



REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD – 18 JUNE 2025

REPORT ON: FAIRNESS LEADERSHIP PANEL REPORT 2025

REPORT BY: CHIEF OFFICER

REPORT NO: DIJB33-2025

1.0 PURPOSE OF REPORT

1.1 To present the latest report from the Dundee Fairness Leadership Panel (FLP) and seek support in implementing its recommendations in collaboration with other community planning partners.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

- 2.1 Endorses the report and the recommendations of the Dundee Fairness Leadership Panel (attached as Appendix 1).
- 2.2 Instructs the Chief Officer to ensure that the implementation of recommendations is supported by Dundee Health and Social Care Partnership, including through active participation in the Dundee Partnership’s Child Poverty and Income, Attainment and Health Inequalities Strategic Leadership Group.
- 2.3 Instructs the Chief Officer to ensure that the Strategic Planning Advisory Group considers the recommendations as part of their work to review the IJB’s Strategic Commissioning Framework during 2025/26.

3.0 FINANCIAL IMPLICATIONS

3.1 None

4.0 MAIN TEXT

4.1 The Dundee Fairness Leadership Panel (FLP) was formed in late 2021. It is the main mechanism by which the Dundee Partnership involves those with lived experience of poverty and inequality in work to tackle the causes and consequences of deprivation in Dundee. It plays a significant role in shaping policies and practice across partners in Dundee. Its progress is reported in the Fairness and Child Poverty annual report for the city.

4.2 The most recent work of the FLP started as a result of a series of visits to local projects in 2023. The members of the panel agreed to investigate three priorities as the basis for identifying what further action could be taken in Dundee and prioritised the following:

- Mental Health and Isolation;
- Support to Third Sector Projects who are offering crisis support to tackle poverty; and,

- Fair Housing.
- 4.3 Subgroups then considered local evidence and met with service providers, strategic leaders and local people to identify gaps in services and support and develop proposed solutions. These were presented and discussed at the annual Dundee Fairness Conference in November 2024.
- 4.4 The full report on this phase of the Panel's work was published in April and is attached in Appendix 1. Although the IJB and Health and Social Care Partnership has a role in contributing to the response to all of the recommendations made, the three recommendations on mental health and isolation have particular relevance:
- All mental health and wellbeing developments in the city are meaningfully co-created with people with lived experience of poverty and mental health challenges to ensure that people know about developments, they are accessible, and they meet the needs of the community.
 - Third sector and community projects are directly informed of and supported to use information about services and resources that can help address poor mental health and its causes so that projects can signpost people in need to relevant support.
 - Prioritise and protect local community projects that provide early interventions to improve people's wellbeing, mitigating the negative impacts of the cost-of-living crisis and isolation.
- 4.5 In addition, as the IJB commissions a significant proportion of adult health and social care services from providers in the third sector, recommendations regarding pressures on third sector projects tackling poverty also provide an opportunity for the IJB to consider further improvements and developments both in terms of commissioning and procurement approaches and workforce planning and wellbeing:
- Ensure that local community projects that are providing direct responses to people in financial crisis have the practical and wellbeing support their volunteers need to be able to continue to provide crucial services.
 - Investigate the potential for providing online wellbeing support for projects volunteers and staff based on the Argyll and Bute model or other online resources.
 - Refer volunteers to projects that tackle the causes and consequences of poverty in Dundee.
 - Write to local and national funders to encourage them to offer longer-term, secure funding to vital community projects.

A number of the concerns identified within the FLP report overlap with those that emerged from the recent IJB Budget Consultation in terms of sustainability of third sector services.

- 4.6 The IJB and other community planning partners are identified as having a leadership role in implementing its recommendations. Relevant senior managers have been consulted in the framing of these proposed actions. They will be formally integrated into the city's Fairness and Child Poverty Action Report that is scheduled to be presented to the Dundee City Council's City Governance Committee in June 2025. The actions would then be subject to ongoing monitoring and reporting arrangements.
- 4.7 The Panel's work contributes directly to the City Plan priority to reduce child poverty and inequalities in incomes, education and health. The Child Poverty and Income, Attainment and Health Inequalities Strategic Leadership Group is responsible for the ongoing partnership work on the delivery of change relating to this increasingly important issue. The Panel's report was presented to their meeting in May 2025 for further detailed consideration.

4.8 The work of the panel was recently acknowledged in a research briefing published by the Joseph Rowntree Foundation [Alternative voice: inclusive decision-making empowering Dundee's community](#). It asserted that a key factor in its success is the independence of the Panel. It also noted that each member commits to a shared purpose of improving decisions, strengthening inclusive communication and developing anti-poverty initiatives. They concluded that the Panel's collaborative approach:

- strengthens the relationship between the community and decision-makers;
- changes perceptions between groups of people that are systematically separated;
- supports people who often go unheard to instead shape the political agenda; and,
- provides a clear route to designing better policies for communities.

5.0 POLICY IMPLICATIONS

5.1 This report has been subject to an Integrated Impact Assessment to identify impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. An impact, positive or negative, on one or more of these issues was identified. An appropriate senior manager has checked and agreed with this assessment. A copy of the Integrated Impact Assessment showing the impacts and accompanying benefits of / mitigating factors for them is included as an Appendix to this report.

6.0 RISK ASSESSMENT

Risk Description	The FLP report reflects the ongoing impact of poverty of Dundee's citizens, which is the key focus of the IJB's strategic risk on the Cost of Living Crisis. The FLP report highlights that further improvements are required to mitigate the impact of poverty of people, including those experiencing poor mental health and wellbeing. Failure to adequately address these matters could contribute to poor outcomes and a widening inequality gap for some citizens.
Risk Category	Social, Operational
Inherent Risk Level	Likelihood 3 x Impact 4 = 12 (High Risk)
Mitigating Actions (including timescales and resources)	<ul style="list-style-type: none"> • The Mental Health and Wellbeing Strategic Planning Group are currently reviewing and updating their strategic plan, including engagement with stakeholders and people with lived experience. This will provide the opportunity to hear further from people about actions required to incorporate the recommendations and priorities in the FLP report. • No reductions in funding were applied to local community projects providing early intervention mental health and wellbeing supports as part of the 2025/26 IJB budget. • The statutory review of the IJB's Strategic Commissioning Framework will take place during 2025/26 and provides an opportunity to further update and prioritise content to reflect the FLP recommendations. • The Mental Health and Wellbeing Strategic Planning Group are leading a number of developments to enhance the accessibility of information in relation to where to seek help for mental health and wellbeing needs. Work is also ongoing between Suicide Prevention partners to enhance the quantity and quality of public information.
Residual Risk Level	Likelihood 2 x Impact 4 = 8 (Low Risk)
Planned Risk Level	Likelihood 1 x Impact 4 = 4 (Low Risk)
Approval recommendation	Given the low level of residual / planned risk it is recommended that the IJB accepts the risk.

7.0 CONSULTATIONS

7.1 A large range of organisations and individuals were involved in the preparation of the Fairness Leadership Panel report and these are listed throughout the FLP report in Appendix A. Members of the Dundee Partnership Management Group, the Chief Finance Officer, Heads of Service Health and Community Care, and the Clerk were consulted in the preparation of this report.

8.0 DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in sections 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Dundee City Council and NHS Tayside.

Direction Required to Dundee City Council, NHS Tayside or Both	Direction to:	
	1. No Direction Required	X
	2. Dundee City Council	
	3. NHS Tayside	
	4. Dundee City Council and NHS Tayside	

9.0 BACKGROUND PAPERS

9.1 None

Dave Berry
Chief Officer

DATE: 15 MAY 2025

Peter Alan
Service Manager (Community Planning), Dundee City Council

Kathryn Sharp
Acting Head of Service, Strategic Services



Dundee Fairness Leadership Panel

Report April 2025

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1. Co-Chairs' Introduction

As the new co-chairs of the Dundee Fairness Leadership Panel, we are delighted to play our part in such an important group in the city.

Our first job here is to pay tribute to the Panel's first co-chairs. Tony Gibson, who passed suddenly last summer, was a towering figure in every way. He was a vigorous and passionate campaigner for social justice who is greatly missed. Much more happily, Cllr. John Alexander moved on to begin a new career. Together with Tony, John provided the Panel with the confidence and direction to establish ourselves as a serious and respected voice in Dundee.



We would like to thank the Panel members for all their hard work and all the people who contributed to our work over the past couple of years. It is essential that the Panel continues to listen to others with lived experience in the city and we have been inspired by the care and commitment we have seen and heard from groups, individuals and services supporting people who are struggling against poverty.

People are starting to notice what we are trying to achieve here in Dundee. The respected Joseph Rowntree Foundation studied our work and produced a briefing called **Alternative voice: inclusive decision-making empowering Dundee's community**. As a result, we recently attended a national conference held in Dundee to highlight our approach and encourage other areas to commit to genuinely listening to and collaborating with local experts from experience.

This new report addresses three important issues that are having an escalating impact on the lives of people struggling because of low incomes – **the rising levels of poor mental health, pressures on community projects who are trying to help, and the need for fairer housing**. We have looked closely and carefully into these and have produced a series of recommendations. We are now calling on everyone in Dundee to play their part in taking these on so that we can change things.

We know that won't be easy. Despite everyone's efforts, commitment and belief that we can make lives better, it feels that the impact of poverty continues to grow. These recommendations probably won't be enough to solve that, but we would invite everyone who reads this report to help us to put them into action as another important contribution to our ongoing fight for a fairer Dundee.

Mark Flynn & Andrew Lorimer
Co-Chairs, Dundee Fairness Leadership Panel
April 2025



2. The Dundee Fairness Leadership Panel

Who we are

The Fairness Leadership Panel is a collective response to poverty/inequality. The Panel is made up of people with lived experience and organisational representatives working together to ensure that people facing disadvantage and vulnerable in our city have a voice.



Panel Members

Alex Roncone; Andrea Calder; Andrew Kirk; Andrew Lorimer; Bishop Andrew Swift; Caroline Adamson; Chris McDonald; Daisy Field; Daniel Burns; David Dorward; Dawn Harris; Eddie Baines; Ethel Davidson; Fiona Morrison; Georgia Cruickshank; Gregory Colgan; John Alexander; Kirsty Craig; Linda Smith; Mark Flynn; Rev Roxanne Campbell; Roger Keech; Ryan Hopkins; Sheila Allan; Siobhan Tolland; Tammie Brown; Terrie Bustard; Tony Gibson; Trudy McLeay.

With a current active membership of 22 people, each Member brings their experience and expertise to our discussions, each is ready to listen and to seek solutions together. We meet 5 times a year, plus host an Annual Conference. In between meetings, short-term working groups meet to look at specific issues or themes. We often invite visitors to the Panel or working group meetings to advise, update and inform us on their particular area.

We work to mitigate the impact of external factors, out with our control, by focussing on where we can bring influence and change. Panel members are not afraid of asking hard questions.

The key tasks of the Panel are to

- Influence the development of crucial fairness strategies,
- Make sure key strategic decisions involve real input from people with lived experience,
- Ensure actions in the Dundee Fairness and Local Child Poverty Action Plan are achievable and delivered, and
- Scrutinise performance and implementation of services.



The input from community representatives, Dundee Fighting for Fairness, is a crucial element that keeps the work of the Fairness Leadership Panel relevant.

Dundee Fighting for Fairness is a diverse group of individuals from various backgrounds and life experiences in the city, united in their efforts for fairness. They've all travelled many different roads to get to this point, but they all have three things in common:

- All have experienced some level of poverty and inequality in our city.
- All are connected with, listening to, and working for different vulnerable groups in our city.
- All are passionate about making changes so that what they've collectively experienced won't repeat itself for others in our city.

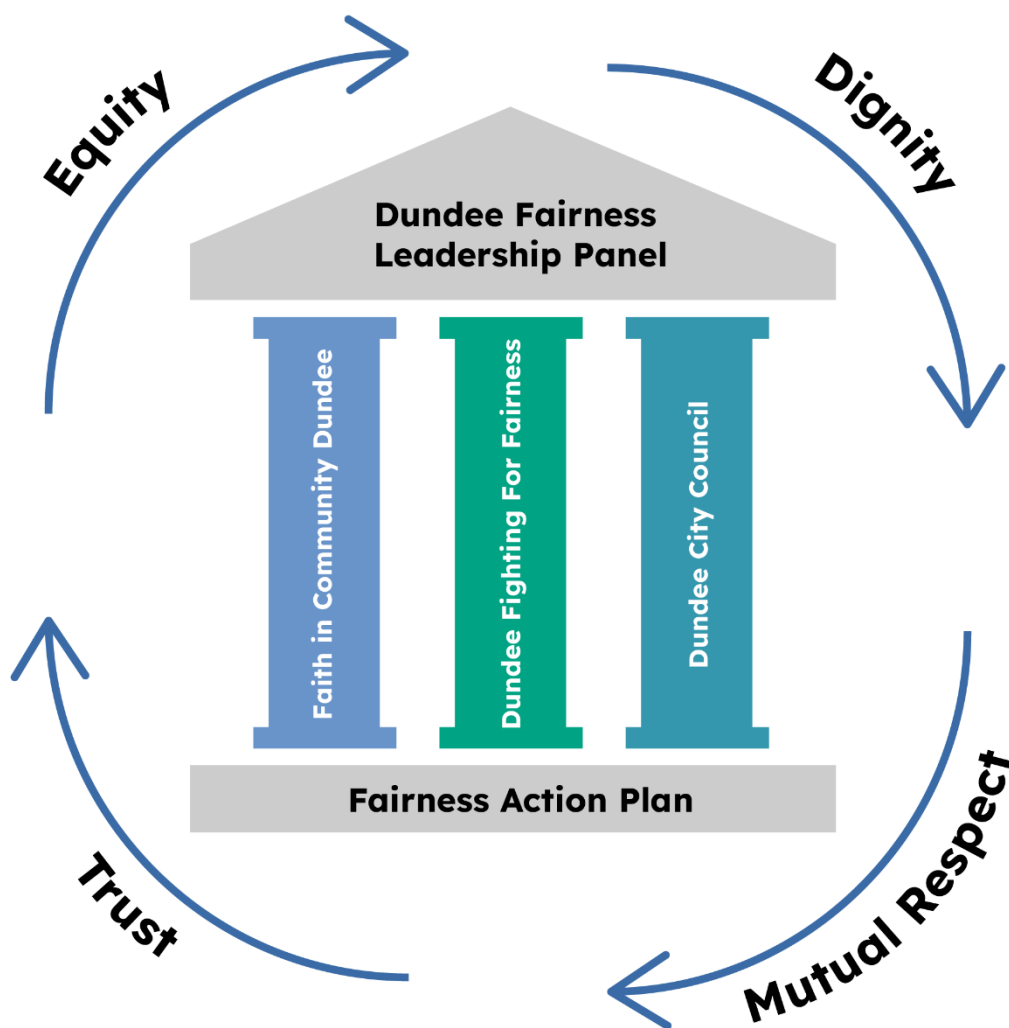
Some of the groups DFFF members are connected with, listening to, working for include:

The Yard Parents Support	Menzieshill Community Hub Local Management Group
Bethany Christian Church Connect Cafe	Menzieshill Food Hub
Child Poverty and Inequalities Strategic Leadership Group	Menzieshill Tenancy Group
Community Guiders Dundee	One Parent Families Scotland
Community Health Advisory Forum	Parents Supporting Parents
Community Health Team – North East	Resolve & Evolve
Dundee Changemakers	Suicide Prevention Team with the Health & Social Care Partnership
Dundee Community Food Network	Taught By Muhamad Cafes (citywide)
Finmill Community Centre	The Chrysalis Project
Fintry Parish Church Community Larder	The MAXwell Centre
Healthy Families Dundee	Together to Thrive
Lifegate Community Café	Whitfield Community Café
Menzieshill Community Gardens	Whitfield Local Management Group



An Independent Assessment - Joseph Rowntree Foundation Report

The Joseph Rowntree Foundation (JRF) has been a generous supporter of the development of the Dundee Fairness Leadership Panel. Over a nine month period, JRF studied the way we work together and produced a briefing called **Alternative voice: inclusive decision-making empowering Dundee's community**. They published a briefing in November 2024 that examined our success and what others might learn from the way we have tried to empower people with lived experience of poverty to play a full part in discussing what should be done about it.



Their briefing recognised the strong and sustainable relationships between Dundee Fighting for Fairness, Dundee City Council and other partners in the city, underpinned and facilitated by Faith in Community Dundee – described as the three structural pillars supporting the Panel. A key factor was seen as the independence of the main Panel players while also committing to our joint purpose of improving decisions, strengthening inclusive communication and developing anti-poverty initiatives. They concluded that our collaborative approach:

- strengthens the relationship between the community and decision-makers
- changes perceptions between groups of people that are systematically separated
- supports people who often go unheard to instead shape the political agenda
- provides a clear route to designing better policies for communities.

“The DFLP starts with the shared belief that this is about a commitment to improving people’s lives and the community everyone lives in. The way to achieve this is to work in partnership, across councils and public services, to put the voices of people who have lived experience of poverty and inequality at the centre of efforts to tackle these issues. This requires involving people who value and believe in this approach. Yet, it remains necessary to establish a structure and principles that can support its function, integrity and sustainability. We must learn from the successes of local initiatives and shift the balance of who makes decisions around poverty and inequality more widely across Scotland.”

**Alternative voice: inclusive decision-making empowering Dundee’s community,
Joseph Rowntree Foundation, 2024**

Priority Fairness Issues for 2023-25

In 2023 Panel Members visited local community projects across the city, asking specific questions about the impact of the ongoing cost of living crisis on attendees and projects.

Members reviewed the feedback and identified common challenges, then asked themselves:

How much influence the Panel has over this issue? How much of a priority is this issue to Dundonians? Through this process the Panel chose 3 areas of focus:

- 1 Mental Health and Isolation**
- 2 Pressures on 3rd Sector Projects Tackling Poverty**
- 3 Fair Housing**

Short-Term Working Groups

The Panel broke into 3 short-term working groups and between February 2024 and January 2025 investigated deeper into these issues, spending time listening to people in local communities, front line staff and managers within relevant services.

In November 2024 the short-term working groups presented their findings at the Fairness Leadership Panel Annual Conference, to attendees from local communities, third sector groups and organisations, Dundee City Council, Public Health, Health and Social Care Partnership, local businesses, Scottish Government, charitable funders and representatives from national research and anti-poverty organisations.



Feedback from the conference was incorporated into the findings and helped shape the final recommendations.

In the following sections, we outline the key issues, who we spoke to, what we heard and the final recommendations for each of the 3 priorities.

3. Mental Health and Isolation



What was the issue?

In our visits in 2023, projects shared with us that there had been a rise of people that have never really struggled with their mental health before and don't have the coping strategies needed to move forward. They also said that since Covid, it's been hard to get people to re-connect or engage because they feel anxious, and they end up excluding themselves.

Projects highlighted that one of the things that keeps people isolated and struggling with their mental health is not knowing what help is available to them; so rather than accessing early interventions, they end up at crisis point.

"Isolation is one of the biggest challenges people are facing that come to our project and workers have noticed an increase in the numbers of volunteers speaking about poverty, the Cost-of-Living crisis, and the subsequent impact on their mental health. The staff are struggling with their mental health too."

The Mental Health and Isolation working group's remit was to further investigate the isolation and poor mental health of people attending community projects and the staff/volunteers leading projects, particularly in disadvantaged areas.



Who did we speak to?

To help us understand more about these concerns, we spoke to:

The senior service manager of Hope Point and the manager of the local Distress Brief Intervention team to get an idea of what it's been like for services.

We visited projects in 3 of the most deprived areas in Dundee who are trying to support people with their wellbeing.

We met with clinicians from the Dundee Health and Social Care Partnership to discuss how mental health support can be made more accessible in Dundee.





What did we learn?

There are too many barriers that prevent people from connecting to services, and people are struggling to get the help they need when they need it because of overly complex systems.

“It is a human right to have an adequate and simplified route to mental health support when people need it.”

Consultation and co-creation with lived experience should not be an afterthought or a check box, it should be a priority. It might take longer, but meaningful results will happen.

Community projects specifically asked for better support and training on where to signpost people who are struggling with their mental health and wellbeing. The third/ community sector is at the front line of dealing with the Mental Health Crisis, and many projects are saying they don't feel confident in how to support and signpost people who are struggling.

“More and more people are struggling with their wellbeing and we only really know of Hope Point and Carseview. We need to know what else it out there and how to connect people.”

We were told that the community is asking for more face-to-face support. They pointed out that if everything is online or over the phone it often increases the feeling of isolation.

Online can be a starting point, but as much as possible online information should signpost people to opportunities where in-person connections are made, and support is given.

The community wants the city to prioritise community spaces because they provide vital support.

“A city wouldn't close an A&E because it provides vital, life-saving services. These places are our A&E, and they shouldn't be closed.”

Towards the end of our research, we noticed that work needs done to identify and address the intersection between poverty and poor mental health and wellbeing in children and young people, specifically in education and healthcare settings.

We also noticed a correlation between people at higher risk of struggling with their mental health/wellbeing and people who are experiencing poverty. People in recovery, the elderly, different ethnicities, and people with disabilities have all been raised to us as struggling to access appropriate mental health and wellbeing support.



Since we were unable to do further investigation into these issue with the appropriate partners, we were not able to develop recommendations in response. However, we wanted to highlight our concern for the mental health and wellbeing of the children and young people and vulnerable communities of Dundee.

Fairness Leadership Panel Priority Recommendations

The Mental Health and Isolation Short-Term Working Group developed, sense checked and finalised the following recommendations:

Mental Health & Isolation			
	Recommendation	Responsible/Lead Organisation(s)	Deadline
a	All Mental Health and Wellbeing developments in the city are meaningfully co-created with people with lived experience of poverty and mental health challenges to ensure that people know about developments, they are accessible, and they meet the needs of the community.	<ul style="list-style-type: none"> Mental Health and Wellbeing Strategic Planning and Commissioning Group Mental Health in Primary Care Strategic Planning Group All Dundee Partnership partners 	March 2026 onwards
b	Third sector and community projects are directly informed of and supported to use information about services and resources that can help address poor mental health and its causes so that projects can signpost people in need to relevant support.	<ul style="list-style-type: none"> Mental Health and Wellbeing Strategic Planning and Commissioning Group All Dundee Partnership partners Dundee Third Sector Interface 	March 2026 onwards
c	Prioritise and protect local community projects that provide early interventions to improve people’s wellbeing, mitigating the negative impacts of the cost-of-living crisis and isolation.	<ul style="list-style-type: none"> All partners 	August 2025 onwards

4. Pressures on 3rd Sector Projects Tackling Poverty



What was the issue?

In our visits in 2023 projects overwhelmingly shared with us about the impact the increased demand on the third sector was having on their staff and volunteers. Staff and volunteers told us stories about supporting some of the most vulnerable people in our city and all the ways that affects their capacity to support people.

“More and more is being asked of us, but we have fewer and fewer resources to fill these needs. Our people are burning out.”



Who did we speak to?

To help us understand more about these pressures and identify solutions that might help, we spoke to:

Managers from Dundee Volunteer and Voluntary Action at the start and end of our work.

Volunteers from 8 different local third sector organisations and grass root projects.
Managers/directors from 14 different local third sector organisations and grass root projects.

Managers of the Dundee Women’s Rape & Sexual Abuse Centre and the Chief Executive Officer of the Argyll and Bute Third Sector Interface as they were both highlighted to us to be examples of good practice in supporting staff and volunteers.

We also spoke to the Grant Manager for Northwood Charitable Trust as funding concerns had been raised by both staff and volunteers.





What did we learn?

Challenges the staff and volunteers of local third sector organisations and grass root projects are facing:

The support that staff need has greatly increased because of the rising pressures in meeting the complex needs of people attending projects.

“The complexity of what we’re asking from our staff, and even our volunteer sometimes, has become undervalued – someone who is hired to be a housing officer is actually a: mental health worker, social worker, bodyguard, money advice worker, etc etc.”

Volunteers are needing more support than ever before, they also have more complex/challenging needs.

There aren’t enough volunteers which can be stressful if people are sick or on holiday
More people are attending these projects with very complex issues that takes much more time to support.

An increasing level of pressure and expectation being put on projects despite not having capacity to meet the demands.

“Staff and volunteers are struggling with their mental health and burnout and we’re still expecting them to do the work and support very vulnerable people – they can’t afford to eat right, get therapy, exercise, etc but we’re asking them to care for people with really complex needs.”

An insecure funding landscape.

Lack of support for local third sector staff and volunteers.

Lack of support for managers/directors of small, local projects



Staff and volunteers of local third sector organisations and grass root projects said these things would help:

- Mental Health & Wellbeing support for the Third Sector so staff and volunteers can access things like counselling or support with subjects like addiction or mental health issues.
- We need more volunteers.
- Better support for managers/directors.
- Capacity building for third sector organisations. For example: better access to advice, training, staff support, mental health & wellbeing support, etc.
- Better understanding and trust from funders.
- We need alternative sources of finance.

Fairness Leadership Panel Priority Recommendations

The Pressures on 3rd Sector Projects Tackling Poverty Short-Term Working Group developed, sense checked and finalised the following recommendations:

Support to Third Sector Projects who are offering crisis support to tackle poverty

	Recommendation	Responsible/Lead Organisation(s)	Deadline
a	Ensure that local community projects that are providing direct responses to people in financial crisis have the practical and wellbeing support their volunteers need to be able to continue to provide crucial local services.	Dundee Third Sector Interface/other relevant partners	March 2026
b	Investigate the potential for providing online wellbeing support for project volunteers and staff based on the Argyll and Bute TSI model or other online resources.	Dundee Third Sector Interface/ Fairness Leadership Panel	September 2025
c	Refer volunteers to projects that tackle the causes and consequences of poverty in Dundee.	Dundee Volunteer and Voluntary Action / local projects	August 2025 onwards
d	Write to local and national funders to encourage them to offer longer-term, secure funding to vital community projects.	Dundee Partnership/Dundee Fighting for Fairness	July 2025



5. Fair Housing



What was the issue?

In our visits to community projects in 2023, we heard about the challenge of the closure of the East and West District Housing office for face-to-face drop-in support.

People told us about communication issues – for example, tenants would submit forms and not know if they have been received or processed.

And unsurprisingly, people were struggling with heating their homes.

We also heard some really awful stories about conditions in private tenancies.

“Private repairs are poor, damp is painted over rather than stripped back and fixed.”

The Fair Housing working group’s remit was to further understand the issues experienced by people in social and private rented housing. During 2024 the group gathered more feedback, focussing on:

- **Social rented tenants** – what are the main issues facing social rented tenants.
- **Private Tenants** – understanding their rights and how to get support.



Who did we speak to?

To help us understand more about the issues people are facing, we spoke to

- 5 local community groups from across Dundee
- Dundee Law
- Dundee Citizens Advice Bureau
- Dundee City Council’s Private Landlord Support Officer
- Dundee City Council’s Service Manager - Housing (Neighbourhood Services)
- Frontline housing staff from Hillcrest Housing Association
- We conducted an online questionnaire for third sector and council housing staff
- We also looked at the following reports:
 - Linlathen and Stobswell Pathfinder Reports
 - The Engage Dundee Report
 - The Council’s Dundee Fairness and Child Poverty Annual Report.

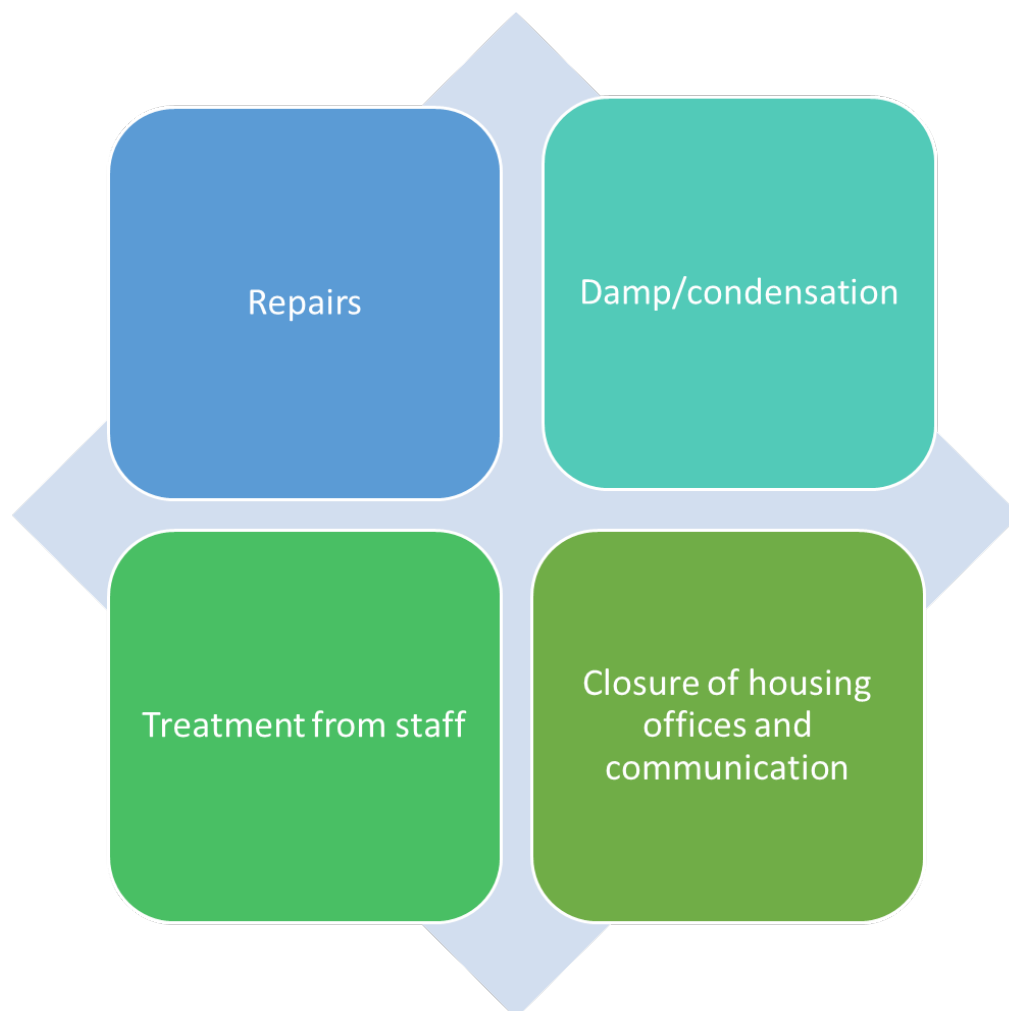




What did we learn?

Repairs: people identified issues with repairs being logged on the system, confusion about the criteria for emergency repairs and length of time for repairs to be completed, and communication on the day of repairs.

Damp/Condensation: tenants said advice given was unhelpful, some felt the blame was being put on them.



Treatment from Staff: people were clear that some staff are helpful and good to talk to. However, a number of people said that it really depended on who you spoke to. There were stories of issues with staff, especially when reporting repairs, emergency repairs or damp/mould.

The closure of East/West Housing offices: a number of people highlighted problems with dropping off keys/forms/letters in the West of Dundee, needing to go into the city centre or to Pitkerro Road.



Additional issues identified by third sector staff:

- Long waiting times for a social housing
- Anti-social behaviour
- Treatment of people with complex needs
- Sub-standard properties

Dundee Law and Dundee Citizens Advice Bureau had seen a number of clients regarding issues with their private tenancy, primarily damp and mould, repairs and maintenance, rent. They also said most people do not know their rights as tenants.

We also heard that third sector staff often saw disrepair in private tenancies, especially damp, which is all too frequently blamed on the tenant. They felt this could be true in some cases but it is rarely properly investigated.

“I think Shelter is amazing when it comes to advice. They have a live chat and a phone line and have been super helpful.”

There were also a number of specific issues raised by tenants, two examples being the language used in letters and tenants receiving the log number when they log a repair. These have been shared with the Council’s Housing team and are being addressed, with continued input from Dundee Federation of Tenants Associations.

There was considerable feedback about lack of suitable accommodation and long waiting lists for Council tenancies. We recognise this is something we have little influence over however feedback gathered will be used when Council and Housing Association representatives attend national meetings.

As the majority of the feedback was regarding social rented housing and specifically Council housing, we met with the Council’s Head of Housing and Construction Services and members of those teams; the Private Landlord Support Officer; and the Council’s Service Manager for Customer Services and IT. We also met with Dundee Federation of Tenants Associations on a number of occasions.



The Housing Short-Term Working Group developed, sense checked and finalised the following recommendations:

Fairness Leadership Panel Priority Recommendations

The Fair Housing Short-Term Working Group developed, sense checked and finalised the following recommendations:

Fair Housing			
	Recommendation	Responsible/Lead Organisation(s)	Deadline
a	Develop a 'Dundee Standard' of training for front line staff (phone and in person), for social housing providers, taking on board some of the principles of trauma informed practice, mental health approaches, and diversity/inclusion. For example, training on the use of the language line.	Dundee City Council Hillcrest Housing Association	March 2026
b	Dundee City Council create within their website a single place for housing information, in understandable language, easy to 'search' and involving tenants in this process.	Dundee City Council	September 2025
c	Dundee City Council create a secure drop-off point in Lochee for tenants to leave keys, letters, forms etc.	Dundee City Council	September 2025
d	Social housing providers increase tenant engagement in service design/ development and review. For example, further tenant involvement in the development of the Dundee City Council Tenants Portal.	Dundee City Council Hillcrest Housing Association	March 2026, ongoing.
e	Develop a 'Dundee Standard' of damp/ condensation guidance for social housing providers, ensuring a consistent approach to quality advice and information to all tenants.	Dundee City Council Hillcrest Housing Association	March 2026
f	Using different communication methods, deliver a Dundee wide publicity campaign to make private tenants aware of their rights; and to raise awareness of tenants and landlords' responsibilities.	Dundee CAB Dundee Law Shelter Dundee Dundee City Council	October 2025



6. What Happens Next



As a result of our detailed discussions with so many stakeholders, we are confident that we are recommending meaningful and deliverable actions. To make sure that these are implemented, we will:

- **publish the report** and make sure that people in Dundee hear about it and have the chance to support us.
- **present it to the Council, the Dundee Partnership and other decision-making bodies** who can help us to drive action forward.
- **call for our recommendations to be accepted and included** in the Dundee Fairness Action Plan for 2025/26.
- **monitor progress** on the actions at the annual Fairness Leadership Panel Conference.
- **send it to senior politicians** at the Scottish and UK Parliaments and seek an opportunity to meet with the Scottish Government's Cabinet Secretary for Social Justice.

7. Thank you to the many partners involved in process:

Argyll and Bute TSI
Brooksbank Centre
Creative Dundee
Douglas Food Cupboard
Dundee Bairns
Dundee Carer's Centre
Dundee Citizens Advice Bureau
Dundee City Council
Dundee DBI
Dundee Deaf Links
Dundee Federation of Tenants Association
Dundee Fighting for Fairness
Dundee Independent Advocacy Service
Dundee Law
DVVA
Health and Social Care Partnership
Hillcrest Housing Association
Hilltown community centre
Hilltown food larder
Hindu and Muslim Leaders
HomeStart Dundee
Hope Point
Hot Chocolate Trust
Kirkton What Matters 2 U Group
Menzieshill community action group
Menzieshill food hub and community garden
Menzieshill Tenants Association
Northwood Charitable Trust
Positive Steps
Rock Solid
Scrapantics
The Maxwell Centre
Third sector partners
Transition Dundee
WRASAC

...and to the many members of local communities across Dundee who shared their experiences and ideas.





Dundee Fairness
Leadership Panel

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Dundee Integration Joint Board Integrated Impact Assessment

Document Title	Dundee Fairness Leadership Panel Report 2025					
Type of document	Policy		Plan		Other- describe	Report from expert panel
Date of this Pre-Integrated Impact Assessment Screening	15 May 2025					
Date of last IIA (if this is an update)	n/a					
Description of Document Content & Intended Outcomes, Planned Implementation & End Dates						
To present the latest report from the Dundee Fairness Leadership Panel (FLP) and seek support in implementing its recommendations in collaboration with other community planning partners.						
Lead Officer/Document Author (Name, Job Title/Role, Email)						
Dundee Fairness Leadership Panel						
Officer completing Pre-Integrated Impact Assessment Screening & IIA (Name, Job Title/Role, Email)						
Kathryn Sharp, Acting Head of Strategic Services, kathryn.sharp@dundeecity.gov.uk						
Job Title of colleagues or name of groups who contributed to pre-screening and IIA						
Peter Allan, Service Manager (Community Planning), peter.allan@dundeecity.gov.uk						
Note- some reports to IJB might not require an IIA. Completing screening will help identify when an IIA is needed. Common documents and reports that <u>may not</u> require this can include: report or progress report on an existing plan / A report on a survey or stating the results of research. / Minutes, e.g., of Sub-Committees. / Ongoing Revenue expenditure monitoring. When the purpose is the noting of information or decisions made by another body or agency (e.g. Council, NHS), including noting of strategy, policies and plans approved elsewhere, reference should be made in the IJB report to the Impact Assessment (or Screening) which accompanied the original report to the decision makers and where this can be found.						
Can the IJB report and associated papers be described as any of the following? Indicate Yes or No for each heading. When you answer YES this is an indication that an IIA is needed.					Yes	No
A document or proposal that requires the IJB to take a decision					X	
A major Strategy/Plan, Policy or Action Plan						
An area or partnership-wide Plan						
A Plan/Programme/Strategy that sets the framework for future development consents						
The setting up of a body such as a Commission or Working Group						
An update to an existing Plan (when additional actions are described and planned)						

Will the recommendations in the report impact on the people/areas described below? When the answer is <u>yes</u> to any of the following an <u>IIA</u> must be completed	Y	N
Individuals who have Equality Act Protected Characteristics i.e. Age; Disability; Gender Reassignment; Marriage & Civil Partnerships; Pregnancy & Maternity; Race / Ethnicity; Religion or Belief; Sex; Sexual Orientation	X	
Human Rights. For more information visit: https://www.scottishhumanrights.com Children's Rights. Visit https://www.unicef.org/child-rights-convention#learn	X	

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Individuals residing in a Community Regeneration Area (CRA)? i.e. Living in the 15% most deprived areas in Scotland according to the 2020 Scottish Index of Multiple Deprivation.	X	
People who are part of households that have individuals who are more at risk of negative impacts? Including Care Experienced children and young people; Carers (Kinship carers and unpaid carers who support a family member or friend); Lone Parent Families/ Single Female Parents with Children; Households including Young Children and/or more than 3 children); Retirement Pensioner (s).	X	
Individuals experiencing the following circumstances? Working age unemployment; unskilled workers; homelessness (or potential homelessness); people with serious and enduring mental health conditions; people/families impacted by drug and/or alcohol issues	X	
People (adversely) impacted by the following circumstances: Employment; education & skills; benefit advice / income maximisation; childcare; affordability and accessibility of services	X	
Offenders and former offenders	X	
Effects of Climate Change or Resource Use		X
Ways that plans might support mitigating greenhouse gases; adapting to the effects of climate change, energy efficiency & consumption; prevention, reduction, re-use, recovery or recycling waste; sustainable procurement.		X
Transport, Accessible transport provision; sustainable modes of transport.		X
Natural Environment		X
Air, land or water quality; biodiversity; open and green spaces.		X
Built Environment. Built heritage; housing.		X
<p>An IIA is required when YES is indicated at any question in the screening section above.</p> <p>The following IIA pages will provide opportunity to explain how the recommendations in the report impact on the people/areas described above.</p>		
From information provided in Step 1 (Pre-screening) Is an IIA needed?	Y	X
In circumstances when IIA is completed describe the plan made for monitoring the impact of the proposed changes in the report (include how and when IIA will be reviewed)		
Anticipated Date of IJB	18 June 2025	IJB Report Number DIJB33-2025
Date IIA completed	15 May 2025 (based on information submitted to Dundee City Council City Governance Committee on 21 April 2025)	

STEP 2 -Impact Assessment Record

Conclusion of Equality, Fairness and Human Rights Impact Assessment

(complete this **after** considering the Equality and Fairness impacts through completing questions on next pages)

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Summary of Activities undertaken as part of information gathering and assessment of potential impacts including local involvement, research and meeting discussions.

Date	Activity/Activities	People/groups	By whom
21 May 2025	Integrated Impact Assessment undertaken by Dundee City Council to support the submission of the Fairness Leadership Panel Report to their City Governance Committee. The information in this IIA is based on that provided to Dundee City Council		Service Manager (Community Planning) Dundee City Council

Equality, Diversity & Human Rights – Mark **X** in all relevant boxes where there are possible / likely impacts. When assessing impacts throughout this record a brief explanation is required for all boxes marked (including summary of evidence gathered and analysis) and any planned mitigating actions should be described. It is possible that both positive and negative impacts can be identified for the circumstances described.

Not known – this option should be used where the report is of relevance to the particular group but there is no data/evidence or incomplete data/evidence available to assess the likely/probable impact. Comment

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should be made on any further steps that are planned to obtain further information; if this is not possible then it should be explained why not.

No impact – this option should be used where the report is of no relevance to the particular group OR where data/evidence is available and when assessed demonstrates neither a positive or negative impact for the particular group. A brief explanation should be included.

Age		Explanation, assessment and potential mitigations
Positive	X	The report includes a focus on reducing social isolation and recommendations related to this. Further improvement to services and supports that reduce social isolation are likely to have a greater positive impact on older people.
No Impact		
Negative		
Not Known		
Disability		Explanation, assessment and potential mitigations
Positive	X	The report includes a focus on improving services for people with poor mental health and wellbeing and who are socially isolated. People with disabilities are disproportionately impacted by these needs and are therefore more likely to experience positive benefits as result of the recommendations made and subsequent actions taken.
No Impact		
Negative		
Not Known		
Gender Reassignment		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Marriage & Civil Partnership		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Pregnancy and Maternity		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Sex		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No impact		
Negative		
Not known		
Religion & Belief		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Race & Ethnicity		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Sexual Orientation		Explanation, assessment and potential mitigations
Positive		The recommendations made within the report and likely subsequent actions are not considered to have either a positive or negative impact on this protected characteristic.
No Impact	X	
Negative		
Not Known		
Describe any Human Rights impacts not already covered in the Equality section above.		

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Describe any Children's Rights impacts not covered elsewhere in this record.

n/a

Fairness & Poverty Geography – Describe how individuals, families and communities might be impacted in each geographical area. Across Dundee City it is recognised that targeted work is needed to support the most disadvantaged communities. These communities are identified as Community Regeneration Areas (CRA) and are within the 15% most deprived areas in Scotland according to the 2020 Scottish Index of Multiple Deprivation.

Identified Areas of Deprivation -				
	Positive	No Impact	Negative	Not Known
Strathmartine (Ardler, St. Mary's & Kirkton)	X			
North East (Whitfield, Fintry & Mill O'Mains)	X			
Lochee (Lochee Beechwood, Charleston & Menzieshill)	X			
Coldside (Hilltown, Fairmuir & Coldside)	X			
East End (Mid Craigie, Linlathen & Douglas)	X			
Maryfield (Stobswell & City Centre)	X			
Other areas in Dundee (not CRA but individual/households still might be impacted by Fairness issues)				
West End	X			
The Ferry	X			
Description of impacts on Fairness-. Highlight when one or more area is more likely to be impacted and particularly consider known areas of deprivation.				

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Families and households experiencing poverty reside in all areas of the city. The recommendations contained in the report address issues that could impact across all Ward areas, with an anticipated positive impact.

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Household circumstances have considerable long-term impacts on Fairness and Poverty.

Child Poverty (Scotland) Act 2017 addresses the impact on child poverty and some local improvement activity can influence this including activity that affects: **Income from employment, Costs of living, Income from social security and benefits in kind.**

Household and Family Group- consider the impact on households with people with the following circumstances

Explanation, assessment and any potential mitigations		
Care Experienced Children and Young People		
Positive		There are no recommendations in the report that are considered to impact on this specific group.
No Impact	X	
Negative		
Not Known		
Carers/people with Caring Responsibilities (Include Child Care and consider Kinship carers and carers who support a family member or friend without pay)		
Positive	X	It is known from local engagement activity led by the Carers Partnership that many unpaid carers report living in poverty and / or a significant impact on their mental health and wellbeing. The recommendations and subsequent actions are therefore likely to positive impact carers.
No Impact		
Negative		
Not Known		
Lone Parent Families/Single Female Parent Household with Children		
Positive	X	It is known that lone parent households have higher rates of poverty. The recommendations and subsequent actions are therefore likely to positive impact on these families.
No Impact		
Negative		
Not Known		
Households including Young Children and/or more than 3 children		
Positive	X	Amongst families experiencing poverty, there is evidence that impacts are greater for those with children in their early years and where there are a greater number of children. The recommendations and subsequent actions are therefore likely to positive impact on these families.
No Impact		
Negative		
Not Known		
Retirement Pensioner (s)		
Positive	X	The report includes a focus on reducing social isolation and recommendations related to this. Further improvement to services and supports that reduce social isolation are likely to have a greater positive impact on older people.
No Impact		
Negative		
Not Known		
Serious & Enduring Mental Health Conditions		
Positive	X	The report recommendations have a strong focus on improving accessibility and experience of mental health and wellbeing services.
No Impact		
Negative		
Not Known		
Homeless (risks of Homelessness)		
Positive	X	Homelessness can have a close relationship to the availability and quality of local housing. The report includes recommendations that will increase the quality of homes and ensure that tenants are aware of their rights. It is also known that rates of poor mental health and wellbeing are greater amongst the population of people who are homeless or who are at risk of becoming homeless.
No Impact		
Negative		
Not Known		
Drug and/or Alcohol issues		
Positive	X	The report recommendations have a strong focus on improving accessibility and experience of mental health and wellbeing services. It is known that a high proportion of people who use drugs and alcohol also experience poor mental health and wellbeing.
No Impact		
Negative		
Not Known		
Offenders and Former Offenders		

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Positive	<input checked="" type="checkbox"/>	The report recommendations have a strong focus on improving accessibility and experience of mental health and wellbeing services. It is known that a high proportion of people involved in community justice services also experience poor mental health and wellbeing.
No Impact	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Socio-Economic Disadvantage and Inequalities of outcome – consider if the following circumstances may be impacted for individuals in the following conditions/areas.

Explanation, assessment and any potential mitigations

Personal/Household Income. (Income Maximisation /Benefit Advice, Cost of living/Poverty Premium-i.e. When those less well-off pay more for essential goods and services)

Positive	<input checked="" type="checkbox"/>	The report makes recommendations relating to improving the sustainability and accessibility of services supporting people who are experiencing poverty.
No Impact	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Fuel Poverty- household needs to spend 10% or more of its income maintaining satisfactory heating.

Positive	<input checked="" type="checkbox"/>	The report's recommendations on damp and condensation aim t have a direct impact on levels of fuel poverty.
No Impact	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Earnings & employment-including opportunities, education, training &skills, security of employment, under employment & unemployment

Positive	<input type="checkbox"/>	There are no recommendations in the report that are considered to impact on this specific factor.
No Impact	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Connectivity / Internet Access/ Digital Skills

Positive	<input type="checkbox"/>	There are no recommendations in the report that are considered to impact on this specific factor.
No Impact	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Health (including Mental Health) Specifically consider any impacts to Child Health

Positive	<input checked="" type="checkbox"/>	The report recommendations have a strong focus on improving accessibility and experience of mental health and wellbeing services.
No Impact	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Life expectancy

Positive	<input type="checkbox"/>	There are no recommendations in the report that are considered to impact on this specific factor.
No Impact	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Not Known	<input type="checkbox"/>	

Healthy Weight/Weight Management/Overweight / Obesity

Positive	<input type="checkbox"/>	There are no recommendations in the report that are considered to impact on this specific factor.
No Impact	<input checked="" type="checkbox"/>	

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Negative		
Not Known		
Neighbourhood Satisfaction -Neighbourhood satisfaction is linked to life satisfaction and wellbeing		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Transport (including accessible transport provision and sustainable modes of transport)		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		

Environment- Climate Change		
Mitigating Greenhouse Gases and/or Adapting to the Effects of Climate Change		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Resource Use		
Energy Efficiency and Consumption		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Prevention, Reduction, Re-use, Recovery, or Recycling of Waste		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Sustainable Procurement		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Natural Environment Air, Land and Water Quality Biodiversity Open and Green Spaces		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		
Built Environment - Housing and Built Heritage		
Positive		
No Impact	X	There are no recommendations in the report that are considered to impact on this specific factor.
Negative		
Not Known		

There is a requirement to assess plans that are likely to have significant environmental effects. Strategic Environmental Assessment provides economic, social and environmental benefits to current and future generations. Visit <https://www.gov.scot/policies/environmental-assessment/strategic-environmental-assessment-sea/>

Strategic Environmental Assessment

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Statement 1

No further action is required as this does not qualify as a Plan, Programme or Strategy as defined by the Environmental Assessment (Scotland) Act 2005.

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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Statement 2

Further action is required as this is a Plan, Programme or Strategy as defined by the Environmental Assessment (Scotland) Act 2005

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Use the SEA flowchart to determine whether this plan or proposal requires SEA.
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If Statement 2 applies Complete SEA Pre-Screening (attached to this record along with and relevant SEA information)

Complete SEA Pre-Screening (attached to this record along with and relevant SEA information)

Next action will depend on the SEA Pre-Screening Determination. A copy of the Pre-Screening information, when completed, should be attached to the IIA record. Include an explanation of how the determination was made that the Plan will have no or minimal negative environmental effect or and/or 'Summary of Environmental Effects' from the SEA screening report, the Environmental Implications of the proposal on the characteristics identified and Proposed Mitigating Actions.

As Corporate Risk is addressed and recorded in IJB reports and it is not reported on this record. (See IJB report.)

End of Impact Assessment Record.