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To: Councillor Allard, Convener; Councillor Buchanan, Vice Convener; and Councillors Blake, Brooks, Davidson, Hutchison, Kuszniir, Macdonald and Mennie.

Town House,
ABERDEEN 18 November 2025

ANTI-POVERTY AND INEQUALITY COMMITTEE

The Members of the **ANTI-POVERTY AND INEQUALITY COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **WEDNESDAY, 26 NOVEMBER 2025 at 10.00 am**. This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

JENNI LAWSON
CHIEF OFFICER – GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

- 1.1 There are no items of urgent business at this time

DETERMINATION OF EXEMPT BUSINESS

- 2.1 There are no exempt items

DECLARATIONS OF INTERESTS OR TRANSPARENCY STATEMENTS

- 3.1 Members are requested to declare any interests or connections

DEPUTATIONS

- 4.1 There are no requests for deputations at this time

MINUTE OF PREVIOUS MEETING

- 5.1 Minute of previous meeting of 11 June 2025 (Pages 5 - 12)

COMMITTEE PLANNER

- 6.1 Committee Business Planner (Pages 13 - 16)

NOTICES OF MOTION

- 7.1 There are no Notices of Motion at this time

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8.1 There are no referrals at this time

COMMITTEE BUSINESS

- 9.1 Citizens' Assemblies Approach - Aberdeen City Council Response to the Scottish Women's Budget Group Study on Gender Inequality and Poverty - CORS/25/228 (Pages 17 - 120)
- 9.2 Fairer Aberdeen Fund Annual Report - CORS/25/229 (Pages 121 - 152)
- 9.3 Service Provider Equality, Diversity and Inclusion Action Plan 2025-2029 - CORS/25/226 (Pages 153 - 170)
- 9.4 Collaboration for Health Equity in Scotland - CORS/25/230 (Pages 171 - 176)
- 9.5 Supporting People with the Cost of Living 2025/26 – Update on Progress and Spend - CORS/25/231 (Pages 177 - 184)
- 9.6 Report on Visit to the Fountain of Love Church - CORS/25/256 (Pages 185 - 196)

Integrated Impact Assessments related to reports on this agenda can be viewed [here](#)

To access the Service Updates for this Committee please click [here](#)

Website Address: www.aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Emma Robertson, emmrobertson@aberdeencity.gov.uk

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Anti-Poverty and Inequality Committee

ABERDEEN, 11 June 2025. Minute of Meeting of the ANTI-POVERTY AND INEQUALITY COMMITTEE. Present:- Councillor Allard, Convener; Councillor Buchanan, Vice-Convener; and Councillors Blake, Bonsell (as substitute for Councillor Macdonald), Brooks, Davidson, Hutchison, Kuszniir and van Sweeden (as substitute for Councillor Mennie).

External Advisers:- Professor John Bone (University of Aberdeen)(from article 7), Kerry Gavin (CFINE), Sophy Green (Instant Neighbour), Donna Hutchison (Aberdeen Cyrenians), Edward Obi and Dr Paul Southworth (NHS Grampian).

The agenda and reports associated with this minute can be located [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

WELCOME

1. The Convener welcomed Dr Paul Southworth as the new Public Health, NHS Grampian External Adviser who had replaced Dr Marjorie Johnston on the Committee. The Convener expressed his thanks to Dr Johnston for her contributions.

The Committee resolved:-
to note the Convener's remarks.

URGENT BUSINESS

2. There was no Urgent Business.

EXEMPT BUSINESS

3. There was no Exempt Business.

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

4. Members were requested to intimate any Declarations of Interest or Transparency Statements in respect of the items on the agenda.

The Committee resolved:-

- (i) to note that Councillor Blake advised that she was a Friend of Aberdeen Performing Arts however, having applied the objective test she did not consider that her connection amounted to an interest which would prevent her from participating in the discussions at items 9.2 and 9.3 of the agenda;

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- (ii) to note that the Convener advised that he was the Council appointed representative on the Real Living Wage Action Group however, having applied the objective test he did not consider that his connection amounted to an interest which would prevent him from participating in the discussions at item 9.5;
- (iii) to note that Sophy Green advised that she was a member of Food Poverty Action Aberdeen however, having applied the objective test she did not consider that her connection amounted to an interest which would prevent her from participating in the discussions; and
- (iv) to note that Councillor Brooks advised that he was the emergency cover Chairman of the TLC Charity which was part of the Trussell Trust family of food banks however, having applied the objective test he did not consider that his connection amounted to an interest which would prevent him from participating in any of the discussions.

MINUTE OF PREVIOUS MEETING OF 25 MARCH 2025

5. The Committee had before it the minute of the previous meeting of 25 March 2025.

The Committee resolved:-

to approve the minute.

COMMITTEE BUSINESS PLANNER

6. The Committee had before it the planner of committee business, as prepared by the Interim Chief Officer – Governance.

The Committee resolved:-

- (i) to instruct the Chief Officer - Data Insights, to provide a report on the Aberdeen Collaboration for Health Equity (CHES) between Professor Sir Michael Marmot, the London Institute of Health Equity, Aberdeen City Council and NHS Grampian; and
- (ii) to otherwise agree the Planner.

CITIZENS' ASSEMBLIES APPROACH - FINAL REPORT ON THE SCOTTISH WOMEN'S BUDGET GROUP STUDY ON GENDER INEQUALITY AND POVERTY - CORS/25/133

7. The Committee had before it a report presenting the findings and recommendations of the Scottish Women's Budget Group Study on Gender Inequality and Poverty in Aberdeen.

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Heather Williams – Training Lead, Scottish Women's Budget Group, introduced the report and handed over to Steering Group members Natasha Franklin, Arantxa Garcia de sola and Jacquie Westland who presented the findings and responded to questions from Committee Members.

The report recommended:-

that the Committee:

- (a) note the findings of the final report on the Scottish Women's Budget Group Study on Gender Inequality and Poverty in Aberdeen;
- (b) thank all those that participated in the project;
- (c) instruct the Executive Director of Corporate Services to bring a response to the findings and recommendations of the Scottish Women's Budget Group Study on Gender Inequality and Poverty to the Committee meeting on 26 November 2025;
- (d) instruct the Executive Director of Corporate Services to share the report and recommendations for action with Scottish Government, UK Government, Police Scotland and Financial Services Ombudsman; and
- (e) instruct the Executive Director of Corporate Services to bring an evaluation report on the process to the Committee meeting in January 2026.

The Convener, seconded by the Vice Convener, moved:-
that the Committee approve the recommendations.

Councillor Kuszniir, seconded by Councillor Brooks moved as an amendment:-
that the Committee:

- (1) note the Scottish Women's Budget Group Study on Gender Inequality and Poverty and expresses its gratitude to participants for their valuable engagement on issues of concern to the Council and its citizens;
- (2) welcome the holistic approach to the report, which acknowledges the diverse causes of inequality and relative poverty;
- (3) believe the report would have benefited from detailed explanations and case studies for concepts referenced and praised but not explained in detail such as recommendations #9 (community navigator role), #36 (feminist urban planning), #47 (Confident Conversations training), and #58 (community diner project);
- (4) recognise the challenges to the Council in implementing all 96 recommendations due to financial and resources constraints, which therefore means prioritisation is key;
- (5) agree not to pursue:
 - a. the translation element of recommendation #45;
 - b. recommendation #44 due to the importance of tackling illegal immigration through the UK Government, including the so called 'hostile environment' policies; and
 - c. recommendation #77, given the significant costs and complexities of publicly operated bus services.
- (6) instruct the Executive Director of Corporate Services to:

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- a. focus on high impact, feasible recommendations on (a) childcare and education (recommendations such as #1, #4, #6, #17, #27); (b) welfare access (#45, #51, #52, #53); (c) safety and community (#37, #48); and (d) data and transparency (#3, 26, #49, #55); and
- b. bring an evaluation report on the process to the Committee meeting in January 2026.

Councillor Blake, seconded by Councillor Bonsell, moved as a further amendment:-
that the Committee:

- (1) note the findings of the final report on the Scottish Women's Budget Group Study on Gender Inequality and Poverty in Aberdeen;
- (2) thank all those that participated in the project;
- (3) instruct the Executive Director of Corporate Services to bring a response to the findings and recommendations of the Scottish Women's Budget Group Study on Gender Inequality and Poverty, including those for the Health and Social Care Partnership, to the Committee meeting on 26 November 2025;
- (4) instruct the Executive Director of Corporate Services to share the report with the Scottish Government, UK Government, Police Scotland and Financial Services Ombudsman and ask them to respond to the recommendations which they can take forward; and
- (5) instruct the Executive Director of Corporate Services to bring an evaluation report on the process to the Committee meeting in January 2026.

There being a motion and two amendments, the Committee first divided between the amendment by Councillor Kuszniir and the amendment by Councillor Blake.

On a division, there voted:-

For the amendment by Councillor Kuszniir (2) – Councillors Brooks and Kuszniir.

For the amendment by Councillor Blake (2) – Councillors Blake and Bonsell.

Declined to vote (5) - Convener, Vice Convener and Councillors Davidson, Hutchison and van Sweeden.

In accordance with Standing Order 32.7, the Convener exercised his casting vote in favour of the amendment by Councillor Blake.

On a division, there voted:-

For the motion (5) – Convener, Vice Convener and Councillors Davidson, Hutchison and van Sweeden.

For the amendment by Councillor Blake (2) – Councillors Blake and Bonsell.

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Declined to vote (2) – Councillors Brooks and Kuszniir.

The Committee resolved:-

- (i) to instruct the Strategic Lead, Prevention and Community Empowerment to provide further information in respect of new childminder provision in the previously identified blackspot areas; and
- (ii) to adopt the motion.

SUPPORTING PEOPLE WITH THE COST OF LIVING CRISIS 2024/25 – FULL YEAR EVALUATION - CORS/25/131

8. The Committee had before it report prepared by the Fairer Aberdeen and Anti-Poverty Manager providing a full year evaluation of the outcomes achieved from the Cost of Living Funding allocated for 2024/25.

The Fairer Aberdeen and Anti-Poverty Manager introduced the report and responded to questions from Members.

The report recommended:-

that the Committee note the outputs and outcomes of the Cost of Living Fund 2024/25.

The Committee resolved:-

- (i) to instruct the Fairer Aberdeen and Anti-Poverty Manager to provide an update in respect of participation in the Creative Engagement Programme;
- (ii) to instruct the Fairer Aberdeen and Anti-Poverty Manager to add information in respect of underspends to the LOGIC table (at Figure 4 of the report) and circulate this as a Service Update to Elected Members; and
- (iii) to otherwise note the information provided.

WORKING IN PARTNERSHIP FOR ABERDEEN - SUPPORTING PEOPLE WITH THE COST OF LIVING 2025/26 - CORS/25/132

9. The Committee had before it a report prepared by the External Advisers, the Strategic Lead - Prevention and Community Empowerment, and the Fairer Aberdeen and Anti-Poverty Manager, seeking approval for the allocation of the £1million provided by Council to support people with the cost of living during 2025/26.

On behalf of the External Advisers, Phil Mackie introduced the report.

The report recommended:-

that the Committee:

- (a) approve the proposed allocation of funds from the £1million provided by the Council to support people with the cost of living crisis during 2025/26 as detailed in paragraph 3.9 of the report; and

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- (b) to instruct the Executive Director of Corporate Services to bring an update on spend, progress, any reallocation of resources and further proposals for the balance of funding to the meeting of the Committee on 26 November 2025.

The Convener, seconded by the Vice Convener, moved:-
that the Committee approve the recommendations.

Councillor Kuszniir, seconded by Councillor Brooks moved as an amendment:-
that the Committee:

- (1) note the recommendations outlined in the report;
- (2) agree that Aberdeen City Council should prioritise direct assistance to tackling relative poverty over subsidising staffing costs through grant funding;
- (3) acknowledge that Scottish Conservative and Unionist Party Councillors previously raised concerns regarding 2024/25 funding of staffing costs, highlighting the risk of dependency on Council subsidy and the need to direct taxpayers' money towards support for residents not pay packets; and
- (4) approve the proposed allocation of the £1 million fund, provided by Council, to address the cost-of-living crisis in 2025/26, as detailed in paragraph 3.9, subject to limiting the Council's contribution to staffing costs to a maximum of 25%.

Councillor Blake, seconded by Councillor Bonsell, moved as a further amendment:-
that the Committee:

- (1) note the increased focus on prevention;
- (2) note with concern that despite the principles in 3.5, two of the awards involve a significant proportion of staff costs and ask the Executive Director of Corporate Services to seek reassurance of the sustainability of these posts going forward;
- (3) recognise the excellent panto and creative learning programme at Aberdeen Arts Centre and the share of the award of the Christmas panto package between Aberdeen Performing Arts and Castlegate Arts;
- (4) subject to sharing the proposal for a Christmas panto provision between Aberdeen Performing Arts and Castlegate Arts and the reassurance in (2), approve the proposed allocation of funds from the £1million provided by Council to support people with the cost of living crisis during 2025/26 as detailed in paragraph 3.9 below; and
- (5) instruct the Executive Director of Corporate Services to bring an update on spend, progress, any reallocation of resources and further proposals for the balance of funding to the meeting of the Committee on 26 November 2025.

There being a motion and two amendments, the Committee first divided between the amendment by Councillor Kuszniir and the amendment by Councillor Blake.

On a division, there voted:-

For the amendment by Councillor Kuszniir (2) – Councillors Brooks and Kuszniir.

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For the amendment by Councillor Blake (2) – Councillors Blake and Bonsell.

Declined to vote (5) - Convener, Vice Convener and Councillors Davidson, Hutchison and van Sweeden.

In accordance with Standing Order 32.7, the Convener exercised his casting vote in favour of the amendment by Councillor Kuszniir.

On a division, there voted:-

For the motion (5) – Convener, Vice Convener and Councillors Davidson, Hutchison and van Sweeden.

For the amendment by Councillor Kuszniir (2) – Councillors Brooks and Kuszniir.

Declined to vote (2) – Councillors Blake and Bonsell.

The Committee resolved:-
to adopt the motion.

MAPPING OF ABERDEEN CITY COUNCIL ANTI-POVERTY AND INEQUALITY SERVICES AND SUPPORT - CORS/25/134

10. The Committee had before it report prepared by the Strategic Lead - Prevention and Community Empowerment, presenting an overview of anti-poverty and inequality services and supports being delivered by the Council, and in partnership with public services, third sector and community organisations across Aberdeen.

The report recommended:-

that the Committee note the breadth of anti-poverty and inequality services and supports currently available from the Council and partner organisations to people in need across Aberdeen.

The Committee resolved:-

- (i) to instruct the Strategic Lead, Prevention and Community Empowerment to share information on active community groups at locality level; and
- (ii) to otherwise approve the recommendation.

DRAFT ABERDEEN AND ABERDEENSHIRE LIVING WAGE PLACE ACTION PLAN 2025-2028 - CORS/25/135

11. The Committee had before it a report prepared by the Engagement Partner - Scottish Enterprise, presenting the Regional Living Wage Place Action Plan 2025-2028.

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The Strategic Lead - Prevention and Community Empowerment responded to questions from Members.

The report recommended:-

that the Committee note the Draft Aberdeen and Aberdeenshire Living Wage Place Action Plan 2025-2028.

The Committee resolved:-

- (i) to instruct the Strategic Lead, Prevention and Community Empowerment to provide a Service Update in respect of the employer accreditation aspects of the Real Living Wage Action Plan; and
 - (ii) to otherwise agree the recommendation.
- **COUNCILLOR CHRISTIAN ALLARD, Convener.**

	A	B	C	D	E	F	G	H	I
1	ANTI-POVERTY AND INEQUALITY COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	26 November 2025								
4	Citizens' Assemblies Approach - Aberdeen City Council Response to the Scottish Women's Budget Group Study on Gender Inequality and Poverty - CORS/25/228	To present the Council's response to the findings and recommendations of the SWBG study on gender inequality and poverty, including details of completed and proposed actions.	On the agenda	Michelle Crombie/ Deirdre Nicolson	People and Citizen Services	Corporate Services	1.2		
5	Fairer Aberdeen Fund Annual Report - CORS/25/229	To provide members with the Fairer Aberdeen Fund annual report for 2024/25.	On the agenda	Susan Thoms	People and Citizen Services	Corporate Services	1.14		
6	Service Provider Equality, Diversity and Inclusion Action Plan 2025-2029 - CORS/25/226	To present Aberdeen City Council's Equality, Diversity and Inclusion Community Action Plan 2025-2029 as a Service provider.	On the agenda	Baldeep McGarry	People and Citizen Services	Corporate Services	2.2		
7	Collaboration for Health Equity in Scotland - CORS/25/230	On 11 June 2025 Members agreed to instruct the Chief Officer - Data Insights, to provide a report on the Aberdeen Collaboration for Health Equity (CHES) between Professor Sir Michael Marmot, the London Institute of Health Equity, Aberdeen City Council and NHS Grampian	On the agenda	Martin Murchie	Data Insights	Corporate Services	1.1, 1.5		
8	Supporting People with the Cost of Living 2025/26 – Update on Progress and Spend - CORS/25/231	On 11 June 2025 Members agreed to instruct the Executive Director of Corporate Services to bring an update on spend, progress, any reallocation of resources and further proposals for the balance of funding to the meeting of the Committee on 26 November 2025.	On the agenda	Michelle Crombie	People and Citizen Services	Corporate Services	1.1, 3.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
9	Report on Visit to the Fountain of Love Church - CORS/25/256	To provide an update on the Committee Visit to the Fountain of Love on 10 September 2025.	On the agenda	Susan Thoms	People and Citizen Services	Corporate Services	1.3, 1.5		
10	28 January 2026								
11	Committee Visit								
12	11 March 2026								
13	Accessing Money Advice and Advisory Services	25 March 2025: Members agreed: to instruct the Chief Officer – People and Citizen Service to report back on progress within 12 months;		Angela Kazmierczak	People and Citizen Services	Corporate Services	1.1, 3.2		
14	Integrated Children's Services Plan - Annual Update	On 20 March 2024, Committee resolved to agree in future years that the Plan would be presented to the Anti Poverty and Inequality Committee for its input in advance of being presented to the Education and Children's Services Committee for formal approval. Last presented 25 March 2025.		Eleanor Sheppard	Education and Lifelong Learning	Families and Communities	1.1		
15	Citizens' Assemblies Approach - Evaluation of the Scottish Women's Budget Group Study on Gender Inequality and Poverty	To present an evaluation of the Citizen's Assemblies Approach which will include feedback from steering group members as well as the people and community groups engaged in the process.		Michelle Crombie/Deirdre Nicolson	People and Citizen Services	Corporate Services	1.2		
16	Revised Local Outcome Improvement Plan 2026-2036	To present the refreshed Local Outcome Improvement Plan (LOIP) 2016-26 approved by the Community Planning Aberdeen (CPA) Board on 29 April 2024 - On 21 June 2023 Members agreed: 5(b) to instruct the Chief Officer Early - Intervention and Community Empowerment, to liaise with the Chief Officer - Data and Insights, and align the Committee business planner with key Community Planning Aberdeen deliverables.		Michelle Crombie	People and Citizen Services	Corporate Services	1.1, 1.5 and 1.10		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
17	Revised Locality Plans 2026-36: North, South and Central.	To present the Locality Plans approved by the CPA Board.		Michelle Crombie	People and Citizen Services	Corporate Services	1.1, 1.5 and 1.10		
18	4 June 2026								
19									
20	2 September 2026								
21	Committee Visit								
22	25 November 2026								
23									
24	2027 and TBC								
25	Equality Outcomes Progress Report 2025 - 2029	To provide an update on the progress achieved for Aberdeen City Council's Equality Outcomes for 2025-27. Reported to Committee on 25 March 2025.	March 2027	Baldeep McGarry	People and Citizen Services	Corporate Services	2.2		
26	Memorandum of Understanding between Aberdeen City Council and the Department of Work and Pensions on preventing homelessness and improving outcomes	At the Council meeting on 13 July 2022 the Council resolved to approve the Memorandum of Understanding (MoU); to agree that the Co-Leaders of the Council countersign the MoU on behalf of the Council. Last update 20 March 2024.		Jacqui McKenzie	Housing	Corporate Services	2.3		

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ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality
DATE	26 November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Council Response to the Scottish Women's Budget Group Study on Gender Inequality and Poverty
REPORT NUMBER	CORS/25/228
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie on behalf of Isla Newcombe
REPORT AUTHOR	Michelle Crombie, Strategic Lead, Prevention and Community Empowerment Matthew Lee, Anti-Poverty Officer
TERMS OF REFERENCE	1.1, 3.1

1. PURPOSE OF REPORT

- 1.1 This report presents the Council's response to the Scottish Women's Budget Group Study on Gender Inequality and Poverty in Aberdeen.

2. RECOMMENDATIONS

That the Committee:-

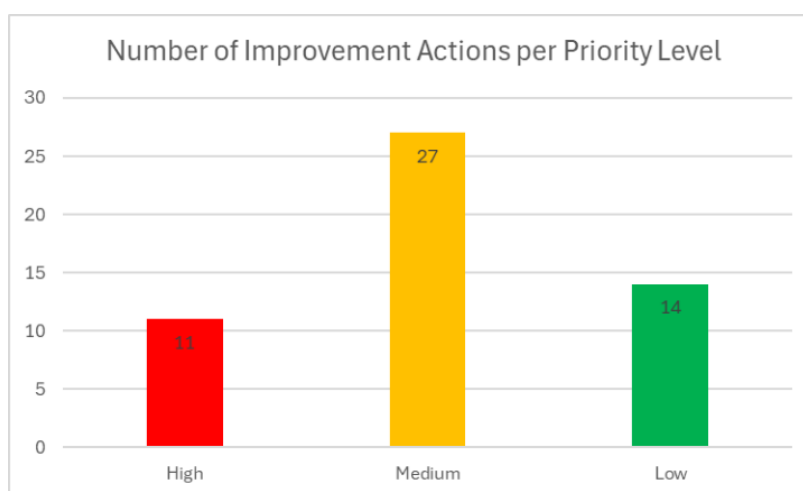
- 2.1 Notes the Council's planned actions to be taken in response to the Scottish Women's Budget Group Study on Gender Inequality and Poverty in Aberdeen;
- 2.2 Thanks members of the Scottish Women's Budget Group Steering Group, Aberdeen Youth Movement and all other stakeholders who participated in improvement action planning process;
- 2.4 Instructs the Executive Director of Corporate Services to provide an update on the 52 improvement actions presented in this report by December 2026.

3. CURRENT SITUATION

- 3.1 Following the decision at the Anti-Poverty and Inequality Committee on 12 June 2024, the Scottish Women's Budget Group was commissioned, in accordance with the Council's procurement regulations, to deliver a citizen's assembly approach to poverty and gender inequality in Aberdeen.
- 3.2 The [Aberdeen Gender Inequality and Poverty Report](#) considered by the Anti-Poverty and Inequality Committee on 11 June 2025. The report contained 116 recommendations, of which 96 were directed to Aberdeen City Council. The other 20 were directed at the Aberdeen Health and Social Care Partnership, Scottish and UK Government, Police Scotland and Financial Services Ombudsman.

3.3 Key Actions for Improvement

- 3.3.1 This report presents the Council's response to the recommendations of the Aberdeen Gender Inequality and Poverty study and identifies 52 key improvement actions to be taken forward by the Council in partnership with the Aberdeen Health and Social Care Partnership and Police Scotland to address the issues raised.
- 3.3.2 Each improvement action has been assigned a priority level: high (urgent, legally mandated, or likely significant positive impact); medium (important) or low (minimal impact expected and/or already in place). 11 improvement actions are categorised as high, 27 are categorised as medium and 14 are categorised as low.



- 3.3.3 The 52 key improvement actions are listed below under the following themes:

- Care and Caring (childcare, kinship care and unpaid care)
- Safety (violence against women/community safety)
- Welfare/Benefits (low pay and in-work poverty, benefits and income maximisation, and Council Tax, Council Tax Reduction and Council Tax debt)
- Health and Wellbeing (accessing support, housing and transport)

See Appendix 1 for the Council's full response to Aberdeen Report on Gender Poverty and Inequality.

Care and Caring

Affordability and availability of childcare in Aberdeen

1. Continue to build on the success of the flexible childcare models being implemented at Cummings Park Nursery and Tillydrone Nursery if funding to further extend the provision of Early Learning and Childcare becomes available. Furthermore, offer the option to purchase additional Early Learning and Childcare hours in settings with available capacity.

2. Continue to publicise and promote Early Learning and Childcare to eligible two-year-olds to increase uptake. We will ensure that literature is clear about eligibility, including for twins and triplets.
3. Strengthen awareness of the Job Start Payment among parents by highlighting its coverage of childcare and other essential costs. Provide simple, easy-to-understand materials and share them with partner organisations for wider distribution.
4. Continue to monitor the number of childminders recruited as part of the National Childminding Recruitment programme, including those providing childcare for children with additional support needs. A Family and Friends Referral Scheme is being established to encourage existing childminders to promote childminding as a career and encourage their family and friends to consider it.
5. Continue to support children who struggle to attend school for emotional reasons as part of the Stronger Families Series. A new Digital Resource Hub has launched to improve access for parents and carers, supported by promotional materials in schools and community spaces. Training will also be extended to partners like the Family Learning Service to strengthen targeted support for families.
6. Participate in Business in the Community's (BITC) In-Work Poverty Lab, which will help the Council develop an action plan to tackle in-work poverty among council employees, including employees with caring responsibilities. This will involve continuing to promote flexible working and we will also work with BITC and ABZ Works to encourage other employers in Aberdeen City to do the same to embed flexible working practices and Fair Work principles.

Kinship Care and Parents of Looked After Children

7. The Financial Inclusion Team will use the Low Income Family Tracker to identify households with a child under three who are affected by under-occupancy or the benefit cap. These families will be targeted for Discretionary Housing Payments and other financial support, reducing the risk of financial crisis. By providing this support early, the Council can help families stay together and prevent children from needing to enter care.
8. Children's Social Work leaders will work with colleagues to strengthen staff knowledge on how to help families involved in the care system maximise income, manage debt, and access support. This includes training from Fife Gingerbread on how to support parents with the Child Maintenance Service, including how to make a claim, challenge decisions, and find further help. The service will also explore whether there is a gap in local advice and advocacy. A new Learning and Development lead will work with colleagues to deliver briefings that improve staff understanding of the benefits system and income maximisation routes.

9. Continue to promote school-age childcare provision and explore ways to capture data on children in kinship who access this support. This will help us better understand how we are meeting the needs of kinship families and identify opportunities to strengthen and improve the support available.
10. Review the offer to kinship carers as part of our new Family Friendly Project, ensuring that Council staff who step into this role receive the right balance of leave, flexibility, and practical support. The project brings together policies on carers leave, parental leave, and flexible working into a clear framework, making it easier for kinship carers to understand and access the support available to them.

Cost of the School Day and School Holidays

11. The Education Service will continue to monitor the cost of the school day and share best practice through the Equity Network. Targeted information will continue to be provided to parents and carers to help them access their full entitlements, including support from Money Advisors in schools.
12. The Financial Inclusion Team will distribute the Support for Families booklet three times a year, detailing advice agencies, available support, and clear centralised access routes to ensure families know how to claim what they are entitled to.
13. Household data will be analysed to understand how current benefit thresholds affect families working 16 hours a week at the National Minimum Wage or Real Living Wage. This will help explore options to support those who earn just above the cut-off for financial assistance such as the housing element of Universal Credit, Council Tax Reduction, or Free School Meals, and cost estimates will be prepared for any potential changes.
14. In collaboration with Education, the Financial Inclusion Team will use the Low Income Family Tracker Dashboard to identify families entitled to Free School Meals, School Clothing Grants, or the Education Maintenance Allowance who are not currently claiming. Where possible, eligible households will be auto-awarded, and families will be proactively contacted to provide any required information, such as bank details, to ensure they receive their full entitlement.
15. Remove the requirement to provide a mobile phone number on all educational benefits application forms, making it optional while maintaining alternative contact methods. This change will remove a potential barrier to applying and ensure that families can access support in a way that suits them.
16. Explore the data we hold on school-aged children and their families to determine whether we can identify pupils who may require additional support with bus travel to school, focusing on children in low-income households who are not entitled to school transport.

Unpaid Care and Social Care

17. Aberdeen Health and Social Care Partnership will examine how they better understand and record situations where people need support but do not qualify for funded social care. They will work with communities and third sector organisations to explore how these needs could be met and to develop a Single Point of Access, making it easier for people to find out what support is available in their area.
18. Aberdeen Health and Social Care Partnership will ensure the annual report on the Carers Strategy is shared more widely and promoted more effectively. The strategy is currently being refreshed for April 2026 and input from the Scottish Women's Budget Group will be welcome.
19. Aberdeen Health and Social Care Partnership are reviewing their non-residential social care charging policy to make sure it properly considers disability-related costs. They will check this against national guidance and compare it with what other health and social care partnerships across Scotland are doing.
20. Aberdeen Health and Social Care Partnership will work with the Council's Data and Insights Team to test assumptions that non-residential care charges do not affect child poverty and consider whether the policy needs to change.

Safety

Violence Against Women

21. Explore options to prevent the need for temporary accommodation, working in partnership with Homewards Aberdeen, a five-year homelessness initiative launched by The Royal Foundation of The Prince and Princess of Wales, to reduce the risk of homelessness resulting from domestic abuse.
22. Continue to support teachers and youth workers to address and prevent issues contributing to future violence against women, including harmful online influences and pornography. As part of the Curriculum Improvement Cycle, the Health and Wellbeing Advisory Group will work with schools on the Personal and Social Education curriculum review, incorporating updates to Relationships, Sexual Health, and Parenthood. Health and Wellbeing Groups will meet monthly, with separate activity for primary staff, to ensure staff are equipped to deliver consistent, effective programmes that build understanding of consent, healthy relationships, and respect.

Feelings of Safety and Street Lighting

23. The Council's Strategic Place Planning team will continue to monitor work being undertaken elsewhere in Scotland around designing public spaces with women's safety, comfort, and inclusion in mind. Where appropriate, we will explore opportunities to take this approach in Aberdeen, for example through the revised Local Development Plan, ensuring new developments and redevelopments reflect best practice in safe and inclusive urban design.

24. Use the conclusions of the Path Network Audit and Open Space Audit to help identify areas flagged as needing improvement. The Path Network Audit provides detailed assessments of walking and cycling routes, highlighting safety, accessibility, and condition issues, while the Open Space Audit evaluates public spaces for quality, accessibility, usability, and community value. These audits will inform targeted improvements to create safer, more accessible streets, paths, and public spaces for all users.
25. Engage with Police Scotland as it develops its new Operating Model. This model emphasizes a stronger community policing presence, increased visibility in neighbourhoods, and improved problem-solving approaches at the local level. Close collaboration will ensure that public spaces are supported by responsive policing and that safety improvements align with community needs.

Welfare/Benefits

Low Pay and In-Work Poverty

26. Participate in Business in the Community's In-Work Poverty Lab, which provides an opportunity to collaborate with other organisations to better understand the drivers of in-work poverty and identify practical solutions. Through this Lab, the Council will gather insights on the specific challenges faced by employees, including those with caring responsibilities, and use this evidence to develop a comprehensive action plan. The plan will outline targeted measures to reduce in-work poverty within the Council workforce, ensuring pay, benefits, and workplace support are fair, transparent and inclusive.
27. Review the information contained on the Council Jobs website and My Job Scotland. Build a social media campaign to promote the Council as an 'Employer of Choice' sharing the range of job roles, pay grades and working patterns along with the benefits of working for the Council. Additionally, we will review other opportunities to promote the Council as an 'Employer of Choice'.
28. Analyse household income data to understand how current benefit rules affect families working 16 hours per week at the National Minimum Wage or the Real Living Wage. This includes examining the Department for Work and Pensions' income threshold of £952 per month, which influences eligibility for financial support. By understanding these impacts, the Council can explore potential measures to support families who earn just above these thresholds. Any proposals to adjust support in response to these findings would require funding approval from Aberdeen City Council and formal endorsement by the relevant Council committees, ensuring that any action is both financially responsible and aligned with local governance processes.

Benefits and Income Maximisation

29. Improve the accessibility and promotion of support available for women with children, bringing together information in an easy-to-understand format, making it available online, and sharing it with partner organisations to support wider use.
30. Review and update easy-read materials on benefits and financial support, identify gaps, and engage women with lived experience to understand their preferred formats. Feedback will inform a communications plan, including translations into priority languages and consideration of visual materials for those with limited literacy.
31. Develop a clear, user-friendly resource on Universal Credit calculations, including a simple introduction, a worked scenario, bullet points explaining the calculation, and links to official GOV.UK guidance and the online benefit calculator. Use household income data to understand how current benefit rules affect women working 16 hours per week at the National Minimum Wage or Real Living Wage, particularly regarding the £952 monthly income threshold.
32. Provide training for up to 40 Council and third-sector staff through Fife Gingerbread's "Confident Conversations" programme to improve discussions about child maintenance. Embed these principles into all conversations about maximising income, updating Financial Inclusion Team scripts, online benefit calculator prompts, and case-note templates, and ensuring staff sensitively ask about child maintenance, with guidance that maintenance income does not affect benefit eligibility.
33. Explore how we can analyse Scottish Welfare Fund application outcomes to identify underrepresented groups and potential differences in success rates. Use these insights to inform targeted promotional activity, and increase visibility of eligibility criteria and other financial support through multiple channels, including the Council website, community centres, family support booklets, and communications platforms such as Newsbite and the Aberdeen Council of Voluntary Organisations bulletin.
34. Continue proactive use of the Low Income Family Tracker to identify households eligible for Pension Credit and support women and families to successfully claim through multiple communication channels.

Council Tax, Council Tax Reductions and Council Tax Debt

35. Plan and deliver the 2026/27 budget consultation, including engagement with the Scottish Women's Budget Group to encourage participation and ensure residents have a voice in decisions affecting Council Tax.
36. Make information on Council Tax exemptions and discounts clearer and more accessible. This includes information available on the Council's website and the layout of Council Tax bills. We will consider whether a flyer could be added to the Council Tax letter to highlight this information and provide details of other support available for households to cope with the cost of living.

37. Create a dedicated, plain-English webpage explaining Council Tax Reduction. This will provide an introduction to what it is, how entitlement is calculated, and how individual circumstances and Council Tax banding affect outcomes. The page will include a simple worked example, a real-life case study, and a clear call-to-action directing residents to the online benefits calculator. Messaging will be promoted through local social media influencers and other accessible channels to reach those most in need.
38. Review the household data the Council currently collects to identify gaps beyond those in receipt of Council Tax discounts and exemptions, improving understanding of residents' needs and helping to target support more effectively.
39. Consider proposals to introduce a Council Tax allowance scheme, designed to reduce or remove historic, uncollectable Council Tax arrears for households experiencing financial hardship.

Health and Wellbeing

Accessing Support and Digital Support

40. Ensure the new website is fully accessible via smartphones and designed to support residents in accessing information easily. The Council will engage different citizen groups, including representatives from the Scottish Women's Budget Group, to gather feedback on ease of navigation and accessibility, and inform the development of content, such as guidance on important life events, to make it as useful and relevant as possible.
41. Develop a communications campaign to raise awareness of low-cost broadband options ('social tariffs') for households on a low income. This will include producing a flyer with information on social tariffs and distributing it through schools, libraries, community hubs, and local support organisations. The campaign will also promote this information on social media, the Council website, and in the Support for Families booklet to reach as many residents as possible.

Housing

42. Continue to work with partners to deliver more affordable housing across the city, with a particular focus on larger family properties. The need for these homes is set out in the Housing Asset Plan being presented to Council in October 2025 as part of the 30-Year Business Plan.
43. Develop a new Family Support Model as part of the Homewards project, which will take a closer look at how domestic abuse affects people's housing situations. This will help ensure services are designed to meet the needs of those most at risk of losing their home.
44. Implement a new digital platform to manage housing repairs. This platform will make it easier to manage and complete work efficiently, improving the service tenants receive.

45. A new insulation contractor will focus on loft insulation in shared Council and privately owned buildings, alongside some cavity wall and underfloor insulation to reduce energy costs for residents.
46. Create a “Support for Migrant Families” hub on its website, offering clear, multilingual information and a direct link to the No Recourse to Public Funds (NRPF) Network. Staff will have access to dedicated training and resources to help them provide informed assistance. QR codes linking to the hub will be shared through schools, community centres, and partner organisations.
47. Hold a focused session with the local community to understand the impact of limited public transport options near the Gypsy/Traveller site and explore potential improvements. It will also promote the contents insurance available for residents and ensure all tenants are aware of current repair timescales to support transparency and equality of service.

Transport

48. Review the assessment and renewal process for Blue Badges to identify opportunities for improvement. As part of this work, we will consider the needs of people with neurological conditions and engage with Aberdeen Action on Disability to receive their feedback.
49. Continue working with the North East of Scotland Bus Alliance to explore the most effective ways of delivering public transport across the region, ensuring that services remain affordable and offer value for money.
50. Work with the Bus Alliance to include a safety survey in future research to better understand passenger experiences and perceptions of safety when using public transport.
51. Improve awareness of existing community transport schemes by providing clearer information to the public. The Council will also review financial options, including the potential use of Low Emission Zone funding, to support initiatives such as a Taxicard or Dial-a-Bus scheme.
52. Continue to monitor Low Emission Zone exemption data to ensure the scheme remains fair and does not disproportionately impact any group.

3.8 Next Steps

- 3.8.1 To progress the implementation of these improvement actions, the Council has established a Gender Inequality and Poverty Working Group, the terms of reference of which are included in Appendix 1.
- 3.8.2 Progress towards completing the improvement actions will be reported to the Anti-Poverty and Inequality Committee by December 2026.
- 3.8.3 Council Officers will continue to engage Scottish Women’s Budget Group as the proposed improvement actions are implemented.

- 3.8.4 Council Officers will collaborate with Health and Data Research Centre colleagues to ensure that improvement actions are guided by robust data and evidence.

4. FINANCIAL IMPLICATIONS

- 4.1 The financial implications arising from this report will be funded from existing service budgets. Where this is not possible, they will be referred to the 2026/27 General Fund Budget Process in March 2026.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications arising from this report.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no environmental implications arising from this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Not responding to or implementing the recommendations within the final report.	Council officers have carefully considered all the recommendations within the study to determine what actions can be taken to fully or partially meet the recommendation. Where it was not possible to develop an improvement action that responds directly to a recommendation, officers have proposed alternative actions that deal with the general issue highlighted in a recommendation. Officers have attended engagement events and meetings with SWBG to seek clarification on certain recommendations, or to explain why the Council cannot implement them.	L	Yes
Compliance	Failing to comply with procurement law	Compliance with the Council's Procurement Regulations	L	Yes
Operational	Insufficient resources to implement the	Council officers will be asked to consider the resource requirements	L	Yes

	recommendations within the final report.	associated with implementing the actions for improvement to ensure a proportionate response to the likely outcome.		
Financial	Insufficient funding to cover the costs of implementing the recommendations within the final report.	Council officers will be asked to consider the financial requirements associated with implementing the actions for improvement to ensure a proportionate response to the likely outcome.	L	Yes
	Reduced revenue associated with implementing certain actions for improvement. Increasing public awareness is likely to result in higher demand for financial support, which could have an impact on service budgets.	Council officers will be asked to consider whether implementing actions for improvement could lead to a reduction in Council revenue.	L	Yes
Reputational	Not responding to or implementing the recommendations within the final report.	SWBG is aware that the recommendations are advisory. However, there is a commitment to consider the recommendations, provide feedback or seek clarification, and implement relevant actions for improvement where feasible.	L	Yes
Environment / Climate	No environmental risks identified	n/a	n/a	n/a

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<p>The proposals within this report support the delivery of the following aspects of the policy statement within the context of tackling poverty:-</p> <p>A Transparent, Accessible and Accountable Council</p> <p>Aberdeen City Council works for the people of Aberdeen, and it is important that people can access, understand, and take part in the Council's democratic</p>

	<p>processes. To make Aberdeen City Council more transparent, accessible, and accountable we will</p> <p>‘Explore options to establish local Citizens’ Assemblies – with the first remit of a Citizens’ Assembly being to advise the council on what’s needed to tackle gender inequality in Aberdeen’</p>
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	<p>Stretch outcome 1: 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.</p> <p>Stretch outcome 2: 74% employment rate for Aberdeen City by 2026.</p>
Prosperous People Stretch Outcomes	<p>Stretch outcome 3: 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026</p> <p>Stretch outcome 5: Care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026.</p> <p>Stretch outcome 6: 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026.</p> <p>Stretch outcome 8: 100% of our children with Additional Support Needs/disabilities will experience a positive destination.</p> <p>Stretch outcome 9: 10% fewer adults (over 18) charged with more than one offence by 2026</p> <p>Stretch outcome 12: Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City.</p> <p>Stretch outcome 13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Michelle Crombie, Strategic Lead, Prevention and Community Empowerment on 24 October 2025.
Data Protection Impact Assessment	Not required.
Other	N/A

10. BACKGROUND PAPERS

- 10.1 [Citizens' Assemblies Approach - Final Report on the Scottish Women's Budget Group Study on Gender Inequality and Poverty 11 June 2025](#)

[Citizen Assemblies 12 June 2024.pdf](#)

[Citizen Assemblies 11 January 2023.pdf](#)

11. APPENDICES

Appendix 1 Aberdeen City Council Response to the Scottish Women's Budget Group Report and Recommendations on Aberdeen Gender Inequality and Poverty

12. REPORT AUTHOR CONTACT DETAILS

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Aberdeen City Council Response to the

Scottish Women's Budget Group Report and Recommendations on Aberdeen Gender Inequality and Poverty

November 2025



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Foreword by Councillor Allard and Councillor Buchanan

Aberdeen City Council extends its sincere thanks to the Scottish Women's Budget Group for their important and timely report on gender inequality and poverty in Aberdeen. There are 116,000 women in Aberdeen, making up 51% of the city's population, so addressing the needs of the majority of the people of Aberdeen is critical. The Scottish Women's Budget Group study presents a clear and compelling account of the structural barriers that contribute to poverty and shape women's experiences in our city. The report is rooted in the lived experience of women in Aberdeen. Their perspectives have shown that people do not experience poverty uniformly. Factors like gender, race, disability and caring responsibilities influence and deepen disadvantage. The report also challenges us to reflect on how we design and deliver services for our citizens with these complexities in mind.

We take poverty and inequality seriously. Tackling these problems effectively demands a clear focus on the differing needs of women and men. We are committed to responding to the distinct challenges that women face by enhancing support around care and caring, safety, the welfare system, and health and wellbeing. Our response to the Scottish Women's Budget Group report sets out what we are doing currently to make services accessible, inclusive, and responsive to women's needs. We are working to improve access to childcare, supporting unpaid carers, making public spaces safer, and simplifying access to financial support. We are taking steps to strengthen how we use data to understand the needs of different groups of people, build people's perspectives into the decision we take and improve how we communicate what we are doing.

The Scottish Women's Budget Group report shows that far more work is required to root out inequality in Aberdeen, and that considering women's experiences will help us achieve this goal. This response set out the steps that Aberdeen City Council will take to address the Scottish Women's Budget Group's recommendations. By taking measures to implement these recommendations, we will help women living on low incomes. The proposed actions contained in this response demonstrate the Council's commitment to designing and delivering services that reflect the lived experiences of women in Aberdeen. Many of the suggested actions cut across different parts of Aberdeen City Council and will help to make our services more inclusive, responsive, and accessible.

This response is the start of a process, not the end. We will continue to engage the Scottish Women's Budget Group as we implement our proposed actions and work with partner organisations to fight poverty and improve women's lives in Aberdeen.



Councillor Allard, Co-Leader of Aberdeen City Council and Convener of the Anti-Poverty and Inequality Committee



Councillor Desmond Buchanan, Vice Convener of the Anti-Poverty and Inequality Committee

Summary of Scottish Women's Budget Group Recommendations and Aberdeen City Council's Response

Aberdeen City Council acknowledges the valuable insights and recommendations presented by the Scottish Women's Budget Group regarding the experiences of women and disadvantaged groups within our city. Drawing on their expertise, we are committed to addressing systemic barriers, promoting gender equality, and ensuring that all citizens have equitable access to services, opportunities, and support.

Scottish Women's Budget Group Recommendation Themes	Aberdeen City Council Response
Care and Caring	
Childcare - Ensure equitable, accessible, and well-communicated childcare and family support for all children and families, with targeted help for vulnerable and low-income households. Expand flexible childcare models, improve support for kinship carers and unpaid carers, and address gaps in provision for disabled children and school age care.	We want every child and family in Aberdeen to have fair and easy access to childcare and family support, especially those facing financial hardship or difficult circumstances. Our Council offers flexible and affordable childcare options, and we regularly listen to feedback from families to make sure we're meeting local needs. We're working to make information about childcare support clearer and easier to find, including help for disabled children and kinship carers. By using data, we can spot where support is missing and take action.
Unpaid Care - Provide adequately funded, equitable social care and carer support by accounting for disability-related costs and assessing the impact of charges on child poverty. Strengthen social care by using data to identify unmet needs, improve support for carers, and embed community-based, trauma-informed approaches to service delivery.	We want everyone in Aberdeen who needs social care or support to get it in a way that's fair, affordable, and meets their needs. We are working to make sure funding is used well and that services reflect the real costs faced by disabled people and families. We will also look at how charges affect child poverty, so we can make better decisions that support families. Unpaid carers play a vital role, and we want to support them. That includes help with leave from work, financial advice, and more improvements coming through our updated Carers Strategy.

Safety	
<p>Improve women's safety by investing in better street lighting, safer public spaces, and accessible, trauma-informed services for survivors of abuse. Strengthen multi-agency responses to violence against women and girls, and ensure services are culturally competent and inclusive of migrant and minority ethnic women.</p>	<p>Everyone should feel safe in Aberdeen, whether walking or travelling through the city, at work or at school. We are making sure that safety is built into how we design streets, buildings, and services, especially for women, girls, and other vulnerable groups. We regularly check things like street lighting and taxi ranks to make sure they're safe and accessible. Schools are also looking at how toilet facilities can help pupils feel safer during the school day.</p>
Welfare and Benefits	
<p>Simplify access to welfare support and ensure services are designed with compassion and dignity. Improve awareness of entitlements, reduce administrative barriers, and ensure support is accessible to those with no recourse to public funds. Tackle low pay and insecure work by promoting fair employment practices and supporting women into sustainable, well-paid jobs.</p>	<p>We want people in Aberdeen to get the financial support they're entitled to quickly and without having to get around complicated barriers. We will improve how we share information about benefits and support to people in the city, making it easier to understand and easier to access. We will work to make support schemes more visible, so people know what help is available and how to get it. We will also be reaching out to groups who might miss out, including migrant women. We are tackling in-work poverty by promoting fair employment within Aberdeen City Council and across employers in the city more widely.</p>
Health and Wellbeing	
<p>Ensure health and wellbeing services are accessible, inclusive, and responsive to women's needs, particularly for disabled women, migrant women, women living on low incomes and women experiencing other forms of vulnerability. Improve access to mental health support, reduce digital exclusion, and address the cost barriers to essentials like food and heating. Embed gender-sensitive approaches in service design and delivery.</p>	<p>We are working to make health and wellbeing services easier to access and more inclusive, especially for women who are experiencing poverty. This includes improving access to digital services, supporting mental health, and helping with the rising cost of living. We are also looking at how housing, financial support, and transport services can better meet the needs of women, including those who have experienced domestic abuse. Our future plans include offering more translated information, strengthening support for migrant and Gypsy/Traveller communities, and making public transport safer and more affordable.</p>

Introduction

In June 2024, Aberdeen City Council's Anti-Poverty and Inequality Committee commissioned the Scottish Women's Budget Group to deliver a citizen's assembly approach study on poverty and gender inequality in Aberdeen. The final report on the study was presented to the Anti-Poverty and Inequality Committee on 11 June 2025. The Aberdeen Gender Inequality and Poverty Report sets out how women's everyday experiences in Aberdeen are affected by gender inequality and what can be done to tackle the systemic barriers which are built into systems to make life fairer for women in Aberdeen. The study presents 116 recommendations across four themes: care and caring; safety; welfare/benefits; and health and wellbeing. 96 of the recommendations are for Aberdeen City Council and the other 19 are made to the Aberdeen Health and Social Care Partnership, Scottish and UK Government, Police Scotland and Financial Services Ombudsman.

This document sets out Aberdeen City Council's response to the 96 recommendations for Aberdeen City Council as well as the 4 recommendations made to the Health and Social Care Partnership and 1 recommendation for Police Scotland. In developing this response, we have carefully considered each recommendation, reviewed current activity, and identified relevant improvement actions. In addition, we have established the priority level, timescale for completion and financial implications of these proposed improvements.

Cross-Cutting Areas for Improvement

As well as responding to each individual recommendation, the Council has identified several overarching and cross-cutting areas for improvement to implement a gendered approach to addressing poverty in Aberdeen. These cross-cutting actions will enable Aberdeen City to enhance the design and delivery of services we provide to our Citizens.

Strengthening the use of data to address intersectional needs

Strengthening the use of data is central to understanding how poverty affects different people in Aberdeen, especially women, and ensuring that our decisions are fair and targeted to those most in need. We are improving how we collect, analyse and use information, including breaking down data by sex and other characteristics to get a clearer picture of inequalities. While our systems already hold much of this data, we recognise that numbers alone are not enough, so we use structured evaluations to assess the real impact of our policies and services. This is particularly important when addressing intersectional needs, as some women face additional challenges linked to

disability, race, migration status or belonging to the Gypsy/Traveller community. These overlapping issues can make poverty harder to escape and support more difficult to access. To respond better, we will use the data we hold alongside structured evaluations and, crucially, the insights of women with lived experience, especially those facing multiple barriers. By combining evidence with lived experience, we can shape services that are fairer, more inclusive, and easier to access for everyone.

Embedding participation lived experience in decision-making

Aberdeen City Council recognises that the communities most affected by our decisions must be at the heart of shaping them. We will continue to engage directly with people who rely on our services to better understand lived experiences and identify opportunities for improvement. Through Community Planning Aberdeen and our locality planning structures, we will ensure that engagement is rooted in local priorities and reflects the voices of those who know their communities best. We are committed to ensuring that the perspectives of marginalised and disadvantaged groups, including women, are heard and meaningfully shape how council services change and improve. We will work closely with the Scottish Women's Budget Group to ensure women's voices are heard as we implement the proposed improvement actions.

Improving communication and accessibility

The Council will launch a coordinated communications campaign to make it easier for everyone in Aberdeen to access clear and inclusive information about the services and support available. As part of the campaign, we will provide easy-read materials, translated resources, and digital tools to improve access to information and ensure our new website is mobile-friendly, accessible, and inclusive. However, we know that not everyone can or wants to access information online, so we will share information about the services we provide and entitlements people can receive in community spaces and through partner organisations to reach people where they are.

Collaboration between Council Services and with partner organisations

Tackling poverty is complex and no single Council service can achieve this goal on its own. It is crucial that Aberdeen City Council staff work together to identify poverty-related problems and implement strategies to address them. Through Community Planning Aberdeen, the Council is working with many public, private and third sector organisations to help people living on low incomes. The Local Outcome Improvement Plan and Locality Plans are currently being revised for 2026-36. These plans are central to how the Council works in partnership to tackle poverty and reduce inequalities. The LOIP sets out shared priorities for the city, ensuring that organisations and communities are aligned around common goals. Locality plans focus more closely on the neighbourhoods experiencing the greatest levels of disadvantage, with actions developed and delivered in collaboration with residents. Together, these plans help partners pool resources, design services around lived experience, and monitor collective progress, ensuring that efforts to tackle poverty are coordinated, targeted, and responsive to community needs.



Care and Caring

The Scottish Women's Budget Group's study in Aberdeen highlights the urgent need for equitable and accessible support for both childcare and unpaid care. It calls for childcare and family services to be well-communicated and available to all children and families, with targeted support for vulnerable and low-income households.

Recommendations include expanding flexible childcare models, improving support for kinship and unpaid carers, and addressing gaps in provision for disabled children and school age care. In parallel, the study emphasises the importance of adequately funded and equitable social care, accounting for disability-related costs and assessing how charges affect child poverty. Strengthening social care through better use of data, improving support for carers, and embedding community-based, trauma-informed approaches are key to meeting unmet needs and ensuring all families can access the care they require.

Affordability and availability of childcare in Aberdeen

Aberdeen City Council understands that caring responsibilities often fall to women, which can affect their job choices, work hours and income. To help, the Council aims to make childcare more flexible and inclusive, so it fits the needs of different families throughout the city. This helps women take part in work and supports the wellbeing of families. The Council also works to make childcare more affordable and easier to access, including during school holidays and throughout the school year. These steps reflect our dedication to supporting young people and those who look after them.

What we are doing now:

Our vision is to provide early learning and childcare which is accessible, affordable, is of high quality and is available up to 50 weeks of the year. Provision will be sufficiently flexible to meet the needs of individual children, parents/carers and the wider community and will support parents to work, train or study, especially those who need routes into sustainable employment and out of poverty.

The Council provides direct and practical support to make childcare more affordable and accessible for families. Subsidised lets are offered to childcare providers operating in Council buildings, reducing their operating costs by including janitorial and cleaning support within the subsidised fee. This helps to keep fees for parents lower and ensures provision can remain sustainable.

The Aberdeen City Council Early Learning and Childcare Delivery Plan 2024-26 recognises how the expansion of early learning and childcare can help reduce the poverty related attainment gap and improve long term outcomes for children and families. As a result of the ELC Expansion Programme Aberdeen City Council has implemented the delivery of the increased entitlement of 1140 hours from August 2021 and offers a mixed delivery model of ELC provision in the city. Flexible childcare services are offered in Tillydrone and Cummings Park as a result of Scottish Government ELC Expansion funding and are run as concessions on behalf of the Council. The Council gathers the views of parents and carers every two years to ensure the local childcare offer reflects demand.

Early Learning and Childcare

In June 2023 we consulted with parents and carers to seek their views to inform the Early Learning and Childcare Delivery Plan 24-26

79.4% of respondents were satisfied or very satisfied with the range of providers and models within their local area, an increase of 7.4% from 2021

80.6% secured their first choice of ELC provision.

87.1% were satisfied or very satisfied with their child's experience of ELC to date.

Information about childcare support is promoted widely to ensure families know what is available. A Guide to Early Learning and Childcare is updated and published annually, detailing the funded offer and all available options. The Aberdeen City Council website advertises childcare services, while schools share information locally with parents at enrolment. The Council offers holiday activity sessions, including Easter, Autumn, and Summer of Play. These activities mainly target children aged 5–14 and are focused on families most at risk of poverty. These activities are publicised online and through local promotional materials. Partnership working through Community Planning Aberdeen's Children's Services Board further supports this, with Health Visitors fully aware of eligible two-year-old provision and referring families directly. In line with national guidance, funded places are actively promoted to all eligible families, including those with twins or triplets, through direct mailings and advertisements.

Specialist childcare is also provided for children with additional support needs. [School age childcare](#) is offered at Mile End School and Orchard Brae School, both after school and during holidays, ensuring that families have reliable provision tailored to their children's needs. To expand provision more broadly, Aberdeen City Council is supporting the Scottish Government's National Childminding Recruitment Programme. This includes hosting events such as the Childminding Discovery Session held in September 2025, which introduced prospective childminders to training and support available for entering the profession.

Support also extends beyond childcare into wider education and wellbeing. Educational Psychologists provide training and coaching to school staff, alongside Early Intervention Consultations, to help children who struggle with attendance for emotional reasons. In 2024, 82 consultations were held, and some schools are now working together to develop consistent approaches to supporting pupils with emotional needs. In addition, smooth transitions from primary to secondary school are a priority. Schools follow the Aberdeen City Transition Standard, which sets expectations for planning, working closely with families, and ensuring children feel prepared. This includes extra support for pupils at risk of struggling with attendance, such as early introductions to staff and personalised visits.

Finally, Aberdeen City Council's commitment to flexibility also extends to its workforce. The Flexible Working Policy was updated in January 2025 to introduce hybrid and fixed-location workstyles, going beyond statutory requirements. Flexibility is promoted actively in recruitment and day-to-day policy, with staff feedback showing strong results:

85% report that hybrid working improves their work–life balance

72% feel it supports Equality, Diversity, and Inclusion



What we will do next:

1. Continue to build on the success of the flexible childcare models being implemented at Cummings Park Nursery and Tillydrone Nursery if funding to further extend the provision of Early Learning and Childcare becomes available. Furthermore, offer the option to purchase additional Early Learning and Childcare hours in settings with available capacity. (Recommendations 1, 2 and 15)
2. Continue to publicise and promote Early Learning and Childcare to eligible two-year-olds to increase uptake. We will ensure that literature is clear about eligibility, including for twins and triplets. (Recommendation 20)
3. Strengthen awareness of the Job Start Payment among parents by highlighting its coverage of childcare and other essential costs. Provide simple, easy-to-understand materials and share them with partner organisations for wider distribution. (Recommendation 4)
4. Continue to monitor the number of childminders recruited as part of the National Childminding Recruitment programme, including those providing childcare for children with additional support needs. A Family and Friends Referral Scheme is being established to encourage existing childminders to promote childminding as a career and encourage their family and friends to consider it. (Recommendation 6)

5. Continue to support children who struggle to attend school for emotional reasons as part of the Stronger Families Series. A new Digital Resource Hub has launched to improve access for parents and carers, supported by promotional materials in schools and community spaces. Training will also be extended to partners like the Family Learning Service to strengthen targeted support for families. (Recommendation 19)
6. Participate in Business in the Community's (BITC) In-Work Poverty Lab, which will help the Council develop an action plan to tackle in-work poverty among council employees, including employees with caring responsibilities. This will involve continuing to promote flexible working and we will also work with BITC and ABZ Works to encourage other employers in Aberdeen City to do the same to embed flexible working practices and Fair Work principles. (Recommendation 14)

Kinship Care and Parents of Looked After Children

We recognise the vital role that kinship carers play in young people's lives and the pressures they face, often stepping in at short notice to provide stability and care during a time of crisis. Kinship care is rarely planned and can place sudden financial, practical, and emotional demands on families who may not have anticipated becoming primary carers. The Council is committed to improving support for these carers and the parents of looked after children by ensuring their needs are fully recognised and that services are straightforward to access.

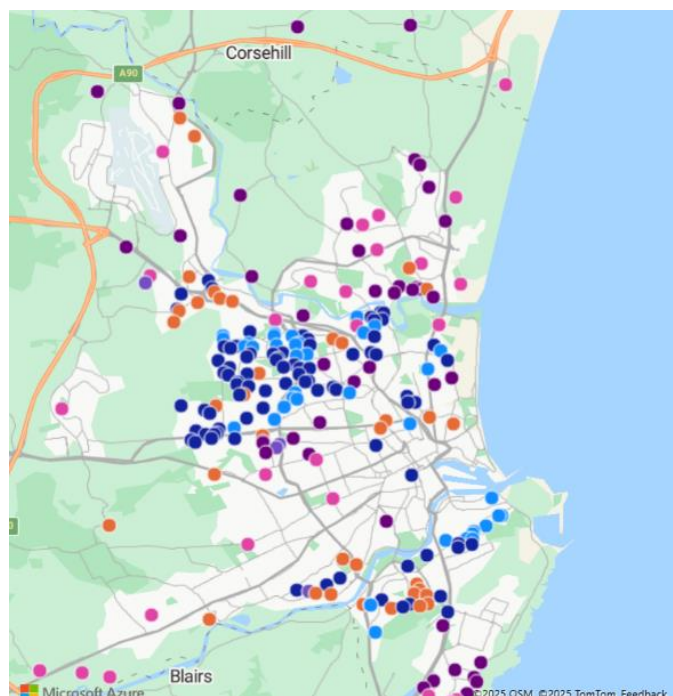


What we are doing now:

Our data analysis shows that most kinship carers are grandparents, many of whom live in areas of high deprivation as defined by the Scottish Index of Multiple Deprivation (SIMD 1 & 2).

Kinship Carer Locations (Sep 2025)

- SIMD1 - 16%
- SIMD2 - 36%
- SIMD3 - 12%
- SIMD4 - 21%
- SIMD5 - 10%
- Unknown - 6%



To support kinship carers, a financial assessment is carried out to ensure that carers receive the Scottish Recommended Allowance, which is a standard weekly payment set by the Scottish Government for foster and kinship carers, and are assisted in accessing their full benefit entitlements, often with help from the Citizens Advice Bureau or Aberdeen City Council's money advice service. In addition, Aberdeen City Council has used Scottish Government funding to increase the Scottish Recommended Allowance payment to kinship carers. This increase accounts for inflation and has been backdated to 1 April 2025.

Children's Social Work staff demonstrate a strong understanding of the ways poverty impacts families, recognising it as an adverse childhood experience. Most children supported by the service live in the most deprived areas of the city and are directly affected by poverty. Staff are well-placed to direct families to immediate help and can also provide direct financial or practical support. The Fit Like Service includes a dedicated welfare worker who helps families access the full range of benefits they are entitled to, thereby increasing household income. Health Visitors are also able to make referrals to the Financial Inclusion Team for additional support. Furthermore, Children's Social Work provides financial assistance to parents and families to help them maintain and enjoy contact with children who are in Aberdeen City Council's care.

In addition, kinship carers who are Council employees benefit from access to special leave provisions, including unpaid parental leave and carers leave. Flexible working options are available, allowing staff to request adjustments to their working patterns to balance their employment with caregiving responsibilities. While formal tracking of flexible working requests is not yet in place, Council employees caring for a dependent with a long-term care need are entitled to one week of unpaid leave per year. Flexible working is also actively promoted in job adverts on My Job Scotland and within Council guidance, further encouraging a supportive culture for employees with caring responsibilities.

What we will do next:

7. The Financial Inclusion Team will use the Low Income Family Tracker to identify households with a child under three who are affected by under-occupancy or the benefit cap. These families will be targeted for Discretionary Housing Payments and other financial support, reducing the risk of financial crisis. By providing this support early, the Council can help families stay together and prevent children from needing to enter care. (Recommendation 24)
8. Children's Social Work leaders will work with colleagues to strengthen staff knowledge on how to help families involved in the care system maximise income, manage debt, and access support. This includes training from Fife Gingerbread on how to support parents with the Child Maintenance Service, including how to make a claim, challenge decisions, and find further help. The service will also explore whether

there is a gap in local advice and advocacy. A new Learning and Development lead will work with colleagues to deliver briefings that improve staff understanding of the benefits system and income maximisation routes. (Recommendation 47)

9. Continue to promote school age childcare provision and explore ways to capture data on children in kinship care who access this support. This will help us better understand how we are meeting the needs of kinship families and identify opportunities to strengthen and improve the support available. Additionally, we will update our training provision to staff delivering school age childcare to include a closer focus on supporting kinship carers and parents with disabilities. (Recommendations 21, 83 and 87)

10. Review the offer to kinship carers as part of our new Family Friendly Project, ensuring that Council staff who step into this role receive the right balance of leave, flexibility, and practical support. The project brings together policies on carers leave, parental leave, and flexible working into a clear framework, making it easier for kinship carers to understand and access the support available to them. (Recommendation 7)

Cost of the School Day and School Holidays

Rising costs of children's education, from transport to uniforms and school trips, place additional strain on families. School holidays bring additional costs to households. We want to support parents and carers with the cost of the school day, helping to ensure that children can access education and reach their full potential.



What we are doing now:

Aberdeen City council is committed to reducing the cost of the school day for families, particularly those experiencing financial hardship. We have taken steps to remove all costs relating to participation in core curriculum subjects for all learners in our schools. Schools monitor other costs to ensure that any parental contributions are manageable and that parents are given prior notice of any costs. Schools provide support for items such as school trips, uniforms, and learning materials for use at home. Families are regularly informed about Free School Meals and School Clothing Grants, with information sent out through the [Support for Families booklet](#) three times per year to ensure no eligible family misses out.



Financial Inclusion advisors work with schools to help families claim all relevant entitlements, and schools operate preloved clothing schemes, often managed by parent councils, giving families access to affordable uniforms. These schemes mean that children can start the school year fully equipped without parents having to buy everything new.

Strategic Equity Funding, allocated as part of the Scottish Attainment Challenge, helps schools support pupils and their families. Financial Inclusion workers funded through Strategic Equity Funding now operate through a central contact point, making it easier for parents and carers to access advice and support. Pupil Equity Funding is allocated directly to schools to help them provide the best possible opportunities for children's learning and the planned use of this is carefully targeted to help close the poverty related attainment gap. Pupil Equity Funding is used to help schools support children who experience barriers to learning and who might be falling behind or not having the same chances in their education because their family is experiencing poverty or other financial difficulties. Schools report on the use and impact of Pupil Equity Funding in their annual Standards and Quality Reports, and the Council provides guidance and shares best practice to help schools ensure these resources are used effectively.

The Council also administers benefits such as Housing Benefit, Council Tax Reduction, and the Education Maintenance Allowance, alongside free school meals and school clothing grants, in line with UK and Scottish Government income thresholds. Additional eligibility for the school clothing grant has been extended to families receiving Housing Benefit or Council Tax Reduction. The Council uses benefits system data to identify families who have not yet claimed their entitlements and proactively invites them to apply. The Free School Meal and School Clothing Grant application process includes a mobile number, allowing staff to contact families to resolve any issues quickly and ensure support reaches those who need it.

To make school holidays more affordable, Aberdeen City Council runs a holiday activity programme for children aged 5–14. While the programme focuses on families most at risk of poverty, it also includes opportunities for all children to participate. Activities are community-based and free, and where possible include meals to remove barriers to participation. Families can take part in a variety of activities—from sports and arts to learning workshops—ensuring children have safe, engaging, and nourishing experiences during school breaks. The programme is continually improved using participation data and feedback from children and families, and support is provided for those who cannot book activities online, helping people who face barriers to using digital services.

What we will do next:

11. The Education Service will continue to monitor the cost of the school day and share best practice through the Equity Network. Targeted information will continue to be provided to parents and carers to help them access their full entitlements, including support from Money Advisors in schools. (Recommendation 3)
12. The Financial Inclusion Team will distribute the Support for Families booklet three times a year, detailing advice agencies, available support, and clear centralised access routes to ensure families know how to claim what they are entitled to. (Recommendation 29)
13. Household data will be analysed to understand how current benefit thresholds affect families working 16 hours a week at the National Minimum Wage or Real Living Wage. This will help explore options to support those who earn just above the cut-off for financial assistance such as the housing element of Universal Credit, Council Tax Reduction, or Free School Meals, and cost estimates will be prepared for any potential changes. (Recommendation 88)
14. In collaboration with Education, the Financial Inclusion Team will use the Low Income Family Tracker Dashboard to identify families entitled to Free School Meals, School Clothing Grants, or the Education Maintenance Allowance who are not currently claiming. Where possible, eligible households will be auto-awarded, and families will be proactively contacted to provide any required information, such as bank details, to ensure they receive their full entitlement. (Recommendations 27, 28 and 31)
15. Remove the requirement to provide a mobile phone number on all educational benefits application forms, making it optional while maintaining alternative contact methods. This change will remove a potential barrier to applying and ensure that families can access support in a way that suits them. (Recommendation 30)
16. Explore the data we hold on school age children and their families to determine whether we can identify pupils who may require additional support with bus travel to school, focusing on children in low-income households who are not entitled to school transport. (Recommendation 8)

Unpaid Care and Social Care



We recognise the significant impact unpaid care responsibilities have on women's ability to take up paid work or increase their hours. The Council is committed to supporting to providing straightforward access to support for unpaid carers.

What we are doing now:

Aberdeen City Health and Social Care Partnership recognises the significant impact unpaid care responsibilities have on women's ability to take up work, increase their hours, or pursue education and training. The Aberdeen City Carers Strategy 2023–2026, ensures practical, targeted support to both adult and young carers and sets out commitments to ensure carers have access to information, guidance, respite, and other services that reduce the burden of unpaid care.

An annual performance report is produced on the delivery of the Carers Strategy and 'unmet need' is monitored, which refers to situations where individuals have been assessed as requiring funded social care or support but either cannot receive the service or have refused the offer available. These cases are tracked and action is taken to address them. The Scottish Women's Budget Group study highlights a broader category of unmet need: individuals whose needs do not meet our eligibility criteria for funded care. While the Health and Social Care Partnership does not hold formal data on this type of need, it will actively signpost people to alternative support options, helping carers access resources that may enable them to balance caring responsibilities with work or study.

Carers funding provided by the Scottish Government is currently allocated to delivering the commitments within Aberdeen City's Carers Strategy 2023 -2026. The non-residential social care charging policy is called Contributing to your Care and Support. People are only asked to pay towards the cost of their care if they can afford it. To decide this, a financial assessment is carried out that looks at a person's income and subtracts essential expenses like rent and Council Tax. Disability-related costs are also considered. If someone has money left over after these expenses, we use a formula to work out whether they should contribute to the cost of their care.

What we will do next:

17. Aberdeen Health and Social Care Partnership will examine how they better understand and record situations where people need support but do not qualify for funded social care. They will work with communities and third sector organisations to explore how these needs could be met and to develop a Single Point of Access, making it easier for people to find out what support is available in their area.
(Recommendation 97)

18. Aberdeen Health and Social Care Partnership will ensure the annual report on the Carers Strategy is shared more widely and promoted more effectively. The strategy is currently being refreshed for April 2026 and input from the Scottish Women's Budget Group will be welcome. (Recommendation 98)
19. Aberdeen Health and Social Care Partnership are reviewing their non-residential social care charging policy to make sure it properly considers disability-related costs. They will check this against national guidance and compare it with what other health and social care partnerships across Scotland are doing. (Recommendation 33)
20. Aberdeen Health and Social Care Partnership will work with the Council's Data and Insights Team to test assumptions that non-residential care charges do not affect child poverty and consider whether the policy needs to change. (Recommendation 34)



Safety

The Scottish Women's Budget Group's study on gender poverty in Aberdeen highlights violence against women and girls as a key issue affecting women's safety and well-being. The study emphasises strengthening multi-agency responses to support survivors and ensure services are culturally competent and inclusive of migrant and minority ethnic women, recognising that experiences of violence and risk are shaped by both gender and social context. It also calls for investment in better street lighting, safer public spaces, and accessible, trauma-informed services to improve safety in both public and private spaces, helping women feel secure and supported in all areas of daily life.



Violence Against Women

Violence against women is unacceptable. Women and girls face heightened risks of domestic abuse, sexual harassment, and violence in both private and public spaces. These experiences can limit their freedom, impact mental and physical health, and create financial hardship. Aberdeen City Council is determined to play its part, alongside partner organisations, in ending violence against women and girls.

What we are doing now:

Addressing violence against women and girls is a key priority for Aberdeen, delivered through a strong multi-agency approach. Aberdeen City Council is a partner in the Aberdeen Violence Against Women and Girls Partnership, which aligns with Scotland's national *Equally Safe* strategy. This partnership brings together the Council, the Health and Social Care Partnership, Police Scotland, NHS Grampian, and third-sector organisations to ensure responses are joined-up and focused on prevention, protection, and reducing the financial harm that often follows abuse.

Support services are in place to help survivors remain safe while minimising disruption to their lives. The Council's Domestic Abuse Team offers safety planning, advocacy, and advice on housing and benefits, while the Health and Social Care Partnership provides wider safeguarding for adults and children. Access to safe accommodation is a critical part of this response, with emergency and temporary housing available through the Council and refuge provision supported by Grampian Women's Aid. These measures are complemented by financial support, including access to the Scottish Welfare Fund, which provides crisis grants to help families meet essential needs at times of emergency.

Preventing abuse and creating safer public spaces is also a shared priority across Community Planning Aberdeen. Campaigns such as *16 Days of Action* highlight gender-based violence as a human rights issue, while initiatives like “Ask for Angela” and the designation of public safe spaces such as Aberdeen Art Gallery give women practical routes to seek help. These initiatives complement the city’s wider public protection work, which brings together child protection, adult protection, and violence against women to ensure risks are identified early and support is coordinated.

To strengthen professional responses, the Council and its partners have developed Multi-Agency Domestic Abuse Guidance, ensuring consistent and trauma-informed practice. The Disclosure Scheme for Domestic Abuse (Clare’s Law) also helps individuals make informed decisions about relationships, preventing both harm and the financial hardship of becoming trapped in abusive situations.

Aberdeen City Council leads by example as an employer through the Equally Safe at Work programme, achieving Bronze accreditation – most recently retained in 2025 – for promoting gender equality and supporting staff affected by abuse. By embedding equality and safety across its services and working closely with Community Planning Aberdeen and the Health and Social Care Partnership, the city recognises that tackling domestic abuse is not only about protection, it is about enabling women to secure safe housing, financial stability, and independence.

Finally, Aberdeen City Council supports teachers and youth workers to address issues that can contribute to violence against women, including harmful online influences, the manosphere, and pornography. Schools use the Relationships, Sexual Health, and Parenthood Collaborative Resource to explore topics such as consent, healthy relationships, and respect, with many National Progression Awards in Health and Wellbeing supporting this work. Annual mental health and wellbeing surveys help schools identify needs and tailor programmes. Staff are supported through professional learning, including events on online influences and violence against women, and can access guidance from the Educational Psychology Service on harmful sexual behaviours, pornography, self-confidence, and consent, ensuring young people develop the understanding and skills needed to prevent future violence.

What we will do next:

21. Explore options to prevent the need for temporary accommodation, working in partnership with Homewards Aberdeen, a five-year homelessness initiative launched by The Royal Foundation of The Prince and Princess of Wales, to reduce the risk of homelessness resulting from domestic abuse. (Recommendation 91)

22. Continue to support teachers and youth workers to address and prevent issues contributing to future violence against women, including harmful online influences and pornography. As part of the Curriculum Improvement Cycle, the Health and Wellbeing Advisory Group will work with schools on the Personal and Social Education curriculum review, incorporating updates to Relationships, Sexual Health, and Parenthood. Health and Wellbeing Groups will meet monthly, with separate activity for primary staff, to ensure staff are equipped to deliver consistent, effective programmes that build understanding of consent, healthy relationships, and respect. (Recommendation 39)

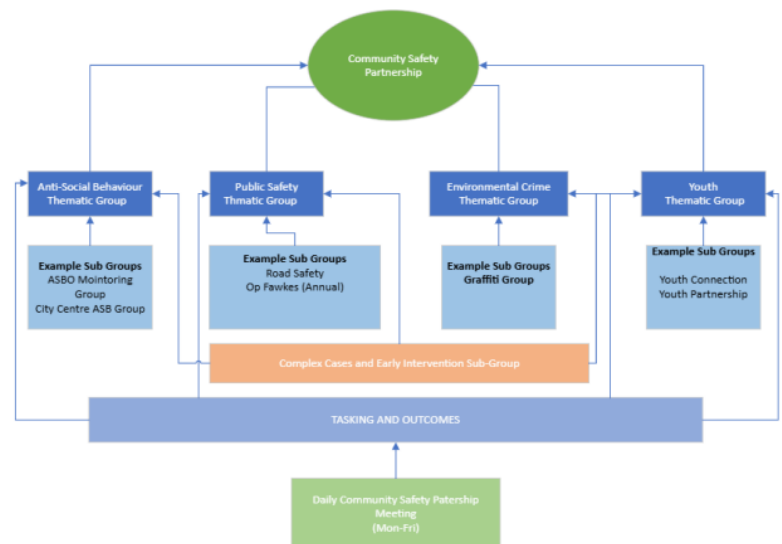
Feelings of Safety and Street Lighting



It is essential that everyone, including women and girls, feel safe. Street lighting plays a vital role in shaping how safe people feel in public spaces, particularly at night. Well-lit streets, paths, and transport hubs can reduce fear of crime and improve confidence, especially for women, girls, and other groups who may feel vulnerable. Aberdeen City Council recognises that poor lighting can limit where people feel comfortable going and at what time of the day they go there. Feeling unsafe can limit people's ability to access work, education and social opportunities.

What we are doing now:

Aberdeen City Council is taking a multi-faceted approach to improving street safety and enhancing residents' confidence in public spaces, particularly for women and other vulnerable groups. The Council participates in Community Safety Partnership Aberdeen, which is a multi-agency collaboration focused on improving safety in the city. The Partnership operates through sub-groups on particular topics, including anti-social behaviour and public safety, and uses data to target interventions designed to meet the needs of specific communities.



The Lighting Up Aberdeen project has upgraded over 37,000 streetlights to energy-efficient LED units with smart technology, improving visibility and creating a safer environment for pedestrians and cyclists. In June 2025, the Council approved the release of £200,000 for further city centre lighting improvements as part of the Aberdeen in Colour strategy. This funding supports innovative lighting solutions to enhance inclusion,

legibility, identity, movement, and night-time safety, addressing areas of the city centre where poor lighting affects women and girls' sense of safety. Community surveys inform these projects, ensuring that local needs are prioritised.

The Council works closely with the Disability Equity Partnership and third-sector organisations to carry out safety audits in areas being redeveloped or identified as high risk, improving access, accessibility, and overall safety. These audits help ensure that both physical infrastructure and public spaces are designed with the needs of all users in mind.

To enhance safety for those using taxis at night, the Council carefully manages taxi ranks. Daytime ranks on side roads operate from 5am to midnight, while nighttime ranks on Union Street operate from midnight to 5am. This arrangement provides additional space for queuing, higher levels of surveillance during peak periods, and all ranks are monitored by CCTV, helping to reassure women and other vulnerable users traveling at night. Through these initiatives — from upgraded lighting and community-informed safety audits to strategically managed taxi ranks — Aberdeen City Council is creating safer, more accessible, and more welcoming streets for everyone, with particular attention to the concerns of women and vulnerable groups.

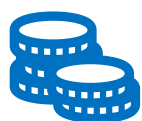
What we will do next:

23. The Council's Strategic Place Planning team will continue to monitor work being undertaken elsewhere in Scotland around designing public spaces with women's safety, comfort, and inclusion in mind. Where appropriate, we will explore opportunities to take this approach in Aberdeen, for example through the revised Local Development Plan, ensuring new developments and redevelopments reflect best practice in safe and inclusive urban design. (Recommendation 36)
24. Use the conclusions of the Path Network Audit and Open Space Audit to help identify areas flagged as needing improvement. The Path Network Audit provides detailed assessments of walking and cycling routes, highlighting safety, accessibility, and condition issues, while the Open Space Audit evaluates public spaces for quality, accessibility, usability, and community value. These audits will inform targeted improvements to create safer, more accessible streets, paths, and public spaces for all users. (Recommendation 37)
25. Engage with Police Scotland as it develops its new Operating Model. This model emphasises a stronger community policing presence, increased visibility in neighbourhoods, and improved problem-solving approaches at the local level. Close collaboration will ensure that public spaces are supported by responsive policing and that safety improvements align with community needs. (Recommendation 115)



Welfare/ Benefits

The Scottish Women's Budget Group's study on gender poverty in Aberdeen highlights the importance of ensuring that welfare and benefits systems are accessible, compassionate, and designed to uphold dignity. The study calls for simplifying access to support, improving awareness of entitlements, and reducing administrative barriers, particularly for women with no recourse to public funds. It also emphasises the need to tackle low pay and insecure work by promoting fair employment practices and supporting women into sustainable, well-paid jobs, recognising that financial security is a key factor in reducing poverty and inequality.



Low Pay and In-Work Poverty

Getting a paid job can help people improve their income and move out of poverty. However, in-work poverty remains a challenge in Aberdeen. Aberdeen City Council recognises that women are more likely to be employed in part-time and low-paid sectors, which increases their vulnerability to financial hardship. The link between work and the benefits system can be complex, and small increases in income may result in the loss of support such as the School Clothing Grant, leaving some families worse off overall. In-work poverty has a significant impact on women and their children.

What we are doing now:

Aberdeen City Council recognises that in-work poverty is a significant issue and has a role to play in promoting fair pay and reducing inequalities within its workforce. One of the key tools the Council uses is its Job Evaluation Scheme, which measures the size and responsibilities of job roles. This system ensures that pay is fair, transparent, and free from bias, supporting compliance with equal pay obligations and contributing to a consistent approach to remuneration across all roles.

The Council also monitors and reports on pay equity through the publication of gender pay gap data for both teaching and non-teaching staff. Workforce data is analysed by protected characteristics where employees have shared this information, and the results are made available through the Equality Outcomes and Mainstreaming Report. This transparency allows the Council to track progress, identify disparities, and take action to address systemic inequalities that may contribute to low pay or limited career progression.

In addition, Aberdeen City Council is aware of the challenges faced by migrant workers and other residents in the current political and economic climate. The Council considers the barriers these groups may experience in accessing fair employment and ensures that

its workforce practices and policies are inclusive, equitable, and supportive of all employees, helping to mitigate the risk of low pay and job insecurity.

Beyond its own workforce, the Council works across Aberdeen to promote fair work practices city-wide. Through partnerships with local employers, trade unions, and business networks, the Council encourages adherence to fair pay standards, living wages, and secure employment contracts. Initiatives include supporting employers to adopt equality-focused HR practices, promoting workforce development opportunities, and highlighting the benefits of sustainable, well-paid employment. These measures aim to ensure that tackling low pay is not only an internal commitment but also a broader economic objective, helping to improve financial security and reduce poverty in the city.

Through these combined actions—robust job evaluation, transparent pay reporting, inclusive workforce policies, and city-wide fair work initiatives—Aberdeen City Council is actively working to address low pay, promote equality, and support sustainable, well-paid employment for both its staff and the wider community.

What we will do next:

26. Participate in Business in the Community's In-Work Poverty Lab, which provides an opportunity to collaborate with other organisations to better understand the drivers of in-work poverty and identify practical solutions. Through this Lab, the Council will gather insights on the specific challenges faced by employees, including those with caring responsibilities, and use this evidence to develop a comprehensive action plan. The plan will outline targeted measures to reduce in-work poverty within the Council workforce, ensuring pay, benefits, and workplace support are fair, transparent, and inclusive. (Recommendation 14)
27. Review the information contained on the Council Jobs website and My Job Scotland. Build a social media campaign to promote the Council as an 'Employer of Choice' sharing the range of job roles, pay grades and working patterns along with the benefits of working for the Council. Additionally, we will review other opportunities to promote the Council as an 'Employer of Choice'. (Recommendation 42)
28. Analyse household income data to understand how current benefit rules affect families working 16 hours per week at the National Minimum Wage or the Real Living Wage. This includes examining the Department for Work and Pensions' income threshold of £952 per month, which influences eligibility for financial support. By understanding these impacts, the Council can explore potential measures to support families who earn just above these thresholds. Any proposals to adjust support in response to these findings would require funding approval from Aberdeen City Council and formal endorsement by the relevant Council committees. (Recommendations 43 and 95)

Benefits and Income Maximisation



The Council recognises that many women face challenges related to Universal Credit, including the level of financial support available, unpredictable payments for those in flexible or part-time work, and complex eligibility rules. It is also understood that paying Universal Credit to a household rather than an individual can create difficulties, particularly for women experiencing domestic abuse. In addition, having to pay childcare costs upfront and then claim reimbursement can cause financial strain. Although Aberdeen City Council has no direct control over Universal Credit, we remain committed to supporting residents who are eligible for this payment.

What we are doing now:

Aberdeen City Council is committed to supporting women to overcome the financial challenges they may face, particularly those associated with part-time or flexible work, childcare responsibilities, and navigating the benefits system. One key area of support is helping parents and carers manage upfront childcare costs, which can be a barrier to returning to work or taking up training. In 2024, the Council's Anti-Poverty and Inequality Committee allocated £60,000 to address this issue. The funding was managed through ABZ Works, a service that helps people find employment and improve their skills, making it easier for women to progress in work and training opportunities.

To ensure women are aware of the financial support available to them, the Council has collated current information about entitlement to benefits and other forms of support in easy-read formats. This helps make complex information more accessible and ensures that women can understand what support they may be eligible for. As part of this work, the Financial Inclusion Team engages directly with women during conversations about benefits and money, explaining how the Department for Work and Pensions calculates Universal Credit, and offering guidance to help them navigate the system.



<https://www.youtube.com/watch?v=BanGDuA50Zs>

Recognising the importance of other income sources, the Financial Inclusion Team also provides information on child maintenance as part of wider discussions about money and benefits. The Council's online benefit calculator has been updated to clarify that child maintenance payments are not considered when assessing eligibility for benefits. This ensures women can claim all the support they are entitled to without losing out due to household arrangements.

The Council also provides clear guidance on additional sources of support. The website offers detailed information about grants available through the Scottish Welfare Fund, including who can apply, how to make an application, and how to request a review of a decision. There is also a dedicated page signposting people in crisis to essential services such as food banks, money advice, and housing and homelessness support. To improve accessibility, this information can be translated into several community languages, and communities are encouraged to seek support from local support workers or third-sector organisations when needed.

In addition, the Council uses proactive approaches to ensure women and their families access all eligible financial support. For example, the Financial Inclusion Team uses data from the Low Income Family Tracker to identify households entitled to Pension Credit but not claiming it and engages directly with these households to support successful applications. In recognition of the ongoing cost-of-living pressures, the Council's Anti-Poverty and Inequality Committee approved £217,197 in June 2025 to Food Poverty Action Aberdeen, providing targeted support to families most in need across the city.

What we will do next:

29. Improve the accessibility and promotion of support available for women with children, bringing together information in an easy-to-understand format, making it available online, and sharing it with partner organisations to support wider use. (Recommendation 45)
30. Review and update easy-read materials on benefits and financial support, identify gaps, and engage women with lived experience to understand their preferred formats. Feedback will inform a communications plan, including translations into priority languages and consideration of visual materials for those with limited literacy. (Recommendations 45 and 72)
31. Develop a clear, user-friendly resource on Universal Credit calculations, including a simple introduction, a worked scenario, bullet points explaining the calculation, and links to official GOV.UK guidance and the online benefit calculator. Use household income data to understand how current benefit rules affect women working 16 hours per week at the National Minimum Wage or Real Living Wage, particularly regarding the £952 monthly income threshold. (Recommendation 46)
32. Provide training for up to 40 Council and third-sector staff through Fife Gingerbread's "Confident Conversations" programme to improve discussions about child maintenance. Embed these principles into all conversations about maximising income, updating Financial Inclusion Team scripts, online benefit calculator prompts, and case-note templates, and ensuring staff sensitively ask about child maintenance, with guidance that maintenance income does not affect benefit eligibility. (Recommendations 47 and 48)

33. Explore how we can analyse Scottish Welfare Fund application outcomes to identify underrepresented groups and potential differences in success rates. Use these insights to inform targeted promotional activity and increase visibility of eligibility criteria and other financial support through multiple channels, including the Council website, community centres, family support booklets, and communications platforms such as Newsbite and the Aberdeen Council of Voluntary Organisations bulletin. (Recommendations 11, 49 and 70)
34. Continue proactive use of the Low Income Family Tracker to identify households eligible for Pension Credit and support women and families to successfully claim through multiple communication channels. (Recommendation 5)

Council Tax, Council Tax Reductions and Council Tax Debt

Council Tax is an important revenue stream that allows local authorities to deliver essential services. However, Aberdeen City Council recognises that some households, particularly those headed by women or with caring responsibilities, face challenges in paying Council Tax. Uptake of Council Tax Reduction could be higher, and some residents experience Council Tax debt and arrears, reflecting the wider financial pressures that contribute to gendered poverty in the city.

What we are doing now:

Aberdeen City Council is committed to ensuring that households, particularly those most at risk of financial pressures, have access to clear and accessible information about Council Tax, available discounts, and exemptions. As part of this, the Council has undertaken two rounds of public consultation on budget decisions over the past year, including in-person and virtual engagement sessions and an online consultation tool. Digital support was provided for those without online access, and a social media campaign and dedicated webpage explained how budget decisions, including Council Tax levels and relief schemes, are made. These efforts help residents, including women with caring responsibilities, understand and engage with decisions that affect household finances.

To support households in managing Council Tax obligations, the Council's website provides detailed information about available discounts and exemptions, including those for disabled households, with direct links to the necessary forms. Council Tax documentation also signposts residents to these resources. Of Aberdeen's 126,846 properties, 51,889 households receive a single-person discount, 10,841 households are exempt, and 6,124 properties are empty. By highlighting these provisions, the Council helps residents, including women heading households, access the relief they are entitled to.

Recognising that scenarios around Council Tax Reduction can be complex, the Council has worked to simplify information on its website to make it easier for residents to understand. In response to recommendations from the Scottish Women's Budget Group, the Council has also updated guidance to clarify how backdated claims for Council Tax Reduction can be made, ensuring that women and other vulnerable residents can access support even if they were unaware of their entitlement at the time.

When households experience Council Tax arrears, the Council considers each case on its individual merits, providing sensitive support to vulnerable residents, including women experiencing domestic abuse. While the Council has limited powers to collect debt directly, Sheriff Officers are used to recover monies owed in a cost-effective manner, ensuring that collection processes are balanced with fairness and consideration for those facing financial or personal hardship.

What we will do next:

35. Plan and deliver the 2026/27 budget consultation, including engagement with the Scottish Women's Budget Group to encourage participation and ensure residents have a voice in decisions affecting Council Tax. (Recommendation 10)
36. Make information on Council Tax exemptions and discounts clearer and more accessible. This includes information available on the Council's website. We will consider whether a flyer could be added to the Council Tax letter to highlight this information and provide details of other support available for households to cope with the cost of living. (Recommendation 50)
37. Create a dedicated, plain-English webpage explaining Council Tax Reduction. This will introduce what it is, how entitlement is calculated, and how individual circumstances and Council Tax banding affect outcomes. The page will include a simple worked example, a real-life case study, and a clear call-to-action directing residents to the online benefits calculator. Messaging will be promoted through local social media influencers and other accessible channels to reach those most in need. Additionally, we will ensure that Council staff have access to relevant online tools that allow them to give information about Council Tax Reduction to disabled households. (Recommendations 51, 52, 53 and 54)
38. Review the household data the Council currently collects to identify gaps beyond those in receipt of Council Tax discounts and exemptions, improving understanding of residents' needs and helping to target support more effectively. (Recommendation 55)
39. Consider proposals to introduce a Council Tax allowance scheme, designed to reduce or remove historic, uncollectable Council Tax arrears for households experiencing financial hardship. (Recommendations 56 and 57)



Health & Wellbeing

The Scottish Women's Budget Group's study on gender poverty in Aberdeen highlights the critical importance of ensuring women can access essential support and services. The study emphasises the need to improve access to support for women experiencing financial hardship, disability, or other vulnerabilities. It also highlights the importance of reducing digital exclusion, so that all women can use online services and access information effectively. In addition, the study stresses the need to tackle barriers to affordable and secure housing, as well as safe and reliable transport, which are vital for women to participate fully in work, education, and community life. By addressing these challenges, services can be more inclusive, equitable, and responsive to the diverse needs of women in Aberdeen.

Accessing Support and Digital Support

The Council wants to ensure that everyone can access the support they need, including through digital channels. Our current website provides information on Council services and tells people about help and support on offer. We are working on a new website, which will improve people's experience of accessing support online. We understand that not everyone can get online easily, so we will work to provide information to people who need to access information in different ways.

What we are doing now:

The Council wants to ensure that everyone can access the support they need, including through digital channels. Our current website provides information on Council services and guidance on available help and support, and we are developing a new website to improve the experience of accessing information online.

Scottish Government Six Priority Families

We want to support the six types of families at the greatest risk of child poverty through our improvement actions, including:

- Improving awareness of educational benefits to help **lone parents**.
- Reviewing Blue Badge assessments to support **families with a disabled adult or child**.
- Deliver more affordable housing for **larger families**.
- Translating documents into priority languages to support **minority ethnic families**.
- Distributing the Support for Families booklet, providing information to **families with a child under one**.
- Improving how we advertise help with childcare costs, **supporting families**

The Council's digital platforms are designed to be accessible and user-friendly. They can be accessed via smartphones, include tools to translate content into different languages, and meet the 2018 accessibility regulations for public sector websites and mobile apps. These features help ensure that residents, including those with disabilities or limited English proficiency, can navigate and use online services effectively.

We recognise that not all residents can access digital services easily. To support these individuals, the Council distributes information through community settings and works with local support organisations, such as Aberdeen Citizens Advice Bureau, housing and welfare services, and community centres. By providing multiple ways to access information, the Council aims to reduce the barriers faced by residents who may find it difficult to navigate complex systems or who are unsure about their eligibility for support.

These approaches are intended to respond to the challenges highlighted in the Scottish Women's Budget Group report, including difficulties in accessing services, long waiting times, and unclear information about eligibility. By improving both digital and non-digital access, the Council seeks to make it easier for women and other vulnerable residents to find and receive the support they need.

What we will do next:

40. Ensure the new website is fully accessible via smartphones and designed to support residents in accessing information easily. The Council will engage different citizen groups, including representatives from the Scottish Women's Budget Group, to gather feedback on ease of navigation and accessibility, and inform the development of content, such as guidance on important life events, to make it as useful and relevant as possible. (Recommendations 62 and 63)
41. Develop a communications campaign to raise awareness of low-cost broadband options ('social tariffs') for households on a low income. This will include producing a flyer with information on social tariffs and distributing it through schools, libraries, community hubs, and local support organisations. The campaign will also promote this information on social media, the Council website, and in the Support for Families booklet to reach as many residents as possible. (Recommendation 64)

Housing

Everyone deserves a safe, secure, and affordable place to live. Women in Aberdeen can face greater barriers to accessing suitable housing due to lower incomes, caring responsibilities, and disrupted employment patterns, which can limit their housing choices. Rising energy costs, poverty, and insecure tenancies place additional pressure on households, with women disproportionately affected. Women experiencing domestic abuse may also need to leave their homes urgently, increasing the risk of homelessness.

Migrant women, particularly those with no recourse to public funds, and Gypsy/Traveller women face further barriers, including discrimination and limited access to services, which can compound housing insecurity and social exclusion. Aberdeen City Council recognises these challenges and is committed to understanding and addressing the housing needs of women across the city.

What we are doing now:

Aberdeen City Council recognises that access to safe, affordable, and high-quality housing is essential to reducing inequality and improving wellbeing across the city. Through the Affordable Housing Supply Programme, the Council is continuing to increase the supply of affordable homes, with a particular focus on providing larger family properties. This focus reflects the needs of families, including single-parent households often led by women. However, delivering larger homes remains challenging under the current Scottish Government funding model, which does not fully support the higher costs associated with building them. The Council continues to raise these challenges in discussions with partners, developers, and Registered Social Landlords.

A cross-party group of councillors is examining the housing emergency in Aberdeen, highlighting issues such as the number of empty Council homes and the rising demand for homelessness services. To respond, the Council is developing a Housing Emergency Action Plan that will focus on improving internal systems, speeding up access to housing, and ensuring that available homes are used effectively to meet residents' needs.

The Council also maintains a strong focus on housing quality and maintenance. Repairs performance is monitored monthly, with data reported to the Scottish Housing Regulator and the Council's Communities, Housing and Public Protection Committee. This ensures that any issues identified through monitoring are acted upon promptly. Work is also underway to improve the energy efficiency of homes, including appointing a new insulation contractor and exploring ways to install loft insulation in mixed-tenure buildings to help reduce fuel costs for residents.

For women and families facing additional barriers, including migrant women with no recourse to public funds, the Council provides practical and informed support. Staff are trained to respond to domestic abuse and are aware of the rights and entitlements of those affected by visa restrictions. They refer women to the No Recourse to Public Funds (NRPF) Network for specialist advice and signpost them to the Migrant Victims of Domestic Abuse Concession, which can help women in crisis access safety and support.

The Council also works to ensure that Gypsy/Traveller communities are supported equitably. At the Clinterty site, residents receive the same repair priorities as tenants in other Council housing, ensuring consistent service standards. Council house contents insurance is available for residents, helping them protect their homes and belongings. While the nearest bus stop to the Clinterty site remains some distance away and surrounding land is privately owned, limiting options for new stops, the Council continues to explore how transport accessibility for residents can be improved.

What we will do next:

42. Continue to work with partners to deliver more affordable housing across the city, with a particular focus on larger family properties. The need for these homes is set out in the Housing Asset Plan that was presented to Council in October 2025 as part of the 30-Year Business Plan. (Recommendations 68 and 69)
43. Develop a new Family Support Model as part of the Homewards project, which will take a closer look at how domestic abuse affects people's housing situations. This will help ensure services are designed to meet the needs of those most at risk of losing their home. (Recommendation 67)
44. Implement a new digital platform to manage housing repairs. This platform will make it easier to manage and complete work efficiently, improving the service tenants receive. (Recommendation 76)
45. A new insulation contractor will focus on loft insulation in shared Council and privately owned buildings, alongside some cavity wall and underfloor insulation to reduce energy costs for residents. (Recommendation 71)
46. Create a "Support for Migrant Families" hub on its website, offering clear, multilingual information and a direct link to the No Recourse to Public Funds (NRPF) Network. Staff will have access to dedicated training and resources to help them provide informed assistance. QR codes linking to the hub will be shared through schools, community centres, and partner organisations. (Recommendations 73 and 74)
47. Hold a focused session with the local community to understand the impact of limited public transport options near the Gypsy/Traveller site and explore potential improvements. It will also promote the contents insurance available for residents and ensure all tenants are aware of current repair timescales to support transparency and equality of service. (Recommendation 12)

Transport

Accessible and reliable transport is essential for connecting people to jobs, education, services, and social opportunities. Ensuring that transport options are affordable, inclusive, and sustainable supports economic growth and reduces inequalities. The Council will work with partners to improve transport networks and address barriers faced by different groups in the community, including women.

What we are doing now:

Aberdeen City Council continues to explore how it can strengthen local transport provision within the powers available to it. The Council has examined options such as running its own bus services or introducing a franchising model. However, as most bus services in the city are operated by private companies, and the cost of major changes would be significant, these options are not being pursued at present. Instead, the Council is working with the North East of Scotland Bus Alliance to improve public transport through Bus Service Improvement Partnerships. Supported by funding from Transport Scotland, this partnership focuses on making services more reliable, accessible, and sustainable for everyone across the city.

Understanding how people experience public transport is also central to improving it. The North East of Scotland Bus Alliance regularly surveys passengers about safety and satisfaction. In 2023, 60% of respondents in Aberdeen were women (including trans women) and 40% were men (including trans men). Most passengers reported feeling safe, with 86% satisfied or very satisfied with safety at bus stops and 88% satisfied or very satisfied with safety on buses. This feedback helps the Council and its partners to identify where improvements can be made to ensure that everyone—especially women—feels secure and confident when using public transport.

Aberdeen also benefits from services designed to support people who need additional help with travel. Dial-a-Bus and the Transport to Healthcare Information Centre provide vital connections for those with mobility or health needs, and all local buses must meet accessibility standards for disabled passengers. The Council also administers the national Blue Badge scheme, which provides parking concessions for people with disabilities and supports independent, accessible travel. Although the Council's Taxicard scheme, which helped people with travel costs, ended in 2010 due to financial constraints, reinstating it would require both funding and staff resources. The Council continues to seek opportunities to make transport more inclusive but recognises that funding from the Low Emission Zone is limited and will reduce over time.

The Council is also committed to ensuring that environmental initiatives such as the Low Emission Zone (LEZ) are fair and accessible. Aberdeen's railway station, along with the car parks at Union Square and College Street, are located outside the LEZ. This allows people

to be picked up or dropped off, and for drivers with non-compliant vehicles to park nearby without entering the zone. A review of exemption data confirms that the LEZ has not disproportionately affected any groups with protected characteristics, helping to ensure that environmental progress goes hand in hand with equality and accessibility.

What we will do next:

48. Review the assessment and renewal process for Blue Badges to identify opportunities for improvement. As part of this work, we will consider the needs of people with neurological conditions and engage with Aberdeen Action on Disability to receive their feedback. (Recommendation 89)
49. Continue working with the North East of Scotland Bus Alliance to explore the most effective ways of delivering public transport across the region, ensuring that services remain affordable and offer value for money. (Recommendation 77)
50. Work with the Bus Alliance to include a safety survey in future research to better understand passenger experiences and perceptions of safety when using public transport. (Recommendation 78)
51. Improve awareness of existing community transport schemes by providing clearer information to the public. The Council will also review financial options, including the potential use of Low Emission Zone funding, to support initiatives such as a Taxicard or Dial-a-Bus scheme. (Recommendation 13)
52. Continue to monitor Low Emission Zone exemption data to ensure the scheme remains fair and does not disproportionately impact any group. (Recommendation 80)

Improvement Actions with Significant Cost

The financial implications set out in the table reflect estimated costs of proposed improvement actions which would not be covered by existing service budgets and would therefore be subject to funding being available. Note that no specific costs have been identified for activities that raise awareness of existing support. However, increasing public awareness is likely to result in higher demand for financial support, which could have an impact on service budgets.

SWBG Recommendation	Proposed Improvement Action	Timescale/ Priority Level	Prevention Tier	Indicative Cost Implication
Care and Caring				
4. Continue to provide upfront support with childcare costs to families. Undertake a review of how this grant is advertised to improve uptake and collect disaggregated data on the use of it to monitor impact.	We will improve advertising of support that is available for children, bringing information together in a way that is easy to understand. It will be available for partner organisations to use. We will consider whether this information could sit on ABZ Works website. Staff will apply to Anti-Poverty and Inequality Committee next year for Job Start Payment for parents, which cover childcare costs and address other needs.	March 2027 High	Early Intervention and Prevention	£150,000 to support 150 parents during 2024/27.
14. run a campaign highlighting the benefits of flexible working to employers and review its own provision	We will explore the potential for ABZ Works to run a campaign encouraging employers to embed flexible working practices and Fair Work principles.	To be confirmed Medium	Early Intervention and Prevention	A campaign targeting employers in the city would require £20,000. £40,316.22 could be used to create an employer engagement post within ABZ Works.

High – Urgent/ legally mandated/ significant positive impact

Med – Important/ positive impact

Low – Already in place/ nice to have/ minimal impact

SWBG Recommendation	Proposed Improvement Action	Timescale/ Priority Level	Prevention Tier	Indicative Cost Implication
Welfare and Benefits				
5/ 24/ 28. Maximise uptake of pension credit, discretionary housing payment, school clothing grants and free school meals by those who are entitled to receive this support.	Continue to pay for the Low Income Family Tracker which is used to identify households eligible for support and proactively contact them through multiple communication channels to support successful claims. The LIFT is funded externally up until March 2026 from the Child Poverty Accelerator Fund.	Ongoing High	Early Intervention and Prevention	£32,000 per annum to cover the cost of the Low Income Family Tracker from March 2026 onwards.
50/54. Ensure households are aware that they have the option to pay council tax over 12 months instead of 10 and promote the availability of wider supports available to low-income households.	We will make information on exemptions and discounts clearer on our website. A flyer could be added to the Council Tax letter to highlight this information as well as other support available for households to cope with the cost of living.	March 2026 Medium	Early Intervention and Prevention	£5,000-£10,000 for 130,000 leaflets

High – Urgent/ legally mandated/ significant positive impact

Med – Important/ positive impact

Low – Already in place/ nice to have/ minimal impact



Conclusion

The Scottish Women's Budget Group report provides a clear and urgent call to action. The evidence in the report shows that poverty is complex. A range of factors, including caring responsibilities, disability, race and migration status, contribute to how women experience living on low incomes. The steps required to tackle poverty must reflect this range of experiences and cannot be one-size-fits-all. However, the report shows that accessing Council services can be complicated. These barriers undermine effectiveness of the support we offer to women experiencing poverty.

This response sets out Aberdeen City Council's commitment to tackling poverty. It shows how we will think and respond to poverty differently, with a far stronger focus on how it impacts women. We have identified practical actions that the Council can take across care and caring, safety, welfare and benefits, and health and wellbeing to address poverty in Aberdeen. These actions will be supported by Council-wide improvements in how we use data, strengthen how people shape the decisions we make, and make services more accessible and inclusive.

Aberdeen City Council recognises that high-quality childcare is key to helping parents and carers access employment and reduce poverty. Our goal is to offer flexible, accessible, and affordable early learning and childcare that reflects the priorities of families. Building on recommendations from the Scottish Women's Budget Group, we will promote our childcare services, encourage childminding as a career, and support kinship carers. We will also monitor the cost of the school day and proactively reach out to families who may benefit from financial support such as Free School Meals and School Clothing Grants. In addition, we will share information about available assistance and explore the impact of non-residential care charges on child poverty. These efforts aim to reduce financial barriers to accessing early learning and childcare, improving access to vital support for households across Aberdeen.

Tackling violence against women is a priority for Aberdeen City Council. In partnership with other organisations, our approach focuses on prevention, protection, and reducing financial harm. Through collaboration with Homewards Aberdeen, we support teachers and youth workers to address the root causes of violence and will continue delivering these initiatives. We are also committed to improving public safety by upgrading street lighting and working with partners to identify and address unsafe areas. These actions for improvement will serve to make Aberdeen a safer and more inclusive place.

We understand that low pay and challenges within the welfare system contribute to poverty. Aberdeen City Council promotes fair work practices among employers and is taking steps to prevent in-work poverty within our own workforce. We provide information about financial support for those receiving or eligible for social security payments, and we recognise the need to make this information easier to access and understand. We will also improve how we communicate support available for Council Tax, especially for those struggling to pay. These actions reflect our commitment to reducing poverty and making financial support more accessible.

Supporting the health and wellbeing of our citizens is of central importance to Aberdeen City Council. Our website offers information for those on low incomes, and we are developing a new version to make accessing support easier. Recognising the importance of housing, we will continue working with partners to deliver more affordable homes. Reliable public transport connects people to jobs, education and training, so we will maintain our partnership with the North East of Scotland Bus Alliance to ensure services are safe and affordable. We will also raise awareness of community transport schemes like Dial-a-Bus and review the Blue Badge process to better meet the needs of people with diverse health conditions. Through improved access to housing, transport and support services, we aim to enhance wellbeing and opportunity for all residents.

The changes detailed in this response will take sustained effort. Work is already underway to how the Council communicates the support it provides and simplify access to this help. Moving forward, we will think differently about how we create and implement our services. Dealing with poverty in Aberdeen will also require collaboration with our partners. We are committed to working together to deliver the improvements set out in this response.

This response is not the end of this process. It provides a blueprint for change that will allow us to improve our services and help make Aberdeen a place where women can live with dignity, security and opportunity.

Further Information



For further information about this report or for general enquiries please contact: Fairer Aberdeen and Anti-Poverty Team faireraberdeen@aberdeencity.gov.uk



Aberdeen Gender Inequality and Poverty Working Group

Terms of Reference

1. Background

- 1.1 In June 2024 Aberdeen City Council commissioned the Scottish Women's Budget Group to deliver a citizen's assembly approach study on poverty and gender inequality in Aberdeen.
- 1.2 The final report on the study was presented to the Anti-Poverty and Inequality Committee on 11 June 2025. [The Aberdeen Gender Inequality and Poverty Report](#) sets out how women's everyday experiences in Aberdeen are affected by gender inequality and what can be done to tackle the systemic barriers which are built into systems to make life fairer for women in Aberdeen.
- 1.2 Page 100 of the report presents 116 recommendations across four themes. See also Appendix 2 of this document.
 - Care and Caring (Childcare and unpaid care)
 - Safety (Violence against women/ community safety)
 - Welfare/ Benefits
 - Health and Wellbeing (Accessing support and health)
- 1.4 96 of the recommendations are for Aberdeen City Council and the other 19 are made to the Aberdeen Health and Social Care Partnership, Scottish and UK Government, Police Scotland and Financial Services Ombudsman.

2. Purpose

- 2.1 The purpose of the Aberdeen Gender Inequality and Poverty Working Group is to consider the validity, urgency and feasibility of the 116 recommendations made by the Scottish Women's Budget Group as part of their final report.
- 2.2 The working group will prepare a response to the recommendations, including details of completed and proposed actions, and report this to the Anti-Poverty and Inequality Committee on 26 November 2025.

3. Scope

- 3.1 The working group will consider the 96 recommendations for Aberdeen City Council, as well as the 4 recommendations for Aberdeen City Health and Social Care Partnership, and 1 joint recommendation for Aberdeen City Council and Police Scotland.
- 3.2 The other 15 recommendations are for the Scottish and UK Government, and Financial Services Ombudsman. Whilst the working group may wish to comment on these, full consideration of the implications of the recommendations will be for the responsible organisations to determine. A copy of the report will be shared with these organisations for their consideration.

4. Objectives

- Gather relevant data, research and perspectives related to the recommendations.
- Systematically evaluate each recommendation by considering: whether they are supported by evidence of need; potential risks and benefits; and assessing their feasibility in terms of whether they can be implemented with available resources .
- Understand and report on progress which has already been made in support of the recommendations
- Propose any further actions to be taken in response to the recommendations, including details of resources required, timescale and responsibility for implementation.

5. Meeting Frequency

- 5.1 Meetings of the Working Group will take place monthly between August and November 2025.

6. Reporting

- 6.1 The Working Group will provide regular progress reports to ACC Strategy Board, ACC Directors and Extended Corporate Management Team.

7. Key deliverable and timescales

7.1 This review is planned to take place during June to November 2025. The key deliverables are as follows:

Working group terms of reference	9 July
Commence data gathering	11 July
Working group meeting	7 Aug
Design consultation stage	14 Aug
Complete data gathering	21 Aug
Working group meeting	28 Aug
Complete options appraisal	4 Sep
Draft report	18 Sep
Working group meeting	18 Sep
Commence consultation stage	25 Sep
Strategy board	2 Oct
SWBG Steering Group	TBC Oct
Aberdeen Youth Movement	TBC Oct
External Advisers	TBC Oct
Working group meeting	9 Oct
Anti-Poverty Group	21 Oct
Directors deadline	23 Oct
Consultation	27 Oct
Working group meeting	30 Oct
Draft deadline	3 Nov
Pre-agenda	10 Nov
Final report submitted to Committee	14 Nov
Anti-Poverty and Inequality Committee	26 Nov

See section 9 for full project plan.

8. WORKING GROUP MEMBERSHIP

Chair/ Vice Chair	Michelle Crombie, Strategic Lead Prevention and Community Empowerment Susan Thoms, Fairer Aberdeen and Anti-Poverty Manager
Core Group	Matthew Lee – Poverty Shona Milne – Childcare Alison MacLeod – Unpaid Care/ HSCP Iain Robertson – Unpaid Care/ HSCP Mark Wilson – Safety Wayne Connell – Welfare/ Benefits Steve MacRae – Welfare/ Benefits Angela Kazmierczak – Welfare/ Benefits Emma Shanks – Health and Wellbeing Claire McArthur – Health and Wellbeing Mel Booth – Health and Wellbeing

	Helen Sherrit – Finance Deirdre Nicolson – Legal Alison Paterson – POD Baldeep McGarry – Equalities Martin Murchie – Data
Other Contributors	Laura Paterson Andrew Jones Graeme Simpson Emma Powell Iain Robertson Claire Wilson Martin Smith Caroline Johnstone Brian Webb Will Hekelaar Mark Shaw Chris Cormack Vycki Ritson
Executive Sponsors	Andy MacDonald Eleanor Shepperd Gale Beattie ACC Strategy Board Extended Senior Corporate Team
Key Stakeholders/ Consultees	Anti-Poverty and Inequality Committee External Advisers Scottish Women’s Budget Group Steering Group Grampian Women’s Aid Minority Ethnic Carers of People Project Aberdeen Action on Disability Aberdeen Youth Movement Community Planning Aberdeen Anti-Poverty Group

9. Outline Project Plan

Milestone	Jul				Aug				Sep					Oct				Nov			
	7	14	21	28	4	11	18	25	1	8	15	22	29	6	13	20	27	3	10	17	24
Terms of Reference Agreed and Project Initiation																					
Commence Data Gathering																					
Working Group Meeting																					
Design and arrange consultation stage																					
Complete data gathering																					
Working group meeting																					
Complete options appraisal																					
Listen and Learning Engagement Session																					
Working group meeting																					
Commence consultation stage																					
Draft report circulated to key stakeholders																					
Insights into Action Engagement Session																					
Report finalised for submission to Committee																					
Anti-Poverty and Inequality Committee Meeting																					

Engagement and Consultation Activity

Listening and Learning Session, 17 September 2025

Purpose: To deepen Council staff understanding of the recommendations made by the Scottish Women's Budget Group Steering Group.

Attendees: Representatives of the Scottish Women's Budget Group Steering Group, Aberdeen City Council, Aberdeen Youth Movement, Anti-Poverty and Inequality Committee External Advisers and Police Scotland.

Meeting between Council officers and Scottish Women's Budget Group, 3 October 2025

Purpose: To gain further understanding of the recommendation to expand free travel to parents of children who need accompanied to school on public transport.

Attendees: Representatives of the Scottish Women's Budget Group Steering Group and Aberdeen City Council.

From Insights to Action Session, 30 October 2025

Purpose: To deepen Council staff understanding of the recommendations made by the Scottish Women's Budget Group Steering Group.

Attendees: Representatives of the Scottish Women's Budget Group Steering Group, Aberdeen City Council, Aberdeen Youth Movement, Anti-Poverty and Inequality Committee External Advisers and Police Scotland.

Key Stakeholders Consulted on this Report

Aberdeen City Council Extended Corporate Management Team
Aberdeen City Council Strategy Board
Anti-Poverty and Inequality Committee External Advisers
Scottish Women's Budget Group Steering Group
Violence Against Women and Girls Partnership
Aberdeen Youth Movement
Community Planning Aberdeen Anti-Poverty Group

Listening and Learning Session

17 September 2025, 10-12
Seminar Room, Aberdeen Art Gallery, Schoolhill, AB10 1FQ

Purpose of the Session

To deepen Council staff understanding of the recommendations made by the Scottish Women's Budget Group Steering Group.

Programme

- | | |
|-------|--|
| 9.30 | Tea and Coffee on arrival |
| 10.00 | Welcome and Purpose |
| 10.10 | Findings and Recommendations Recap |
| 10.20 | Steering Group Reflections:
Why these recommendation matter and the difference they could make |
| 10.45 | Follow Up Questions
Opportunity for Council staff and other attendees to ask clarifying questions |
| 11.15 | Small Group Discussions |
| 11.50 | Next Steps and Close |
| 12.00 | Sandwich Lunch and Networking (optional) |

Attendees:

Aberdeen City Council Working Group (Area)

Michelle Crombie (Prevention and Community Empowerment)
Susan Thoms (Prevention and Community Empowerment)
Matthew Lee (Prevention and Community Empowerment)
Louise Beaton (Families and Communities)
Wayne Connell (Revenues and Benefits)
Steve MacRae (Revenues and Benefits)
Bruce Reid (Business Services)
Angela Kazmierczak (Benefits and Money Advice)
Claire McArthur (City Regeneration and Environment)
Mel Booth (Housing)
Alison MacLeod (Health and Social Care)
Alana Thomson (Customer Experience)
Alison Paterson (People and Organisational Development)
Deirdre Nicolson (Legal)

Scottish Women's Budget Group Steering Group

Heather Williams
Natasha Franklin
Jacquie Westland
Arantxa Garcia De Sola

Anti-Poverty and Inequality Committee External Advisers

Dr Rachel Shanks (University of Aberdeen)

Aberdeen Youth Movement

Sam Milne
Hannah Forbes
Brian Webb (Aberdeen City Council)

Police Scotland

Superintendent Jason Carrigan



Summary of Key Points Discussed

Aberdeen City Council officers met representatives from the Scottish Women's Budget Group and Aberdeen Youth Movement to discuss the Council's response to the Scottish Women's Budget Group report on gender inequality in Aberdeen.

Scottish Women's Budget Group emphasised that poverty cannot be addressed in isolation. It is tied closely to caring responsibilities, particularly for kinship carers – often women – who face significant barriers to employment. The design of the social security system was also raised as a concern, with women on low incomes experiencing a loss of support when their earnings go above eligibility thresholds.

Safety in public spaces was another key theme. Scottish Women's Budget Group shared concerns that LED street lighting can make women feel less safe, and that ongoing construction work on Union Street and at the beach contributes to a sense of insecurity. Police Scotland noted the changing nature of crime, with an increasing amount of crime happening online. This shift has led to a less visible police presence in some communities but Police Scotland remain committed to community policing. As part of a discussion around urban planning, Council officers noted exploratory work on Aberdeen Rapid Transport and suggested that Scottish Women's Budget Group could have a role in shaping the business case for this project.

Digital exclusion was identified as a major barrier to accessing Council services. Scottish Women's Budget Group and Aberdeen Youth Movement stressed the need for consistent, in-person support and the importance of providing information in languages other than English. Officers confirmed that the Council has a budget for translation services and agreed that it was important to promote this option.

There was a shared recognition that many women are unaware of the support available to them. Scottish Women's Budget Group and Aberdeen Youth Movement suggested distributing printed materials through community centres and other Council facilities. Officers noted that the Council's website is mobile-friendly and invited Scottish Women's Budget Group to trial a pre-launch version of the new site.

The discussion also covered social care. Aberdeen City Health and Social Care Partnership is currently refreshing its Carers Strategy and invited Scottish Women's Budget Group to help shape it. Scottish Women's Budget Group was also asked to engage in upcoming work on digital inclusion. The concept of "unmet need" – referring to individuals who narrowly miss eligibility for social care – was explored, with agreement to continue this conversation in future meetings.

Gender Equality: From Insights to Action

30 October 2025, 10-12
Town House Committee Room 5 (ground floor)
Entrance on Queen Street

Purpose of the Session

Follow up to the listening and learning session held on 17 September to present the improvement actions to be taken as a result of the Aberdeen Gender Inequality and Poverty Report 2025.

9.30 Tea and Coffee on arrival

10.00 Welcome and Purpose

10.10 Presentation on Improvement Actions

10.30 Steering Group Reflections and Group Discussion

Which improvement actions feel most important to focus on?
Are there any gaps or additional considerations we should factor in?

11.45 Anti-Poverty and Inequality Committee Meeting – What to expect and how we can support you

Attendees:

Aberdeen City Council Working Group (Area)

Michelle Crombie (Prevention and Community Empowerment)
Matthew Lee (Prevention and Community Empowerment)
Mark Duguid (Families and Communities)
Angela Kazmierczak (Benefits and Money Advice)
Wayne Connell (Revenues and Benefits)
Mark Wilson (Community Safety)
Donna Laing (Strategic Place Planning)
Mel Booth (Housing)
Alison MacLeod (Health and Social Care)
David Leslie (Transformation)

Scottish Women's Budget Group Steering Group

Heather Williams
Samara McIntyre
Sahar Abdulla
Arantxa Garcia De Sola

Anti-Poverty and Inequality Committee External Advisers

Dr Rachel Shanks (University of Aberdeen)



Summary of Key Points Discussed

Aberdeen City Council officers met representatives from the Scottish Women's Budget Group (SWBG) to provide an update and participate in further discussions regarding the Council's response to the Scottish Women's Budget Group report on gender inequality in Aberdeen.

Participants discussed the importance of school age childcare to help women secure and sustain employment. Officers gave an overview of the Council's approach to school age childcare, noting the financial challenges associated with providing these services and ensuring they are sustainable in the long term. SWBG representatives highlighted the importance of providing this service for families with disabled or migrant parents. SWBG also noted the importance of mapping where the Council provides school age childcare as a way of thinking about service design and delivery. Officers undertook to include a map of current school age childcare services in the Council's response to SWBG's study.

Moving to support for households during the school holidays, SWBG members noted the difficulty in securing places on Summer in the City and Autumn in the City activities. Officers agreed to engage further with SWBG on this issue.

Aberdeen City Health and Social Care Partnership offered to involve SWBG in the refresh of the Carers' Strategy, which is due to begin soon.

Officers outlined the steps that the Community Safety Partnership is undertaking to address anti-social behaviour and public safety concerns. The approach taken is driven by data and there is scope for focusing on areas where residents are particularly concerned about perceptions of safety. Officers acknowledged that the Council must consider how citizens can access this information and understand the ongoing work in this area. SWBG representatives stressed the importance of using a gendered lens when planning new infrastructure in the city centre and at the beach. Officers and SWBG representatives discussed the Council's approach to housing issues in Aberdeen through the Housing Emergency Action Plan. In addition to highlighting the steps the Council has taken to provide more housing, officers accepted that there is more work required in this area.

The session ended with a discussion around how people access support from the Council. Officers shared that the intention is to make it easy for individuals to get the help they need when contacting the Council by phone or in person, with staff signposting them to relevant support and information. In some cases, staff may need to direct people to specific services or external organisations. SWBG attendees and Council officers agreed to hold a virtual demonstration of the new Council website.

Letters to National Organisations



2 September 2025

Shirley Anne Somerville MSP
Cabinet Secretary for Social Justice
Scottish Government
St Andrews House
2 Regent Road
Edinburgh
EH1 3DG

By Email: CabSecforSJ@gov.scot

Dear Cabinet Secretary

Scottish Women's Budget Group Aberdeen Gender Inequality and Poverty Report, June 2025

We are writing to highlight the Scottish Women's Budget Group's recently published Study on Gender Inequality and Poverty in Aberdeen.

This publication explores the structural factors that shape women's distinct experiences of poverty and inequality. We draw your attention to the study's recommendations for the Scottish Government:

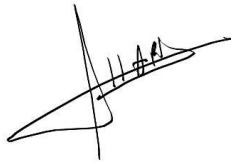
- Increase the Scottish Recommended Allowance for foster and kinship carers which was set in 2023.
- Ensure there is an appropriate level of legal aid provision in Aberdeen.
- Review the Framework agreement for goods supplied via the Scottish Welfare Fund to ensure quality of goods provided is considered.
- Review the Scottish Welfare Fund guidance provided to local authorities using a gendered lens.
- Conduct a revaluation of properties across Scotland as a step towards the replacement of council tax and explore alternative local taxation.
- Ensure there is availability of Legal Aid solicitors to support women with No Recourse to Public Funds to deal with immigration and civil law cases.
- Pilot bus fares cap in Aberdeen.

You can view a full copy of the published report here:

committees.aberdeencity.gov.uk/documents/s170214/CORS-25-133.2 Appendix 2 Full SWBG Report.pdf

We would be grateful to receive your feedback on the report and to engage in further discussion regarding its recommendations.

Yours sincerely



Councillor Christian Allard
Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council



Councillor Desmond Buchanan
Vice-Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council



2 September 2025

Chief Superintendent Kate Stephen
Divisional Commander North East of Scotland
Police Scotland

By Email: Kate.Stephen@scotland.pnn.police.uk

Dear Kate

Scottish Women's Budget Group Aberdeen Gender Inequality and Poverty Report, June 2025

We are writing to highlight the Scottish Women's Budget Group's recently published Study on Gender Inequality and Poverty in Aberdeen.

This publication explores the structural factors that shape women's distinct experiences of poverty and inequality. We draw your attention to the study's recommendation that Police Scotland and Aberdeen City Council should work together to increase the number of community police across the city to build trust within the community and promote safety.

You can view a full copy of the published report here:
committees.aberdeencity.gov.uk/documents/s170214/CORS-25-133.2 Appendix 2 Full SWBG Report.pdf

We would be grateful to receive your feedback on the report and to engage in further discussion regarding its recommendations.

Yours sincerely

Councillor Christian Allard
Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council

Councillor Desmond Buchanan
Vice-Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council



1 September 2025

Jenny Simmonds
Interim CEO
Financial Services Ombudsman
Exchange Tower
London
E14 9SR

By Email: stakeholder.enquiries@financial-ombudsman.org.uk

Scottish Women's Budget Group Aberdeen Gender Inequality and Poverty Report, June 2025

We are writing to highlight the Scottish Women's Budget Group's recently published Study on Gender Inequality and Poverty in Aberdeen.

This publication explores the structural factors that shape women's distinct experiences of poverty and inequality. We draw your attention to the study's recommendation that the Financial Services Ombudsman should investigate the practices of insurance companies in relation to the Gypsy/Traveller Community.

You can view a full copy of the published report here:

committees.aberdeencity.gov.uk/documents/s170214/CORS-25-133.2 Appendix 2 Full SWBG Report.pdf

We would be grateful to receive your feedback on the report and to engage in further discussion regarding its recommendations.

Yours sincerely

Councillor Christian Allard
Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council

Councillor Desmond Buchanan
Vice-Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council



2 September 2025

Rt Hon Bridget Phillipson MP
Minister for Women and Equalities
Cabinet Office
70 Whitehall
London
SW1A 2AS

By online contact form

Dear Minister

Scottish Women's Budget Group Aberdeen Gender Inequality and Poverty Report, June 2025

I am writing to highlight the Scottish Women's Budget Group's recently published Study on Gender Inequality and Poverty in Aberdeen.

This publication explores the structural factors that shape women's distinct experiences of poverty and inequality. I draw your attention to the study's recommendations for the UK Government:

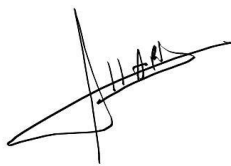
- Bring work capability rules for kinship carers in line with those for foster carers.
- DWP to take into account the requirements for engagement with statutory organisations when children are removed in the conditionality rules placed on parents.
- DWP to ensure they are not calling people who are in work (but who are seen to be underemployed) to meetings during the days/hours they work.
- Ensure Universal Credit provides enough income to cover essential expenditure.
- Unfreeze Local Housing Allowance.
- Ensure social tariffs are available to low-income households.
- Nationalise energy distribution and review how the energy markets work to ensure more equitable charges.

You can view a full copy of the published report here:

committees.aberdeencity.gov.uk/documents/s170214/CORS-25-133.2 Appendix 2 Full SWBG Report.pdf

I would be pleased to grateful your feedback on the report and to engage in further discussion regarding its recommendations.

Yours sincerely

A stylized handwritten signature in black ink, consisting of a large loop followed by several vertical strokes.

Councillor Christian Allard
Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council

A handwritten signature in blue ink, appearing to read 'D. Buchanan' in a cursive style.

Councillor Desmond Buchanan
Vice-Convener
Anti-Poverty and Inequality Committee
Aberdeen City Council

Appendix 4

All Recommendations and Responses

Priority Key **High:** Urgent/ legally mandated/ significant positive impact **Medium:** Important **Low:** Minimal impact expected/ already in place

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
1	Continue	Child Care	continue to support third sector childcare providers with more affordable rents/ concessionary models	Approaches from third sector groups to provide school age child care are considered where there is available space. Any childcare providers operating in Aberdeen City Council buildings receive a subsidised let to reduce outgoings. This subsidised cost includes janitorial and cleaning provision. This is reviewed regularly as part of updates to the School Age Childcare Policy.	This work is ongoing as part of our remit and will be reviewed as part of updates to School Age Childcare Policy.	Ongoing	Low	No immediate financial impact
2	Continue	Child Care	continue to build on the success of the flexible childcare model being implemented at Cummings Park Nursery and Tillydrone Nursery.	The flexible models at both Tillydrone and Cummings Park were established with Scottish Government funding to extend the provision of Early Learning and Childcare to 1140 hours. The provision of statutory Early Learning and Childcare is monitored and reviewed annually. We gather the views of parents and carers annually to ensure that our offer matches the demand and that we have the right balance and mix of Local Authority and Funded Provider Early Learning and Childcare provision.	We will continue to gather the views of current and future parents to ensure the services we provide are agile enough to meet needs. Consider utilising a concessionary model if/when there is funding to further extend the provision of Early Learning and Childcare. Offer the ability to purchase additional hours of Early Learning and Childcare in some settings where capacity allows.	Review annually	Medium	No immediate financial impact
3	Continue	Child Care	continue to monitor the cost of the school day on a regular basis to identify how families can be supported with this.	We have taken steps to remove all costs relating to participation in core curriculum subjects for all learners in our schools. Schools monitor other costs to ensure that any parental contributions are manageable and that parents are given prior notice of any costs. Schools provide support for items such as school trips, uniforms, and learning materials for use at home. Families are regularly informed about Free School Meals and School Clothing Grants, with information sent out through the Support for Families booklet three times per year to ensure no eligible family misses out.	The Education Service will continue to monitor the cost of the school day and share best practice through our established Equity Network. The Education Service will continue to share targeted information with parents and carers to help them access their full entitlements by helping fund access to Money Advisors in schools.	Ongoing	Low	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
6	Consider	Child Care	how business support grants could be used to encourage people into childminding. At present grants of £3000 are provided to those who take on business premises. The criteria for this could be amended to support those setting up childminding businesses with support from Business Gateway or the Scottish Childminding Association (SCMA).	<p>We are promoting the National Childminding Recruitment programme - with support, training and start-up support.</p> <p>We held a Childminding Discovery Session on 3 September 2025 to promote childminding as a career and to find out about becoming a childminder in Aberdeen.</p>	<p>We will monitor number of childminders recruited as part of National Childminding Recruitment programme and in line with Aberdeen City ELC Delivery Plan 2024-26</p> <p>The Scottish Childminding Association digital campaign launched in June 2025 to promote childminding. There is specific content for Aberdeen. Specific page and content has been created for Aberdeen City.</p> <p>We are establishing a Family and Friends Referral Scheme is to encourage existing childminders to promote childminding as a career and encourage their family and friends to consider it.</p> <p>Quarterly meetings with Aberdeen City Council Early Years Team to monitor progress and identify issues/risks.</p>	Ongoing	High	No immediate financial impact
7	Consider	Child Care	ensuring employees who are kinship carers can access paid leave and flexible working to support a child/young person moving into their care.	<p>Employees who are kinship carers can access the following:</p> <p>Parental Leave: Up to 18 weeks unpaid leave per child (including adopted children) until their 18th birthday. Requires 1 year of continuous service.</p> <p>Carers Leave: One week of unpaid flexible leave per year for those caring for a dependent with long-term needs. Available from day one of employment.</p> <p>Flexible Working: Employees may submit up to two formal requests per year, including reduced hours (temporary or permanent), under the Flexible Working Policy approved in January 2025.</p>	<p>We will review our offer to kinship carers as part of the Family Friendly Project.</p> <p>Flexible working has recently been updated and approved and is referred to in the Family Friendly Policy and suite of associated guidance.</p>	Family Friendly Project reporting to Committee in February 2026	Medium	Costs will be managed within existing budgets.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
8	Consider	Child Care	extending free travel to parents of children who need accompanied to school on public transport.	Free bus travel is a national scheme with policy and legislation set by Transport Scotland. This recommendation is for Aberdeen City Council to look at a local scheme.	We will explore the data we hold on school-aged children and their families to determine whether we can identify pupils who may require additional support with bus travel to school, focusing on children in low-income households who are not entitled to school transport. The first step will be to assess whether we hold the necessary data to carry out this analysis. If the data is available, we will estimate how many children and families may benefit from assistance with bus travel costs and consider the most effective way to deliver this support.	Data exploration and analysis by December 2025 6 - 12 months for a 'local' solution. 12-24 months for a solution via the national infrastructure.	Medium.	No immediate financial impact
14	Do	Child Care	run a campaign highlighting the benefits of flexible working to employers and review its own provision	Flexible Working - the Flexible Working Policy and Guidance was approved at Staff Governance Committee in January 2025. The review and updates were in response to the rapid changes brought about by COVID19 which saw everyone adapting to new ways of working back in March 2020. The new Policy and updated Guidance ensured compliance with updated Flexible Working legislation and introduced 2 workstyles, Hybrid Worker and Fixed Location Worker and introduced an ethos of wider flexibility which goes beyond the statutory entitlement. We promote Flexible Working on My Job Scotland and within various council guidance such as the Family Friendly Policy. We don't currently report on requests to flexible working and those that have been approved and those that have not been approved. The Employee Experience Survey show that the impact of Flexible Working has been perceived by staff to be positive and overall hybrid working and increased flexibility is seen as highly positive for employees and the organisation, where roles allow for it. 72% of respondents stated that the feel flexibility supports Equality, Diversity and Inclusion across the organisation and 85% of respondents agree that hybrid working helps their work/life balance.	The Flexible Working Policy and Guidance will be reviewed in February 2027. We will gather information and feedback from services on what has worked well and also areas to consider for change/improvement. We aim to build some case studies and expand our FAQs. When promoting the Council as an employer of choice we will continue to promote flexible working on My Job Scotland, Social Media posts, careers fairs etc. Review data recording of flexible working requests. This data is not currently recorded on CoreHR but will be considered as part of data recording as part of the D365 project. We will examine ABZ Works running a campaign encouraging employers to embed flexible working practices. Aberdeen City Council is taking part in Business in the Community's In-Work Poverty Lab. Over the course of this year-long project, Aberdeen City Council will develop an action plan designed to tackle in-work poverty among council employees at risk of experiencing this problem.	February 2027 Ongoing To be confirmed in line with D365 implementation To be confirmed September 2026	Low Low Medium Medium Low	No No None - D365 is being implemented and this will form part of reporting requirements A campaign targeting employers in the city would require £20,000. £40,316.22 could be used to create an employer engagement post within ABZ Works
15	Do	Child Care	ensure health visitors are aware of and able to refer families for Eligible 2 childcare	This approach is in place and many referrals come directly from Health Visitors. There is positive partnership working via Best Start in Life Outcome Group and regular communication.	We will continue to publicise and promote Eligible 2s provision to increase uptake.	Ongoing	Low	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
16	Do	Child Care	provide alternative booking options beyond online, i.e. in-person/ by telephone	We offer support for those without digital access.	We will look into alternative to online bookings for future iterations of Spring, Summer and Autumn in the City.	January 2026	Low	None
17	Do	Child Care	undertake a mapping of childcare provision for disabled children (0-18) across the City to identify any gaps and develop a plan for addressing these gaps.	Aberdeen City Council offers School Age Childcare for Children with Additional Support Needs after school and during school holidays at Mile End School and at Orchard Brae School for those with more complex needs. There is growing demand for this type of provision and the offer at Orchard Brae was established to go some way to meeting this.	The Education Service will undertake a review of the childminders open to undertake child care for those with additional support needs and ensure the map is kept up to date on an annual basis.	Ongoing	Medium	None
18	Do	Child Care	provide clear accessible information about the childcare support available for families with disabled children.	Childcare support is available through the Aberdeen City Council website. Locally, schools promote childcare services that run in their area to parents at the point of enrolment. Childcare sessions are available during holiday periods and these are shared through the website, as are Easter, Autumn and Summer of Play promotional materials.	Information on the website has been reviewed and improvements are being made as the Council transitions to a new website.	To be confirmed	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
19	Do	Child Care	develop early intervention approaches to address school refusal linked to mental health issues.	Approaches and strategies for supporting Emotionally Based School Non Attendance are shared through the universal professional learning offer from our Educational Psychologists. Their Emotionally Based School Non-Attendance offer is comprised of digital training that school and staff groups can access at times that is convenient for them, this followed up by at least two coaching implementation sessions where attendees discuss their setting, particular situations - barriers and potential opportunities. Schools and Early Learning Centres can access this support and arrange early intervention consultations through their Locality Educational Psychology Service. Bespoke support is available for schools with specific needs. Last year, 82 Early Intervention Consultations took place relating to Emotionally Based School Non-Attendance, and one Associated School Group began whole-group training to ensure consistent approaches across its schools.	The offer will continue to be available to schools throughout session 25/26 and has been included as a topic in the education Stronger Families Series. The Educational Psychology Service Digital Resource Hub update, which has gone live recently, will make information on Emotionally Based School Non-Attendance easier for Parents and Carers to access. Promotional materials will be created and shared from the Educational Psychology Service at School Receptions and Community Spaces. For example, posters with QR codes for mobile devices to scan to take the parent or carer to helpful resources. Emotionally Based School Non-Attendance Universal Training offer will be extended to other partners, such as Family Learning Service, who work to support Parents and Carers. This will allow more targeted support to families in need.	Ongoing	Medium	No immediate financial impact
20	Do	Child Care	extend the eligibility criteria for 2-year-old funded Early Learning and Childcare to second and subsequent children born as part of a multiple birth event.	Following national guidance, funded places are currently offered to all eligible children through direct mailing and advertisements. If a family meets the eligibility criteria all children in the family aged 2 would be eligible, including twins and triplets	The Education Service will continue to promote the offer ensuring any literature is clear about the eligibility for families where there are twins, triplets etc.	Ongoing	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
21	Do	Child Care	analyse data on the provision of school age childcare to ensure provision is supporting kinship care families.	There is no statutory duty to deliver School Age Childcare. The service available across the city offers spaces where there is sufficient demand to cover costs, the service continues to be highly evaluated by external inspection agencies. Provision is currently located where there is the greatest demand for placements in order to ensure that the model is financially viable, as a result, the provision may not be located within communities with a high proportion of kinship carers.	<p>We will confirm whether providers and or kinship team currently collect data on whether those attending services are living in a kinship placement. Council staff will explore options to raise profile of this offer and opportunities to mitigate costs. The Education Service will collaborate with Children's Social Work to enable us to determine the level of demand from kinship carers to help determine next steps.</p> <p>Additionally, we will update our training provision to staff delivering school age childcare to include a closer focus on support for kinship carers and parents with disabilities.</p>	April 2026	Medium	None
22	Do	Child Care	undertake a cost/benefit analysis of paying the Scottish Recommended Allowance for foster and kinship carers versus paying an increased rate.	The Scottish Government provided funding to support an inflationary uplift to the Scottish Recommended Allowance (SRA) for kinship and foster carers back dated to 1 April 25. These are for the following age groups 0-4 £171.17, 5-10 £199.14, 11-15 £199.14 and 16+ £272.97	This funding has been passed onto the relevant carers in the form of the uplifted rates detailed in the previous column and back dated from 1 April 25.	Completed	Medium	No immediate financial impact

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
23	Do	Child Care	ensure all frontline practitioners are supported to be able to address financial circumstances with families involved in the care system.	<p>Children's Social Work have good awareness of the impact of poverty on families. They would recognise the impact of poverty as an adverse childhood experience.</p> <p>The vast majority of children open to Children's Social Work live in a SIMD 1 or 2 area of the city. The majority of children in our care or on the Child Protection Register will have experienced the impact of childhood poverty. Staff are aware where families can access support to mitigate immediate needs. In addition, the Children's (Scotland) Act 1995 allows Children's Social Work staff to provide cash or kind support to families.</p> <p>The Fit Like Service have an embedded money welfare worker who supports families to claim their full benefit entitlement. This has enabled many families to receive additional income.</p>	<p>Children's Social Work leaders will explore options to enhance colleagues' understanding of how families can maximise their incomes, get help with debt and seek other forms of support</p> <p>Specifically, these options will include:</p> <p>Training delivered by Fife Gingerbread to Children's Social Work staff on supporting parents around Child Maintenance Service Confident Conversations.</p> <p>Offering training to frontline staff who may support parents entitled to receive or pay child maintenance.</p> <p>Ensuring staff can explain how to make a claim, dispute decisions & access additional support.</p> <p>Exploring whether there is a gap in Aberdeen, providing advice and advocacy in this area.</p> <p>Children's Social Work will explore staff receiving briefings to increase awareness of benefit system and income maximisation.</p>	January 2026	Medium	None
24	Do	Child Care	use discretionary housing benefit to help birth parents to maintain their tenancy and not fall into rent arrears where there is a shortfall in their housing costs or they are affected by the benefit cap	There is a referral pathway in place that allows Health Visitors to refer into the Financial Inclusion Team for both debt and benefit help.	The Financial Inclusion Team will use the Low Income Family Tracker to identify households with a child under three affected by under-occupancy or the benefit cap and target them for Discretionary Housing Payments and other financial support.	December 2025	Low	£32,000 per annum to cover the cost of the Low Income Family Tracker from March 2026 onwards.
25	Do	Child Care	ensure frontline professionals consider the costs of putting contact arrangements in place for birth parents to ensure they are manageable.	Legislation requires Aberdeen City Council to support families to maintain contact with their child when the child is in our care. Children's Social Work provide financial support to parents and families to enable them to maintain contact with their child.	We will keep our approach to this duty under review.	Ongoing	Low	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
26	Do	Child Care	carry out an analysis of Pupil Equity Funding to understand how this has been used to reduce the cost of the school day and share best practice.	Aberdeen City Council collects information from Pupil Equity Funding trackers, which is used by officers during quality improvement discussions with schools. All schools report on the impact of Pupil Equity Funding through their annual Standards and Quality Reports, which are published on each school's website. As a local authority, Aberdeen City Council also reports on Pupil Equity Funding and other actions to minimise the impact of poverty on learners through the National Improvement Framework and through regular performance updates to the Education and Children's Services Committee. Guidance on Pupil Equity Funding is provided to schools every year, based closely on Scottish Government guidance, which states that funding must be targeted at closing the poverty-related attainment gap, which is broader than just reducing the cost of the school day. Work to reduce the cost of the school day continues in schools separately from Pupil Equity Funding, and guidance on best practice for this has already been developed and widely shared.	Continue to keep Pupil Equity Fund guidance under review. Continue to quality assure the use of Pupil Equity Fund at individual school level.	Ongoing	Medium	None
27	Do	Child Care	ensure all schools operate a pre-loved scheme to encourage the reuse of school uniform to support low-income families and reduce waste	All schools operate a preloved scheme which is easily accessible to all families. This is overseen by the school but generally managed by parent councils.	Maintain and promote pre-loved schemes.	Ongoing	Low	None
28	Do	Child Care	ensure all schools maximise uptake of School Clothing Grants and Free School Meals by providing information on a yearly basis.	Schools and Early Learning and Childcare settings circulate information three times a year in collaboration with the Financial Inclusion team.	The Financial Inclusion Team, in collaboration with Education, will carry out a data match using the Low Income Family Tracker Dashboard to identify families entitled to Free School Meals, School Clothing Grants, or Education Maintenance Allowance who are not currently claiming these benefits. Following this, we will auto-award eligible households where possible and proactively contact families to request any required information, such as bank details, to ensure they receive their full entitlement.	October to December 2025	Medium	£32,000 per annum to cover the cost of the Low Income Family Tracker from March 2026 onwards.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
29	Do	Child Care	explore placing financial inclusion workers in associated school groups to ensure that families have access to support in a way that reduces stigma.	Strategic Equity Funding, allocated as part of the Scottish Attainment Challenge, helps schools support pupils and their families. Financial Inclusion workers funded through Strategic Equity Funding now operate through a central contact point, making it easier for parents and carers to access advice and support. Pupil Equity Funding is allocated directly to schools to help them provide opportunities for children's learning and the planned use of this is carefully targeted to help close the poverty related attainment gap. Pupil Equity Funding is used to help schools support children who experience barriers to learning or not having the same chances in their education because their family is experiencing poverty or other financial difficulties. Schools report on the use and impact of Pupil Equity Funding in their annual Standards and Quality Reports, and the Council provides guidance and shares best practice to help schools ensure these resources are used effectively.	The Financial Inclusion Team will continue to distribute the Support for Families booklet three times a year, detailing advice agencies and available support, and ensure centralised access routes are clearly promoted.	Ongoing	Medium	None
30	Do	Child Care	remove the need for someone to provide a mobile number as well as an email address from the free school meal/school clothing grant application.	Currently, asking for a mobile number is a mandatory question on the free school meal/clothing grant application form, as it is sometimes necessary to contact someone by phone to resolve an issue with their application.	Aberdeen City Council will remove the requirement to provide a mobile phone number on all educational benefits application forms, making it optional while maintaining alternative contact methods.	Completed	Low	None
31	Do	Child Care	identify what data is collected which could help identify groups/individuals who are entitled to the School Clothing Grant and who have not applied for it.	We use benefits system data to identify eligible families who haven't claimed the School Clothing Grant and invite them to apply. To improve uptake, we'll also consider why people don't claim—such as lack of awareness, stigma, complex forms, or missing documents.	The Financial Inclusion Team, in collaboration with Education, will carry out a data match using the Low Income Family Tracker Dashboard to identify families entitled to Free School Meals, School Clothing Grants, or Education Maintenance Allowance who are not currently claiming these benefits. Following this, we will auto-award eligible households where possible and proactively contact families to request any required information, such as bank details, to ensure they receive their full entitlement.	October to December 2025	Medium	£32,000 per annum to cover the cost of the Low Income Family Tracker from March 2026 onwards.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
82	Do	Child care	review the provision of free holiday activities and analyse data to understand how provision helps prevent child poverty.	Data is analysed to assess programme impact, including uptake by priority groups, total bookings, and participant feedback. Activities mainly target children aged 5–14, with a focus on families most at risk of poverty. A small universal offer is available to all families. Programmes are free and often include food, helping remove financial barriers. Community-based delivery ensures support reaches those in areas most affected by poverty. Insights from each programme are used to improve future delivery.	The Council will continue to measure and evaluate impact of free holiday activities through agreed metrics, including; percentage uptake from each of the six priority groups, total bookings, breakdowns of priority and non-priority participants, meals provided, and average enjoyment ratings as reported by children and young people who took part in the activities.	Ongoing	High	None
9	Consider	Unpaid Care	funding a community navigator role (as piloted by Glasgow Disability Alliance) who can work with individuals who require help navigating the care and other systems, helping them to get the appropriate support at the right time.	Integration of health and social care has improved professionals' awareness of available services and referral pathways. People using one service can now be more easily supported to access additional or alternative help. Every GP practice has at least part-time Link Worker. The Wellbeing Team and Health Improvement Team also help people navigate the system. The Aberdeen Guide to Independent Living and Enablement provides information on local support, available both online and in print. Locality Empowerment Groups, made up of community volunteers, act as ambassadors. However, Link Workers are at capacity, and Local Empowerment Group membership is limited, so support for navigating the system can be inconsistent.	We are developing a Single Point of Access, initially as a digital tool for health and care professionals, with plans to extend it to other public sector partners and the public. As part of this, we will explore with third sector partners whether volunteers can support navigation. Community representatives have consistently called for clearer communication about available services, which remains a key improvement priority. Development costs are included in the Year 2 Delivery Plan, the Link Worker contract is fully funded, and any additional resource must be cost-neutral.	March 2027	High	Costs will be managed within existing budgets.
32	Do	Unpaid Care	allocate sufficient funding to ensure the provision of support to carers as outlined in the Carers (Scotland) Act 2016.	Carers funding provided by the Scottish Government is currently allocated to delivering the commitments within Aberdeen City's Carers Strategy 2023 -2026 which covers both Adult and Young Carers.	Consultation is currently underway as part of the process to develop a refreshed Carers Strategy for April 2026. We would welcome input from the SWBG Steering Group as part of that refresh to help us consider the commitments we make in the refreshed strategy with a 'gender lens' and ensure we capture the key challenges for women carers and identify suitable support to overcome these. Some of our Carers Funding is allocated to an Improvement Fund where community groups or third sector organisations can make a bid for funding to provide bespoke support in certain areas. The funding for 25/26 has all been allocated but we would be delighted to assist SWBG or others in making a bid for future years.	February 2026	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
33	Do	Unpaid Care	ensure its non-residential social care charging policy and financial assessment adequately takes into account disability related expenditure.	Our non-residential social care charging policy is called 'Contributing to your Care and Support'. The reason for that is that people are only asked to contribute towards the cost of their care if they can afford to do so. A financial assessment takes place which considers income available and deducts all necessary expenditure such as rent and Council Tax. There is a formula that determines whether from the remaining disposable income a contribution to costs of social care can be made. Disability related expenditure is taken into consideration as part of the necessary expenditure aspect of that calculation.	The non-residential social care charging policy is currently under review. We will ask the team that are undertaking this review to consider whether the policy adequately takes disability expenditure into account by referencing the Convention of Scottish Local Authorities guidelines and benchmarking with what other Health and Social Care Partnerships across Scotland do.	March 2027	Medium	No immediate financial impact
34	Do	Unpaid Care	analyse how non-residential social care charges impact on child poverty levels in the City.	Our non-residential social care charging policy is called 'Contributing to your Care and Support'. The reason for that is that people are only asked to contribute towards the cost of their care if they can afford to do so. A financial assessment takes place which considers income available and deducts all necessary expenditure such as rent, council tax etc. There is a formula that determines whether from the remaining disposable income a contribution to costs of social care can be made. There is an assumption that those households where 'child poverty' is deemed to exist would not be financially assessed as being able to contribute anything toward the cost of social care so the impact would be neutral.	Aberdeen City Health and Social Care Partnership will work with the Aberdeen City Council's Data and insights Team to see if there is a way we can prove or otherwise our assumption around the neutral impact of non-residential care charges on child poverty. Should our assumption be wrong we will review the reason for that and consider how this might require a change to policy.	March 2027	Low	No immediate financial impact

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
97	Do	Unpaid care	use data to identify areas with high levels of unmet need in relation to social care and work with communities to develop responses to support families.	In Aberdeen City Health and Social Care Partnership we understand 'unmet need' to be where individuals have been assessed as having a need for funded social care or support and where we are either unable to provide that care or support or the offer of care or support that we can make has been refused. We have a database in respect of that unmet need and are actively working to address it. We understand that the unmet need referred to in this recommendation is more about those individuals whose needs do not meet our eligibility criteria for a funded care or support service. When this happens we do try to signpost individuals to other support available to them however we do not hold data on this type of 'unmet need'.	We will investigate how we can capture data on needs that are not assessed as meeting our eligibility criteria and work with communities and third sector organisations to understand how these needs could be met. This could also contribute to the work we are doing on a Single Point of Access as information on non-statutory services available in the community is equally important.	March 2027	Medium	None
98	Do	Unpaid care	ensure the Annual Performance Report provide details of support for carers and other information in relation to the implementation of the Carers Act.	Aberdeen City Health and Social Care Partnership produce an annual performance report on delivery of the Carers Strategy. The partnership Annual Performance Report is to demonstrate progress against the Strategic Plan and whilst reference may be made to carers in that there is more scope to provide greater detail in the Carers Strategy Annual Report.	We will ensure wider circulation and promotion of the annual performance report on the delivery of the Carers Strategy.	February 2026	Low	None
35	Do	Safety	ensure that applications to the Scottish Welfare Fund from survivors of domestic abuse consider the additional costs these households face.	There is provision for this within the Scottish Welfare Fund Statutory Guidance. The revised version of Scottish Welfare Fund Statutory Guidance from 1/4/25 now provides Local Authorities with low-income earnings thresholds to use. However, it also states Local Authorities can make a judgement that an applicant on a seemingly higher income can still be considered for a grant (for example, relating to domestic abuse). This has been highlighted and reinforced to the Scottish Welfare Fund team.	Existing staff have been made aware and this guidance will be incorporated in to our training for any new staff. We will examine potential data analysis of applicants who have survived domestic abuse as part of a broader data analysis exercise described in recommendation 50.	Ongoing	Low	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
36	Do	Safety	adopt a feminist urban planning approach, as being developed in Edinburgh and Glasgow and used in other European Cities such as Vienna and Barcelona.	Motions have been tabled by Councillors in both Edinburgh and Glasgow on feminist town planning, but this has not been the case in Aberdeen to date. It is recognised by the Strategic Place Planning team that a safe space for women is a safe space for all. The Scottish Governments 'National Planning Framework 4' notes one of the six qualities of successful places is: "Healthy: Supporting the prioritisation of women's safety and improving physical and mental health".	The Council's Strategic Place Planning team will monitor the work being undertaken elsewhere and, where appropriate, look at opportunities where approaches could be incorporated in Aberdeen, for example through the revised Local Development Plan. Proposed Local Development Plan programmed to be reported to Council in Autumn 2026, with public consultation thereafter	September 2026	Low	No immediate financial impact
37	Do	Safety	embed safety audits/walks of areas being redeveloped or those identified as high risk to improve access/accessibility.	The Disability Equity Partnership and some of other third sectors provide this support already. But potential to expand it as a project group. The placement and location paths and routes would be better considered at design stage so poor design can be made better before it is built out. Existing areas can provide lessons learned examples.	Use conclusions / outputs of both the Path Network Audit and Open Space Audit to help identify areas flagged as needing improvement.	Ongoing	Low	No immediate financial impact
38	Do	Safety	invest in community-based youth work as a preventative measure to fight anti-social behaviour.	Mentors in Violence Prevention is a peer mentoring programme that gives young people the chance to explore and challenge the attitudes, beliefs and cultural norms that underpin all forms of gender-based violence in our society. All secondary schools engage with this programme and we have 75 staff trained across the city.	We expect a primary version to be launched within the next year and will explore how this might support primary schools in this area. Youth workers are funded across all city Associated School Groups using Scottish Government Strategic Equity Fund funding and will continue to work closely with schools and other agencies to tailor their offer to address local needs.	Ongoing	High	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
39	Do	Safety	undertake work to ensure teachers and youth workers feel able to address issues associated with the manosphere, porn etc.	The Relationships, Sexual Health, and Parenthood Collaborative Resource, developed by local authorities and health boards with input from the Scottish Government and Education Scotland, is now publicly available online. Schools decide how best to use this resource based on their local context. In the senior phase, the Health and Wellbeing curriculum includes a range of courses, with a significant proportion of National Progression Awards at Scottish Credit and Qualifications Framework levels 5 and 6 coming from Health and Wellbeing subjects. Pupils in Primary 6 and 7 and all secondary learners complete an annual, anonymised mental health and wellbeing survey, which helps schools identify needs and tailor programmes accordingly. Professional learning and leadership opportunities, such as recent events on online influences and violence against women and girls, are shared with relevant staff. All schools and outreach staff can seek support from the Educational Psychology Service for early intervention consultations on a range of topics, including harmful sexual behaviours, pornography, self-confidence, and consent.	These offers are ongoing across Education and Lifelong Learning and will continue to be promoted within and across. Health and Wellbeing Advisory Group is working with schools across Scotland, including Aberdeen in relation to the proposed Personal and Social Education curriculum review. This should incorporate the hoped for changes in relation to Relationships, Sexual Health & Parenthood. As part of the Curriculum Improvement Cycle, Health and Wellbeing Groups are meeting monthly. There will be a separate activity for primary school staff.	Ongoing	Medium	None
40	Do	Safety	encourage schools to consider toilet provision particularly for younger year groups to address feelings of safety.	Individual schools make local arrangements for toilet provision for different year groups based on facilities available and physical layout of the establishment.	All schools will be made aware of this recommendation and asked to review allocation of toilet facilities within their buildings to take account of perceived safety issues, subject to the building layout within individual schools. It may be the case that the layout cannot be changed and this dictates local arrangements.	December 2025	Medium	None
91	Do	Safety	review the cost of temporary accommodation for women with experience of domestic abuse who are in work and do not qualify for housing benefit.	Based on initial calculations, a person would have to be earning in excess of £2000 per month to not qualify for any housing benefit to support payments towards temporary accommodation. The cost of temporary accommodation is set up to cover the costs associated only and does not generate any income for the local authority. It would be challenging to change the cost of temporary accommodation for one cohort only.	Aberdeen City Council will consider further options to avoid the need for temporary accommodation, linking into work in the city as part of the Homewards coalition, which has a preventative focus on reducing homelessness in the city, and in turn reducing reliance on temporary accommodation.	Ongoing	High	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
92	Do	Safety	review the placement of taxi-ranks.	Taxi ranks are located on side roads between the hours of 5am to midnight and they are closed whilst the night time ranks on Union Street operate between midnight and 5am. This approach provides greater space for queuing with higher levels of surveillance at hours when highest volumes of customers can be expected. All ranks have CCTV surveillance.	We will continue to monitor provision of taxi ranks in the city centre.	Ongoing	Low	None
115	Do	Safety	Police Scotland to work with Aberdeen City Council to increase the number of community police across the city to build trust within the community, address issues, and promote safety.	Community Safety Partnership system in place for responding to issues daily, deploying police as appropriate.	Aberdeen City Council has recently revised its Community Safety Governance model to strengthen partnership working and improve outcomes. This model is designed to identify opportunities for early intervention and supports direct tasking to Police Scotland's Community Policing Teams and other services such as City Wardens. The governance groups rely on ongoing data analysis to inform priorities and actions. Police Scotland are currently developing a new operational policing model. This model emphasises a stronger community policing presence, increased visibility in neighbourhoods, and improved problem-solving approaches at the local level. Aberdeen City Council will work jointly with them to shape this approach, using existing Community Safety Partnership structures to provide strategic direction and support implementation. Close collaboration will ensure that public spaces are supported by responsive policing and that safety improvements align with community needs. The new policing model is expected to be implemented during the course of Summer 2026.	Summer 2026	High	None
4	Continue	Welfare Benefits	continue to provide upfront support with childcare costs to families. Undertake a review of how this grant is advertised to improve uptake and collect disaggregated data on the use of it to monitor impact.	There is a flexible support fund available through the Department for Work and Pensions for upfront childcare costs as well as ongoing and ability to utilise free hours. Locally, the Anti-Poverty and Inequality Committee allocated non-recurring funding for upfront childcare costs for families to support parents into work.	We will improve advertising of support that is available for children, bringing information together in a way that is easy to understand. It will be available for partner organisations to use. We will consider whether this information could sit on ABZ Works website. Staff will apply to Anti-Poverty and Inequality Committee next year for Job Start Payment for parents, which cover childcare costs and be used to address other needs.	March 2027	High	£150,000 would support 150 parents.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
5	Continue	Welfare Benefits	continue to use Housing Benefit/Council Tax Reduction data to ensure households who may be entitled to Pension Credit are aware of this.	The Financial Inclusion Team uses data from the Low Income Family Tracker to identify households entitled to Pension Credits and not claiming. We then proactively engage households to claim.	Continue to use Low Income Family Tracker to identify households eligible for Pension Credit and proactively contact them through multiple communication channels to support successful claims.	Ongoing	High	£32,000 per annum to cover the cost of the Low Income Family Tracker from March 2026 onwards.
10	Consider	Welfare Benefits	how it communicates with its citizens about Council Tax and what it funds, including this as part of budget consultation.	In the previous year, two rounds of public consultation have taken place with an online consultation tool and a suite of public engagement session held in person and virtually. Digital support has also been offered for those without digital access. Social media campaign and webpage for information on how we make budget decisions.	Planning for the 2026/27 budget consultation is underway and this group will engage the Scottish Women's Budget Group to promote the public consultation.	December 2025	Medium	None
11	Consider	Welfare Benefits	how they advertise the Scottish Welfare Fund to ethnic minority groups.	Currently, communities are signposted to the Council's website which also supports translation into several community languages for accessibility. In some cases, communities tend to use support workers or third sectors to help them find this information.	We will enhance use of existing information platforms by raising awareness of them. Set up a short-term focus group of diverse members to better understand how people like to access and receive information. Highlight Scottish Welfare Fund information through existing channels like Newsbite and the Aberdeen Council of Voluntary Organisations bulletin.	May 2026	Medium	No immediate financial impact
41	Do	Welfare Benefits	publish Pay Gap data disaggregated for teaching and non-teaching staff.	Aberdeen City Council publishes pay gap data for teaching and non-teaching staff. The Council also publishes workforce data by protected characteristics where the information has been shared by the employee. The reported data shows occupational segregation for all employees and for Education staff. The data is broken down by salary band, gender, ethnicity and disability. The data is available here: https://www.aberdeencity.gov.uk/sites/default/files/2025-04/Appendix%203%20%20Employee%20Information%202020-%202024%20%281%29.pdf	No further action proposed currently as the Council reports this data through the Equality Outcomes and Mainstreaming report. The protected characteristics data we hold is based on what has been shared by employees. Work is ongoing via the Employee Equality, Diversity and Inclusion Action Plan 2025 - 2029 to increase the number of employees completing their Equality, Diversity and Inclusion data on the HR system.	Ongoing	Low	None

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42	Do	Welfare Benefits	publish disaggregated employee data by job type, pay grade, work pattern.	<p>After further consultation with Scottish Women's Budget Group, we have clarified that this recommendation related to how Aberdeen City Council promotes its roles, potential pathways and the benefits of working for the Council like flexible working.</p> <p>Aberdeen City Council already promotes the benefits of working for the Council on its website and My Job Scotland, the platform used for advertising all Council vacancies. We promote some of our vacancies on social media.</p>	<p>Review the information contained on the Council Jobs website pages and My Job Scotland for potential applicants.</p> <p>Build a social media campaign to promote the Council as an 'Employer of Choice' sharing the range of job roles, pay grades and working patterns along with the benefits of working for the Council.</p> <p>Review other opportunities to promote the Council as an 'Employer of Choice'.</p>	Ongoing	Medium	None
43	Do	Welfare Benefits	carry out an analysis of the eligibility criteria it uses for all grants it provides to understand who this is helping and impact of conditionality requirements, Living Wage and Department for Work and Pensions.	The benefits that Aberdeen City Council administer on behalf of the Department for Work and Pensions - Housing Benefit and Council Tax Reduction - are governed by legislation. We also administer educational benefits - Free School Meals, School Clothing Grants, Educational Maintenance Allowance - in line with Scottish Government income limits. We have previously added additional eligibility to the School Clothing Grant for households receiving Housing Benefit and/or Council Tax Reduction.	We will undertake an analysis of household data to assess the impact on families working 16 hours at National Minimum Wage or Real Living Wage, and in relation to the DWP conditionality threshold (Administrative Earnings Threshold, set at £952 (2025/2026)). Based on this analysis, we will prepare costings for potential options to support those just above the current thresholds. Any proposed changes to national criteria would require Aberdeen City Council funding and formal committee approval.	April 2026	Medium	No immediate financial impact

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
44	Do	Welfare Benefits	gather data on how many of its citizens experience the challenges posed by the UK's 'hostile environment' and lobby the UK Government to tackle the issues.	The definition of 'hostile' is wide and open to interpretation by both who are experiencing this and those who may be supporting them through this. Current political climate has also meant there is an increase in challenges being faced by citizens / migrants.	Council co-leader Christian Allard has written to the UK Government with the findings of the Scottish Women's Budget Group Report, which includes evidence on the impact that immigration policy has on people's incomes.	Complete	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
45	Do	Welfare Benefits	have easy-to-understand information about entitlement to benefits/support available, including translation into main minority languages.	We have collated what has already been produced in easy-read formats and are identifying topic areas.	We will review existing easy-read materials and identify gaps, then engage with groups with lived experience to confirm relevance and preferred formats. Incorporate feedback to develop a comprehensive communications plan, including translation into priority languages, with cost implications assessed.	November 2025 to April 2026	Medium	Costs will be managed within existing budgets.
46	Do	Welfare Benefits	make the formula used by the DWP to calculate Universal Credit available to help those with variable incomes.	Currently Aberdeen City Council does not have information publicly available on this. The Financial Inclusion Team would explain this when working with citizens.	We will create a clear, user-friendly resource on Universal Credit calculations, starting with a simple introduction, followed by a worked scenario, and bullet points explaining how the calculation is made. Include direct links to the official GOV.UK guidance on Universal Credit and an link to the online benefit calculator for personalised calculations.	February 2026	Medium	None
47	Do	Welfare Benefits	ensure all staff dealing with income maximisation have undertaken Fife Gingerbreads Confident Conversations training.	Fife Gingerbread's "Confident Conversations" training helps practitioners confidently discuss child maintenance with parents. Following a recent study, Aberdeen City Council invited Fife Gingerbread to deliver two free in-person sessions for up to 40 participants. The training is open to teams including Financial Inclusion, Family Support Services, SMART, CFINE, Citizens Advice Bureau, and other community groups (subject to availability).	Aberdeen City Council will deliver Fife Gingerbread's Confident Conversations training online to frontline staff, embedding child maintenance into income maximisation work. Key actions include: Online Training: Live sessions completed by March 2026. Partner Mapping: Gather information on current child maintenance support and training from council partners by March 2026.	March 2026	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
48	Do	Welfare Benefits	ensure questions about child maintenance are asked as standard as part of conversations about income maximisation.	Financial Inclusion Team staff discuss this and wording has been updated on our online benefit calculator to let household know, this income is disregarded for benefit purposes and also links them to the child maintenance website.	We will embed the Fife Gingerbread 'Confident Conversations' principles into all income-maximisation interactions by ensuring staff routinely and sensitively ask: 'Is your child receiving child maintenance?'. Update Financial Inclusion Team scripts, online benefit calculator prompts, and case-note templates to include this question, with clear guidance that any maintenance income is disregarded for benefit purposes.	Completed October 2025	High	None
49	Do	Welfare Benefits	further analyse Scottish Welfare Fund (SWF) data to explore how different characteristics impact on the outcome of applications.	A quarterly data extract is taken from the Scottish Welfare Fund system and uploaded to the Scottish Government statistical system. The data extracts provide details on applications, reason for application, processing times, awards, rejections, expenditure, items awarded, payment method and reviews of unsuccessful applications.	We will explore options for producing internal analysis on Scottish Welfare Fund application outcomes, in collaboration with the Data and Insights team. This will include assessing the feasibility of using available equalities data, acknowledging current data limitations. This analysis could highlight potential disparities in application success rates and identify underrepresented groups. Where patterns emerge, targeted promotional activity and further analysis will be considered to improve equity of access.	Ongoing	Low	No immediate financial impact
50	Do	Welfare Benefits	ensure households are aware that they have the option to pay council tax over 12 months instead of 10.	The Aberdeen City Council website provides all details of discounts and exemptions that are available and provides links to forms. Council Tax documentation signposts to the website.	We will make information on exemptions and discounts clearer on our website. A flyer could be added to the Council Tax letter to highlight this information as well as other support available for households to cope with the cost of living, at an additional cost.	March 2026	Low	£5,000-£10,000 for 130,000 leaflets
51	Do	Welfare Benefits	provide clearer information online about who is entitled to council tax reduction.	We have been working to ensure information on our website is clear.	<p>We will create a dedicated a plain-English webpage explaining Council Tax Reduction, starting with an introduction on what Council Tax Reduction is and how entitlement is calculated, while making it clear that individual circumstances and Council Tax banding affect the outcome.</p> <p>We will create a worked case study (for example, a single person and a family) to illustrate how Council Tax Reduction can apply in real life.</p> <p>We will carry out a strong call-to-action encouraging users to check their entitlement using the online benefits calculator, with a direct link provided.</p>	February 2026	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
52	Do	Welfare Benefits	run a campaign to encourage take up of single person council tax discount.	Our website provides all details of discounts and exemptions that are available and provides links to forms. Council Tax documentation signposts to the website. Currently, of 126,846 properties, 51,889 households are receiving a "single " discount , 10,841 are exempt and 6,124 properties are empty.	We will create a simple explanation of the calculation process, without jargon.	February 2026	Low	None
53	Do	Welfare Benefits	make information on circumstances in which they would backdate claims for Council Tax reduction readily available.	The backdating section on website has been updated to include examples of circumstances where a backdate of Council Tax Reduction could be considered.	We will worked case study (for example, a single person and a family) to illustrate how Council Tax Reduction can apply in real life.	Ongoing	Medium	None
54	Do	Welfare Benefits	ensure information about reductions for disabled households is accessible and relevant professionals are able to provide this information to relevant households.	Our website provides all details of discounts and exemptions that are available and provides links to forms. Council Tax documentation signposts to the website. Currently, of 126,846 properties, 51,889 households are receiving a "single " discount , 10,841 are exempt and 6,124 properties are empty.	We will roll out a strong call-to-action encouraging users to check their entitlement using the online benefits calculator, with a direct link provided. We will share Citizens Advice Scotland's Council Tax Reduction tool to professionals, enabling them to provide accurate information on Council Tax Reduction to disabled households.	April 2026	Medium	None
55	Do	Welfare Benefits	analyse data on council tax arrears to understand which households are being affected by its current practices.	We do not capture data on individuals.	We will review what household data could be captured beyond those in receipt of council tax discounts and exemptions.	April 2026	Low	None
56	Do	Welfare Benefits	carry out a cost benefit analysis of debt recovery practices and its use of private debt recovery companies.	Councils have only certain powers to collect debt. Therefore, Sheriff Officers are procured to collect monies due to the council. Cost benefit analysis shows that use of sheriff officers is cost effective for the Council.	We will continue to ensure minimal fees are charged to people in arrears via the contractual agreement with debt collection agent.	Ongoing	Low	None
57	Do	Welfare Benefits	develop debt recovery policies that recognise the impact of domestic and economic abuse and prevent victims being pursued for coerced debt in their name as a result of abuse.	Aberdeen City Council takes each case of Council Tax arrears on its merits and our staff approach people experiencing domestic and economic violence sympathetically.	Officers are in contact with Aberlour in relation to our corporate debt policy to explore unintended consequences of recovery actions and compare practice to other local authorities where compassionate debt management policies have been introduced.	December 2025	Medium	No immediate financial impact
58	Do	Welfare Benefits	pilot a community diner project as developed by Nourish Scotland.	Nourish Scotland is launching a 3-year research project on public diners as a way to support the right to food, sustainability, and public health. The study will explore funding needs, operations, and potential impact on health and wellbeing. A feasibility study for Aberdeen has been submitted to the NHS Grampian Charity by the Rowett Institute, Nourish Scotland, and CFINE, with a decision pending.	We will monitor the work being undertaken by Nourish Scotland, who are piloting a public diner in Dundee. There may be an update on the funding bid by Committee date. Current Nourish Scotland pilot started in 2025 and will run for 3 years.	Ongoing	Low	No immediate financial impact.

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59	Do	Welfare Benefits	use the development of the local Good Food Nation Plan (GFNP) to tackle food poverty and builds gender analysis into the policy development. The plan should include options to improve access to healthy food, cash first approaches to emergency food aid and supporting communities to use appropriate community space to grow their own vegetables	The Scottish Government's draft National Good Food Nation Plan has been presented and is currently being consulted on. The final plan has yet to be lodged. Once it is, Local Authorities and NHS Bodies will be expected to develop their own plans. The statutory timelines for these are yet TBC. Local Good Food Nation Plans will be supported by or link with Aberdeen's 'Gold' Sustainable Food Places Partnership & Action Plan, Aberdeen's Food Growing Strategy, Healthy Weight Aberdeen and planning policies within National Planning Framework 4 and the Aberdeen Local Development Plan that support access to healthy foods, and the provision of food growing spaces within open space.	We are awaiting the final Scottish Government Good Food Nation Plan to be published so we can the scope of national ambition and local expectations, relevant stakeholders and delivery timelines. Immediate next steps will be to establish a Good Food Working Group with interested stakeholders to shape the way forward, including consideration of this Scottish Women's Budget Group recommendation. The Working Group will commence once the national plan is presented.	To be confirmed. Awaiting timelines on Good Food Nation Plan from the Scottish Government	Medium	No immediate financial impact.
60	Do	Welfare Benefits	carry out a scoping exercise to see if it's possible to build on the allotment market stall and the CFINE box scheme to improve access to quality fresh food.	The Allotment Market Stall is a community enterprise to redirect excess allotment products for sale, with funds going back to allotment sites for communal use. This is entirely self- and grant-funded and voluntary run. CFINE box scheme provides fresh & local (where possible / available), foods to those who wish to procure them.	Implementing this recommendation requires Aberdeen City Council and CFINE to liaise and understand the resources available. Consideration will take place in the context of other current organisational priorities.	Completed September 2025	Low	No immediate financial impact.
61	Do	Welfare Benefits	ensure that provision of period products meets the needs of women with heavy menstrual bleeding.	Period products are provided through Access to Free Period Products by Aberdeen City Council in partnership with CFINE. These include super tampons, super and night time towels, menstrual cups and reusable towels. Procurement of product is planned using data from consultations and ongoing feedback. Community venues can request provision of all products or request specific items.	CFINE have sourced heavy bleed (super plus) products that are comparatively priced and will now provide these as part of the provision. Organisations that ask for a mixed supply will now receive heavy flow products as part of their standard delivery. Super plus products are approximately 20% higher in price. This will be incorporated into existing budget. Any impact on the budget for products will be monitored by CFINE and reported to ACC.	Completed September 2025	Medium	None
70	Do	Welfare Benefits	provide clearer information about eligibility criteria for Scottish Welfare Fund.	The Council website provides details about the grants available through the Scottish Welfare Fund, basic eligibility criteria, information on how to apply and how to request a review of an application decision. Our website has a separate page signposting people in crisis to support services like food banks, money advice and housing and homelessness services.	Council staff will consider how to circulate Scottish Welfare Fund eligibility criteria more prominently, and in ways that enhance the likelihood of reaching people who need Scottish Welfare Fund support. Potential options include adding a Scottish Welfare Fund information to a booklet on support for families, updating the council website, distributing promotional material to community centres and imparting information visually to assist people with limited literacy	Ongoing	Low	None

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88	Do	Welfare Benefits	review the eligibility criteria for all child related benefits in light of rises in the Real Living Wage and Department for Work and Pensions conditionality rules, considering a taper to support families just above the threshold.	Aberdeen City Council administers benefits such as Housing Benefit and Council Tax Reduction in line with UK and Scottish legislation. The Council also manages educational benefits, including free school meals, school clothing grants, and the Education Maintenance Allowance, based on Scottish Government income thresholds. Additional eligibility for the school clothing grant has previously been extended to families receiving Housing Benefit or Council Tax Reduction.	We will undertake an analysis of household data to assess the impact on families working 16 hours at National Minimum Wage or Real Living Wage, and in relation to the DWP conditionality threshold (Administrative Earnings Threshold, set at £952). Based on this analysis, prepare costings for potential options to support those just above the current thresholds. Any proposed changes to national criteria would require Aberdeen City Council funding and formal committee approval.	November 2025 to February 2026	Medium	No immediate financial impact.
93	Do	Welfare Benefits	review its job evaluation scheme to identify if there are any biases built into this which results in women being in lower paid roles.	<p>Aberdeen City Council uses the Scottish Joint Council for Local Government Employees Job Evaluation Scheme. We have developed local guidance and specific processes. These allow us to ensure that we adopt a consistent and structured approach to job evaluation for ACC.</p> <p>The Job Evaluation Scheme is used to measure the size of job roles, which is key to ensuring we meet our equal pay obligations for all employees, eliminate any bias in our pay systems and provide a fair and transparent pay system.</p> <p>The development of the Job Evaluation Scheme included compliance with the Equal Pay Act, adopted the good practice guidance of the Equal Opportunities Commission and ACAS utilised recognised statistical techniques.</p> <p>The scheme was reviewed during 2024 by the Councils Joint Working Group and as part of this consideration was given to ensure any gender biases were avoided.</p>	<p>In August 2025, Aberdeen City Council published an Employee Equality, Diversity and Inclusion Action Plan for 2025 to 2029. The wide ranging improvement actions in this strategy include developing a framework to capture intersectional pay gap data, with a focus on gender, disability and ethnicity. Furthermore, we will evaluate our recruitment and selection process to ensure it continues to be current, accessible and inclusive and make any identified improvements.</p> <p>As part of the strategy, we will review the new start process to include improved guidance on equality data collection. We will conduct an ongoing policy review develop or refresh policies to ensure equality impact is considered, supports inclusive working environment and reflects the needs of current and potential workforce. Additionally, we will promote internal CV workshops and Interview Skills training programmes for development of internal employees.</p> <p>In line with our commitment to ensure a robust JE process, we will explore the potential for using Gauge+, a factor based job evaluation software. This could enhance our JE practice and reporting, by supporting in safeguarding against potential discrimination challenges and ensuring a process free from gender bias.</p>	April 2027	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
94	Do	Welfare Benefits	review its practice around council tax arrears, charges and repayment plans for those who fall behind for the current council tax year.	Aberdeen City Council recovers Council Tax arrears in line with its Corporate Debt Policy.	<p>We will consider a proposal to introduce a discretionary council tax allowance scheme for Aberdeen City Council, based on the successful model used by Fife Council since 2021. The allowance would allow for the reduction or clearance of historic, uncollectable Council Tax arrears for households experiencing severe financial hardship, particularly in cases where pursuing recovery is uneconomical.</p> <p>As part of a wider campaign, the Council will encourage people to get in touch early if they are experiencing financial difficulty.</p>	2025-26	Medium	<p>None as this proposal is about using the debt write off costs for council tax in a different way.</p> <p>Foregone income driven by increased demand for CT Reduction present a financial implication.</p>
95	Do	Welfare Benefits	review the threshold for income-based support to understand the costs/benefits of keeping these the same or amending them.	<p>This recommendation is linked to recommendation 88 and 43</p> <p>The benefits that Aberdeen City Council administer on behalf of the Department for Work and Pensions - Housing Benefit and Council Tax Reduction - are governed by UK or Scottish Legislation. Aberdeen City Council also administer educational benefits - Free School Meals, School Clothing Grants, Educational Maintenance Allowance - in line with Scottish Government income limits. We have previously added additional eligibility to the School Clothing Grant for households receiving Housing Benefit and/or Council Tax Reduction.</p>	We will undertake an analysis of household data to assess the impact on families working 16 hours at National Minimum Wage or Real Living Wage, and in relation to the DWP conditionality threshold (Administrative Earnings Threshold, set at £952 (2025/2026). Based on this analysis, we will prepare costings for potential options to support those just above the current thresholds. Any proposed changes to national criteria would require Aberdeen City Council funding and formal committee approval.	April 2026	Medium	No immediate financial impact.
99	Do	Welfare Benefits	pilot the provision of support to girls and their families who hit puberty early.	Support is provided as and when individuals are made known to us.	We will deliver a Community Appointment Day specifically in relation to tackling the taboo around menstruation.	February 2026	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
12	Consider	Health and Wellbeing	how access to their site for Gypsy/Travellers can be improved for non-drivers.	A review of the site on a map shows that the closest bus stop is at a distance and the location is surrounded by privately owned land, which will make it difficult to make any changes or add stops. More information gathering would be needed to balance cost of any additional bus service in the area. Other options include subsidised taxi services, offer the use of Dial-a-Bus, which can cost around £4.50 for a single journey or a return of £7.00, or a Bus pass that you can make 10 journeys for £30.00. This would also require access to a phone / digital access to make bookings.	We will set up a focussed session with the community to understand number of people impacted and explore options.	January 2026	Medium	No immediate financial impact
13	Consider	Health and Wellbeing	using LEZ funds to support a taxi card or dial a bus service.	Community Transport (Dial-a-Bus) and the Transport to Healthcare Information Centre are available in Aberdeen and meet demand, though about 13% of requests cannot be accommodated. Aberdeen's taxi card scheme ended in 2010 when Community Transport was introduced. Reintroducing a taxi card scheme would require further investigation, with estimated annual costs around £230k. Funding from the Low Emission Zone surplus is uncertain and declining, creating a potential risk if a taxi card scheme was funded through it. All local bus services are required to be accessible for people with disabilities.	We will consider how to improve publicity around what community transport schemes are currently in operation. We will consider the financial implications of aligning LEZ surplus to this recommendation.	A report on the costs and income associated with the LEZ during 2025/26 will be presented to Committee in Spring 2026.	Low	None
62	Do	Health and Wellbeing	ensure Council digital systems can be accessed easily by using smart phones.	Our current website and portals are mobile responsive.	We are currently working on a new website and continue to ensure that the website and related systems can be accessed using smart phones.	To be confirmed	Medium	None
63	Do	Health and Wellbeing	work with a group of citizens to ensure the website is fully accessible and user friendly and that key information is translated into key minority languages.	The website has a tool that makes it easy to translate content. It also meets the 2018 accessibility regulations for public sector websites and mobile apps.	The website is a live platform, which means we can keep it up to date as new information becomes available. We are planning to meet with different citizen groups soon and would welcome representatives from the Scottish Women's Budget Group to join one of these sessions. We're also working on a section about important life events, and hearing real experiences will help us create useful content to support people as they navigate these moments.	December 2025	High	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
64	Do	Health and Wellbeing	promote the availability of social tariffs for Broadband to low-income households.	We currently have a webpage directing citizens to the broadband providers.	We will develop a clear communications campaign to raise awareness of low-cost broadband options ('social tariffs') for households on a low income. This will include, creating a simple, accessible flyer listing current social tariffs, eligibility criteria, and how to apply. We will distribute the flyer through schools, libraries, community hubs, and advice partners. We will run a targeted social media campaign with key messages and links to providers' pages and the Aberdeen City Council Cost of Living hub. We will embed this information in the Support for Families booklet and on the ACC website.	February 2026	Medium	This information could also be incorporated into the leaflet proposed for inclusion in the Council Tax letter proposed for recommendation 50, costing £5,000-£10,000 for 130,000 leaflets.
65	Do	Health and Wellbeing	embed citizen participation in service design processes using a trauma informed and gender lens.	Trauma informed training has just been rolled out as an e learning module for staff.	All Customer Experience Officers to undertake the training and ensure we take this into ongoing project work.	December 2025	High	None
66	Do	Health and Wellbeing	ensure there are clear non-digital options for people to access support at community level and embed a no-wrong door approach to their services.	We acknowledge that not all of our citizens have access to online or digital equipment so will always support them to meet their needs.	Distributing the flyer through schools, libraries, community hubs, and advice partners.	To be confirmed	High	Costs will be managed within existing budgets.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
67	Do	Health and Wellbeing	analyse housing and homelessness data with a gender lens and consider the need for larger properties in its plans to address the Housing Emergency.	Housing Need and Demand Assessment which is the evidence base for the Local Housing Strategy highlights the need for family homes and is being addressed through delivery through Strategic Housing Investment Plan. Focus on discussions with developers and Registered Social Landlords is for large family homes to be included as part of the proposed mix. Three bedroom homes and larger are required but securing them is a challenge in the current financial context.	We will continue to seek delivery of large family homes through the Strategic Housing Investment Plan that is updated on an annual basis. The need for larger properties is also detailed in the Housing Asset Plan being presented to Council in October 2025 as part of the 30 Year Business Plan.	Ongoing	High	No immediate financial impact.
68	Do	Health and Wellbeing	ensure that the action plan to deal with the housing emergency takes a gendered lens to developing solutions to this issue.	The Cross Party Working Group has defined our housing emergency as being directly associated with the level of housing voids and the pressure on homelessness services. The Housing Emergency Action Plan is being developed to address these two agreed areas and will focus on Council systems, given the considerable partnership focus associated with the Royal Foundation's Homewards initiative.	As part of our preventative work linked to both Homewards and to the development of our Family Support Model, we will undertake a deep dive and undertake subsequent service design around domestic violence.	From October 2025	High	None
69	Do	Health and Wellbeing	increase the supply of affordable/social housing.	Significant work takes place to increase supply of affordable housing across the city through the Affordable Housing Supply Programme.	Continue to work with Registered Social Landlords partners, Scottish Government and developers to deliver affordable homes across the city. Ensure we are well positioned to obtain additional funding if it becomes available.	Ongoing	High	None
71	Do	Health and Wellbeing	speed up plans to retrofit properties to energy efficiency and reduce fuel poverty.	We are in the process of appointing a new insulation contractor, pending further discussions with the Council's legal team. This is to allow mixed tenure properties where the council has partial ownership to install loft insulation. Within most flatted properties the loft space is deemed to be a shared space and so we are required to inform all owners of our plans.	The main works that will be taking place within the mixed tenure flatted properties is loft insulation. There will be some cavity wall and underfloor insulation works also being carried out.	Ongoing	High	None
72	Do	Health and Wellbeing	ensure clear up to date information about support available to migrant women and their families in an easily understandable format.	We would refer to the No Recourse to Public Funds Network website for up-to-date information on entitlement.	We will create a single, translated 'Support for Migrant Families' hub on the ACC website with plain-English information and a prominent link to the No Recourse to Public Funds Network, supported by an intranet microsite and micro-learning for staff. Distribute QR-coded flyers via schools, Early Learning and Childcare settings, libraries, and partners; include summary content in the Support for Families booklet.	March 2026	Medium	Costs will be managed within existing budgets.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
73	Do	Health and Wellbeing	provide clear guidance to its staff about what support is available including financial help for migrant women.	We would refer to the No Recourse to Public Funds Network website for up-to-date information on entitlement.	We will create a single, translated 'Support for Migrant Families' hub on the ACC website with plain-English information and a prominent link to the No Recourse to Public Funds Network, supported by an intranet microsite and micro-learning for staff. Distribute QR-coded flyers via schools, Early Learning and Childcare settings, libraries, and partners; include summary content in the Support for Families booklet.	March 2026	Medium	Costs will be managed within existing budgets.
74	Do	Health and Wellbeing	ensure staff have appropriate training on domestic abuse, risk and no recourse to public funds.	Domestic abuse training is provided to all Aberdeen City Council staff. Staff are aware of the support available those who have an No Recourse to Public Funds visa condition affected by domestic abuse around accessing the Migrant Victims of Domestic Abuse Concession.	We will promote domestic abuse training to increase uptake, promote the internal Domestic Abuse team to provide support to people experiencing domestic abuse. Promotional activities will include a webinar explaining what the team can offer to staff.	Ongoing	Medium	None
75	Do	Health and Wellbeing	extend the contents insurance cover provided to Council tenants to families staying on the Gypsy/Travellers site.	Council house insurance cover is available to all our tenants, which includes those tenants within the Clinterty Site. This will only cover contents only and the tenants are aware of the availability of this scheme.	Promote availability of scheme for any new tenants.	Ongoing	Medium	None
76	Do	Health and Wellbeing	monitor the time taken to deal with repairs on the Gypsy/Travellers site and report on this separately from repairs to general housing stock.	Repairs priorities for the Gypsy/Travellers site have the same timescales as our other housing provision and current performance is positive.	Ensure all tenants are aware of the repairs timescales	Ongoing	Medium	None
77	Do	Health and Wellbeing	investigate the viability of replicating the approach taken by Manchester and Highland Council which has seen buses taken back under public control.	The Council has considered the provisions available to them under the Transport (Scotland) Act 2019, including Franchising models and Local Authority operated bus services. It was determined that as the vast majority of services in Aberdeen are commercially operated not to proceed due to the significant costs required to them. The Council continues to pursue Bus Service Improvement Partnerships through the North East of Scotland Bus Alliance and in line with the awarded Bus Partnership Funding / Bus Investment Fund funding from Transport Scotland, which will drive significant improvements and transformation in public transport in the city. The North East of Scotland Bus Alliance has considered bidding for any Scottish Government trial on a bus fare cap and would make a bid for this should this be launched by the Scottish Government. The North East of Scotland Bus Alliance Quality Partnership has an objective to improve access to public transport for all. It will be driven by the proposed introduction of Bus Service Improvement Partnerships and ongoing work to develop Aberdeen Rapid Transit.	The ongoing workstreams through the North East of Scotland Bus Alliance will continue to consider the most appropriate method of public transport delivery for the region and the proposed projects and to work to ensure bus fares are of value for money.	Ongoing	High	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
78	Do	Health and Wellbeing	run a safety survey to identify high priority areas for improvements to support women and other disadvantaged groups' ability to access public transport.	The North East of Scotland Bus Alliance has undertaken Bus Passenger Satisfaction Surveys, which does include some basic questions on Personal Safety for Public Transport use. In 2023 for Aberdeen City, 60% of respondents were Female / Woman (incl trans) and 40% were Male / Man (incl trans). 86% of respondents were either satisfied or very satisfied with their safety at bus stops and 88% were either satisfied or very satisfied with their safety on board the bus,	A safety survey will be considered by North East Bus Alliance as part of planned surveys.	To be confirmed	Low	None
79	Do	Health and Wellbeing	review the area covered by the Low Emission Zone to identify if changes to this are required to make the bus and train stations more accessible.	The railway station is not situated within the LEZ, and the pick-up and drop off area within the station, accessible via Guild Street, can be accessed by all vehicles without entering the LEZ. Similarly, the Union Square and College Street car parks are not within the LEZ so remain fully accessible to drivers of non-compliant vehicles.	As the station and surrounding car parking opportunities can be accessed by all vehicle drivers without having to enter the Low Emission Zone, no change is proposed. Communication of how to access the bus and train stations could however be reviewed to see if improvements could be made.	Date for review of comms needed	Medium	Costs will be managed within existing budgets.
80	Do	Health and Wellbeing	analyse exemption data to identify any groups who have been impacted by the introduction of the Low Emission Zone and what support they may require to become Low Emission Zone compliant.	Analysis of exemption data shows there has not been a pattern in the exemption requests received to date that suggests that the Low Emission Zone has a disproportionately negative impact on any group with protected characteristics. Any individual or business can request a time-limited exemption from the Low Emission Zone, and requests are considered on a case-by-case basis. Funding has been, and continues to be, available via Transport Scotland to support low-income households and small businesses with the costs of Low Emission Zone compliance, and the Council regularly signposts this on our website and social media.	Continue to monitor Low Emission Zone exemption data to ensure the scheme remains fair and does not disproportionately impact any group	Ongoing	Low	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
81	Do	Health and Wellbeing	ensure those in decision making roles clearly understand that the way in which money is raised and spent is not a gender-neutral process. Any decisions taken at the Council level can drive work forward to tackle the root causes of gender inequality and poverty or make life harder for women and other disadvantaged groups	<p>Aberdeen City Council uses the Integrated Impact Assessment as a process to ensure that we:</p> <ul style="list-style-type: none"> - Understand the impact of our business proposals, policies or decisions on different groups of people within our community or workforce - Develop better policies and practices based on evidence and data - Help prevent or mitigate against potential negative impacts and reduce disadvantage - Meet our legal, moral and business requirements in terms of Equality, Human Rights, Children's rights and poverty. <p>Typically, we use an Integrated Impact Assessment (IIA) when we plan a new service, review an existing one, or develop a policy we think about the range of people who might use that service, or be affected by that policy and what barriers to access they may experience. As part of this process, authors are asked to evidence impact on 'sex' as a protected characteristic, highlight any data on intersectionalities and consider impact of those in socio-economic disadvantage. As part of the training on completing impacts assessments, we highlight examples of how decisions and policies can impact women differently and should not be seen as a gender neutral process.</p>	We will increase training and awareness of gendered budgeting through case studies, raise awareness of the Scottish Women's Budget Group report, and increase targeted consultation and engagement with groups impacted by any such policies and decisions	Ongoing	Low	None
83	Do	Health and Wellbeing	monitor who accesses discounted school aged childcare to understand who is benefitting from this and how the criteria used helps prevent child poverty.	It would be possible to monitor data around the uptake of discounts on school aged childcare. Aberdeen City Council could offer discounts but this option is not financially sustainable for private and voluntary sector providers.	We will monitor uptake of discounted School Age Childcare.	Ongoing	Medium	None.
84	Do	Health and Wellbeing	review the criteria for accessing discounted school aged care ensuring it is accessible to single parents who receive the Real Living Wage.	Aberdeen City Council has a School Age Childcare Policy that outlines its commitment to supporting provision. While the Council does not have control over external providers' decisions, such as fees and discounts, it does offer its own discounts based on family income and entitlement. As School Age Childcare is not a statutory service, it must operate sustainably and is primarily funded through fee income.	The Council will continue to offer a 50% discount for Aberdeen City Council School Age Childcare provision in line with other entitlements based on low income like Free School Meals and School Clothing Grants.	Ongoing	Medium	None.

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
85	Do	Health and Wellbeing	review the provision of before and after school provision and work with schools and community and learning centres to identify possible solutions to address gaps.	We do this on a regular basis, as outlined in our School Age Childcare Policy. Gaps in provision are addressed. However, any new provision has to be sustainable as it is funded via fees.	We will continue to monitor our provision regularly.	Ongoing	Medium	None
86	Do	Health and Wellbeing	review transition arrangements and support between P7 and S1 to identify improvements needed to keep young people engaged in education at this key point.	Transition arrangements are an ongoing priority for the council. They have been reviewed to ensure those at risk of non-attendance are provided with an enhanced transition. This includes the opportunity to build relationships with key staff prior to any visit involving large numbers of young people. There is an Aberdeen City Council Transition Standard which supports all schools plan robust transitions for learners with a particular focus on three key areas: arrangements to support learners and their families; collaborative planning and delivery; and continuity and progression in learning.	A working group of head teachers and central officers is currently reviewing and updating the existing transition standard. This will be completed and the updated version shared with all schools by the end of Term 2 2025. All schools and Associated School Groups will review transition arrangements in light of updated guidance.	Session 2025-26	Medium	None
87	Do	Health and Wellbeing	review data to identify the characteristics of, and areas where, kinship carers reside to help understand the wider support needs families may have related to low income.	Most kinship carers are grandparents living in areas of high deprivation, as defined by the Scottish Index of Multiple Deprivation. A financial assessment is carried out when placing a child to ensure carers receive the recommended allowance and are supported to claim full benefits. Support is provided by Citizens Advice or the Council's Money Advice Service. If essential items are needed, the Council has legislative powers to provide them.	We have conducted analysis of postcodes of kinship carers to identify how many of them live in Scottish Index of Multiple Deprivation 1 or 2 areas. These areas are the most deprived based on the Scottish Index of Multiple Deprivation. We will continue to use financial assessment to understand the support requirements of kinship carers. Data as of Sept 2025: SIMD1 - 16% SIMD2 - 36% SIMD3 - 12% SIMD4 - 21% SIMD5 - 10% UNKN - 6%	Complete	Medium	None
89	Do	Health and Wellbeing	review the process for renewing Blue Badges and bus passes, to reduce the evidence requirements and speed up the time taken.	Transport Scotland is responsible for the policy and legislation that sets out the eligibility and evidence requirements framework for Blue Badge and Free Bus Travel schemes. We have a shortened renewal application online and paper form for Blue Badge holders who have previously been assessed by a healthcare professional and decision was made that no further assessments would be required.	Evidence requirements for the National Entitlement Card and Blue Badge are linked to the eligibility criteria set by Transport Scotland. Aberdeen City Council staff now have access to Social Security Scotland's Data Sharing Portal. This portal allows verification of Adult and Child Disability Payment, which is one of the more common criteria for the National Entitlement Card and Blue Badge. There is also an ongoing Council review of the Blue Badge process and this recommendation can be further looked at within the review. The Council is committed to reviewing the assessment and renewal process for Blue Badges to identify how this could be improved.	September 2026	Medium	None

No.	Category	Theme	Recommendation	Current Position	Proposed Improvement Action	Timescale	Priority Level (High, Med, Low)	Financial Implications
90	Do	Health and Wellbeing	review how eligibility criteria for Blue Badge access is assessed to ensure it meets the needs of those with neurological conditions (such as dementia) as well as mobility issues.	Transport Scotland sets the eligibility criteria. There is a 'Risk in Traffic' criteria for applicants, whose diagnosed mental disorder or cognitive impairment results in difficult to control behaviours which put themselves or others at risk in situations involving traffic.	As per current position there is a 'Risk in Traffic' criteria for Blue Badge but all eligibility criteria is set by Transport Scotland and is not within the powers of the Council to change. However, we are committed to reviewing the assessment and renewal process to identify how this could be improved and as part of this we will consider the needs of those with neurological needs. To better understand these needs, we will engage Aberdeen Action on Disability to determine how processes could be improved.	To be confirmed	Medium	None
96	Do	Health and Wellbeing	review its performance for housing repairs to drive improvements	Performance is monitored on a monthly basis and reported to housing regulator and committee, any issues are highlighted and acted on	Our new repair digital platform will allow for the introduction of more digital and mobile working practices. The system will allow for a more efficient work practice creating improvements for the service and our customers	Ongoing	Medium	None
100	Do	Health and Wellbeing	Work with local authorities and health boards to improve outcomes for women in light of increasing rates of economic inactivity due to poor health.	Like the rest of the UK, Aberdeen has experienced a rise in the number of people unable to work due to ill health or disability. This can have negative impacts for individuals and also at a population level.	Preliminary analysis is required of existing universal and targeted interventions to support women remain in or return to the workforce. This is likely to focus on Health and Social Care as well as employability support services. We will consider scheduling a Community Appointment Day focused on women whose health needs impact on them being able to work.	March 2027	Medium	None

ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality Committee
DATE	26 November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Fairer Aberdeen Fund Annual Report 2024-25
REPORT NUMBER	CORS/25/229
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie on behalf of Isla Newcombe
REPORT AUTHOR	Susan Thoms, Fairer Aberdeen & Anti-Poverty Manager
TERMS OF REFERENCE	1.14

1. PURPOSE OF REPORT

- 1.1 To provide members with the Fairer Aberdeen Fund Annual Report 2024-25.

2. RECOMMENDATION(S)

That Committee:-

- 2.1 Note the Fairer Aberdeen Fund Annual Report for 2024-25, at Appendix 1 and the positive impact that has been made to lives of people in Aberdeen; and
- 2.2 Instruct the Executive Director Corporate Services to thank all the Fairer Aberdeen Board members, funded partners, and volunteers for the work they've done and their many successes.

3. CURRENT SITUATION

- 3.1 The purpose of the Fairer Aberdeen Fund is to tackle poverty and deprivation in priority neighbourhoods and across the City with vulnerable groups and individuals. This report includes the Annual Report for 2024-25 at Appendix 1. Appendix 2 details key performance indicators for all funded initiatives, with figures for the previous 5 years for comparison. It also collates figures for the programme over the last 10 years.
- 3.2 The Fairer Aberdeen Fund (the Fund) is dispersed and managed by the Fairer Aberdeen Board, made up of representatives from the identified priority neighbourhoods through Regeneration Matters network, the Council, NHS Grampian, Police Scotland and ACVO (Aberdeen Council of Voluntary Organisations). The Fund is aligned with the Local Outcome Improvement Plan) themes and outcomes.

- 3.3 The Annual Report details how the Fund was used and the impact it had during 2024-25. £1.54m was allocated by the Council to the Fund, to be dispersed by the Fairer Aberdeen Board. A few highlights are summarised below; further detail is available at Appendix 1.
- 3.4 Funding was awarded to 36 projects within the main programme, as well as a Community Support Fund to support community engagement, and an Employment Support Fund to support costs associated with getting people back into work.
- 3.5 A total of 52,120 people were involved in, or benefited from, funded initiatives, 5,602 of whom were under 16 years old. 96% of people supported were affected by poverty; living in low income households or in the most deprived areas. 752 volunteers contributed 137,210 hours of volunteering time with a value of £2.3m. Match funding achieved by funded initiative totalled more than £679,000.
- 3.6 The Economy theme tackles poverty and promotes inclusive economic growth, removes barriers to accessing employment and helps to maximise household incomes. It provides access to food, affordable financial services and products, coordinated provision of quality advice and information services, and access to support and skills needed to return to work, including initial engagement, personal development activity and in work support.
- 3.7 Over the year 806 people were involved in employability programmes, and 227 people moved into work.
- 3.8 5,566 people received money advice or income maximisation advice, with 1,500 reporting a total financial gain of £2m, an average of £1,350 per person.
- 3.9 5,018 people saved with a credit union. The credit union provided £1.9m in 3,013 affordable loans, avoiding reliance on payday loans or doorstep lending.
- 3.10 562 tonnes of free food were distributed, the equivalent of 1.34m meals (Food Standards Authority standard calculation of 420g per meal, used by FareShare). 47,266 emergency food parcels were provided and 1,251 food bank users were referred to other services for support. Five cooperative Community Food Outlets were established and 3,527 shops took place at Mobile Cooperative Vehicle services and community pantries, offering a more sustainable and dignified response to food insecurity.
- 3.11 Five Community Flats/Projects were funded in priority areas of Cummings Park, Middlefield, Printfield, Seaton and Tillydrone, providing youth work, adult learning, support and advice, addressing isolation and promoting social inclusion. Community Projects have a role in delivering services and support on a wide range of issues and responding to new issues as they arise, like welfare reform, the continued impact of the Covid-19 pandemic, and the cost-of-living crisis and need for warm spaces. A number of organisations use the venues to deliver services and distribute resources like free food and sanitary products. Projects support local people's involvement and promote local democracy.

- 3.12 The People (Children and Young People) theme promotes health and wellbeing, provides parenting and family support, services that meet the needs of young people, and opportunities for young people to secure positive destinations. It also provides opportunities for young people to enter employment, education and training. Many more children and young people will benefit from the programme through family support, the provision of food, and employability and financial inclusion support for parents.
- 3.13 Over the year 5,602 children and young people were supported, along with 166 parents and families with complex needs. 291 young people took part in employability programmes, 91 moved on to employment, education, or training. 210 young people accessed counselling sessions and 261 young people were involved in training in youth media. At least six families no longer required Social Work support, resulting in a significant saving for statutory services.
- 3.14 The People (Adults) theme promotes health, mental health and wellbeing, community safety, and social cohesion and socially sustainable communities. It supports volunteering, and increased opportunities to influence decision making. Many adults will also benefit from projects listed under the economy theme, that also provide individuals and communities with the social resources needed to reduce feelings of loneliness and social isolation.
- 3.15 Over the year 488 people accessed counselling provision provided locally. Additional patrol hours were allocated to reduce harm to women involved in prostitution and to protect communities from the risk and harm caused by commercial sexual exploitation.

4. FINANCIAL IMPLICATIONS

- 4.1 The Fairer Aberdeen Fund is allocated by Aberdeen City Council and is aimed at tackling poverty and deprivation; supporting partners to work together to tackle area-based and individual poverty; and to help more people access and sustain employment opportunities. Funding supports initiatives and services for the most disadvantaged communities and vulnerable people across the city.
- 4.2 In 2024-25 the Council agreed a sum of £1.54m to be dispersed by the Fairer Aberdeen Board. The same sum was agreed for 2025-26.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	The strategic objectives of the Council and the Community Planning Partnership are not met.	The Fairer Aberdeen programme addresses poverty and inequalities and supports third sector initiatives that can respond to the needs of vulnerable people.	L	Yes
Compliance	Failure to comply with following the Public Pound financial regulations.	The funding programme follows all FtPP regulations and funded initiatives provide feedback reports every 6 months. Outcomes are aligned with the LOIP.	L	Yes
Operational	That community empowerment, which involves local people in decision making and addressing local issues, is not achieved.	The community members on the Fairer Aberdeen Board are supported to engage and decisions made through a deliberative participatory budgeting approach.	L	Yes
Financial	Failure to continue to address the needs of Aberdeen's most disadvantaged communities would have a detrimental effect for the individuals and communities involved and potentially increased costs in	Supporting people into employment, maximizing people's income, providing early intervention in relation to education and health is not only a better outcome for individuals but reduces the costs involved in responding to the	L	Yes

	the long term for public services	effects of poverty in the long run.		
Reputational	Failure to support vulnerable people during a cost of living crisis.	The Annual Report demonstrates impact and the range of support provided.	L	Yes
Environment / Climate	No significant risk identified			

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<ul style="list-style-type: none"> Supporting people with the cost of living - many of the initiatives provide services that are preventative and addressing inequalities within the City, however there is an increasing need for support for people in crisis situations which is also being delivered for some of our most vulnerable citizens. Recognise the importance of the third sector in Aberdeen's life and economy – the majority of the Fund is allocated to community and third sector organisations. Empowering Aberdeen's Communities - the Fairer Aberdeen programme is a positive example of partnership working, involving communities in decision making, bringing a wide range of experience and knowledge to support initiatives that can respond to the needs of vulnerable people.
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	<p>The Fairer Aberdeen Fund provides services that tackle poverty and contribute to improving wellbeing for the city's most disadvantaged communities and vulnerable individuals. Supporting people into employment, maximising people's income, providing early intervention in relation to education and health is not only a better outcome for individuals but reduces the costs involved in responding to the effects of poverty in the long run.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 1 – 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026. It seeks to mitigate the causes of immediate</p>

	<p>and acute poverty, helps to ensure access to appropriate benefits, and supports vulnerable and disadvantaged people, families, and groups, particularly in priority neighbourhoods.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 2 – 74% employment rate for Aberdeen City by 2026 by helping to deliver the LOIP Improvement Project Aim to support people into sustained, good quality employment, with a particular focus on those from priority neighbourhoods and people over 50.</p>
Prosperous People Stretch Outcomes	<p>The Fairer Aberdeen Fund supports a range of initiatives to support vulnerable people. Many of the services are addressing inequalities within the City and responding to an increasing need for support for people in crisis situations.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 3 - 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026 by providing parenting and family support.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 4 - 90% of children and young people report they feel listened to all of the time by 2026, by providing counselling and access to physical and mental health and wellbeing activities.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 6 - 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026, by providing pathways to education, training and employment.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 9 - 10% fewer adults (over 18) charged with more than one offence by 2026, by providing support services for post release offenders to engage with relevant services.</p> <p>The Fairer Aberdeen Programme supports the delivery of LOIP Stretch Outcome 10 - Healthy life expectancy (time lived in good health) is five years longer by 2026, by providing support to vulnerable and disadvantaged people, families and groups, providing communities with social resources needed to reduce loneliness and social isolation, and increasing opportunities for volunteering.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Michelle Crombie, Strategic Lead, Prevention and Community Empowerment on 24 October 2025.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

- 10.1 Funded initiatives provide annual monitoring reports which are used to produce the Annual Report.

11. APPENDICES

- 11.1 Appendix 1 – Fairer Aberdeen Fund Annual Report 2024-25
11.2 Appendix 2 – Fairer Aberdeen Fund Impact Measures 2024-25

12. REPORT AUTHOR CONTACT DETAILS

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Fairer Aberdeen Fund

Annual Report 2024-25

£1.5m

invested

36

projects supported

52,120

people supported

752

volunteers

137,210

hours of time
volunteered

£2.3m*

value of volunteering

5,566

people received
money advice and
income maximisation
advice

£2m

client financial gain

£1,350

average financial
gain per person

The Fairer Aberdeen Fund is allocated by Aberdeen City Council to tackle poverty and deprivation. The Fund is dispersed and managed by the Fairer Aberdeen Board, made up of community representatives from priority neighbourhoods, with representatives from the Council, Aberdeen Health & Social Care Partnership, Police Scotland and ACVO (Aberdeen Council of Voluntary Organisations)

806

people involved in
employability
programmes

227

people into work

5,602

children and young
people supported

91

young people moved
on to employment,
education or training

166

families with complex
needs supported

562

tonnes of free food
distributed

47,266

emergency food
parcels provided

488

people accessing
counselling in local
communities

4,348

counselling sessions
in priority areas

£679,000

match funding
secured by funded
initiatives

**SUPPORTING COMMUNITIES TO TACKLE
POVERTY & INEQUALITIES**

Employment and training

96% of people supported by the Fairer Aberdeen Fund are affected by poverty, living in the most deprived neighbourhoods or in low income households

Pathways supports people into employment by providing tailored support for people from the first stages of job seeking through to securing and maintaining employment. They identify and encourage participation of hard to reach residents through weekly drop-ins, work clubs, established links with partner agencies and individually tailored one-to-one Keyworker support.

Support sessions took place in community centres and projects in areas with an identified need, linking in with other support services like food provision, to ensure that immediate referrals can be made for people who are looking to get back to work.

The changes to National Insurance had an impact on the labour market, with fewer vacancies being advertised in the final quarter of the year.

They now record whether clients move into jobs paying the National Living Wage and all clients did so. The majority (70%) went into full time employment.

407 people received support and 185 moved into work.

Social return on investment for every £1 of funding received by Pathways there was a return of £4.67

PATHWAYS

shmuTRAIN (Station House Media Unit) offers comprehensive employability support and skills development training to young people and adults, using community & digital media to engage people, increase motivation and develop core skills such as confidence, communication, and teamwork, and to support people to move on to a positive destination.

Over the year, 21 young people attended the Training Academy, and 56 people participated in the post-school/adult employability programme. 14 of them moved into positive destinations, 1 into employment, 4 into education and 9 into training.

34 participants reported an increase in aspirations, 41 an increase in health and wellbeing and basic skills, and 18 people reported an increase in job search skills.

NESS (North East Sensory Services) Employment Service provides an employment service to blind, visually impaired, deaf or hard of hearing people who live in Aberdeen City. They provide specialist support enabling people to access relevant employment, education, and training opportunities and to sustain opportunities which have already been accessed.

They worked with 50 clients. 2 people moved into work and 22 were sustained in their current jobs.

King's Trust Team Programme provides a 12 week personal, social and employability skills development programme for participants aged 16-25 who are disadvantaged, with a high proportion having complex needs including offending behaviour, drug and alcohol issues, behavioural issues, problems with literacy, numeracy, mental health, and homelessness.

Over the year 51 people took part in the programme, 18 moved into work and 33 into education, training or volunteering.

Aberdeen Foyer Reach delivers personal, social, wellbeing and employability skills development programmes, aimed at participants who are in recovery from any long-term condition, including substance misuse, mental illness and physical illness.

38 clients participated in the course, 10 secured employment, and 4 moved into training or education as a result.

shmuTRAIN

Social return on investment for every £1 of funding received by shmuTRAIN there was a return of £3.69

“I gained so much when we went to Kincorth and decorated a room. I didn't think it was something I'd do, but I pushed myself and loved it. I gained more confidence during New Experiences Week too—we went to places I never thought I would go, but I pushed myself and had so much fun.”

Aberdeen Foyer REACH participant



Aberdeen Foyer Families is an employability and personal development programme for parents facing multiple and complex barriers to sustainable, living wage employment.

10 people participated in the programme, 8 participated in financial literacy sessions and received financial health checks. 3 moved on to further employability programmes and 4 into employment. 8 participants reported increased confidence and knowledge to make healthy lifestyle choices as a result of the course.

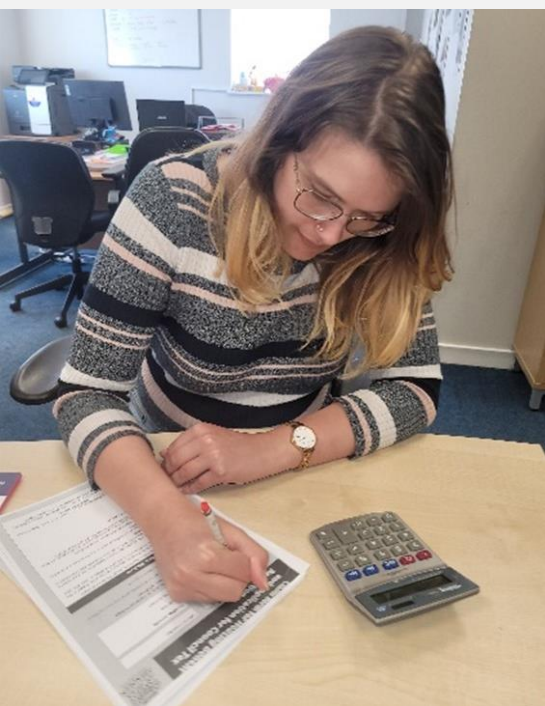


Income maximisation

There is a return of £7.11 for every £1 invested in income maximisation services

Care and Repair provides advice and financial assistance to older people and people with disabilities, to maximise household income and raise charitable funding on behalf of individuals to carry out repairs, improvements, and adaptations to the home.

Over the year, 1,088 households were assisted with income maximisation, charitable and grant funding, achieving a total financial gain of £585,358, an average of £538 per household. 1,634 households received assistance with repairs, handyman services, adaptations, and energy efficiency work. 1,875 people who are disabled or have a long term health condition were supported.



CAB Money Advice Outreach Project provides advice and information using community centres as drop-in centres, assisting clients to maximise their income from welfare benefits and to reduce levels of debt.

342 clients received money advice and 473 received income maximisation advice with a total financial gain of £656,761 an average of £979 per client.

St Machar Credit Union improves access to affordable financial services and products, and develops credit union membership by providing and promoting easy access savings accounts for adults and juniors and low-cost loans within the community.

Over the year, 5,018 savers deposited £3m of savings. They gave out 3,013 affordable loans totalling £1.9m, meaning people had access to affordable credit, avoiding payday loans or doorstep lending.

CFINE SAFE (Support, Advice, Financial, Education) provides financial capability support on benefits, budgeting and debt, and a referral system to direct beneficiaries to agencies who can support them to resolve issues. SAFE provides a holistic, person-centred response to the multiple and complex needs of people on low incomes and reliant on emergency food provision.

Over the year 3,385 clients were engaged, 428 of them received financial gain of £1,111,165, an average of £2,596 per person.

They supported 1,530 people referred through the food bank and 677 referred by other agencies. 1,926 clients were from priority neighbourhoods. 202 people were seen at home visits and 497 at 119 outreach venues. 2,538 people were referred to CFINE's wrap around services and 1,692 to partner agencies, such as SCARF and Pathways.

“A lot of people are struggling and feeling desperate. Sometimes it can feel like there's nowhere to turn. Just knowing there's a place where you'll be welcomed and treated with kindness - that can mean everything. That kind of support changes lives.”

Credit Union member for 20 years

“I could not have completed this process without help, I was worried about asking anyone for help, but a friend recommended the advisers at CFINE, and they were able to see me during school hours and helped me to apply for UC, they gave me some advice about how to manage until my first payment. The pantry membership has also helped me a lot, especially to have some extra food during the holidays for the kids and the energy vouchers saved me worry about the electric and heating costs.”

Lone parent of 3 migrating to UC



Supporting communities

The Fairer Aberdeen programme supported 6 Community Hubs and Flats. 752 volunteers provided 137,210 hours of volunteer time

SHMU Connecting Communities

Through Community Media supports the production of community media in regeneration areas, exploring and addressing local community issues and developing skills by providing training and support, developing opportunities for underrepresented voices to be heard across the city; creating a wide range of benefits for individuals and communities, fostering a spirit of engagement and partnership working; developing transferrable skills in participants; and contributing towards increased social capital.

34 volunteers were supported to produce 7 community magazines, delivered to 24,600 households across priority areas 3 times a year. 106 volunteers were supported to produce radio programmes, including community shows broadcast weekly in priority areas and issue based shows.

226 people participated over the year, 180 organisations worked in partnership with SHMU, and 104 volunteers contributed 25,233 hours of volunteer time.

Silver City Surfers provide one-to-one computer tutoring for over 55s in the City Centre and priority areas, so they can confidently learn how to use the computer and surf the internet safely in a welcoming and social environment.

124 older people were supported through 151 sessions, and 24 volunteers contributed 2,512 hours of volunteer time.

Printfield Community Project Tillydrone Community Flat, Seaton Community Flat and Tillydrone Community Campus

provide resources for community activity; venues for a range of organisations that offer support, information and advice; and support community capacity building and adult learning.

They support people with the Cost of Living crisis and help to address social isolation and loneliness.

Printfield Community Project

80 children and young people participated in activities in the project and 78 participated in out of school care and youth services. 8 children under 3 years were registered.

45 young people were provided with healthy lunches during the school holidays. 12 residents were supported to be part of the Woodside Network.

A total of 200 people were supported and 30 volunteers contributed 600 hours of volunteer time.

Tillydrone Community Campus is in the process of transferring to a group of local residents who have formed a SCIO to take over running the community side of the building. They have started to offer activities and drop in sessions and supported 82 people over the year. 40 people attended sessions addressing health and wellbeing and 5 volunteers contributed 350 hours of volunteer time.

Tillydrone Community Flat

12 partner agencies used the Flat to deliver advice and support services for a range of issues including health, education, employability and financial inclusion. There were 7,280 recorded uses of the Flat facilities, including use of washing machine, phone and access to computers. 223 people got support with debt and benefit issues and 193 were engaged in activities to assist with their recovery from substance/alcohol misuse.

A total of 652 participants were involved, 125 of them under 16 years old. 15 volunteers contributed 1,050 hours of volunteer time.

Seaton (STAR) Community Flat

10 partner agencies used the Flat to deliver services, with 936 attendances at these. There were 109 uses of Flat facilities and 249 uses of information and advice provision. 26 people attended sessions supporting people back into work and 19 people attended sessions aimed at increasing skills and creativity.

A total of 439 people were supported, and 4 volunteers contributed 40 hours of volunteer time.

St George's Community Centre was awarded funding to carry out upgrades and maintenance to the building which was once the local church. A group of local residents now run the building to provide activities and events for all ages.

“I'm 19 years old and I am a full-time wheelchair user due to having cerebral palsy. I left school in 2022 and have since tried to find social groups and groups to challenge my mind and make use of my cognitive ability. I first heard about shmu when I saw a flyer about their services. I emailed to ask if they had any courses that I could get involved in or if I could volunteer. I wanted to be involved because I was keen to do media training as it's something I have been interested in since school and the short courses at shmu were more manageable for me. I was also keen to volunteer my time and support other young people going through the difficult transition from school to studying or working. The skills I have gained, from being a volunteer, is not to give up when it gets hard, and I am more resilient than I think. I've become confident in speaking in public because the staff see the potential I have and value my input. shmu has definitely helped my wellbeing by giving me the confidence to believe in myself and giving me a purpose while making new friends. I feel supported, understood and valued by the staff and others attending.”





No Recourse North East (NRNE) Partnership: Tackling and Preventing Destitution provides a coordinated approach in Aberdeen to tackling and preventing destitution experienced by people with No Recourse to Public Funds (NRPF), including asylum seekers. They aim to achieve this via a wide range of activities, including the training of third and public sector organisations (particularly those with roles around housing, welfare and domestic abuse), support to organisations (particularly those delivering employability services) to improve their service in a way that mitigates barriers relating to NRPF, and engaging with policy makers and relevant forums to advocate for the rights of people with NRPF.

Over the year, they delivered 21 training sessions to over 260 staff and volunteers in third and public sector organisations, including 5 employability providers and 5 financial inclusion/benefit advice agencies.

9 people with NRPF participated in a lived experience group to give a space for mutual, peer support, as well as an opportunity to influence policy around related issues.

CFINE Tackling Food Poverty provides support for those experiencing food insecurity. They maintain and develop Community Food Outlets and Pantries to provide access to healthy, affordable food in priority areas.

562 tonnes of food were redistributed, equivalent to 1.34m meals. 89 organisations received FareShare food. 47,266 emergency food parcels were provided. 1,251 food bank users were referred to other services that CFINE provide.

7 cooperative Community Food Outlets were supported and there were 3,527 shops at the Mobile Cooperative Vehicle and pantries.

A total of 32,222 people were supported and 336 volunteers contributed 80,640 hours of volunteer time.

WORLD PIECE

World Piece will see refugees and asylum seekers living in Aberdeen cook their own recipes at CFINE's Community Kitchen - Cook at the 'Nook.

Join us on Tuesday 18th of June to celebrate Refugee Festival Scotland 2024!

- ✓ Food served from 5PM
- ✓ 2-4 Poynerook Road, AB11 5RW

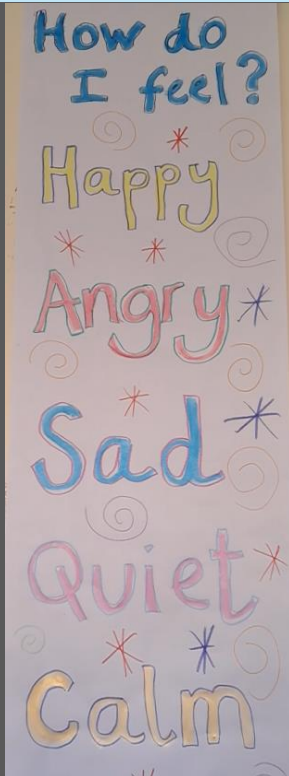
“Following our advice and signposting, many clients have been able to access immigration advice, emergency financial support or advice about housing rights. In this last year, we have seen several cases which have tested new boundaries in the support available to people with NRPF who are facing destitution.”

No Recourse North East Partnership
Community Training event at Seaton Primary School



Health and wellbeing

96% of people supported by the Fairer Aberdeen Fund are affected by poverty, living in the most deprived neighbourhoods or in low income households **CHANGE**



SHMU Adult Engagement and Support Service supports vulnerable adults with complex needs and/or barriers to participation, including justice experienced individuals. As a result of the challenges experienced, many of the adults supported are at an increased risk of antisocial or risk-taking behaviours.

Practical and emotional support is provided through one-to-one sessions, as well as through wellbeing and social activities, including a weekly Wellbeing Café, Wellbeing Walks, and a monthly Wellbeing radio show, giving organisations and those with lived experience a platform to share their stories.

78 people participated in the programme. 15 participants reduced their risk taking behaviour. 17 people secured a positive destination, 6 volunteering in the community, 3 into education, 6 into training and 2 into employment.

Printfield Feel Good Project and Tillydrone Health & Well Being Project provide complementary health sessions to increase relaxation and wellbeing. 79 people accessed 320 sessions and 2 volunteers contributed 80 hours of volunteering time.

Mental Health Aberdeen provided adult counselling in Torry, where 260 clients accessed the service and 775 counselling sessions were provided; and in Calsayseat Surgery, where 137 clients accessed 1,021 counselling sessions. Additional funding was provided to engage and support Torry residents affected by impacts of RAAC being found in their homes.

Pathways to Wellbeing provides locally based, easily accessible counselling services.

They provided counselling for 91 people accessing 780 counselling sessions. 7 volunteers contributed 336 hours of volunteering time.

ACIS Youth Counselling was provided by Mental Health Aberdeen, where 188 young people accessed 1,226 counselling sessions. ACIS Youth also operates in Torry, where 42 young people accessed 466 counselling sessions in Primary schools. 388 meetings were held with teachers, parents and other referring agencies and there were 1,201 cases of signposting and advice from ACIS Information Officers

Police Scotland Operation Begonia is a joint initiative involving Police Scotland and partner agencies with the two aims of preventing sexual exploitation and supporting those who find themselves involved in selling or exchanging sexual activity. It provides dedicated, directed patrols with the aim of using a trauma informed approach to signpost those involved towards services and more positive destinations.

Begonia was set up to reduce harm to women involved in the on-street sex industry and to protect communities from any real or perceived threat, risk and harm caused by commercial sexual exploitation.

During the year 216 women were engaged with and 6 new women encountered through street work patrols and referred to partner agencies. Begonia patrols access rape alarms, toiletries, and snacks to give out when needed. There were 52 dedicated patrols undertaken in Aberdeen to address on street prostitution. 66 male perpetrators were stopped, educated, or charged regarding kerb crawling offences to try and discourage males from frequenting identified areas, in support of local communities.

A turning point came when Neil was introduced to the Tall Ships Sail Training opportunity. Encouraged and supported by our staff, he applied and was accepted as a Sail Trainee. This boosted his self-belief and further motivated him to build on his newly developed skills. By the end of the course, Neil was full of gratitude for the opportunity and expressed a strong desire to remain involved. We look forward to supporting Neil as he captures film content during his sailing expedition.



As a result of the continued use of the area being used by vulnerable females, Street Pastors attend the area on Thursdays to provide additional support to the persons without a Police presence as this can often be deemed as a softer approach.

I noticed there was a need for medical assistance for a lot of the females who struggle to attend appointments due to their chaotic lifestyles. Turning Point Scotland was approached and asked if they would be interested in providing their Nurse Practitioner to enhance the service. They now attend the first Thursday of every month to provide triage and minor injury treatments.

Children and families

Many more children and young people will benefit from the Fairer Aberdeen Programme through the provision of food, employability and financial inclusion support for parents

Home-Start coordinate home visiting support to families identified as at risk and hard to reach, working to prevent further crisis and family breakdown.

30 families in priority areas were supported. 27 families reported reduced isolation, 22 parents reported improved physical or mental health and 26 children had improved emotional wellbeing. 6 families no longer required Social Work support and 1 care experienced parent needed reduced support. 19 families were supported with financial issues, and 4 families with no recourse to public funds were supported. 30 volunteers contributed 3,900 hours of volunteering time.

We are deeply humbled by and very proud of the contribution of all of our volunteers. This year we chose to nominate Jenny, our longest-serving volunteer, for awards within Home-Start and through Celebrate Aberdeen. Jenny has supported families with us for 22 years, including several supported by Fairer Aberdeen Funding.

Jenny was shortlisted for the Celebrate Aberdeen award and attended the awards dinner and celebration with the parent she supported. This was a highlight for both, who spoke of the significance of this celebration and recognition of her contribution.

“Jenny's biggest achievement is hard to single out, but her ability to calm me down when my anxiety gets too high, when my PTSD kicks in, when I'm scared and struggling with my physical health is unbelievable. Not many people, even psychiatrists, can get through to me during these episodes. But Jenny can and she doesn't judge me. She just lets me ramble on, cry and do whatever I need to do. She gives me reassurance that no matter what it is we'll work through it together. Jenny is fantastic with my soon-to-be 4-year-old & adores my dog, Brussel too!

Jenny is one of a kind, but the world absolutely needs more people like her. She is truly an incredible woman.”

Parent supported by HomeStart

Middlefield Youth Flat and Under 11s work supports young people, especially those with low self-esteem and lack of confidence.

Over the year 300 children and young people were supported. 220 participated in diversionary activities designed to reduce youth crime and exclusion rates. 20 were supported to get into work, training or education and 45 were supported with mental health issues.

98 children attended primary club sessions, 12 of them had additional support needs. 6 volunteers contributed 176 volunteer hours.

Choices Relationship Revolution

delivers an early intervention programme to break the cycle of gender-based violence and sexual exploitation and to raise awareness, challenge prejudice and stereotypes amongst young people.

Over the year 2,500 young people participated in the programme, 140 educational workshops and 75 drop in clubs were delivered. 96% of participants reported being able to identify violent and exploitative relationships and 92% an increased knowledge of existing support services following participation in the workshops.

There were 5 young people trained and supported to volunteer and 600 volunteer hours contributed.

Befriend A Child provide accessible group activities for children involved in the Befriend A Child scheme. Youth clubs cover priority areas and provide indoor and outdoor activities after school, for children who are experiencing difficulties at home and are feeling socially isolated.

55 children attended the youth clubs regularly. 15 volunteers contributed 1,816 hours of volunteering time.

Geronimo – Time to Play is delivered by Aberdeen City Council's Creative Learning for parents and their early years children (0-5 years) to play and be creative together. Through play, creativity and risk Geronimo aims to improve parents' confidence in taking part in their children's learning and to be confident in their own ability to think creatively and be able to find opportunities to play in any environment; a supermarket queue, at home when feeling busy, or out in the rain.

Sessions open to all residents of priority areas were delivered in Mastrick, Middlefield, Tillydrone, Torry, Woodside and Kincorth as well as in outdoor settings at Springhill Community Garden. 269 people took part in sessions, 143 of them under 16 years old. 100% of parents/carers reported improved relationships with their child, improved wellbeing, and an increase of time spent playing with their children.

“It's given us protected time to engage in imaginative play and focus on strengthening our bond.”





SHMU Youth Media provides creative opportunities for young people (between the age of 12-19), primarily from the priority areas of Aberdeen, to train and take part in all aspects of the production of regular radio programmes.

A total of 261 young people participated, 187 of them under 16 years old. 30 volunteers contributed 3,800 hours of volunteering time.

Fersands Family Centre supports vulnerable families, providing home visits, one to one support and group work.

54 families received support, a total of 155 people participated and 3 volunteers contributed 360 hours of volunteer time.

“It was amazing to see the young people come together empowering and supporting each other to overcome fears and reach goals.”

Fersands Youth Work Support provides a wide range of youth work services to encourage young people to experience new activities, gain new skills, build relationships, and learn about health issues, employment, and other issues relevant to them.

Over the year 104 young people participated, 84 of them under 16 years old. 840 free meals were provided for young people during activities. 8 volunteers contributed 350 hours volunteer time and 18 young people were involved in volunteering.

Big Bang Drumming Group provides drumming workshops for young people in priority neighbourhoods, enhancing social skills and supporting participants to become active and productive members of their communities. The group supports young people with varying abilities and needs and aims to enhance their confidence and self-esteem.

Over the year 15 young people attended and 2 volunteers contributed 80 hours of volunteer time.



COMMUNITY ENGAGEMENT

£20,000 was allocated to a PB (Participatory Budgeting) event carried out by the Locality Planning Team in priority neighbourhoods. The process was led by a steering group including 6 community members. 35 applications went to a public vote and events were held in each priority neighbourhood.

There were 24 voting roadshows held at various community locations to maximise the opportunity for people to get involved and vote. There was also online voting for those unable to attend an event.

Following the public vote 23 projects were fully funded and 3 projects were partially funded. Projects included activities for children and young people, mental health and wellbeing support, recreational and environmental initiatives, cultural events and activities to tackle food insecurity.

88%
of participants felt that **UDECODE** is a fair way to allocate funding and would like to be involved again in the future.



Regeneration Matters is a forum of community representatives from all the regeneration and priority neighbourhoods in Aberdeen City who nominate 7 members to sit on the Fairer Aberdeen Board along with 1 representative from the Civic Forum and 2 from Aberdeen Youth Movement. The group has been meeting since 2006 and is supported by the Fairer Aberdeen Development Officer. They meet every month to discuss issues of interest across all the communities, as well as managing the Community Support Fund to support community engagement and empowerment.

Over the year the Fund supported the printing and distribution of Community Newsletters, volunteer events and training, health and wellbeing activities, and cultural activities and celebrations.

Fairer Aberdeen Programme 2014-2025

Fairer Aberdeen Fund 2014-2024	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Amount invested	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000	£1,534,000
Number of funded projects	55	49	45	45	43	41	40	38	36	35	36
Number of people supported*	27,343	31,335	25,778	27,059	24,315	34,431	36,252	35,610	44,228	51,445	52,120
Number of volunteers*	1,040	1,232	1,070	971	1,044	973	630	643	739	827	752
Hours of volunteering time	109,473	172,392	134,713	126,500	155,000	145,324	120,756	114,280	144,869	139,495	137,210
Value of volunteering**	£1,500,000	£2,400,000	£1,850,000	£1,940,000	£2,200,000	£2,200,000	£1,900,000	£1,700,000	£2,200,000	£2,200,000	£2,300,000

*Participants and volunteers are counted annually, so figures may contain duplicates for people involved/volunteering over more than one year.

**Volunteering time is generally valued as the median hourly pay rate in the area (Office of National Statistics, the Annual Survey of Hours and Earnings (ASHE))

Fairer Aberdeen Programme 2014-2025

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
ECONOMY											
Number of people into work	376	290	314	280	265	270	97	236	260	249	227
Number of people involved in employability programmes	676	690	746	664	719	736	605	611	828	965	806
Number of sensory impaired people supported to stay in employment	27	21	26	26	30	36	26	26	29	29	22
Number of people receiving money advice/income maximisation advice	2,305	2,482	2,883	3,196	4,287	2,126	2,479	3,032	4,651	5,473	5,566
Total client financial gain	£2,569,028	£2,405,253	£3,031,494	£3,031,494	£4,031,255	£3,179,778	£4,024,738	£5,941,710	£2,323,811	£2,307,216	£2,025,003
Number of Credit Union savers	6,574	6729	8,375	8,458	5,255	5,625	4,947	5,326	5,099	5,420	5,018
Number of affordable loans provided	2,984	2718	3,319	3,326	3,611	3,597	3,420	3,900	2,924	2,877	3,013
Value of affordable loans provided	£1,800,000	£1,835,565	£2,235,714	£2,477,052	£2,200,000	£1,747,286	£1,722,604	£1,829,737	£1,938,069	£2,100,000	£1,899,521
Tonnes of free food distributed	125	262	405	415	461	484	615	557	554	629	562
Emergency food parcels provided	12,272	10,000	10,053	12,112	17,869	20,045	44,378	23,937	35,307	38,205	47,266
Number of food bank users referred to other services	2,000	2,186	1,064	2,016	2,433	582	600	650	998	1,079	2,943
Number of people involved in producing community media	136	135	136	130	148	137	80	81	238	163	226
CHILDREN & YOUNG PEOPLE											
Number of children and young people supported	5,000	4,681	4,995	4,648	4,087	4,327	3,094	4,099	4,319	4,696	5,602
Number of parents and families with complex needs supported	315	279	261	180	421	469	198	495	444	135	166
Number of young people involved in employability programmes	164	164	199	287	204	191	144	185	304	409	291
Number of young people moved on to employment, education or training	81	80	75	95	91	62	26	43	76	84	91
Number of young people accessing counselling sessions	241	227	200	179	256	359	257	231	203	255	210
Number of young people involved in producing youth media	78	78	91	176	268	186	133	149	270	297	261
ADULTS											
Number of adults accessing counselling provision	379	427	373	378	420	404	379	355	373	496	488
Number of counselling sessions provided locally in priority areas	4,295	4,448	4,995	4,809	4,846	6,124	5,002	4,521	4,749	4,708	4,348

Funded initiatives – key performance indicators

Figures for 2024-25 are shown in comparison with the previous 5 years.

ECONOMY

CAB Money Advice Outreach Project	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of clients receiving money advice	218	147	229	322	327	342
Number of clients receiving income maximisation advice	484	384	476	687	657	473
Number of community appointments	1,527	1,379	2457	2,677	2,578	1,398
Total client financial gain	£760,136	£624,000	£637,904	£1,130,559	£962,421	£656,761
Total client financial gain - money advice/debt counselling	£368,315	£154,318	£230,530	£510,921	£361,215	£172,131
Total client financial gain - income maximisation	£391,821	£469,682	£407,374	£619,638	£601,206	£484,630
Total financial gain per head	£1,570	£1,625	£1,340	£1,646	£1,465	£979
Total number of participants	484	384	476	687	657	671
Total number of participants aged under 16 years	0	0	0	1	0	0
Number of volunteers	0	0	0	2	2	2
Number of volunteer hours contributed	0	0	0	200	480	300
Care and Repair Funding Officer	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of households assisted for income maximization, charitable funding or local and national grants	441	254	312	289	536	599
Total financial gain/award: Benefits & Annuities	£493,688	£94,891	£355,704	£135,417	£305,760	£257,077
Total financial gain/award: Charitable Funding	£103,043	£75,157	£39,552	£82,422	£97,902	£118,825
Total financial gain/award: Local/National Grants			£123,983	£223,143	£134,047	£209,456
Total financial gain/award: C & R Low-Cost loan	new indicators introduced			£6,775	£2,842	£5,713
Number of people assisted across services who are living with a long-term health problem or registered disabled	794	581	898	896	1,056	1,875
Total number of participants				2,499	2,176	2,433
Total number of participants aged under 16 years				28	12	12
Number of volunteers				10	16	10
Number of volunteer hours contributed				1,240	210	900
NESS Employment Service	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of people receiving advice on benefits	new indicators introduced			10	8	9
Number of people engaged and registered with the service	75	50	62	64	60	50
Number of people moving into work	6	1	4	7	4	2
Number of people in work receiving support to retain work or look at alternative options	36	26	28	29	29	22
Number of people supported to use technology adaptations	7	9	8	12	7	11
Number of people moving onto education and training	14	4	9	8	5	3
Number of people taking up work placement and volunteering opportunities	7	0	2	8	2	6
Total number of participants	75	50	62	64	60	50

Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	0	0	0	0	0	0
Number of volunteer hours contributed	0	0	0	0	0	0
Pathways to Employment	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Numbers of unemployed or low paid people (including working people on benefits) caseloaded to receive support	461	437	383	433	398	407
Numbers of people supported into work	192	85	206	238	217	185
One-to-one support sessions delivered in regeneration and at-risk communities each week	23	0	23	23	23	23
Total number of participants	461	437	383	433	398	407
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	7	7	7	7	7	7
Number of volunteer hours contributed	294	210	320	320	336	330
King's Trust Team Programme	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of participants progressing to employment, training education or volunteering	18	9	15	6	15	33
Number of people moving into work	10	2	4	2	7	18
Number of entrants achieving SQA units	23	14	18	13	23	36
Number of entrants achieving Food Hygiene certificate	30	0	0	22	14	42
Number of entrants achieving First Aid certificates	20	7	14	0	16	45
Number retained on the programme	23	14	18	13	23	30
Number of completers taking part in final presentation	23	14	18	13	23	30
Number of young people participating in mental health and wellbeing activities during the course	33	21	25	14	36	36
Number of unemployed young people participating in the programme from deprived areas of the City	20	15	18	28	6	32
Number of participants taking part in community project	25	16	22	21	31	36
Number of participants previously engaged in offending behaviour	23	14	18	8	5	10
Number of care experienced young people taking part in the course	23	14	18	6	5	10
Number of crisis interventions to alleviate poverty	7	2	3	12	16	24
Total number of participants	33	21	25	32	36	51
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	3	28	50	10	14	2
Number of volunteer hours contributed	120	28	65	40	200	800
St Machar Credit Union	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of adult savers	3,865	3,421	3,716	3,451	3,655	3,316
Number of junior savers (those aged under 16)	1,760	1,526	1,610	1,648	1,765	1,702
Total savings deposited (both adult and juniors)	£2,195,980	£2,206,037	£2,625,705	2,969,693	£3,185,737	£2,993,936
Number of affordable loans provided	3,597	3,420	3,900	2,924	2,877	3,013
Total amount of affordable loans provided	£1,747,286	£1,722,604	£1,829,737	1,938,069	£2,124,616	£1,899,521
Number of Prepaid Debit Card				262	986	1,025
Total number of participants	5,625	4,947	5,326	5,099	5,420	5,018

Total number of participants aged under 16 years	1,760	1,526	1,610	1,648	1,740	1,702
Number of volunteers	9	9	9	8	9	9
Number of volunteer hours contributed	2,800	1,850	800	3,925	2,650	2,930
CFINE SAFE	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of clients engaged	582	922	1,434	2,668	3,253	3,385
Total client financial gain	£879,168	£1,010,278	£3,367,615	1,057,835	£1,039,035	£1,111,165
Number of people reporting financial gain	202	267	203	254	365	428
Total average financial gain per head	£4,352	£3,793	£16,589	4,165	£2,847	£2,596
Number of people receiving one to one digital support	311	0	54	137	228	297
Number of people undertaking digital training to improve IT and employability skills	72	0	43	107	280	83
Number of outreach venues	9	0	6	21	58	119
Number of people engaged at outreach sessions (including virtual)	69	0	45	63	223	497
Number of community events attended	24	0	0	8	16	16
Number of food bank self-referrals (through phone / drop ins)	1,021	2,036	325	523	475	1,530
Number of partner referrals received (e.g., NHS, Social Work, FIT etc)	89	224	378	832	1,039	677
Number of mandatory reconsiderations submitted to DWP	145	93	184	51	31	28
Number of mandatory reconsiderations successful	22	9	39	12	25	23
Number of appeals/tribunals undertaken	61	52	67	30	5	10
Number of clients from priority neighbourhoods		446	439	1,464	2,468	1,926
Number of people seen at home visits	41	0	17	120	101	202
Number of people referred to CFINE's wrap around services e.g., Food access, Community Pantry, CBT, Volunteering, Employability, Cooking on a budget sessions'	new indicators introduced			308	833	2,538
Number of people referred to partner agencies e.g., SCARF, Pathways, Housing	new indicators introduced			575	545	1,692
Total number of participants	4,180	1,942	1,537	3,284	5,021	4,124
Total number of participants aged under 16 years	0	0	0	0	45	68
Number of volunteers	22	10	5	31	31	31
Number of volunteer hours contributed	1,010	313	1,080	7,440	7,440	7,440
Aberdeen Foyer REACH	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of clients participating in 'budgeting' sessions during 'Personal Development' weeks of the course	34	20	25	34	38	38
Number of clients securing employment, training and/or education as a result of the course	7	6	6	4	7	14
Number of clients participating in mental health and wellbeing activities during 'Personal Development' weeks of the course.	34	20	25	34	38	38
Number of clients participating in the Community Project and Community Challenge	26	0	0	12	25	30
Number of clients achieving recognised training certificates and/or qualifications	28	29	16	9	33	32
Number of digital skills sessions delivered	28	28	36	36	38	36
Number of learners taking part in cooking sessions	22	20	25	23	21	0

Number of people receiving Financial Health Check		new indicators introduced		34	38	38
Number of people accessing crisis support				7	3	14
Number of people residing in highest deprivation areas (SIMD) accessing programme				23	3	31
Number of care experienced people participating in programme				4	6	10
Number of vulnerable/disadvantaged people accessing programme				34	8	38
Number of people supported to access social resources in their community				8	21	24
Number of events to promote and celebrate recovery within the community				5	6	8
Total number of participants	34	20	25	34	38	38
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	20	2	3	12	1	2
Number of volunteer hours contributed	350	120	200	70	25	400
SHMU Connecting Communities Through Community Media	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Community Radio						
Number of volunteers contributing to shmuFM	100	49	50	55	102	106
Number of hour-long weekly Community radio shows broadcast	6	12	6	2	3	4
Number of weekly issue-based radio shows produced and broadcast	32	19	25	33	27	30
Number of weekly 'What's On' news feature collated and broadcast	25	25	25	25	35	85
Community Magazines						
Number of volunteers supported to produce community magazines	37	31	31	36	33	34
Number of magazines produced and distributed	18	18	19	21	21	21
Number of editorial teams supported and meeting regularly	7	7	7	7	7	7
Number of Editorial Team meetings supported	74	63	66	63	65	63
Number of Joint Editorial Team meetings supported	6	2	0	3	1	3
Community TV						
Number of Community TV workshops held		not funded		15	18	92
Number of volunteers contributing to Community TV				17	14	31
Community Websites						
Number of Community Websites launched				0	1	2
Number of volunteers contributing to Community Websites				0	9	8
Across Platforms						
Number of individuals and groups supported to participate in training and skills development	173	73	148	137	115	226
Number of volunteers reporting increased confidence	new indicators introduced			95	85	85
Number of volunteers acting as mentors				12	4	11
Number of volunteers reporting feeling less isolated/lonely				95	130	76

Number of volunteers receiving tailored employability support	new indicators introduced			5	12	12
Number of items of content produced relating to Health & Wellbeing across all media platforms				72	194	107
Number of items of content produced relating to food and fuel poverty across all media platforms				33	152	81
Number of organisations working in partnership with	347	131	241	117	195	180
Number of guests from local authorities/local & national government	15	12	10	48	48	51
Total number of participants	265	195	258	138	163	226
Total number of participants aged under 16 years	0	40	10		0	0
Number of volunteers	137	80	81	108	147	104
Number of volunteer hours contributed	21,454	29,901	25,963	26,857	21,320	25,233
Silver City Surfers	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of new learners	86	75	32	108	87	85
Average number of learners at each session	5	4	5	6	5	7
Average number of volunteers at each session	5	6	4	5	4	5
Number of sessions offered	183	80	210	152	150	151
Total number of contacts		670	690	590	600	750
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	42	40	13	17	15	24
Number of volunteer hours contributed	2,795	5,000	220	4,105	3,440	2,512
Printfield Community Project	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of children provided with healthy lunches during school holidays.	50	0	60	70	60	45
Number of children & young people who attend out of school care and youth services	170	76	150	130	95	78
Number of children under 3 yrs registered.	12	10	8	10	14	8
Number of residents who participate in Woodside Network	25	0	20	14	12	12
Number of volunteers involved in Printfield Management Committee, Printfield Forum, Woodside Network	60	20	45	32	35	24
Number of Woodside Network meetings supported	6	0	6	10	10	10
Number of Adult Learners involved in Courses	12	0	6	8	12	20
Number of Adult courses provided	4	0	2	3	4	3
Total number of participants	250	222	250	234	270	200
Total number of participants aged under 16 years	182	86	150	98	107	80
Number of volunteers	40	40	30	30	40	30
Number of volunteer hours contributed	450	450	300	600	300	600
Seaton Community Flat	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of Agencies Using the Flat	16	12	11	11	13	10
Number of attendances at agencies	1,975	207	685	1,171	973	936
Number of uses of Flat Facilities	521	36	152	278	338	109
Number of uses of information and advice provision	330	57	137	192	256	249
Number of members of the STAR Flat Management Committee	3	3	3	3	3	3
Number of STAR Management Committee Meetings and training sessions held	3	2	3	3	4	3

Number of sessions (group or individual) supporting getting people back into work	41	0	34	33	43	44
Number of attendances at sessions supporting getting people back into work	266	0	81	143	184	119
Number of people involved in sessions supporting getting people back into work	15	0	24	15	15	26
Number of sessions aimed at increasing skills and activity	153	0	36	101	80	67
Number of attendances at sessions aimed at increasing skills and creativity	587	0	158	531	464	443
Number of people involved in seasons aimed at increasing skills and creativity (individuals)	39	4	49	42	27	19
Number of uses of services and activities that support improving mental health, wellbeing and diet	1,456	9	346	439	504	314
Number of sessions in the Chill Out Room	1,152	0	78	200	210	100
Number of attendances at Sessions in the Chill Out Room	780	0	130	90	281	68
Total number of individual participants	452	162	370	404	465	439
Total number of participants aged under 16 years	16	0	1	24	161	8
Number of volunteers	4	4	10	8	4	4
Number of volunteer hours contributed	240	60	94	60	40	40
Tillydrone Community Flat	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of uses of flat facilities – washing machine, phone, access to computers	3,426	1,669	3,577	6,400	7,200	7,280
Number of agencies using the Flat to deliver advice and support services for a range of issues including Health, Education. Employability and Financial Inclusion	25	10	12	12	13	12
Number of locals/members on the Committee	8	8	8	8	8	7
Number of Management Committee meetings and training sessions occurring	14	2	12	12	12	12
Number of people on the Tilly Tattle editorial group	2	1	1	2	2	2
Number of reps from the Flat attending Tillydrone Network meetings	3	0	2	2	2	2
Number of attendances at Learning opportunities	508	0	120	258	480	440
Number of adults involved in Adult Learning Activities	36	0	15	15	20	14
Number of volunteers supporting the service	12	10	12	13	15	15
Number of opportunities provided to engage with people with mental health issues and/or feeling of social isolation	40	72	112	285	175	180
Number of Food Parcels provided to those in need	744	760	1,268	1,994	3,375	4,000
Number of service users who are engaged in activities to assist with their recovery from drug/alcohol issues	72	68	94	83	142	193
Number of network meetings attended	8	0	4	8	10	8
Number of users who access computers at the flat	27	22	42	42	52	55
Number of growing spaces and planters in flat garden to engage with local residents to grown fruit/veg/flowers	2	6	6	8	6	8
Number of service users assisted with debt or benefit issues inhouse and also referred to	172	130	198	236	187	223

other agencies						
Total number of participants	360	322	438	611	652	647
Total number of participants aged under 16 years	41	97	100	193	125	124
Number of volunteers	12	10	12	13	12	15
Number of volunteer hours contributed	600	350	700	520	1,000	1,050
Tackling Food Poverty	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Tonnes of food redistributed	484	615	557	554	629	562
Equivalent number of meals redistributed	1,152,404	1,464,315	1,326,217	1,314,286	1,497,619	1,337,285
Number of cooperative Community Food Outlets established	44	0	6	21	5	7
Number of emergency food parcels distributed	20,045	44,378	23,937	35,307	38,205	47,266
Number of shops at Mobile Cooperative Vehicle services		not funded		4,013	4,600	3,527
Lived experience group re-established				1	1	1
Total number of participants	15,400	20,000	15,293	25,529	30,855	32,222
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	322	231	281	330	332	336
Number of volunteer hours contributed	77,280	55,440	67,440	792,000	79,680	80,640
Aberdeen Foyer Families	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of clients participating in financial literacy sessions		not funded		36	26	8
Number of Financial Health checks completed as part of the course				36	22	8
Number of people accessing crisis support				6	4	4
Number of participants moving into employability programmes including Fair Start Scotland, REACH as a result of the course				3	3	3
Number of participants reporting increased confidence and knowledge to make healthy lifestyle choices as a result of the course				36	22	8
Number of people residing in highest deprivation areas (SIMD) participating in programme				20	5	2
Number of care experienced people participating in programme				6	4	2
Number of participants to move directly to quality, living wage employment as a result of the course				4	6	4
Number of participants supported to access social resources in their community				10	14	8
Number of participants taking part in cooking sessions				23	22	8
Number of digital skills sessions delivered				30	32	16
Total number of participants				36	26	10
Total number of participants aged under 16 years				0	0	0
Number of volunteers				5	2	0
Number of volunteer hours contributed				25	6	0
NRNE Tackling & Preventing Destitution Project	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of training sessions provided to third and public sector organisations		not funded		14	22	21

Number of employability providers in Aberdeen that have received training and/or additional support from the project				4	5	4
Proportion of employability providers in Aberdeen that receive training and support from the project				50%	60%	55
Number of financial/benefits advice agencies in Aberdeen that have received training and/or additional support from the project				5	5	5
Proportion of financial/benefits advice agencies in Aberdeen that receive training and support from the project				50%	50%	70
Number of individuals with NRPF participating in the lived experience group				3	9	9
Number of meetings or activities of the lived experience group				1	6	11
Number of direct interactions with relevant policy makers, aimed at improving policy and strategy relating to people with NRPF				12	12	14
Number of relevant policy forums and consultation opportunities attended where learning from the project has been shared				15	18	44
Number of people participating in lived experience group				3		9
Number of workers receiving training				221	250	246
Number of people with NRPF benefitting from improved service delivery						
Total number of participants				250	250	260
Total number of participants aged under 16 years				0	0	
Number of volunteers				0	8	9
Number of volunteer hours contributed				0	180	200

CHILDREN AND YOUNG PEOPLE

Home-Start Aberdeen	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of families using community pantries				8	8	4
Number of families supported with financial issues	23	34	19	22	28	19
Number of families supported who have no recourse to public funds				4	6	4
Number of families supported in regeneration areas	38	41	30	30	29	30
Number of families report that they feel better able to cope with the issues in their lives	38	35	28	21	30	27
Number of families no longer needing Social Work support	5	2	4	4	6	6
Number of care experienced parents needing reduced Social Work support				1	2	1
Number of children accessing play and learning opportunities	35	25	43	30	45	28
Number of families with increased access to local and community services	34	30	22	14	28	22
Number of families supported to access universal and statutory services	34	35	16	13	12	18
Number of families who supported to create a safer home environment				4	12	15
Number of families reporting reduced isolation	38	35	26	24	30	27

Number of families participating in Recipe for Life project	10	18	7	3	7	2
Number of people reporting improved physical and/or mental health	34	35	24	27	30	22
Number of children whose emotional wellbeing has improved				28	30	26
Number of families supported where one or more parent is care experienced				2	5	5
Number of families supported to play a more active role in their community	12	15	13	10	20	14
Total number of participants	129	130	96	97	106	95
Total number of participants aged under 16 years	65	76	53	48	62	53
Number of volunteers	49	34	28	32	30	30
Number of volunteer hours contributed	2,890	1,375	784	4,992	5,460	3,900
Fersands Youth Work Support	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of group activities available to youths 12yr + per week	6	6	6	5	6	6
Number of youth workers/volunteers available to support young people	8	8	8	8	11	12
Number of group activities available to 5 – 12yrs per week	4	4	4	4	4	5
Number of Holiday activities / days offered 5-12 yrs	20	20	20	21	20	22
Number of Holiday activities offered to youths 12 +	15	15	15	16	24	20
Number of Young People involved in volunteering	8	4	8	12	8	18
Number of free meals provided for 5-12 yr olds during activities		new indicators introduced		447	980	440
Number of free meals provided for 12yrs + during activities				222	510	400
Free Holiday Residential experience offered to young people 5-21	4	4	4	4	5	4
Total number of participants	120	90	110	116	115	104
Total number of participants aged under 16 years	101	72	96	99	96	84
Number of volunteers	8	4	8	7	8	8
Number of volunteer hours contributed	7	120	300	420	320	350
SHMU Train Initiative	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Training Academy						
Number of young people participating across TA provision	5	12	44	20	23	21
Number of young people securing Positive destinations:	5	1	6	9	10	1
Employment	0	0	1	0	0	0
Education	5	0	2	6	10	0
Training	0	1	3	3	0	1
Progression Milestones:						
Number of participants securing interview for work	0	0	1	0	0	0
Number of participants securing interview for College	5	0	1	1	10	0
Number of participants securing an SQA qualification	2	0	2	0	0	0
Soft Outcomes:						
Number of participants reporting increase in health and wellbeing	5	0	25	20	14	14
Number of participants reporting increase in aspirations	5	0	25	20	14	13
Number of participants reporting increase in job search skills	5	0	25	20	5	13
Positive Transitions						
Number of people participating in employability programmes	45	28	40	66	53	56
Number of people securing Positive Destinations:	26	15	34	22	13	14
Employment	7	4	4	2	4	1
Education	9	9	5	3	3	4

Training	10	2	15	17	6	9
Progression Milestones:						
Number of participants securing an SQA qualification	11	7	14	11	8	2
Number of people moving into volunteering	3	0	2	6	2	0
Number of people securing an interview for work	14	6	19	13	7	1
Number of people securing an interview for college	10	8	9	4	5	4
Soft Outcomes:						
Number of participants reporting increase in health and wellbeing	45	27	29	47	53	41
Number of participants reporting increase in aspirations	45	27	29	47	53	34
Number of participants reporting increase in job search skills	45	27	29	47	44	18
Number of participants reporting increase in basic skills	new indicators introduced			18	53	41
Number of participants reporting increase in digital skills	new indicators introduced			18	53	39
Total number of participants	89	40	84	83	76	77
Total number of participants aged under 16 years	20	9	24	6	4	15
Number of volunteers	0	0	0	0	0	0
Number of volunteer hours contributed	0	0	0	0	0	0
SHMU Youth Media	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of young people attending training sessions	186	38	169	270	297	261
Total number of young people actively involved with Youth Media on a regular basis	28	33	25	24	61	65
Number of participants aged under 16 years actively involved on a regular basis	25	29	19	20	51	55
Number of young people acting as members of Youth Media Forum				12	10	6
Number of young people demonstrating increased communication skills	138	38	169	214	297	261
Number of young people demonstrating increased confidence	138	38	169	134	297	261
Number of young people who feel able to do new things	139	38	169	214	256	261
Number of young people who report their skills are increasing	141	38	169	204	297	261
Number of young people who report increases in wellbeing against SHANARRI indicators	142	33	76	212	297	261
Number of young people securing Dynamic Youth Awards	6	0	0	0	6	6
Number of young people securing Saltire Awards	20	0	5	4	12	18
Number of young people securing SVQ's	10	0	3	2	0	10
Number of young people progressing to employment	18	0	3	1	4	5
Number of young people progressing to further/higher education	3	2	4	2	2	5
Number of young people progressing to training	12	8	13	1	0	0
Total number of participants	186	133	149	270	297	261
Total number of participants aged under 16 years	175	34	138	249	297	187
Number of volunteers	28	33	25	24	37	30
Number of volunteer hours contributed	14,900	19,820	5,875	8,112	8,695	3,800
Middlefield Youth Hub	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of young people over the year involved in diversionary activities to reduce crime and exclusion rates	140	50	75	96	125	220
Number of youth work sessions run at the youth hub	1,600	298	1,335	870	920	1,130
Number of young people attending the youth hub	170	50	95	96	120	220
Number of day trips	20	4	0	10	20	30
Number of young people that continue to have or new individual learning plans or goals	45	50	60	30	40	40
Number of young people being supported to get into work, training or college	10	8	6	15	10	20

Number of young people presenting or needing support with mental health issues	20	40	25	30	30	45
Number of young people that have additional support needs	12	15	25	30	35	45
Number of children with additional needs				10	12	12
Number of children attending through the year	30	0	20	68	110	98
Total number of participants	170	50	95	164	235	300
Total number of participants aged under 16 years	145	45	75	148	210	250
Number of volunteers	3	1	0	4	3	6
Number of volunteer hours contributed	80	40	0	140	192	176
Big Bang Drumming Group	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of young people attending	12	0	5	10	10	13
Total number of participants	16	0	5	12	10	15
Total number of participants aged under 16 years	12	0	4	10	10	15
Number of volunteers	1	0	2	2	2	2
Number of volunteer hours contributed	40	0	20	40	40	80
Mental Health Aberdeen ACIS Youth Counselling	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of counselling sessions for 12 – 18 at ACIS Hub	2,147	1,387	1,124	1,431	1,344	1,226
Number of clients aged 12+ at hub	223	114	121	128	183	138
Number of clients at Primary Schools (Tullos & Walker Road)	48	43	29	32	38	42
Number of appointments for above:	833	597	470	488	675	466
Number of meetings with Teachers, parents, other referring agencies	933	1,066	1,073	941	408	388
Signposting and advice from ACIS Information Officers				893	1,148	1,201
Total number of participants	271	276	178	321	221	254
Total number of participants aged under 16 years	193	109	131	160	169	138
Number of volunteers	11	11	7	3	9	9
Number of volunteer hours contributed	410	276	164	106	504	801
Befriend A Child	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of children attending youth club on a regular basis	23	38	42	46	52	55
Number of young people suggesting topics for and taking part in youth information sessions	23	25	42	30	30	40
Number of children that are safe and responsible	23	38	42	46	52	55
Number of children that are respected, included, and achieving	23	38	42	46	52	55
Number of children involved in increased community growing				20	20	25
Total number of participants	23	38	42	46	52	55
Total number of participants aged under 16 years	23	38	42	46	52	55
Number of volunteers	13	4	10	12	13	15
Number of volunteer hours contributed	1560	460	1200	1860	1960	1,816
Choices Relationship Revolution	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of young people participating in this programme	1200	650	715	1410	1423	2,500
Number of educational workshops delivered	135	70	108	153	123	140
Number of Drop in Clubs delivered	100	45	45	80	89	75
Number of young people consistently engaged in focus group	6	3	10	21	19	15
Number of young people accessing counselling 3+ sessions	32	52	59	43	34	30
Young people reporting increased knowledge of existing support services	95%	95%	95%	95%	98%	92
Percentage of participants able to identify violent and exploitative relationships	94%	96%	96%	98%	95%	96
Total number of participants	1200	729	715	1532	1485	2,500

Total number of participants aged under 16 years	1118	700	715	1410	1423	2,500
Number of volunteers	15	12	3	8	11	5
Number of volunteer hours contributed	600	528	85	524	770	600
Fersands Family Centre	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of families receiving support	44	46	not funded	44	60	54
Number of families receiving intensive support	12	6		12	16	10
Number of parent groups set up	2	0		1	2	1
Number of families that have benefitted through grants				50	44	44
Total number of participants	70	82		120	154	155
Total number of participants aged under 16 years	22	30		50	64	54
Number of volunteers	0	0		5	4	3
Number of volunteer hours contributed	0	0		480	600	360
ACC Geronimo - Time to Play	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of people receiving parenting and family support	228	271	185	141	195	269
Number of adults receiving parenting and family support	102	144	79	58	90	126
Number of parent/carers reporting an improved relationships with their child	92%	100%	100%	86%	100%	100%
Number of parent/carers reporting improved wellbeing having taken part in Geronimo	92%	100%	100%	88%	100%	100%
Number of parent/carers reporting an increase in time spent playing with their children	85%	86%	90%	86%	100%	100%
Number of children who receive Fit Like? Geronimo 1:1 family support				11	4	0
Total number of participants	228	271	185	141	195	269
Total number of participants aged under 16 years	126	127	106	85	105	143
Number of volunteers	1	0	0	0	1	1
Number of volunteer hours contributed	16	0	0	0	0	60

ADULTS

Mental Health Aberdeen Calsayseat Counselling	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Total number of participants	164	126	114	156	160	137
Number of sessions delivered	1,082	931	998	1,089	972	1,021
Percentage of clients reporting a decreased score in HAD monitoring forms	61%	60%	57%	68%	95%	90%
Total number of participants	164	145	114	156	160	137
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	1	1	1	1	0	0
Number of volunteer hours contributed	102	90	87	39	0	0
Printfield Feel Good Project	19-20	20-21	21-22	22-23	23-24	24-25
Number of treatments provided	76	80	80	88	80	80
Total number of participants	20	15	24	20	20	24
Total number of participants aged under 16 years				0	0	0
Number of volunteers				0	0	0
Number of volunteer hours contributed				0	0	0
Tillydrone Health & Well Being Project	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of treatments provided	396	216	240	240	240	240
Total number of participants	60	20	35	48	60	55
Total number of participants aged under 16 years	4	0	0	0	6	0
Number of volunteers	2	2	1	3	2	2
Number of volunteer hours contributed	40	40	40	80	80	80
Police Scotland Operation Begonia	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of females offered assistance relating to budgeting, benefits, food provision, housing,	411	305	261	234	237	216

employability, domestic abuse at Spring Gardens/Cyrenians						
Number of females offered assistance relating to chaotic alcohol and drug use at Alcohol and Drugs Action	411	305	261	234	237	216
Number of people offered DBI referrals - Penumbra	52	9	5	30	8	1
Number of patrols	98	64	60	62	58	52
Number of females engaged with.	411	305	261	234	237	60
Number of new females engaged with.	14	12	25	14	33	6
Number of males dealt with appropriately.	78	91	56	101	136	66
Number of home visits	0	0	125	85	44	76
Number of intelligence logs	442	342	247	261	286	215
Total number of participants	78	342	261	234	237	60
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	0	0	0	0	0	10
Number of volunteer hours contributed	0	0	0	0	0	276
Pathways to Wellbeing	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of counsellors	2	2	2	2	2	2
Number of priority areas covered	7	7	7	7	7	7
Number of people accessing the counselling service	79	95	92	91	101	91
Number of counselling sessions delivered	977	991	788	835	813	780
Total number of participants	81	95	92	91	101	91
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	7	7	7	7	7	7
Number of volunteer hours contributed	294	210	320	320	336	336
SHMU Adult Engagement and Support	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Prison						
Total number of offenders participating in programme in prison	206	24	23	22	no access to work in prison	
Number participating in the programme pre-release	24	12	14	13		
Total number of offenders participating in programme in the community	61	27	32	10		
Number of participants who engage with appropriate support services post release	61	27	25	10		
Community						
Total number of participants taking part in the community	new indicators introduced			54	62	78
Number of participants engaging in activities within the community	24	27	47	46	52	72
Number of participants accessing support within the community				37	46	78
Number of participants securing a positive destination:	20	12	27	19	33	17
Volunteering	20	5	22	13	16	6
Education	4	3	2	5	4	3
Training	7	1	3	9	8	6
Employment	11	3	10	6	5	2
Number of participants reducing their risk taking and/or offending behaviour	51	26	23	21	23	15
Number of participants improving their confidence	new indicators introduced			41	52	63
Number of participants improving their communication				41	46	60
Number of participants improving their creative skills				41	46	45
Number of participants improving their wellbeing				42	49	67
Number of participants reducing their isolation and loneliness				41	36	67
Number of volunteers hours contributed in community				1,094	1,373	850
Total number of participants	129	45	84	76	62	78
Total number of participants aged under 16 years	0	0	0		0	0

Number of volunteers	22	7	24	17	20	18
Number of volunteer hours contributed	3,001	767	1,598	1,194	1,373	850
Torry Adult Counselling	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of counselling sessions provided in priority area	989	869	893	792	796	775
Number of clients taking session as above	161	158	149	136	235	260
Number of meetings with referring agencies, including partnership surgeries/community centre staff	7	5	4	3	7	5
Total number of participants	161	158	149	136	235	260
Total number of participants aged under 16 years	0	0	0	0	0	0
Number of volunteers	0	0	0	2	0	0
Number of volunteer hours contributed	0	0	0	141	0	0

ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality
DATE	26 November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Service Provider Equality, Diversity and Inclusion Action Plan 2025-2029
REPORT NUMBER	CORS/25/226
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie on behalf of Isla Newcombe
REPORT AUTHOR	Baldeep McGarry – Interim Diversity and Inclusion Lead
TERMS OF REFERENCE	2.2

1. PURPOSE OF REPORT

- 1.1 This report presents Aberdeen City Council's Equality, Diversity and Inclusion Community Action Plan 2025-2029 as a Service provider.

2. RECOMMENDATION

That the Committee:-

- 2.1 Notes the Service Provider Equality, Diversity and Inclusion Community Action Plan 2025-2029.

3. CURRENT SITUATION

- 3.1 The Anti-Poverty and Inequality committee approved the following Equality Outcomes for 2025-29 in [March 2025](#):

- Equality Outcomes as a Service Provider
- Equality Outcomes for the Council as an Employer
- Equality Outcomes as an Education Authority

- 3.2 For each set of outcomes, an action plan is produced and presented to the relevant committee. This report presents an action plan to achieve the equality outcomes for Aberdeen City Council as a Service provider.

3.3 Three outcomes as a Service Provider were approved.

- **Equality Outcome 1:** All people can access information and services, with systemic, social, and physical barriers identified and minimised.
- **Equality Outcome 2:** All people can participate and help shape decisions that affect them.
- **Equality Outcome 3:** Aberdeen City Council will develop inclusive infrastructure that meets the need of people who use it.

3.4 DEVELOPING THE ACTION PLAN

3.4.1 The improvement themes, aims and actions have been identified to meet the needs of the General Duty under the Equality Act 2010 to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations between persons who share protected characteristics and those who do not.





3.4.2 Under the [Fairer Scotland Duty](#), public bodies must actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

3.4.3 An analysis of the feedback from the Equality Outcomes community survey conducted between December 2024 and February 2025 indicates that Aberdeen City Council has taken steps toward promoting diversity. The feedback also suggests that continued focus on communication and access may support greater inclusion and participation in equality initiatives among citizens.

3.4.4 Additional focus groups and feedback was sought to further explore and understand the reasons for the high neutral responses as part of the community survey. Feedback suggested that neutrality (in survey responses) is not necessarily negative and that it may be due to a lower level of direct experience with a council service or with equality, diversity and inclusion initiatives held in communities.

3.4.5 Consultations that were held online and in person with groups such as the Equality Participation Network (EPN), Grampian Regional Equality Council (GREC), Disability Equity Partnership (DEP), Deafblind Scotland, Shopmobility, and community representatives. Additional sessions have also been held with the Aberdeen British Sign Language Equality group. Feedback from these sessions directly informed the plan's improvement aims and actions, ensuring they address community needs and are evidence-based.

3.4.6 From the analysis of the data sources listed above, common themes were identified that support the equality outcomes as a Service Provider. These 4 themes as illustrated below have been used as the structure for the action plan and reflect priorities that are part of a broader commitment by the Scottish Government to embed equality and human rights into all aspects of governance and public service delivery.

Inclusion 	To create welcoming communities where everyone is valued, supported, and able to take part fully in community life.
Access 	Remove barriers (systemic, cultural, social, physical, and digital) that prevent people from participating.
Participation 	Ensure that everyone, especially underrepresented groups have genuine opportunities to engage in decision-making.
Value 	Ensure contributions from communities influence policies, services, and programs in visible and transparent ways.

3.4.7 The Service Provider Equality, Diversity and Inclusion Community Action Plan intersects other Council plans, principles and policies to provide a holistic approach to equality, diversity and inclusion in the city: These include:

- **The Aberdeen City Local Outcome Improvement Plan (LOIP)** sets out our vision for Aberdeen City as ‘a place where all people can prosper’, regardless of their background or circumstances. This means all people being able to access the opportunities available in our city to do well, succeed and flourish.
- **The Council Delivery Plan** forms part of our strategic planning approach. The [Plan](#) sets out how the Council will work with partners to address inequalities in health, education, and employment and improve the city’s economic stability and environment over 2025/26. This will help make sure that we help those who need us most.
- **Guiding Principles** - Developed by our employees, our Guiding Principles reinforce our commitment to fostering a desired workplace culture and equipping employees with the tools and support needed to provide fair and equitable services to our citizens.



3.4.8 The Action Plan is contained in Appendix 1.

3.6 Next steps

- 3.6.1 Following presentation to committee, the Action Plan will be launched via the Equality Participation Network which has been specifically established to progress and promote a 2-way dialogue with the council and communities and partner organisations to get involved in the improvement actions to achieve the equality outcomes.
- 3.6.2 Collaborative work will be carried out with Grampian Regional Equality Council to regularly review data and analysis to determine priorities, areas of further action and map progress against actions which will be reported in the next statutory progress report in April 2027.
- 3.6.3 The Action Plan will remain a 'live' document and actions will be adjusted and adapted based on current needs, data and direct feedback from our communities and officers. The Action Plan will also be updated to reflect any legislative changes or updates to statutory Codes of Practice.
- 3.6.4 This project will work in collaboration with teams taking forward related improvement activity around equality, diversity and inclusion as part of the Local Outcome Improvement Plan and Locality Plan.
- 3.6.5 Any changes, updates or new areas of focus based on the data and analysis from the Equality Outcomes Mainstreaming Progress Report will be highlighted and shared through a future meeting of the Anti-poverty and Inequality Committee.

4. FINANCIAL IMPLICATIONS

- 4.1 There will be anticipated costs around training and events which will be funded through the existing People and Citizens budget. Additional costs may also be incurred in producing accessible information and material to support Equality, Diversity and Inclusion campaigns which will be funded through the existing Interpreting and Translation budget.

5. LEGAL IMPLICATIONS

- 5.1 This action plan will ensure the Council maintains compliance with its duties under the Public Sector Equality Duty (General Duty) contained within the Equality Act 2010 to pay due regard when exercising its functions to
- eliminating discrimination, harassment, and victimisation,
 - advancing equality of opportunity,
 - fostering good relations between persons who share a relevant protected characteristic and those who do not.
- 5.2 The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 impose a duty on local authorities to publish a set of equality outcomes and report on progress. The action plan is integral to achieving these outcomes and reporting on progress.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	None	None	L	Yes
Compliance	As a public sector, there could be a risk of not meeting statutory equality duties.	Development of a comprehensive equality, diversity and action plan co-developed and communicated with employees and communities	L	Yes
Operational	Lack of compliance or awareness could risk perceived discrimination.	Communicate and train employees on equality, diversity and inclusion requirements.	L	Yes
Financial	Some financial requirements to deliver on training,	This spending will be covered by the agreed budget held within	L	Yes

	events and development and creation of inclusive communication campaigns.	People and Citizens service.		
Reputational	As a public sector, there could be a perception that we are not fair and inclusive.	Development of a comprehensive equality, diversity and inclusion action plan co-developed with communities.	L	Yes
Environment / Climate	None	None	L	Yes

8. OUTCOMES

<u>Council Delivery Plan 2024</u>	
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	Impact of Report
	<p>The proposals within this report support the delivery of the following aspect of the policy statement:-</p> <ul style="list-style-type: none"> • Empowering Aberdeen's Communities • A Safer Aberdeen • A Transparent, Accessible and Accountable Council • Supporting People with the Cost of Living • A City of Opportunity • A Vibrant City • Greener Transport, Safer Streets, Real Choices • Homes for the Future • An active city • A Prosperous City
<u>Local Outcome Improvement Plan 2016-2026</u>	
Prosperous Economy Stretch Outcomes	<p>The proposals within this action plan support the delivery of Economy Stretch Outcomes:</p> <p>2. 74% employment rate for Aberdeen City by 2026</p> <p>2.1 Support 25 people from ethnic minorities into sustained, good quality employment by 2026.</p> <p>2.4 Support 100 people into sustained, good quality employment by 2026, with a particular focus on those from priority neighbourhoods and people over 50.</p> <p>2.6 Support 40 young parents into training and / or employability provision by 2026</p>

	2.7 Upskill 50 individuals who are experiencing digital barriers to apply for employment opportunities by 2026.
Prosperous People Stretch Outcomes	<p>6. 95% of children, including those living in our priority neighbourhoods (Quintiles 1 & 2), will sustain a positive destination upon leaving school by 2026</p> <ul style="list-style-type: none"> Improving pathways to education, employment and training for all our children. Increase the % of learners entering a positive and sustained destination to be ahead of the Virtual Comparator for all groups by 2025
Regional and City Strategies	<p>Through the Regional Economic Strategy workforce strategies to improve support for young people, high attainment, meaningful progression and employment opportunities that, in turn, fulfil the economic needs of the region.</p> <p>Putting inclusive growth at the heart of public sector investment, maximise opportunities for targeted recruitment and training activity for all potential procurement spend through community benefit clause The activities listed in this report also enhance the Regional, City and Council strategies through the completion of Integrated Impact Assessments and ensuring that considerations and mitigations are made for those with protected characteristics.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required as an IIA was completed for the Equality Outcomes . I confirm this has been discussed and agreed with Michelle Crombie, Strategic Lead, Prevention and Community Empowerment on 24 October 2025.
Data Protection Impact Assessment	A DPIA is not required for the action plan but was completed for the survey.
Other	None

10. BACKGROUND PAPERS

10.1 [Equality Outcomes and Mainstreaming Report 2021-2025.pdf](#)

10.2 [Equality outcomes 2025-2029 - gov.scot](#)

11. APPENDICES

- 11.1 Appendix 1: Service Provider Equality, Diversity and Inclusion Community Action Plan.

12. REPORT AUTHOR CONTACT DETAILS

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Service Provider
Equality, Diversity and Inclusion
Action Plan 2025-2029

November 2025



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Introduction

Aberdeen City Council want to ensure that every citizen in Aberdeen is treated fairly, with respect and dignity when accessing our services. The Council has agreed an Equalities Plan to promote and embed equality in our services over the next four years from 2025 to 2029 to achieve the new Equality outcomes.

Equality Outcomes are defined as, ‘the results intended to achieve specific and identifiable improvements in people’s life chances.’

The new set of Equality Outcomes for 2025-2029 reflect our commitment to creating a fair, diverse and inclusive community in Aberdeen where everyone can thrive. These outcomes will guide our collective efforts to promote and support equality across the council’s services and operations.

Under the Equality Act 2010, the 3 key General Duties within the act require the council to:

- Eliminate discrimination by implementing policies and practices that prevent discrimination and promote fairness.
- Advance equality of opportunity by ensuring equal access to opportunities for all, regardless of background or circumstances.
- Foster good relations through encouraging understanding, respect, and support among persons who share a protected characteristic and those who do not.

All actions listed in the plan work to meet the general duty under the Public Sector Equality Duty where the outcomes and underpinning actions must relate to eliminating discrimination, promoting equal opportunities, and fostering good relations between people with and without protected characteristics.

Protected Characteristics as defined by the Equality Act 2010 are:

Age

Disability

Gender
Reassignment

Pregnancy
and
Maternity

Race

Religion
and belief

Sex

Sexual
Orientation

Marriage and
Civil
Partnership

Our Goals

We aim to:

- Make sure everyone can access our services easily
- Treat our communities and colleagues with fairness, dignity and respect
- Value the diversity in our city and deliver services that are needed the most

Our commitment covers all of the following:

- Service users
- Applicants for services
- Contractors and subcontractors
- Elected Members
- Employees
- Volunteers
- Partners

Our Approach

To develop the new outcomes, we undertook extensive engagement and consultation through focus groups, surveys and feedback at events with various community groups, organisations and individuals to understand what is going well and what can be improved. The full report and survey results can be viewed here: [Equality Outcomes 2025 – 2029](#).

A review of the data and comments gathered through the various consultations were considered along with other published data and as part of this process. Four key themes were identified and have been used to shape this Action Plan with input from our communities and officers. The key themes include:

Inclusion		To create welcoming communities where everyone is valued, supported, and able to take part in community life.
Access		Remove barriers (systemic, cultural, social, physical, and digital) that prevent people from participating.
Participation		Ensure that everyone, especially underrepresented groups have genuine opportunities to engage in decision-making.
Value		Ensure contributions from communities influence policies, services, and programs in visible and transparent ways.

Background

The action plan responds to emerging needs, ensures continuous improvement, and links with our wider council plans that are aimed at improving outcomes for and with local people and communities in Aberdeen. As part of the survey undertaken from December 2025 to February 2025, communities were asked to prioritise what we should focus on from the following: Culture, Education, Employment, Housing, Poverty, prejudice and discrimination, social and recreational activities and Transport and infrastructure.

The main areas identified for focus included Culture, Education, Housing, Poverty, as well as social and recreational activities. Employment, prejudice and discrimination, and transport and infrastructure were also considered priorities. Outcomes were developed to be generally applicable across all areas, while actions and outputs will be tailored to specific service areas.

Equality Outcome 1: All people can access information and services, with systemic, social, and physical barriers identified and minimised.

To achieve this, our focus will be on working to deliver information and services that are accessible and meets the needs of those who need it. To do this, we will find out more about what is stopping people from easily accessing information, services and participation. We will work to understand attitudes, stigma and barriers people face and review the accessibility of our buildings and digital content.

Equality Outcome 2: All people can participate and help shape decisions that affect them.


We will achieve this by creating transparent and accessible decision-making processes where everyone has the opportunity to share their perspectives. This includes providing education and information so people can make informed contributions, ensuring diverse voices are heard, and using participatory tools like community meetings, equality assemblies, public consultations, and digital platforms to involve citizens in shaping the policies and actions that affect their lives.



Equality Outcome 3: Aberdeen City Council will develop inclusive infrastructure that meets the need of people who use it


We will achieve this by engaging directly with diverse community members to understand their needs and experiences, designing public spaces and services that are accessible to all, and following inclusive design principles. This means considering factors like age, disability, sex and cultural background in planning, while regularly reviewing and improving infrastructure based on user feedback and changing community needs.

The Action Plan 2025 – 2029

The Action Plan has been structured under the following improvement themes to achieve the outcomes.

Improvement Theme	Improvement Aim	Improvement Action :	Timescale for delivery	Delivery Lead
Inclusion 	<p>To create a welcoming community where everyone is valued, feels safe and supported, and able to take part in community life.</p> <p>Current baseline: 29.5 % voted in an election.</p> <p>70 % Agreed with the question ‘I feel safe in my neighbourhood’.</p> <p>48.3% Agreed that Aberdeen is a welcoming space.</p> <p>36.8 % disagreed with the statement ‘I feel included and part of my local community’.</p>	Provide all high demand service information in at least 3 accessible formats (for example plain language, Easy Read, translated versions, or assistive tech compatible).	March 2026	<ul style="list-style-type: none"> • Citizen Experience • External Comms
		Increase eligible voter participation in local elections by improving accessibility, awareness, and trust in local government through targeted community engagement and education initiatives.	April 2029	<ul style="list-style-type: none"> • Governance - Elections Team • Equalities • Community Learning and Development • Aberdeen Youth Movement
		Hold youth engagement initiatives like mock elections and civic leadership programs to build long-term civic habits.	February 2026	<ul style="list-style-type: none"> • Aberdeen Youth Movement
		Promote third-party centres to improve access to Hate Crime reporting and support for those impacted.	March 2026	<ul style="list-style-type: none"> • Community Safety • Equalities Team
		Increase the diversity of people involved in community planning through priority neighbourhoods and locality empowerment groups.	April 2027	<ul style="list-style-type: none"> • Locality Planning Team
		Continue to deliver on a calendar of community events to celebrate and promote diversity and equality.	Ongoing	<ul style="list-style-type: none"> • Equalities • External Comms • Internal Comms

Improvement Theme	Improvement Aim	Improvement Action :	Timescale for delivery	Delivery Lead
Access 	Remove barriers (systemic, cultural, social, physical, and digital) that prevent people from participating. Current baseline: 63.3 % Agreed Aberdeen City Council communicates its commitment to equality, diversity and inclusion	Promote information about accessibility and communication support options available to citizens and share with partner organisations to increase awareness. We will offer easy to read materials, translations, digital tools, and ensure our updated website is mobile-friendly and accessible.	Ongoing	<ul style="list-style-type: none"> • Citizen Experience • External Comms • Youth Lens on this via Aberdeen Youth Movement
		Collaborate with individuals who have experienced access barriers when developing new and redesigned services, ensuring alignment with established accessibility standards.	Ongoing	<ul style="list-style-type: none"> • People & Organisation • Citizen Experience
		Provide offline options or access to technology and digital literacy or communication support.		<ul style="list-style-type: none"> • Digital Inclusion Group
		Build on the Citizens assembly approach as tested through the Anti-Poverty and Inequality Committee as well as other methods of engaging with people with lived experience to inform service improvement.	Ongoing	<ul style="list-style-type: none"> • Community Planning Aberdeen
		We will work with the council's Strategic Place Planning teams to ensure that safety, access and inclusion are firmly embedded in future design and development.	Ongoing	<ul style="list-style-type: none"> • Strategic Place Planning team • Equalities Team
Participation 	Ensure that everyone, especially underrepresented groups have genuine opportunities to engage in decision-making. Current baseline: 15.2% attended an Aberdeen City Council event. 88.1% disagreed that Aberdeen City Council leaders (Councillors) champion the equality agenda in the city.	Enhance community empowerment through the revised Local Outcome Improvement Plan (LOIP) 2026- 2036 to strengthen our approach to community partnership	Ongoing	<ul style="list-style-type: none"> • Community Planning Team
		Promote the purpose and function of the Equality Participation Network to ensure membership includes people from diverse backgrounds and lived experiences.	Ongoing	<ul style="list-style-type: none"> • Equalities Team • Aberdeen Youth Movement
		Promote platforms where people can access employment and volunteering opportunities in the city.	Ongoing	<ul style="list-style-type: none"> • ABZ works • Talent Team
		Strengthen and develop our community engagement approach and refresh the community directory.	April 2026	<ul style="list-style-type: none"> • Equality Participation Network
		Enhance the communication of key messages, priorities, and programmes to all communities and council staff, ensuring that everyone has the opportunity to engage, where appropriate, in the planning and implementation of these priorities.	Ongoing	<ul style="list-style-type: none"> • Equalities • Internal Comms • External Comms

Improvement Theme	Improvement Aim	Improvement Action :	Timescale for delivery	Delivery Lead
Value 	<p>Ensure contributions from communities influence policies, services, and programs in visible and transparent ways.</p> <p>Current baseline: 23.3 % responded to an Aberdeen City Council consultation</p>	We will publish an Equality Mainstreaming Report every 2 years	Ongoing	<ul style="list-style-type: none"> Equalities Team
		Post updates and success stories on our website, social media and in newsletters.	Ongoing with a review by April 2027.	<ul style="list-style-type: none"> Community Planning Aberdeen Internal Comms External Comms
		We will train frontline staff and service providers to recognise and address barriers to access, fostering inclusive attitudes and practices.	Ongoing with progress reported by April 2027.	<ul style="list-style-type: none"> Citizen Experience People Development
		We will better utilise existing feedback and engagement platforms to ensure there are clear 2-way communication channels between participants and decision makers.	Ongoing with a review by April 2026.	<ul style="list-style-type: none"> Citizen Experience External Comms Aberdeen Youth Movement
		Create a Citizen Advisory Panel (CAP) to gather lived experience and improve the way we gather and use feedback to shape our services.	September 2026	<ul style="list-style-type: none"> Equalities Team Citizen Experience
		We will respond to and learn from complaints made against council service delivery and in particular where these relate to perceived or actual discrimination and we will use the lessons learnt to inform and improve our future practices.	Ongoing with a review by April 2026.	<ul style="list-style-type: none"> Citizen Experience
		Increase in the % of Integrated Impact Assessments completed and ensure services engage and consult on service change or design.	Ongoing with a review by April 2027.	<ul style="list-style-type: none"> Equalities Team
		We will deliver 2 community sessions that focus on Hate Crime Awareness and community cohesion.	By June 2026.	<ul style="list-style-type: none"> Community Safety Equalities Team
		Hold an annual Equalities assembly with our Public Sector Equality Duty partners and 3 rd sector to ensure that we are using an intersectional approach to working together with different protected characteristics.	December 2026	<ul style="list-style-type: none"> Equalities Team

Governance

We will report our progress through Committee in line with our statutory reporting timescales and all reports will be published in an accessible format on our website.

How we will track progress

Every 2 years, we will publish a progress report showing:

- How we are improving on the themes
- What are the changes we make
- What we learn from community feedback
- What our next steps will be

We will also continue to strengthen our governance arrangements at all levels of the council and improve transparent and accessible reporting so we can clearly show progress against our priorities.

Managing Risks

As part of developing this action plan, the following risks and barriers were identified that could prevent or slow down progress in delivering on actions.


- Change in legislation and leadership which may require focus moving on different priorities.
- Possibility of some groups not being fully engaged.
- Consultation and engagement fatigue. We will work with in a collaborative approach to minimise and reduce repetition and get better at sharing data and findings.

We want to hear from you!

Tell us what is working well and what could get better.

 equality_and_diversity@aberdeencity.gov.uk

 [Equality Outcomes and Mainstreaming Report | Aberdeen City Council](#)

 01224 070 300



British Sign Language (BSL) users can contact us direct by using [ContactSCOTLAND-BSL](#).

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ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty & Inequality Committee
DATE	26 th November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Collaboration for Health Equity in Scotland
REPORT NUMBER	CORS/25/230
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Martin Murchie
TERMS OF REFERENCE	1.1; 1.5

1. PURPOSE OF REPORT

- 1.1 This report updates the Committee on the work of the “Collaboration for Health Equity in Scotland”

2. RECOMMENDATION

That the Committee:-

- 2.1 instruct the Chief Officer Data Insights (HDRCA) to report to the Committee at the conclusion of the Collaboration for Health Equity in Scotland; and
- 2.2 otherwise note the report.

3. CURRENT SITUATION

- 3.1 The Collaboration for Health Equity in Scotland (CHES) is a two-year partnership (2024–2026) between Public Health Scotland (PHS), the University College London’s Institute of Health Equity (IHE), and three Scottish localities: Aberdeen City, North Ayrshire, and South Lanarkshire. CHES was established to strengthen and accelerate efforts to improve Scotland’s health, promote well-being, and address widening health inequalities, which are steeper in Scotland than in many other European countries. The Scottish Government published a “Population Health Framework” for Scotland in June 2025. The CHES is identified within this Framework and referred to as follows:

*“... research will offer us clear insights, data and evidence to support and track progress. This includes trialling new approaches to place-based working through the **Collaboration for Health Equity in Scotland (CHES)** to accelerate action to improve health equity and share insights and expertise by learning from Marmot Places in Scotland.”*

- 3.2 CHES builds on the Marmot 8 framework, focusing on the social determinants of health. Its dual approach involves:

- **National-level work:** Providing new insights into effective strategies for health equity.
 - **Place-based work:** Collaborating with three local areas to develop and implement interventions and policies that enhance health equity, embed equity approaches in local systems, and adopt long-term, holistic strategies.
- 3.3 CHES aims to answer two key questions:
1. What are the most impactful areas for intervention to close gaps in healthy life expectancy?
 2. How can national and local organisations work more effectively to bridge the gap between policy intent and impact?
- 3.4 To achieve this, CHES is:
- Developing analyses to guide action using the Marmot 8 framework.
 - Demonstrating, through practical work in three places, how local partnerships can strengthen health equity.
 - Developing recommendations for national and local organisations.
 - Acting as a catalyst for enhanced action and strengthened partnerships.
- 3.5 CHES has now published 2 national reports. One focusing on health equity and the second on the wider determinants of health (Both linked in the “Background Papers” section to this report). These set out the context and current state of healthy equity across Scotland. The programme nationally has also engaged multiple stakeholder groups including government and business leaders.
- 3.6 Aberdeen’s Expression of Interest to be one of the three local areas for CHES emphasised building health equity into existing strategic planning, service design and resource allocation processes, rather than viewing it as a separate programme of work. Consequently, activity has been focused on the Council’s strategy suite as well as Community Planning Aberdeen workstreams. Local work with CHES to date includes:
- reviewing and contributing to:
 - the Population Needs assessment for the Aberdeen
 - The Local Housing Strategy
 - The Health Equity Plan for Grampian
 - The Strategic Plan for Aberdeen City Health & Social Care Partnership
 - working with the Health Determinants Research Collaboration Aberdeen (HDRCA) to identify an evidence base of interventions for the ongoing refresh of the Local Outcome Improvement Plan and co-hosting a workshop for Community Planning Aberdeen to prioritize those interventions;
 - working with council officers and the HDRCA to develop a process for estimating the likely impact of interventions, and support the implementation of this.
- 3.7 The CHES collaboration is also exploring approaches to the design of systems and use of resources in ways which are proportionate to the needs of different

parts of the community. In 2010, the review “Fair Society, Healthy Lives”, proposed the principle of proportionate universalism as a solution to reducing health inequalities. It describes an approach to the resourcing and delivering of universal services at a scale and intensity proportionate to the degree of need. Put more simply, it is the allocation of resource according to need, with need being defined as the ability to benefit. Services should be available for all to access (not just disadvantaged groups), but they are flexible and able to respond with more intensity where there is a greater need. In practice, many public programmes are designed to support those most in need. Local work with CHES is identifying examples where decision making could, potentially, be more explicitly influenced by a health equity and “Proportionate Universalism” approach. A small number of case studies will be progressed, and evaluated jointly through CHES, and further recommendations made.

- 3.8 CHES also has a strong focus on the availability and use of data, across Scotland, to support improvements in health equity. Aberdeen City Council officers are engaged with Public Health Scotland colleagues to capitalise on the work within CHES to accelerate development in granularity, currency and accessibility of data.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications. The local areas working with CHES do not receive, nor commit any direct financial resources to the Collaboration.

5. LEGAL IMPLICATIONS

- 5.1 None.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct implications from this report, however, a sustainable environment is a feature of the Marmot principles and work which is influenced by these will have this as a key consideration.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk		No significant risks identified' against the category		
Compliance		No significant risks identified' against the category		

Operational		No significant risks identified' against the category		
Financial		No significant risks identified' against the category		
Reputational		No significant risks identified' against the category		
Environment / Climate		No significant risks identified' against the category		

8. OUTCOMES

COUNCIL DELIVERY PLAN 2025-26	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The Policy Statement includes: “Our partnership will do all we can to help people hit by the cost of living crisis, alleviate poverty and improve the quality of life for our citizens” as well as numerous commitments to improve health issues.
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	The social determinants of health are central to the LOIP and the Collaboration for Health Equity in Scotland is actively supporting the development of the LOIP 2026 – 26. The principles of health equity and the evidence base which supports interventions is, therefore, likely to be reflect throughout each of the agreed outcomes.
Prosperous People Stretch Outcomes	The social determinants of health are central to the LOIP and the Collaboration for Health Equity in Scotland is actively supporting the development of the LOIP 2026 – 26. The principles of health equity and the evidence base which supports interventions is, therefore, likely to be reflect throughout each of the agreed outcomes.
Prosperous Place Stretch Outcomes	The social determinants of health are central to the LOIP and the Collaboration for Health Equity in Scotland is actively supporting the development of the LOIP 2026 – 26. The principles of health equity and the evidence base which supports interventions is, therefore, likely to be reflect throughout each of the agreed outcomes.

Community Empowerment Stretch Outcomes	The social determinants of health are central to the LOIP and the Collaboration for Health Equity in Scotland is actively supporting the development of the LOIP 2026 – 26. The principles of health equity and the evidence base which supports interventions is, therefore, likely to be reflect throughout each of the agreed outcomes.
Regional and City Strategies	The social determinants of health are central to the Council's suite of strategies. The Collaboration for Health Equity in Scotland has been actively involved in the development and refresh of strategy including the Local Housing Strategy. The principles of health equity and the evidence base which supports interventions has been strengthened by the Council's engagement in CHES.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Martin Murchie, Chief Officer Data Insights (HDRCA) on 20 th October 2025. This report is for information only and is not proposing any change to policy.
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

- 10.1 [An Overview of Health Inequalities in Scotland: The Collaboration for Health Equity in Scotland](#)
- 10.2 [An Overview of the Social Determinants of Health in Scotland: The Collaboration for Health Equity in Scotland](#)
- 10.3 [CHES Website](#)
- 10.4 [Population Needs Assessment](#)
- 10.5 [Local Housing Strategy](#)
- 10.6 [Population Health Framework](#)
- 10.7 [Fair Society, Healthy Lives – The Marmot Review](#)

11. APPENDICES

11.1 None

12. REPORT AUTHOR CONTACT DETAILS

Name	Martin Murchie
Title	Chief Officer Data Insights (HDRCA)
Email Address	mmurchie@aberdeencity.gov.uk

ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality
DATE	26 November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Supporting People with the Cost of Living 2025/26 – Update on Progress and Spend
REPORT NUMBER	CORS/25/231
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie on behalf of Isla Newcombe
REPORT AUTHOR	Susan Thoms, Fairer Aberdeen and Anti-Poverty Manager
TERMS OF REFERENCE	1.1, 3.1

1. PURPOSE OF REPORT

- 1.1 This report provides an update to the Anti-Poverty and Inequality Committee on the outcomes achieved to date from the Cost of Living Funding allocated for 2025-26.

2. RECOMMENDATION

That the Committee:-

- 2.1 Notes the Supporting People with the Cost of Living Crisis 2025-26 Update Report;
- 2.2 Notes that it is expected that allocations will be fully spent by April 2026; and
- 2.3 Agrees to reallocate £27,600 underspend in funding awarded to Aberdeen Health And Social Care Partnership for Telecare equipment and Power of Attorney in 2024-25 to the Scottish Welfare Fund.

3. CURRENT SITUATION

- 3.1 On 5 March 2025, Aberdeen City Council agreed to provide £1 million to mitigate against the ongoing cost of living crisis. On 11 June 2025 the Anti-Poverty and Inequality Committee agreed recommendations for how this funding should be spent.
- 3.2 This report provides an update on progress. Amount allocated and spend to date is shown in Appendix 1. A total of 15,391 people have been supported up to the end of September. £438,902 has been spent, 44% of the total allocation.

- 3.3 As a response to the cost of living crisis 137 clothing packs have been provided for teenagers; 59 people have been supported with the direct provision of infant formula; and 54 tonnes of free food has been delivered to 75 organisations across the city.
- 3.4 Early intervention measures have seen 3,329 families receiving £30 Winter Clothing Payments; 64 people have received Discretionary Housing Payments; 1,254 people have been supported at Cyrenians Community Hub; 15 vulnerable women in Torry have been supported; and 275 people have received financial support to address fuel debt.
- 3.5 To prevent further financial hardship 940 elderly and disabled people and unpaid carers have benefitted from financial advice; 15 people have received cash payments to purchase infant formula; 500 weekly free pantry shops have been provided for people affected by food insecurity; 71 people have received financial advice in community settings; and media activities are being developed to address stigma and raise awareness of issues facing those in poverty.
- 3.6 No funding has yet been spent on Christmas Panto Packages for low income families, as this takes place in December.
- 3.7 There is no requirement for reallocation of resources within the current financial year as it is expected that funds will be fully spent by April 2026. See Appendix 2 for further information.
- 3.8 Through end of year financial procedures it has been identified that Aberdeen Health and Social Care Partnership has £27,600 remaining of the 2024-25 allocations of £20,020 to provide telecare equipment and £10,000 to arrange Power of Attorney for low income families.
- 3.9 It is proposed to allocate this £27,600 to the Scottish Welfare Fund, which is facing a rising demand. Requests for Community Care Grants are up 8% (Apr–Sep 2025 vs same period 2024) and Crisis Grants are up 6% over the same period. Allocating this underspend will help the Council provide essential support to households in crisis and those struggling to afford basic items, reducing the risk of poverty and hardship in Aberdeen. The External Advisers to the Committee support this approach.

4. FINANCIAL IMPLICATIONS

- 4.1 The proposals agreed by Committee on 25th June are within the £1million financial allocation approved by Council at the meeting on 5 March 2025, leaving a balance of £0 to be allocated. This is a one-off fund that has no recurring commitment.
- 4.2 Organisations awarded funding have provided an interim report detailing funding spend to date and any potential underspends. No underspends are anticipated at this point.

5. LEGAL IMPLICATIONS

- 5.1 Funds allocated to third parties will be subject to Aberdeen City Council's standard terms and conditions.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no environmental implications arising from this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	There is a risk that failing to support people struggling to meet the increased cost of living could lead to longer term economic harm.	Delivery of initiatives to help mitigate the cost of living impacts for the most vulnerable, alongside work and support across services, partners and third sector.	L	Yes
Compliance	There is a risk of failing to comply with a Council decision to spend the allocated £1m to help the most vulnerable in our community with energy costs.	Delivery of measures to help mitigate the cost of living impacts for the most vulnerable, alongside work and support across services, partners and third sector.	L	Yes
Operational	The project delivery in this report requires some resource from the	Strong partnership working with organisations identified will ensure this risk is minimised.	L	Yes

	Council, but mainly through partners			
Financial	There is a risk of failing to deliver and spend the approved budget	All organisations are on target to deliver and spend their allocated funding by April 2026.	L	Yes
Reputational	There is a risk that failing to support people struggling to meet the cost of living could lead to reputational damage.	The delivery described in this report demonstrates a clear commitment to supporting people with the cost of living.	L	Yes
Environment / Climate	No environmental risks identified	N/A	N/A	N/A

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2025-26</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The proposals within this report support the delivery of the following aspects of the policy statement:- <ul style="list-style-type: none"> Supporting People with the Cost of Living Actively support Aberdeen's foodbanks and provide assistance with bulk purchasing where desirable.
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	Stretch outcome 1: 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.
Prosperous People Stretch Outcomes	Stretch outcome 12: Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Michelle Crombie, Strategic Lead, Prevention and Community Empowerment on 24 October 2025.
Data Protection Impact Assessment	Not required.
Other	N/A

10. BACKGROUND PAPERS

- 10.1 [Working in Partnership for Aberdeen - Supporting people with the cost of living 2025/26 CORS/25/132](#)

11. APPENDICES

- 11.1 Appendix 1 - Supporting People with the Cost of Living 2025-26 – Update on Progress and Spend

12. REPORT AUTHOR CONTACT DETAILS

Name	Susan Thoms
Title	Fairer Aberdeen and Anti-Poverty Manager
Email Address	sthoms@aberdeencity.gov.uk

Supporting People with the Cost of Living 2025-26 – Update on Progress and Spend

Proposal	Lead Organisation	Allocation £	Spend to 30.9.25	Expected spend by 31.3.25	People supported to 30.9.25	Progress to end September 2025
Support for low income families and children	AberNecessities	£161,113	£39,768 (25%)	100%	237	137 packs of clothes, including jackets, pyjamas, underwear, t-shirts, hoodies and shoes, have been provided for teenagers and 100 volunteers have been supported by the volunteer coordinator, who is the first point of contact for incoming donations and supporting volunteers to ensure donations are suitable for families that are supported.
Infant formula	AberNecessities	£14,129	£1,730 (12%)	100%	59	59 families in need of support have received 119 tins of infant formula, many of them delivered within 24 hours by volunteer drivers.
Food procurement	Food Poverty Action Aberdeen	£271,197	£101,530 (37%)	100%	8,625	CFINE have been procuring ambient food and 54 tonnes of this has been distributed to 75 organisations across the city. The list of food items purchased is based on previous purchases, which are items commonly used in emergency food parcels, as reported by partners.
Winter clothing	Aberdeen City Council, Revenues & Benefits	£130,000	£99,870 (77%)	100%	3,329	The funding has been used to support families who have received the School Clothing Grant with a Winter Clothing Payment. The application window for School Clothing Grants remains open until 31 March 2026. There is also an exercise currently in progress to identify families who are eligible for the School Clothing Grant and have not received it through LIFT (Low Income Family Tracker).
Discretionary Housing Payments	Aberdeen City Council, Revenues & Benefits	£100,000	£98,547 (99%)	100%	64 households	The funding awarded to date has specifically helped citizens with a shortfall in the Local Housing Allowance or for income related reasons. 64 households have been supported.
Community Hub rent and energy costs	Aberdeen Cyrenians	£48,600	£24,202 (50%)	100%	1,254	1,254 people have been supported and the building was used 54 times by community groups. 105 group work sessions were held and 1,032 bags of essential items, including food, household goods, bedding, and clothing were provided. 47 people were supported to access housing and there were 1,896 support appointments.

Proposal	Lead Organisation	Allocation £	Spend to 30.9.25	Expected spend by 31.3.25	People supported to 30.9.25	Progress to end September 2025
Christmas Panto Package for low income families	Aberdeen Performing Arts	£10,000	£0	100%		This activity will not take place until December.
Supporting vulnerable women in Torry	Bethany Christian Church	£4,364	£1,682 (39%)	100%	15	Funding has been used to support 15 vulnerable women in Torry with benefit claims, citizenship claims and encouraging some new clients into volunteering opportunities. Further activities are being planned for the group, and new clients have been recruited and are receiving support.
Fuel Poverty	SCARF	£95,000	£22,305 (23%)	100%	276	276 people have been supported over 11 postcode areas in the city. £4,896 of fuel vouchers have been issued, £3,940 in non-prepayment meters payments, and £8,070 of fuel debt write off, Smart meter support and supply caps removed. They anticipate greater need over the winter months.
Financial advice for elderly and disabled people and unpaid carers	Aberdeen Care and Repair	£38,359	£19,179 (50%)	100%	940	250 households have received a benefit entitlement check and 198 households have been awarded benefits and/or charitable funding. 335 households have accessed a local or national grant and 407 have accessed other Care and Repair services. Client financial gain is £236,361.
Cash First infant formula	CFINE	£12,000	£780 (7%)	100%	15	The infant formula pathway has been accessed by several individuals, providing a much-needed crisis response service for parents/carers who cannot access formula milk through usual channels. They issue vouchers which are redeemed for cash at Paypoint outlets, or by issuing cash directly to a beneficiary's bank via BACS. CFINE are currently undertaking a full review of the referral process to increase access, identify potential need, and increase direct referral partners. They are working with NHS Grampian and have recently engaged with the Maternity hospital to increase the number of referrals. They have provided projected figures for the rest of the funding period and will update on a regular basis.

Proposal	Lead Organisation	Allocation £	Spend to 30.9.25	Expected spend by 31.3.25	People supported to 30.9.25	Progress to end September 2025
Community Pantries	CFINE	£66,500	£16,625 (25%)	100%	500	500 free pantry memberships have been allocated, enabling individuals to shop for free. Pantry members are able to 'shop' for a variety of products, including meat, fish, fruit & veg, store cupboard staples, and non-food, providing more choice and taking some pressure off household budgets.
SAFE financial advice outreach	CFINE	£28,738	£7,185 (25%)	100%	71	SAFE Outreach has engaged with 71 beneficiaries in 16 community-based locations, ensuring that welfare rights/ benefits advice can be accessed locally. Total client financial gain to end September is £8,273.
Poverty Awareness	SHMU	£20,000	£5,500 (28%)	100%	7	Funding so far has been used for planning, ideas development, and the early stages of media projects. The development of the project will include a film exploring cyclical poverty and attempts to break it, a film and podcast exploring the rise of prejudice in our communities and how this is impacting on people seeking asylum, and minority ethnic communities more broadly, a film about accessibility in Woodside, a podcast focusing on Seaton, and capturing progress on the manifesto project being developed by the CFINE lived experience group.
	TOTAL	£1,000,000	£438,902 (44%)	100%	15,391	

ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality
DATE	26 November 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Visit to Fountain of Love Church
REPORT NUMBER	CORS/25/256
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie on behalf of Isla Newcombe
REPORT AUTHOR	Matthew Lee, Anti-Poverty Officer
TERMS OF REFERENCE	1.3 and 1.5

1. PURPOSE OF REPORT

1. To provide the Committee with a report following the visit to Fountain of Love Church on 10 September 2025.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Approves the report; and
- 2.2 Thanks all those at Fountain of Love Church who welcomed the Committee and provided an informative and interesting visit.

3. CURRENT SITUATION

3.1 Fountain of Love Church

- 3.1.1 Fountain of Love Church is a faith-based organisation located in Aberdeen, with other churches elsewhere in Scotland. It has been based at its current location on Palmerston Road since 2005. Fountain of Love provides a wide range of services aimed at improving wellbeing. Projects include a befriending service that has helped 400 people since 2019, meals for the people experiencing food insecurity, support for individuals recovering from addiction, job clubs, and health talks tailored to African men and women. It also runs youth programmes and counselling services. Fountain of Love is managed by a leadership team and is supported by volunteers.
- 3.1.2 The Anti-Poverty and Inequality Committee visited Fountain of Love on 10 September 2025 to find out about the work the church is doing for and with the local community. This visit is part of a wider programme of engagements the Committee is making to organisations supporting people in poverty across the City.

3.2 Issues Raised and Actions Required

- 3.2.1 During the visit, Committee members received a presentation about Fountain of Love's activities from Olushola Ajide, Christian Social Responsibility Officer/Head of Partnership Development. Fountain of Love's projects focus

on health, employability and social isolation. Fountain of Love works on an ecumenical and multifaith basis. Its projects are open to people of all faiths and none, and Fountain of Love has engaged with the LGBTQ community. After the presentation, members of the Committee had a tour of Fountain of Love's building.

3.2.2 The presentation highlighted various issues that Fountain of Love has encountered when delivering its programmes:

3.2.3 **Volunteer numbers**

Fountain of Love has experienced challenges getting enough volunteers to deliver their projects. It has been more challenging to find volunteers after the Covid lockdowns. Additionally, there is a specific need to attract additional male volunteers.

Actions

- Completed – Through Community Planning Aberdeen and the Anti-Poverty Group, continue to work with ACVO Third Sector Interface to promote volunteering opportunities through <https://www.volunteeraberdeens.org.uk/>
- Planned – Support Fountain of Love Church to advertise volunteering opportunities for projects on the Volunteer Aberdeen website and through Community Planning Aberdeen networks.

3.2.4 **Low Emission Zone**

Fountain of Love's vehicles are not LEZ compliant, which has led to longer journey times when volunteers are driving to deliver services. The church hopes to secure funding for an LEZ-compliant electric vehicle.

Actions

- Completed – Guidance on LEZ exemptions is available from the Council's website <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/low-emission-zone/low-emission-zone-exemptions>. Whilst there is no specific exemption for charities, the Council grants time-limited exemptions for non-compliant vehicles in specific, limited circumstances where the LEZ air quality impact will be minimal and the applicant is making efforts to comply.
- Planned – Explore how the Council can support the Fountain of Love Church with its compliance efforts. For example, by raising awareness of external funding opportunities available.

3.2.5 **Funding and Grant applications**

Fountain of Love has a good track record of obtaining funding and strong understanding of writing successful grant applications. Having the capacity and expertise to produce high-quality grant applications is something that other third sector organisations can struggle to develop.

Actions

- Completed – Fountain of Love Church has been invited to sign up to the Council's monthly External Funding Newsletter that provides updates on opportunities for organisations and businesses in Aberdeen. It includes information on current grant programs, application deadlines, upcoming workshops, and tips for writing successful grant applications. The

newsletter aims to help organisations find and apply for funding to support their projects and objectives. [Organisations can sign up here.](#)

3.2.6 See Appendix 1 for full overview of the visit.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendation in this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations in this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no environmental implications arising from this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	None	None	L	Yes
Compliance	None	None	L	Yes
Operational	None	None	L	Yes
Financial	None	None	L	Yes
Reputational	None	None	L	Yes
Environment / Climate	None	None	L	Yes

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement Working in Partnership for Aberdeen	There is no proposal in this report
Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	There is no proposal in this report
Prosperous People Stretch Outcomes	There is no proposal in this report

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Michelle Crombie, Strategic Lead, Prevention and Community Empowerment on 24 October 2025.
Data Protection Impact Assessment	Not required.
Other	N/A

10. BACKGROUND PAPERS

10.1 N/A

11. APPENDICES

Appendix 1 Overview of Visit to Fountain of Love Church

Appendix 2 Fountain of Love Presentation Slides

12. REPORT AUTHOR CONTACT DETAILS

Name	Matthew Lee
Title	Anti-Poverty Officer
Email Address	matlee@aberdeencity.gov.uk

Anti-Poverty and Inequality Committee

Visit to Fountain of Love Church


29-31 Palmerston Rd, Aberdeen AB11 5QP

Date: 10 September 2025

Attending:

Councillor Allard
Councillor Blake
Councillor Brooks
Councillor Buchanan
Councillor Davidson
Councillor Hutchison
Councillor Macdonald
Councillor Mennie
Kerry Gavin, External Adviser
Michelle Crombie, Aberdeen City Council
Susan Thoms, Aberdeen City Council
Matthew Lee, Aberdeen City Council



Time	Description
10.00 am	<p>Presentation and Discussion</p> <p>Committee members received a presentation from Olushola Ajide, Christian Social Responsibility Officer/Head of Partnership Development, at Fountain of Love Church.</p>  <p><u>About Fountain of Love Church</u></p> <p>Fountain of Love Church started in 1999 and moved into its current building on Palmerston Road in 2005. It's mission statement includes a commitment to 'care for one another and for those around us'.</p>

	<p><u>Services Provided</u></p> <p>Aberdeen Linking Lives and Aberdeen Scrabble Project</p> <ul style="list-style-type: none"> • Fountain of Love delivers multiple projects aimed at tackling loneliness and social isolation. • Aberdeen Linking Lives connects volunteers with people experiencing social isolation. Since it started in 2019, Aberdeen Linking Lives has recruited 350 volunteers and helped 400 people. The project has expanded to cover Aberdeenshire and Moray. Fountain of Love hosts a quarterly café drop-in session where people can have a meal and interact with others. • The Aberdeen Scrabble Project, which is delivered in Seaton Community Centre, encourages older people to build social connections while maintaining their cognitive abilities. <p>Job Club and employability work</p> <ul style="list-style-type: none"> • Fountain of Love delivers a job club for people who are unemployed. It has delivered sessions online and in person. In 2024, these in-person sessions took place in Torry and Tillydrone Community Campus. • Across 2024, 154 people registered for the Job Club. 14 found a job, 10 received job coaching, 14 received CV advice and 20 participated in a mock interview. • Fountain of Love, in partnership with The Bridge, secured £4363.20 from ABZ Works in 2024 and £10,000 in 2025 to support employability projects. <p>Restorative Interface and Care (RIC)</p> <ul style="list-style-type: none"> • Through the RIC programme, Fountain of Love supports individuals involved in the criminal justice system, aiming to reduce reoffending and associated public costs. • This project provides transport for family visits to HMP Grampian and supported one individual's participation in a charity boxing event. <p>African Community Health Talks</p> <ul style="list-style-type: none"> • Fountain of Love delivered a series of health talks aimed at African men. Topics discussed included healthy lifestyles and exercise. • The Church also provided health talks to African women, offering advice on breast and cervical cancer, menopause, and mental health. • Feedback from participants has been overwhelmingly positive. <p>Christmas activities</p> <ul style="list-style-type: none"> • Fountain of Love, working in partnership with CFINE, distributes food hampers in Aberdeen, including to people who use Aberdeen
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	<p>Drug Action's services and others who are living in Aberdeen City Council temporary accommodation.</p> <ul style="list-style-type: none"> • The Church holds an annual Christmas concert, hosting almost 1000 guests at some of the concerts. <p><u>Funding sources</u></p> <p>Following the visit, the Fountain of Love Church shared that it has secured £115,008 in funding from a range of sources since 2018, including:</p> <ul style="list-style-type: none"> • Aberdeen City Council • Aberdeen City Health and Social Care Partnership • Scottish Government • Albert Hunt Trust • Bank of Scotland Foundation • Corra Foundation • Hunting Energy Services
11 am	<p>Tour of the Fountain of Love Building</p> <p>The Committee toured the Fountain of Love building. Members were able to see the areas where Fountain of Love undertakes food insecurity and youth work projects. The Church also lets its space to organisations that help people experiencing substance misuse issues.</p>
<p>Issues Raised</p> <ul style="list-style-type: none"> • Volunteer recruitment remains a challenge for Fountain of Love, particularly in the period following the Covid-19 lockdowns. Recruiting people is a challenge for many volunteer-led organisations. An increased number of male volunteers would help support the delivery of services. • Fountain of Love's vehicles are not compliant with Aberdeen's Low Emission Zone (LEZ), resulting in longer travel times for volunteers. The Church is seeking funding to purchase a vehicle that complies with LEZ rules. • While Fountain of Love has a strong track record in securing grant funding, writing successful grant applications is a challenge for other third sector organisations. 	




















FOUNTAIN of LOVE



Aberdeen City Council
Anti Poverty & Inequality Committee Visit
10 September 2025.

Sponsors, Supporters and Brands We Worked With

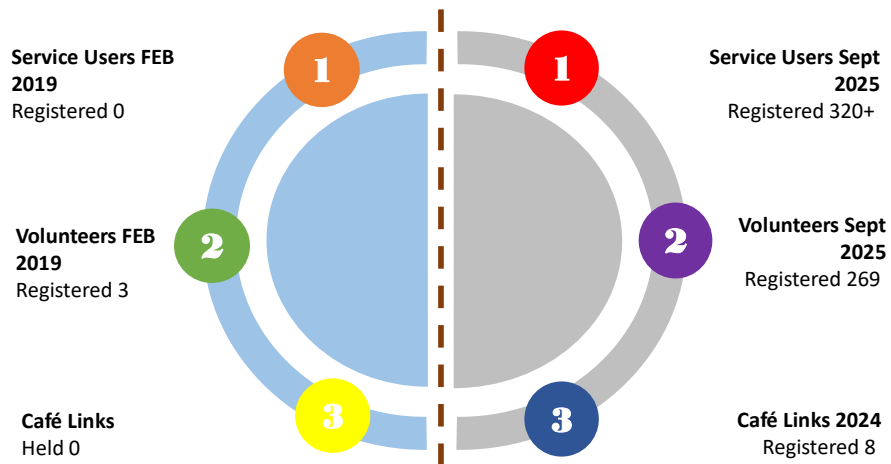




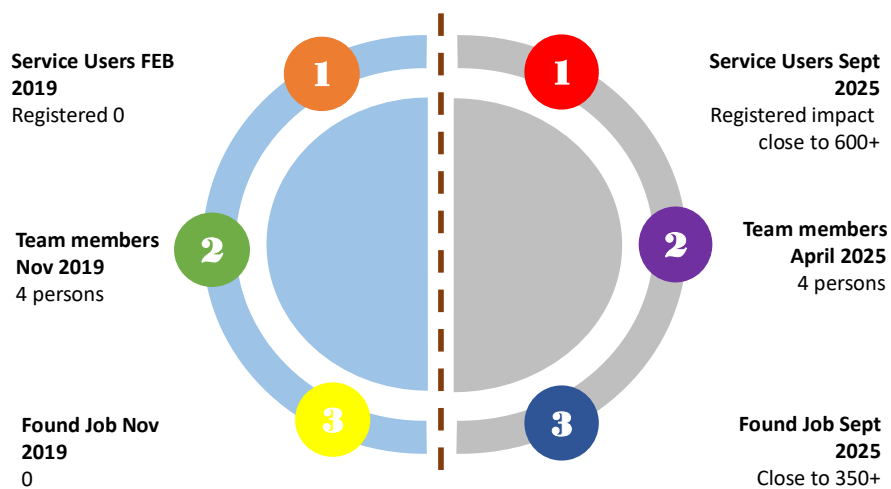




Aberdeen Linking Lives (Journey So Far)

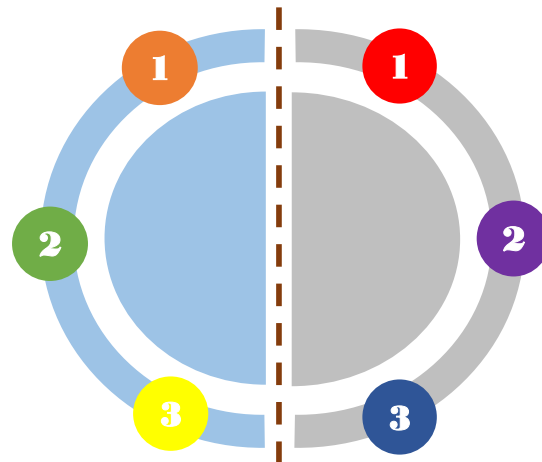


CAP JOB CLUB (Journey So Far)



Funding/Grants (Journey So Far)

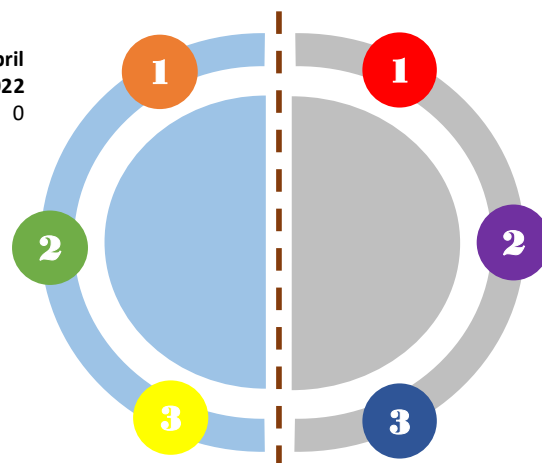
Funding/Grant
April 2018
£ 0



Funding/Grant
September 2025
£115,008.0

African Men Health Talk (Journey So Far)

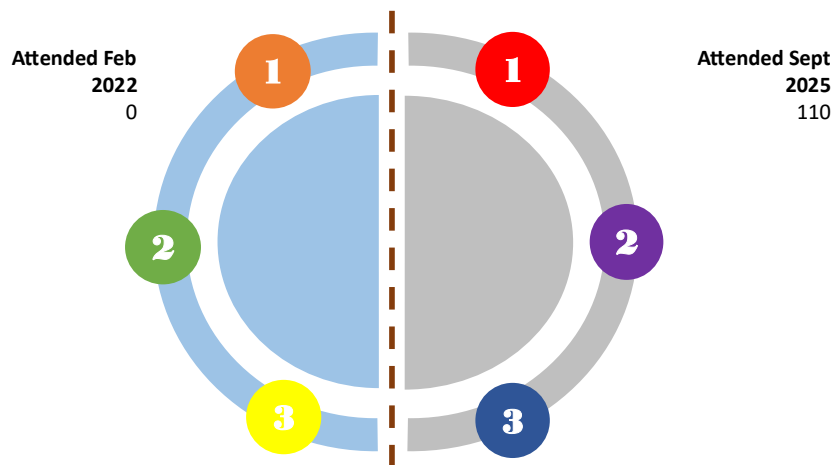
Attended April
2022
0



Attended Sept
2025
150



African Women Health Talk (Journey So Far)



Other Projects



Challenges/Opportunities



Volunteers for befriending service



Staffing



Funding



VOLUNTEERING IN NUMBERS

VOLUNTEERS RECRUITED
FOR THIS PERIOD

43

NUMBER OF ACTIVE
VOLUNTEERS

69

HOURLY RATE OF
VOLUNTEERING

£ 15.00

VOLUNTEERS HOURS FOR
THE PERIOD

2,070

VOLUNTEERS TOTAL HOURS
SINCE INCEPTION

19,000

VALUE PER MONTH OF
VOLUNTEERING**

£ 4050

VOLUNTEERS HOURS PER
MONTH

67.5

VALUE OF VOLUNTEERING AT ABERDEEN LINKING LIVES

£ 285,000

