



Fife Centre *for* Equalities



ENQUIRIES AND COMMUNITY CONCERNS

Analytical Report 2019-2020

Introduction

Fife Centre for Equalities (FCE), funded by Fife Council, started in 2014 with the **vision** to inspire and enable everyone we work with to take action that makes Fife a more equal, fairer place to live, work and study.

FCE's **mission** is to develop a harmonised approach to build a collective voice to champion equality, diversity, inclusion and social justice. Our **values** are to work with honesty, integrity, respect and transparency, and strive to demonstrate a fully inclusive approach in everything we do. We want everyone we work with to share these values in the belief that they will help make Fife a fairer and more equal place.

FCE has five **strategic outcomes**, they are:

1. Individuals feel respected, safe and have the freedom to lead a fulfilling life where they live, work or study.
2. Individuals and groups feel better connected and are able to contribute to public policy and the planning and delivery of local services.
3. **Groups, whether already established or just getting started, have the tools they need to engage with their local community in a positive and inclusive way.**
4. Third, public and private sector organisations demonstrate best practice in equality, diversity and inclusion.
5. FCE is recognized as a centre of excellence for championing equality, diversity and social justice.

Under our **service level agreement** with Fife Council, FCE is committed to ensure individuals belonging to the protected characteristics have the confidence in engaging with council services, and services are meeting their needs and priorities.

This report provides a snapshot of the types of enquiries FCE has received in relation to services, their location and the protected characteristics concerned. Please note that this is a numbers-only overview which does not detail individual support episodes / equality casework with individuals and organisations.

Enquiries Register Analytical Report

(Snapshot 01 April 2019 1 February 2020)

Type of Enquiry	Count
Community Concerns (Generic)	37
Equality Casework / One To One Support	24
Hate Incidents	13
Requests for Information Circulation	68
Requests for Assistive Equipment (External)	3
Requests for Advice or Guidance	65
Requests for Training / Workshops	17
Total	224

Overall enquiries breakdown by Protected Characteristics

Relevancy to Protected Characteristics	Count
Age	9
Disability	31
Gender Reassignment	5
Marriage & Civil Partnership	0
Pregnancy & Maternity	0
Race	17
Religion & Belief	5
Sex	3
Sexual Orientation	9
All / cross cutting	28

Community Concerns (Generic)

Total number of generic Community Concerns registered: 37

Relevancy to Protected Characteristics	Count
Age	4
Disability	19
Gender Reassignment	3
Marriage & Civil Partnership	0
Pregnancy & Maternity	0
Race	8
Religion & Belief	2
Sex	2
Sexual Orientation	2
All / cross cutting	1

Other / Additional Characteristics	Count
Children and Young People	3
Homeless or at risk of homelessness	1
Poverty and SocioEconomic Disadvantage	1

Type of Concern	Count
Direct Discrimination	23
Indirect Discrimination	1
Accessibility / Reasonable Adjustments	12
Communications / Translation	9
Harassment	13
Victimisation	5
Hate Incident	13
Not getting the service you need	16
Not receiving a response from the service	2
The way you were treated by the service	13
A complaint not dealt with properly	4
Not knowing which service to contact	5
Accessing Equality Groups	0

Relevancy to FCE Strategic Outcomes	Count
FCE Strategic Outcome One	31
FCE Strategic Outcome Two	3
FCE Strategic Outcome Three	1
FCE Strategic Outcome Four	2
FCE Strategic Outcome Five	0

Completed: 21

On-going: 11

Type of Service	Count
Community Life and Leisure	14
Economy Planning and Employability Services	5
Education and Learning	4
Finance and Corporate Services	0
Health and Social Care	10
Housing	4
Lifelong Learning	0
Planning and Building Standards	0
Transport and Roads	4
Other	0

Localities / Areas	Count
Fife-wide	2
City of Dunfermline	9
Cowdenbeath	0

Glenrothes	2
Kirkcaldy	14
Levenmouth	3
North East Fife	2
South West Fife	3
Other	1

Types of action taken:

- Contacted external organisations on behalf of individuals requiring support in accessing services
- Developed a 'Embracing Differences' guide
- Provided information, advice and support
- Provided one to one support to individuals and/or staff
- Signposted to relevant agencies and procedures for requesting adjustments
- Provided information, advice and support, reviewed inclusion, equality and diversity policies

Equality Casework / One-to-one support

Total number of Equality Casework / One-to-one support registered: 24

Resolved: 11

Ongoing: 10

Relevancy to Protected Characteristics			
Age	3	Disability	14
Gender Reassignment	0	Marriage & Civil Partnership	0
Pregnancy & Maternity	0	Race	6
Religion & Belief	1	Sex	2
Sexual Orientation	0	All	0

Type of support provided	Count
Direct Discrimination	18
Indirect Discrimination	0
Accessibility / Reasonable Adjustments	11
Communications / Translation	8
Harassment	9
Victimisation	6
Not getting the service you need	10
Not receiving a response from the service	1
The way you were treated by the service	11
A complaint not dealt with properly	5
Not knowing which service to contact	3

Type of Service	Count
Community Life and Leisure	8
Economy Planning and Employability Services	5
Education and Learning	3
Environment and Recycling	0
Finance and Corporate Services	0
Health and Social Care	7
Housing	3
Lifelong Learning	0
Planning and Building Standards	0
Transport and Roads	2
Other	0

Types of action taken:

- Provided information, advice and support
- Provided one to one support to individuals and/or staff
- Signposted to relevant agencies and procedures for requesting adjustments
- Supported individuals to prepare statements for investigations
- Provided information, advice and support, reviewed inclusion, equality and diversity policies
- Contacted with permission external organisations on behalf of individuals, and progressed complaints procedures

Hate Incidents & Support

Total number of Hate Incident support given: 13

Resolved: 7

Ongoing: 6

Relevancy to Protected Characteristics			
Age	2	Disability	2
Gender Reassignment	3	Marriage & Civil Partnership	0
Pregnancy & Maternity	0	Race	5
Religion & Belief	1	Sex	2
Sexual Orientation	3		

Type of support provided	Count
Direct Discrimination	7
Indirect Discrimination	1
Accessibility / Reasonable Adjustments	0
Communications / Translation	2
Harassment	8
Victimisation	0
Not getting the service you need	3
Not receiving a response from the service	1

The way you were treated by the service	3
A complaint not dealt with properly	1
Not knowing which service to contact	2

Type of Service	Count
Community Life and Leisure	6
Economy Planning and Employability Services	1
Education and Learning	1
Environment and Recycling	0
Finance and Corporate Services	0
Health and Social Care	2
Housing	2
Lifelong Learning	0
Planning and Building Standards	0
Transport and Roads	3
Other	0

Types of action taken:

- Provided one to one support to individuals and/or staff
- Raised IRDs with relevant partners (Adult Protection, NHS, Police Scotland, Victim Support)
- Supported individuals in completing Third Party reporting forms
- Signposted to relevant agencies for additional support
- Liaised with local press to advise on how to report on hate crime and trends

Requests for Information Circulation

Total number of Information Circulation Requests registered: 68

Completed: 68

Information circulation requests for specific Protected Characteristics	Count
Age	3
Disability	4
Gender Reassignment	0
Marriage & Civil Partnership	0
Pregnancy & Maternity	0
Race	4
Religion & Belief	2
Sex	1
Sexual Orientation	3
All / cross cutting	53

Type of Service	Count
Community Life and Leisure	36
Economy Planning and Employability Services	19
Education and Learning	20
Environment and Recycling	0
Finance and Corporate Services	0
Health and Social Care	19
Housing	3
Lifelong Learning	7
Planning and Building Standards	1
Transport and Roads	3
Other	0
Private Sector	0

Requests for Advice or Guidance

Total number of Requests for Information and Advice: 65

Relevancy to Protected Characteristics	Count
Age	3
Disability	5
Gender Reassignment	4
Marriage & Civil Partnership	0
Pregnancy & Maternity	0
Race	10
Religion & Belief	3
Sex	2
Sexual Orientation	6
All / cross cutting	16

Other / Additional Characteristics	Count
Children and Young People	5
Poverty and SocioEconomic Disadvantage	1

Type of Guidance requested	Count
Direct Discrimination	16
InDirect Discrimination	2
Accessibility / Reasonable Adjustments	9
Communications / Translation	7
Harassment	11
Victimisation	6
Not getting the service you need	14
Not receiving a response from the service	0
The way you were treated by the service	9
A complaint not dealt with properly	3
Not knowing which service to contact	10
Accessing Equality Groups	13

Relevancy to FCE Strategic Outcomes	Count
FCE Strategic Outcome One	32
FCE Strategic Outcome Two	6
FCE Strategic Outcome Three	16
FCE Strategic Outcome Four	13
FCE Strategic Outcome Five	5

Completed: 42

On-going: 22

Type of Service	Count
Community Life and Leisure	24
Economy Planning and Employability Services	5
Education and Learning	12
Finance and Corporate Services	1
Health and Social Care	15
Housing	4
Lifelong Learning	1
Planning and Building Standards	0
Transport and Roads	1
Other	3

Localities / Areas	Count
Fife-wide	23
City of Dunfermline	10
Cowdenbeath	1
Glenrothes	3
Kirkcaldy	17
Levenmouth	5
North East Fife	1
South West Fife	1
Other	5

Types of action taken:

- Signposted to relevant agencies and procedures for requesting reasonable adjustments
- Provided information, advice and support, reviewed inclusion, equality and diversity policies
- Provided one to one support with individuals and/or staff, including for raising complaints using organisational procedures
- Contacted external organisations on behalf of individuals who required support in accessing services
- Organised meetings between equality groups and external organisations to advise on inclusive practice
- Consulted with equality groups for their input into local and national equality consultations
- Researched and compiled equality data, local information and guidance
- Advised on availability of equality data sources and usage for local organisations
- Held information sessions/stalls and roadshows

Requests for Training / Workshops

Total number of Requests for Training/Workshops registered: 17

Completed: 6

On-going: 11

Relevancy to Protected Characteristics	Count
Age	1
Disability	3
Gender Reassignment	1
Marriage & Civil Partnership	0
Pregnancy & Maternity	0
Race	0
Religion & Belief	0
Sex	0
Sexual Orientation	2
All	10

Type of Service	Count
Community Life and Leisure	5
Economy Planning and Employability Services	0
Education and Learning	3
Environment and Recycling	0
Finance and Corporate Services	0
Health and Social Care	6
Housing	1
Lifelong Learning	1
Planning and Building Standards	0
Transport and Roads	0
Other	1
Private Sector	1



Contact:

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Newsletter <http://bit.ly/signupfce>

Opening Hours: Monday-Friday, 09:00 – 17:00