



DUNDEE

FIGHTING

FAIRNESS

for



DUNDEE
PARTNERSHIP

May 2021

Contents

Foreword	4
Summary of Recommendations	5
Timeline of the Commission	11
Summary of Commission Actions	13
Reflections of Civic and Community Commissioners	16
Disability	18
Food & Fuel Insecurity	24
Mental Health & Wellbeing	32
Previous Commission Recommendations	39
What Happens Next?	41
Thank You!	43



Foreword

I am delighted to contribute the foreword to the second Dundee Fairness Commission report.

I was proud to be a member of the first commission so I know what an important and powerful process it is for all the people who take part. It certainly gave me a new perspective that has helped me as Leader of the Council. It has definitely had an impact on the way I do my job and I know the work of the commission has influenced the debates we have in the City Chamber about the issues that affect the lives of everybody who lives in Dundee.



Of course, the last year has been hard for everyone and the Covid lockdown has had huge consequences for all of us. Yes, we may have all been in the same storm but we have very different boats. Covid has made life even harder for people who were already struggling with low incomes and many more families will be feeling what it is like to try to get by without enough coming into the house because of the economic impact of the lockdown.

It's our job now to focus on helping the city recover. We must shape our recovery plans to help us secure the fairer Dundee we believe is right. And we have to do it together because that is when we are at our best. Lock down has shown us that we can develop solutions quickly when we put our minds to it. I want to see us do the same when it comes to reducing poverty.

I'd like to thank and congratulate all of the members of the Fairness Commission. It's amazing what you have achieved given that you've had to do so much of it over zoom and on your phones. Your recommendations are clearly well researched and evidenced and I'm sure that they will be taken seriously and form the basis of a new determination over the coming years.

To make sure that happens, I'm looking forward to joining with community commissioners and other partners on the new Fairness Leadership Panel later this year. It's an honour to pick up the torch from the Fairness Commissions and we'll make sure that your legacy is a city that listens to its people and works together for a fairer Dundee.

- John Alexander

Chair of the Dundee Partnership & Leader of Administration, Dundee City Council

Summary of Recommendations

“For me, being part of the Fairness Commission has shown me how much things can be improved. I would say it’s because it’s ran by people who have lived experience, it makes things a bit more legit and overall I would say that this has been the best community project I’ve been involved in.”

– Chris



Disability

Services & Communication

The Dundee Fairness Commission recommends that:

1. Health and support services for people with physical disabilities must continue to be available during lockdowns or any other emergencies
 - Any interruption of service must be kept to a minimum, and suitable alternatives put in place.
 - While these may be online, face to face services should be made available wherever possible.
 - The impact on people with conditions that make them particularly sensitive to change in their lives and routines must be considered.
 - The risk to service users, patients and carers from the withdrawal or interruption to services must be taken into account when deciding which services can be delivered.
 - Ongoing need for respite services and support must also be prioritised during any future lockdowns.
2. Health and support services for people with physical disabilities must quickly and clearly communicate changes to services to users, patients and carers during lockdown or any other emergencies.
 - This should happen immediately for short term, temporary service changes and in advance when longer arrangements or recovery services are being introduced.
 - Communication should be in all necessary formats so that everyone can understand them. Specific care should be taken to meet the needs of those with sensory impairments.
 - Online communication can be good for some but not for all.
3. The Dundee Health and Care Partnership should engage with service users and carers to ensure that their recovery plans and plans for any future lockdowns will effectively meet the needs of people with disabilities.



New Adult Disability Payment

The Dundee Fairness Commission recommends that:

1. Social Security Scotland, the Dundee Partnership and Dundee City Council collectively organise an awareness raising campaign to ensure that every eligible person in Dundee applies for an Adult Disability Payment.
2. The Social Security Scotland Local Delivery Team in Dundee makes arrangements to work in partnership with local advice projects, third sector charities and local disability groups to ensure that people are encouraged and supported to apply.
3. Social Security Scotland finds a way to identify people who lost their Personal Independence Payment following the existing unfair assessment and appeal processes.
4. The Social Security Scotland Local Delivery Team establishes a lived experience panel of people in Dundee with physical disabilities to ensure that measures to introduce the new Adult Disability Payment are quick, simple and successful.

Advocacy

The Dundee Fairness Commission recommends that:

1. The Dundee Partnership and all agencies in the city find ways to increase the availability of independent advocacy for people with physical disability in Dundee.
2. Social Security Scotland Local Delivery Team work with partners to promote and maximise the take up of the SSS internal advocacy service.



Fuel and Food

Fuel Insecurity

The Dundee Fairness Commission recommends that:

1. Dundee City Council carries out an audit of all properties served by district heating schemes, prioritising the Lochee multis, to improve minor energy efficiency issues (such as draughts) to enable residents to maximise the district heating benefits as well as reduce carbon emissions.
2. Dundee City Council establishes a pilot exercise in one district heating scheme to test the possibility of the wider introduction of a fairer payment scheme based on a flat rate charge with 'fair use' monitoring.
3. Dundee City Council creates further district heating schemes across the city with a focus on areas of greatest fuel insecurity.

Forms and Procedures

The Dundee Fairness Commission recommends that:

1. Money advice services review their forms and procedures to better enable clients to provide the information needed to access fuel support. This review should be done with stakeholder's input.

Complexity of Fuel Schemes

The Dundee Fairness Commission recommends that:

1. MPs work with their colleagues across all parties to change the Warm Home Discount so that people are able to apply all year long, and that they insist that fuel providers MUST advertise clearly ensuring that people know cut off dates.
2. Fuel advice projects in Dundee come together to look specifically at fuel insecurity, work together on clear information about support/help available and coordinate their support offers.
3. Landlords (Council, Housing Associations, and private landlords) fix a laminated fuel support information card next to/on meters in every one of their properties.

Food Insecurity

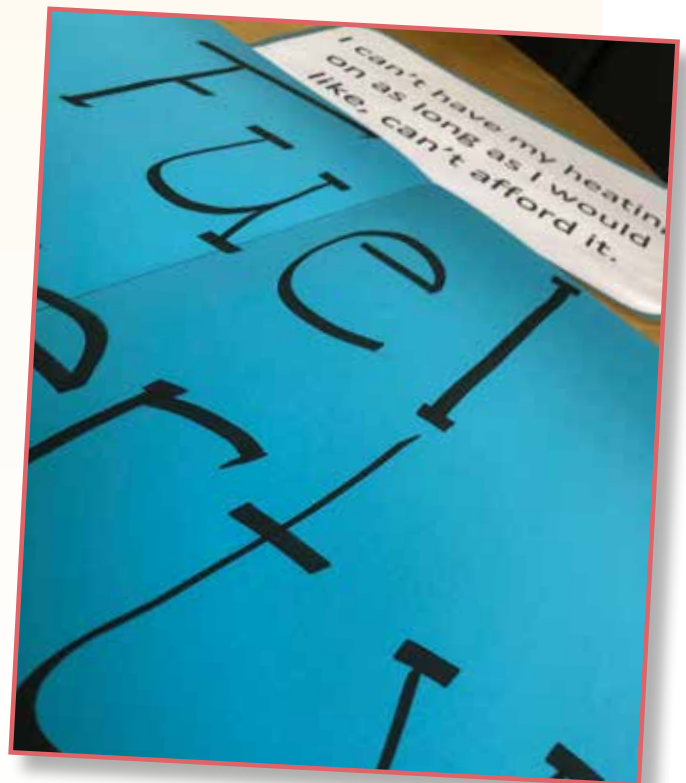
The Dundee Fairness Commission recommends that:

1. Dundee develops a local Food Insecurity Strategy focussing on dignified access to food.



Within this Food Insecurity Strategy, we recommend:

- The Food Insecurity Network continues, and all food responses connect with this Network ensuring a coordinated response across the city.
- A 'cash-first' approach is adopted – making sure people know where to go for money and debt advice.
- The following examples are what would be expected from this strategy:
 - Locally accessible drop-in support cafés where people can be signposted/referred to money advice support.
 - Local larders where people can access food at a lower cost.
 - Other locally developed innovative responses to food insecurity.
- Providing dignified access to food in neighbourhoods becomes part of each Local Community Plan.



Mental Health and Wellbeing

Employability Support Agencies and Mental Health

The Dundee Fairness Commission recommends that:

1. The Discover Work Service simplifies the employability services pathway:
 - Make it more coordinated and streamlined.
 - ‘Only tell your story once’ approach.
 - Use clearer communication in a language people understand and in places where they will see it!
 - And change the term ‘Employability Services’ to something more self-explanatory.
2. The Discover Work Service increases access to employability services support for people struggling with Mental Health but are unable to access a referral from another organisation by creating self-referral routes.
3. The Discover Work Service creates a single point of contact/entry.
4. The Discover Work Service employability services improve their approach for individuals through:
 - Inclusive honest approaches tailored to the person.
 - Joint working with referring organisations to support the person long term.
 - Support for people until they get permanent work (not just a temporary contract).
 - Longer term support for employers
 - Options of support into both part-time and full time work based on the person’s goals.
 - Providing services that are more accessible in local communities.
 - Taking account of a person’s practical needs, ie. transport costs, clothing costs, utility costs (if you have no hot water it’s a struggle to keep clothes clean).
5. The Discover Work Service identifies relevant training/info that enables employers to better support employees struggling with mental health and ensure employers in Dundee have this information and know how to apply it.

Communication

The Dundee Fairness Commission recommends that:

The Dundee Partnership take the following approaches to communicating important messages with Dundee citizens:

1. **Simplicity of information:** Information needs to be really basic for ANYBODY – don't assume people understand technical terms.
2. **Use different approaches:** Use stories; graphics; animations that can be understood, not just words!
3. **Where do people learn:** Identify where people see and respond to information. For example – bus stops, community noticeboards, newspaper billboards outside newsagents, in places of worship, supermarkets, electronic boards, radio.
4. **Involve people from local communities** in the review and design of messaging, including where it should be located (and move away from 100% digital access).

Social Isolation and Loneliness

Dundee surveys identified the following priority groups having been disproportionately impacted by the pandemic:

- young people
- unemployed/furloughed
- long term sick/disabled
- in receipt of benefits
- living alone
- carers
- older people

The Dundee Fairness Commission recommends that:

1. As services are reopened, these groups are prioritised (including social spaces, such as community centres).
2. The Dundee Partnership and other bodies actively seek, adopt and support community solutions to reducing isolation.

The Impact of Financial Uncertainty on Mental Health and Wellbeing

The Dundee Fairness Commission recommends that:

1. Services should be more proactive in addressing the impact of financial uncertainty on people's mental health and wellbeing and agencies supporting individuals should work more closely together.

Timeline of the Commission

On May 30th 2019 the third and final Dundee Fairness Commission met for the first time. As with the previous Commission, this brought together 12 people with personal experience of poverty and inequality and 12 people with influence in our city, Community and Civic Commissioners working together as equals. Our desire was to search out the issues people are struggling with today, to hear their stories and find ways to make a difference.

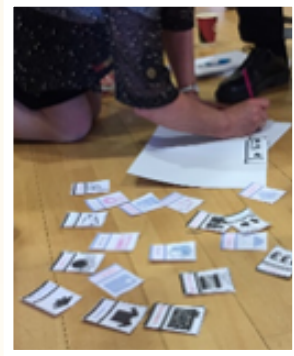
May - Oct 2019

There was no agenda, paperwork or action points. We spent this time listening together to the stories and experiences of the Community Commissioners. After each story-sharing we discussed and drew out key themes, finding the common threads. After telling his story, one of the Commissioners said:

“Everyone was silent while I was sharing. Someone told me they were nearly in tears. It was a good experience for me. It was the first time I’ve ever spoke openly about my disability. It was good to watch people reactions. Their feedback was really honest. I wouldn’t change anything, it was a good experience overall.”

Nov/Dec 2019

Civic Commissioners shared their thoughts, highlighting where the themes and stories connected with their personal and working lives. Together the Commissioners chose 3 key themes and broke into working groups: Disability; Food & Fuel Insecurity; Treatment from Staff.



Jan - Feb 2020

We began to work in our themed groups, planning how we would gather more information and evidence.

Then Covid hit.

We paused the work of the Commission between March and July, and focussed on looking out for each other and making sure every Commissioner had access to internet and IT. And we all had to learn how to navigate Zoom!

After some discussion the Treatment from Staff working group decided to change focus and revisit Mental Health and Wellbeing.

[Read the Commission's Relaunch Report here.](#)

In July 2020 Community Commissioners worked together to develop a questionnaire so they could hear how covid had impacted people in Dundee, especially in connection with disability, fuel insecurity and mental health and wellbeing.

August 2020 - March 2021

The survey was launched in August and 452 people responded. Working groups took the key findings from the survey reports and devoted their time to drilling down deeper into the main issues – connecting with local people and organisations to explore the issues and potential solutions and using this to build the bones of the recommendations.

[Read the Survey Report here.](#)

April - May 2021

The final stage – finalising the recommendations and preparing to share these with key partners within the city and beyond.



The Commission has been great to work on, there have been challenges with the pandemic, but we have all managed to work together and navigate this. It has been rewarding knowing we are doing something to make a change in Dundee. It has allowed me to turn my negative experiences into a positive and help others.

- Lizzie

Summary of Actions

Throughout this Commission period the Commissioners have been incredibly active. Here's some of the things they've achieved:

The Fairer Scotland Gathering

In Dec 2019 Community Commissioners from Dundee Fairness Commission, the Edinburgh Poverty Commission, Glasgow Poverty Truth Community, North Ayrshire Fair for All Commission and Shetland Voices for Equality came together to identify the key themes they believe the Scottish Government should address in their next Fairer Scotland Conversation.

They met with Aileen Campbell, Cabinet Secretary for Communities and Local Government, to share their initial thoughts. Kevin from Dundee co-chaired this meeting! Glasgow Poverty Truth Community produced a report on behalf of the group which was then sent to Ms Campbell.

[Read the Fairer Scotland Report here.](#)



Feedback from Eddie, Kevin and Terrie:

I think we should have a Scotland Commission where people from all over can talk about the common issues.

It would be really cool to meet with them again. I really enjoyed it when we met in Edinburgh, I had no idea how tough it was for folks in Shetland.

People will listen to us if we band together, this isn't just about Dundee.

Scottish Government

Scottish Government Social Renewal Advisory Board (SRAB)

- 2 Community Commissioners engaged in a teleconference with the **Cabinet Secretary, Aileen Campbell**, to discuss their thoughts and experience of the initial lockdown.
- 10 Community Commissioners were interviewed, their thoughts and experiences of the initial lockdown were collated and presented to the SRAB.
- 8 Community Commissioners submitted further written feedback about the driving need to tackle poverty and inequality as we begin to emerge from the COVID-19 pandemic. [Scotland's Wellbeing: The Impact of COVID-19 - Chapter 4: Communities, Poverty, Human Rights | National Performance Framework](#)
- 5 Community Commissioners took part in a 'listening conversation' hosted by Dundee City Council, on behalf of The Scottish Government.

Summary of Actions

The paper that was presented to the Social Renewal Advisory Board in July 2020 was also shared with members of the **Scottish Leaders Forum Action Group on Child Poverty**.

7 Commissioners met with the **Social Security Policy Advisor**, Scottish Government Social Security Directorate, to give feedback to the Financial Security Policy Circle about how the pandemic affected their income and what would make the future better.

4 Commissioners from the Mental Health Working Group met with **Scottish Government Minister for Mental Health, Claire Huhghey** to discuss the survey findings and hear what the Government is doing regarding these issues.

4 Commissioners took part in a virtual workshop led by **Social Security Scotland** to discuss welcoming features to be included in the entrance area to their headquarters in Dundee.

Dundee City Council

The Food & Fuel Working group worked closely with the **Senior Advice Services Manager** on the design of the **Fuel Well Scheme, including input into questions, format and wording to increase accessibility**. 2 months later they met again with the **Senior Advice Services Manager** to share feedback on how people were experiencing this Scheme.

The Mental Health Working Group gave feedback to the Council Communication Manager on the Councils Covid Tier 4 Q&A Guidance. They subsequently met with **Head of Communication from Dundee, Angus and Perth & Kinross Councils** to discuss where people access information, both inside and outside their homes.

Commissioners met with the Leader of the Council and the Chief Executive of the Council on 2 occasions to share the survey findings and discuss ways forward.

Joseph Rowntree Foundation

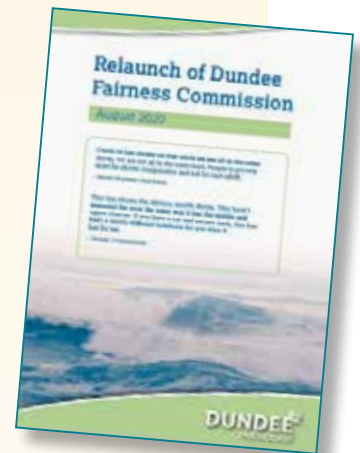
4 Community Commissioners were interviewed by the **Associate Director Scotland** regarding their thoughts on the new Disability Assistance in Scotland. This feedback has been incorporated into their latest briefing - [How social security can deliver for disabled people in Scotland](#).

The Commissioner's Relaunch Report was shared with JRF, which then contributed to [JRF's 'Poverty in Scotland 2020' report](#).

Dundee Fairness Commission Survey Report

In August 2020 Commissioners conducted a survey focussing on people's experiences of lockdown/covid-19 specifically around Fuel, Mental Health and Disability. [Read the Survey Report here](#). This report was then shared with the following:

- Dundee Partnership Management Group
- Dundee Health & Social Care Partnership Integrated Joint Board
- Dundee City Council Local Community Planning Partnership
- Head of Operations of the Health and Social Care Partnership
- Head of Finance of the Health and Social Care Partnership
- Chief Officer of the Health and Social Care Partnership
- Interim Director of Mental Health, NHS Tayside
- Scottish Government Social Renewal Advisory Board Secretariat
- Social Security Scotland Local Delivery Relationship Lead
- Scottish Government Social Justice Strategy Unit



Raising Awareness

[Dundee Fairness Commission Re-launch Report](#) – all Commissioners shared their experiences of lockdown, focussing on the key areas of disability, mental health and food and fuel insecurity. This was collated into a Commission Relaunch Report.

2 Community Commissioners were interviewed by **BBC Scotland** about the impact of the pandemic on family finances for people who are renting (public and private). This was aired on BBC news.

[See Interview here](#)

1 Commissioner was interviewed by **STV** about the Survey Report, his experience of the pandemic and the challenges it brought to his daily life.

[See Interview here](#).

Covid-19 has shown us that while we are all in the same storm, we are not all in the same boat. People in poverty must be shown compassion and not be cast adrift.

- Joseph Rowntree Foundation

Reflections of Civic and Community Commissioners

Thank you to each of the Commissioners, who listened, heard and acted:

Andrew Kirk

Andrew Lorimer

Angie MacDonald

Chris McDonald

Georgia Cruickshank

Lynne Short

Eddie Baines

Ethel Davidson

Kevin Marnie

Kirsty Craig

Liam Gotch

Lizzie Paul

Paul Clancy

Andrew Swift

Robin Presswood

Sheila Allan

Simon Hewitt

Sonja Cairnie

Tammie Brown

Terrie Bustard

Tony Gibson

Trudy McLeay

And thank you to those who journeyed with us part of the way...

Ann Eriksen

Clare Brennan

Helen Sykes

Jackie Smith

Karen

Siobhan Easson

Vicki Finlay



As a born and bred Dundonian, I always thought I had a pretty good grasp of what goes on in my City and the challenges it faces, however being involved with the Dundee Fairness Commission has given those challenges names and faces and made me want to learn more and do more! Meeting with and hearing from people who were already impacted by the challenges of, amongst other things, poverty and ill-health has really focused my mind on what I can do to support people more effectively in my community and workplace; but also that collaboratively our voices can be a real catalyst for change.

- Kirsty

Since first being asked to be on the commission, I had reservations at telling my story and being another person that was placated by those removed from my reality. I was very wrong. The commissioners from civic and non, have had real experiences that are similar, and I have formed friendships that have helped see me through a global pandemic. I am very sad its ending as it has been amazing.

- Eddie

Being part of the Fairness Commission has been an extremely important learning experience for me personally. The interaction and ideas that stemmed from the discussions and work of the commission fostered a spirit of honesty and respect which without doubt provided the confidence for all those involved to really explore the causes and solutions to one of the greatest challenges for our city.

- Paul

It's been good. Helpful. Outstanding. Inspiring how you work with people. Civics do a good job – they're in the background getting things done. And it's been a really good experience meeting with all these services. I hope they listened to us and stick to their word.

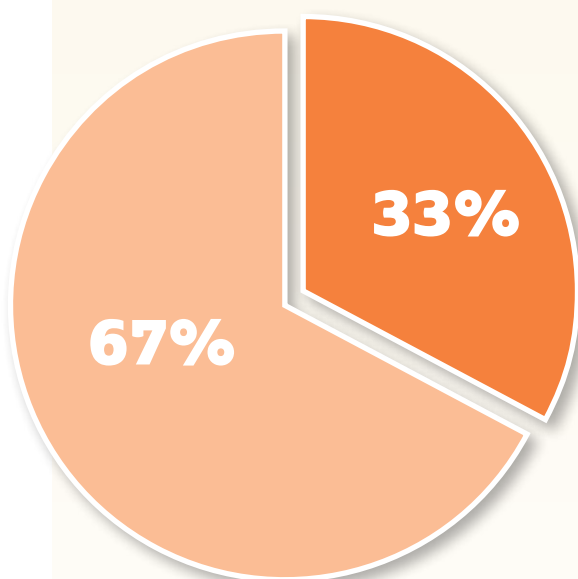
- Kevin

It has been an honour to work as part of the Fairness Commission, listening to Community Commissioners and helping shape recommendations that should have a major impact on our community. I am particularly pleased with the focus that the commission has had on mental health in employability. We can do so much more to support clients with mental health issues finding and keeping jobs.

- Robin

Disability

Before the pandemic hit, the Disability working group was concerned about the number of people with disabilities still not receiving all the benefits they are entitled to, and how the system treats some of its most vulnerable clients. Unfortunately, the pandemic only highlighted their concerns. In the 2020 Commission Survey, 168 people shared that they had a disability and 67% of them felt that the lockdown had impacted on their ability to access vital services which helped manage their disability and affected their day to day living. People shared how this was affecting their mental health and causing concern about future care.



Yes, it has impacted on my ability to access vital services which help manage my disability



No, it has had no impact



The Disability working group wanted to know what people with disabilities needed services to prioritise, and to learn more about the disability benefits being devolved to Scotland. They spoke with representatives from Dundee Deaf Hub, Dundee Blind and Partially Sighted Society, Dundee Pensioners Forum, Dundee Independent Advocacy Service, Citizen's Advice Bureau, Shelter, Dundee North Law, and Connect. They also spoke to a local Communities Officer to understand what it was like from a services perspective; met with the Social Security Policy Manager with the Scottish Government; met with Head of Local Delivery for Social Security Scotland, and the Local Delivery Relationship Lead for Dundee. They took time to interview members of the community to hear what they needed services to prioritise so they were able to manage their care until normal services resumed and also to hear about their hope and/or apprehensions about new disability benefits.

*You never stood in another man's shoes
Or saw things through his eyes
Or stood and watched helpless hands
while the heart inside you dies
So help your brother along the way
No matter where he starts
For the same god that made you
made him too
These men with broken hearts*



A Commissioner used these lyrics help people think about his experience of a hidden disability.

Recommendations

Services & Communication

People with disabilities have felt abandoned and struggled to manage their care without access to their usual health and support services. Throughout the pandemic, many people have incurred additional expenses in trying to fill the gap, often leaving them short on things like food and heat. The change in routine, lack of support, and not knowing when their care would resume has caused people with disabilities to suffer a great deal of additional anxiety and confusion. People told us:

- They want to know what emergency provisions are being put in place by services, and how their disabilities are going to be taken into account.
- They need information that is easy to understand and inclusive based on their needs, especially in relation to sensory impairments.
- That people with conditions where any change in routine may be harming, e.g., autistic spectrum disorder, need additional support during service disruptions.
- That carers need to know how care will be delivered and be reassured that emergency respite arrangements can be available to them if needed.

What did we hear?

I am Deaf use BSL. I struggle to get help. I feel very cut off from everything. I was frightened and did not understand full information.

I'm answering on behalf of my mum who is elderly and disabled. She used to have speech therapy for aphasia and this has stopped. Her communication skills have deteriorated significantly due to lockdown.

What did people say would help?

They (services) need to maintain focus on how they support people to maintain their independence. For example, if they've closed a club down, how can they move/change the club so that that person can still receive that support and not be set backwards until that club reopens. Changes in services is traumatic for people, so when services go back to running normally, they will need to be very careful how they transition people. This is NOT something that they can expect the community to pick up the slack on.

Services need to focus on helping people get their independence back. People need a wee bit of normality back in their lives, if disabled people don't get a bit of normality back then even when the lockdown lifts, they will still be stuck in lockdown.

Services need to connect with people in various ways – one shoe doesn't fit all. Accessible and inclusive communication.

The Dundee Fairness Commission recommends that:

1. Health and support services for people with physical disabilities must continue to be available during lockdowns or any other emergencies.
 - Any interruption of service must be kept to a minimum, and suitable alternatives put in place.
 - While these may be online, face to face services should be made available wherever possible.
 - The impact on people with conditions that make them particularly sensitive to change in their lives and routines must be considered.
 - The risk to service users, patients and carers from the withdrawal or interruption to services must be taken into account when deciding which services can be delivered.
 - Ongoing need for respite services and support must also be prioritised during any future lockdowns or other emergencies.
2. Health and support services for people with physical disabilities must quickly and clearly communicate changes to services to users, patients and carers during lockdown or any other emergencies.
 - This should happen immediately for short term, temporary service changes and in advance when longer arrangements or recovery services are being introduced.
 - Communication should be in all necessary formats so that everyone can understand them. Specific care should be taken to meet the needs of those with sensory impairments.
 - Online communication can be good for some but not for all.

3. The Dundee Health and Care Partnership should engage with service users and carers to ensure that their recovery plans and plans for any future lockdowns will effectively meet the needs of people with disabilities.



New Adult Disability Payment

Disability benefits for adults (currently known as PIP) will be delivered by Social Security Scotland (SSS) by summer 2022. The Disability Working group met with Social Security's Local Delivery team to discuss different ways to engage with disabled communities in Dundee as the benefit changes hands. However, until these benefits are launched, we continue to hear stories from people with disabilities about how stressful and anxiety-inducing the process of getting and maintaining PIP is.

What did we hear?

They ask you weird questions and trick questions – it's the small things that trip you up. Assessments are so nerve-racking. When you're face-to-face with them and how they look at you and how they type on the computer and their tone of voice and how quick they jump from question to question and how they ask questions – it's all mind games.

The assessment process has made me ill. It's so demeaning.

These assessments (PIP assessments) are very difficult for people with autism, mental health illness, speech and learning difficulties. A lot of these people slip through the net and are treated unfairly.

What did people say would help?

After all of the feedback we have had from SSS and having people like Kirsty working on the commission, I am very hopeful that SSS will make a huge difference for the devolved benefits in Scotland. It seems like there will be a more streamlined, person centred approach to disability benefits, which is a first and brilliant for this country.

Disabled communities need to be involved in the DESIGN and LAUNCH of the delivery of this new benefit so that fewer people get lost in the gaps.

The Dundee Fairness Commission recommends that:

1. Social Security Scotland, the Dundee Partnership and Dundee City Council collectively organise an awareness raising campaign to ensure that every eligible person in Dundee applies for an Adult Disability Payment.
2. The Social Security Scotland Local Delivery Team in Dundee makes arrangements to work in partnership with local advice projects, third sector charities and local disability groups to ensure that people are encouraged and supported to apply.
3. Social Security Scotland finds a way to identify people who lost their Personal Independence Payment following the existing unfair assessment and appeal processes.
4. The Social Security Scotland Local Delivery Team establishes a lived experience panel of people in Dundee with physical disabilities to ensure that measures to introduce the new Adult Disability Payment are quick, simple and successful.

Advocacy

We heard many stories about the stress of applying for disability benefits. Many people identified the support of an advocate, to help with forms as well as attending assessments, makes the process much more manageable. We learned that money advice agencies do not have the capacity to offer advocacy support during meetings and assessments, and that currently there is no independent advocacy service that specifically deals with benefits in Dundee. This isn't right. No one in Dundee should have to go to an assessment without the option of support.

What did we hear?

There is a need for a dedicated adviser who would focus on attending the medical assessments, as the results were different if a client had a worker with them. There has always been a gap in advocacy services for people accessing disability benefits.

We have no capacity to attend medical assessments and it is not in our practice to offer this service to anyone. If we had funding dedicated to this purpose, we would consider delivering this service in the future, but at the moment, we are not aware of any particular project.
– Money Advice Project

What did people say would help?

Having an advocate with you at an assessment is so important. Even if they don't say anything, just having them there could help put people at ease. I wasn't allowed my advocate at my assessment and I was really jittery. People need an advocate.

Having an advocate makes a difference – their knowledge of the law that protects claimants, this makes assessors think.

There needs to be additional resources given to independent advocacy services in order for them to include benefit support as part of their service. There would also need to be benefit training made available to independent advocacy services because if staff don't have knowledge on the benefit system, they could do more harm than good. We desperately want the marginalised of Dundee to have the support they need, but unfortunately you have to have the resources available to offer that service
–Advocacy Service

The Dundee Fairness Commission recommends that:

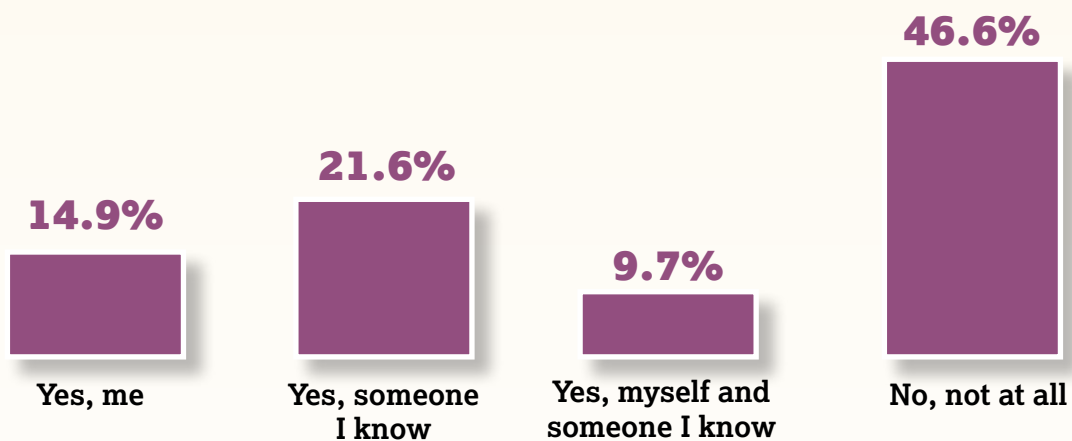
1. The Dundee Partnership and all agencies in the city find ways to increase the availability of independent advocacy for people with physical disability in Dundee.
2. Social Security Scotland Local Delivery Team work with partners to promote and maximise the take up of the SSS internal advocacy service.

Food & Fuel Insecurity

The Covid-19 pandemic put food and fuel insecurity under a microscope; not only were people who had to choose between food or fuel now finding themselves struggling with both, an increased number of people were forced into the same situation. In the 2020 Commission Survey, the Food & Fuel working group asked people if they had concerns about running out of fuel during the lockdown. Almost half of the people who responded expressed concern.



Have you or anyone you know had concerns of running out of energy/power during the Covid-19 Lockdown?



Wanting to know more about how this was affecting people in Dundee, the Food & Fuel working group spoke with: residents from Burnside Court, Ancrum Court, Elders Court and the walk-up flats near Burnside Court; the Senior Manager for Money Advice Services in Dundee City Council; Manager of Dundee Energy Efficiency Advice Project (DEEAP); the Michelin Scotland Innovation Parc; Home Energy Scotland; the Food Insecurity Network; volunteers from: Eagles Wings, Maxwell Centre, Lochee Church Larder, Taught By Muhammad Foodbank, Kirkton Community Larder, Dundee Bairns; representatives from: Citizens Advice Bureau, Shelter, Dundee North Law, and the Connect Team.

Recommendations

District Heating

After consultation with residents from Burnside Court, Ancrum Court, Elders Court and the walk-up flats near Burnside Court we found that 94% of those residents we spoke to had draughty and cold flats due to gaps under the doors and windows. To keep themselves warm enough, most residents are having to spend more on heating, and are not seeing the benefit of being on a district heating scheme. When asked about the work needing done in their flat one resident shared “It feels like no one cares”.

Fixing Draughts

The multis concerned have external wall insulation (EWI) (as 10 of the 11 multis in Dundee have been treated). According to a report*, the council said that following insulation being applied to a building,

“Some people may not see any decrease in their bills, but their home may get warmer quicker, stay warmer longer and provide improved comfort for the same amount of money they spent prior to the EWI installation. It is felt that this is a positive outcome.”

* Report on “Thermal Efficiency Improvements to Council Housing” shared at a Council Committee meeting in February, written by Head of Housing & Communities

Fairer Payment Scheme

The DCC ‘District Heating Strategy 2018-2028’ states on page 18 that *“it was decided early on that a flat rate heat-with-rent scheme was not appropriate as such a scheme would discourage energy efficient behaviour by tenants.”*

The current payment scheme needs to be re-assessed to make sure it is not based on an assumption of people’s behaviour rather than a focus on the affordability for tenants.

[view 'District Heating Strategy 2018-2028' here](#)

What did we hear?

Hot water comes in and heating has to be on all the time as there is no insulation. I can see outside through cracks in the wall from my hallway. Within ten minutes of the heating going off it’s cold. When I wake the kids up you can see their breath in winter and they go to bed with lots of clothes on.

Heating good, but the draughts stop house being warm.

My flat is cold all the time. I have holes in my windows so the heat can’t stay in.

What did people say would help?

Continuous maintenance is so important – Some sort of stock take needs to be done for the housing stock.

External wall insulation should have made the properties either cheaper to heat as before or made them warmer for the same cost.

The idea that district heating should be metered to prevent energy inefficiency seems an unfair way forward, condemning the majority of residents for the potential poor energy behaviour of a minority.

The Dundee Fairness Commission recommends that:

1. Dundee City Council carries out an audit of all properties served by district heating schemes, prioritising the Lochlee multis, to improve energy efficiency issues (such as draughts) to enable residents to maximise the district heating benefits as well as reduce carbon emissions.
2. Dundee City Council establishes a pilot exercise in one district heating scheme to test the possibility of the wider introduction of a fairer payment scheme based on a flat rate charge with 'fair use' monitoring.
3. Dundee City Council creates further district heating schemes across the city with a focus on areas of greatest fuel insecurity.



Forms & Procedures

In conversations and through our surveys we repeatedly heard that fuel schemes were confusing and left people unsure where and how to get help. This was largely due to the forms and procedures used, which created barriers to people getting the help they needed. Upon further conversations, the group realised that this wasn't just a fuel scheme issue.

What did we hear?

Emergency top-up needs: 'Name, Address, Post Code, Mobile, IN, DOB, Supplier'... What is IN? I don't know what IN stands for. Just spell it out. Does 'Supplier' mean energy supplier? They need to clarify.

There's so much fine print when it comes to fuel schemes.

Is there any way you could give people some sort of script to help them speak to energy suppliers? It's so hard to talk to them and they don't really listen

What did people say would help?

Often forms ask questions that are too wordy and have a lot of jargon. Just keep things simple, clear, and make sure people know why you're asking what you're asking.

Could a group of people be called upon to help services reword their forms so they're easier to understand – a sounding board.

The Dundee Fairness Commission recommends that:

1. Money advice services citywide review their forms and procedures to better enable clients to provide the information needed to access fuel support. This review should be done with stakeholder's input.



Complexity of Fuel Schemes

We heard many accounts of how fuel providers have differing qualifications for national fuel schemes and how this means some people aren't able to get the help they need. For example, qualifying for the Warm Home Discount with Utilita is different from qualifying for it with SSE. Cut off dates for fuel schemes also catch people off guard and change from year to year and often people are unable to apply in time.

We found that people with dry meters (pay by direct debit) are also struggling with fuel insecurity because they don't qualify for many schemes and they don't know what they owe until they get their bill. Similarly, people who receive certain benefits do not qualify for fuel support schemes.

A large number of people we spoke to were not aware of the energy advice/support available through the Council or their housing provider. Fliers and leaflets are often forgotten about/discarded.

What did we hear?

Reg Warm Home Discount Schemes - Depending on which company you are with it's different forms and at all different times of the year there's no warning or notification to when it's open and you can miss it if you don't remember once applied for. You don't hear anything for months till a letter comes through to say whether or not you are going to receive it. The whole process is stressful and rubbish for the equivalent to a few pounds a week help.

Being home more which meant the kids needed constant entertainment. Baths everyday and constantly washing clothes and using the kettle for hot water to wipe everything down. We had tried places before to be told we did not qualify for anything as my partner received PIP.

People who have dry meters and who are working are missing out, they don't think they'd be able to get help because they don't have pre-payment meters or they assume they wouldn't qualify anyway. People in private rented sector are missing out too, compared to social sector tenants, because they're not aware of the different energy advice agencies that can help like DEEAP.

What did people say would help?

More needs to be done in Dundee to make fuel support SIMPLE and easy to access. They can work with existing networks like the Fuel Well Scheme did.

There should be more city-wide campaigns for people to learn about the energy advice projects which can help navigate all the different schemes and grants.

Energy suppliers should bare more responsibility towards their customers and educate them on grants or schemes available. Suppliers are also putting a lot of pressure on their customers to agree to unaffordable payment plans, so that the supplier could then do a 'back office' recalculation of the direct debit to a more affordable amount. This leads to clients having to rely on support from advice agencies to navigate the system as it is very confusing. – Money advice project

The Dundee Fairness Commission recommends that:

1. MPs work with their colleagues across all parties to enact change to the Warm Home Discount so that people are able to apply all year long, and that they insist that fuel providers **MUST** advertise clearly ensuring that people know cut off dates.
2. Fuel advice projects in Dundee come together to look specifically at fuel insecurity, work together on clear information about support/help available and coordinate their support offers.
3. Landlords (Council, Housing Associations, and private landlords) fix a laminated fuel support information card next to/on meters in every one of their properties.



Food Insecurity

The Dundee Fairness Commission recognises the value of the Food Insecurity Network and the strength and impact of that partnership. Since March 2020 this Network has been an excellent joined up approach to emergency food provision across Dundee. 6 Commissioners are involved in local food provision projects across the city and drew from their experiences to develop the following recommendations.

What did we hear?

People who are working part time – they're having to choose between food and fuel. These people are telling us that they're using their part-time wages on utilities and clothing.

Lots of people on UC, which doesn't stretch far enough. Folks going 2 weeks with no money, but we can only feed them with 3-day parcels.



At our project we're seeing a lot of big families that are really struggling financially.

What did people say would help?

Continue to build the cohesion between the different food projects and partner agencies.

More networking between groups and maintain that at all levels.

To see the (drop-in) cafes open again and still be able to give out food bags. People can have a meal and a cuppa and a chat and then they can still go home with some food.

The Dundee Fairness Commission recommends that:

1. Dundee develops a local Food Insecurity Strategy focussing on dignified access to food.

Within this Food Insecurity Strategy, the Commission recommends that:

- The Food Insecurity Network continues, and all food responses connect with this Network ensuring a coordinated response across the city.
- A 'cash-first' approach is adopted – making sure people know where to go for money and debt advice.
- The following examples are what would be expected from this strategy:
 - Locally accessible drop-in support cafés where people can be signposted/referred to money advice support.
 - Local larders where people can access food at a lower cost.
 - Other locally developed innovative responses to food insecurity.
- Providing dignified access to food in neighbourhoods becomes part of each Local Community Plan.

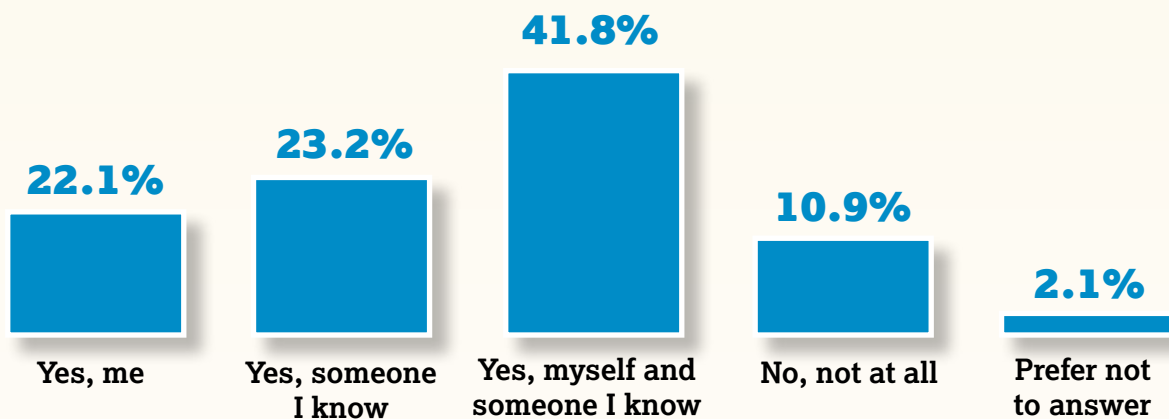


Mental Health & Wellbeing

When Covid hit we decided, as a group, to refocus and revisit mental health and wellbeing (having looked at this during the 2017-18 Fairness Commission). Through the 2020 Commission Survey we heard many distressing stories of people struggling with isolation, loneliness, lack of support, lack of access to support services, fear of the virus, the impact of reduced income and reduced employment opportunities, concerns about the future. When asked if people felt their own mental health or wellbeing and that of someone they know had been affected by lockdown/Covid19, 259 responded:



Have you or anyone you know felt that your mental health or wellbeing has been affected?



To dig deeper and better understand the challenges facing people we spoke with 4 Employability Support Organisations – Enable, FEAT (Fife based), IPS and Remploy. We met with the Interim Director of Mental Health, NHS Tayside; representatives from NHS Sources of Support, Action for Children and The Hot Chocolate Trust; Wellbeing Works and representatives from Third Sector Mental Health Organisations through the DVVA Healthy Minds Network; Dundee City Councils Head of Communications; DCC Senior Policy Officer (City Development Department), the Senior Editor of the Evening Telegraph. We also conducted 1:1 interviews with 12 people, 1 focus group with 4 people and met with representatives from the Dundee Pensioners Forum.

Recommendations

Employability Support Agencies and Mental Health

What is an employability support agency?

They help people who are struggling to get into the workplace to overcome barriers to get and keep quality employment.

In Dundee there are many agencies that offer targeted support to individuals who have barriers to employability. However, it is not always clear where or how to access these services.

We took time to meet with some of the employability support agencies to understand the services on offer. We also met with various referring organisations and we interviewed a number of people requiring support with their mental health who had accessed employability support agencies or who would like to access them.

What did we hear?

They're not trained properly and don't understand Mental Health conditions. I don't think they would understand or be supportive during the bad days. They're a one shoe fits all programme.

They push you into things or make you feel like you have to do it or rush into something or use withholding money/ support as a threat.

Sometimes the forms can be a barrier depending on how they're worded.

What did people say would help?

Finances for things like buses or taxis and things like mobile phone data and Wi-Fi.

Be understanding. Have options of part-time/full-time. Help with applying for things. Not just putting me in a job and leaving – offering support to settle and manage any problems.

This is where I believe a good employability service stands out, as they developed relationships with those using the service, they have the opportunity to not only guide people into employment but also work at removing barriers not "for" people but with and alongside.

The Discover Work Service represents all resources of employability support delivered in Dundee, including those funded and delivered by members of the Discover Work Partnership.

The Dundee Fairness Commission recommends that:

1. The Discover Work Service simplifies the employability services landscape:
 - Make it more coordinated and streamlined.
 - 'Only tell your story once' approach.
 - Use clearer communication in a language people understand and in places where they will see it.
 - And change the term 'Employability Services' to something more self-explanatory.
2. The Discover Work Service increases access to employability services support for people struggling with Mental Health but are unable to access a referral from another organisation by creating self-referral routes.
3. The Discover Work Service creates a single point of contact/entry.
4. The Discover Work Service ensures that all Employability Service staff are trained in mental health support, from specialist employability services; mental health support services and people with lived experience.
5. The Discover Work Service employability services improve their approach for individuals through:
 - Inclusive honest approaches tailored to the person.
 - Joint working with referring organisations to support the person long term.
 - Support for people until they get permanent work (not just a temporary contract).
 - Longer term support for employers
 - Options of support into both part-time and full time work based on the person's goals.
 - Providing services that are more accessible in local communities.
 - Taking account of a person's practical needs, ie. transport costs, clothing costs, utility costs (if you have no hot water it's a struggle to keep clothes clean).
6. The Discover Work Service identifies relevant training/information that enables employers to better support employees struggling with mental health and ensure employers in Dundee have this information and know how to apply it.

Communication

We heard that people were finding the ever-changing restrictions confusing and that this was affecting their mental health and wellbeing.

We met with the Head of Communications for Dundee City Council to discuss local messages to the public about Covid restrictions. We reviewed the Council's 'Tier 4 Questions and Answer' information. We also met with the Heads of Communication for Dundee, Angus and Perth & Kinross Councils to explore where people learn/seek out information in the home and in the community. Some of the Commissioners' feedback has already been taken on board.

"Once we know a bit more about what the next set of restrictions are likely to be, I'll create a new Q&A and try as much as possible to follow the principles you've shared, especially around bubbles, household numbers and the use of bullet points – Head of Communications, Dundee City Council."

What did we hear?

I no longer feel comfortable going out. I find the rules very difficult to navigate as they constantly change, sometimes make little sense and are contradictory and seem to make people very judgemental about others.

I am concerned that our parents will struggle to adapt to the different advice from Government as things ease off then perhaps lock down again.

What did people say would help?

I think clear and straight forward instructions would help.

For the government and the council to make things clearer to help people who do not understand, to help them more.

The Dundee Fairness Commission recommends that:

The Dundee Partnership and its member organisations take the following approaches to communicating important messages with Dundee citizens:

Simplicity of information: Information needs to be really basic for ANYBODY – don't assume people understand technical terms.

Use different approaches: Use stories; graphics; animations that can be understood, not just words!

Where do people learn: Identify where people see and respond to information. For example – bus stops, community noticeboards, newspaper billboards outside newsagents, in places of worship, supermarkets, electronic boards, radio.

Involve people from local communities in the review and design of messaging, including where it should be located (and move away from 100% digital access).



Loneliness and Isolation

Between June and September 2020, 3 public surveys were conducted:

- Dundee Fairness Commission - 452 people
- Engage Dundee (Dundee City Council) - 892 people
- Dundee Food Insecurity Network – 192 people

These surveys heard from a total of 1,535 people and the following priority groups were identified as having been disproportionately impacted by the pandemic:

- young people
- unemployed/furloughed
- long term sick/disabled
- in receipt of benefits
- living alone
- carers
- older people



What did we hear?

My mental health has been affected. I was isolated in my flat the week prior to lockdown and was not coping. I was lonely and isolated; I do not cope well alone and become anxious and upset.

Reduced income is something that can be accepted and worked around but the loneliness has been terrible to bear.

The only person I talk with is my niece, my support network has been decimated by the pandemic.

What did people say would help?

Everything is online. All support went online. Older people can't engage this way. We're missing places where it's easy to socialise, bingo, choirs, churches, community centres. We need places where it's easy to sit with people.

Different organisations should go out and help them. Services need to be a lot more proactive in engaging with socially isolated people – many of these people hardly know about any of the help and services that are out there.

Buddy system or befriending service. You need Community centres, but if people are struggling with their mental health, they might not just pop into a community centre. There needs to be an easy entrance and user friendly way to access these services.

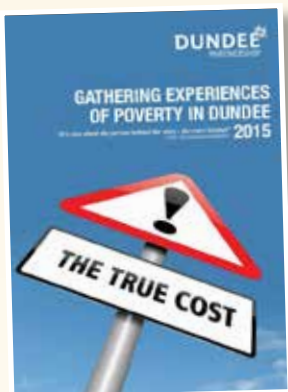
The Dundee Fairness Commission recommends that:

As services are reopened, these groups are prioritised (including social spaces, such as community centres).

The Dundee Partnership and other bodies actively seek, adopt and support community solutions to reducing isolation.

The impact of financial uncertainty of mental health and wellbeing

This is the third and last of Dundee's Fairness Commissions. Each Commission has listened to the experiences of people within our city, identified key issues and explored solutions that would improve lives. We took time to look at the reports from each of these previous Commissions:



- [Gathering Experiences of Poverty in Dundee \(2015\)](#)
- [A Fair Way to Go \(2015/16\)](#)
- [Dundee Fighting for Fairness \(2017/18\)](#)
- And the current [Dundee Fairness Commission \(2019-21\)](#)

There is clear evidence, across all the reports, of the connection between financial insecurity and mental health and wellbeing.

The Dundee Fairness Commission recommends that:

1. Services should be more proactive in addressing the impact of financial uncertainty on people's mental health and wellbeing and money advice/mental health agencies supporting individuals should work more closely together.

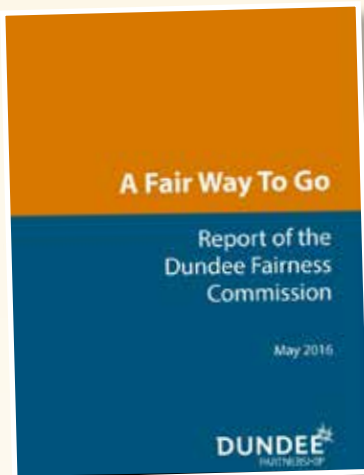
Experiences of Mental Health Services in Dundee

Q11: Do you find yourself regularly unable to afford the following?	Yes		No		Total	
	Number	%	Number	%	Number	%
Food	47	53.4	41	46.6	88	100
Gas	42	47.7	46	52.3	88	100
Electric	38	43.2	50	56.8	88	100
Phone	54	61.4	34	38.6	88	100
Internet	48	54.5	40	45.5	88	100
Transportation	36	40.9	52	59.1	88	100
Toiletries	31	35.2	57	64.8	88	100
Household Products	40	45.5	48	54.5	88	100
Council Tax	46	52.3	42	47.7	88	100
Clothing	61	69.3	27	30.7	88	100
Paying Debts	49	55.7	39	44.3	88	100
Treats	63	71.6	25	28.4	88	100
Q11b: Does this affect your mental health?						
Yes			84		95.5	
No			4		4.5	
Total			88		100	

Dundee Fighting for Fairness Commission; Survey Analysis Report, October 2018

Previous Commission Recommendations

Unfortunately, the stories and the issues that this Commission has heard is nothing new to the Fairness work being done in Dundee.



The 2016 Commission: [A Fair Way to Go](#)

Spoke about **employability**: “According to the Joseph Rowntree Foundation, a key to tackling poverty is to create good jobs, not just more jobs. While good employment can change lives, bad employment can harm lives.” They made these two recommendations that are similar to this Commission’s:

- Make the new, joined up employability service a reality and target greater support to those most at risk of long-term unemployment and make demonstrable progress towards this over the next six months (DP/DCC)
- Provide support to excluded groups who face particular obstacles in accessing secure and well paid work due to their disability, race or poverty (SG/DP/DCC)

Addressed **disabilities**: “The Commission heard over and over again of the burdens that people in poverty and people with disabilities have to carry and how they can be treated day and daily.” One way they wanted to see things changed for people with disabilities was through:

- Addressing the impact of stigma in the delivery of all services to the public including employability and benefit support (SG/DP/DCC)

They also discussed **food & fuel poverty**: “Nothing illustrates the unfairness in our society more than the fact that in our relatively wealthy country there are citizens struggling to keep their homes warm or being unable to eat properly, often having to choose between the two.” They wanted to see the following changes:

- Maximise the number of households applying for and receiving warm home discounts (DCC)
- Campaign for fairness for people using prepayment meters which currently apply the most expensive gas and electricity charges and support OFGEM’s proposals to make these fairer (UK/DP)
- Expand the availability and viability of district heating systems, advice on changing supplier &/or other bulk buying schemes to reduce energy costs (DP/DCC)
- Campaign to introduce a minimum standard of energy efficiency in private tenancies (UK/SG/DP/DCC)
- Ensure that anyone using a food bank is accessing all statutory sources of financial support, connect food banks to other services and address the cause of every food crisis for individuals and families (DP/DCC)

The 2018 Commission: [Dundee Fighting for Fairness](#)

This Commission also addressed the issue of how and when services communicate with clients: “Organisations do not understand how their communication around financial issues negatively impacts their clients”



They wanted to see:

- ***“Public bodies and social landlords in Dundee adopt more effective and supportive ways of communication with clients/tenants about money matters and debt.”***

They explored the lack of awareness of help available in Dundee. This was an issue long before the pandemic:

“There is a lack of community awareness of financial services available in Dundee. When people are in need of help, there is an oversaturation of flyers, phone numbers, acronyms, pamphlets, websites, etc., and people feel overwhelmed and unaware of where to start.”

They recommended that:

- ***“Dundee Partnership Creates a single access point for all the financial advice services in the city, including Council and voluntary services”.***

Covid has driven people deeper into poverty and inequality. Dundee Fairness Commission hopes that the Dundee Partnership, other agencies and the city as a whole continues to work together to fight for fairness for all.

What Happens Next

The recommendations from the first Fairness Commission were shared widely across partners and organisations in Dundee. We hope that this report will also be considered carefully and taken seriously by all those with the power to improve life in the city.

Commissioners have been invited to present our recommendations to the Council's Policy and Resources Committee and we will be trying to convince them to support us and use their influence to implement all of them.

Now that the election to the Scottish Parliament is over, we will be approaching the new Cabinet Secretary for Communities and Local Government requesting an urgent meeting. This will be an excellent chance to build on the great relationship we have had with the Scottish Government over a number of years.

The new Fairness Action Plan for Dundee is to be published in June 2021 and we will be studying it closely to see how they have responded to the spirit and detail of our recommendations. We will also be contacting all the other organisations we need to follow up on our specific recommendations.

While this is the last Dundee Fairness Commission in this form, this movement goes on through the newly established [Dundee Fighting for Fairness](#) (DFFF) group. It is made up of former community commissioners, has secured charitable status and is now ready to formally represent the voice of local people and communities struggling against poverty. The Joseph Rowntree Foundation and Dundee City Council are jointly funding Faith in Community Dundee for the next two years to provide development support and help Dundee Fighting for Fairness to play a powerful campaigning role.

Dundee Fighting for Fairness will join with Dundee City Council on the new Fairness Leadership Panel that is to be established before the end of the year. Once the exact shape of the Panel is agreed, this will be the key long-term group that will drive forward the Fairness Action Plan and keep the focus on reducing social inequalities in every aspect of life in Dundee. It promises to be a collaboration of equals and will keep this issue at the top of the agenda for the city. It will report regularly to the public and have continue conversations with communities.

And, in the spirit of the Fairness Commission, it will continue the commitment to make sure that, in Dundee,

Nothing about Us, Without Us, is For Us.



What Happens Next

I was privileged to be asked to join the fairness commission. It has been an emotive journey which began pre Covid. Very soon we were in a different environment. We turned our focus to the effect of Covid restrictions and our new way of living life on how it impacted those who were disabled, those who suffered mental ill health, on employability and food and fuel poverty. The commissioners are a group whose work has shown great commitment to their fellow citizens and makes me proud as a Dundonian that I now count them friends. Dundee City should be congratulated on promoting fairness and in supporting and encouraging the fairness commission. I very much hope that the learning from this commission will make a difference.

- Trudy

The Fairness Commission has been an enriching experience, getting to know such a range of other commissioners and engaging with the real issues facing real people in Dundee. It has already made an impact in the work carried out to date and I hope the recommendations continue to make life in Dundee more fair.

- Bishop Andrew

As with everything in life I approached the Fairness Commission with a willingness to learn but also a massive amount of trepidation. That trepidation stemmed from the rule, 'You can't fix anything you hear in the commission, the process and procedures need to take place'.

As I travelled through the process, I realised that was because many of the issues experienced were systematic failures and need much more in-depth solutions than a quick fix. The arrival of the pandemic obviously had an influence on the Fairness Commission. It highlighted that the commission's instincts were strong, the groups had already recognised the largest weaknesses in society, where the 3 working groups were concentrating.

I've been incredibly proud to be a member of the Fuel & Food Group, who have already seen changes in service delivery from organisations before this final report. I look forward to watching the wider asks of the full commission being delivered and will be charting progress in my role as Fairness Spokesperson for Dundee City Council.

I wish all commissioners the very best for the future and give them thanks for being open, honest, proactive and resilient.

- Lynne

Thank You!

We want to thank all the people who took time to talk to the Commissioners about their experiences of the key issues, whether that was personally or within their organisation. Your input has helped us shape these recommendations.

John Alexander,
Leader of the Council
Greg Colgan,
Chief Executive of the Council
The Pensioner's Forum
DCC Communities Officers
DCC Research and Information Team
NHS Tayside Directorate of Public Health
Dundee Independent Advocacy Service
Dundee Carer's Centre
Dundee Deaf Hub
Claire McDermott, Social Security Policy Manager with the Scottish Government
Dundee City Council Advice Services
Interim Director of Mental Health, NHS Tayside
FEAT
Enable
IPS

Action for Children
The Hot Chocolate Trust
Wellbeing Works
DVVA Healthy Minds Network
Senior Editor of the Evening Telegraph
NHS Sources of Support Team
DCC Communications team
Dundee Volunteer and Voluntary Action
Craig Mason, DCC Senior Advice Services Manager
Lisa Shaw, DEEAP & Scottish Welfare Fund Team Leader
Home Energy Scotland
Michelin Scotland Innovation Parc
Citizen's Advice Bureau
Shelter
Dundee North Law
Food Insecurity Network
Lorraine Dunsmuir

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Phyllis Easton, Health Intelligence Manager, NHS Tayside

Sheila Allan, Community Health Inequalities Manager, Housing and Communities/ Dundee Health and Social Care Partnership

We want to express our particular thanks to the 452 people who took part in the Dundee Fairness Commission Survey and the citizens of Dundee who took part in 1:1 interviews and focus groups.

We hope your voices are heard.



*We want to dedicate this report to Jackie Smith,
one of our Community Commissioners, who passed away
unexpectedly in March 2020.*

*Jackie – your story continues to drive us forward to fight
the inequalities that you faced every day.*

www.dundeefightingforfairness.co.uk

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