranged hot meals and has helped us with groceries. Now we want to do what we can to pay everyone back."*

*Tayseer Al-Balkhi, volunteer with Taught by Muhammad.*

## Maryfield Young Parent's Group (MYPG)

It was identified that there was a need for young people living in the Maryfield area to have access to a provision where they could meet with their peers in a safe environment with their babies and children. It was felt that an evening group fitted best with the needs of the young people who were keen to socialise with their peer group at the same time as being parents and caring for their children. Community Regeneration Forum Funding was secured in December 2017 and 'MYPG' began! 11 young people have accessed the group along with their 6 children/babies. In the short space of time that the group has been running, the young parents have benefited from input from Adult Learning Family Learning Workers who have developed targeted sessions to suit the needs of the young families. In partnership with Central Team Youth Work staff, this has maximized the positive experiences for both Mums, Dads and babies who have all undertaken new experiences and learned new skills with an emphasis on giving every child the best start in life.



Some of the group members have also been supported to participate in a taster 'Care Course' run by Dundee & Angus College. This meant that planning for child care, along with time management skills played an important role for the young people taking part in the course. Offering new experiences to our young families and their friends, along with sustaining positive relationships in a safe environment are our key priority and our sessions are very much led by the ideas and desires of our participants.

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### Outcomes

- Young parents have increased access to age appropriate services within their community.
- Young parents had increase quality play time with their child in a safe, nurturing and supportive environment.
- Young parents focused on their own opportunities for learning with support from Youth Work staff and attended a short course with Dundee and Angus College.
- Young parents benefitted from an inclusive programme offering opportunities from organisations and input from targeted informal learning sessions which they may not have had access to without the support from Youth Work staff.

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### Next Steps

MYPG will continue to seek further funding in order to sustain the weekly group sessions currently running. Plans have already been made to undertake holiday activities for young parents and their children with funding received from Maryfield CRF.

We strive to maximise inclusion for our families, and several visiting projects will deliver sessions to our group next term, which the young families would not financially be in a position to undertake, or perhaps have the confidence to engage in without the support given from MYPG.



## Quotes

*"I like coming to the group because it allows my little girl to interact with kids of all ages and it also allows us as mothers and fathers to take part in activities as well as being able to speak to one another about any problems we have with our little ones whether it to be teething, temper tantrums, attitude issues etc." Heidi's Mum, Mirren.*

*"I like coming to the group because it lets Payton get out and play with other kids and it lets me get time to speak to other young parents." Payton's Mum, Leigh.*

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## Dundee Area Scrutiny Panel (DASP)

The Council is improving in many areas with the help of our tenants. The Scrutiny Panel are a group of volunteers who use housing services, and through partnership working decide on the areas of service they wish to take a closer look at. The Scottish Housing Regulator publish their findings in August 2018. The Scrutiny panel don't work alone, they are helped by Tenant Inspectors and Mystery Shoppers. The Council would like to thank them and the rest of the Scrutiny Panel for their continued support, dedication and hard work.

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### Outcomes

In the last year the Scrutiny Panel has:

- Completed a Tenant Led Inspection of Tenant Participation.
- Received briefings on Housing Allocations.
- Completed a Mystery Shop of Customer Service Standards.
- Reviewed new tenants packs.
- Represented the DASP at the Tenants Information Service annual conference and awards.

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### Next Steps

During 2018/19 in addition to reviewing its work priorities the Scrutiny Panel hopes to:

- Oversee implementation of recommendations following Mystery Shop of Customer Services in Housing.
- Oversee implementation of recommendations following Tenant Led Inspection of Communications from Anti Social Behaviour Services.
- Review guidance and forms for housing applications.
- Review value for money and affordability of housing rents.

## Quotes

*"I would like to thank all the volunteers involved in Scrutiny for making a difference in Dundee. Without their dedication we couldn't scrutinise the council to ensure customers not only get value for money in the services they receive, but are treated honestly and fairly. If you are interested in making a difference, please Get Involved & Have Your Say". Jim Cochrane, DASP Chair.*

## Tay View Community Garden

October 2016 saw consultation start on the idea of a community growing space at Robertson Street in the Maryfield ward. An unused site had become a location for increasing amounts of graffiti. Contact with the City's Community Allotments Officer indicated that there was the potential for funding. This funding follows on from the Fairness Commission's support for community gardens and local food growing.



It was quickly established that the City Council would allocate £61,000 to the construction of the newly named Tay View Community Garden. The DCC Landscape Design Team built on the ideas of local resident Bill Gall and others to produce the final design.

Spring 2017 saw people of different ages, nationalities and abilities start planting. A huge "bonus" was the donation of £50,000 from Augean PLC for a portakabin and gardening equipment.

The first year of activity has seen 20 local individuals and a range of community groups develop their plots. These have included Eco Abertay, Dundee International Women's Centre, Uppertunity, the Community Hub and others.

Connections have been made by the community garden to organisations and events in the area, including Glebelands Primary School, the Maryfield Shed and the annual community festival – Celebration in the Park.

Art continues to feature at the garden with sculptures, street art and a totem pole located amongst an orchard, pond and biodiversity area.

It has been a busy first year with a lot of fun and a lot of learning taking place. One positive aspect of this has been the friendly and well attended organisation meetings that have kept the progress of Tay View Community Garden on track. February's Annual General Meeting was a real celebration of success.

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### Outcomes

- The group was successfully constituted in December and now has a strong management committee to provide leadership and increase the profile of progress made.
- Local people are critically aware of the links between deprivation, inequality and poor mental/physical health and are more skilled and confident to influence decision-making processes.
- Local people are actively engaged in their local community and involved in tackling health inequalities at a local level.

## Next Steps

The group continue to focus on community growing and the management of the plots at Tay View. Plans are now in place to develop a second community garden in the Maryfield ward. This will be funded by the Maryfield Regeneration Forum.

## Quotes

*"I've enjoyed meeting so many new friendly folk (and some notably friendly dogs!), and feel the combination of people and plot has done me a whole lot of good. It's like a wee community within a community." Jennifer, local resident/plot holder.*

*"Finding a safe and inclusive environment for adults with additional needs to volunteer and feel part of their community is very limited. Having this plot gave us the opportunity to provide this for our members. The produce grown has been used in our cooking skills group, donated to Dundee Food Bank and taken home by the volunteers who grew it. Being part of this process has opened our members up to where their food comes from, making them think more about what they eat." Danielle du Plooy, Uppertnity.*

## Kirstie Duncan Chairperson, Menzieshill Community Centre Local Management Group

I started as a volunteer about ten years ago in the Community Centre helping out with cultural events such as the annual Family Fun Day. I then went on to become a volunteer on the Centre Local Management Group, as a Trustee. The experience helped to build my confidence and a few years later I became the group Secretary, then later the Vice Chairperson. I am currently the group Chairperson. Through this role, and my forces background, I then became the liaison person between the group and a new project for veterans called 'Stand Easy' running in the centre. The success of the project led to Stand Easy continuing (now in it's third year) and I have just become a committee member of the Stand Easy project.



## Adult Achievement Awards

Adult Achievement Awards (AAA) are a relatively new award that adults can gain by reflecting on recent learning they have undertaken. The awards which are nationally recognized, are rated by SQA at Levels 3,4 and 6.

A local Dundee Network has been established to support the delivery of the awards. The network is a partnership collaborative between DCC Adult Learning, Dundee Carers and other local authority and third sector organisations. The network consists of three main strands; administration of the award, support for practitioners (including CPD) and internal moderation. Two training sessions have been delivered during 2017-2018 for workers from a range of organizations to enable them to deliver the awards with learners and volunteers that they work with.



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### Outcomes

- 8 Community Learning and Development staff from Adult Learning and Community Regeneration have completed the training.
- 7 learners have gained their AAA at Level 3.

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### Next Steps

- Level 2 awards will be offered to learners.
- More CLD staff are being offered the opportunity to get involved in delivering AAA.

### Quotes

*"This has been great for me as I haven't worked for 10 years as I've been a full time mum. This will help me get into college and get a career, which is what I really want to do." Adult Learner.*

*"I think AAA are a brilliant way of encouraging people to think at a deeper level about their achievements in learning. The opportunity to reflect on learning and plan future learning is uplifting and inspirational. Now that I have done one course I will definitely continue to offer AAA to other learners." Tutor.*

## Debbie Findlay Citizen of the Year

Debbie is a community worker and administrator at Lifegate Church in Whitfield. As local community workers in the Adult Learning section of DCC, we have first-hand experience of the wealth of support and guidance that Debbie offers to people within the local community and beyond. We have worked in partnership with her on many projects including the Wonder Box Project (which addresses fuel poverty), cooking, baking, arts and crafts and also certificated courses. She provides a free café on Fridays which allows us to attend and engage with those with most need and offer our services to them. Debbie is one of the kindest and most caring people that we have ever met and she always puts others before herself. She goes the extra mile to support people and never judges who walks through the door and thinks and acts in a creative way to address people's issues and problems. Even through her personal battle with cancer she was always cheery, and there for other people at all times. It has been our great pleasure to have Debbie as a working partner and also as a very good friend.



*"Debbie is a caring helpful woman who goes above and beyond to help everyone in the community, nothing is too much trouble for her and the community would be lost without her." Community member.*

*"She has made a huge impact on the lives of people in her community who are less fortunate; through selflessness, kindness, devotion, hard work and a love for people." Adult Learning Worker.*



## Rent Consultation

Every year, between November and December, Dundee City Council embarks upon an ambitious Rent Consultation aimed at involving as many tenants as possible in the decision making process when considering the level of increase for the coming year. The Rent Consultation strategy uses a wide range of methods for tenants to give their feedback including face to face, letter, newsletters, online survey, social media, e-mail, QR code (mobile scanning app), text and public meetings.

Rent options are also displayed on posters throughout the city along with community and council office notice boards, libraries, homeless units, sheltered lounges and on postcards which can be filled out and posted in the ballot boxes provided in around 30 locations across the city.

The main difference from consultations in previous years lays with the recent restructure of council services in which Housing and Communities began a new and exciting partnership. Collaboration and teamwork from Community and Housing staff enabled us to carry out a comprehensive door canvassing exercise of tenanted properties, leading to the highest return in recent years of 2137 responses. This equals a little over 17% of our tenanted homes that gave their opinion, which is one of the highest in Scotland.

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### Outcomes

Constantly reviewing our strategy allows us to:

- consider the best ways to engage with tenants about proposed rent increases.
- give tenants easy-to-understand information to help them express informed views.
- give tenants genuine options for proposed rent increases and spell out what they mean for levels of investment in homes and the level of services offered.
- discuss face to face with tenants the level of service they want.
- talk to current and prospective tenants about what level of rent is affordable for them.
- aim to provide the highest possible standard of service.

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### Next Steps

We are now in the process of showing tenants how their views were taken into consideration during the consultation process and responding to their feedback.

*"This exercise is critically important to our tenants as it determines the level of rents to be charged in the coming year. As such we need to ensure that we canvas the views of tenants as widely as possible. In this context the creation of Housing and Communities has allowed for the expertise of Communities staff to be deployed, side by side with Housing staff to ensure that a broad range of tools and methods are adopted in the consultation process. The exercise has delivered the highest ever level of response from tenants and has also served to bring staff together, thereby demonstrating the benefits of the creation of the Housing & Communities service and the importance that we attach to consulting with our tenants."*

*David Simpson, Head of Housing & Communities*



## Charleston Community Centre Cheeky Monkeys

This year, the local management group at Charleston Community Centre have expanded the centre's programme to include a new parent and toddler group – Cheeky Monkeys. The initial trial period of six months proved to be a great success and is now a permanent fixture on the Local Management Group's programme.



Cheeky Monkeys is held every Monday morning and has increased in numbers greatly over its first year - there are now 15 families attending regularly. The group is led by two local volunteers who plan different educational and play activities each week.

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### Outcomes

- Improve the range of high quality activities for families in their neighbourhood.
- Improve outcomes for children in their early years through targeting provision in the areas of most need.
- Reduce social isolation of parents and families through providing opportunities to connect.

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### Next Steps

In the year ahead, the group are looking to purchase new toys and take the families on trips away. Currently, CLD staff are supporting volunteers to obtain funding for this group and develop robust child protection policies in line with best practice.

### Quotes

*"It's great to have a parent and toddler group back in the Centre, the group are really friendly and welcoming too." Parent.*

*"It's going well, the families are really enjoying coming along. We are able to cover the costs of running the group through charging a small amount per family for snack so we are self-sufficient as a group mostly." Volunteer.*

## Strathmartine Budgeting Skills and Cooking Course

The Budgeting Skills and Cooking Course was developed and delivered by the Community Health Team in partnership with CONNECT. The course supported participants to build the skills, knowledge and confidence to budget and manage their money effectively as well as to cook healthy, low cost meals at home for themselves and their families.



Funding of £904 was received from the NHS Tayside Community Innovation Fund to run the course. It ran over 8 weeks, targeted

towards people living in the Strathmartine ward who have been experiencing financial difficulties due to benefit cuts, sanctions, redundancy and debt. Participants were identified through local health checks and the CONNECT service.

Each week, participants completed a diary to reflect on what they had learnt and enjoyed from each session. On completion of the course, post evaluation forms were completed along with a budgeting skills folder. All participants were given a pack of kitchen equipment to enable them to cook meals at home.

Following the success of the first course, a second course was offered which was also a great success.

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### Outcomes

- Participants have improved mental and physical wellbeing.
- Participants have increased knowledge, skills and confidence to cook healthy, balanced meals for themselves and their family.
- Participants have improved budgeting skills, enabling them to live well for less.
- Participants are less socially isolated and have developed connections to other local activities.

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### Next Steps

- A number of participants will progress to undertake the accredited REHIS Food Hygiene course to enable them to volunteer in local community cafes and lunch clubs as well as building skills for employment.
- Participants will be encouraged to access other groups in their local area to develop their social networks.
- Due to a positive evaluation and further identified needs, funding has been awarded from the Community Innovation Fund which will enable a further 8 x 6 week courses to be delivered in Strathmartine to a maximum of 8 participants at each.
- A partnership with Adult Learning will additionally support people with access to employment.

## Quotes

*"I have started to cook meals at home fresh instead of frozen."*

*"I am cooking more with my children."*

*"Loved the group, friendly people, always made to feel included."*

*"I found out more ways to save money and cost effective ways to increase my income."*

*"I used to only sit in house. I have now made new friendships and enjoyed meeting new people."*

*"The group has been great, helped my confidence and I learnt new skills."*

## It's Your Neighbourhood Keep Scotland Beautiful

It's Your Neighbourhood celebrates the achievements of communities who have come together to clean up and green up the neighbourhoods where they live, work or spend leisure time. The campaign is run by Keep Scotland Beautiful, the charity for Scotland's environment, in partnership with the Royal Horticultural Society (RHS).



It's Your Neighbourhood is FREE to take part in and is non-competitive. It is for volunteer-led community groups working on a range of projects including; allotments, woodland gardens, rejuvenating derelict space, beautifying local streets, setting up a friends group to look after a local park or brightening an area in the local community.

To find out more about Keep Scotland Beautiful, email [beautifulscotland@ksbscotland.org.uk](mailto:beautifulscotland@ksbscotland.org.uk) or call Juliette on 01786 477 171.

## Quotes

*"The Britain in Bloom campaign galvanises communities and provides the driving force for thousands of gardening enthusiasts across the country. Britain in Bloom groups work tirelessly throughout the year to tackle local issues and improve the place they call home. Everyone benefits from the work these groups carry out and I have seen first-hand the positive impact Britain in Bloom has in bringing communities together."*

*Darren Share, Chair of the Britain in Bloom judging panel.*

## TASTE, Waterfront View Café and Jack's CLD Journey

This has been another positive year for the TASTE Project. Our community café, 'Waterfront View' continues to grow from strength to strength. With new customers coming along each week to support our young people on their work experience journey. The TASTE Project offers young people across the city practical work experience in a real life working environment. Our young people are aged from S4 onwards. As well as gaining valuable employability skills, young people take part in a range of accreditation opportunities which include Food Safety Certificate, Allergens Awareness Certificate, Dynamic Youth Award and Youth Achievement.



Jack is a Fourth Year pupil who is looked after and is deaf, he was a non-attender at school. Jack was initially referred by his Careers Advisor from Skills Development Scotland as she felt that practical work experience would help Jack to become more confident, improve his communication and social skills and give him space to think about what he would like to do as a possible future career.

Jack came along to TASTE as a quiet shy young person who lacked confidence and doubted his own skills and abilities. Jack initially attended one day a week and now attends two days per week.

In this time Jack has worked in all areas of the Taste project, learning practical cooking and baking skills in our training kitchen, serving customers and cash handling in our community café Waterfront View. Jack also worked at our famous annual Christmas Lunches, where we cooked and served a four course lunch for over 400 people. Jack also helped out in our pop up gift shop Waterfront Gifts.

Jack's confidence has grown immensely and he has built positive working relationships with his peers, staff and customers. Jack can now confidently and independently manage all tasks in the kitchen and café bar and also supports new trainees and helps to show them the ropes.

Jack has also completed a Food Safety Certificate, an Allergens Awareness Certificate and a four star Dynamic Youth Award.

Jack has stated that he feels that a career in hospitality is for him. Jack has a college interview in the coming weeks and this spring is off to meet and work alongside Executive Head Chef Bruce Price at The Crief Hydro, who is deaf and without speech.

*"Before coming to TASTE I did not go to school at all and struggled with my confidence and talking to people. Coming here has gave me cooking skills and helped my confidence and I can now talk to people more. TASTE has helped me get out do more things and get into a routine, I am busy all week now, I come to TASTE two days a week have started to go to The Helm the other three days of the week". Jack Jones.*

# Stronger more resilient, supportive, influential and inclusive communities and neighbourhoods

## Dundee Decides

Dundee Decides is the local identity agreed to promote Participatory Budgeting, or PB for short. PB aims to strengthen participation in decision-making and the allocation of public funds. Dundee City Council approved £1.2 million to be allocated to fund community priorities focusing on physical and environmental improvements across the city, e.g. improvements to play areas, lighting, footpaths, dropped kerbs and more. Each of the 8 Wards were allocated £150,000 and local people decided which priorities are to be funded through an online voting process at [www.dundeedecides.org](http://www.dundeedecides.org)



'Dundee is Doing it Differently' as it is the first Local Authority in Scotland to top slice its mainstream budget for PB. Dundee has a strong track record of engaging with communities and Dundee Decides is another significant example of that ongoing commitment to make Dundee a better place to live for its citizens. Engage Dundee, the city-wide community consultation process to inform the priorities for the Local Community Plans (2017-2022) received over 6,000 responses. This feedback was used as evidence to agree local priorities for voting options as part of the Dundee Decides PB process.

The Dundee Decides Consultation ran from 29th January to 23rd March 2018. Staff and volunteers promoted the voting opportunities over this period in public places, through meeting with a wide range of community groups/organisations and holding main voting events in each Ward. Almost 11, 500 votes were received which is an excellent outcome. City Development staff have now started the process of implementing the winning projects. The Dundee Decides process has also established a firm foundation to extend PB in Dundee in future years.

**11,500**

votes across Dundee



**50%**

of respondents were from SIMD 1 and 2 areas - traditionally the hardest to engage

**4,000**

respondents completed the feedback questions



**76%** had never been involved in community decision making before

**75%** felt it gave people more of a say on how public money is spent

**78%** said it gave them a better understanding of infrastructure costs

**83%** said it was an effective way of increasing community involvement in decision making

**93%** felt the Dundee Decides website was easy to use

**87%** would like to take part again

## Helping to Make Recovery Real in Dundee

This year the Citywide Literacies Team had the opportunity to work with partners to introduce some new approaches to supporting recovery from mental health issues. A major element of this was the pilot in Dundee of Peer 2 Peer, a six week training programme for those with lived experience that focused on the most important aspects of the recovery model.



The recovery model is all about language and communication. The story you tell yourself and others is grounded in the language used and often it is an illness based story using the language of dependency and labels. Peer 2 Peer aimed to improve communication skills and empower people and groups to use their experience effectively and bring these skills to their personal lives, to their employment, volunteering opportunities and to their communities. We did this by spotlighting language and listening skills and highlighting which types of communication were based on the strengths model and which were based on the deficit model. This helped learners understand how they could be masters of their own story and in some ways re-author it using a different model.

### Outcomes

- 15 people started and completed the Peer 2 Peer programme and were presented with certificates from Shona Robison, Health Minister in March.
- All participants said they learnt about and felt able to use new communication skills based on language and listening skills.
- All participants said the course gave them a better understanding of recovery.
- All participants said they felt better equipped to provide informal, intentional support to their peers.

### Next Steps

People involved in Making Recovery Real in Dundee will come together in an afternoon workshop to look at:

- our stories of Making Recovery Real in Dundee.
- what difference being involved in Making Recovery Real in Dundee has made to us and to what is happening in Dundee.
- how we take forward our work to share recovery stories and develop peer recovery.

### Quotes

*"It has given me insights into a strength based recovery model, rather than an illness one."*

*"It taught me not to say the first thing that came into my head. It has taught me to judge no-one."*

*"It has enhanced my own recovery – inspired by the facilitators' and peers' stories of recovery."*

## Main Street Café, Coldside

Main Street Café at Coldside Parish Church offers a safe and welcoming space for the local community along with fresh, healthy homemade foods. It was set up by a steering group supported by the Community Health Team and Communities Officer to help address key health and wellbeing issues faced by the local community which were identified in a community wellbeing questionnaire carried out. Results highlighted a lack of facilities in the area, social isolation, stigma associated with wellbeing issues and the need for more support locally to improve health and wellbeing.



The steering group obtained funding to employ a coordinator who oversees the running of the café and recruits and supports volunteers. A rota of services ensures that there is at least one local worker present at the café to offer face to face contact and support to those with wellbeing issues and signpost to other services. The café was awarded Community Group of the Year in the Evening Telegraph's Community Spirit Awards 2017.

The café receives capacity-building support from the Community Health Inequalities Worker and local Communities Officer.

### Outcomes

- Reduced isolation/loneliness for local people.
- Increased participation in positive community activity.
- Local people have increased self-esteem, confidence and skills to improve life circumstances.
- Increased awareness of services and support available.
- Increased awareness of the issues affecting those who are most vulnerable.

### Next Steps

The café has made links with Fairshare to provide an "add on" by obtaining free items from a local supermarket for café customers to take home with them.

The church now employs a Development Worker who has made links with the wider community and complements the café with various activities including community engagement, socialising opportunities, family work and community groups with a food or art focus.

### Quotes

*"The café is handy if you're having a bad week, it reduces anxiety and the volunteers are lovely. I've joined the church since coming to the café which has been fantastic and I also started the knitting group and made a Wonderbox which is amazing." Café customer.*

*"I started coming about 3 months ago because I had my benefits cut. The donation system is great – people don't feel self-conscious about whether they can afford or not." Café customer.*

## Scottish Fire and Rescue Service Fire Skills Programme

The CLD East Youth Team supported the Scottish Fire and Rescue Service (SFRS) to deliver a 9 week Fire Skills Employability Award to young people in the East of the city. 7 young people took part in the course, 4 pupils from Braeview Academy, 2 from Craigie High School and 1 from Rockwell High School. The learning programme not only aimed to reduce service demand but also to develop the young peoples' skills for learning, life and work. By engaging young people in a physically demanding course which required them to be disciplined and focused as well as having a "can do" attitude, we aimed to improve knowledge, team working, develop leadership skills and for many give the first encounter with the world of work. By providing a coherent, more flexible and enriched curriculum, young people were able to successfully complete all the core learning units of Health and Safety, Drill Ground Activities, Search and Rescue, Emergency First Aid, Road traffic Collision and Fire Related ASB.

The course enabled SFRS personnel and support workers to challenge attitudes and values of the participants and has given them the chance to reflect on the consequences of the choices they or their peers make in their local communities. The majority of the young people involved had 100% attendance on the course and worked towards attaining a Fire Skills SCQF level 4 qualification. At the end of the course they received passing out certificates and put on a display for family, friends and other invited guests to showcase all the skills they had learned.

### Outcomes

- All young people increased attainment by receiving SCQF level 4.
- All young people received Emergency First Aid certificates.
- The course will support any future applications to the Uniformed Services course or assist with applications to the SFRS.



### Next Steps

- The CLD East Youth Team will track the progression of the young people and support them to work towards positive destinations.
- Due to the success of this course the CLD East Team are keen to support another one.



### Quotes

*"I really enjoyed it, the staff there were good for me. In the future as I want to join the Fire Service."*

*"I wouldn't get into a stolen car any more, I will always encourage my friends not to, when in a car I will always wear my seat belt."*

*"If someone ever needs help I know what to do and how to do CPR."*

## DALMG Learning and Development

Dundee Association of Local Management Groups (DALMG) is a city-wide strategic group that represent the Local Management Groups of Community Centres and Projects across Dundee. DALMG meets bi-monthly and works in partnership with Dundee City Council to improve and develop the Community Centres and Projects, with a strong focus on developing cultural events. Learning and development is integral to the process and relevant sessions are arranged according to expressed need, led by Senior CLD workers. Some sessions are held outwith the regular meetings and some are incorporated within the meetings as mini workshops. Some examples from 2017/18 include:



- To SCIO (or not to SCIO), at The Crescent on 9th May 2017.
- Hazard Identification and Risk Assessment, at Kirkton CC on 20th June 2017.
- An Introduction to Outcomes and Indicators, at Finmill Centre on 22nd November 2017.
- OSCR Awareness (Trustee Roles and Responsibilities), at Menzieshill CC on 8th March 2018.

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### Outcomes

- Participants have increased capacity to develop and manage cultural events.
- Participants have reported increased levels of confidence and skills.

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### Next Step

Continue to promote a learning & development culture throughout the DALMG membership in 2018 by arranging further sessions to include an update to the 2017 session on Event Planning and Licensing and a session on using social media for marketing and publicity.

### Quotes

*"The way in which it was delivered will make you remember the finer points of it."*

## New Affordable Rented Housing

The Council and its partners continue to make good progress in delivering high quality, energy efficient new build social rented housing for Dundee. Scottish Government plans investment of £61 million from 2017 to 2021 for affordable housing in the City.

Dundee City Council will develop a number of new council houses, with 33 units on site at Alexander Street and 83 units to be built on the site of the Derby Street multi storey flats which started in November 2017. In addition to the building at Alexander Street and Derby Street it is also planned to develop 30 new houses every year in 2019/20 and 2020/21.

In 2016/17 138 social rented houses were completed by our partner housing associations and approximately 400 more are on site or scheduled to start in the next two years. Dundee City Council also adapts existing houses and installs equipment to help people with medical conditions.

### Quotes

*"Providing a good service goes beyond meeting performance targets. This year we are highlighting services provided by our Housing Options Team and meeting needs by building new homes." Cllr Kevin Cordell, Convenor of Housing.*

Every year we highlight the ways we've listened to customers and used their feedback to improve our services. Here's just a handful of examples from a report that went to committee:



- Data sharing between Employability, DWP and partners which reduces the need for service users to give the same information.
- Launch of a new website, optimised for mobile use, and the MyDundee portal giving easy online access to more services.
- Greater use of social media and video in our communications.
- Crisis and roofless services for homeless people now available at the Lily Walker Centre as well as East Office.
- Design of new schools influenced by Parent Council representatives.
- Application for National Entitlement Cards simplified.
- Procedures for Educational Maintenance and Free School Meals improved to increase take-up.
- Parents' concerns addressed on 'cost of the school day' (eg trips, dress down/up days).

Just a few highlights, but more great evidence of your commitment to continuous improvement.

## Homelessness & Housing Options

The Council is responsible for preventing homelessness and offering temporary accommodation. The Housing Options Team, based at Pitkerro Road is our first line response for tackling homelessness.



The Team provides:

- advice to people at risk of becoming homeless.
- assessment of the needs of people who are homeless.
- provision of temporary accommodation.

Just finding a house is not always the answer to dealing with homelessness, which is why it is important that we work with specialist providers e.g. Women's Aid or Action for Children, healthcare workers and social workers to meet our clients' needs.

We give a priority to homeless people on housing waiting lists but this is balanced with the needs of others e.g. people with medical needs. Every year approximately 1100 Council Houses become available but the housing list is over 7000. To help with re-housing we have a Common Housing List with some local housing associations and we help people find private rented accommodation through the Homefinder Service which is also based at Pitkerro Road.

### Mohammad Bay's CLD Journey

Finding a job is difficult, especially when you come to a new country, don't speak the language or know the process. Dundee has a long history of welcoming people from different countries to live and work and we are proud to continue that tradition through "Get Ready for Work". Led by DCC's ESOL and Employability teams. The multi-agency project team developed an innovative 8 week English and Employability course for new Dundonians, ensuring that they not only have the employability, but also the language skills they require to find and keep a job.



*"My name is Mohammad. I'm Syrian, from Aleppo City. Before the war started I was working as an accountant for 5 years. I moved to Lebanon and I worked as a bus driver there. Then I got the chance to move to Scotland with my family.*

*After arrival I found that life here is difficult. The pressure of learning English in a short time and getting a job was hard. But after I enrolled in the "Get Ready for Work" course my chance has increased. This course gave me the skills and experience needed to live here and gave me the self-confidence to get out there and start a life again.*

*One of my goals right now is to improve my English, which will help me achieve my dream to become an accountant and I know with the support from my family and mentors I will get there."*

## In Your Neighbourhood

Housing and Communities staff across the city were involved in setting up and running ward based Facebook pages from late 2017. The pages were created as a means of informing, engaging and connecting with local residents and celebrating and promoting the local areas.



In February 2018 the posts to the pages reached almost 10,000 people with nearly 5000 people engaging with the posts (likes, comments, shares, etc.)



-  IYNNorthEast
-  IYNLochee
-  IYNStrathmartine
-  IYNWestEnd
-  IYNColdside
-  IYNMaryfield
-  IYNEastEnd
-  IYNTheFerry

The department's other social channels have been doing well also, for example the Discover Learning Facebook page got both its 1000th follower and it's first review in February.

Following guidance from Digital Media Modern Apprentices, youth work staff in Ardler are using Instagram to promote the Ardler Youth Cafe and to communicate with group members.

# Key Housing and Communities Achievements



- Sheltered Housing wardens arranged improvements through-out the complexes including additional activities for and resources as a result of regular consultations with tenants.
- Local people took part in the Whitfield Burn Clean Up in November with support from Adult Learning, Community Regeneration and Dighty Connect.
- Health Issues in the Community North East group attended First Ministers Question time at The Scottish Parliament and were given a tour and also a private meeting with Shona Robison (MSP). They also attended the Community Food and Health Conference annual networking event in Glasgow and 2 of them also attend the CHEX Nation Conference
- 6 learners took part in Cycle Ride Leader Training, this includes outdoor first aid and road side maintenance and is accredited by Cycle UK.
- 83 people attended a Family Learning Seminar in Douglas Community Centre to share practice and network.
- Changes were made to the Housing Options crisis and homeless appointment service following a 'rough sleeper's conversation café consultation event'. As a result people can now have appointments at Lily Walker, as well as the East office.
- Dads and Bairns was shortlisted for the national 2017 Quality Improvement Awards for the category of Co-Production with Families and Our Services award.
- S2 Community Safety Group completed colourful Art Project at Poorie Park Fintry.
- "Get Ready for work" an employability and ESOL programme designed to help new Dundonians into employment was piloted in partnership with Dundee City Council's Employability team, amongst others. Eight students took part in the first course and it is now being delivered to a further 10 learners, with plans for a further 3 courses before Christmas.

- Community Health and Adult Learning teams supported the East End Health Issues in the Community Group. As part of the programme:
  - 5 learners have successfully completed level 1 HIIC.
  - the group visited the Scottish Parliament and met with Health Secretary.
  - they wrote and performed a short drama 'Sophie - She Died Waiting' to raise awareness of issues surrounding mental health in their community.
  - learners have gone on to offer peer mentoring at a healthy minds drop in.
  - learners have formed a self-reliant group with Wevolution where they will make and sell arts and crafts.
- Local Community Planning in Dundee has been recognised nationally as a model of good practice and the concise nature of the new Local Plans reflect continuous improvement.
- The Dundee Decides Participatory Budgeting process has been a huge success with over 11,000 people voting. This is the largest feedback that has been received from any public consultation in Dundee and lays a solid foundation for developing Participatory Budgeting in Dundee in future years.
- In response to a request by the Dundee Area Scrutiny Panel, a tenant led inspection of communications by the Anti-Social Behaviour Team has commenced in 2017 and the outcomes will be reported to the Scrutiny Panel in early 2018.
- Several youth work volunteers were successful in gaining employment as part time assistant youth workers.
- New Youth Counselling Service and Mental Health & Wellbeing peer education programme for Douglas Young People established following successful partnership bid to Our Place 2 Lottery Funding bid.
- Community Health Team in partnership with Addaction and Recovery Dundee developed a successful cooking group in Maryfield to support people in recovery from addictions to cook healthy, low cost meals.



North East Youth group trip to Ryse.

New housing development in Alexander Street



Community Regeneration staff in Lochee trying on their new Dundee Decides hoodies.



Family Fresh Air Club making hedgehogs in the forest.



Central Youth Team Media Group.

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