

Welfare Reform Team



Community outreach neighbourhood networkers encouraging change team

Dundee City Council has been awarded money from the Big Lottery Support and Connect Fund which will be used to address the impacts of Welfare Reform. In response to growing hardship, the project will create a Task Force of 7 officers, a Team Leader and 6 frontline, multi-skilled staff, working in local communities, to address the key issues people face as a result of the welfare reforms.

The project will:-

- **Work in Dundee's most deprived communities**, basing an officer in each LCPP area with 15% most deprived SIMD datazones.
- Provide **face-to-face advice** services in local communities.
- Raise awareness of the implications of welfare reform **encouraging people to seek help** before they reach crisis point.
- **Engage** those not currently accessing advice services.
- **Work with grassroots organisations** to provide support to people using their services e.g. food banks, identifying the cause of crisis & creating a package of support to mitigate its effects.
- **Assess need & provide basic advice** on benefits/benefit changes, budgeting, employability, fuel poverty etc.
- Undertake basic **form filling** with individuals.
- Capacity building in grassroots community groups to **create volunteers** with skills necessary to provide support to communities post project e.g. budgeting skills training, digital literacy support.
- The CONNECT officers have **drop-in and appointment based surgeries** at various venues within their community area. These are published on the CONNECT website weekly www.dundee.gov.uk/welfarereform/connect
- In order to provide a holistic service, the **officers can arrange appointments or signpost to agencies**, who provide the following service:
 - Digital literacy
 - Housing options
 - Job clubs
 - Support for those with caring responsibilities
 - Employment support/skills development services
 - Local inclusion initiatives
 - Debts
 - Appeals/Tribunal representation
 - Fuel debt
 - Health and wellbeing
- CONNECT can provide a **bite size budgeting session** for small groups and also a **“teaching others” budgeting course** for service providers, support workers, volunteers etc. so that they can provide budgeting sessions to their client group. Please call **Allison** to arrange on **07930532527**.
- CONNECT provide **tailored sessions** on the welfare reform changes and where to access help and advice. This can be **for service users or service providers**. Please call **Allison** on **07930532527** to arrange.
- Posters & leaflets will display the customer services telephone number **01382 431205**, however the team will have their own mobile number, which they will give out to their customers for direct contact when dealing with any follow up.



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