

# 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 8 officers, a Team Leader and 7 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.
- Create a network of public, voluntary & grassroots support organisations in communities to **provide effective & holistic solutions** to needs of individuals.
- **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.
- **Signpost people to existing advice/support agencies** where required. Could include money advice services, food banks, Scottish Welfare Fund, social prescribing, digital literacy etc.
- 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](http://www.dundee.gov.uk/welfarereform/connect)
- 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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**CHANGING  
FOR THE FUTURE**





## CONNECT team

**Team Leader - Allison Honeyman** contact **01382 431279** or **07930532527**  
 CONNECT Outreach Officers contact details are detailed below

### EAST END COMMUNITY

<b>JANE</b> Mob: 07983923290	Craigie Craigiebank Douglas	Linlathen Mid Craigie
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### COLDSIDE COMMUNITY

<b>AMERA</b> Mob: 07983923271	Coldside Dudhope Fairmuir	The Glen Hilltown Law
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### LOCHEE COMMUNITY

<b>SUSAN</b> Mob: 07983923288	Charleston Denhead of Gray Dryburgh Gowrie park	Lochee Menzieshill Pitalpin Sutherland
Lochee cont... <b>MICHAEL</b> Mob: 07852933752	Whorterbank Beechwood	ClementPark/Foggyley

### MARYFIELD COMMUNITY

<b>AMERA</b> Mob: 07983923271	City Centre & Harbour Ladywell	Springhill Stobswell
<b>SUSAN</b> Mob: 07983923288	Blackscroft Maryfield & Baxter Park	Woodside Court Street & Dundonald Street

### NORTH EAST COMMUNITY

<b>GAIL</b> Mob: 07983923248	Ballumbie Dalclaverhouse Fintry	Mill O' Mains Whitfield
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### STRATHMARTINE COMMUNITY

<b>JANE</b> Mob: 07983923290	Ardler Baldragon Caird Park Camperdown Country Park	Clatto Downfield & The Dales Dunsinane North, Kirkton & Trottick, Sherbrook St Mary's & Brackens
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### FERRY COMMUNITY

<b>GAIL</b> Mob: 07983923248	Balgillo Barnhill Broughty Ferry	Central Broughty Ferry West Ferry
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### WEST END COMMUNITY

<b>MICHAEL</b> Mob: 07852933752	Logie & Blackness Ninewells Pentland & Ancrum	Perth Road & Nethergate West End
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