

# Welfare Reform



## Scottish Welfare Fund

The Scottish Welfare Fund provides two forms of grants mainly for people on benefits. These are:-

### **Crisis Grants** These may help if:

- you are in crisis because of a disaster like a fire or flood, or an emergency such as losing all your money or having to visit a sick child in hospital.
- you need help with costs that have arisen as a result of the disaster or emergency, to keep you and your family safe from harm.

### **Community Care Grants** These may help if:

- you are about to leave care to live on your own in the community, for example after being in hospital or in prison, or face going into care because you don't have the things you need to continue living at home.

### **A Community Care Grant may also be able to help if:**

- you are a family facing exceptional pressures and need an essential item like a cooker or washing machine but don't have the money to buy it. Usually you will be on benefits before you can get a Community Care Grant.

If you qualify for a Crisis Grant or Community Care Grant the help you receive will depend on your circumstances. You may be given support by way of voucher, fuel top-up, travel ticket, household item or in limited circumstances, cash.

Apply online [www.dundecity.gov.uk/welfarereform](http://www.dundecity.gov.uk/welfarereform) or tel: **01382 431188**.

## Discretionary Housing Payments

Discretionary Housing Payments (DHPs) are extra payments that we can give you usually, for short periods of time to help you pay your rent.

The Department for Work and Pensions, Scottish Government and the Council provide money each year to enable DHPs to be paid. DHPs are not benefit payments and we decide who we pay them to based on people's circumstances.

### **You can apply for a DHP if:**

- you are already receiving housing benefit
- housing benefit does not cover the full amount of your rent ie The under-occupancy charge
- you require extra help

To apply for a DHP please fill in an application form. Print form at [www.dundecity.gov.uk/benefits/DHPs](http://www.dundecity.gov.uk/benefits/DHPs) tel: **01382 431205** or visit one of the following offices:-

**Dundee House**, 50 North Lindsay Street  
**West District Housing Office**, 3 Sinclair Street  
**East District Housing Office**, 169 Pitkerro Road

## Corporate Debt

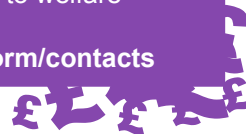
As part of the Council's Changing for the Future Programme the Council has agreed to establish a Corporate Debt and Welfare Reform Division.

The new division will see the consolidation of all debt functions into one team in order to provide a more efficient and effective debt management service.

The Corporate Debt Team will work closely with the Welfare Reform Team and support those impacted by the Benefit Changes.

At present existing contact details for debt recovery services within the Council remain unchanged.

Details of all agencies within the city who can provide advice on a variety of matters relating to welfare reform can be found on [www.dundecity.gov.uk/welfarereform/contacts](http://www.dundecity.gov.uk/welfarereform/contacts)





## *Olympia Swimming and Leisure Centre*

The new Olympia Swimming and Leisure Centre was officially opened in June 2013



## *Dundee's City Square*

Dundee's City Square has recently had a major refurbishment. Work was completed at the end of 2013

# Message from the Leader of the Administration



We have taken the opportunity with this leaflet to provide you with information about the council's plans and budgets as well as a summary of performance.

It gives you advice about claiming benefits and paying council tax in the face of the UK Government's welfare reforms.

You can find out how to register for the council's My Dundee account online at [www.dundee.gov.uk](http://www.dundee.gov.uk).

Dundee City Council has once again frozen the council tax. The Band D figure for the 2014/15 financial year has been held at £1,211. This is the eighth year in a row that we have delivered a council tax freeze in Dundee.

Dundee City Council is determined to deliver a wide range of services that are of a high standard and provide value for money to the people of the city. We are still building for the future of the city, with major school projects like Harris Academy now taking shape.

The new regional performance centre for sport and, of course, our ambitious Waterfront project are also contained in the Capital Plan 2014-18.

Our services are generally performing well, but we continue to be focused on making them more efficient and responsive. Our ongoing Changing for the Future programme is designed to achieve this.

**Councillor Ken Guild**  
*Leader of the Administration*

Report it ▼

Request it ▼

Submit it ▼

## Plans & Performance

The Council Plan for 2012-2017 sets out projects and performance targets designed to achieve our strategic outcomes:

- Jobs through the Waterfront, renewables, life sciences, creative industries and other sectors and a significant capital programme
- Social inclusion through our fairness strategy, getting it right for every child and early intervention to help keep young people focussed on a positive destination and everyone seeking to improve their health
- Quality of life through building stronger communities, achieving the Scottish Housing Quality Standard and maintaining and improving our built and natural environment

The Plan also describes actions and targets to ensure that our customers get the services they need in an efficient and customer focused manner and to make maximum use of assets and reduce costs.

To see a copy of our Council Plan, or the Departmental Service Plans which show how services are delivered to achieve these outcomes, please visit our website: [www.dundee.gov.uk](http://www.dundee.gov.uk).



...you can do so much more **ONLINE** at...  
**www.dundee.gov.uk**

Free internet access, wi-fi and help with getting online is available in all Dundee Libraries.

## Single Outcome Agreement

During 2013, the Council, along with our partners in the Dundee Partnership, revised Dundee's Single Outcome Agreement which sets out our shared commitment to achieve important outcomes for the city. These include outcomes on jobs, education, children, health and wellbeing, care, inequalities, safety, fairness, communities and sustainability.

The Council and Dundee Partnership have also agreed a Single Outcome Agreement Delivery Plan, which sets out in more detail the actions which will help us achieve the outcomes and the indicators by which we will measure progress.

To see a copy of the Single Outcome Agreement or the Delivery Plan, please visit the Dundee Partnership website:

[www.dundeepartnership.co.uk](http://www.dundeepartnership.co.uk).

## Corporate Improvement

The Council's programme of changing how we work has now delivered over £16.4 million in savings. This includes organisational restructure, new ways of working and a more corporate approach to the management of assets. Above all, it is about providing the services our citizens need in an efficient and customer-focused way - communicating well, listening, and making it easy for the public to access our services.

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Report it ▼

Request it ▼

Submit it ▼

[www.dundee.gov.uk](http://www.dundee.gov.uk)

**Do you find your disability or illness affects how easy it is for you to carry out everyday tasks?**

**The Dundee Independent Living Centre is a FREE and impartial service on practical ways of coping with a disability.**

## Helping you to help yourself

Did you know there are over **20,000 products** to assist you to remain independent?

At Dundee Independent Living Centre we have equipment on display - from kitchen layouts to baths and showers, from special beds to equipment to help you get your socks on and off, from ceiling hoists to small manual handling items - and lots of ideas to support your needs.

We don't sell equipment so you are under **no pressure to buy**. We provide free, impartial advice and information about practical ways of helping you to help yourself.

Visit: [www.dundee.gov.uk/DILC/main.htm](http://www.dundee.gov.uk/DILC/main.htm)

email: [DILC@dundee.gov.uk](mailto:DILC@dundee.gov.uk)

tel: **307631** to make an

appointment to visit us at  
 Dundee Independent Living Centre  
 Unit T, Charles Bowman Ave  
 Claverhouse West Industrial Estate  
 Dundee DD4 9UB.



If you visit without an appointment we may only be able to offer you a limited service.

### BUDGETED EXPENDITURE

This leaflet provides you with information concerning the budgeted expenditure of Dundee City Council for 2014/2015 and indicates the Council Tax required to finance the budgeted expenditure not met by Government Grants and Non-Domestic Rates.

### LOCAL GOVERNMENT EMPLOYEES

Budgeted full-time equivalent 2013/2014	6,384
Budgeted full-time equivalent 2014/2015	6,296
Decrease in full-time equivalents	88

### COMPARISON WITH GOVERNMENT PROVISION FOR CURRENT EXPENDITURE

£ per Band D Dwelling

Expenditure figure used by Government in Aggregate External Finance (Government Support) calculations. <i>(This does not apply to all items)</i>	£6,300.40
Proposed expenditure by authority on comparable basis	£6,377.96

### COUNCIL TAX

The council sets its Council Tax based on a Band D Property and the level of Council Tax for properties in other bands is calculated with reference to this. The Council Tax levels for 2014/2015 are set out below. The comparative figures for 2013/2014 are also shown.

Band	Proportion of Band D	2013/2014 Council Tax £	2014/2015 Council Tax £
A	6/9	807.33	807.33
B	7/9	941.89	941.89
C	8/9	1,076.44	1,076.44
D	9/9	1,211.00	1,211.00
E	11/9	1,480.11	1,480.11
F	13/9	1,749.22	1,749.22
G	15/9	2,018.33	2,018.33
H	18/9	2,422.00	2,422.00
Scottish Average Comparative Band D Council Tax for 2013/2014			£1,149

## Calculation of 2014/2015 Council Tax

	<b>£m</b>
Gross Expenditure	444.598
Less: Fees & Charges	<u>100.038</u>
Net Expenditure	<u>344.560</u>

### ABOVE NET EXPENDITURE ALLOCATED BY BUDGET / SERVICE

Budget / Service	Total Net Budgeted Expenditure £M	Change from previous year £M	Change from previous year %	Band D Council Tax Equivalent £
Education	116.638	(2.110)	(1.8)	2,442.31
Social Work	96.618	3.908	4.2	2,023.11
City Development	20.891	(1.069)	(4.9)	437.44
Environment	18.931	(0.143)	(0.7)	396.40
Other Housing	2.566	(0.369)	(12.6)	53.73
Other Services	61.477	0.300	0.5	1,287.28
Capital Financing Costs	26.486	1.299	5.2	554.60
Valuation Joint Board	<u>0.953</u>	<u>0.000</u>	<u>0.0</u>	<u>19.96</u>
<b>Total</b>	<b>344.560</b>	<b>1.816</b>	<b>0.5</b>	<b>7,214.83</b>
Financed by:				
(a) Government Grants	227.701	(3.258)	(1.4)	4,767.89
(b) Non-Domestic Rates	<u>59.025</u>	<u>5.074</u>	<u>9.4</u>	<u>1,235.94</u>
<b>Total amount to be raised from Council Tax</b>	<b><u>57.834</u></b>	<b><u>0.000</u></b>	<b><u>0.0</u></b>	<b><u>1,211.00</u></b>

## Could Carer's Credit help you?

If you are caring for someone for **20 hours or more a week** but **don't get Carer's Allowance or Income Support** as a carer, **you could qualify for National Insurance credits** to protect your State Pension, so that you don't get a reduced State Pension because of your caring responsibility.

## Are you eligible for Carer's Allowance of £61.35 and/or Carer's Premium (means tested) of up to £34.20 per week?

To claim these allowances you must meet all these conditions:

1. Look after someone who gets a qualifying disability benefit.
2. Look after that person for at least 35 hours a week.
3. Are aged 16 or over.
4. Not in full-time education.
5. Earn £100 a week or less (after deductions).
6. Satisfy UK presence (in UK for 2 of the last 3 years) and residence conditions.

**Please note**  
if you claim Carer's Allowance the amount of means-tested benefit paid to the person you look after can sometimes be reduced.

**If you think you may be eligible contact: Welfare Rights Team** - tel: 431167, email: [welfare.rights@dundee.gov.uk](mailto:welfare.rights@dundee.gov.uk), or **Dundee Carers Centre** - tel: 200422, email: [centre@dundecarerscentre.org.uk](mailto:centre@dundecarerscentre.org.uk), [www.dundecarerscentre.org.uk](http://www.dundecarerscentre.org.uk)

# Contact Us...

**Online - [www.dundee.gov.uk](http://www.dundee.gov.uk)** Free internet access, wi-fi & help with getting online available in all Dundee Libraries.

Register/sign in to My Dundee for personal information, pay, report, request, submit, & find your nearest services.

**Email - [customerservices@dundee.gov.uk](mailto:customerservices@dundee.gov.uk)**

**Telephone - 434000**

**Fax - 434666**

**24 Hours Automated Payment Line** using debit card (no charge) or credit card (1.5% charge)  
Call 0845 6026943 (calls charged at local rates) to pay rent, council tax, consolidated debt, non domestic rates, housing benefit overpayment, council invoices and parking penalty charge notices.

**In Writing** - Customer Services Team, Dundee House, 50 North Lindsay Street, Dundee, DD1 1QE

**Deaf / Hard of Hearing** - Text service 078600 22 8 99

**Visit Us - Mon, Tues, Thurs, Fri 8.30am - 5pm and Wed 9.30am - 5pm**

## All Enquiries

Dundee House  
50 North Lindsay Street  
Dundee DD1 1QE

Tel 434000

## Housing & Council Tax Enquiries

West Housing District Office  
3 Sinclair Street  
Dundee DD2 3DA

Housing (general) Tel 307301

Council Tax/ Tel 431205

Council Tax Reduction/  
Housing Benefit

## Housing & Council Tax Enquiries

East Housing District Office  
169 Pitkerro Road  
Dundee DD4 8ES

Housing (general) Tel 307401

Council Tax/ Tel 431205

Council Tax Reduction/  
Housing Benefit

## Out-of-Hours Emergencies after 5pm, Weekends and Public Holidays (24/25/26 Dec and 1/2 Jan)

Child Protection (24 Hour)	307999
Adult Protection (24 Hour)	434019
Social Work Out of Hours Emergencies	307964
Antisocial Behaviour Advice (24 Hour)	0800 1693845 or 01382 307342
Community Safety Wardens (8.30am - midnight Mon-Fri) (2.10pm - midnight Sat & Sun)	436333
Homeless Advice Line (24 Hour)	0800 6335843 or 01382 432001
Housing Repairs / All Other Emergencies	434343
Police Non-Emergency / Night Time Noise Team	101
Emergencies (Police, Ambulance, Fire and Coastguard)	999
NHS 24	08454 242424



**Severe Weather and Emergencies - Essential advice will be available from Dundee City Council's website ([www.dundee.gov.uk](http://www.dundee.gov.uk)) and local radio.**

- Preparing your family for an emergency - [www.dundee.gov.uk/emergencyplanning/civilemergency](http://www.dundee.gov.uk/emergencyplanning/civilemergency)
- Wave 102 (102 FM)
- Radio Tay AM (1161 and 1584)
- Radio Tay FM (96.4 and 102.8)
- BBC Radio Scotland (92-95 FM and 810 MW)

# Efficiency Statement

## Efficiency Statement 2012/2013

As part of the Scottish Government's Efficient Government plan, local authorities are required to deliver efficiency savings and publish these in an annual Efficiency Statement. The aim of the plan is for local authorities to maintain the current level of services and achieve efficiencies by reducing either the cost of services or the time taken to deliver services. These savings can be either:

Cash savings or	same outputs with fewer resources used
Non-Cash savings	increased outputs with same resources used

The Plan envisages savings are made by applying best practice in asset management, workforce planning, sharing support services between public bodies, procurement and streamlining bureaucracy. In addition, other savings are targeted to be achieved through minimising duplication and waste.

## Key Areas for 2012/2013

The following table summarises the efficiency savings reported by the Council:

	Efficiency Savings £000
Procurement	910
Workforce Planning	2,201
Asset Management	390
Streamlining Bureaucracy	-
Other	3,058
<b>Total Efficiency Savings</b>	<b>6,559</b>

## The main efficiencies achieved included:

- ongoing implementation of Voluntary Early Retirement / Redundancy Schemes
- improvements in workforce planning through rationalisation of staffing levels that have been facilitated through the implementation of various Changing for the Future projects
- implementation of the Corporate Asset Management Plan
- reform of the Procurement Strategy

## Key Areas for 2013/2014 and Onwards

Further areas where the Council plan to deliver significant efficiency savings include:

- further rationalisation of staffing levels across departments
- review how services for children cared for in residential accommodation are delivered
- review of externally purchased services within Social Work
- ongoing development of Corporate Procurement Strategy
- the ongoing implementation of the Corporate Asset Management Plan

It can be concluded from the above that whilst the Council has already made a considerable level of efficiencies there is a significant amount of work ongoing that once completed will modernise and improve the services delivered by Dundee City Council. The Council will strive to deliver these improvements whilst maintaining the quality of services provided for the citizens of Dundee.

A full copy of the Efficiency Statement is in the Council's Performance Report 2013. To see a copy of the report, visit our website: [www.dundee.gov.uk/cplanning/plans](http://www.dundee.gov.uk/cplanning/plans)

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[www.dundee.gov.uk](http://www.dundee.gov.uk)

## The Cost of Council Services - Income & Expenditure Statement for the year ended 31 March 2013

The Income & Expenditure Account statement presents the cost of running Council services between April 2012 and March 2013 and shows where the money came from to finance these costs along with the surplus or deficit at the year end.

	<b>Gross Exp £000</b>	<b>Income £000</b>	<b>Net Exp £000</b>
Education	150,858	(4,602)	146,256
Social Work	125,921	(24,510)	101,411
City Development	46,534	(14,593)	31,941
Environment	45,593	(17,025)	28,568
Housing Services	69,510	(54,082)	15,428
Supporting People	12,177	(269)	11,908
Joint Boards	25,880	0	25,880
Housing Benefits	75,627	(75,476)	151
Other Services	58,291	(11,419)	46,872
<b>Net Cost of Services</b>	<b>610,391</b>	<b>(201,976)</b>	<b>408,415</b>
Less : Other income			(1,585)
Less : Internal charges for use of Council assets			(86,158)
Add : Repayment of loans and interest on loans			49,247
Less : Appropriations and other internal accounting			(11,219)
<b>Amount to be funded from Government grants and local taxation</b>			<b>358,700</b>
<b>Financed by</b>			
Revenue Support Grant			(250,617)
Business Rates			(49,945)
Council Tax			(58,345)
<b>Total Income</b>			<b>(358,907)</b>
<b>Net General Fund surplus for the year</b>			<b>(207)</b>
<b>General Fund at end of March 2012</b>			<b>(9,488)</b>
<b>General Fund at end of March 2013</b>			<b>(9,695)</b>

## Capital Expenditure

	<b>£000</b>
<b>General Services</b>	
Balgarthno Primary School	5,947
West End Primary School	3,582
Kingspark School	1,013
MacKinnon Centre for Adult Services	1,601
Dudhope Castle	758
DERL Refurbishment Costs	2,700
Allan Street Car Park	2,959
Whitfield Life Services	1,762
V&A at Dundee	1,511
Road Reconstructions	1,776
Regional Transport Partnership	1,281
Whitfield Spine Road	1,744
New Olympia Swimming Pool	10,358
Dick McTaggart Gymnastics Centre	931
Purchase of Environment Plant, Machinery & Vehicles	1,076
Central Waterfront Redevelopment	5,078
City Square Environmental Improvements	911
Pitkerro Grove Cemetery	1,265
Vacant & Derelict Land Fund	811
Purchase Computers	1,462
Other Projects	13,188
	<b>61,714</b>
<b>Housing HRA</b>	
Fabric, Roof and Window Repairs	138
Kitchens, Bathrooms and Heating	10,366
New Build Council Housing	1,034
External Insulation and Cavity	7,808
Health, Safety & Security	1,024
Demolitions	1,719
Other Projects	987
	<b>23,076</b>
<b>Total Capital Expenditure</b>	<b>84,790</b>

## Cash Flow

Cash/Bank Overdraft (at end March 2012)	<b>(2,238)</b>
Net Cash Movement in/(out)	<b>2,400</b>
Cash/Bank Account (at end March 2013)	<b>0.162</b>



## Balance Sheet

What the Council owns and is owed: **31 March 2013**  
**£000**

Buildings, land etc owned by the Council	1,318,677
Stock & investments	5,558
Money owed to the Council	54,445
Money owed by the Council	(70,761)
	<b>1,307,919</b>

Financed by:

Borrowing	514,095
Non distributable reserves	768,327
Distributable reserves	25,497
	<b>1,307,919</b>

## Summary Operating Financial Review

### Financial Performance

The Council budgeted for deficit of £2.117m, to be funded from reserves. The year end position was a surplus of £0.207m, representing an underspend of £2.324m. When added from the opening general fund balance, this results in a closing balance of £9.695m. Of this amount, approximately £5.0m was uncommitted. The Council holds this uncommitted general fund balance as a cushion against future unexpected events.

### Capital Expenditure

Capital expenditure represents money spent by the Council for the purposes of purchasing, upgrading or improving assets such as buildings and roads. The distinction from revenue expenditure is that the Council receives the benefit from capital expenditure over a longer period of time. The Council spent £84.790m during the year on its capital expenditure programme (see separate analysis). This was funded mainly by borrowing, government grants and by capital receipts.

## Housing Revenue Account

**2012/13**  
**£000**

### Income

Council house rents (gross)	(42,969)
Other income	(6,679)
	<b>(49,648)</b>

### Expenditure

Repairs and maintenance	18,941
Supervision and management	11,464
Capital Financing Costs	17,760
Other costs	500
	<b>48,665</b>

### Surplus for the year

**(983)**

The Council owned the following types and numbers of houses at March 2013 :

Houses	3,462
Flats	9,834
Maisonette	280
<b>Total</b>	<b>13,576</b>

### Director of Corporate Services Statement

The Council's Statement of Accounts has been prepared in accordance with the Accounting Code of Practice. The figures in this summary were originally compiled having regard to proper accounting practice. For the purposes of this statement some modifications were made to provide more meaningful information.

The Council's 2012/2013 accounts have been audited by an auditor appointed by Audit Scotland. The auditor has issued an unqualified opinion on the Council's full accounts for 2012/2013.

A full copy of the Council's 2012/2013 audited accounts is available on the corporate finance publications page on the Council's website.

To see a copy, please visit:

[www.dundee.gov.uk/corpservices/corpfinancepubs](http://www.dundee.gov.uk/corpservices/corpfinancepubs)

**Marjory M Stewart FCCA, CPFA,**  
*Director of Corporate Services*

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[www.dundee.gov.uk](http://www.dundee.gov.uk)

## Community Safety and Antisocial Behaviour

The Council's Community Safety and Antisocial Behaviour Teams are now based together with the Police's Community Safety Unit at the West District Housing Office, 3 Sinclair Street, Lochee.

### Tackling Antisocial Behaviour in Dundee

- ASB Advice Line 24/7 **0800 169 3845/01382 307342**
- Night Time Noise Team/Police Scotland (non emergency) **101**
- Crimestoppers **0800 555 111**
- Dundee Federation of Tenants' Associations **01382 305718**
- Community Safety Wardens **01382 436333**
- Rapid Response Team **01382 433063**
- Animal Control Service **01382 436288**

[www.dundee.gov.uk/asb](http://www.dundee.gov.uk/asb)

Dundee  
FOR THE FUTURE



The Council's Night Time Noise Team work closely with Police Scotland dealing with noise complaints. For service info/advice call 436260 8.30am-5pm. [www.dundee.gov.uk/environment/antisocialnoise](http://www.dundee.gov.uk/environment/antisocialnoise)

Dundee FOR THE FUTURE  
[www.dundee.gov.uk](http://www.dundee.gov.uk)

**night time noise team**  
we're here to hear you

Call Police Scotland on 101

If you are concerned you can report antisocial behaviour online [www.dundee.gov.uk](http://www.dundee.gov.uk) or call us for advice:

**Antisocial Behaviour Team**  
**Community Safety Wardens**

8:30am - 5pm (Mon-Fri)

tel. 307366

8:30am - midnight (Mon-Fri)

tel. 436333

2.10pm - midnight (Sat & Sun)

**Antisocial Behaviour Advice Line**

24 hours

tel. 0800 169 3845 or 307342

**Night Time Noise Team/Police Scotland** (non emergency) 24 hours

tel. 101

**Protecting People in Dundee**

How can **you** help?

**DON'T ignore it!!!**

domestic abuse & sexual violence

sexual offenders in the community

protecting adults

protecting children

If you are worried about the welfare of a child, young person or adult, it's safe to call; all services are fully committed to protecting the confidentiality of callers, and in many cases you won't even need to provide your name.

To find out more about how to report concerns in confidence please visit [www.dundeeprotects.co.uk](http://www.dundeeprotects.co.uk)

In an emergency call .....	999
Dundee Child Protection Line (24hr).....	01382 307999
Adult Support and Protection (24hr).....	01382 434019
Police Scotland (non emergency).....	101
Crimestoppers .....	0800 555 111

Help us to protect them. Tell someone.

## Pay your Council Tax by Direct Debit

With Direct Debit, your Council Tax bill can be spread over 10 monthly instalments. The monthly amounts are automatically deducted from your bank account on a date agreed by you. We offer a choice of dates to pay, to suit your budget.

**Simply select one of the following dates each month:**

1<sup>st</sup>

10<sup>th</sup>

18<sup>th</sup>

25<sup>th</sup>



- Payments by old-fashioned methods like cash, cheque and standing order are due on the first of the month, so you can pay later by Direct Debit.
- Over 31,500 Dundee City Council residents now use Direct Debit for Council Tax.
- You can pick a payment date to suit your budget and avoid all the hassle of reminders and extra costs.
- Direct Debit is convenient for you and good for the environment.
- You stay in control of your payments as the Direct Debit Guarantee protects you.

Apply from the comfort of home by signing up at:  
[www.dundee.gov.uk/forms/ct\\_dd\\_mandate.php](http://www.dundee.gov.uk/forms/ct_dd_mandate.php)  
or by telephone on 431205

## Dundee City Council FOSTERING OR ADOPTION

Waiting for you.....to change their lives.

*All children featured are models.*

For further details and information pack  
**Phone 01382 43 60 60**  
or visit [www.changetheirlives.co.uk](http://www.changetheirlives.co.uk)

## Alternative Formats

This leaflet provides information on the council's plans and budgets. It also tells you about claiming benefits and paying your Council Tax.

This document is available in large print or in an alternative format that meets your needs. Please contact Finance Department, Dundee House, 50 North Lindsay Street, Dundee DD1 1NZ Tel: 01382 433555.

"Niniejsza ulotka zawiera informacje na temat planów Urzędu oraz jego budżetów. Dodatkowo, znajdują się tam informacje odnośnie składania wniosków o zasiłki i płacenia podatku Council Tax. Niniejszy dokument dostępny jest w większej czcionce oraz alternatywnym formacie w zależności od indywidualnych potrzeb. Prosimy o kontakt z działem finansowym, Finance Department, Dundee House, 50 North Lindsay Street, Dundee DD1 1NZ Tel: 01382 433555."

یہ لیفلٹ کونسل کے پلانز اور بجٹ کے بارے میں معلومات فراہم کرتا ہے۔ یہ لیفلٹ آپ کو بینیفٹس کلیم کرنے اور کونسل ٹیکس کی ادائیگی کے بارے میں بھی بتاتا ہے۔ یہ دستاویز بڑے پرنٹ یا آپ کی ضرورت کے مطابق متبادل فارمیٹ میں بھی دستیاب ہے۔ برائے مہربانی فائننس ڈیپارٹمنٹ، ڈنڈی ہاؤس، 50 نارٹھ لینڈسٹری اسٹریٹ، ڈنڈی DD1 1NZ، ٹیلی فون نمبر 01382 433555 سے رابطہ کریں۔

В этой брошюре вы сможете ознакомиться с годовыми бюджетными планами местного муниципалитета. Здесь вы так же сможете найти информацию о социальной помощи и о том как оплачивать муниципальный налог. Эта брошюра может быть предоставлена в различном формате - крупным шрифтом или в другом формате, согласно вашим потребностям.

С вопросами обращайтесь в финансовый отдел муниципалитета по адресу - Dundee House, 50 North Lindsay Street, Dundee DD1 1NZ или звоните по телефону номер 01382 433555.

這傳單是提供有關市議會的議會計劃和財政預算。

並且提供有關福利金津貼申請和繳付地稅方法。

這文件設有大有字版或你所需要的版本。

請聯絡於丹地大樓的財政部，地址是 Finance Department, Dundee House, 50 North Lindsay Street, Dundee DD1 1NZ 電話：01382 433555。



Submit it ▼



...you can do so much more **ONLINE** at...  
[www.dundee.gov.uk](http://www.dundee.gov.uk)



# your secure personal city council account

Customers of Dundee City Council are now able to access their personal information online, as well as being kept up-to-date via emails from the council 24/7, through the **MyDundee** section of the council's website.

### Services available include:

- council tax account for paperless billing;
- rent accounts with notification by email;
- view and pay council invoices; and
- request and pay for a bulky uplift.

More services will be coming on stream in the next few months.



## Sign In / Register



If you haven't already signed up then do it today at **www.dundeeccity.gov.uk**. You will need a personal email address, and if you have an NEC card the process is fast and simple to complete. To see your council tax record you will need (first time only) your council tax account number.

**Remember** - there are many transactions already available online that don't require you to register.

**However** if you don't register you'll be unable to access services requiring personal information.

**Free internet access, wi-fi & help with getting online** is available in all Dundee Libraries.



...you can do so much more **ONLINE** at...  
**www.dundeeccity.gov.uk**



## Dundee City Council

# The Council Budget for 2014/15 and Summary of Accounts 2012/13

Welfare reform

Leader's message

How we're doing

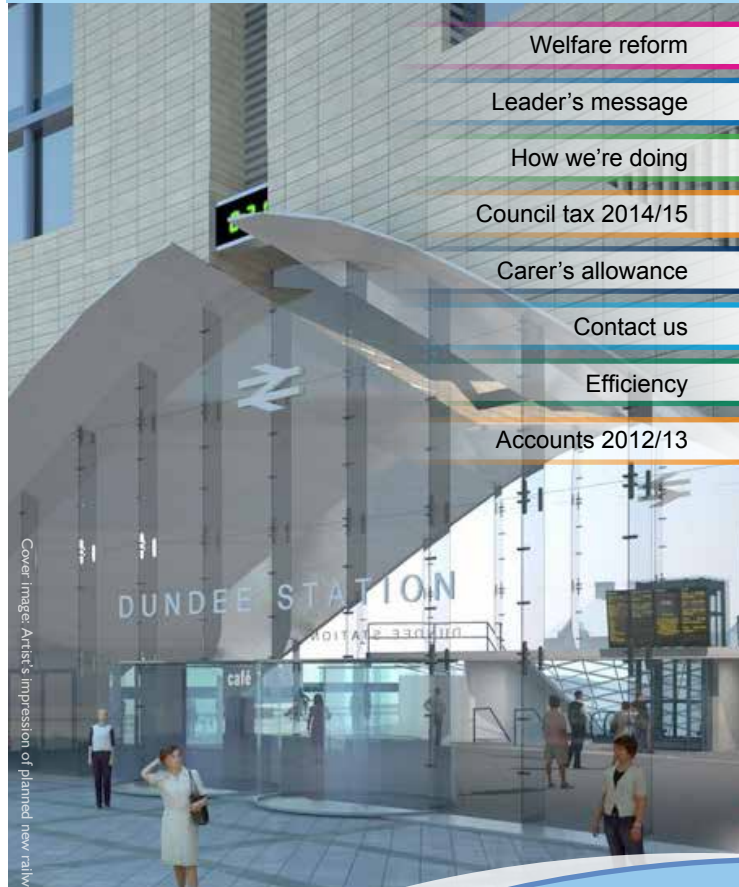
Council tax 2014/15

Carer's allowance

Contact us

Efficiency

Accounts 2012/13



Cover Image: Artist's impression of planned new railway station.



...you can do so much more **ONLINE** at...  
**www.dundeeccity.gov.uk**

Keep this leaflet handy - it contains important contact information