

Dundee Fairness Commission



Investigating effects of the Covid 19 pandemic and lockdown

Detailed report of survey findings

November 2020



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1. Background

Dundee's second Fairness Commission was established in 2019 bringing together Community and Civic Commissioners to work together as equals in shaping action to make a difference. In recognition of the differential impact of the Coronavirus pandemic, and lockdown in particular, the Commissioners developed a survey to explore the experiences of Dundee's citizens with a focus on their priority topics of disability, mental health and fuel poverty.

The survey included a series of tick box questions with lots of space for comments and stories, and was developed in collaboration with officers from Dundee Partnership and the HSCP/ DCC Health Inequalities Service. Acknowledgement and thanks are given to Dundee City Council's Research and Information Team for the analysis of quantitative data and to Public Health Specialists in NHS Tayside for analysing the many free text responses that were provided.

The survey was circulated across a number of on-line platforms and where possible paper copies were available to those without digital access. 452 responses were received and grateful thanks are given to the citizens who shared their accounts, fears, worries and distress about the Covid 19 pandemic giving valuable insight into individual and common experiences. A wide range of vulnerabilities have been exposed and people's struggles, difficulties and anxieties in these unprecedented times are recognised. Responses were often complex and multifactorial, and whilst themes have been highlighted in the narrative, it must be emphasised that issues are rarely seen in isolation but are inextricably linked and interconnected. Comments did not always directly answer the question posed, but in recognition of the importance of people's lived experiences, have been included in the specific section as appropriate. Quotes provided are representative of all those given and there is no inference of importance.

The unequal impact of the Covid 19 pandemic

People in deprived areas already experience inequalities in health, and a range of data is showing that the pandemic is impacting disproportionately on rates of death and illness from Covid 19, the consequences of lockdown measures, and uncertainty about the future. Evidence suggests that lockdown measures are having a greater impact economically on young workers, low-income families and women and forcing more people into poverty. A review by Glasgow Centre for Population Health highlighted risks of the pandemic for disadvantaged communities by perpetuating poor mental and physical health, social isolation, job insecurity and unemployment and in reduced access to information, advice and health services. A Mental Health Foundation survey reported anxiety related to financial and food insecurity and showed that the unemployed were more than twice as likely to report suicidal thoughts as those in employment.

Dundee has high levels of poverty and disadvantage with associated effects on the health and wellbeing of people in more deprived areas. The likelihood is that without targeted interventions the pandemic will make a bad situation worse for many and will impact others who were managing before and now find themselves in adverse situations with perhaps little resilience or experience to cope. Accelerated effort is required to mitigate effects for those in most need whilst building resilience for individuals and communities to provide responses themselves. The findings from this survey will help local decision makers, partnerships and service providers to understand more fully the impact of the pandemic, particularly on those who are most disenfranchised and find it hardest to be heard.

2. EXECUTIVE SUMMARY OF FINDINGS

Whilst the priority areas of disability, mental health and fuel poverty were explored separately in the survey, the responses and experiences that were shared in each section demonstrate that many concerns and issues overlap. For example, lack of access to support from services impacted on respondents' ability to manage their disability and/ or their finances and/or their mental health. In addition, concerns related to one set of circumstances often impacted on another, for example, where a person's mental health was affected by their financial position or disability.

Many of the 452 responses came from individuals who could be deemed higher risk due to existing health conditions or other forms of disadvantage based on measures of multiple deprivation:

- Just under one third of respondents had been shielding or self-isolating
- 31.2% of respondents lived in Dundee's most deprived postcode area (DD4)

Key themes

Taking all the data and information into account and looking across the topic areas, the key factors that seem to be affecting respondents can be summarised as follows:

- Reduced access to services and support
- Day to day challenges of being locked down including home schooling and home working
- Uncertainty and concerns about the ongoing nature of the pandemic including infection and future restrictions
- Mental health more broadly
- Social isolation, loneliness and separation from family and friends
- Financial and job insecurity and the likely effects on life circumstances

Some stark statistics emerged from the analyses to underline the themes above:

Disability

- Of those who stated they had a disability (168 people) over two thirds felt that lockdown had affected their ability to access vital services
- Of these, 90% felt their mental health, or that of someone they know, had been affected by lockdown, and three quarters had ongoing concerns for the coming months
- 114 respondents left comments related to their disability: 27 of these related to difficulties accessing healthcare services, another 27 to challenges accessing a range of other services, and 14 to problems getting support or treatment for their children
- 72% (144 people) had concerns about daily living over the next 6 months due to the nature of their disability
- Of these, 58% had been shielding and the same proportion had fears about fuel/ energy costs moving into winter
- 108 comments were provided related to concerns in the coming months; 40 were about Coronavirus and fear of infection, and 30 related to accessing support services

Mental health

- Of 285 respondents, almost 9 in 10 stated their own mental health, or that of someone they know, had been affected by lockdown/ the pandemic
- Of these, almost one third had been shielding

- 201 comments were left by way of explanation; 115 people highlighted social isolation or loneliness and 63 mentioned reduced access to a wide range of services
- Two thirds of respondents (186 people) stated they had concerns about their mental health over the coming months
- 161 comments were provided related to this; 88 raised concerns related to Covid 19 either from the virus itself or from the effects of further restrictions, 33 reflected issues around access to support and services, and 28 reported financial concerns and stressors

Fuel poverty

- Of 268 responses, one third (92 people) had a pay as you go meter
- Almost three quarters (74%) of those with both dry and pay as you go meters noticed an increase in fuel consumption during lockdown; however, those with a pay as you go metre had a much higher proportion concerned about running out of energy during lockdown (63% compared to 35%) and costs of fuel moving into winter (65% compared to 38%).
- Of those concerned about running out of fuel during lockdown (124 people) 43% had been shielding
- 113 people left comments by way of explanation; 69 related to increased energy use due to having to spend more time at home and 43 reported money worries for as range of reasons
- 127 people had concerns about their ability to afford energy over winter and of these, 77% were also worried about their mental health over the next 6 months
- 105 comments were made related to this; 33 related to the cost of fuel with some linking this to uncertainty about income/ employment

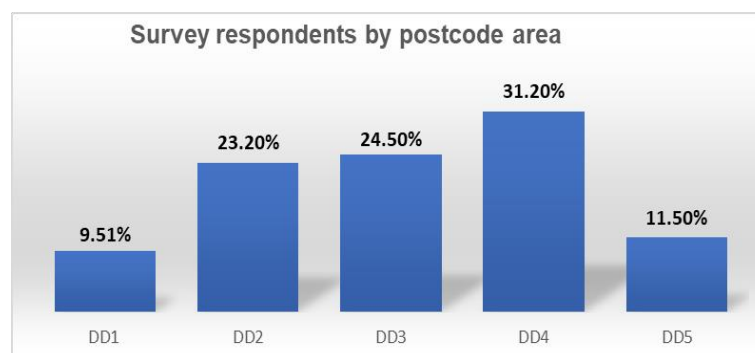
3. THE SURVEY: detailed findings

Methodology and analysis

The survey asked 10 questions exploring people’s experience of lockdown across the following areas; disability, mental health and fuel poverty. It was circulated across a number of on-line platforms and where possible paper copies were available for those who did not have digital access. There were 452 responses. Not all respondents answered every question and proportions have been calculated using the number of responses to each question specifically, which is shown in brackets for each analysis.

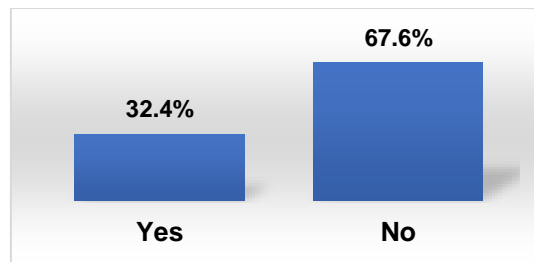
Findings

Demographic information was captured for respondents. This shows that the majority of respondents resided in the DD2, DD3 and DD4 postcodes. The DD4 postcode has the highest level of deprivation in the city.



Have you been shielding or self-isolating during lockdown?

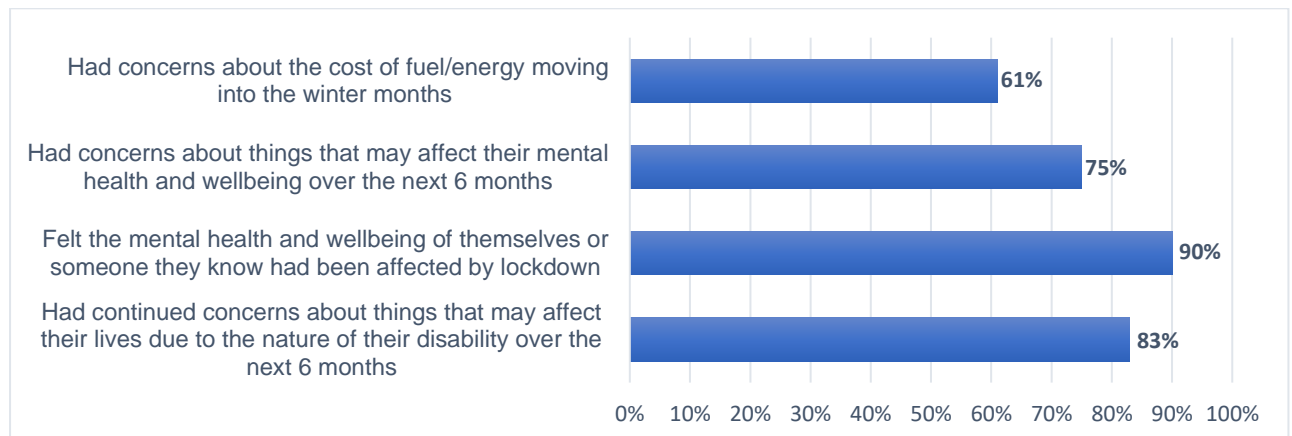
324 people answered this question and of those a third (105) answered yes.



3.1 DISABILITY

Has the Covid-19 Lockdown impacted your ability to access vital support services that help you manage your disability and affect your day to day living?

324 respondents answered this question with almost half (152) stating they did not have a disability. Of the 168 respondents who said they had a disability, 67% (113) felt that lockdown had affected their ability to access vital support services. Of those 113 respondents:



Respondents with a disability were asked to comment how lockdown had impacted their ability to access services and 114 respondents shared information in relation to themselves or their children. 27 individuals spoke of being unable to access health services (not including mental health which is described separately later) or having appointments or treatment cancelled, often with significant consequences. Cancelled appointments included heart tests, cancer treatments, pulmonary rehab, speech therapy, podiatry, audiology, physiotherapy, dental services, optometry and eye screening, and hyperbaric treatments. Some reported access to GPs and medication being difficult.

“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.”

“Postponement of hoists to help my wife transfer from bed to wheelchair and from wheelchair to shower chair and rise and fall recliner. Postponement of new electric wheelchair with leg risers that would help her back pain and help blood clot in leg”

Several individuals mentioned not being able to have face to face consultations with a GP or consultant and implied that telephone consultations were difficult, less satisfactory and hard to arrange. In

addition to physical health problems, lockdown exacerbated or contributed to mental health issues. Respondents reported reduced access to mental health services and/or community support groups which normally help them manage their mental health condition.

“no one from GP services has enquired about my mental health even though I have mental health problems and am on mental health medication and I am really suffering”

Stressors impacting on mental health during lockdown included childcare, home schooling and home working. Some reported heightened anxiety around leaving the house to collect medication or food.

As well as withdrawal of or changes to health and mental health services, 27 individuals reported not being able to access other services including social work, support workers, art and drama therapy and day care. Three of these 27 respondents mentioned withdrawal of care/ respite services, which had a detrimental effect.

“My daughter could not access carer support for me (an individual with Alzheimer’s) in her home until July and was working and caring for me 24/7. By the time my daughter managed to get some help we were in crisis and my daughter couldn’t cope”.

A further 14 individuals reported treatments or support cancelled for their children, some of whom have additional or complex needs. Three mentioned specifically being unable to access CAMHS (Child and Adolescent Mental Health Services), whilst others reported an increase in challenging behaviour or deterioration in mental health due to the withdrawal of support.

“I have a disabled daughter who attends the McKinnon Centre which has been closed for weeks now, this has had an effect on her mental health, and it is hard to try and keep her amused and doing things at this time. I know that there will be other families in the same position as myself.”

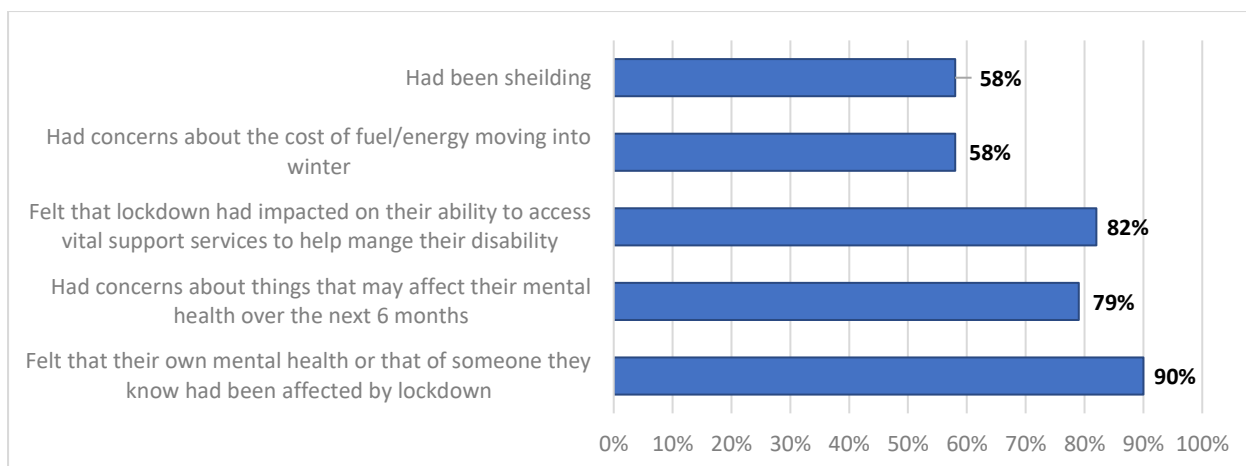
“Additional special needs nursery closed therefore no access to physiotherapy, occupational therapy, speech and language therapy and development work other than tasks set at home. Relying on mum and dad - mum was working from home. Rules did not allow to go to grandparents. Missed several clinics and key appointments. Missed transition to local authority nursery.”

Six individuals highlighted financial difficulties with some reporting issues around claiming benefits, paying bills or accessing food. Two individuals with sensory issues (one with hearing loss, one with sight loss) highlighted how the pandemic affected their specific problems on a day to day basis.

“I have gotten used to how large/narrow these spaces usually are for depth perception purposes and there isn’t any allowance for partially sighted people to navigate these. I find that I need more time to gather my bearings now in shops and usual spaces due to this and people such as shop assistants are less accommodating now due to having less patience with this as being partially sighted isn’t noticed straight away as say, having a wheelchair, would be”

Thinking about the next 6 months, do you have any concerns about things that might affect your day to day life due to the nature of your disability?

Of the 159 respondents who stated they had a disability, 144 (72%) had concerns as follows:



108 individuals gave information regarding causes for their concerns and although not all were expressed as being directly related to disability many were complex and multifactorial. 40 respondents highlighted concerns related directly to the Covid 19 virus and being fearful of travelling on public transport, social distancing and hygiene measures. Of these, 14 people expressed anxiety about going out and about whilst the virus is still around.

"I have also physical health problems and have stopped treatment as I do not feel safe going to hospital."

Ten respondents reported specific concerns about using public transport generally or to attend hospital/other appointments.

"I am afraid to have any social interaction until a vaccine has been introduced. I am not confident in travelling on public transport, as a result I feel isolated, lonely and depressed, I am frightened to tell the doctor about any health concerns because I am scared that she will refer me to the hospital and I am TERRIFIED of visiting the hospital."

Nine people expressed anxieties about the virus principally in relation to others' lack of care around social distancing, hygiene measures or infection control whilst others expressed concerns about the future particularly the unknown nature of the pandemic and fear of another lockdown.

"I just feel mentally I will not cope with another lockdown, and also I need to feel safe but see my family"

Thirty respondents expressed ongoing concerns around accessing support, services, therapy or treatment, including hospital, medical or dental appointments, social work or other types of support.

"As lockdown eases and more people return to normality, the impact on services will be horrendous and I'd imagine waiting lists have increased greatly during lockdown, so no telling how long we will have to wait for appointments and treatment."

"I used to be able to just pop into brooksbank and could usually get advice or use of phone, but they are having to keep doors locked and control entry appointment only. The staff are busy and I worry that when I need help setting up council tax and rent payments along with my debts that I can't get a face to face appointment after 5"

Many of the themes that emerged were interrelated particularly around impact on mental health. Thirteen individuals specifically highlighted their mental health worries whilst social isolation was a

common theme mentioned by 18 respondents. The reasons for this included being distanced from family and friends and other social support networks no longer in place.

“Missing Family who live further away and fear of travelling and being stranded away from home”

Financial worries were a concern and 11 respondents expressed worries for the months ahead. The consequence of this on people’s mental health were apparent in responses.

“The condition of my house - no insulation, cracks in the walls, can’t retain heat, affects my autoimmune condition and means the kids are cold all the time. This affects money as I can’t heat the house”

“I’m concerned about applying for jobs, the market was scarce prior to covid and is even worse now. The job centre have tried to push me into jobs that I cannot do due to my chronic fatigue and threaten to cut my benefit off.”

One significant anxiety was from an individual who was in quarantine in a care home and was unable to see their daughter or go home. They reported being upset, extremely confused, anxious and worried, particularly whilst their daughter tried to find a permanent care home when they could not visit. This resulted in the individual feeling deprived of making decisions about their own future.

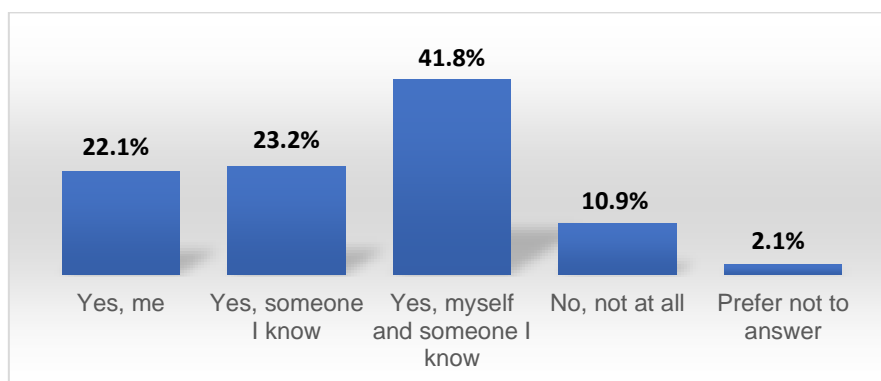
“The lockdown has had a detrimental impact on my already deteriorating cognitive abilities.”

There were also unresolved issues around costs and liability for payment, which impacted on the daughter’s own physical, mental and emotional health.

3.2 MENTAL HEALTH

Do you feel that the mental health or wellbeing of yourself or anyone you know has been affected by lockdown/Covid19?

285 respondents answered this question with almost 9 in every 10 (259 people) stating that their own mental health or that of someone they know had been affected by lockdown.



Of these 259 respondents almost one-third (32%) had been shielding and over a quarter (25.8%) had ongoing concerns about mental health over the next 6 months.

201 individuals shared information on the reasons why the pandemic was having mental health impacts and the reasons were complex and multifactorial. Over one half (115 people) highlighted isolation and loneliness due to lockdown restrictions and from the responses it was clear that people have been suffering from lack of access to family, community networks, and other usual support and

coping mechanisms. Many heartfelt experiences were reflected in the comments, some of which are described below:

“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. During lockdown I have struggled with loneliness as my daughter and son in law have been working so I have spent a lot of time alone and without anything to occupy/stimulate me. I have not been able to participate in my regular activities such as physiotherapy, out and about bus events and I have not been able to socialise with my friends or fellow residents”

“We have both sets of parents in their mid 80's who have been shielding which has had a marked effect on their confidence and decision making, we have also seen marked "mood fluctuations" and poor decision making through the lockdown period”

“Isolation from family and friends especially during difficult times e.g. bereavements.”

A few individuals mentioned that although they had video contact with family and friends, the lack of face to face contact was particularly difficult, whilst others expressed “digital exclusion”.

“All of the reasons in your question have had a huge impact on my mental health and that of many people I know. Zoom meetings have been helpful but not everyone can access this and it is no compensation for actual face to face meetings with peers”

Some of those expressing feelings of isolation and loneliness mentioned reduced access to services, groups and activities whilst others felt that it impacted on their mental health in other ways. Reduced access to services was a concern for 63 people in total. Not all respondents specified exactly which services, groups or activities they were not able to access whilst others highlighted more than one type. 27 mentioned lack of access to ‘services’ or ‘support services’, 24 to community or group activities, 9 to health services, 4 to mental health services, 4 to recreational services such as the gym, and 3 to public or council services.

“I am enraged that GPs and clinics and community AHP and nursing teams were made to stop working and leave people with no rehab and no basic care particularly on discharge from hospital.”

“I struggle with depression and doing certain activities/hobbies (sports) were a huge help with my depression as a distraction however that’s all stopped and no end in sight for when/if these will return”

“Wellbeing of a family member who has mental health challenges and lives alone worsened during lockdown. This was due to social isolation and reduced contact with psychological therapies. Also, the positive activities she participated in such as yoga and mindfulness stopped during lockdown. Some things were available online but this did not benefit her in the same way.”

Twenty three people expressed anxieties, worries or concerns about the Covid 19 virus including being fearful of going out, of themselves or family members catching the virus, people not following the rules of lockdown or health and safety guidelines, and resurgence of the virus or a ‘second wave’.

Eighteen people highlighted that concerns about their own health or that of a loved one were impacting on their mental health.

Comments on the mental health impact of financial worries were provided by 39 individuals and included anxieties related to reduced income, redundancy or being furloughed, paying bills, food and fuel insecurities, and increased expenditure due to spending more time at home.

“Reduced income, as worked with an agency prior to lockdown , then was not entitled to any of the so called self employed grants or entitled to any kind of welfare benefit and or Housing Benefit”

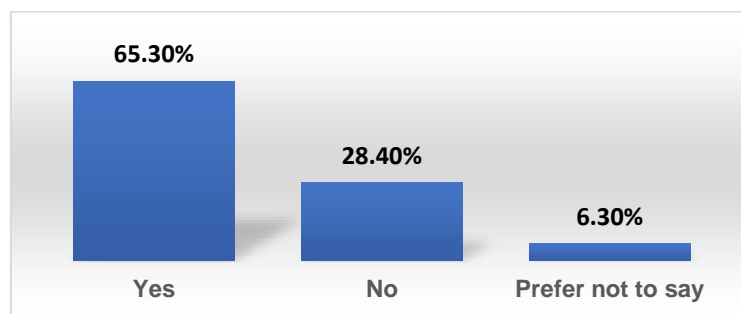
Ten individuals expressed concerns related to their children, including lack of access to health services and services for children with additional support needs, child development worries or concerns around school, education or home schooling. Home working was also impacting on people’s mental health particularly when combined with looking after children or home schooling and this was mentioned specifically by 6 individuals. Another mentioned job insecurity and their employer’s unrealistic expectations of what work can be done at home with two children and no support.

“Working from home is causing me anxiety. I live with my autistic daughter who is strict and anxious about the covid situation. I will have a panic attack in the mornings on the odd occasion because my main work requires me to be face to face with the public. I cannot do this and am having to use my own phone and equipment to keep in touch with clients. This is old equipment and not ideal for working with.”

Lockdown and Covid 19 did not impact negatively on everyone’s mental health and 3 respondents spoke of personal improvements due to changes in expectations or reduced requirement to socialise which was beneficial to them.

Thinking about the next 6 months do you have any concerns about things that might affect your mental health and wellbeing?

285 people responded to this question with almost two thirds (186) stating that they had concerns. Of those, 37% had been shielding.



Respondents were asked to provide further information on their specific concerns and 161 comments were received similar to those in the previous question. 88 respondents raised concerns specifically related to Coronavirus. Stressors included anxiety about a possible upsurge of the virus and a second wave, further lockdown and restrictions, going out and about, others not keeping to Covid safe rules and anxieties about wearing masks. Thirty-four individuals expressed anxiety about going out in public spaces, on buses, or going back to ‘normal’ activities.

“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.”

Discomfort and anxiety due to wearing masks, particularly with underlying respiratory conditions, was highlighted by 14 respondents. An additional two people with hearing problems reported difficulty understanding people due to masks whilst an individual relying on BSL was anxious about communication on the pandemic if BSL coverage on the news was to stop.

Twelve individuals felt their mental health was impacted by uncertainty of what the future holds.

“I have lost my freedom and any independence I had. Life has changed hugely and I am struggling to adapt, I am frightened, anxious and tearful and do not know what my future holds. I am struggling to understand what is happening. I no longer have my routines which confuses and upsets me.”

As in the previous section, concerns around access to health and other services, support groups, public services more broadly, and community groups was again stressed as impacting on mental health, with 33 individuals highlighting this issue.

“Covid having eclipsed all other focus on other areas of medical care ie long delays for essential treatment”

“I worry about support services not returning to normal for months or being stopped.”

The general impact on the economy and jobs was a concern and 28 respondents reported financial stressors relating to worries about paying bills, unemployment, losing jobs after furlough, reduced or low income, benefit issues or debt.

“My partner losing his job and the financial impact that will have on us.”

“Had benefits cut, struggle with mental health. Money problems”

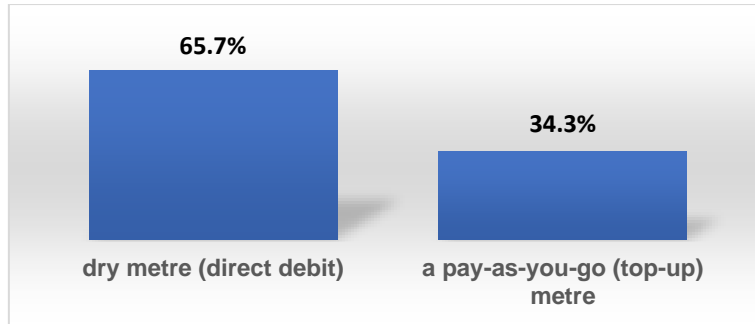
“No financial support for small businesses. Having responsibilities for staff while not knowing if business is viable”

Prolonged isolation, and anxieties about health and deterioration of health conditions, were concerns for the future for some.

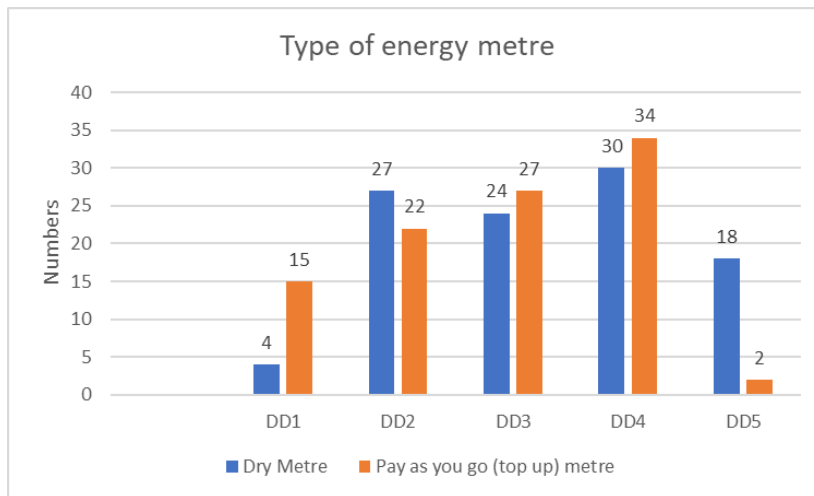
3.3 FUEL POVERTY

What kind of energy metre do you have?

268 people responded to this question with just over one-third (92) reporting they had a pay as you go meter.



The numbers of respondents in each postcode with a dry metre compared to a pay as you go metre is shown below. The DD1, DD2 and DD4 postcodes had more respondents reporting using a pay as you go meter than not.

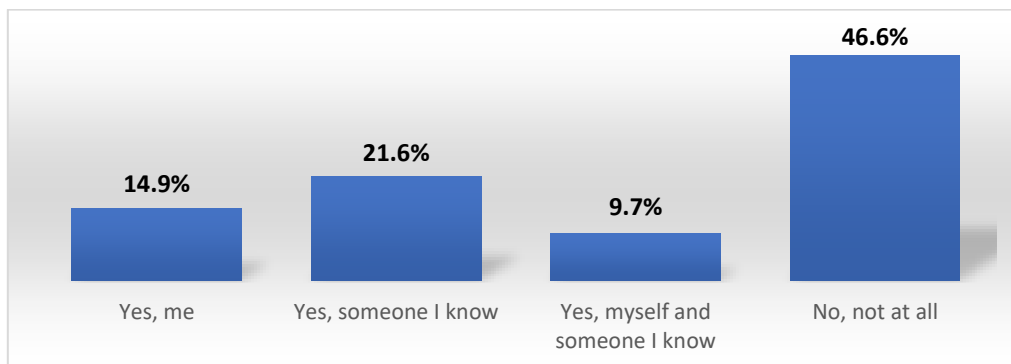


Have you noticed an increase in your energy usage at home during lockdown?

Almost three-quarters (74%) of those with both types of metre noticed an increase in energy use during lockdown.

Have you or anyone you know had concerns about running out of energy/ power during lockdown

Of the 268 people who answered this question, almost half (46.2%, 124 people) reported concerns about running out of energy during lockdown, either personally or for someone they know:



Those with a pay as you go metre had a much higher proportion of respondents reporting concerns than those with a dry metre (63% compared to 35%). In addition:

- 43% had been shielding

- 94% felt that the mental health of them or someone they know had been affected by lockdown
- 46% had experienced difficulties in accessing vital services during lockdown

Respondents were asked to provide further information around the causes for their concerns. Most did not articulate concerns specifically about running out of energy/power but about increased costs due to being at home. Of the 113 comments provided more than half (69) agreed that as they were spending more time at home, working from home, children not being at school, or shielding they were using more energy than normal and for some people the worry about the cost of this was substantial.

“Being home more which meant the kids needed constant entertainment. Baths every day 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.”

“Having to feed four people all day every day four meals and snacks in between. Bills have gone up as been in house 24/7 because of shielding.”

“Washing and cleaning more, being at home therefore requiring use of heaters etc more, watching more television, anxiety making sleep difficult, encouraging use of electronics well into the night.”

Many more responded in a similar vein and some additional comments (8) related to paying for fuel over winter and direct debits increasing. Forty-three individuals reported money worries due to furlough, low or reduced income, or the increased cost of utilities. Some described concerns about paying bills including 5 who had already received help with payment or were in fuel debt.

“I have electric most of the time but once during lockdown I ran out and needed help to top it up. I know of a few people who struggle”

“Working from home has caused increased heating costs. My daughter has ran out of electricity and had to ask the hydro for more emergency electric to enable her to continue working from home”

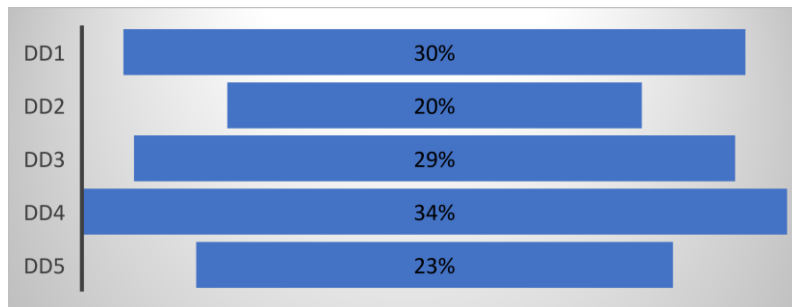
Whilst some individuals reported concerns over increased direct debit payments for utility bills, including two who spoke about giving false meter readings to artificially keep the cost of the direct debit down, a few wrote about issues and worries around pre-payment meters/ top-ups.

“My friend can’t afford to have her tv on to long if she wants to shower and use her oven/washing machine because she can’t put her normal credit on her meter because of being on furlough”

“I have a pay as you go meter for my gas I’m struggling to keep this topped up and worry some weeks I’m not going to have hot water if this goes on into the colder months I worry I won’t be able to top it up for heating”

As we move into the winter period, do you have any concerns about your ability to afford energy/power?

268 respondents answered this question and almost half (47.4%, 127 people) had concerns about their ability to afford energy/power moving into winter. Those with a pay as you go metre had a much higher proportion of respondents reporting concerns than those with a dry meter (65% compared to 38%). The proportions of respondents in each postcode who reported concerns about fuel costs moving into winter are shown below:



Of the 127 respondents who had concerns about their ability to afford energy/power over winter:

- 40% had been shielding
- 47% had a pay as you go (top-up) metre
- 77% had concerns about things that may affect their mental health over the next 6 months
- 54% stated that the Covid-19 Lockdown had impacted on their ability to access vital support services that helped manage their disability and affected their day to day living

Respondents were asked to elaborate and 105 individuals described their concerns. Fourteen people reported being anxious about another spike or second wave of the virus and the accompanying increased costs of lockdown or further restrictions. 18 individuals implied that they were already struggling financially, never mind with the anticipated increased costs of utility bills over winter.

“Money worries are the same at any time of year. In winter I just use extra blankets, go to bed wearing jumpers and fleecy socks etc so as not to have the heating on as much”

“My debt will only increase as time goes on as I’m more concerned about living costs and travelling back and fourth to work. Then before I know it my daughters birthday and Christmas are just around the corner. Its all money worries constantly.”

Seven respondents reported being concerned about their bills increasing as they were home and using fuel more often and expressed worries about paying for this over winter. An additional 33 people highlighted concerns around increased costs in general or the price of fuel. Inefficient heating systems or poor insulation increasing heating bills were reported by 7 people.

“I’m spending more on household bills, running out of money on a regular basis”

“This is always a worry for me during the winter. I live in a draughty house - with ill fitting windows that badly need replaced, and, as an older person, probably feel the cold more than others. I spend additional time in bed during the winter months, to keep warm.”

Fifteen people reported worries about Christmas approaching and the corresponding outlay along with fuel costs, whilst 6 individuals highlighted costs related to school and school uniforms. One individual however reported receiving school uniform grants which had helped with costs.

Concerns regarding jobs or employment situation were reported by 12 individuals including uncertainty around becoming unemployed if there is another lockdown, having reduced income due to furlough, or indeed being out of work. These uncertainties fed into concerns around ability to afford utility bills and other expenses.

“If we have 2nd lockdown and i cant work ill have to claim benefits again, I’m dreading it, all my debt and Direct debits will be in a mess.”

There were a few individual responses, including those who indicated that they themselves were not so concerned about paying their fuel costs, but knew of family or friends who were very worried.

4. CONCLUSION AND NEXT STEPS

This survey helped explore and unpick the wide range of issues and circumstances affecting Dundee's citizen's during these unprecedented times, particularly when many challenges were hidden behind closed doors during lockdown and usual lines of communication and support were suspended. As described in the statistics and narrative many anxieties, concerns and worries were experienced by individuals and their loved ones, due to or exacerbated, by the Covid 19 pandemic and which they continued to fear looking forward into the next six months. The ability to resolve these issues during a time of such uncertainty is out-with the capabilities of individuals, many of whom are demonstrating extraordinary resilience, forbearance and coping mechanisms already.

It is clear that Coronavirus will be with us for some time to come and the likelihood is that restrictions and lockdown measures will continue to be a feature of our lives. This will bring hardship emotionally alongside financial effects from the impact of the pandemic on the economy, which are already cutting deep.

The evidence from this survey will help planners, service providers and communities to develop strategies and action that can help protect and support Dundee's citizens including those who are most vulnerable and struggle to be heard. It is imperative that people are given appropriate financial, mental health, social support and information in the months ahead to alleviate the adverse impacts of this unprecedented crisis. To ensure that this happens, findings will be shared widely with all key stakeholders and partners, and appropriate action explored and agreed. The Fairness Commissioners and the officers who support them will take the lead in sharing this evidence. The stories that have emerged, and been shared so truthfully, provide an opportunity and responsibility for us all to respond in a meaningfully, impactful and compassionate way.

5. ACKNOWLEDGEMENTS

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