



Fife Centre *for* Equalities



ENQUIRIES &
COMMUNITY CONCERNS
REPORT 2021 / 2022

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.

We are a local information and resource centre that helps organisations and businesses with:

- Building skills and confidence in managing equality issues.
- Creating innovative inclusive practices.
- Unlocking untapped talents.
- Improving reachability and responsiveness to service users and customers.

We also support individuals and communities with:

- Dismantling societal and structural barriers.
- Strengthening self-confidence to be themselves.
- Building a universal voice to champion equality, diversity, inclusion, and social justice.

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 recognised 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.

We have developed a new management system using Air tables for all enquiries and details of any casework or support given to individuals or organisations. Training on the new system has been provided to staff and volunteers, ensuring that they can fully utilise it and the new system began on 01 April 2020. Developing this has made it easier to collect and collate data for analysis and monitoring purposes. This system is different from storing information in static spreadsheets as it allows us to keep using it while we improve or add new features, making it more flexible and adaptable for our service needs. The Air tables system continues to evolve and improve.

This report provides the details 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 number only overview which does not detail individual support episodes / equality casework with individuals and organisations.

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All Enquiries

- It has been good that there has been more local contact with Fife Centre for Equalities compared to last year when it mainly comprised of national contact due to updates etc. regarding Covid 19.
- It has been interesting to find that other enquiries received during the pandemic related mostly to peer support, exploitation and personal and family safety. However, this year they have been related to employment, volunteering opportunities and EU settlement status.

Commented [EH1]: This year we have noticed a significant (XXX%) increase in enquiries from individuals and local communities in Fife, compared to 2019-2020 where the majority were from national organisation contacting FCE relating to COVID19

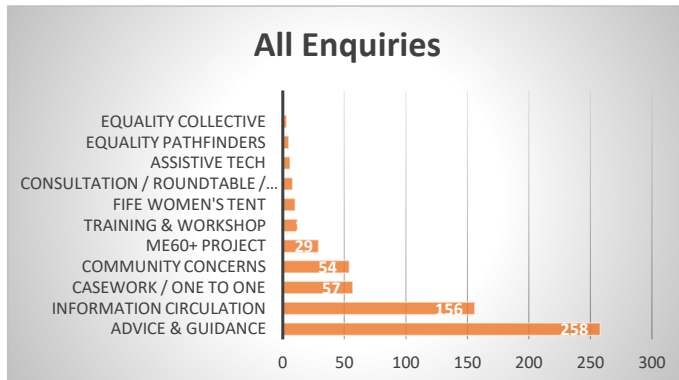
Commented [EH2]: During the initial months of lockdown (March 2020-XXXX) most enquiries related to peer support, exploitation and personal and family safety. For this period, we have noticed a rise (XXX) in enquiries and concerns relating to employment, volunteering opportunities and EU settlement status

From 31 March 2021 to 01 April 2022 Fife Centre for Equalities received **the total of 443** various types of concerns or enquiries. The majority of the enquiries were for advice and guidance (258), which is an increase from last year. This was followed by information circulation requests, which has remained steady (156)

Since last year there has also been a significant increase in enquiries regarding the ME60+ Project (29) as there is more awareness now there has been great interest from individuals and organisations in this project. There has also been a slight increase in the assistive tech enquiries (6), this is probably due to restrictions being lifted and the return of in person events or activities.

Communication / interpreting / translation still holds the majority for the type of enquiries that we receive and there has been an increase in the total from 182 to (272). This is followed by getting the service that you need (205), which also shows a slight increase from last year from (202). The enquiries that fall under other concerns (5) were mostly regarding volunteering opportunities and EU settlement status employment, compared to last year when they mainly related to personal and family safety, exploitation and employment.

Most of the type of services are related to community and leisure (67) followed by health & social care (33) and education & learning (17). The other type of services (40) were regarding employment, volunteering and EU Settlement status compared to last year when the majority was regarding peer support.



The enquiries that we received whether by people with a specific protected characteristic, or by people who may have more than one protected characteristic were mainly all / cross cutting (180), which has seen a slight increase from last year's figures. This was followed by race (88) and disability (81). We have also seen an increase in age (41) and sex (33).

The majority of the enquiries and concerns came from all of Fife (100) followed by other areas. The other areas (74) were mainly from unknown areas, so would be general online and telephone enquiries. There was also a few enquiries from different areas such as Edinburgh, Glasgow, Perth & Kinross, Dundee and Aberdeen. There has been a reduction in enquiries nationally from Scotland (66), however the UK has remained the same (14).

The enquirer was looking for local support with mental health issues, where they could possibly just drop in for chat or call for general advice. We provided the enquirer with contact details for a local organisation who offers this service.

There has been significant increases from enquiries across many of the locality areas, which were previously much lower. It is great to see the local areas reaching out directly to Fife Centre for Equalities. Kirkcaldy (includes Burntisland and Kinghorn) shows (77), North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther) (32), Glenrothes (includes Thornton, Kinglassie and Leslie) (18) and South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline) (13).

Covid-19 Enquiries

- There has been a decline in enquiries relating to Covid 19, this will be due to restrictions being lifted and people returning to normality. We continue to support and advise by sharing any information updates we receive as well as providing a concern form for anyone to complete if they have any Covid 19 issues they would like to raise.***

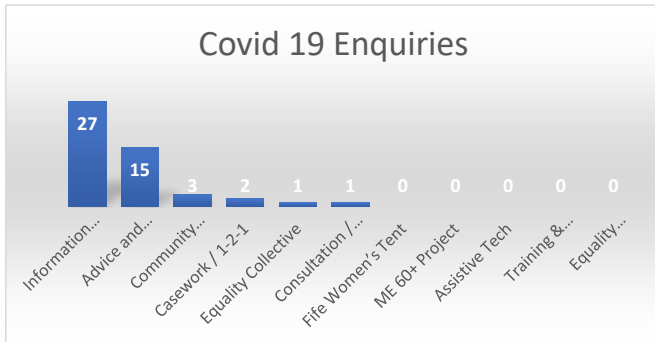
From 31 March 2021 to 01 April 2022 Fife Centre for Equalities received the total of 38 concerns or enquiries relating to Covid-19. This is a large decrease in Covid 19 enquiries. However now that restrictions are being lifted and everyone is adapting to the new normality this is expected.

The majority of the enquiries received related to information circulation (27) followed by advice and guidance (15).

The type of concerns regarding Covid-19 enquiries received mainly related to communication / interpreting / translation (27) followed by discrimination (8) and getting the service that you need (6).

The types of services for Covid-19 enquiries were related to community & leisure (18) followed closely by health & social care (17). The other type of services (3) consisted of employment.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (33) followed by disability (3) and race (2).



Most of the Covid-19 enquiries and concerns came from Scotland (23), this was due to the national updates and concerns regarding the pandemic. This was followed by all of Fife (4)

In addition to the general enquiries, at the start of the Covid-19 lockdown, Fife Centre for Equalities launched a concerns register. This concern form is available for anyone who would wish to register their concerns.

<https://forms.office.com/Pages/ResponsePage.aspx?id=D1XLCygShkyV9zcyjKSrKaaY2stFKT15Ltt4tEjLC7TZUQTizMIINVkhROTRGTDdZUVFHUVNJWTa2VyQIQCN0PWcu>

To date, **42** people have shared their concerns with us. Some of the issues highlighted to us are summarised as follows:

- Unable to pay rent due to lack of electronic devices or bank accounts (older people and people with learning disability)
- Lack of targeted resources for community members (race, learning disability, transgender, people with hearing disability, and people with other communication needs)
- Self-harming due to lockdown (people with autism, men, and women)
- Discrimination during recruitment (disability)
- Feeling isolated (women, older people, transgender people, people with learning disability and people with autism)
- Foster carer refuses virtual access to child (learning disability)
- Concerns about care home policies – residents and their carers being advised that the residents will not be transferred to hospitals if they have Covid-19 (age)
- Hate incidents being experienced by certain communities (race)
- Existing housing issues such as dampness are not being dealt with (disability)
- Request for appropriate care packs and digital support (age, race, learning disability, LGBT)
- Lack of financial support for people who have no recourse to public funds (race)
- Concerns over children's lack of education due to online teaching (age, learning).
- Limited access to healthcare for family member with acute learning disability (disability)

Community Concerns

The type of enquiries regarding community concern enquiries were mainly getting the service you need (26) followed closely by communication / interpreting / translation (24). There was also stable enquiries for not knowing which service you need (12). The other concern related to volunteering opportunities.

The enquirer was looking for advice / support for someone they know. The person doesn't speak English (only hello and goodbye) and only speaks Romanian, so is having communication problems.. They are in their thirties, possibly married and have children. They are concerned that the person is struggling and has no support. Could we assist with any translation / support services. We contacted a local organisation who advised that they would assist the enquirer.

The type of services received mainly related to community & leisure (10), education and learning (5) and closely followed by health & social care (4). The other services again consisted of volunteering opportunity enquiries.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (18) followed by race (15) and disability (9).

The majority of the community concerns enquiries came from all of Fife (19) followed by Kirkcaldy (includes Burntisland and Kinghorn) (12) and the City of Dunfermline (8). Most of the enquiries marked as other were from areas such as Perth & Kinross or unknown, which would include online and telephone enquiries.

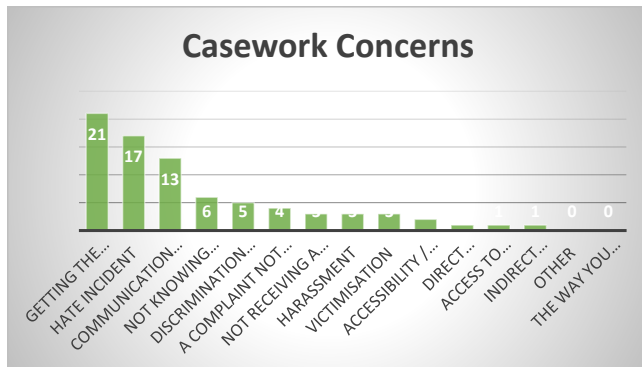
**The total number of enquiries relating to community concerns was 54.
Resolved: 49. Ongoing: 5.**

Types of action taken:

- Contacted external organisations on behalf of individuals requiring support in accessing services.
- 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.

Casework / One to One Support

The majority of the types of concerns relating to casework / one to one support were getting the service you need (21) followed by communication / interpreting / translation (13).



The type of services enquiries received are mainly related to community & leisure (11) and health & social care (7). The other services (17) related to employment and EU settlement status.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly race (20) followed closely by disability (19).

The majority of the casework enquiries were from Kirkcaldy (includes Burrtisland and Kinghorn) (14) and the City of Dunfermline (13). The other areas (11) mainly consisted of enquiries from Stirling, Edinburgh, Dundee and unknown areas.

The total number of enquiries relating to casework / one to one support was 50. Resolved: 40. Ongoing:17.

Types of action taken:

- Provided information, advice, and support.
- Provided one to one support to individuals and / or staff.
- 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

- ***The hate incidents and support enquiries have reduced since last year, however, remain stable. There has been an increase in enquiries from the North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther) areas.***

The majority of the type of concerns relating to hate incidents and support was hate incidents (22) followed equally by communication / interpreting / translation (2) and getting the service that you need (2).

Community & leisure (3) was the main service enquiry regarding hate incidents and support, and this is followed by education and learning (2).

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic comprised of race (13) and gender reassignment (9).

The enquirer advised that they have concerns over the amount of anti-trans stickers being posted in the area. The local services were contacted with a request to remove the stickers and a third party report was made.

Most of the enquiries relating to hate incidents and support were jointly from Kirkcaldy (includes Burntisland and Kinghorn) (8) and the City of Dunfermline (8). This is followed closely by North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther) (5). This shows a significant increase from these areas as last year the overall majority was all Fife.

The total number of enquiries relating to Hate Incidents was 22. Resolved: 15. Ongoing: 7.

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.

Information Circulation Requests

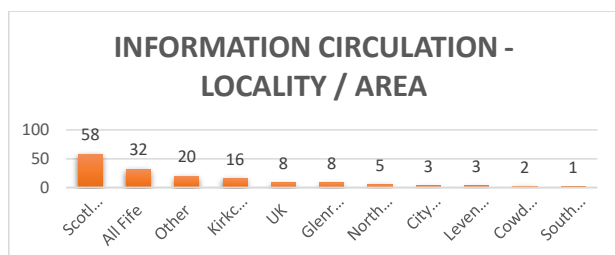
- The request to share information circulations continue to be quite high. Since last year we have received a more varied choice rather than just Covid 19 updates. These consist of local community events, services and training that is available.***

The majority of the type of concerns relating to requests for information circulation was communication / interpreting / translation (140) followed by getting the service you need (49).

The type of services relating to information circulation requests was community & leisure (44) followed by health & social care (22). The other services (20) consisted mainly of employment enquiries with a few environmental ones.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (102) followed by disability (26) and race (17).

Most of the information circulation requests were from Scotland (58) followed by all of Fife (32). The other areas (20) consisted of enquiries from Perth & Kinross, Dundee and Aberdeen as well as unknown areas.



The total number of requests for information circulation was 156. Resolved: 156.

Advice or Guidance Requests

- ***There has been an increase in requests for advice and guidance especially regarding getting the service needed and communication / interpreting / translation.***
- ***Last year most of the enquiries were from all of Fife, however this year they have spread more evenly across all of the local areas.***

The majority of the type of concerns regarding advice and guidance enquiries were getting the service you need (151) followed by communication / interpreting / translation (141). Not knowing which service to contact (35) and access to equality groups (16) still showed steady figures.

The type of services relating to advice or guidance requests was community & leisure (25) followed by health & social care (14) and education & learning (5). The other (31) services comprised mainly of employment EU settlement status enquiries.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (83) followed by race (52) and disability (48).

Most of the information circulation requests were from all of Fife (67) followed by Kirkcaldy (includes Burntisland and Kinghorn) (49) and other (47). The other areas comprise mainly of unknown localities, Perth & Kinross and Glasgow.

The total number of Requests for Advice or Guidance was 258. Resolved: 239. Ongoing:19.

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.
- 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.

Training / Workshop Requests

The majority of the type of concerns relating to training / workshop requests was communication / interpreting / translation (7) followed by getting the service you need (4) and access to equality groups (2). The other enquiries (2) related to capacity building.

The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (5) followed by disability (3) and sex (2).

Most of the training / workshop requests were equally from all of Fife (3) and Scotland (3) followed by UK (2).

The total number of Requests for Training / Workshops was 12. Resolved: 10 Ongoing: 2

Fife Centre for Equalities Contact Details

Address	New Volunteer House, 16 East Fergus Place, Kirkcaldy, KY1 1XT
Phone	01592 645310
Text	07800 005834
Email	info@centreforequalites.org.uk
Website	https://centreforequalities.org.uk/
Equality Pathfinders Signup	https://form.jotformeu.com/72601907796364
Facebook	https://www.facebook.com/fifecentreforequalities
Diversity Week Fife	https://www.facebook.com/DiversityWeekFife
Equality Collective	https://www.facebook.com/groups/EqualityCollective
Fife Women's Tent	https://www.facebook.com/groups/FifeWomenTent
Twitter	https://twitter.com/FCE_team
LinkedIn	https://www.linkedin.com/company/fife-centre-for-equalities/
YouTube	https://www.youtube.com/channel/UCIdUrC0S22DhNJo5fKMaLFg/featured
Instagram	https://www.instagram.com/fife_centre_for_equalities/
Mailchimp	http://bit.ly/signupfce

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