

REPORT TO: CITY GOVERNANCE COMMITTEE – 24 JUNE 2024

REPORT ON: FAIRNESS AND LOCAL CHILD POVERTY ACTION PLAN REPORT – ANNUAL REPORT FOR 2023/2024

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 153-2023

1. PURPOSE OF REPORT

1.1 This annual report presents the combined Fairness and Local Child Poverty Action Report showing progress during 2023/2024. It also highlights key actions to be taken in 2023/24.

2. RECOMMENDATIONS

2.1 It is recommended that Committee approves:

- a) the Fairness and Local Child Poverty Action Plan Annual Report for 2023/24 is attached as Appendix 1; and
- b) the actions as set out for the next phase of the Action Plan from 2024/25 onwards.

3. FINANCIAL IMPLICATIONS

3.1 The work set out within the action plan may generate reports and further actions that could have direct financial implications for the Council. As and when required, such reports will be considered by the appropriate Committee(s). Additional external funding will also be sought where possible.

3.2 Funding of over £1.5m was spent on a range of measures to mitigate the impact of poverty and the cost-of-living crisis in 2023/24. Further funding of £50,000 was allocated for fairness activities in the 2023/24 budget, with the Local Fairness Initiatives and the Fairness Leadership Panel support being prioritised. This was in addition to, £6.73m of payments being made via Holiday Support, Scottish Welfare Fund and Discretionary Housing Payments.

3.3 A range of income maximisation initiatives work across the City to ensure citizens are receiving all benefits and support payments they are entitled to, this has generated circa £13.6m in income.

4. BACKGROUND

4.1 Dundee City Council and the Dundee Partnership adopted the current Fairness Action Plan for Dundee in June 2023 (Article VIII of the Minute of the Policy & Resources Committee on 26 June 2023 refers). This report describes progress with the Plan.

4.2 The Child Poverty (Scotland) Act 2017 introduced a series of statutory income targets to measure reduction in child poverty in Scotland by 2030/31, together with interim targets to be met in the year beginning 1 April 2023:

Statutory Income Target	Interim Target in 2023/24	Statutory Target in 2030/31
% of children in relative poverty	Less than 18 %	Less than 10%
% of children in absolute poverty	Less than 14%	Less than 5%
% of children in combined low income and material deprivation	Less than 8%	Less than 5%
% of children in persistent poverty	Less than 8%	Less than 5%

The only indicator which is currently available at a Dundee level is the most recent child poverty estimates by End Child Poverty which were just published in June 2024 and are based on data

for the period 2022/23. They estimate that the percentage of children living in relative poverty in Dundee is 28.2% compared to a national rate of 24.5% across Scotland. The Dundee City figure has increased from 27.1% in 2021/22. As the child poverty estimates cover the period 22/23 it should be noted that they don't capture the full impact of the rollout of the Scottish Government's Scottish Child Payment to all eligible under 16s in November 2022. End Child Poverty have advised that caution should be taken when interpreting year on year change due to sampling issues associated with the Covid-19 pandemic. Officers will interrogate these figures further to consider any implications for future planning and target setting.

- 4.3 The Act also places a duty on local authorities and health boards to jointly report annually on activity they are taking, and will take, to reduce child poverty. The Local Child Poverty Action Plan Reports are required to be produced '*as soon as reasonably practicable after the end of each reporting year*'.
- 4.4 This report satisfies the requirements for the LCPAR but is wider due to the partnership working and planning associated with the Dundee Fairness Strategy that was in place before the child poverty reporting requirements came into effect. It has previously been agreed that the Fairness and Local Child Poverty Action Plan Report would continue to be combined and then adopted by the whole Dundee Partnership on behalf of the city.
- 4.5 Community Planning partners have collaborated accordingly, and the sixth combined report is presented in Appendix 1, setting out in detail our progress. It includes the following sections:
- An introduction and national targets (page 3 - 7)
 - An overall summary of performance, areas for improvement, developments (pages 7-15)
 - Key data on poverty and inequalities (pages 16-19)
 - A section on each theme covering some key highlights, a performance scorecard, progress of actions and the difference these make.
 - Work and Wages Reduce (pages 20-26)
 - Benefits and Advice (pages 27-33)
 - Attainment and Child Poverty (pages 34-40)
 - Social Inclusion and Stigma (pages 41-46)
 - Health and Inequalities (pages 47-53)
 - Housing and Communities (pages 54-60)
- 4.6 While this report is comprehensive, to provide the fullest picture of progress in Dundee, it should be taken together with supplementary information giving a fuller statistical analysis of poverty and deprivation in the city and the case studies illustrating more detailed actions for each strategic theme. These additional documents are available on the Fairness pages of the Dundee City Council website.
- 4.7 Dundee City Council was the first Local Authority in Scotland to declare a Cost-of-Living Crisis in June 2022 and action agreed at a series of "Cost of Living summits". The work continued in 2023/24 with additional funding pledged to address the impacts of rising costs on households. In addition to £500,000 allocated for emergency food distributed through the Dundee Community Food Network, further community food grants totalling £46,650 were given to small projects in Lochee, Strathmartine, North East, East End and Maryfield wards. The Fuel Well Dundee Energy Assistance scheme has assisted 256 households and spent over £110,000 in energy support measures. Since October 2023, over £35,000 has been invested in Open Doors activities at 26 venues across the city with a particular focus on meals and community cafes in community centres, libraries, and sheltered lounges.
- 4.8 The Dundee Child Poverty Pathfinder has increased employability opportunities for 188 families in Linlathen affected by a range of inequalities. This provides the support to enable parents to secure incomes to address child poverty that may be experienced by the 256 children living in these households. The work of the Pathfinder complements the Linlathen Local Fairness Initiative that has increased housing and money advice, drop-in support, extra out of school care, community activities and participation, and better community spaces. Similarly, in Stobswell West, greater money and benefit advice is being provided in partnership with the Stobswell Forum at the Connect shop, greater community and intergenerational activities, and efforts to tackle quality in private rented properties in the area.

- 4.9 The contribution of the Dundee Fairness Leadership Panel (FLP) continues to grow. In addition to arranging and hosting the annual Dundee Fairness Conference in November 2023, in the last year, the Panel has influenced policies and services relating to employability, public debt and customer services. In 2024/25, members will focus on Housing, Mental Health & Isolation, and Support given to third sector staff and volunteers.
- 4.10 Feedback on the 2022/23 annual report was also received from the Improvement Service and the Dundee Fairness Leadership Panel. Most of their recommendations have been incorporated and commitments made to those that remain outstanding. An easy read 'plan on a page' version of the 2022/23 report was co-produced by officers and members of the Panel. This was launched to a very positive response at the Fairness Conference in November 2023 and will be repeated in collaboration with FLP members following committee approval.

5. POLICY IMPLICATIONS

- 5.1 The progress presented in this report and all actions in the Fairness Plan for Dundee will make an impact on reducing the levels of poverty experienced by people in Dundee. The Integrated Impact Assessment for previous years' reports continues to be accurate. Article VIII of the Minute of the Policy & Resources Committee on 26 June 2023 refers to the original report and IIA.

6. CONSULTATIONS

- 6.1 The Council Leadership Team, community planning partners and members of the Fairness Leadership Panel have been consulted in the preparation of this report.

7. BACKGROUND PAPERS

- 7.1 None

GREGORY COLGAN
CHIEF EXECUTIVE

DATE: 6 JUNE 2024

ANDREA CALDER
HEAD OF CHIEF EXECUTIVE'S SERVICES

Dundee

Fairness
and
ocal Child Poverty

Action Plan 2023/24



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Executive Summary

£230,000



paid to households experiencing fuel poverty through the Fuel Well Support Programme, including soft measures such as draught excluders, energy saving lightbulbs etc, fuel write offs and provision of energy saving microwaves, air fryers and slow cookers

(Source: Dundee City Council, Corporate Services, 2023/24 figure)

£1,739,261



awarded to families in need through the Scottish Welfare Fund.

(Source: Dundee City Council, Corporate Services 2023/24)

11,653



people on average receiving emergency food support from food larders, Dundee foodbank, fridges, and cafes each week of 2023/24

(Source: Dundee City Council, Chief Executive's Services)

£500,000



allocated to purchase emergency food for distribution through the Dundee Community Food Network

(Source: Dundee City Council, Chief Executive's Services)

£831,000



holiday support payments made by the Benefit Delivery Team supporting on average 5,500 children per holiday period.

(Source: Dundee City Council Corporate Services 2023/24 figure)

89%



of the population eligible for free travel (those under 22 and 60+) have a National Entitlement Card including 82% of eligible young people

(Source: Dundee City Council, Chief Executive's Services – figure as of April 2024)

639,250



individual period products distributed in 2023/24.

(Source: Dundee City Council, Chief Executive's Services)

128

accredited Living Wage Employers headquartered in Dundee.

(Source: Living Wage Scotland, 2023/24 figure).



43,466

staff covered by a Living Wage Commitment.

(Source: Living Wage Scotland, 2023/24 figure)



2,082

staff received an uplift to the Real Living Wage.

(Source: Living Wage Scotland, 2023/24 figure).



4,629

energy advice interventions by Dundee Energy Efficiency Advice Project

(Source: Dundee City Council, Corporate Services 2023/24 figure)



27.7%

of secondary school pupils registered for free school meals in Dundee City.

(Scottish Government, Pupil Census 2023)



5,813

school clothing grants paid to families in 2023/24 - primary school children receive £120 and secondary age children receive £150 per academic year

(Source: Dundee City Council, Corporate Services)



£11,975,038*

generated from income maximisation support.

(Source: Dundee City Council, Corporate Services *provisional figure for 2023/24)



£1.71m

additional income/benefits raised through Macmillan Welfare Rights Cancer Support.

(Source: Dundee City Council, Corporate Services 2023/24 provisional figures)



£4.2m

of Discretionary Housing Payments/Local Authority Hardship Fund Payments awarded to tenants.

(Source: Dundee City Council, Corporate Services 2023/24)



1. Introduction

Welcome to Dundee's sixth Fairness and Local Child Poverty Action Report (LCPAR). This report reflects on the work undertaken by the Dundee Partnership to tackle the negative effects of poverty on individuals and families, and its wider impacts on communities, including health inequalities, feelings of stigma, homelessness, and social exclusion.

This report provides an update on progress and developments for 2023/24 and gives a comprehensive picture of the expansive ways that Dundee is attempting to reduce child and household poverty. These increased efforts are being made in the face of the growing challenge of the cost-of-living crisis exacerbating all aspects of poverty.

The voices of communities who are experiencing the worst of the impact continue to be listened to, including those of our experts by experience, Dundee Fighting for Fairness (DFFF), on developing responses to inequalities. Our Fairness Leadership Panel is a key mechanism for ensuring that the Partnership delivers on our fairness commitment for Dundee citizens. We are proud of the relationship nurtured between the Partnership, the Council, and members of the Dundee Fairness Leadership Panel. We are delighted that this report contains the first annual 'statement' of their work over the last year. They continue to have a crucial role in our work and are growing in confidence and authority. The Fairness conference they hosted in November 2023 played an important part in communicating the aims of this report and shaping the content.

After setting out the national and local strategic context, this annual report will present key highlights and significant strategic developments in our work before summarising notable progress in action taken over the last year. The report then focuses on the work done across our six fairness themes, presenting an analysis of poverty and deprivation in Dundee, setting out measures of progress against our action plan and offering case studies that demonstrate the modest but meaningful impact the Partnership is having on the causes and consequences of poverty in Dundee.







To streamline this year's report, we have created a suite of supporting documents that will help to give the fullest picture of our work in Dundee. These include a comprehensive poverty profile of the city, and a collection of case studies to bring fairness in Dundee to life. The report contains links to all these documents on the [Fairness page](#) of Dundee City Council's website. Following approval of this report we will work with the Fairness Leadership Panel to produce a 'plan on a page' where we try to summarise simply what we are trying to achieve. This will be available in the coming months.

It is becoming clear that Dundee, and Scotland as a whole, are likely to fall short of achieving the interim targets set for reducing child poverty in 2023/24. Despite the enormous challenges we face, Dundee will not accept child poverty as an inevitable part of modern life in Scotland. Next year's report will demonstrate our ongoing determination to do everything we can to help people to cope with the brutal impact of poverty on their families and communities. Turning poverty around is and will continue to be at the very top of our priorities for transforming Dundee.

2. National Targets and Local Performance

a. Dundee Fairness and Child Poverty Approach

Since the adoption of the first Fairness strategy for Dundee in 2012, the Dundee Partnership has taken a broad approach to reducing child poverty and improving outcomes for individuals and families in the city. Our performance indicators and action plan commitments demonstrate a coherent cross-cutting look at the range of outcomes for people experiencing socio-economic disadvantage. These are shaped by the outcomes presented below.

Dundee Fairness and Child Poverty Outcomes 2022-2025				
Overarching Outcome - Our city will experience less household and child poverty				
Work and Wages	Increase wage levels and Scottish Living Wage Accreditation	Increase learning, skills, and employment opportunities for people in poverty	Reduce persistent and rising levels of unemployment and underemployment	
Benefits and Advice	Maximise income from social security and benefits in kind	Reduce household costs, debt, and fuel poverty	Improve access to advice services for all households	
Attainment and Child Poverty	Reduce the poverty-related attainment gap	Reduce the number of children living in poverty	Improve engagement of priority families with support services	
Social Inclusion and Stigma	Increase social and digital inclusion	Reduce stigma and discrimination of people living in poverty and people with protected characteristics	Improve resilience, aspirations, and purpose for people in poverty	
Health Inequalities	Reduce health gaps caused by social inequality	Improve physical and mental health and wellbeing for people in poverty	Reduce causes and consequences of substance misuse	
Housing and Communities	Build social capital, connectedness, and trust in disadvantaged communities	Promote safe and supportive environments at home, at work and in the community	Ensure access to basic human necessities including food, heat, medicine, and hygiene products	

The actions undertaken by the Partnership, as well as our performance indicators, contribute towards the Scottish Government’s drivers of poverty reduction. The ‘Best Start, Bright Futures’ Tackling Child Poverty delivery plan 2022-2026 outlines eight strands of support for priority families and the table below illustrates how our Fairness Action Plan framework relates to these themes:

Best Start, Bright Future Themes	Dundee Fairness Outcomes Framework Themes
Employability and Skills	Work and Wages
Connectivity and Childcare	Social Inclusion and Stigma & Work and Wages
Economic Opportunities	Work and Wages
Person-centred Support	Social Inclusion and Stigma & Work and Wages
Social Security	Benefits and Advice
Income Maximisation	Benefits and Advice
Housing	Housing and Communities
Next Generation	Social Inclusion and Stigma & Attainment and Child Poverty

b. Targets and Progress

Dundee set itself the ambitious goal of matching the Scottish Government’s overall national target of reducing child poverty to less than 10% of children living in relative poverty by 2030 from an existing rate of 28.2%. Our efforts are directed by the combined fairness and child poverty outcomes explained above.

2021/22 child poverty estimates by End Child Poverty were published in June 2024. These estimate the percentage of children in poverty after housing costs and show that 28.2% of children in Dundee City were living in poverty in comparison to 24.5% across Scotland. The following table shows how the percentage of children in poverty after housing costs has changed in Dundee City during the period 2014/15 to 2022/23.

2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
23.8%	25.0%	26.4%	27.0%	26.2%	26.8%	22.5%	27.1%	28.2%

Source: End Child Poverty – Child Poverty After Housing Costs 2015-2023 (Published June 2024)

c. Dundee Performance

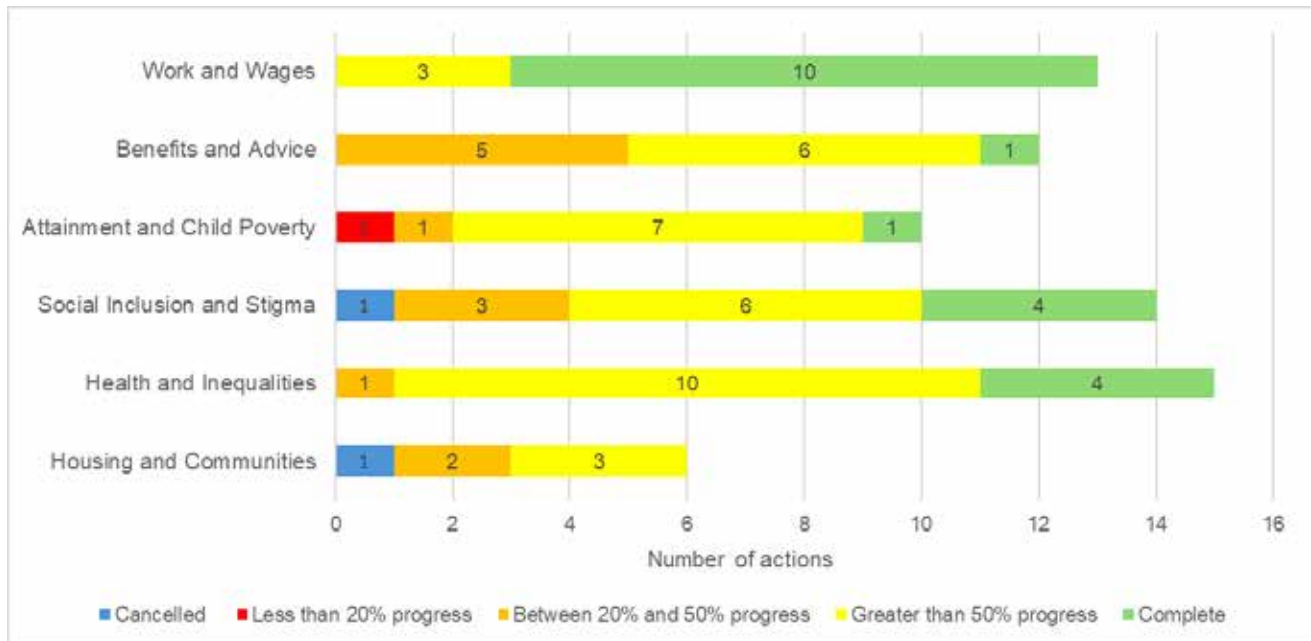
The Dundee Partnership supports the Scottish Government’s aspiration to make Scotland the best place for children to grow up, and tackling poverty will contribute much to achieving this. Local Authorities and Health Boards have a joint duty to publish a joint

annual report on activities undertaken at a local level to contribute to meeting the child poverty targets shown above.

The chart below shows how Dundee is progressing on its actions to reduce child poverty and poverty-related socio-economic impacts on vulnerable groups.

Overall Progress – Progress of all actions contained in the plan for period 2022-25

Figure 1: Progress of all actions contained in the Fairness Action Plan 2022-2025



d. Areas for Improvement

While the Partnership continues to develop and implement actions to mitigate the impacts of poverty in Dundee, we acknowledge that there are still areas where greater progress is needed and must be pursued. Based on an analysis of performance against targets set in the Dundee action plan, the following performance indicators are the furthest away from target and with no improvement on the year before. The relevant Dundee Partnership strategic leadership group will be charged with investigating the reasons for this and taking action to address and close these gaps. The action taken and the results will be reported in next year’s report.

- Percentage point gap in literacy in P1-7 between pupils living in SIMD 1 areas and living in SIMD 5 areas
- Children aged under 16 years and living in relative low-income families (before housing costs)
- % of young people 16 to 24 who are unemployed

e. Developing our Annual Reporting

i. Feedback from the Improvement Service

The Improvement Service's assessment of the 2022-23 annual report was comprehensive and partners in Dundee are grateful for the time and attention taken by the Poverty Alliance in providing such thorough and helpful feedback.

The overall assessment of the report is that it continues to be very strong. It identified several key strengths by highlighting that the report:

- Showed strong commitment across the Partnership to continue to address child poverty during the cost of living crisis. There was a clear and necessary reprioritisation towards the cost of living focused on advice provision and practical emergency support. Simultaneously, the report showed that longer term approaches to addressing child poverty continued to develop.
- Demonstrated a 'welcome commitment' to ongoing participation of people with direct experience of poverty. There is evidence that the Fairness Leadership Panel had been shown to be a robust process that influenced some key areas. It was also shown that this participatory approach had been used in other areas, particularly in respect to the Local Fairness Initiative.
- Maintained a focus on key drivers of poverty and key solutions. The report highlighted the targeted work that had been done to support people into paid employment and address some of the barriers that stop work being an option for some. Similarly, it showed that a strategic approach to the delivery of advice had been taken to help alleviate child poverty despite the significant pressure on services.

Despite recognition of the quality of the report, areas for further improvement were identified:

- The role of housing was underdeveloped in the report. There was 'very little about the broader role of housing in the prevention of child poverty.' Particularly given that 'the trends in the relevant indicators are not positive,' future reports could better reflect the part that local housing action in the prevention of child poverty.
- While the use of outcomes and indicators is strong, further work needs to be done to more directly and closely link the actions in the plan to changes in the indicators.
- It would be helpful to see more reflection on activity linked to the provision of affordable credit.

As part of our desire to achieve continuous improvement, we aim to have addressed these in this report where possible and will welcome further feedback in due course.

ii. Feedback from the Dundee Fairness Leadership Panel

Members of the Dundee Fairness Leadership Panel were invited to comment on the 2022/23 Fairness and Child Poverty Report and Action Plan. The Fairness Leadership Panel continues to provide scrutiny to ensure that organisations in the Dundee Partnership are maintaining their commitment to tackle poverty seriously and to achieve the actions they have agreed.

A group of Fairness Leadership Panel members reviewed the report and action plan in detail and were encouraged by all the strategic developments that happened during 2022/23, especially given the pandemic and the early stages of the cost-of-living crisis. The group was also pleased with the actions set out for 2022/23 and want to play a role in making sure that these will have the most positive impact on the city.

To this end, the Panel has made the following observations and recommendations:

Members of the Panel noted the number of statistics used in the report that were often 2-3 years out of date. Communities will want to know the current position for the year the report covers and up to date indicators would make the report more meaningful to them. The Partnership has been asked to discuss this issue with the Scottish Government in relation to the timing of reports.

The way progress on action was presented in the 2022/23 report was viewed as 'pointless.' People in Dundee want to know what has been done in relation to the actions in the plan. The use of the 'percentage completion' figure is very difficult to understand and a description of how and when the task in the action plan will be achieved is seen as more important. If there is not space to do this fully in the annual report itself, a link should be included to take readers to the information in a supporting document. Measures are being prepared to ensure that this will be achieved in the Fairness annual report for 2024/25.

Improvements on the accessibility of Fairness Reports and updates requested in last year's report had not been accomplished. This should be addressed in time for the publication of this report.

The Partnership should use more imaginative ways to communicate the work contained in the report and action plan. Suggestions include showcasing what is being done in the city to close inequality gaps in an information centre or shop unit.

Dundee should not be reluctant to spell out the challenges we have to address in the annual report. It is important that it honestly reflects people's experiences.

As in the previous year, the Panel had a range of questions and comments across the full scope of the action plan and asked for a full response to these. These will be prepared and presented to the Panel for a full discussion in due course.

3. Major Fairness Developments and Action

A series of priority initiatives drive the Partnership's work, and it is our intention to provide more detail on these each year so that people in Dundee can track how effectively these major developments are delivered. Presented below, therefore, are Dundee's key initiatives and the progress made in 2023/24 to reduce the poverty and inequalities experienced by our citizens.

a. Cost of Living Crisis Support

In 2022, in response to the emerging cost of living crisis, Dundee City Council and its partners provided a rapid response via five key pillars: Community Food, Open Doors, Advice Services, Warm Clothes & Blankets, and Communication. The work continued in 2023/24 with additional funding pledged to address the impacts of rising costs on households.

1. **Community Food:** In addition to the £500,000 allocated by Dundee City Council for emergency food distributed through the Dundee Community Food Network, a total of £46,650 has been distributed in small grants to 20 projects, spanning Lochee, Strathmartine, North East, East End and Maryfield Wards. Projects opted to prioritise vouchers over additional food stock, and £38,775 of the overall budget was used to purchase supermarket vouchers for families and individuals (£75 for a family, £35 for an individual) to ensure dignity of choice.
2. **Open Doors:** Over £35,000 has been invested in Open Doors provision since October 2023. Open Doors activities are running at 26 venues across the city serving around 1,800 people per week. There is a particular focus on meals and community cafes, with post school provision being expanded to meet family needs as well as the ongoing universal offer of tea and coffee in community centres, libraries, and sheltered lounges.
3. **Advice Services:** The Fuel Well Dundee Energy Assistance scheme has so far assisted 256 households (as of 27/02/24) and spent over £110,000 in energy support measures including payments of intractable fuel debt, basic insulation and weatherproofing, and soft measures such as energy saving equipment, white goods, and warm clothing for adults.
4. **Warm Clothes and Blankets:** As of 8/2/24, our local charity Togs had spent £6,487 on 1,136 blankets for inclusion in packages for those referred for free children's clothing and are on track to fully spend the £10,000 allocated to this pillar.

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5. Communication: A new phase of communications activity, including a radio campaign, was launched in February 2024, with messaging adapted to focus on reaching people who are in work / not on benefits and struggling due to the cost of living. Flyers were included in council tax leaflets going to approximately 75,000 households during February / March 2024.

b. Child Poverty Pathfinder

Dundee's Child Poverty Pathfinder is a joint project between the Scottish Government, DWP, Social Security Scotland and Dundee City Council, that is testing new ways of working. The Pathfinder is targeted at 'priority families' - those who are at a higher risk of experiencing poverty.

It aims to increase employability opportunities for households in Linlathen who are affected by a range of inequalities. The Pathfinder provides support that parents need to enter, sustain, and progress in work, and helps families maximise their incomes and social security payments so that they can lead dignified lives, regardless of their circumstances.

2023/24 highlights

The team has engaged with 188 families in Linlathen. There are 256 children living in these households, 41 aged under four. Of the 188 families, 38 have three or more children.

Families have been supported by the Pathfinder key workers, and the partners at the Linlathen Works drop-in service. Key workers have been providing advocacy support, to help families access other services and make follow up checks to make sure they get all the assistance they need.

128 of these households (68%) identified health concerns as their biggest barrier to thinking about moving into work. These included mental health & wellbeing issues, physical health issues and caring for someone else in their household with complex health issues. 52 households noted that they had no previous work experience.

Further analysis identified young people appearing in the 16+ age group and living in Mid Craigie and Linlathen areas who currently aren't in any post school positive destination. The Youth Employability Service engaged with this cohort which resulted in one of the key workers delivering a Friday drop-in session at Brooksbank centre for the young people who have been targeted. Six or seven young people are regularly attending weekly for one-to-one employability support, support to complete college applications, and to apply for jobs.

Childcare support

Families engaged with the Pathfinder can be supported with childcare through the Scottish Government funded School Aged Childcare, as part of the wider pilot of Early Adopter Communities Childcare Project. This provision was established in Rowantree Primary School in Linlathen in January 2023. One full time Family Key Worker is employed within School Age Childcare services to help families to access other support services as required.

Financial gains

Additional financial support of £241,070 in income maximisation has been generated for families in Linlathen (including £174,133 in earned income), plus £93,891 gained through applications for various benefits. The total amount of financial gains from the Pathfinder activities includes £640,892 (benefits in kind, earned income gains) and £253,863 in benefit income maximisation.

Planned activity for 2024/25

The Pathfinder is being extended to include supporting families in the Mid Craigie area and the team will engage with them. The Pathfinder team are also planning to run an adult returners programme commencing in April 2024 which will be delivered in partnership with the DWP and the Adult Employability Service.

Learning from the Pathfinder has been utilised in Stobswell West thanks to the partnership structures developed through the Local Fairness Initiative. Scottish Government funding for Dundee International Women's Centre (DIWC) has facilitated 35 hours of weekly project support focusing solely on Stobswell West outreach work. This post introduces families within the Stobswell West area to DIWC and links them into local support organisations that they may need, while also making them aware of the opportunities and free creche facility available at DIWC.

c. Local Fairness Initiative

Over the course of the last year, the Local Fairness Initiative (LFI) has made significant progress in Linlathen and Stobswell West. These two areas, which were identified as experiencing significant disadvantage, have been the focus of a targeted efforts by Dundee City Council and its partners with the overarching aims to reduce poverty, improve standards of living, increase incomes for households and improve their overall wellbeing. Agreement has been reached locally that many areas for improvement reflect ongoing issues that will continue to be tackled by each area's Local Community Planning Partnership (LCPP).

The approach of the LFI has supported improvements at a community level in both areas. In Linlathen there has been:

- Increased local support in relation to employability, housing and money advice, including: new multi-agency advice drop-in established with person centered holistic support for residents, new out of school care facility reducing barriers to employment; new volunteering opportunities provided by partner organisations; improved offering for skills development and learning for parents; new links made with Discovery Credit Union to increase access to affordable credit.
- Improved community participation through community based social and physical activities, primarily: increased provision of youth activities at Rowantree Primary School; community galas and events; craft workshops; play sessions for children with additional needs and their parents / carers and weekly family fun activity sessions with free meal.

- Increased community empowerment through the establishment of new community groups focusing on promoting the rights of Linlathen residents: new Friends of Linlathen community campaign group and new parent-led family activities group.
- Improved community spaces through community clean ups and newly developed play facilities.

In Stobswell West, key achievements impacting on residents include:

- Increased local support in relation to housing and money advice, such as a weekly calendar of support / advice services at the Stobswell Connect shop (housing, benefits and money advice, carers support, energy advice and support, support for parents), and a community event held at Dykehead Place Sheltered Housing focusing on providing information and support to residents in attendance.
- Improved community participation through community based social activities delivered through a new fortnightly conversation café, new creative intergenerational project celebrating the Dundee dialect and increased engagement through door knocking to discuss what people would like to see happen locally.
- Improved quality of housing due to new funding being allocated to support building repairs in private rented properties in the area.

d. Fairness Leadership Panel Annual Statement

The Fairness Leadership Panel is a collective response to poverty / inequality. A Panel made up of people with lived experience and organisational representatives work together to ensure the disadvantaged and vulnerable in our city have a voice. The Panel works to mitigate the impact of external factors, i.e. those outside our control, by focussing on where we can bring influence and change. Panel members are not afraid of asking hard questions.

Here are a few highlights of the work the Panel has done during 2023/24:

The Dundee Fairness Action Plan

A Panel subgroup has continued to review and critique each section of the Plan and given honest insight into how these proposed actions will or won't help the community. The group have shared ideas about how to widen and deepen the impact of the actions outlined in the Plan. They also asked for an easy read version of the Plan for Dundee citizens. As the Action Plan is constantly being updated, the Panel will be part of a rolling review programme, making sure the actions are realistic and achievable, and are genuinely taken forward.

Employability Strategy and Approach

A Panel subgroup engaged with Discover Work as they reviewed the strategy and delivery of employability support in Dundee. They co-created the principles of the new strategy. Once the new strategy is launched all employability services will need to adopt these principles. The subgroup is also working with Discover Work on the Commissioning Documents for employability services.

Hearing from our Communities

The Panel were keen to continue to hear from people and projects in local communities. In 2023, Panel members visited 12 community groups across the city, to hear how the cost of living has impacted them and to gather insight into the key challenges people are facing. This helped the Panel shape their focus for the next year. Here are some of the things the Panel heard:

- The increase in running costs and insecure funding has brought real pressure on the sustainability of local projects.
- The mental health of staff, volunteers and those attending projects is being seriously impacted.
- There were also concerns raised about: young people, housing, organisational growth and pressure, drug and alcohol addictions, cost of clothing, rise in crime, and how challenging it is accessing services if English isn't your first language.

The Panel plan to do project visits again in 2024.

Annual Conference

The panel held its second Annual Conference in November 2023. These conferences help the Panel share key issues they have focused on over the past year and hear from a cross section of sectors about current issues and concerns. This helps the Panel as they set priorities for the year ahead.

At the 2023 conference there were an extensive number of local partners, the Scottish Government, Joseph Rowntree Foundation, the Scottish Poverty and Inequality Research Unit, the Poverty Alliance and the Robertson Trust.

Public Body Debt

Panel members have been working with Council managers to discuss Public Body Debts. The Panel believes that Dundee could lead the way in changing how public sector bodies collect debts with a debt recovery process that is centred around dignity, respect, and human rights. The Panel has given recommendations to the Council, and they are developing a new Debt Recovery Policy that incorporate these recommendations.

Plans for 2024/25

In the year ahead, the Panel will be investigating the issues of Housing, Mental Health & Isolation, and Support given to third sector staff and volunteers.

e. Connections to Equalities - Mainstreaming Equalities in Dundee

In April 2023, Dundee City Council approved and published its Mainstreaming Equalities Progress Report, which sets out progress made towards meeting the Equality Outcomes for Dundee City Council and the Children and Families Service. The latest employee data report was published in April 2024 highlighting areas for improvement to reduce ongoing inequalities in employment for the council workforce.

One of the key objectives for Dundee City Council in 2023/24 was to work closely with representatives from faith communities of all religious denominations across the city to develop and sign a Faith Covenant for Dundee.

The Faith Covenant is an agreement to facilitate partnership working between the local authority and faith organisations. It is a joint commitment between faith communities and the local authority to a set of principles for working together, which aims to build trust and promote open, practical engagement. Representatives from faith groups met with city leaders and signed the historic document during Interfaith Week in November 2023. The council committed to welcoming the involvement of faith groups in the delivery of services and social action on an equal basis to other groups. Faith organisations committed to actively work with Dundee City Council in the design and delivery of services to the public.

4. Understanding Poverty and Inequalities in Dundee

a. Measuring Inequality in Dundee

The long-term trend of poverty levels in Dundee remain stubbornly consistent over time. As the prices of everyday essentials continue to increase, it is important that all available evidence continues to be monitored as this will allow us to identify the highest priority groups and local issues and monitor progress towards our child poverty targets.

The following summary shows the extent and range of poverty challenges which families and communities in Dundee face. A full and detailed Poverty Profile for Dundee can be found on the Dundee City Council website

Population

148,350



Population of Dundee City.

(Source: National Records of Scotland 2022 mid year population estimates)

23,528



Child population of Dundee City (those aged 0-15 years).

(Source: National Records of Scotland 2022 mid year population estimates)

6%

of households in Dundee City are Single Parent Households.

(Source: Scottish Government Core Survey Questions 2022)
The definition of single parent does not make any distinctions between situations where a child has regular contact and / or partly resides within their other parent and a child who solely resides with and is cared for by one parent)



10.1%

Non-white minority ethnic groups.

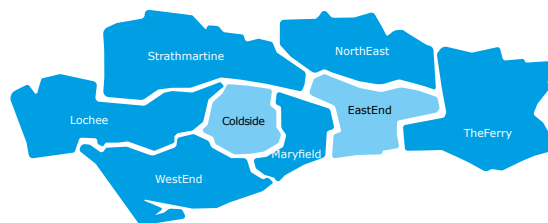
(Source: Scottish Census 2022)



36.5%

of people in Dundee City live in a data zone ranked within the 20% most deprived.

(Source: SIMD 2020 20% Most Deprived data zones and National Records of Scotland Mid 2021 Small Area Population Estimates)



7

of the eight LCPP/Wards in Dundee City contain data zones ranked in the 20% most deprived.

(Source: SIMD 2020)

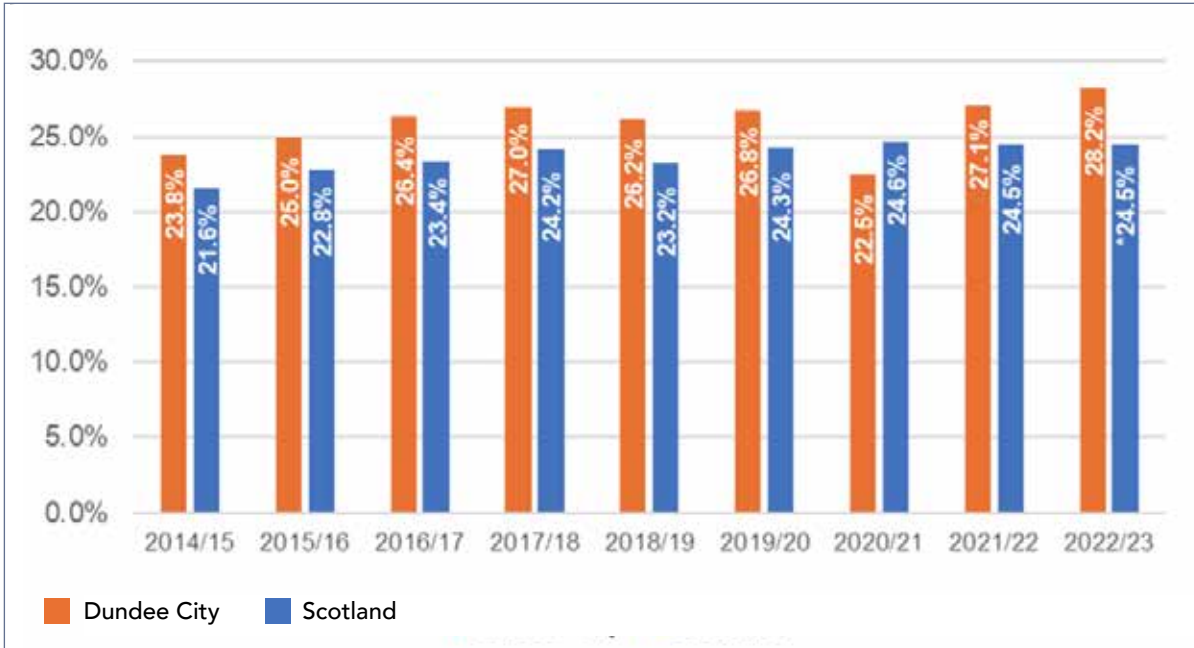
East End (71.8%) and Coldside (61.1%) are the LCPP/Wards within Dundee City which have the greatest proportion of their respective populations living in data zones ranked in the 20% most deprived

(Source: SIMD 2020 20% Most deprived data zones and National Records of Scotland Mid 2021 Small Area Population Estimates)

End Child Poverty – Percentage of Children in Poverty After Housing Costs

2022/23 child poverty estimates by End Child Poverty were published in June 2024. These estimate the percentage of children in poverty after housing costs and show that 28.2% of children in Dundee City are living in poverty after housing costs in comparison to 24.5% across Scotland. The chart below outlines figures from 2014/15 to 2022/23.

Figure 2: End Child Poverty - Percentage of Children in Poverty After Housing Costs



Source: End Child Poverty – Child Poverty After Housing Costs 2015-2023 (Published June 2024)

*Scottish figure relates to date period 2021-2023

Due to sampling issues related to the covid-19 pandemic, caution is required when interpreting data. It is recommended that users look at long-term trends rather than year-on-year changes.

Percentage of children (aged under 16) living in relative low-income families before housing costs

The Department for Work and Pensions (DWP) publishes statistics on the percentage of children (aged under 16) living in relative low-income families before housing costs. A family must have claimed child benefit and at least one other household benefit (universal credit, tax credit or housing benefit) at any point in the reference year to be classed as low income within these statistics.

The latest provisional statistics from this publication estimated that in the period 2022/23, 6,116 (25.8%) children aged under 16 in Dundee City were living in relative low-income families before housing costs. Statistics for each ward in Dundee City showed the percentages varying across the city. Over 30% of children aged under 16 in Coldside (36.0%), East End (33.3%) and Maryfield (32.9%) wards were living in relative low-income families before housing costs. In contrast, these percentages were lower in West End (19.2%) and The Ferry (8.3%) wards.

More detailed breakdowns of these 2022/23 provisional figures for Dundee estimated that 56.1% of children aged under 16 living in relative low-income families before housing costs were in lone parent families and 39.4% were within non-working families.

Households in receipt of Universal Credit

The number of households receiving Universal Credit provides an insight into priority families in relative poverty. The table below shows the number and proportion of households in Dundee City receiving Universal Credit.

Universal Credit Households	Households	%
Total Occupied Households – Dundee City	72,531	
All Universal Credit Households (UCH)	15,571	21.5%
UCH with children*	6,218	39.9%
UCH claiming Child Element*	5,896	37.9%
UCH Lone Parent*	4,745	30.4%
UCH with 3 or more children*	1,126	7.2%
UCH with child aged 1 and under*	1,011	6.5%
UCH with Children – claiming Child Disability Entitlement*	850	5.4%
UCH with Children – claiming Limited Capacity for Work Element*	1,110	7.1%

Source: DWP Stat Xplore and National Records of Scotland Estimated number of households 2022 and figures as of November 2023

*UCH percentage figure is based on all Universal Credit Households

b. Engage Dundee Survey on Impacts of the Cost of Living Crisis

In Autumn 2023 the Engage Dundee survey conducted with our citizens explored their experiences of the cost-of-living crisis in various aspects of their lives. The survey was a collective effort between Public Health Scotland (PHS), NHS Tayside, DCC, and Dundee Health and Social Care Partnership. Almost 1,200 individuals participated.

Most respondents reported being in some form of employment and the majority were not accessing means-tested benefits. However, many felt that wages were not keeping up with inflation and it was common for people to use savings or borrow money to pay essential bills.

Managing an ever-tightening budget was an issue for most respondents and the majority seemed to be making changes to their lifestyle and expenditure as a result. Respondents were prioritising essential spend such as their rent or mortgage, and sometimes choosing between other basic needs such as heating the home or eating a meal. Increases in food prices were commented on most often with widespread use of foodbanks and larders. Rising home energy costs were also mentioned frequently.

Most respondents reported struggling significantly to incorporate social and leisure activities into their lives or cover the costs of significant events and celebrations. A reduction in the amount of socialising available to people meant many felt isolated or lonely, with some unable to afford the bus fare to visit family or friends.

Provision of social opportunities and access to free / low-cost activities were indicated commonly as something that would help, and this would be worthy of consideration in terms of what the city has to offer to those who are struggling financially.

There were clear impacts on health and wellbeing because of the cost-of-living crisis evident from the responses gathered. These included direct effects on physical health conditions linked to inadequately heated homes, and inability to afford a special or healthy diet, or supplementary therapies and activities.

The mental and emotional health of most respondents was also affected, with many describing feeling depressed, anxious, or hopeless as a result of their financial situation. This was affecting other aspects of their lives including sleep, mood, and ability to do their job. Many people reported a worsening of existing physical and mental health conditions, and worse general health, with some feeling that an emotional crisis was just around the corner. The full report from the Engage Dundee survey can be accessed at:

https://www.dundee.gov.uk/sites/default/files/publications/engage_dundee_report_2024.pdf

Work and Wages



9.4%*

of employees aged 18+ in Dundee City were earning less than the living wage

(Source: ONS Annual Survey of Hours and Earnings 2023 *provisional figures)



£614.90

Gross median weekly earnings for full time workers residing in Dundee City in 2023.

(Source: NOMIS - ONS Annual Survey of Hours and Earnings – Resident analysis)



36.4%

of the population in Dundee City live in a data zone ranked in the 20% most deprived in the income domain.

(Source: SIMD 2020 20% Most Deprived data zones in the income domain and National Records of Scotland Mid 2021 Small Area Population Estimates)



10,300

workless households in Dundee City.

(Source: NOMIS – ONS Annual Population survey – households by combined economic activity status – Jan-Dec 2022)



31.7%

youth unemployment rate (aged 16 to 24).

(Source: NOMIS – ONS Annual Population Survey Jan- Dec 2023)



63.7%

of people aged 16-64 years and economically active in Dundee City were in employment

(Source: ONS Annual Population Survey Jan-Dec 2023)

Strategic Highlights and Progress During 2023/24

- Since the Employability Pathway began in October 2019, there has been a significant and sustained improvement in performance compared to the previous programme. These include the proportion of customers entering a positive destination, such as employment, further education, or training, up from 34% pre-2019 to 75% in the period 2019-2024, and the proportion of customers sustaining employment for 12 months or more is now 61%
- Dundee City Council launched its Challenge Fund and invited applications for grant funding to deliver support in a New Employability Pathway programme during the period 1 April 2024 – 31 March 2029, to the value of £2.35m per annum.
- The Parental Employability Support service has now been fully integrated into the New Employability Pathway with strategic commitment for the next five years (2024-2029).

- The Council’s employability services have worked closely with our experts from Dundee Fighting For Fairness (DFFF) to redesign the Discover Work Service and develop core principles that are essential for the effective delivery of employability support services.
- A new Youth Participation Improvement Plan ‘A Step Change in Positive Destinations for Young Dundonians’, has been launched to improve the Annual Participation Measure (APM) of young people aged 16-19 into positive destinations. The Improvement Plan aims to inspire young people to pursue education, develop their employability skills, and realise their full potential.
- There are now 128 Living Wage accredited employers headquartered in Dundee, an increase from 122 in 2022/23. Dundee University is the most recent major employer to become accredited. Overall, this has resulted in 2,082 staff being uplifted to the real Living Wage and a total of 43,466 staff covered by a Living Wage commitment. However, the pace of increase in accreditations is slower than in 2022/23.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
% of employees in Dundee earning less than the real living wage Source: ONS Annual Survey of Hours and Earnings	12.0% (2020)	10.2% (2021)	7.2% (2022)	9.4% (2023 - provisional figure)	11.4%	10.3%	=
Gross weekly pay for full time employees living in the area Source: ONS Annual Survey of Hours and Earnings Residents Analysis	£575.40 (2020)	£575.00 (2021)	£584.20 (2022)	£614.90 (2023)	£603.75	£665.63	▲
Number of workless households in Dundee Source: ONS Annual Survey of Hours and Earnings Residents Analysis	13,500 (2019)	9,500 (2020)	10,500 (2021)	10,300 (2022)	9,025	8,145	▲

% of young people 16 to 24 who are unemployed Source: ONS Annual Population Survey	16.8% (2020)	21.8% (2021)	21.7% (2022)	31.7%** (2023)	20.7%	18.7%	▼
The total number of opportunities provided to young people (e.g. modern apprenticeships, trainees) Source: DCC, Corporate Services	281 (2020/21)	280 (2021/22)	117 (2022/23)	199 (2023/24)	286	297	▼

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

** Interpret with caution due to sample sizes

Progress of Actions

Status of actions and agreed actions for next year

Actions in the plan: Work and Wages	Lead Service/ Agency	Due Date	Progress%
Implement the PES Service across all partner organisations while promoting the full range of offers available including a person centred 'Upskill Fund' of up to £900 per person	DCC City Development	31-Mar-2025	100% (Completed September 2023)
Through the implementation of the Stepping Up service across all Secondary Schools in Dundee, ENABLE Works will work in partnership with schools, to support young people to transition from school, and support their families, where appropriate, through the PES service to increase household labour market positions	DCC City Development	31-Mar-2025	100% (Completed September 2023)

Ensure that services are informed by individuals with lived experience, through the collation of feedback and information, and provision of research findings and reports	DCC City Development	31-Mar-2025	100% (Completed March 2024)
Engage parents belonging to the PES target groups by reengaging those previously supported into employment by existing services; promoting the PES service via out of school childcare providers and nursery providers; and, working with a range of employers, including CPP members, to identify employees who may benefit from advice, guidance, and support from the PES service	DCC City Development	31-Mar-2025	100% (Completed March 2024)
Work in partnership with employers to create / identify opportunities for existing employees to progress in their workplace with assistance from the PES Service	DCC City Development	31-Mar-2025	100% (Completed March 2024)
Maximise the use of Parental Employment Support Fund to reach new parents belonging to priority groups in the next 12 months	DCC City Development	31-Mar-2025	100% (Completed April 2024)
Support the delivery of Local Fairness Initiatives to reduce households which are workless and / or with children living in poverty	DCC City Development	31-Mar-2025	100% (Completed April 2024)
Re-design the Discover Work Service, as committed to in the employability strategy, in partnership with members of Dundee Fighting For Fairness to ensure services can better support people with lived experience to find sustainable and meaningful employment	DCC City Development	31-Mar-2025	100% (Completed April 2024)
As part of the intended redesign of the Discover Work Service, review and monitor ward data on employment and income deprivation to ensure Discover Work is further targeting the most disadvantaged areas from 2024 / 2025	DCC City Development	31-Mar-2025	100% (Completed April 2024)

Work with employability service providers and employers to improve knowledge of deaf culture, available support, and best practice	DCC Chief Executive's Services	31-Mar-2024	100% (Completed April 2024)
Develop opportunities for care experienced young people to improve their skills for work	DCC Corporate Services	31-Mar-2025	80%
Increase positive destinations for Care experienced young people and those with Additional Support Needs through the Young Persons Guarantee	DCC Corporate Services	31-Mar-2025	75%
Improve the range of training and qualifications available as part of the 'other activity' element of the unpaid work requirement of a Community Payback Order	DCC Children and Families Service	31-Mar-2025	75%
Implement the new Employability Pathway programme for 2024-29 once the Corporate Employability Review has concluded	DCC City Development	31-Mar-2025	NEW ACTION
Maximise the use of Child Poverty Employability Funding to support Priority Family Groups and other families / communities based on local need	DCC City Development	31-Mar-2025	NEW ACTION
Continue to work in partnership with the Fairness Leadership Panel and Dundee Fighting for Fairness to ensure Employability Providers uphold their commitment to the new Principles for Discover Work and respond fully to the pre-existing Fairness Commission Recommendations	DCC City Development	31-Mar-2025	NEW ACTION
Support the Local Fairness Initiatives through the provision of employability services delivered alongside others in any place-based approaches	DCC City Development	31-Mar-2025	NEW ACTION
Establish the post of Employability Development Officer (Child Poverty) to support wider activity delivered to address inequalities relating to employment, income, and poverty	DCC City Development	31-Mar-2025	NEW ACTION

Developing Fairness in Dundee: Priorities in Action

Discover Work Service Redesign

The Discover Work Service represents all employability support resources delivered in Dundee including those funded and delivered by members of the Discover Work Partnership. Existing support includes Careers Information, Advice, & Guidance; Jobcentre Plus; Vocational & Academic Courses; the Flexible Workforce Development Fund; Fair Start Scotland; an Employment Support Service; and an Employability Pathway programme.

The Discover Work Partnership has been working closely with DFFF members over the last six months to shape the principles for a redesign of Discover Work. Multiple workshops took place with staff and DFFF members to develop the new pathway. DFFF continue to work with Discover Work on an ongoing basis to provide a lived-experience perspective on the redesign of the service and how to make the service accessible for all.

Challenge Fund 2024-2029 Priority Customer Groups

The Discover Work launched a Challenge Fund in December 2023 and invited applications to deliver support in a new Employability Pathway programme for five years from 1 April 2024. The Challenge Fund involved the allocation of employability funding from a range of sources including the UK Shared Prosperity Fund from UK Government, Tay Cities Region Deal funding as part of the Skills and Employability Programme, and the next phase of devolved funding from Scottish Government to Local Employability Partnerships through **No One Left Behind**, inclusive of Child Poverty to deliver the parental employment aspects of **Best Start, Bright Futures: Tackling Child Poverty Delivery Plan 2022-2026**.

The priority customer groups who will be supported through the new Employability Pathway include those who are long-term unemployed / economically inactive, customers experiencing in work poverty, those with mild to moderate physical and mental health conditions, including disabilities, those who require specialist support to access the workplace (including young people with Additional Support Needs) and those with a history of offending or drug / substance use. Families with children experiencing poverty including Best Start Bright Future's Priority Families will also be prioritised.

Customers from Coldside, Lochee, North East, and East End will be prioritised, informed by local labour market analysis that highlighted the wards with the greatest need of improvement in their APM, Unemployment, and Inactivity levels.

Discover Work Employability Pathway Outcomes

A comprehensive analysis of all customers supported on the Employability Pathway in Dundee since October 2019 has provided a valuable indication of the reach of services and it is our aim to provide this information as part of this report each year in the future. Notable results show that of all clients supported:

- 20% were parents

Of those who were parents:

- 70% were female
- 11% were aged 16-24 years
- 29% identified as migrant/had a foreign background/from a minority ethnic background
- 54% were from 15% most employment deprived areas (SIMD)
- 43% presented with a mental health condition

Employability Mentoring for Care Experienced Young People

The Scottish Attainment Challenge's Care-Experienced Children and Young People Fund allows DCC's Children & Families Service to continue to address specific outcomes affecting local care-experienced young people in relation to meeting the asks of The Promise.

In line with the city-wide vision that 'Every Dundee Learner Matters' there is a particular focus on improving pupil presence, participation, and progress. Building a strong, trusting relationship with at least one key adult in school enables better outcomes for care-experienced young people and so the service continues to employ a team of Pupil Support Workers, and an Employability Mentor to provide the much-needed scaffolding required to pursue improved outcomes.

In the period June 2022 – June 2023, 72 Care-Experienced Young People were supported by the Employability Mentor. From this, 53 positive outcomes have been recorded, including employment, further education, training and undertaking volunteering, with some young people securing multiple outcomes – e.g. an education and an employment outcome.

The young people supported are referred from a range of partners including Throughcare & Aftercare, Social Work, other agencies, such as residential houses, Action for Children, and CAHMS. They can also refer themselves to the service. This collaborative approach and effective communication enable the young person to be fully supported by all corporate parents involved in their lives and promotes safeguarding, improved wellbeing and positive outcomes.

In the past year, the service has continued to support the young people using a one-to-one approach, tailored to the young person's needs, which appears to be the most effective engagement method, facilitating strong and positive relationships between the young person and the Key Worker, in a safe and non-judgemental environment.

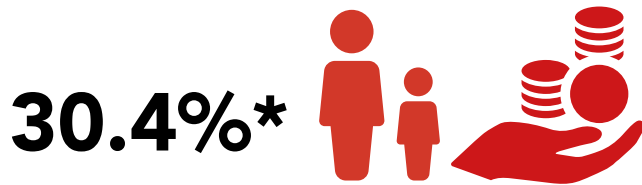
Work and Wages case studies

Child Poverty Pathfinder: Employability case

**School Aged Childcare/Early Adopter Communities Childcare Project
Employability Support**

Click [here](#) to read the full case studies.

Benefits and Advice



of households receiving universal credit in Dundee City were lone parents.

(Source: DWP Claimants as of November 2023 *UCH percentage figure base is all universal credit households)



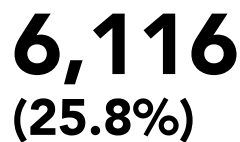
of children in low income households (before housing cost) are within lone parent families.

(Source: DWP Stat Xplore – Children in low income families 2022/23 – please note figures are provisional – caution should be taken when interpreting these figures as data collection methodology was affected by the coronavirus pandemic)



take up rate of pupils eligible for free school meals.

(Source: Dundee City Council, Children & Families Service – 2023/24 data refers to pupils stages P6-S6)



of children aged under 16 years are living in relative low income families (before housing costs).

(Source: DWP – Children in low income families local area statistics UK financial year 2022/23 – figures are provisional (caution should be taken when interpreting this figure as data collection was affected by the coronavirus pandemic)

Strategic Highlights and Progress During 2023/24

- The Morgan Academy financial inclusion advice co-location project has assisted 149 households in Stobswell and the surrounding area since June 2023 and generated nearly £400,000 in financial gains for customers. The model, providing holistic family support in an accessible setting, is being expanded to Craigie and Braeview Academies from April 2024.
- The Council Advice Services / Citizens Advice Bureau joint Pension Credit Take up campaign held community events and drop-in sessions for two weeks in early 2024 covering venues across Dundee. 507 households were identified via Housing Benefit and Council Tax data. A telephone service is now also available, as is a home visiting service for those who were unable to access a venue. Financial gains for older people are estimated to have reached £600,000 by end of April 2024.

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- In the last year the four separate organisations providing advice in Dundee (DCC Advice Services, Brooksbank Centre, CAB, and SCARF) have coordinated delivery of advice services. Since then, Aberlour has joined as a partner and negotiations with Hillcrest and Dundee Law Centre are taking place as potential future partners to the strategy.
 - Aberlour's Tayside Poverty Pilot began in December 2021, providing support, access to money advice and a Debt Relief fund to alleviate the pressure of problematic debts for families in Dundee. In 2023/24 Aberlour awarded 16 applications totalling £61,500, supporting fifty people within those families. The average application made was £3,841. Public sector debt constitutes 85.1% of the total debts across all payments made.
 - Since 2015, Dundee has led the development of the Welfare Advice and Health Partnership model in Scotland, offering stigma free welfare rights advice in GP surgeries across Dundee. Dundee received funding to expand the model in the city in 2023/24, resulting in the number increasing from eight GP practices to eleven. Total financial gains for residents from GP Surgeries was £3,447,036 in 2023/24
 - Work is ongoing in partnership with Public Health Scotland to analyse data from Fuel Well programs and other data available on fuel support needs, to ensure that those in greatest need are supported in the future.
 - Brooksbank's Carseview Welfare Service is now being funded directly by the Scottish Government until March 2025. In-patients and those supported by the Crisis Team can receive advice in hospital and in the community. The total financial gains raised through the project in its first two years were £1,102,388 up to June 2023.
 - Social Security Scotland reported that in Dundee City during the period 1st April 2023 to 31st March 2024, 1,680 applications were received for the Scottish Child Payment. Between 1st April 2023 and 31st March 2024, the value of Scottish Child Payments issued in Dundee City was £14,507,900. As at 31st March 2024, 11,095 children in Dundee City were actively benefitting from the Scottish Child Payment.
 - Social Security Scotland reported that between 26th July 2021 and 31st March 2024, the total number of Child Disability Payments in Dundee City stood at 100,695. The total value of these payments stood at £20,745,970. As at March 2024, 2,510 children in Dundee City were in receipt of the Child Disability Payment.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
Children aged under 16 years and living in relative low-income families (before housing costs) Source: DWP Children in low-income families	21.7% (2019/20)	17.8% (2020/21)	24.7% (2021/22)	25.8% (2022/23)	16.7%	15.1%	▼
% of children who are in low-income households (before housing costs) and within lone parent families Source: DWP Stat Xplore – Children in low income families data set	43.9% (2019/20)	44.0% (2020/21)	50.1% (2021/22)	56.1% (2022/23)	41.8%	37.7%	▼
The % take up of free school meals (data is P6-S6) Source: DCC Children and Families Service	N/A	62% (2021/22)	65% (2022/23)	66% (2023/24)	65%	71%	▲

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

Progress of Actions

Status of actions and agreed actions for next year

Actions in the plan: Benefits and Advice	Lead Service/ Agency	Due Date	Progress%
Promote uptake of Council Tax reduction to Care Leavers and other eligible young people to ensure their eligibility for Council Tax reduction is in place	DCC Children and Families Service	31-Mar-2025	100% (completed May 2024)
Work in partnership with the Scottish Prison Service and Department of Work and Pensions to ensure prisoners have access to their appropriate benefits on release	DCC Children and Families Service	31-Mar-2025	90%
Expand outreach of advice provision in the community through co-location within health services, schools, and grass-roots partner organisations	DCC Corporate Services	31-Mar-2025	70%
Set up a support hub within Morgan Academy where services can do outreach to support families e.g., money advice, employability, etc. This would include a trial of welfare rights supports also	DCC Children and Families Service	31-Mar-2025	60%
Agree a detailed business plan with all advice agencies to allow the new Advice Strategy to be implemented across all partners	DCC Corporate Services	31-Mar-2025	60%
Adopt gender-sensitive approach to service planning, regarding effects of welfare reforms on those impacted by substance use and women	DCC Corporate Services	31-Mar-2025	60%
Prioritise current year interventions aiming to tackle fuel poverty	DCC Corporate Services	31-Mar-2025	60%
Utilise Fuel Well data to target those most in need of support	DCC Corporate Services	31-Mar-2025	50%
Target efforts to increase uptake of pensioner benefits	DCC Corporate Services	31-Mar-2025	50%

Focus on take up of free school meals, free transport and free after-school activities as means of reducing the cost of living and adopt city-wide communication approach about these cost reducing initiatives	DCC Children and Families Service	31-Mar-2025	50%
Work with partners to devise a fuel poverty strategy for the city	DCC Corporate Services / Neighbourhood Services	31-Mar-2025	45%
Deliver training to Support Workers in partnership with Welfare Rights to provide advice within their teams	DCC Children and Families Service	31-Mar-2025	40%

Developing Fairness in Dundee: Priorities in Action

Tackling Fuel Poverty

In 2023/24 Dundee City Council provided funding of £105,000 to prioritise reducing the impact of increasing energy costs. Utilising Fuel Well data the fund was targeted at households with high levels of fuel debt who were at risk of having their supply disconnected. Advice Sector partners were encouraged to refer customers to this fund which is managed by Dundee Energy Efficiency Advice Project (DEEAP) and seeks to tackle high level fuel indebtedness.

DEEAP have also successfully started utilising the Fuel Bank Foundation scheme since January 2023. This scheme provides crisis support to households who have self-disconnected or are at risk of self-disconnection. In the 44 week period since the 1st January 2023, Council Officers made 1,496 applications, resulting in £41,760 worth of payments to keep people on energy supply.

Additionally, Dundee Citizens Advice Bureau received funding from the British Gas Energy Trust to provide fuel vouchers to customers alongside holistic welfare rights and energy advice. Customers needed to have a pre-payment meter, had to be in energy crisis and could access up to three vouchers per year.

SCARF has secured funding through the Energy Redress programme to support private let and homeowners with energy saving advice and measures to complement the work being done by DEEAP and CAB. Since April 2023 SCARF have supported over 600 households with energy efficiency advice, financial assistance, advocacy service and access to Scottish Government, Dundee City and SCARF home improvement programmes.

SCARF has also supported Dundee households with over £28,000 worth of fuel debt write off since April 2023. Dundee City Council is working with SCARF to deliver over £38,000 worth of home improvements in the city with fuel bill savings to customers estimated at over £26,000 as of December 2023.

Cash First Developments

Trussell Trust Partnership: Following input from Dundee Community Food Network and Faith in Community Dundee, the Trussell Trust and advice partners agreed to support those attending Dundee & Angus Foodbank's Community Hub using the Cash First model. This model is designed to provide welfare rights, benefits advice and / or income maximisation at the Community Hub.

Advice partners started working together in July 2023. The initial model will run until June 2025 and together, the organisations involved will seek to address poverty in Dundee through the provision of both emergency food and welfare rights, benefits advice and / or income maximisation on a co-located basis in Stobswell.

Advice Strategy partners have come together to offer training for Cash First Volunteers based at the Dundee & Angus Foodbank Community Hub and an iPad linking volunteers into advice from Council Advice Services has also been placed at the venue. Results since July 2023 show small numbers of participants in the initial stages. In general, however, those engaging are being assisted with multiple issues around income maximisation, debt, energy, and benefits advice. Reports are being collated by the Trussell Trust.

Faith in Community Dundee Community Guiders: During the basic Community Guiders programme (delivered by Faith in Community Dundee), trainees receive holistic training about Cash First signposting and referring, mental health engagement & resources, substance use resources, tackling stigma, and active listening skills, boundaries & confidentiality. The sessions are supported by money advice services, as well as other key partners, such as the NHS Tayside.

Seventeen people attended Community Guiders training across two cohorts (October 2023 and March 2024), and as a result Community Guider trained volunteers and staff are now present at several local community food projects across the city.

An awareness session for foodbank referrers was held to promote Cash First as a practice at the point of foodbank referral. 54 participants attended from a variety of referring agencies and over 90% of attendees agreed to implement the Cash First approach in their referral processes.

The Cash First Coordinator is currently working alongside the NHS Financial Inclusion Team and Dundee University Social Medicine Society to train medicine students interested in promoting a cash first approach by the end of 2024.

Faith in Community Dundee have also worked with advice agencies to map co-location of services within food project spaces, to ensure increased and targeted access to advice in the community: Council Advice Services can be accessed in seven food projects across four wards, Social Security Scotland are based in seven food projects across five wards and the DCC Housing Options team are co-located in five community projects.

Public Debt Policy Review

Aberlour and Council Advice Services Welfare Rights Team are currently exploring alternative approaches to the way that public bodies pursue and collect debt from families.

Recently published research, commissioned by The Robertson Trust, highlighted that 86% of the problematic debt for families was public sector debt. Aberlour confirm that these figures are reflected through their work locally. Through the delivery of intensive family services, supporting families from early intervention to 'edge of care' with practical, emotional, and therapeutic support, this test of change considers whether financial support for families with complex needs is a valid form of support.

Informed by the DFFF commissioners, Welfare Rights and the Council's Corporate Debt Team are examining options to review and amend collection practices for council debt (such as rent arrears, council tax arrears). Proposals for a closer working connection between Council Advice Services and Corporate Debt Recovery to assist families with financial support when it's most needed are also being considered.

Benefits and Advice case studies

Financial Inclusion Advice in School – Morgan Academy Connect Worker

Click [here](#) to read the full case studies.

Attainment and Child Poverty

28.2%



of children in Dundee City are in poverty after housing costs.

(Source: End Child Poverty 2022/23 data published June 2024)

421

children looked after in Dundee City this represents 2% of the 0-17 years population.

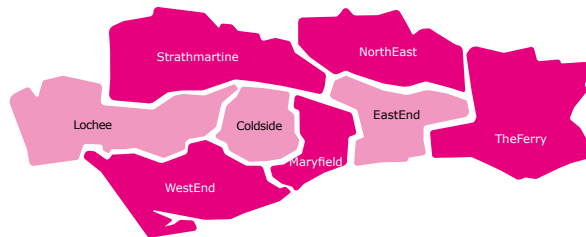
(Source: Scottish Government, Children's Social Work Statistics 2022-23 looked after children – figures as of 31st July 2023)



10,171

children (aged 0-15 years) live in 20% most deprived data zones, this accounts for 42.9% of the children in that age group in Dundee City overall.

(Source: SIMD 2020 20% Most deprived data zones and National Records of Scotland mid 2021 Small Area Population Estimates)



The majority of Children (0-15 years) who live in East End (80.1%) Coldside (64.2%) and Lochee (50.1%) live in a data zone ranked in the 20% most deprived.

(Source: SIMD 2020 20% Most Deprived data zones and National Records of Scotland mid 2021 Small Area Population Estimates)



568

average tariff score for school leavers living in most deprived SIMD area.

(Source: Local Benchmarking Framework 2022/23)

1,118

average tariff score for school leavers living in least deprived SIMD area.

4.3%



difference in school attendance between children living in most deprived SIMD areas and the average for those living in less deprived SIMD areas.

(Source: Dundee City Council, Children and Families Service 2023/24)

Strategic Highlights and Progress During 2023/24

- Recent Care Inspectorate inspections of ten Dundee City Council nurseries carried out between May 2023 and March 2024 resulted in 100% of nurseries inspected being graded Very Good for quality of the setting, and 90% of nurseries inspected being graded as Very Good for quality of care, play & learning, leadership, and the quality of the staff team.
- The residential childcare service's consistent commitment to high quality care has been evidenced in the annual inspections of Millview Cottage, The Junction, Gillburn Cottage and Drummond / Forrester House by the Care Inspectorate.
- Recent figures show that 61% of eligible two-year-olds (239 in total) are accessing free childcare. This is a reduction on 2022/23, where the uptake was 77%. Uptake of free childcare for eligible 3 and 4 year olds is 99% according to 23/24 figures.
- In the three year period of the Our Promise action plan, a total of 26 out of 34 actions (76%) have been fully implemented. As a result, the number of care experienced children and young people gradually reduced from 442 in 2021 and 435 in 2022, to 429 in 2023. However, the city continues to have a higher proportion of care experienced children and young people than the national average at 1.6% versus 1.2% and is currently ranked 26th out of 32 local authorities.
- The Scottish Government Pupil Census 2023 reported that 27.7% of secondary pupils in Dundee City were registered for free school meals. This has decreased slightly from 28.2% reported in the 2022 Pupil Census.
- School Clothing Grants: the latest data shows that 32% of primary school pupils, 27% of secondary school pupils and 42% of children attending special provision received a School Clothing Grant. The current amounts awarded are £120 per primary school child and £150 per secondary school aged child. A total of 5,813 School Clothing Grants were issued in 2023/24.
- School meal debt: Dundee schools worked to identify families impacted by school meal debt. Working closely with the Corporate Debt Team, two rounds of this initiative were carried out in 2023/24, resulting in £13,761 of school meal debt being written off.
- All Dundee schools have now embedded Cost of the School Day actions in their School Improvement Plans. This includes removing cost barriers to P7 pupils participating in the P7 residential trips. Pupils are supported on an individual basis depending on need.
- During Challenge Poverty Week 2023 a podcast on the impacts of Cost of The School Day approach was recorded with pupils from three of Dundee's Primary Schools, gathering views from them on the range of support that their schools offer, and what else could be implemented to reduce costs for families even further. The podcasts can now be accessed on the Child Poverty Action Group Scotland's web page within the [Cost of the School Day resources](#).

- The poverty-related education attainment gap between primary aged pupils living in the least deprived areas and the most deprived areas within Dundee is currently smaller than the national average. The gap in literacy is 19.9 percentage points compared to the Scottish average of 20.5. For numeracy, the gap is 16.3 percentage points for Dundee, whilst the national average stands at 17 percentage points.
- Attendance rates for both primary and secondary school pupils increased in 2023/24, compared to 2022/23. For primary pupils the attendance increased from 91.1% to 91.9%, while for our secondary school pupils the attendance went up from 85.4% to 85.7%.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
Children living in poverty to be reduced by half in 2030 Source: End Child Poverty	26.8% (2019/20)	22.5% (2020/21)	27.1% (2021/22)	28.2% (2022/23)	21.4%	19.3%	▼
Children who live within the 20% most deprived data zones Source: SIMD 2020 and NRS Small Area Population Estimates	N/A	43.8% (SIMD 2016)	43.8% (SIMD 2020)	42.9% (SIMD 2020 and NRS mid 2021 small area population estimates)	41.6%	37.6%	▲
Percentage gap in attainment – Average scores between school leavers living in SIMD 1 areas and SIMD 5 areas Source: DCC Children and Families Service	53% (2019/20)	51% (2020/21)	48% (2021/22)	49% (2022/23)	47%	43%	▲

Percentage point gap in literacy in P1-7 between pupils living in SIMD 1 areas and SIMD 5 areas Source: DCC Children and Families Service	N/A	20.4% (2020/21)	19.9% (2021/22)	19.9% (2022/23)	11.4%	10.3%	▲
Percentage point gap in numeracy in P1-7 between pupils living in SIMD 1 areas and living in SIMD 5 areas Source: DCC Children and Families Service	N/A	17.3% (2020/21)	13.6% (2021/22)	16.3% (2022/23)	16%	14.4%	▼
Percentage point difference attendance gap between children living in SIMD 1 areas and the average for SIMD 2-5 Source: DCC Children and Families Service	3.4 (2020/21)	3.6 (2021/22)	4.3 (2022/23)	4.3 (2023/24)	3.4%	3.1%	▼

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

Progress of Actions

Status of actions and agreed actions for next year

Actions in the plan: Attainment and Child Poverty	Lead Service/ Agency	Due Date	Progress%
Implement Our Promise to Care Experienced Children, Young People and Care Leavers 2021-23	DCC Children and Families Service	31-Mar-2025	100% (Completed March 2024)
Increase uptake of Continuing Care by care experienced Young People	DCC Children and Families Service	31-Mar-2025	92%
Refresh Cost of a School Day commitment for all schools	DCC Children and Families Service	31-Mar-2025	85%
Reduce levels of exclusion across primary and secondary sector	DCC Children and Families Service	31-Mar-2025	80%
Implement CELCIS (Centre for Excellence for Children's Care and Protection) Programme addressing neglect and enhancing wellbeing	DCC Children and Families Service	31-Mar-2026	75%
Accelerate closure of the poverty attainment gap	DCC Children and Families Service	31-Mar-2025	65%
Improve pupil attendance within primary and secondary sector	DCC Children and Families Service	31-Mar-2025	65%
Deliver Community Hubs for the city (community-based schools / campus model of education and support)	DCC Children and Families Service	01-Apr-2026	60%
Ensure all school staff complete the Cost of a School Day e-learning module	DCC Children and Families Service	30-Jun-2024	50%
Review the impact of Cost of a School Day actions by gathering views from pupils, parents / carers, and practitioners.	DCC Children and Families Service	30-Jun-2024	0%

Developing Fairness in Dundee: Priorities in Action

Developing Young Workforce (DYW) / Youth Participation

Each secondary school in Dundee, including Kingspark and Offsite, has a DYW Coordinator. There are several programmes in schools which seek to identify young people who live within areas of deprivation, who are not engaging in school, who have a lack of employment role models or have protected characteristics and then help them reach a positive destination. These include:

- Future Skills – a pre-apprenticeship pathway designed for Senior Phase students in partnership with Dundee & Angus College and Employers.
- Alexanders Community Trust “Design and Build” project – a curriculum opportunity for S3 and S4 which integrates young people from all neighbourhoods to build new relationships, encourage learning, enhance teamwork, develop communication. This offers young people an opportunity to learn and gain skills.
- John Clark / BOSH – an opportunity for ten pupils to work within the John Clark organisation one day a week to develop an understanding of the roles offered, with the opportunity of a full-time apprenticeship at the end.
- A new project where secondary schools use an app which helps to profile skills and experiences and match to the local labour need. The digital solution aims to improve social mobility and improve youth employment / participation for young people across Dundee.

In 2023/24 Dundee City schools had 19,362 young people involved in DYW Taycities related activities. This was delivered in conjunction with 753 employers and included a range of Work Inspiration, Work Experience, Volunteering and Entrepreneurship activities.

School Aged Childcare / Early Adopter Communities Childcare Project

Since the launch of the Early Adopter Communities Project part of the Scottish Government’s ‘Building a System of School Age Childcare’ programme the project received £508,000 for 2023/24 and has been extended to August 2024.

In 2023/24, 71 families (86 Children) registered for funded childcare places with School Age Childcare funded through the Early Adopter Communities Childcare Project. Of these families, 27 are lone parents, thirteen families have a disabled adult or child, and twelve families have three or more children.

A full time Family Key Worker is employed within School Age Childcare services and works closely with the Child Poverty Pathfinder Team in Linlathen. Through this worker, fourteen families have engaged with the Pathfinder including seven families accessing energy support, three families supported to access employability support to sustain their employment, two families who accessed education / adult learning services, and two families who have accessed training.

In Linlathen, 71 families have attended the new Thursday evening family drop-in sessions at Rowantree Primary School, supported by staff from the Early Adopter Communities

Childcare project, Neighbourhood Services, Pathfinder, The Yard, Community Health Nurses, and other services.

Support from The Yard for ten children with additional support needs has enabled their parents to continue working, increase their hours, and/or have respite to spend more time with other siblings.

A survey of families in Douglas and Mid Craigie regarding childcare needs generated 58 responses. Of these, 66% said they needed school aged childcare, 22% families said they did not need this service, and 12% responded with 'Maybe'.

Whole Family Wellbeing Fund (WFWF)

Locally, the Childrens Services Planning Partnership received £894k per year and with a carry forward added to this, was able to allocate £1.2m per year from 2023/24 to 2025/26. The Children and Families Executive Board commissioned Dundee Volunteer and Voluntary Action (DVVA) to coordinate community engagement and awareness raising. By October 2023 the Executive Board had awarded funding to thirteen projects across two rounds. The successful bids align with multiple priorities: Child Poverty, Inequalities, Literacy, Vulnerable Adolescents, Early Years, Emotional Health & Wellbeing, Child Healthy Weight, School Attendance, School Holidays, Volunteering, and Advocacy,

Awards made supported a range of activity including provision of emotional health & wellbeing support to expectant or new parents, support for parents with alcohol use issues, support for children with additional support needs, whole family support around literacy skills, supporting transitions from primary to secondary school, coordination and extension of summer play, healthy eating coordination & provision of tea clubs, and development of strategies around advocacy & volunteering.

Funding is recurring until 2025/26, and outcomes from funded activities are expected to be reported on during 2024-25 onwards.

Attainment and Child Poverty case studies

Cost of the School Day case study: St Paul's Academy

Bairns at Home: a new project by Dundee Bairns

**Care Experienced Children and Young People Fund:
Pupil Support Worker Team**

Kinship Team

Click [here](#) to read the full case studies.

Social Inclusion and Stigma

70%

of Engage Dundee participants struggled with cost of food

(Source: Engage Dundee 2023)

58%

of Engage Dundee participants had asked friends or family for financial help in the past 12 months

(Source: Engage Dundee 2023)



8,261

food vouchers issued from Dundee and Angus Foodbank.

(Source: Dundee and Angus Foodbank figures Jan-Dec 2023)



5,111

children fed via Dundee and Angus Foodbank.

(Source: Dundee and Angus Foodbank figures Jan-Dec 2023)



52.5%

Employment rate for those with a disability.

(Source: ONS Annual Population Survey 2022)

Strategic Highlights and Progress During 2023/24

- Delivery of the 'Responding to poverty and health inequalities in Dundee' awareness session is being expanded. In September 2023, three briefing sessions were delivered to 45 participants from the Council's Community Learning and Development and Corporate Business Support Service. The staff from Dundee University' School of Medicine delivered three sessions to 18 staff with three further sessions planned. The resources have also been used in teaching of 70 medical students. NHS Tayside Public Health staff plan to deliver 4-6 sessions this year for a range of audiences within their respective areas of responsibility.
- A plan targeting improving health and wellbeing for young carers was put in place. By June 2023 all young carers in S3 - S6 at secondary school had been offered a Health Check. From the start of the 2023/24 academic year, staff from The Corner have been meeting with S3 pupils and reviewing other pupils who have highlighted a need for mental health support.

- The Open Doors Programme launched in 2022 in response to the cost-of-living crisis, and it continued throughout 2023/24. The program enables residents to access free activities such as arts and crafts, group activities and free meals, stigma free, with the aim of reducing social isolation, improving mental wellbeing, and tackling loneliness and social exclusion. Open Doors is underpinned by a set of Dignity Principles and was developed in consultation with Dundee Fighting for Fairness.
- Funding was secured by Active Schools to employ a support worker to help young carers access sport and physical activities in an effort to promote inclusion and improve wellbeing.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
Number of food vouchers issued from Dundee and Angus Foodbank Source: Dundee and Angus Foodbank	5,672 (2020)	6,979 (2021)	8,655 (2022)	8,261 (2023)	6,630	5,984	▼
Children fed via Dundee and Angus Foodbank Source: Dundee and Angus Foodbank	4,560 (2020)	5,212 (2021)	5,961 (2022)	5,111 (2023)	4,951	4,469	▲
Employment rate for those with a disability Source: ONS Annual Population Survey	46.6% (2019)	43.7% (2020)	46.3% (2021)	52.5% (2022)	48.6%	53.6%	▲

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

Progress of Actions

Status of actions and agreed actions for next year

Actions in the plan: Social Inclusion and Stigma	Lead Service/ Agency	Due Date	Progress%
Review and co-ordinate local activity to tackle loneliness and social exclusion	DCC Chief Executive's Services	31-Mar-2025	100% (Completed March 2023)
Improve uptake of Free School Meals (FSM) by surveying young people to establish why they opt in / out of free school meals	DCC Children and Families Service	31-Mar-2025	100% (Completed May 2023)
Identify measures to ensure anyone street begging is supported	DCC Chief Executive's Services	31-Mar-2025	100% (Completed September 2023)
Expand the awareness of "Responding to poverty and health inequalities in Dundee" training delivered by Community Health team in partnership with DCC Community Planning team	DCC Neighbourhood Services / Chief Executive's Services	31-Mar-2025	100% (Completed May 2024)
Undertake research to understand the stigma and challenges experienced by people struggling against in-work poverty	DCC Chief Executive's Services	31-Mar-2025	85%
Develop youth activities via CLD youth workers team	DCC Neighbourhood Services	31-Mar-2025	75%
Reduce the barriers to education, employability, and volunteering for those with convictions by increasing referrals to Dundee employability, education support services and volunteering agencies from community justice partners	DCC Children and Families Service	31-Mar-2025	70%
Design and deliver training events responding to the stated learning needs of kinship carers	DCC Children and Families Service	31-Mar-2025	70%
Expand delivery of Dignity and the Right to Food awareness sessions for service providers who work with clients facing food insecurity	DCC Corporate Services / Chief Executive's Services	31-Mar-2025	70%

Increase opportunities for positive destinations for young people with Additional Support Needs, including complex needs, through transition planning and skills enhancement	DCC Children and Families Service	30-Jun-2025	60%
Improve offering from Active Schools Programme targeting children and young people from families on low incomes	Leisure & Culture Dundee	31-Mar-2025	50%
Develop activities and learning from Summer of Play	DCC Children and Families Service	31-Mar-2025	50%
Implement actions for positive destinations for young carers who are particularly vulnerable	DCC Children and Families Service	31-Mar-2025	20%

The following action has been cancelled:

“Map services for young people and families in each area to confirm availability and/or identify gaps” – Due to the work associated with the cost of living this action has been cancelled as services have had to prioritise other work such as the mapping of ‘Cozy Spaces’ provision under the Open Doors Programme. This action may be revisited in the future – Action cancelled March 2023

Developing Fairness in Dundee: Priorities in Action

Supporting Ethnic Minority Communities

Dundee International Women’s Centre (DIWC) is a community-based organisation, led and managed by women, the majority of whom come from ethnic minority communities. Based in Stobswell, it provides opportunities for marginalised and socially excluded women, with an emphasis on those from Black & Minority Ethnic (BME), refugee and migrant communities, to gain the confidence and life skills to participate better in social, educational, political, and economic life. It also helps women from Dundee who need a second chance in life. These are women who are isolated, often have poor mental health and may have experienced domestic abuse.

Many of the women supported have little or no ability to speak or write English which only adds to the isolation they already feel from being in a strange country. Currently, over 300 women attend classes and groups and over 90 children attended multiple creche sessions within the past 12 months. Women have told centre staff that the additional stress of the cost-of-living crisis has hit their families hard.

Within the past year DIWC secured funding to add additional posts for Outreach work, one focussing on the Cost of Living and one supporting women and families residing within Stobswell West. The Stobswell West Outreach project is a partnership project with DCC and Stobswell Forum, as part of the Local Fairness Initiative. The aim of this project is to facilitate access to specialist support including housing, income maximisation, and employability, to address the needs of women and families. This holistic support includes

signposting and supporting women to attend appointments and access services via statutory council and third sector services. The role also involves helping women to access free childcare within the Rise and Shine creche, and classes to reduce social isolation and increase health & wellbeing for women and children. Along with this the centre aims to have local people being more involved and have a voice within Stobswell West to create positive change and make a difference.

Dundee Gendered Services Project

The Gendered Services Project is a three year project funded by the Corra Foundation and the Dundee Alcohol and Drug Partnership (ADP), to support services in embracing a gendered approach to service provision. This is achieved through the provision of training, the development and implementation of an action plan for services, and consultancy support. Women with varying and complex needs in Dundee face specific challenges in accessing services. The Gendered Services Project explicitly considers the different needs of women, to enable and support women to access the services they need and to engage on an ongoing basis.

Women with lived experience of complex issues have co-produced many of the training materials and resources. They have developed resources to support the importance of safe spaces. These illustrate the barriers vulnerable women face in Dundee and highlight the importance of the key elements of a gendered service. Women with lived experience have also recorded interviews with staff from services in Dundee that already take a gendered approach for podcasts that are being used to complement the training and offer a digital resource for services.

The project has worked with several key agencies in the substance use sector to support them to develop a gendered approach to their service delivery and strategic plans. A recent round of funding applications saw agencies contact the project for support in ensuring a gendered approach was clear within their funding bids. The project has involved women with lived experience to help design a logo which organisations can display on leaflets, social media etc. When women see this logo displayed they will know that the organisation understands the challenges women face, and they should receive a trauma informed and gendered approach.

Outcomes achieved so far by the Gendered Services Project include training delivered to 248 people and 19 organisations. In addition, 26 women with lived experience have directly influenced the project's work.

Dundee Women's Hub

A direct action coming from the Gendered Services Project and from women's feedback was the need for a safe, women-only space where women could access a range of supports. Dundee Women's Hub opened in August 2023. It is a multi-agency support hub for women over 18 who are experiencing or have experienced multiple disadvantage, with a particular focus on substance / alcohol use, homelessness, commercial sexual exploitation, and other gender based violence.

The aim of Dundee Women's Hub is to reduce barriers for women to access support by offering holistic support under one roof. It is a safe and non-judgemental space for women to be supported, build positive relationships, and have opportunities to take

part in group activities. All services working within Dundee Women's Hub offer trauma-informed support to women accessing the hub.

The Hub aims to offer a rotating drop-in model for women in a central location, open five days a week and providing easy access to a wide variety of services for women. The team at the Hub provide information, support and advice primarily focused on substance use but recognise the range of additional complex challenges that women face alongside this such as accommodation; mental health; children, families & relationships; gender-based violence; access to education; training & employment; finance; benefits & debt; legal issues; health & wellbeing; and commercial sexual exploitation. A critical element of the Hub will be to provide childcare to reduce the barriers women may be facing when trying to engage.

The Women's Rape and Sexual Abuse Centre (WRASAC) are the lead partner, supported by Dundee Drug and Alcohol Recovery Service (DDARS), Community Justice Women's Team, Tayside Council on Alcohol, We Are with You, Hillcrest Futures, Dundee Women's Aid, and Barnardo's. All partners commit staffing resource to the project.

Social Inclusion and Stigma case studies

Dundee International Women's Centre – Supporting BAME Women in the City

Dundee Women's Hub case study

Click [here](#) to read the full case studies.

Health Inequalities



1,340

births registered in Dundee City in 2022

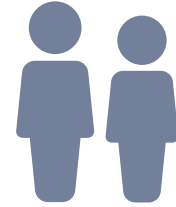
(Source: National Records of Scotland – Birth Time Series Data)



66.5%

of respondents in the 2022 Scottish Survey Core Questions rated their general health as very good or good

(Source: Scottish Government, Scottish Core Survey Questions)



22%

of adults reporting a limiting long-term physical or mental health problem – households with children.

(Source: Statistics.Gov.uk – Disabilities data set taken from Scottish Government, Scottish Core Surveys Questions)

23.8%

of primary 1 children classified as obese or overweight.

(Source: Public Health Scotland – Primary 1 Body Mass Index (BMI) statistics Scotland 2022-23 – BMI distribution epidemiological categories)



79.0 yrs

Female life expectancy at birth.

(Source: National Records of Scotland – Life Expectancy in Scotland 2020-22 *provisional figures)



74.0 yrs

Male life expectancy at birth.

Strategic Highlights and Progress During 2023/24

- NHS Tayside continues to offer income maximisation support through referrals from health visitors, family nurse partnership and maternity services. Work is ongoing to introduce similar pathways for income maximisation and parental employability support within paediatrics, including neonatal services, Children and Adolescents Mental Health Service, and complex needs centres to increase reach to priority families most vulnerable to the effects of poverty.
- In 2023/24, 25 maternity staff were trained on financial inclusion. Around thirty staff from acute paediatric service attended training leading to meetings to discuss referral options.
- The Advice Centre at Ninewells Hospital provided brief advice, signposting, and provision of information to 50 contacts weekly. Of these, on average, 92% are self-referrals. Over 70 referrals were made to CABs in Tayside with further referrals made to other services over the year.

- NHS Tayside continues to offer its workforce opportunities to support financial wellbeing and resilience: Five 'Your Financial Wellbeing' sessions were delivered to 127 staff; Credit union services are promoted to all staff; and Save Energy at Home sessions are available for all staff, provided by Home Energy Scotland
- In 2023/24, NHS Tayside focused on developing awareness of child poverty and the cost of living to medical and nursing students within the local universities. Over 180 students attended a session at the Ninewells Hospital Advice Centre.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
Life Expectancy at birth (Males) Source: National Records of Scotland: Life Expectancy in Scotland Publications	73.9yrs (2015-17)	73.8yrs (2018-20)	73.5yrs (2019-21)	74yrs (2020-22)	N/A	N/A	=
Life Expectancy at birth (Females) Source: National Records of Scotland: Life Expectancy in Scotland Publications	79.5yrs (2015-17)	79.4yrs (2018-20)	79.1yrs (2019-21)	79.0yrs (2020-22)	N/A	N/A	=
Percentage of Primary 1 children classified as obese or overweight Source: Public Health Scotland – Primary 1 BMI Publication – due to covid19 pandemic figures for Dundee were not collected in the period 2019 / 20 and 2020 / 21	N/A	24.7% (2018/19)	26.6% (2021/22)	23.8% (2022/23)	23.5%	21.2%	▲

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

Progress of Actions

Status of actions and agreed actions for next year

Actions in the plan: Health and Inequalities	Lead Service/ Agency	Due Date	Progress%
Develop and deliver the replacement strategic framework and delivery plan for Drug and Alcohol Recovery Services	Dundee Health and Social Care Partnership / Alcohol and Drug Partnership	31-Mar-2032	100% (Completed February 2023)
Re-start the face to face drop in service for care experienced young people to allow for support, guidance, and discussion to improve overall wellbeing	DCC Children and Families Service	31-Mar-2025	100% (Completed May 2023)
Develop a targeted plan for young carers to access health checks in partnership with the Corner to improve health outcomes and wellbeing	DCC Children and Families Service	31-Mar-2025	100% (Completed September 2023)
Deliver training on FORT to schools that will lead to increase referrals	DCC Children and Families Service	31-Mar-2025	100% (Completed May 2024)
Increase Crisis and Suicide prevention training to front-line staff and communities	Dundee Health & Social Care Partnership	31-Mar-2026	95%
Improve harm reduction service and responses to non-fatal overdoses	Dundee Health & Social Care Partnership	31-Mar-2026	90%
Develop Counselling service for young people in secondary schools	DCC Children and Families Service	31-Mar-2024	85%
Improve access to mutual-aid and peer-support recovery groups to help people avoid relapse into harmful substance use	Dundee Health & Social Care Partnership	31-Mar-2026	85%
Expand and scale up the Making Recovery Real Network approach in localities	Dundee Health & Social Care Partnership	31-Mar-2026	85%

Extend the AIM (Anxiety in Motion) programme within all secondary schools to support attainment of targeted S1 / S2 young people with mental health and wellbeing needs	DCC Children and Families Service	31-Mar-2025	80%
Increase delivery of mental health awareness training	Dundee Health & Social Care Partnership	31-Mar-2026	80%
Re-model mental health and wellbeing community services by developing early intervention services and crisis care models, including services delivered from GP Practice and 'peer navigation' services within acute hospital and accident and emergency setting	Dundee Health & Social Care Partnership	31-Mar-2025	80%
Deliver a range of Mental Health Awareness Training including Mentally Healthy Workplace, Resilience and Wellbeing and Scottish Mental Health First Aid	NHS Tayside	31-Mar-2025	80%
Target and support groups of young people at risk from early initiation into alcohol / drug use	Dundee Health & Social Care Partnership	31-Mar-2026	70%
Reduce teenage pregnancy and implement a Pregnancy and Parenthood in Young People Strategy	NHS Tayside	31-Mar-2026	40%
Embed financial inclusion pathways and routes to sustained positive destinations within Care Experienced Young People's Service (CEYPS)	NHS Tayside	31-Mar-2025	NEW ACTION
Increase in-patient referrals to money maximisation	NHS Tayside	31-Mar-2025	NEW ACTION
Co-produce actions to mitigate child poverty across the Women, Children and Families (WCF) division within NHS Tayside	NHS Tayside	31-Mar-2025	NEW ACTION
Support Whole Systems Approaches that will focus on child health inequalities and child poverty	NHS Tayside	31-Mar-2025	NEW ACTION
Increase referrals of "priority groups" who are at higher risk of poverty to money maximisation and parental employability services across maternity, health visiting, family nurse partnerships and paediatrics	NHS Tayside	31-Mar-2025	NEW ACTION

Set out approach, governance, and partnership arrangements to progress anchor activity; use the anchors framework to develop clear baselines in relation to workforce, procurement and land and assets pillars	NHS Tayside	31-Mar-2025	NEW ACTION
Deliver Community Wealth Building through the NHS Community Benefit Gateway (CBG)	NHS Tayside	31-Mar-2025	NEW ACTION
NHS continues to offer its workforce opportunities to support financial wellbeing and resilience	NHS Tayside	31-Mar-2025	NEW ACTION

Developing Fairness in Dundee: Priorities in Action

NHS Strategic Leadership

Within NHS Tayside there are plans to enhance the organisation's objectives for tackling child poverty through internal strategic structures. This will include identifying performance indicators that can show effective responses are implemented, monitored, and reported through existing systems.

NHS Tayside's Child Health Commissioner will be integral to securing support that will build on the work of Tayside Child Poverty Network and the Addressing Inequalities in Maternity Services group. Work will identify areas where approaches will reach priority families.

Infant Food Insecurity Pathway

In response to UNICEF's guide for local authorities and health boards on supporting families with infants under 12 months old experiencing food insecurity, NHS Tayside's Public Health team undertook engagement with health colleagues, social work, community food providers and advice providers across Tayside to identify current issues and the scale of the problem of infant food insecurity.

This scoping work found that there was a lack of robust data measurements that could show the extent of the problem. There were, however, anecdotal reports of families reducing formula intake, diluting formula to extend the tin or using opened or out of date first stage formula, adding thickener agents or moving onto a follow-on formula that is not nutritionally suitable for the age of the infant.

Public health staff participated in a short life working group that was led and facilitated by Scottish Government to produce a toolkit that will aid services and staff, across sectors. The toolkit is being used to develop a local Tayside Infant Food Insecurity Pathway that will be ready for consultation and feedback later in 2024. Training for frontline staff will support the pathway and a project brief for this is being considered by the University of Dundee. The focus of the training will include increased awareness of pathways of support and increased knowledge on safe formula feeding.

A monitoring / feedback form is also being developed to help measure implementation of the pathway and provide some baseline data.

NHS Tayside Anchor Strategy

NHS Tayside developed its Anchor Strategic Plan in October 2023. It involved widespread stakeholder engagement and consultation across key NHS services & local community planning partners. The strategy provides a positive platform for engagement with key partners around shared priorities, including:

- Delivery of NHS Tayside's Community Benefit Gateway, enabling potential suppliers to match community benefit contributions to local need.
- Support businesses to enhance their Fair Work credentials to improve their prospects of securing public sector contracts
- Increase referrals to employability services from NHS Tayside
- Increase opportunities for employment of priority groups within NHS Tayside.
- Agreement of a tailored set of indicators to quantify, understand and measure progress of the anchor strategy working across the pillars.

NHS Tayside has linked closely with Dundee's Local Employability Partnership to help deliver on some of these priorities, and this has directly led to a part-time funded post being recruited for 2024/25 to accelerate progress around employability opportunities to those furthest away from the labour market. NHS Tayside will prioritise care experienced young people; carers; Black and Minority Ethnic groups; people living in the 20% most deprived areas; people with disabilities; and lone parents.

Hope Point

Hope Point, initially known as The Community Wellbeing Centre, launched on the 31st July 2023 following extensive and robust stakeholder engagement that took place over an extended period. Families who had been bereaved by suicide and had consequently campaigned for a facility providing round the clock support to communities were closely involved in the development of the centre.

Hope Point offers 24/7 support for people experiencing emotional distress. No agency referral is required, so people can access support at their greatest point of need by self-referral. Phone, text, and face to face support is available regardless of the time of day or night.

Lived experience has been integral to the developments both in terms of consultation in the planning stages, and with regards to the staff team who are all employed in Peer Support roles. The centre offers a welcoming, non-clinical environment and staff come alongside people on a short term basis to help solve the difficulties they are facing and plan their next steps safely.

Hope Point is run by Penumbra, a mental health charity whose approach to recovery is underpinned by the HOPE framework, a holistic approach to wellbeing based on Home, Opportunity, People, and Empowerment.

In the first eight months since opening of Hope Point (August 2023-March 2024), the centre was accessed by 728 new people, with a total of 2,466 contacts made with the centre during that time, giving an average of 91 new people and 309 contacts per month on average.

Where appropriate, a distress measure is used where people self-rate the degree of their distress on a scale of 0 to 10. This takes place at the start and at the end of an intervention with Hope Point staff. 100% of those seeking support saw a decrease in their score.

Health Inequalities case studies

Midwives and Health Visitor Referral Pathway to Council Advice Services

NHS Health and Work Programme

Click [here](#) to read the full case studies.

Housing and Communities



31%

of all households in Dundee City were estimated to be fuel poor.

(Source: Scottish House Condition Survey: Local Authority Analysis 2017-2019)



456

households in temporary accommodation in Dundee City.

(Source: Dundee City Council – Neighbourhood Services figures as at 31st March 2024)



262

children living in temporary accommodation in Dundee City.



109

households with children or a pregnant woman in temporary accommodation in Dundee City.

£725



Median rent for a 2 bedroom property in the private sector per month.

(Source: Scottish Government Private Rent Statistics, Scotland 2010 to 2023 – Dundee and Angus Broad Rental Area year to end of September 2023)

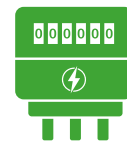
78%



of Engage Dundee participants stated that they struggled with the cost of gas/electricity

(Source: Engage Dundee 2023)

46%



of Engage Dundee participants stated that there have been instances in the past 12 months where they have not bought food / energy so that they could pay a bill

(Source: Dundee City Council, Corporate Services)

Strategic Highlights and Progress During 2023/24

- Funding has been secured from Dundee City Council to continue supporting the Dundee Community Food Network with ambient food provision for 2024/25
- In 2022/23, 54 new tenancies were created. DCC's percentage of tenancies sustained for more than a year increased from 85.7% in 2021/22 to 90.5% in 2022/23. Data for 2023/24 is not yet available
- The What Matters To You (WM2U) approach has resulted in several groups and cafes being run by parents with the support of the Community Empowerment Team. This led to increased peer support, access to services, and a greater sense of community.

The multi-agency approach is beginning to lead to system change, especially in Neighbourhood Services – Housing & Communities, putting families even more at the centre of decision making.

- The council's Housing Options team is based in five food projects offering access to advice in the community. A total of 166 people were supported between August and October 2023, with the main queries being regarding rent arrears / housing affordability, issues with landlords / repairs, homelessness applications and an increase in fuel poverty.
- DCC, working in partnership with Action for Children, has helped support young people and prevent homelessness. Last year the service assisted seventy young individuals and their families.
 - 16% of those supported utilised temporary accommodation
 - 45.5% successfully settled into independent tenancies or returned to their homes. Those who return home continue to be supported to prevent the risk of recurring homelessness
 - The remaining 38% received assistance within their existing circumstances, primarily involving sofa surfing, including emotional and practical support such as shopping, budgeting, and cooking
- An Education Scotland 'progress visit' carried out in January 2024 evaluated DCC's progress in Community Learning and Development. The evaluation assessed the CLD leadership in Dundee to be strong and effective. The CLD approach to tackling poverty and inequalities was deemed highly effective with strong collaboration of local and strategic partners, where local people feel listened to and valued. The inspection recognised that young people are benefitting from this approach by learning new skills and developing aspirations for the future, leading to an improved attendance for some pupils.

Performance Scorecard

Indicator	- 3 Years	- 2 Years	-1 Year	Latest Figure	Current Target	Target Year 3 (24/25)	Long Term Trend*
Number of applications assessed as homeless or threatened with homelessness Source: DCC Neighbourhood Services	1,114 (2020/21)	1,010 (2021/22)	1,100 (2022/23)	1,106 (2023/24)	980	922	▼
Number of children living in temporary accommodation Source: DCC Neighbourhood Services	235 (2020/21)	215 (2021/22)	229 (2022/23)	262 (2023/24)	209	196	▼
Households with children or pregnant woman in temporary accommodation Source: DCC Neighbourhood Services	105 (2020/21)	90 (2021/22)	92 (2022/23)	109 (2023/24)	87	82	▼
Number of Council and Registered Social Landlord housing completions Source: DCC Neighbourhood Services	27 (2020/21)	100 (2021/22)	101 (2022/23)	264 (2023/24)	200	200	▲
Percentage of council dwellings that are energy efficient (ESSH) Source: DCC Neighbourhood Services	87.1% (2020/21)	87.2% (2021/22)	90.7% (2022/23)	89.8% (2023/24)	90%	100%	▲

* Long term trend is the current figure compared to the average of the previous 3 years data, where 3 years' worth of data is not available, long term is based on the previous 2 years. When looking at the long term trend: = means maintaining, upwards arrow means improving trend and downwards arrow means deteriorating trend.

The following action "Develop district heating schemes in non-domestic sectors with a view to expanding into households when and where appropriate" has been superseded by the action "Develop low and zero emission heat networks (district heating and communal heating systems) in areas deemed suitable." This change was made so that the action could reflect the work being undertaken in this area. This change was made in May 2023.

Progress of Actions

Status of actions and agreed actions for next year

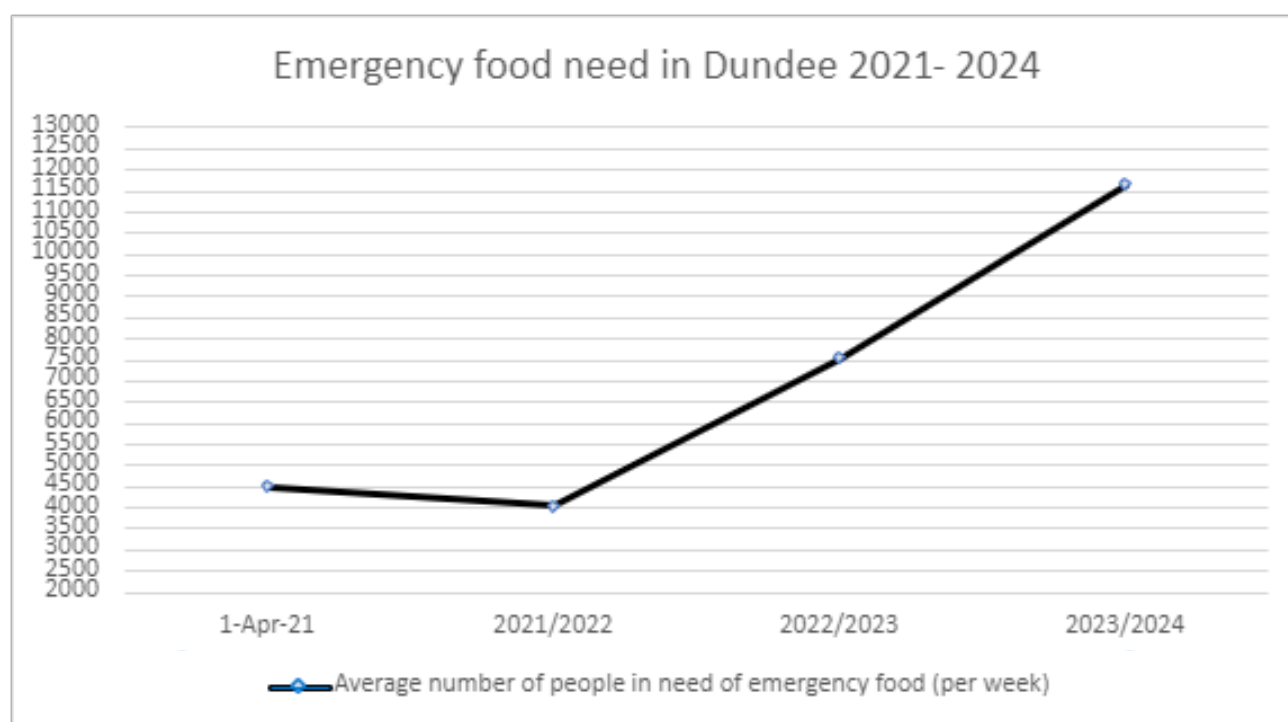
Actions in the plan: Housing and Communities	Lead Service/ Agency	Due Date	Progress%
Increase the number of accredited private sector landlords by 5%	DCC Neighbourhood Services	31-Mar- 2025	76%
Implement learning from "What Matters To You"	DCC Neighbourhood Services/ Children and Families Service	31-Mar- 2026	60%
Homelessness and Complex Needs – Implement a Lead Professional Model	DCC Neighbourhood Services	30-Sept- 2024	60%
Support to enable private tenants to making Repairing Standard referral to the First Tier Tribunal and Third-Party Referrals	DCC Neighbourhood Services	31-Mar- 2025	50%
Develop low and zero emission heat networks (district heating and communal heating systems) in areas deemed suitable	DCC City Development	31-Mar- 2025	30%
Undertake the data gathering over the next year on homelessness to allow better targeting of resources	DCC Neighbourhood Services	31-Mar- 2025	NEW ACTION
Expand access to housing advice in community	DCC Neighbourhood Services	31-Mar- 2025	NEW ACTION
Deliver a personal housing support plan for all new Dundee City Council tenants to ensure awareness and understanding of their full circumstances which will contribute to tenancy sustainment	DCC Neighbourhood Services	31-Mar- 2025	NEW ACTION
Examine potential for a pilot project in conjunction with Shelter aimed at raising awareness of tenants' rights and supporting vulnerable private sector tenants to make applications to Housing Property Chamber	DCC Neighbourhood Services	31-Mar- 2025	NEW ACTION
Target identified buildings in Stobswell West to increase number of secure door entry installations in properties	DCC Neighbourhood Services	31-Mar- 2025	NEW ACTION

Developing Fairness in Dundee: Priorities in Action

Dundee Community Food Network

The Dundee Community Food Network brings together over 30 food projects across Dundee to address the need for emergency food support in Dundee and ensure that dignified access to food is facilitated, primarily through a larder model. Larders operate a membership structure, making minimal charges for food provision, with the income generated covering some of their running costs.

Despite a range of poverty tackling policies including a cash first approach being adopted across Dundee, the need for community food support continues to be extremely high. Weekly numbers reached 13,600 people supported by January 2024. Overall, in 2023/24 the Dundee Foodbank, community larders, fridges and cafes provided food emergency support collectively to an average of 11,653 people per week. Community food projects spent an additional £104,000 over and above the DCC funding to meet this high demand.



The key findings of a November 2023 consultation with Network members showed the main reason residents attend was due to low income and debt, with the second most frequent reason being social isolation. Ten projects advised that people attended as they were seeking a referral to an advice agency for further support.

Fourteen projects reported that they mostly see families accessing their provision. Seven projects mostly see single adults, and two projects are mostly visited by older people. Most projects reported that people accessing their service live in the ward in which the project is based, with only a small number attending from surrounding postcode areas.

All projects that took part in the consultation reported that their volunteers, despite increased demand, regularly provide a wide range of support to their visitors, including Help in applying for social security payments, assistance in completing forms, referrals to housing support or the NHS, help to access fuel payments & advice, and access & assistance in using computer facilities & improving computer skills.

To address future sustainability of this provision, actions have been taken during 2023/24 to better address the underlying need for food support and target provision where it is needed most.

Housing Support Service

The Housing Support Team provides a free service for tenants of Dundee City Council, and anyone registered as homeless. The team works with primarily tenants who have higher support needs and those who are deemed at risk of losing their tenancy. It provides short to medium term support and can work with individuals for up to two years.

The primary aim is to empower service users to manage and sustain their tenancies independently. The Housing Support team currently provides flexible support to 106 tenancies with 30% of these being held by 16–25 year olds.

Tenancy Sustainment

The Tenancy and Estates Team provides services to individuals or families who are needing help to keep their tenancy. The team aims to prevent homelessness and create sustainable tenancies. The team has developed a screening tool for use with new and existing tenants that highlights any issues that may present a problem with the management of a tenancy. The main risk factors identified for not being able to keep a tenancy are poor allocation, financial problems, antisocial behaviour (either as victim or perpetrator), social isolation, property condition & maintenance, lack of furniture, and unemployment / low paid work.

To overcome these, the team supports people to find better property matches, maintain their properties, and find essential household items. They also help with income maximisation and support towards employment, either directly or via referral to specialist services. Other services are also called on to assist in dealing with anti-social behaviour and social isolation.

Particular attention is given to care leavers aged 16-25 that are part of Through Care After Care system to ensure they are allocated suitable properties that give them the best start.

Improving Access to Housing Advice in Community

DCC Housing has significantly expanded its outreach efforts to accommodate community needs. Five drop-in surgeries are offered every week, which provide vital housing options advice. These surgeries are held in or near all areas of deprivation across Dundee in community venues, ensuring accessibility for residents wherever they live. During these sessions, individuals can access guidance on various housing-related matters as well as gain referral to partners in the Third Sector, NHS, and Social Security Scotland to provide holistic support to those in need. Staff build working relationships with service users which prove invaluable in delivering tailored support and assistance.

Since July 2023, Dundee City Council Housing Services has provided aid to approximately 400 individuals. The reasons for seeking assistance included rent arrears, issues with private tenancies, domestic abuse, landlord notices, overcrowded housing, dwellings being unsuitable for health reasons, affordability challenges, repair issues, neighbour disputes, benefit concerns, and applications for Discretionary Housing Payments (DHP), among others. The team also offers general advice and facilitates referrals as necessary.

Residents who used the support for home energy costs available in Dundee rated this as very helpful. However, some respondents did not think they qualified for support in a range of areas due to being in employment, or simply did not know the support existed. Satisfaction with specific cost of living support in communities was extremely high and many positive comments were provided highlighting that the support was delivered in a non-stigmatising, local, and friendly manner. Consideration is being given to ways to support working people who may be unaware that they qualify for services or assistance

Homelessness

In 2023/24 there were 1106 applications assessed as homeless or at threat of homelessness, a slight decrease from 1100 households in 2022/23. Despite fewer applications assessed under the homelessness criteria, in 2023/24 there were 456 households living in temporary accommodation, including 262 children awaiting a permanent home. This is an increase from 365 households in temporary housing, including 229 children, in 2022/23. The number of households with children or a pregnant woman in temporary accommodation also increased from 92 in 2022/23, to 109 in 2023/24.

Housing and Communities case studies

Housing Support case study

National Literacy Trust Dundee Hub

Click [here](#) to read the full case studies.



www.dundee.gov.uk