



Fife Centre *for* Equalities



**EQUALITY
PATHFINDERS**
Evaluation 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.

Offering training opportunities is one of the methods that help us to achieve our **Strategic Outcome Three**. Under our **service level agreement** with Fife Council, FCE is committed to assist with Plan for Fife's Inclusive Growth and Jobs by providing training, guidance and support to private, public and third sector organisations to help improve their employment and service delivery services.

Background

FCE's capacity building programme is formalised through the [Equality Pathfinders](#) local recognition scheme. Launched during [Diversity Week 2017](#), this Equality and Diversity Award programme is unique in that it is free to organisations in Fife, voluntary and non-competitive. Progression through the award involves building up from compliance with the Equality Act (Bronze level), to demonstrating positive action (Silver level), leading into achieving sustainable equality practice (Gold).

	BRONZE	SILVER	GOLD
Award Significance	Basic compliance with the Equality Act 2010	Demonstrating and evidencing positive action	Demonstrating, evidencing and sustaining good equality practice
	Typical Training Program	Challenge Based Development	Iterative Development
Learning Principle	Make learning happen	Allow learning to happen	Continual learning cycles
Learning Aim	Understanding of the Equality Act 2010 and application in E&D policy.	To create new and valuable E&D practice knowledge through action, dialogue and ideation.	To create a learning organisation and culture.
Learning Approach	Teacher / content-centric	Learner-centric	Problem-centric
Characteristics	Class teaching, E-learning, Individual learning modules. Assignments / Tests / Checklists	Learning derived through taking up challenges. Social and work-based learning. Practical and creative problem solving	Virtuous learning cycles Adaptability and Culture change
Rationale / Outcome	People are qualified to perform certain tasks. People comply with organisational policy.	Use collective experiences to create new and valuable practice knowledge. Solve organisational challenges.	Develop and sustain a high level of competence

The core development principle used is challenge-based learning (CBL), where participating organisations are supported in developing of their own equality action plans and lead the way in making Fife a fair, equal and inclusive place to live, work and study.

Participating Organisations Snapshot (30 March 2020)

	Organisation	Status/Notes
BRONZE Entrants 2019-2020	Fife Council / Safer Communities Farid Hillend Engineering Ltd SWIIS Foster Care Cowdenbeath FC Frontline Fife Care and Companionship IncludeMe St Andrews Utd FC IDTC Ltd Victim Support Velux Ltd Scott & Fyfe Real Life Options	Initial Training Delivered – JAN20 Initial Training Delivered – FEB20 Training on hold /Covid19 Initial EQIA completed – JAN20 Training on hold /Covid19 Training on hold /Covid19 Training on hold /Covid19 Implementing recommendations Training on hold /Covid19 Training on hold /Covid19 On hold / new business plan On hold / change of HR staff On hold / change of premises
BRONZE Holders	Active Schools Fife Hill of Beath FC Sky Dunfermline Kingdom Housing	Completed - JAN18 Completed – JUN19 Completed – OCT19 Completed – OCT19
SILVER Equality Challenge	Kingdom Housing Sky Dunfermline	SMT Training Delivered – FEB20 WEF Project On hold / Covid19
SILVER Holders	Active Schools Fife	Case Study Completed DEC19 Awarded MAR20
GOLD	N/A	

Programme Overview

From April 2019 to March 2020, FCE developed and delivered 19 Equality Pathfinders workshops to 208 participants, 8 E&D policy and practice assessments and supported 1 Silver-level equality challenge. Below is a summary of the key equality guidance provided and feedback received for the workshops:

Organisation / Dates / Format	Key equality actions discussed / feedback
<p>Hill of Beath FC</p> <p>FEB19 – APR19 Initial Policy Review + EQIA/Accessibility Audit</p> <p>JUN19 Inspection & Award</p>	<ul style="list-style-type: none"> • Accessible routes improved (signage, markings, drop kerbs), improved communication • Update of E&D Policy in line to Equality Act 2010 - <i>“We cannot thank you enough for your support. This was one of the big ticket items with the SFA and we couldn't have done this without you.”</i>
<p>Sky Dunfermline</p> <p>APR19 Initial Policy Review</p>	<ul style="list-style-type: none"> • Update of Disability and Accessibility, LGBT/Trans policy, definitions of discrimination and unwanted behaviour
<p>Kingdom Housing Group</p> <p>JUN19 Initial Policy Review</p> <p>Training Workshops 21 June 2019 + 19 July 2019 Half day session [Cohort 1]</p>	<ul style="list-style-type: none"> • Face to face support staff training and/or tool to roll out basic form training at all staff levels • Training or coaching for conflict resolution on race / hate incidents / neighbourhood disputes - <i>“It was a really good refresher course and definitely made me consider how I could improve my practice and make improvements to the work we do as a team”</i> - <i>“Very thought provoking. Will take the bias section back to my department for further discussions”</i>
<p>Frontline Fife</p> <p>JUN19 Initial Policy Review</p>	<ul style="list-style-type: none"> • Joining up E&D policy to complement with organisation ethos, mission and values • Align admin and data systems to reflect mainstreaming • Design bespoke training for housing/homelessness

<p>Kingdom Housing Group</p> <p>Training Workshops 14 August 2019 2 x Half day sessions [Cohort 2] [Cohort 3]</p>	<ul style="list-style-type: none"> • Increased awareness training for various disability/conditions which are not necessarily known; also for cultural/religious practices to better understand tenants' priorities • Revisiting the charter and values of KHA/KSC <ul style="list-style-type: none"> - <i>“Interesting workshop. Interactive exercise is beneficial and good to find other staff points of view. Layout and content was good - just enough content and information for 1 session”</i> - <i>“I will reflect on my unconscious biases and challenge others more often.”</i>
<p>St Andrews Utd FC</p> <p>JUL19 EQIA/Accessibility Audit Initial Policy Review</p>	<ul style="list-style-type: none"> • Improve accessibility of communal areas, clearer signage. Make route between and update design of accessible toilets • Update of wording in policy for discrimination, harassment and reporting hate incidents/crime • Design training for club staff/volunteers
<p>IncludeMe</p> <p>JUL19 Initial Policy Review</p>	<ul style="list-style-type: none"> • Update of definitions of discrimination and unwanted behaviour, situations and contexts • Design of training modules for mentees and young advocates
<p>Care & Share Companionship</p> <p>AUG19 Initial Policy Review</p>	<ul style="list-style-type: none"> • Updating protected characteristics to Equality Act 2010 / Equal Opportunities monitoring • Defining direct/indirect discrimination, unwanted behaviour in situations and contexts • Design of training modules for befriending context
<p>Kingdom Housing Group</p> <p>2 October 2019 Training Workshops 2 x Half day sessions [Cohort 2]</p>	<ul style="list-style-type: none"> • Improve interviewing/recruitment processes, including accessibility for disabled or older people to meeting rooms and use of forms • Discuss as a team workload allocation (particularly for difficult clients) and evidencing/reporting (issues in capturing work done in complex support work)

<p>[Cohort 3]</p>	<ul style="list-style-type: none"> • Better tracking of contact / conversations with tenants, including follow-through/actions to be taken <ul style="list-style-type: none"> - <i>“To try and not use the "horn effect" and ignore preconceived ideas of when dealing with customers day to day</i>
<p>Sky Dunfermline</p> <p>Training Workshop 10 October 2019 Full day session [Employee Network Cohort]</p>	<ul style="list-style-type: none"> • Increase links with minority ethnic community and carry employee research to determine barriers in policy and practice • Develop understanding of unconscious bias through range of resources, cascade learning and e-learning <ul style="list-style-type: none"> - <i>“We are proud to receive the Bronze Equality Pathfinders Award from Fife Centre for Equalities. Sky’s inclusion vision is to value diverse ideas and backgrounds and for our people to be able to bring their whole self to work. I highly recommend other organisations in Fife, join us in pledging their support as Equality Pathfinders.”</i>
<p>Kingdom Housing Group</p> <p>19 November 2019 Full day session [Cohort 4]</p>	<ul style="list-style-type: none"> • Workload allocation for dealing fairly with complex mental health support cases / repeat callers • Tenant involvement in developing a fair use / accessible stairwell policy for storage (e.g. bikes, mobility scooters etc) <ul style="list-style-type: none"> - <i>“It was interesting, did find it quite hard going in terms of lot of info to take in. Elric, Nina and Melissa all very knowledgeable and good at presenting”</i>
<p>SWIIS Foster Care</p> <p>Initial Policy Review and Training Needs Analysis</p> <p>OCT19 – NOV19</p>	<ul style="list-style-type: none"> • Update of policy to align to Equality Act 2010 protected characteristics • Design training opportunities to address challenging behaviour • Improve access and understanding of equality & inclusion at induction stage of recruitment processes

<p>Kingdom Housing Group</p> <p>28 November 2019 Full day session [Cohort 5]</p>	<ul style="list-style-type: none"> • Staff development days require better assessment of (hidden) staff disability - <i>“As a female support staff working frontline with the public I feel equalities training is essential in order to improve service delivery “</i> - <i>“The theme was excellent, well presented and enjoyable”</i>
<p>Farid Hillend Engineering Ltd</p> <p>Initial Policy Review and Training Needs Analysis</p> <p>NOV19 – JAN20</p>	<ul style="list-style-type: none"> • Update of policy to align to include explicitly all Equality Act 2010 protected characteristics • Clarifying indirect and direct discrimination in the workplace and implications for gender equality in non-traditional roles/occupations
<p>Cowdenbeath FC</p> <p>Initial Policy Review + EQIA/Accessibility Audit</p> <p>DEC19 – JAN20</p>	<ul style="list-style-type: none"> • Improve Accessible routes improved (signage, markings, drop kerbs), improved communication • Access improvements to hospitality area • Equality and Inclusion training for club staff/volunteers • Update of E&D Policy in line to Equality Act 2010
<p>Active Schools Fife</p> <p>APR19 Case Study Planning</p> <p>OCT19 – JAN20 Case Study Review</p>	<ul style="list-style-type: none"> • Create a comprehensive Equal Opportunities monitoring policy and practice, introducing fair recruitment approaches and checks at all stages - <i>“The Equality Pathfinders workshop provided an opportunity for us to review and discuss how we were working with and recruiting young people in our leadership programmes from a different perspective.</i>
<p>Fife Council Safer Communities Team</p> <p>Equality Act 2010 / diversity in Fife refresher workshops</p> <p>27 January 2020 5 February 2020 24 February 2020 6 x Half day sessions</p>	<ul style="list-style-type: none"> • Increase communications and relationships with equality groups (e.g. gypsy travellers, mental health support, learning disability) using informal networks • Identify recurring issues or patterns (e.g. fly tipping) which could be resolved through preventative or engagement work with communities • Address challenging behaviour / abuse towards staff and use as opportunity to promote equality with communities and within team - <i>“Will help with day to day working and give me more understanding towards other’s needs.”</i>

<p>[Cohorts 1-6]</p>	<ul style="list-style-type: none"> - <i>“Best course I have done in my 4 years with FC.”</i> - <i>“A fresh view of this topic - always good to refresh, remind and challenge.”</i>
<p>Farid Hillend Engineering Ltd</p> <p>29 January 2019 30 January 2020 6 February 2020 5 March 2020</p> <p>4 x Full day sessions [Cohorts 1-4]</p>	<ul style="list-style-type: none"> • Address issues of skills transfer and retention through creating a comprehensive modern apprenticeships training and workplace experience • Build in free time in work schedules/shift in order to free up key staff for training and increase opportunity for learning and development of a wider pool of employees, trainees and apprentices <ul style="list-style-type: none"> - <i>“A very good and useful session. Helpful to learn new approaches.”</i> - <i>“Unconscious bias was really interesting and makes me think about understanding my own thoughts before decision making.”</i> - <i>“Enjoyed the workshop. Would like it to be rolled out to hourly paid operators, which would give them an improved understanding of diversity regulations.”</i>
<p>Kingdom Housing Group</p> <p>20 February 2020</p> <p>Full day session [Cohort 5 Senior Management Team]</p>	<ul style="list-style-type: none"> • Integrate equalities training and the Equality Pathfinders into the organisational people plan <ul style="list-style-type: none"> - <i>“Will consider what work is required to raise the equalities profile & how we change practices for better results.”</i> - <i>“Apply better awareness in dealing with staff, customers & when reviewing policies & procedures.”</i> - <i>“Will identify the silver journey & matching training plans”</i>
<p>Active Schools Fife</p> <p>MAR20</p> <p>Silver Award Launch</p>	<ul style="list-style-type: none"> • Extract from press release: <ul style="list-style-type: none"> - <i>“We are committed to supporting our young people and the workshop was the catalyst to taking on the Equality Challenge. The challenge process along with the support and guidance from Fife Centre for Equalities enabled us to improve our recruitment processes and practices ensuring our leadership programmes are inclusive and accessible for our young people whilst promoting equality and diversity.”</i>

Workshop Participants Characteristics

118 people attended Equality Pathfinder workshops over 9 training sessions delivered as full or split-half day workshops. A summary of participant characteristics is outlined below¹.

Age	Average age was 43, ranging from 20 to 62 years
Disability	85% reported a disability or long-term health condition, 15% reported no disability. Out of all respondents reporting a disability, 32% had a mental health condition, 6% a long-term illness, 11% a learning disability and physical impairment, 14% had an invisible disability.
Gender Reassignment	No respondent reported undergoing gender reassignment
Marital, Civil Partnership or relationship status	50% of respondent were married, 28% were single, 15% cohabiting, 3% divorced, 2% separated, 1% Widowed, 1% described the status as 'Other' and 1% as 'Complicated'
Race	88% of respondents were Scottish, 6% English, 3% Other British and 2% Asian.
Religion or Belief	58% of respondents reported No religion or belief, 17% Church of Scotland, 6% Roman Catholic, 4% Christianity Other, 2% Islam and 1% Paganism and Buddhism
Sex	56% of respondents were female, 44% were male
Sexual Orientation	84% of respondents were Heterosexual / Straight, 2% Gay Men, 1% Bisexual
Care Responsibilities	71% of respondents did not have care responsibilities, 26% did. Out of those who did, 65% cared for a child or children under age 18, 15% for an Older Person or people and 13% for a Disabled Adult
Employment or Occupation	88% of respondents were Employed Full-Time, 8% were employed part-time, 1% were on an Apprenticeship or training scheme, 1% in Further Education

¹ **Please note:** not all percentages add up exactly to 100% due to partially completed questionnaires. Percentages calculated represent the proportion of respondents replying to the corresponding question.

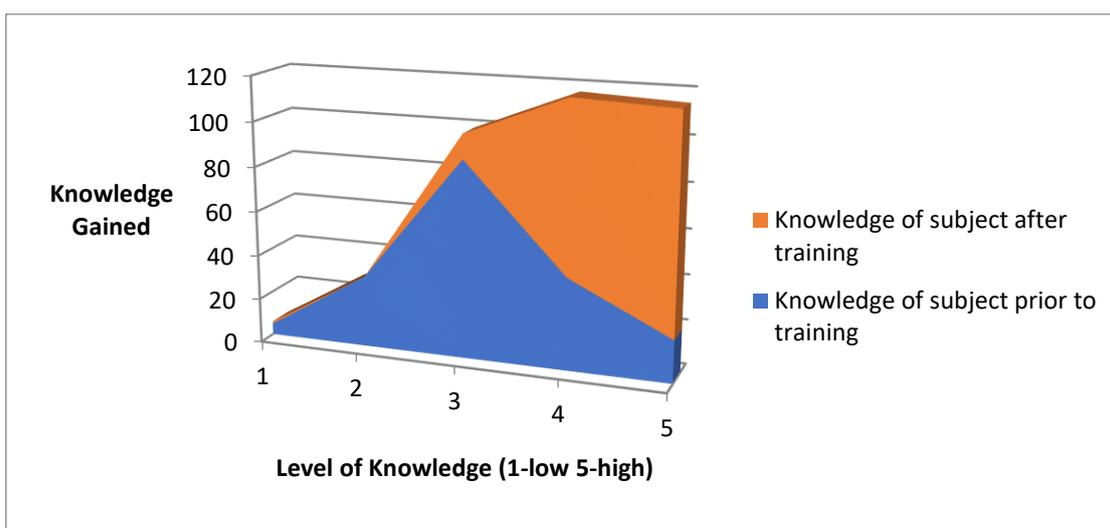
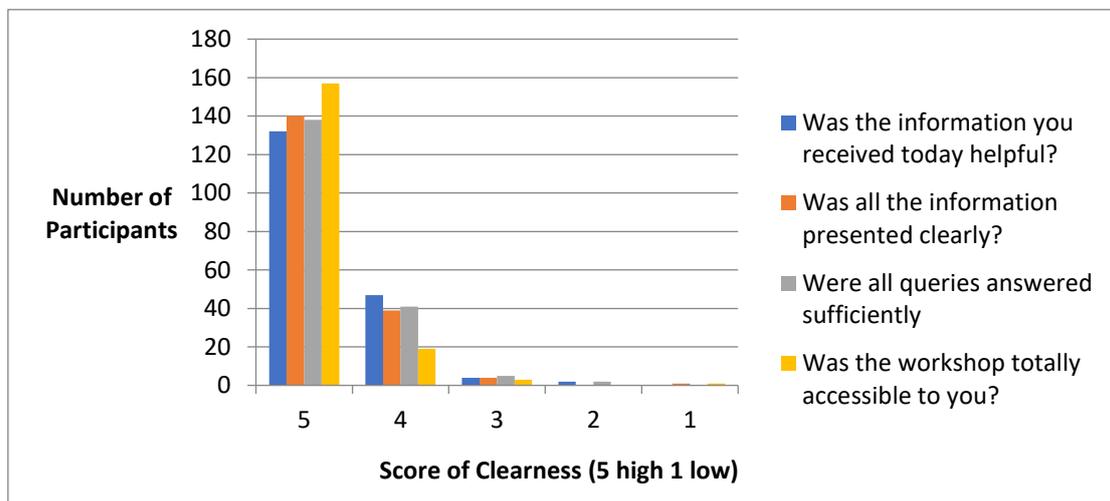
Feedback

Usefulness of information received at the workshop was rated '5 out of 5' by 78.2% of participants. 19.8% of participants rated usefulness as '4 out of 5'.

71% of participants gave '5 out of 5' for clarity of presentation, and 25% gave '4 out of 5'.

74.2% thought all the queries were answered sufficiently. 97.2% thought the workshop was totally accessible.

All participants reported an increase in knowledge through attending the workshops. Prior to training, 47.6% of participants reported a score of 3 (average), and after training 52.7% reported the highest score (5) and 41.3% reported a score of 4.



Sample (Full Day) Programme:



09:00 Setup

09:15 Registration/ Tea/Coffee

09:30 Introduction and Expectations

09:45 Icebreaker: My precious

10:15 Presentation – Knowing the Equality Act 2010

10:45 Discussion Cards

11:15 Comfort Break

11:30 How Diverse is Fife? Quiz and Discussion

12:00 Lunch

12:45 Group Exercise – My honest Opinions

13:15 Presentation – Dissection of Unconscious Bias 1

13:45 Group Exercise – Acceptable and Unacceptable Unconscious Bias

14:00 Presentation – Dissection of Unconscious Bias 2

14:15 Group Exercise – Managing the Impacts of Unconscious Bias

14:45 Comfort Break

15:00 Known knows, Known Unknowns and Unknown Unknowns

15:40 Silver Award Equality Challenge: You and Your Organisation

16:15 Evaluation and next steps

16:30 End



Equality Pathfinder Bronze Award



How do organisations gain the Bronze Award?

The Bronze Award usually involves organisations going through Equality Act 2010 training (an introduction or refresher course) along with implementation of equality and diversity policy or practice recommendations.



The challenge is usually easily identified from the workshop feedback and is also chosen to be achievable. It serves as a pilot to put in put equality action plans, policies and procedures and doubles up as an Equality Case Study.

Silver Award Equality Challenge & Award

What is involved at the Silver level?

The Silver Award involves choosing as a team or organisation one Equality Challenge and to commit to complete the challenge within one year or less.



Challenges are identified during facilitated discussions during the workshop, following diversity awareness raising and unconscious bias groupwork. The specific challenge taken up is chosen in order to be achievable within the timeframe while also complementing organisational strategy. It provides practical experience to teams in delivering equality action plans, policies and procedures and doubles up as an Equality Case Study.



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