



# Fife Centre *for* Equalities



ENQUIRIES AND COMMUNITY  
CONCERNS REPORT 2020 / 2021

## 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 new 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.

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.

# Table of Contents

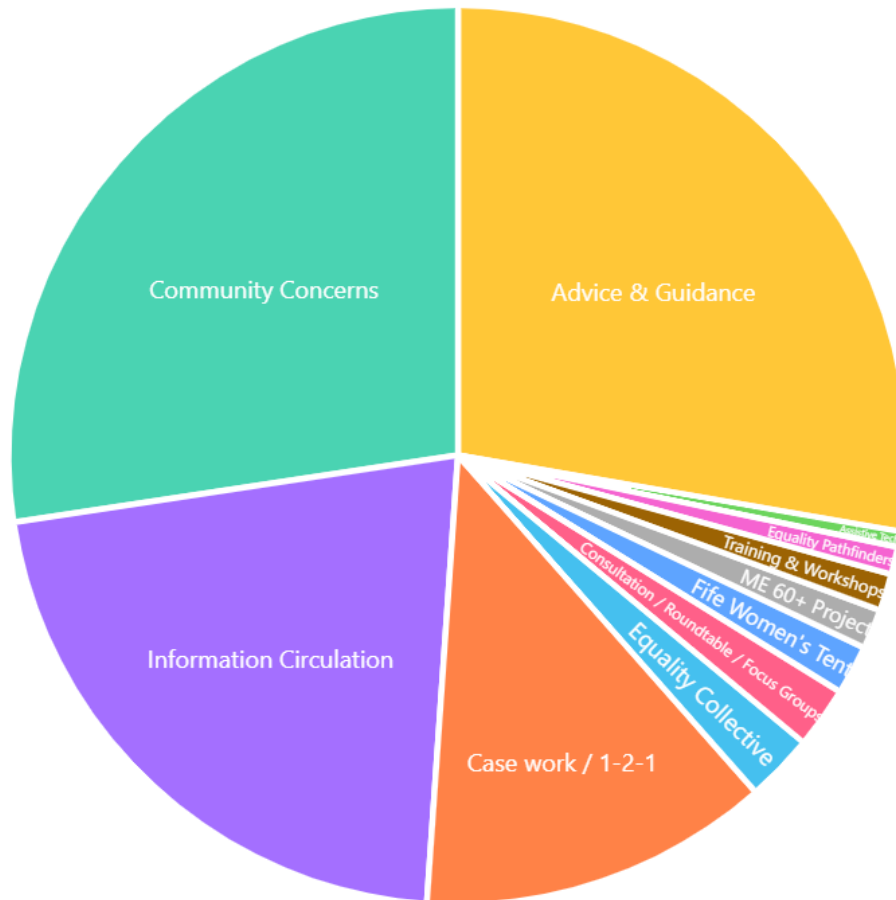
- Introduction .....1
- All Enquiries .....6
  - All Enquiries - Type of Concerns .....7
  - All Enquiries - Type of Services .....8
  - All Enquiries - Protected Characteristics.....9
  - All Enquiries - Extended Protected Groups .....10
  - All Enquiries - Locality / Area .....11
- Covid-19 Enquiries .....12
  - Covid-19 Enquiries – Type of Concerns .....13
  - Covid-19 Enquiries – Type of Services.....14
  - Covid-19 Enquiries - Protected Characteristics .....15
  - Covid-19 Enquiries - Extended Protected Groups .....16
  - Covid-19 Enquiries - Locality / Area.....17
- Covid-19 - Equality Concerns.....18
- Community Concerns .....19
  - Community Concern Enquiries – Type of Concerns .....19
  - Community Concern Enquiries - Type of Services .....20
  - Community Concern Enquiries - Protected Characteristics .....21
  - Community Concern Enquiries - Extended Protected Groups .....22
  - Community Concern Enquiries - Locality / Area .....23
  - Community Concern Enquiries - Outcomes.....24

|  |    |
|--|----|
| Casework / One to One Support .....                                | 25 |
| Casework / One to One Support - Type of Concerns .....             | 25 |
| Casework / One to One Support - Type of Services .....             | 26 |
| Casework / One to One Support - Protected Characteristics.....     | 27 |
| Casework / One to One Support - Extended Protected Groups .....    | 28 |
| Casework / One to One Support - Locality / Area .....              | 29 |
| Casework / One-to-one support - Outcomes .....                     | 30 |
| Hate Incidents & Support .....                                     | 31 |
| Hate Incidents & Support - Type of Concerns .....                  | 31 |
| Hate Incidents & Support - Type of Services .....                  | 32 |
| Hate Incidents & Support - Protected Characteristics.....          | 33 |
| Hate Incidents & Support - Extended Protected Groups.....          | 34 |
| Hate Incidents & Support - Locality / Area .....                   | 35 |
| Hate Incidents & Support - Outcomes .....                          | 36 |
| Information Circulation Requests .....                             | 37 |
| Information Circulation Requests - Type of Concerns .....          | 37 |
| Information Circulation Requests - Type of Service.....            | 38 |
| Information Circulation Requests - Protected Characteristics.....  | 39 |
| Information Circulation Requests - Extended Protected Groups ..... | 40 |
| Information Circulation Requests - Locality / Area .....           | 41 |
| Advice or Guidance Requests.....                                   | 42 |
| Advice or Guidance Requests - Type of Concerns.....                | 42 |
| Advice or Guidance Requests - Type of Services .....               | 43 |
| Advice or Guidance Requests - Protected Characteristics .....      | 44 |

|  |    |
|--|----|
| Advice or Guidance Requests - Extended Protected Groups .....  | 45 |
| Advice or Guidance Requests - Locality / Area .....            | 46 |
| Requests for Advice or Guidance - Outcomes.....                | 47 |
| Training / Workshop Requests .....                             | 48 |
| Training / Workshop Requests - Type of Concerns .....          | 48 |
| Training / Workshop Requests - Type of Services.....           | 49 |
| Training / Workshop Requests - Protected Characteristics ..... | 50 |
| Training / Workshop Requests - Extended Protected Groups ..... | 51 |
| Training / Workshop Requests - Locality / Area.....            | 52 |
| Fife Centre for Equalities Contact Details.....                | 53 |

## All Enquiries

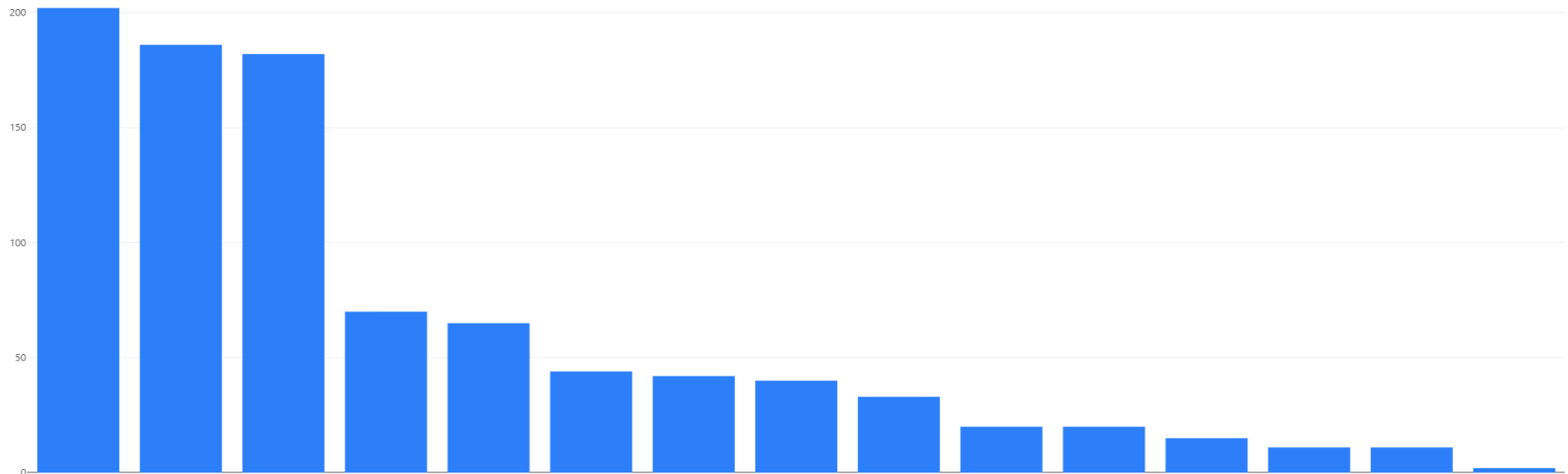
From 31 March 2020 to 01 April 2021 Fife Centre for Equalities received **the total of 486** different types of concerns or enquiries. The majority of which was for advice and guidance (250) followed closely by community concerns (247) and information circulation (194). The least of the enquiries related to assistive tech (5), this was probably due to there being no live events or activities happening due to lockdown.



|   |            |
|---|------------|
| <b>Advice and Guidance</b>                      | <b>250</b> |
| <b>Community Concerns</b>                       | <b>247</b> |
| <b>Information Circulation</b>                  | <b>194</b> |
| <b>Casework / 1-2-1</b>                         | <b>114</b> |
| <b>Equality Collective</b>                      | <b>22</b>  |
| <b>Consultation / Roundtable / Focus Groups</b> | <b>20</b>  |
| <b>Fife Women's Tent</b>                        | <b>16</b>  |
| <b>ME 60+ Project</b>                           | <b>13</b>  |
| <b>Training &amp; Workshops</b>                 | <b>12</b>  |
| <b>Equality Pathfinders</b>                     | <b>9</b>   |
| <b>Assistive Tech</b>                           | <b>5</b>   |

## All Enquiries - Type of Concerns

The types of concerns or enquiries received mainly related to getting the service that you need (202) followed closely by access to equality groups (186) and by communication / interpreting / translation (182). The other concerns (33) were mostly regarding personal and family safety, exploitation and employment.

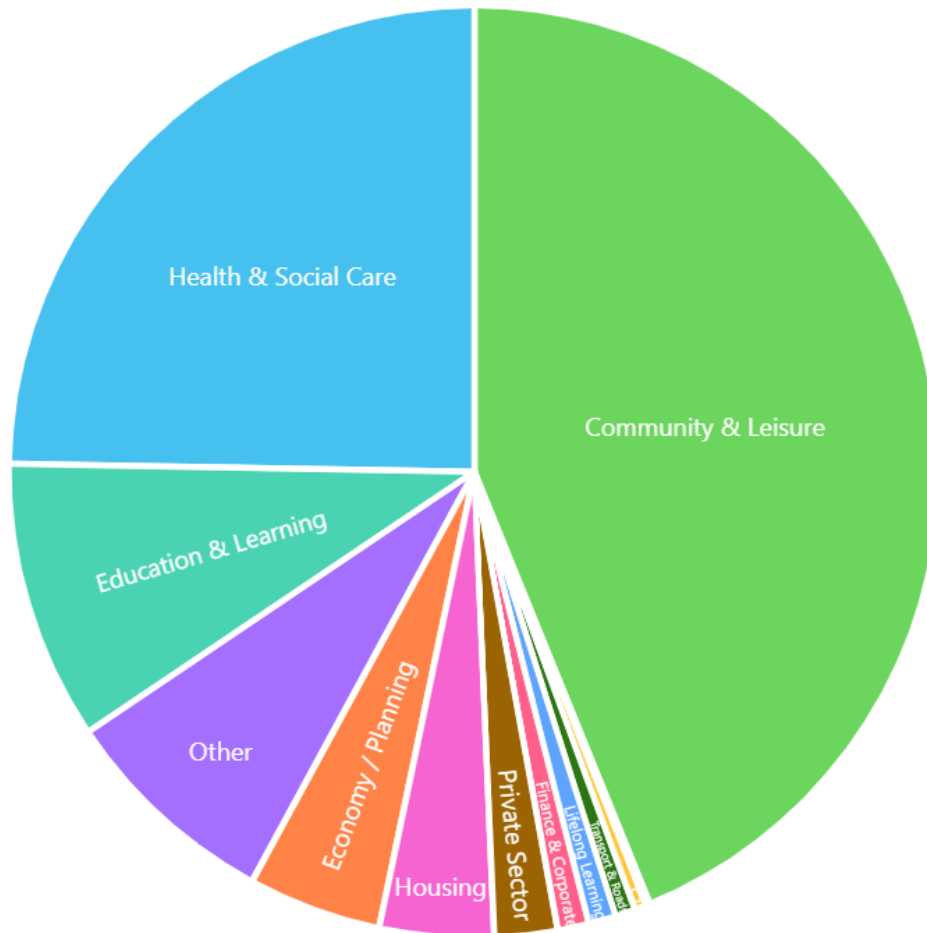


|   |            |   |           |
|---|------------|---|-----------|
| <b>Getting the service, you need</b>              | <b>202</b> | <b>Other</b>  | <b>33</b> |
| <b>Access to Equality Groups</b>                  | <b>186</b> | <b>Indirect Discrimination</b>                            | <b>20</b> |
| <b>Communication / Interpreting / Translation</b> | <b>182</b> | <b>Discrimination Arising from Disability</b>             | <b>20</b> |
| <b>The way you were treated</b>                   | <b>70</b>  | <b>Not receiving a response from the service you need</b> | <b>15</b> |
| <b>Not knowing which service to contact</b>       | <b>65</b>  | <b>Harassment</b>   | <b>11</b> |
| <b>Hate Incident</b>                              | <b>44</b>  | <b>A complaint not being dealt with properly</b>          | <b>11</b> |
| <b>Direct Discrimination</b>                      | <b>42</b>  | <b>Victimisation</b>                                      | <b>2</b>  |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>40</b>  |   |           |



## All Enquiries - Type of Services

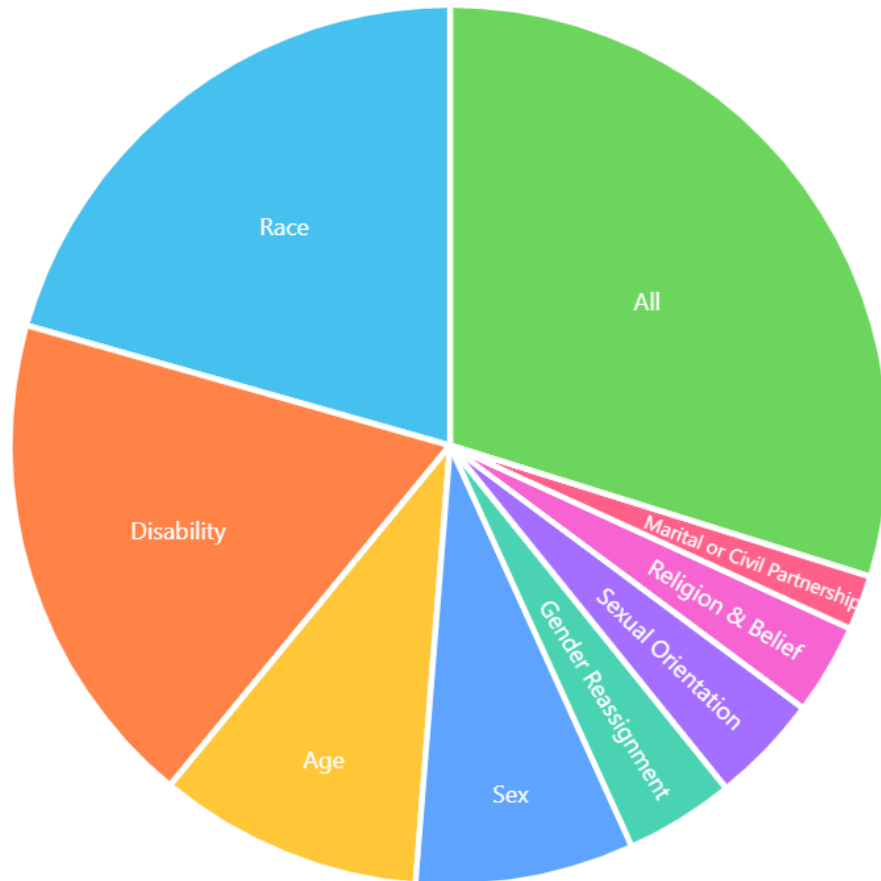
The majority of the type of services related to community and leisure (321) followed by health & social care (181) then education & learning (71). The other type of services (56) were mainly regarding employment and peer support.



|                                 |            |
|---------------------------------|------------|
| <b>Community &amp; Leisure</b>  | <b>321</b> |
| <b>Health &amp; Social Care</b> | <b>181</b> |
| <b>Education &amp; Learning</b> | <b>71</b>  |
| <b>Other</b>                    | <b>56</b>  |
| <b>Economy / Planning</b>       | <b>34</b>  |
| <b>Housing</b>                  | <b>29</b>  |
| <b>Private Sector</b>           | <b>16</b>  |
| <b>Finance &amp; Corporate</b>  | <b>8</b>   |
| <b>Lifelong Learning</b>        | <b>7</b>   |
| <b>Transport &amp; Roads</b>    | <b>5</b>   |
| <b>Cross cutting</b>            | <b>3</b>   |
| <b>Planning &amp; Building</b>  | <b>1</b>   |

## All Enquiries - Protected Characteristics

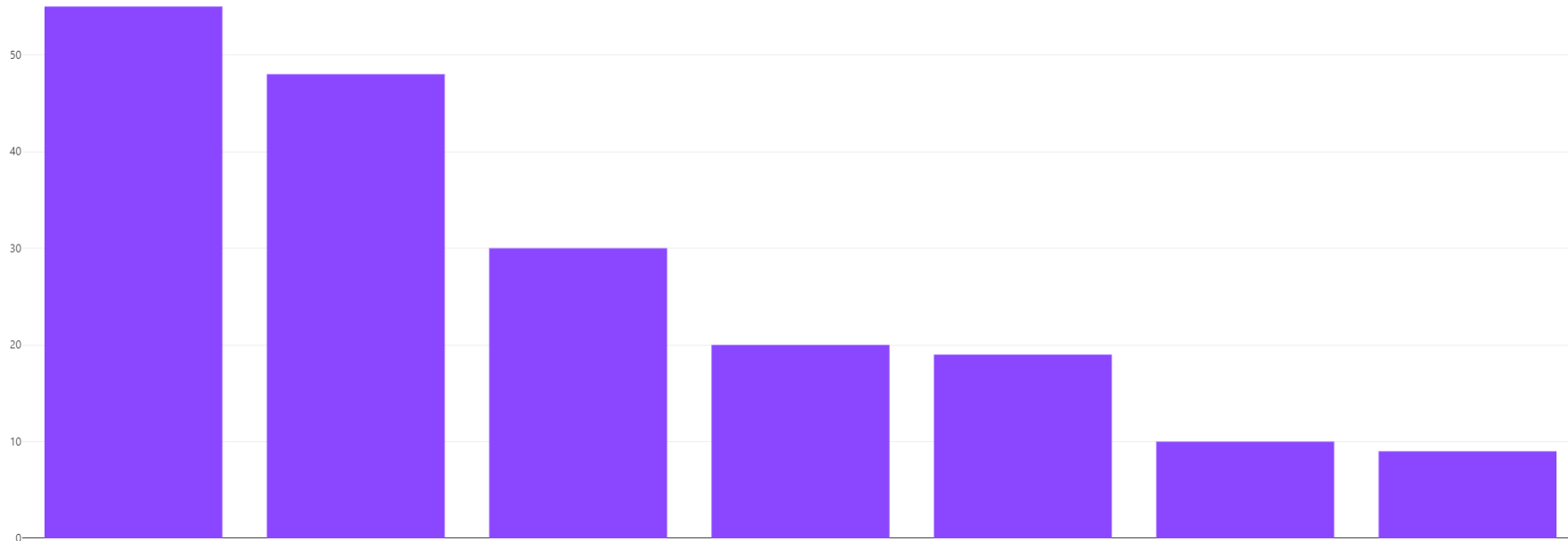
The enquiries that we received whether by people with a specific protected characteristic, or by people who may have more than one protected characteristic were mainly all / cross cutting (178) followed by race (123) and disability (110).



|                                     |            |
|-------------------------------------|------------|
| <b>All / Cross cutting</b>          | <b>178</b> |
| <b>Race</b>                         | <b>123</b> |
| <b>Disability</b>                   | <b>110</b> |
| <b>Age</b>                          | <b>58</b>  |
| <b>Sex</b>                          | <b>48</b>  |
| <b>Gender Reassignment</b>          | <b>24</b>  |
| <b>Sexual Orientation</b>           | <b>24</b>  |
| <b>Religion &amp; Belief</b>        | <b>20</b>  |
| <b>Marital or Civil Partnership</b> | <b>12</b>  |

## All Enquiries - Extended Protected Groups

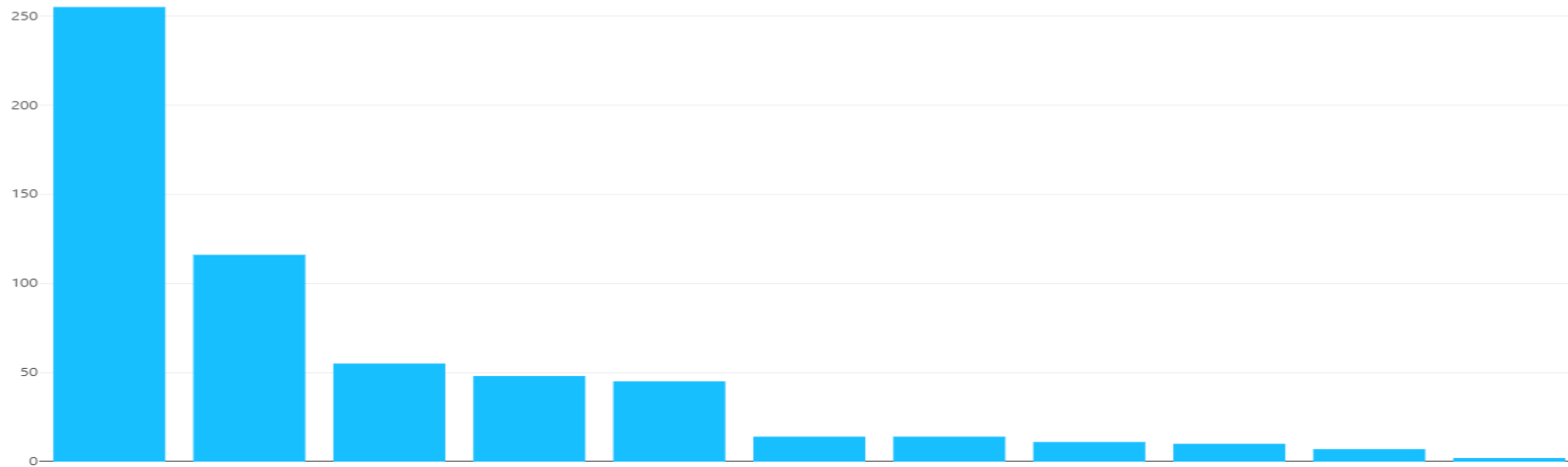
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly related to migrants and EU nationals (55) followed closely by children and young people (48) then poverty and social economic disadvantage (30).



|  |           |
|--|-----------|
| <b>Migrants &amp; EU Nationals</b>                                     | <b>55</b> |
| <b>Children &amp; Young People</b>                                     | <b>48</b> |
| <b>Poverty &amp; Social Economic Disadvantage</b>                      | <b>30</b> |
| <b>People looked after, in detention or care settings</b>              | <b>20</b> |
| <b>Other</b>   | <b>19</b> |
| <b>Refugees, Asylum Seekers or exploited &amp; Trafficked Migrants</b> | <b>10</b> |
| <b>Homelessness or at risk of homelessness</b>                         | <b>9</b>  |

## All Enquiries - Locality / Area

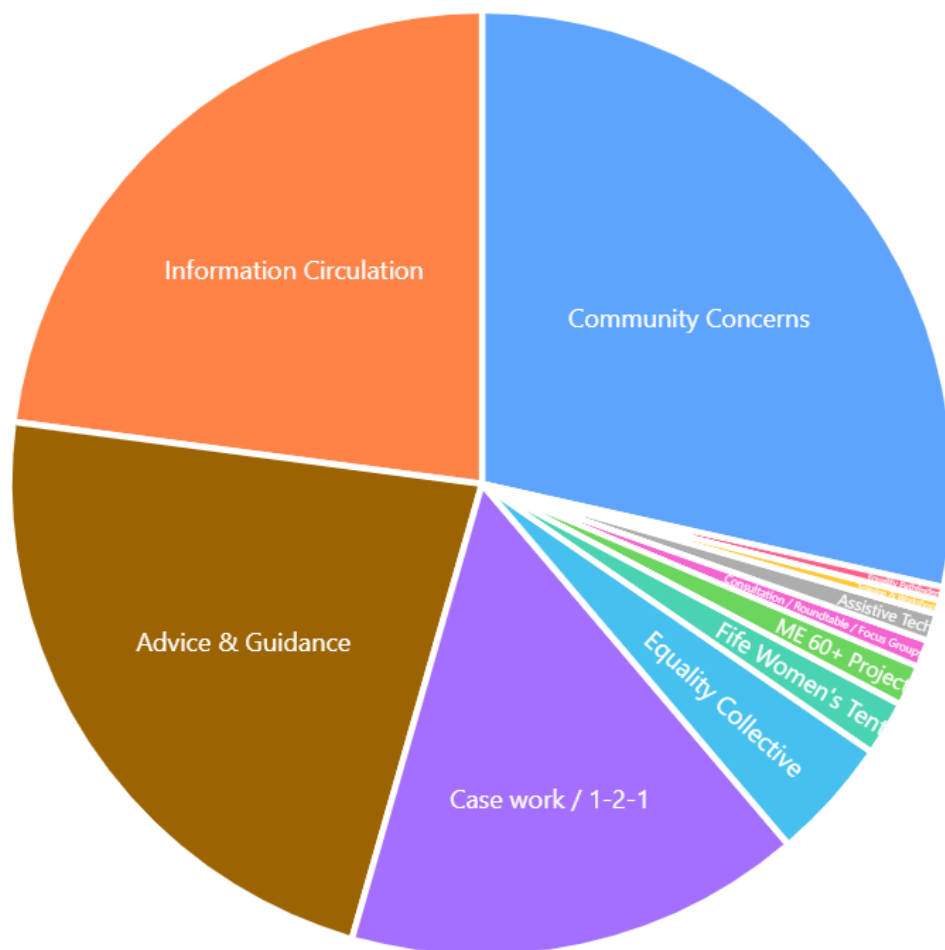
The majority of the enquiries and concerns came from all of Fife (255) followed by Scotland (116) and other areas (55) were mainly from Edinburgh and unknown areas. The increase in all of Fife and Scotland enquiries and concerns may well be due to the pandemic and enquiries and concerns coming through nationally.



|  |            |   |           |
|--|------------|---|-----------|
| <b>All Fife</b>                                      | <b>255</b> | <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>14</b> |
| <b>Scotland</b>                                      | <b>116</b> | <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>11</b> |
| <b>Other</b>   | <b>55</b>  | <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>10</b> |
| <b>City of Dunfermline</b>                           | <b>48</b>  | <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>7</b>  |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b> | <b>45</b>  | <b>South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline)</b>     | <b>2</b>  |
| <b>UK</b>  | <b>14</b>  |   |           |

## Covid-19 Enquiries

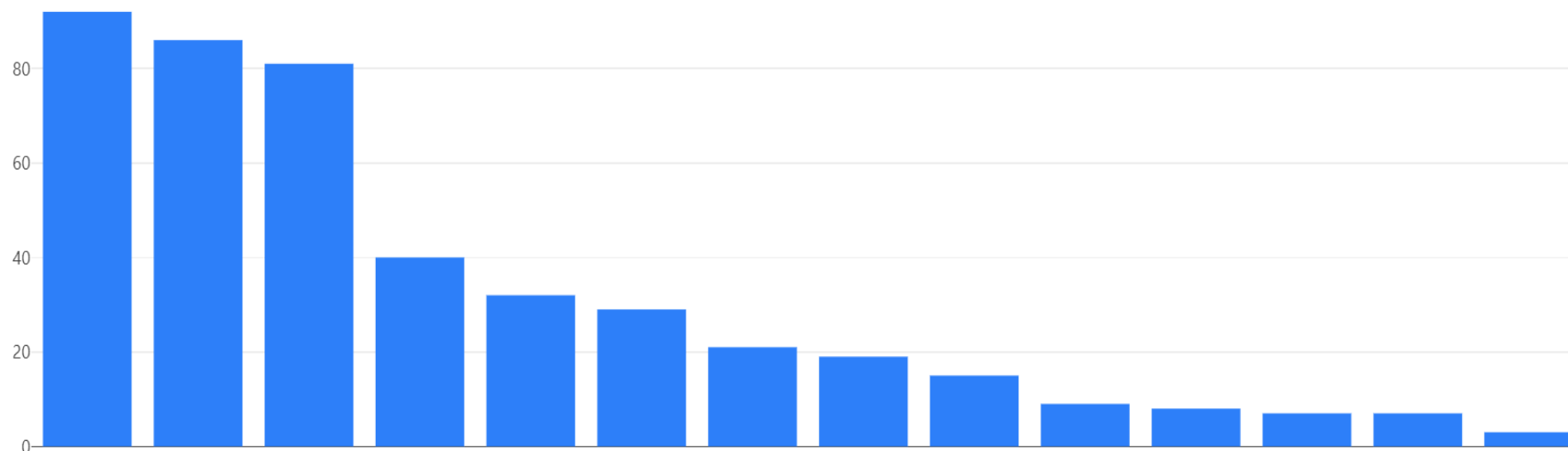
From 31 March 2020 to 01 April 2021 Fife Centre for Equalities received the total of 205 concerns or enquiries relating to Covid-19. The majority of which related to community concerns (122) followed closely by information circulation (98) and advice & guidance (97).



|   |            |
|---|------------|
| <b>Community Concerns</b>                       | <b>122</b> |
| <b>Information Circulation</b>                  | <b>98</b>  |
| <b>Advice and Guidance</b>                      | <b>97</b>  |
| <b>Casework / 1-2-1</b>                         | <b>67</b>  |
| <b>Equality Collective</b>                      | <b>18</b>  |
| <b>Fife Women's Tent</b>                        | <b>8</b>   |
| <b>ME 60+ Project</b>                           | <b>6</b>   |
| <b>Consultation / Roundtable / Focus Groups</b> | <b>4</b>   |
| <b>Assistive Tech</b>                           | <b>4</b>   |
| <b>Training &amp; Workshops</b>                 | <b>2</b>   |
| <b>Equality Pathfinders</b>                     | <b>2</b>   |

## Covid-19 Enquiries – Type of Concerns

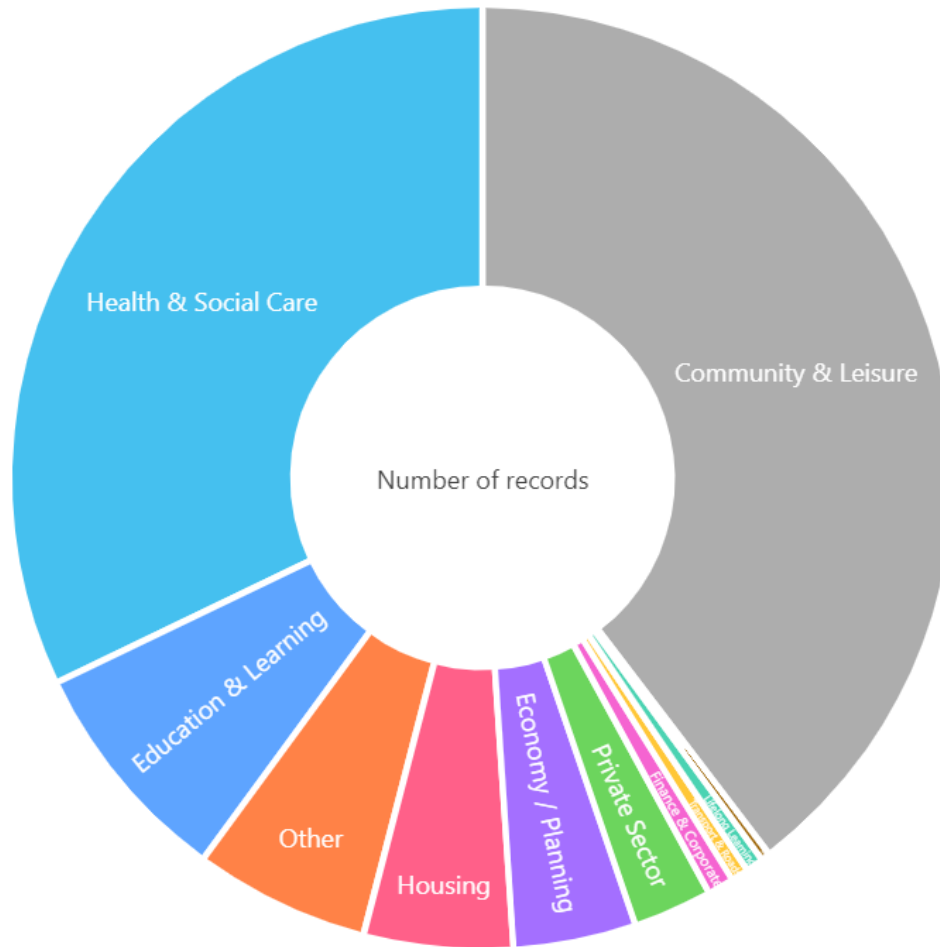
The type of concerns regarding Covid-19 enquiries were mainly regarding communication / interpreting / translation (92) followed by access to equality groups (86) and getting the service you need (81). The other concerns (19) related mainly to support and local concerns.



|   |           |   |           |
|---|-----------|---|-----------|
| <b>Communication / Interpreting / Translation</b> | <b>92</b> | <b>Other</b>  | <b>19</b> |
| <b>Accessing Equality Groups</b>                  | <b>86</b> | <b>Hate Incident</b>                                      | <b>15</b> |
| <b>Getting the service, you need</b>              | <b>81</b> | <b>Discrimination arising from Disability</b>             | <b>9</b>  |
| <b>Not knowing which service to contact</b>       | <b>40</b> | <b>Indirect Discrimination</b>                            | <b>8</b>  |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>32</b> | <b>Not receiving a response from the service you need</b> | <b>7</b>  |
| <b>The way you were treated</b>                   | <b>29</b> | <b>A complaint not being dealt with properly</b>          | <b>7</b>  |
| <b>Direct Discrimination</b>                      | <b>21</b> | <b>Harassment</b>   | <b>3</b>  |

## Covid-19 Enquiries – Type of Services

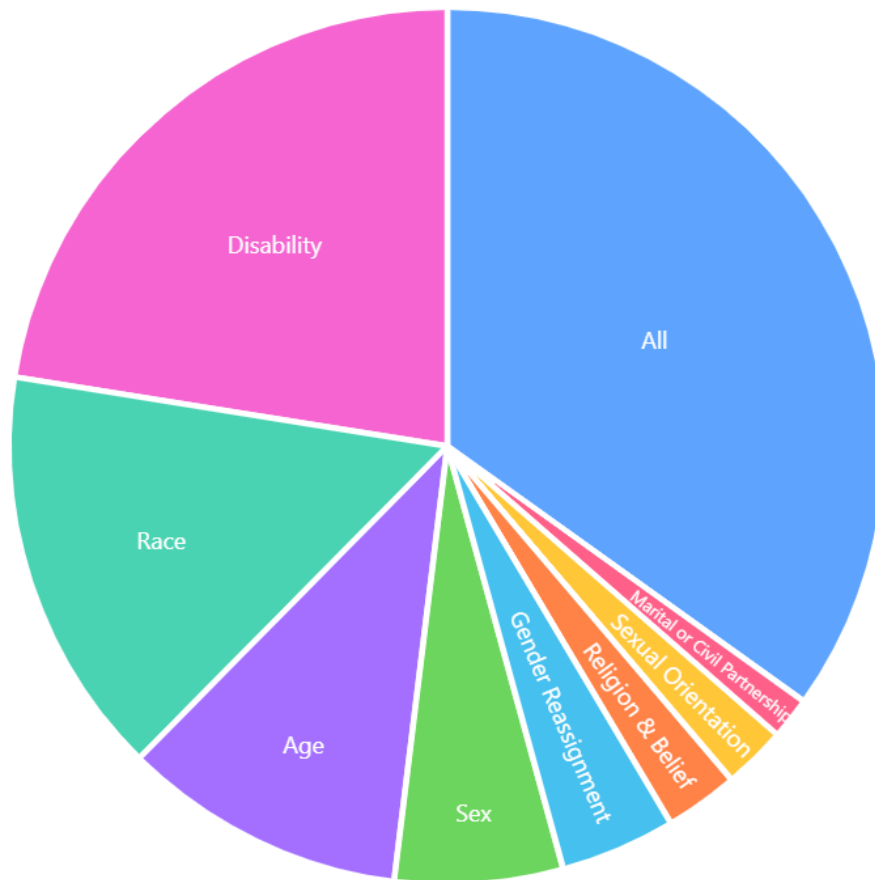
The majority of the types of services for Covid-19 enquiries were related to community & leisure (132) followed by health & social care (107). The other type of services (20) mainly consisted of support and general concerns.



|                                 |            |
|---------------------------------|------------|
| <b>Community &amp; Leisure</b>  | <b>132</b> |
| <b>Health &amp; Social Care</b> | <b>107</b> |
| <b>Education &amp; Learning</b> | <b>26</b>  |
| <b>Other</b>                    | <b>20</b>  |
| <b>Housing</b>                  | <b>17</b>  |
| <b>Economy / Planning</b>       | <b>14</b>  |
| <b>Private Sector</b>           | <b>9</b>   |
| <b>Finance &amp; Corporate</b>  | <b>3</b>   |
| <b>Transport &amp; Roads</b>    | <b>2</b>   |
| <b>Lifelong Learning</b>        | <b>2</b>   |
| <b>Cross cutting</b>            | <b>1</b>   |

## Covid-19 Enquiries - Protected Characteristics

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 (90) followed by disability (58) and race (39).

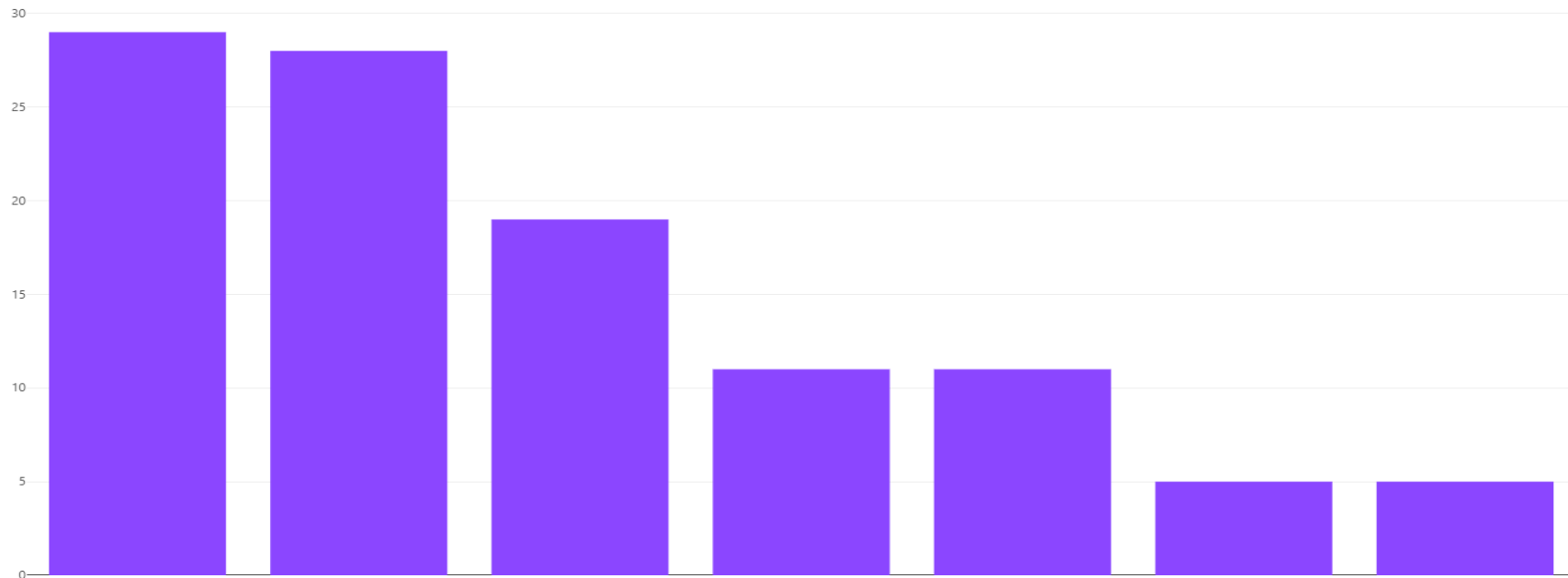


|                                     |           |
|-------------------------------------|-----------|
| <b>All / Cross cutting</b>          | <b>90</b> |
| <b>Disability</b>                   | <b>58</b> |
| <b>Race</b>                         | <b>39</b> |
| <b>Age</b>                          | <b>27</b> |
| <b>Sex</b>                          | <b>16</b> |
| <b>Gender Reassignment</b>          | <b>11</b> |
| <b>Religion &amp; Belief</b>        | <b>7</b>  |
| <b>Sexual Orientation</b>           | <b>6</b>  |
| <b>Marital or Civil Partnership</b> | <b>4</b>  |



## Covid-19 Enquiries - Extended Protected Groups

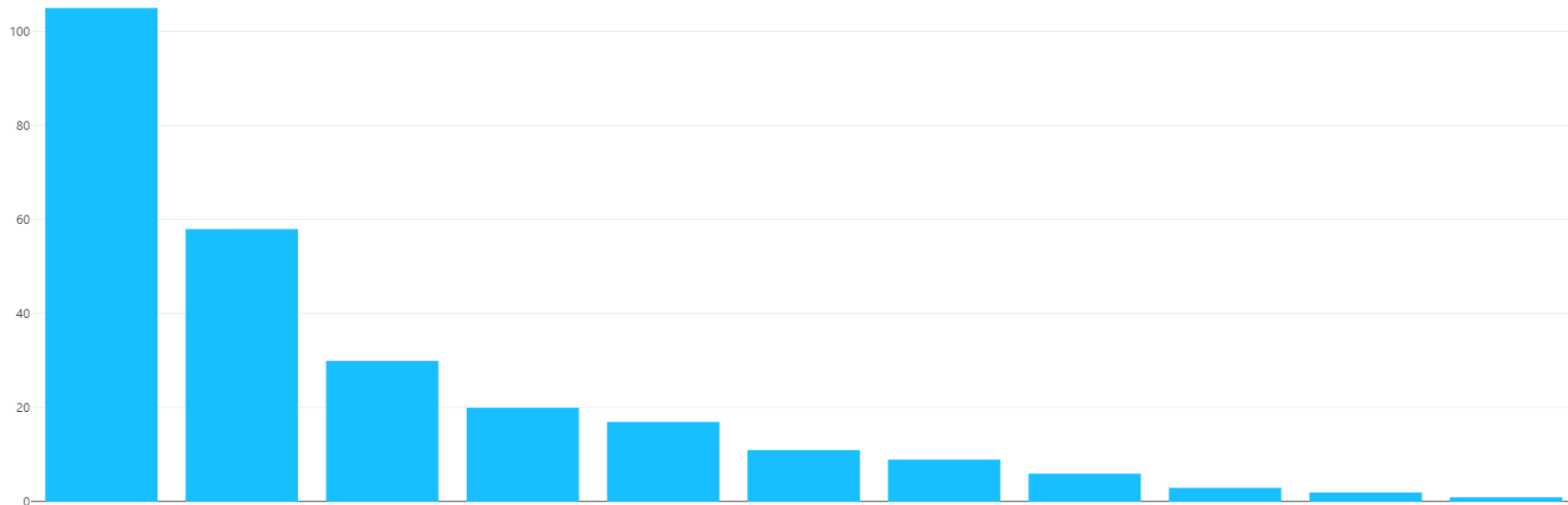
The enquiries that we received whether by people with an additional or other protected characteristic, mainly related to poverty & social economic disadvantage (26) followed very closely by migrants & EU nationals (22) and children & young people (21).



|  |           |
|--|-----------|
| <b>Poverty &amp; Social Economic Disadvantage</b>                      | <b>26</b> |
| <b>Migrants &amp; EU Nationals</b>                                     | <b>22</b> |
| <b>Children &amp; Young People</b>                                     | <b>21</b> |
| <b>People looked after, in detention or care settings</b>              | <b>16</b> |
| <b>Other</b>   | <b>8</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>7</b>  |
| <b>Refugees, Asylum Seekers or exploited &amp; Trafficked Migrants</b> | <b>6</b>  |

## Covid-19 Enquiries - Locality / Area

The majority of the Covid-19 enquiries and concerns came from all of Fife (105) followed by Scotland (58) and Dunfermline (30).



|   |            |
|---|------------|
| <b>All Fife</b>   | <b>105</b> |
| <b>Scotland</b>   | <b>58</b>  |
| <b>City of Dunfermline</b>  | <b>30</b>  |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b>  | <b>20</b>  |
| <b>Other</b>  | <b>17</b>  |
| <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>11</b>  |
| <b>UK</b>   | <b>9</b>   |
| <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>6</b>   |
| <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>3</b>   |
| <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>2</b>   |
| <b>South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline)</b>     | <b>1</b>   |

## Covid-19 - Equality Concerns

In addition to the general enquiries, at the start of the Covid-19 lockdown, Fife Centre for Equalities launched a concerns register. <https://forms.office.com/Pages/ResponsePage.aspx?id=D1XLCygShkyV9zcyjKSrKaaY2stFKT15Ltt4EjLC7TZUQTizMIINVkhROTRGTDdZUVFHUVNJWTA2VyQIQCN0PWcu>

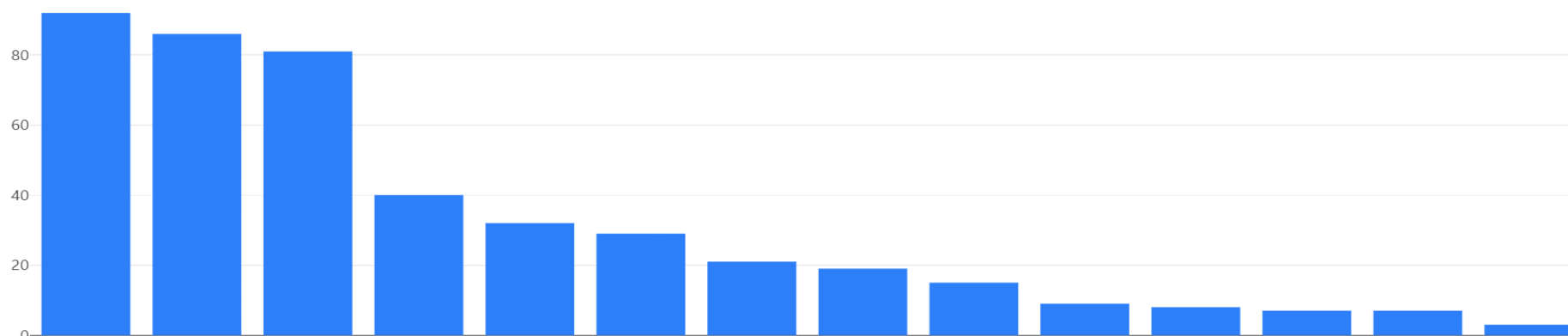
To date, 41 people have shared their concerns with us. Some of the issues highlighted to us are summarised as follows:

- Unable to pay rent due to lack of electronic devices or bank accounts (older people and people with learning disability)
- Unable to understand rules of self-isolation resulting in police involvement (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)
- Family members or the public disregarding social distancing causing anxieties (age, learning disability)
- Foster carer refuses virtual access to child (learning disability)
- Struggle to home school children with ADHD or other learning disability (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)
- Require support to connect with people similar to themselves (learning disability, transgender)
- 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)

# Community Concerns

## Community Concern Enquiries – Type of Concerns

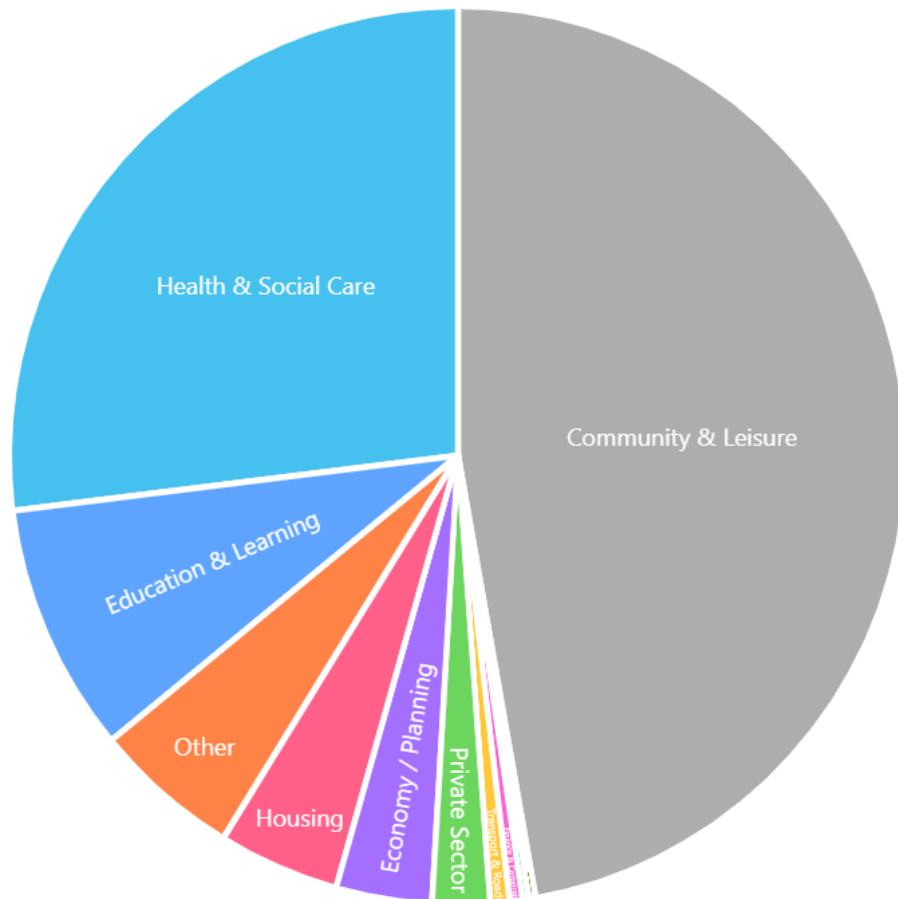
The majority of the type of concerns regarding community concern enquiries were getting the service you need (148) followed by communication / interpreting / translation (114) and access to equality groups (90). The other concerns (15) related mainly to support and local concerns.



|   |            |   |           |
|---|------------|---|-----------|
| <b>Getting the service, you need</b>              | <b>148</b> | <b>Other</b>  | <b>15</b> |
| <b>Communication / Interpreting / Translation</b> | <b>114</b> | <b>Indirect Discrimination</b>                            | <b>15</b> |
| <b>Accessing Equality Groups</b>                  | <b>90</b>  | <b>Discrimination arising from Disability</b>             | <b>15</b> |
| <b>The way you were treated</b>                   | <b>52</b>  | <b>Not receiving a response from the service you need</b> | <b>11</b> |
| <b>Not knowing which service to contact</b>       | <b>42</b>  | <b>A complaint not being dealt with properly</b>          | <b>10</b> |
| <b>Direct Discrimination</b>                      | <b>38</b>  | <b>Harassment</b>   | <b>9</b>  |
| <b>Hate Incident</b>                              | <b>33</b>  | <b>Victimisation</b>                                      | <b>2</b>  |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>28</b>  |   |           |

## Community Concern Enquiries - Type of Services

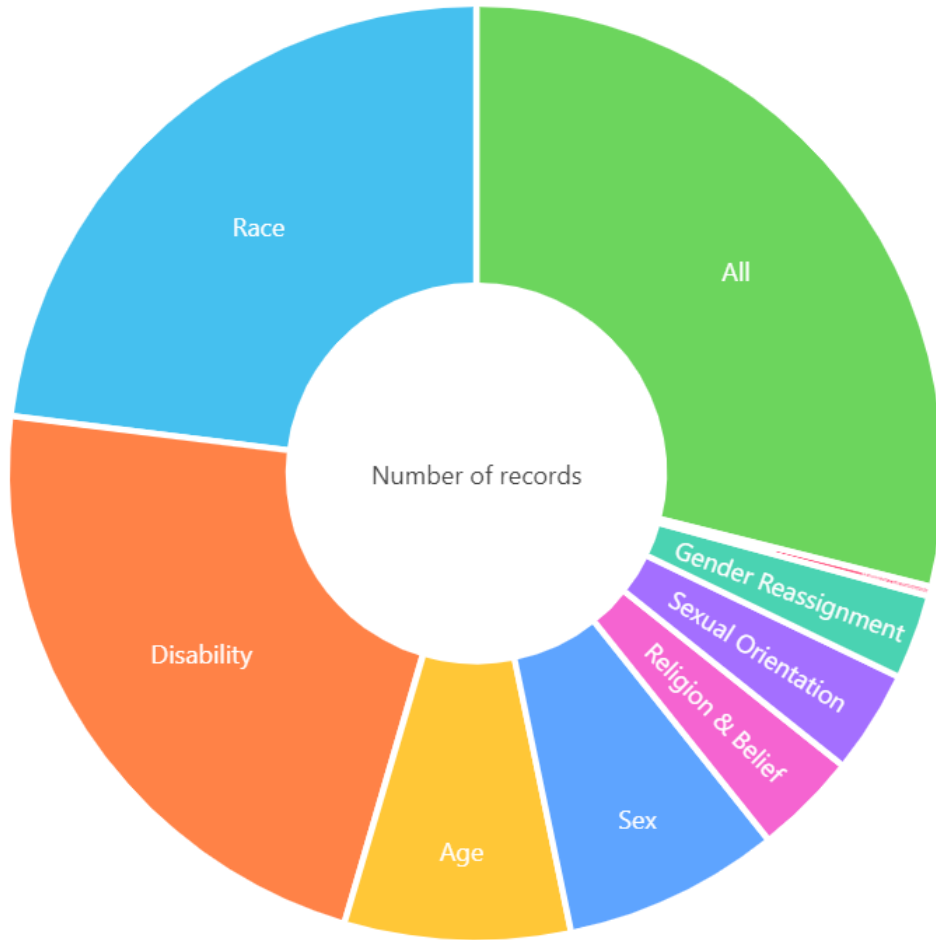
The type of services regarding community concern enquiries mainly related to community & leisure (205) followed by health & social care (117). The other services (23) consisted of employment, EU settlement as well as various general concerns.



|                                 |            |
|---------------------------------|------------|
| <b>Community &amp; Leisure</b>  | <b>205</b> |
| <b>Health &amp; Social Care</b> | <b>117</b> |
| <b>Education &amp; Learning</b> | <b>39</b>  |
| <b>Other</b>                    | <b>23</b>  |
| <b>Housing</b>                  | <b>19</b>  |
| <b>Economy / Planning</b>       | <b>15</b>  |
| <b>Private Sector</b>           | <b>9</b>   |
| <b>Transport &amp; Roads</b>    | <b>3</b>   |
| <b>Finance &amp; Corporate</b>  | <b>2</b>   |
| <b>Lifelong Learning</b>        | <b>1</b>   |
| <b>Cross cutting</b>            | <b>1</b>   |

## Community Concern Enquiries - Protected Characteristics

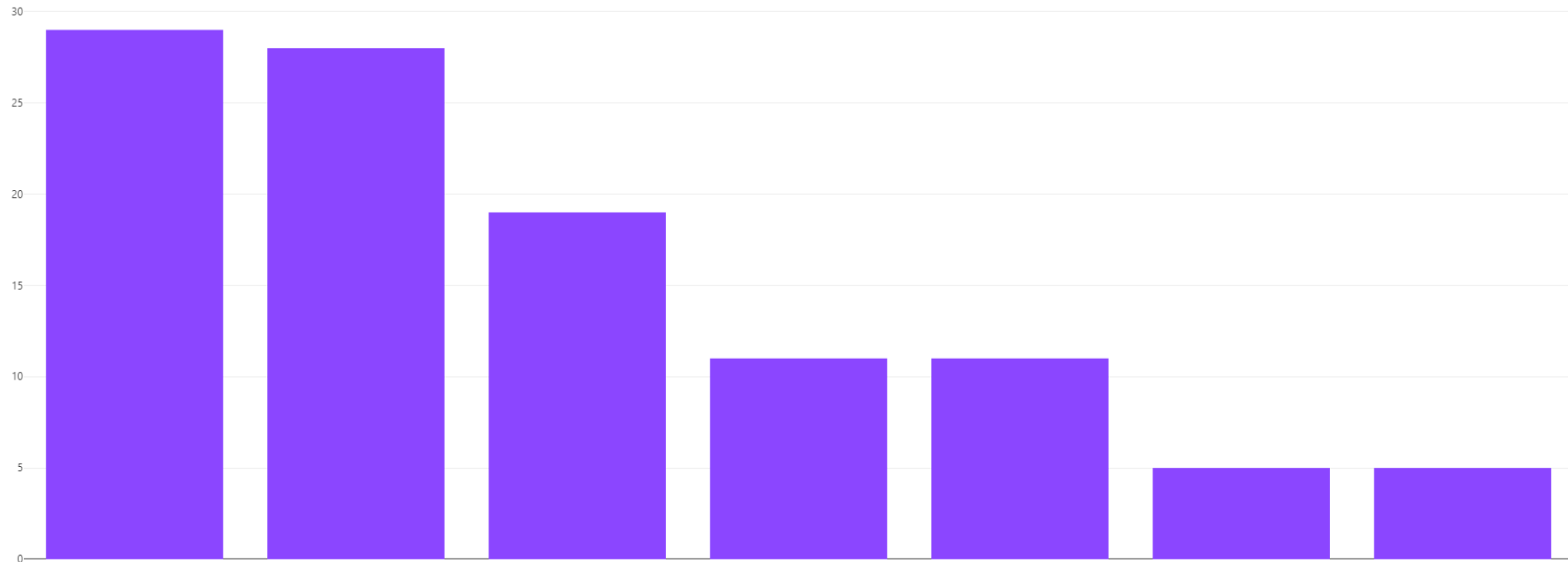
The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (89) followed by race (71) and disability (69).



|                                     |           |
|-------------------------------------|-----------|
| <b>All / Cross cutting</b>          | <b>89</b> |
| <b>Race</b>                         | <b>71</b> |
| <b>Disability</b>                   | <b>69</b> |
| <b>Age</b>                          | <b>24</b> |
| <b>Sex</b>                          | <b>23</b> |
| <b>Religion &amp; Belief</b>        | <b>11</b> |
| <b>Sexual Orientation</b>           | <b>11</b> |
| <b>Gender Reassignment</b>          | <b>9</b>  |
| <b>Marital or Civil Partnership</b> | <b>1</b>  |

## Community Concern Enquiries - Extended Protected Groups

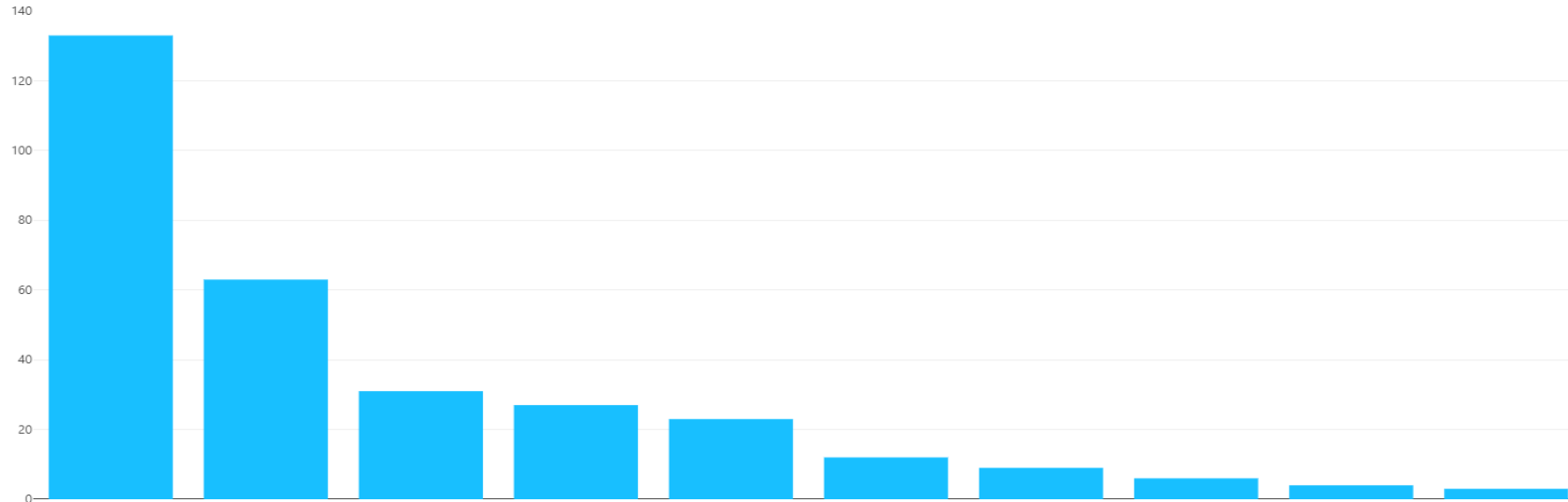
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly relating to children & young people (29) followed closely by migrants & EU nationals (28) and poverty & social economic disadvantage (19).



|  |           |
|--|-----------|
| <b>Children &amp; Young People</b>                                     | <b>29</b> |
| <b>Migrants &amp; EU Nationals</b>                                     | <b>28</b> |
| <b>Poverty &amp; Social Economic Disadvantage</b>                      | <b>19</b> |
| <b>People looked after, in detention or care settings</b>              | <b>11</b> |
| <b>Other</b>   | <b>11</b> |
| <b>Refugees, Asylum Seekers or exploited &amp; Trafficked Migrants</b> | <b>5</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>5</b>  |

## Community Concern Enquiries - Locality / Area

The majority of the community concerns enquiries and concerns came from all of Fife (133) followed by Scotland (63) and other (31). Most of the enquiries marked as other were from areas such as Edinburgh or unknown.



|   |            |
|---|------------|
| <b>All Fife</b>   | <b>133</b> |
| <b>Scotland</b>   | <b>63</b>  |
| <b>Other</b>  | <b>31</b>  |
| <b>City of Dunfermline</b>  | <b>27</b>  |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b>  | <b>23</b>  |
| <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>12</b>  |
| <b>UK</b>   | <b>9</b>   |
| <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>6</b>   |
| <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>4</b>   |
| <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>3</b>   |



## Community Concern Enquiries - Outcomes

The total number of enquiries relating to community concerns was 246. Resolved: 241. Ongoing: 5.

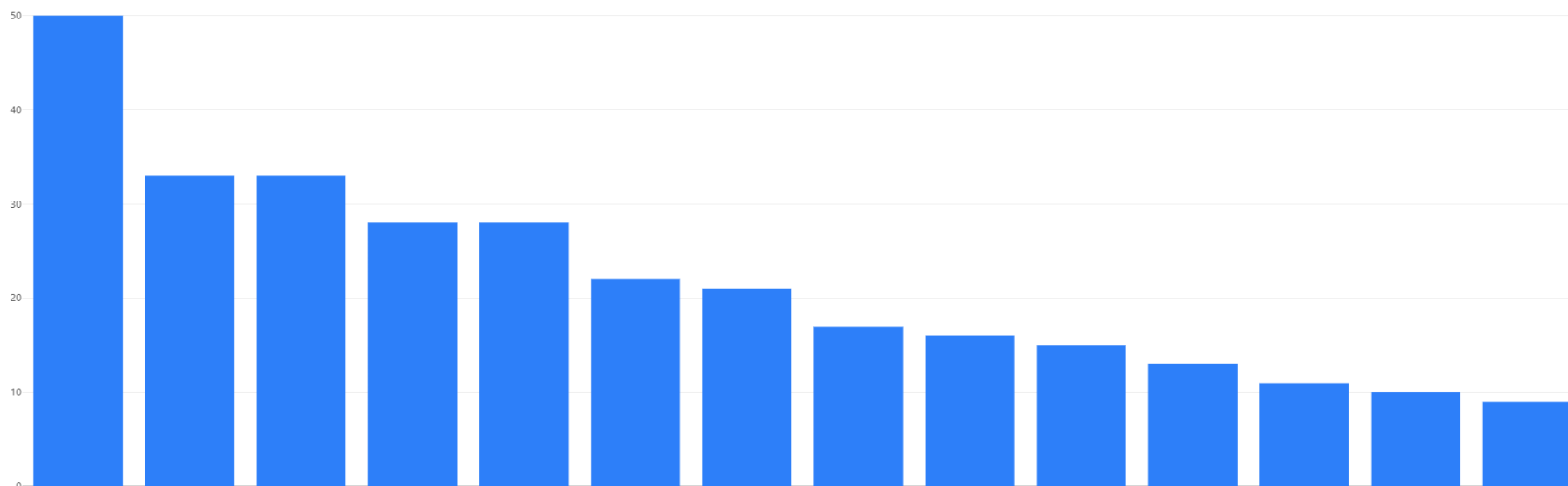
### Types of action taken:

- 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

### Casework / One to One Support - Type of Concerns

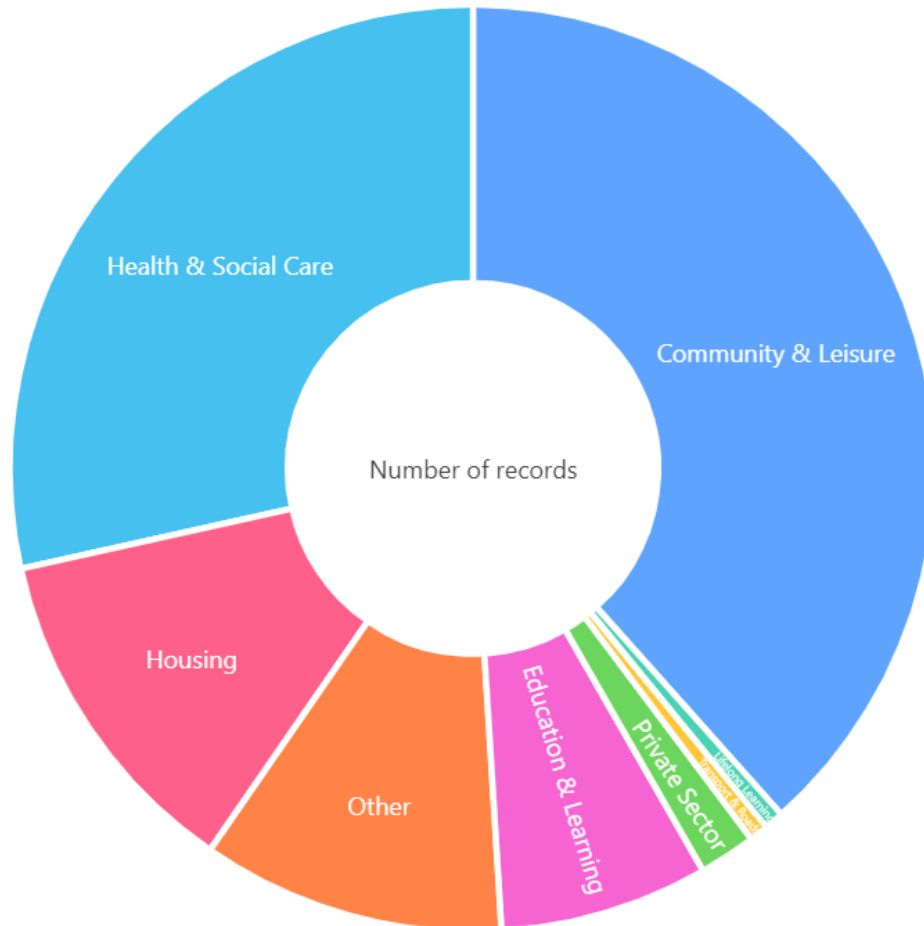
The majority of the types of concerns relating to casework / one to one support were the way you were treated (50) followed by getting the service you need (33) and communication / interpreting / translation (33). The other concerns (15) related mainly to mental health concerns and support.



|   |           |  |           |
|---|-----------|--|-----------|
| <b>The way you were treated</b>                   | <b>50</b> | <b>Hate Incident</b>                                       | <b>17</b> |
| <b>Getting the service, you need</b>              | <b>33</b> | <b>Discrimination arising from Disability</b>              | <b>16</b> |
| <b>Communication / Interpreting / Translation</b> | <b>33</b> | <b>Other</b>   | <b>15</b> |
| <b>Not knowing which service to contact</b>       | <b>28</b> | <b>Not receiving a response from the service, you need</b> | <b>13</b> |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>28</b> | <b>A complaint not being dealt with properly</b>           | <b>11</b> |
| <b>Direct Discrimination</b>                      | <b>22</b> | <b>Indirect Discrimination</b>                             | <b>10</b> |
| <b>Access to Equality Groups</b>                  | <b>21</b> | <b>Harassment</b>  | <b>9</b>  |

## Casework / One to One Support - Type of Services

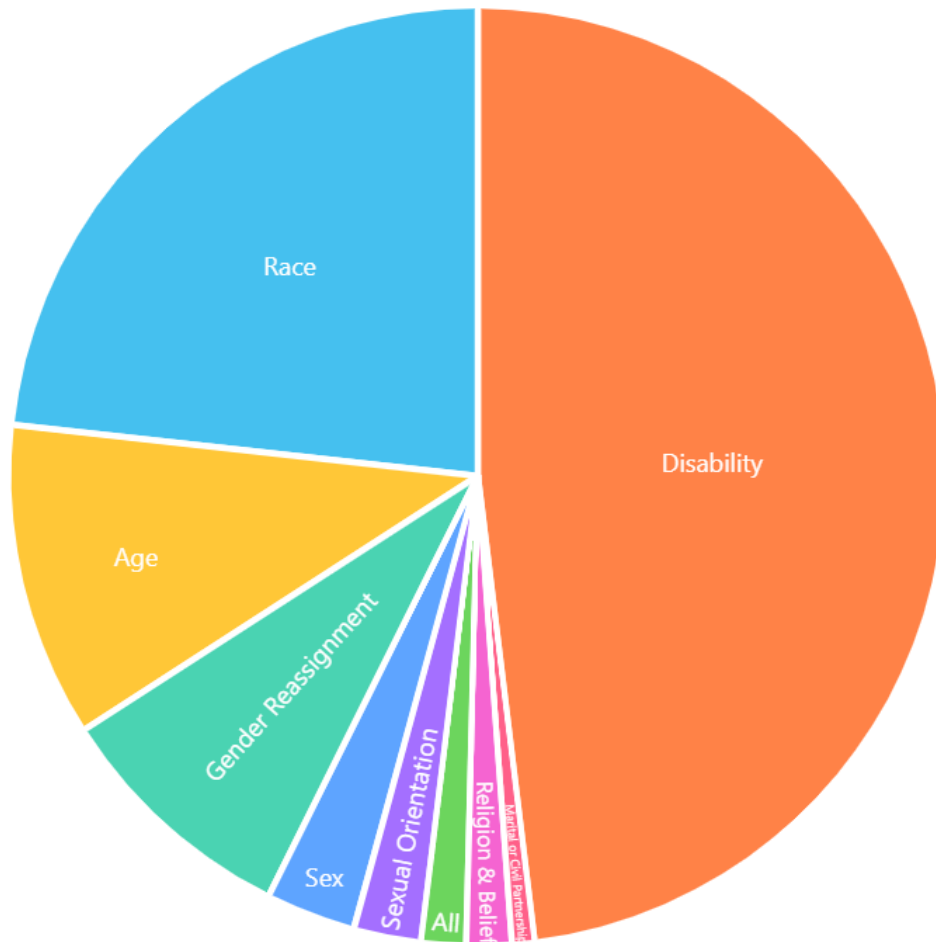
The type of services enquiries received for casework / one to one support mainly related to community & leisure (56) followed by health & social care (42) and housing (19). The majority of the other services (17) related to employment.



|                                 |           |
|---------------------------------|-----------|
| <b>Community &amp; Leisure</b>  | <b>56</b> |
| <b>Health &amp; Social Care</b> | <b>42</b> |
| <b>Housing</b>                  | <b>19</b> |
| <b>Other</b>                    | <b>17</b> |
| <b>Education &amp; Learning</b> | <b>12</b> |
| <b>Private Sector</b>           | <b>3</b>  |
| <b>Transport &amp; Roads</b>    | <b>1</b>  |
| <b>Lifelong Learning</b>        | <b>1</b>  |

## Casework / One to One Support - Protected Characteristics

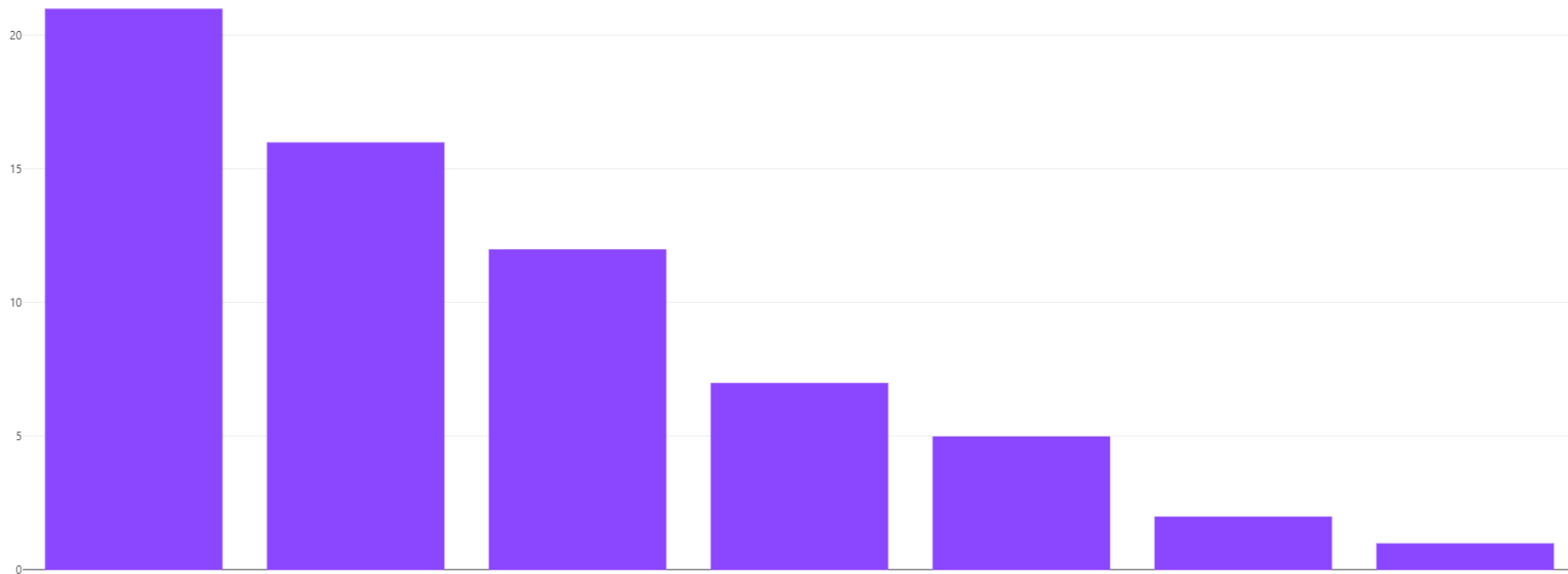
The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly disability (62) followed by race (30) and age (14).



|                                     |           |
|-------------------------------------|-----------|
| <b>Disability</b>                   | <b>62</b> |
| <b>Race</b>                         | <b>30</b> |
| <b>Age</b>                          | <b>14</b> |
| <b>Gender Reassignment</b>          | <b>11</b> |
| <b>Sex</b>                          | <b>4</b>  |
| <b>Sexual Orientation</b>           | <b>3</b>  |
| <b>All / Cross cutting</b>          | <b>2</b>  |
| <b>Religion &amp; Belief</b>        | <b>2</b>  |
| <b>Marital or Civil Partnership</b> | <b>1</b>  |

## Casework / One to One Support - Extended Protected Groups

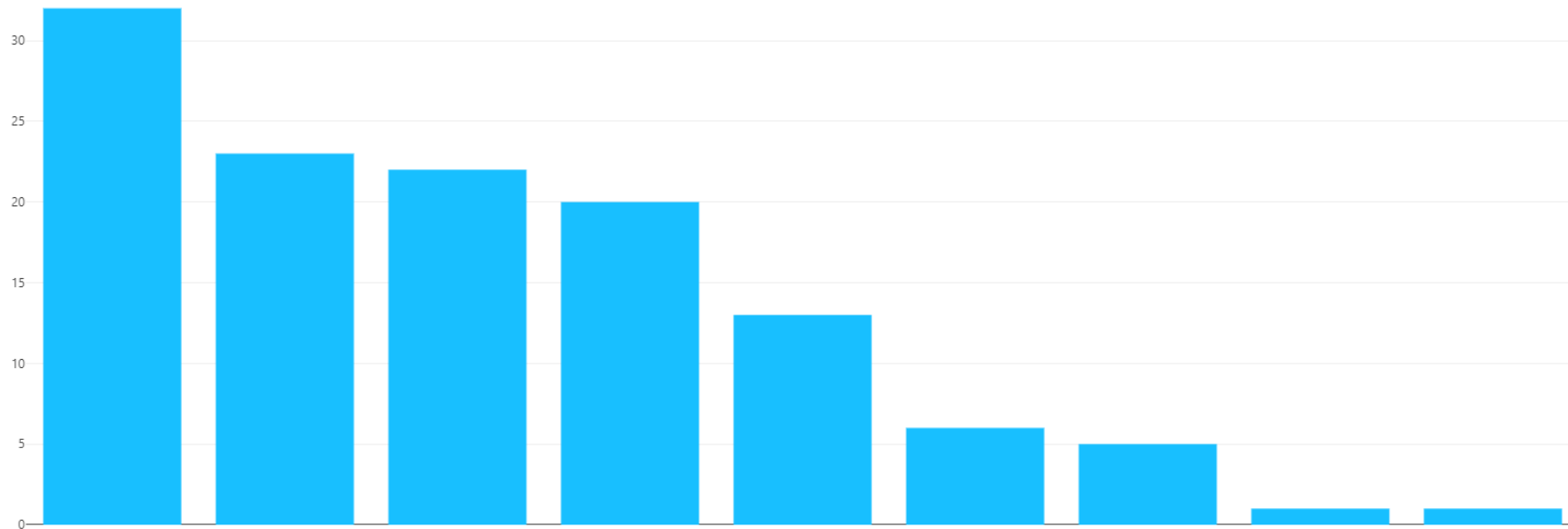
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly relating to children & young people (21) followed by people looked after, in detention or care settings (16) and poverty & social economic disadvantage (12).



|  |           |
|--|-----------|
| <b>Children &amp; Young People</b>                                     | <b>21</b> |
| <b>People looked after, in detention or care settings</b>              | <b>16</b> |
| <b>Poverty &amp; Social Economic Disadvantage</b>                      | <b>12</b> |
| <b>Other</b>   | <b>7</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>5</b>  |
| <b>Migrants &amp; EU Nationals</b>                                     | <b>2</b>  |
| <b>Refugees, Asylum Seekers or exploited &amp; Trafficked Migrants</b> | <b>1</b>  |

## Casework / One to One Support - Locality / Area

The majority of the casework / one to one support enquiries and concerns were from Dunfermline (31) followed by Kirkcaldy (22) and all of Fife (21). The other areas (20) mainly consisted of unknown areas.



|   |           |
|---|-----------|
| <b>City of Dunfermline</b>  | <b>31</b> |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b>  | <b>22</b> |
| <b>All Fife</b>   | <b>21</b> |
| <b>Other</b>  | <b>20</b> |
| <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>13</b> |
| <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>5</b>  |
| <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>5</b>  |
| <b>South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline)</b>     | <b>1</b>  |
| <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>1</b>  |

## Casework / One-to-one support - Outcomes

**The total number of enquiries relating to casework / one to one support was 113. Resolved: 108. Ongoing: 5.**

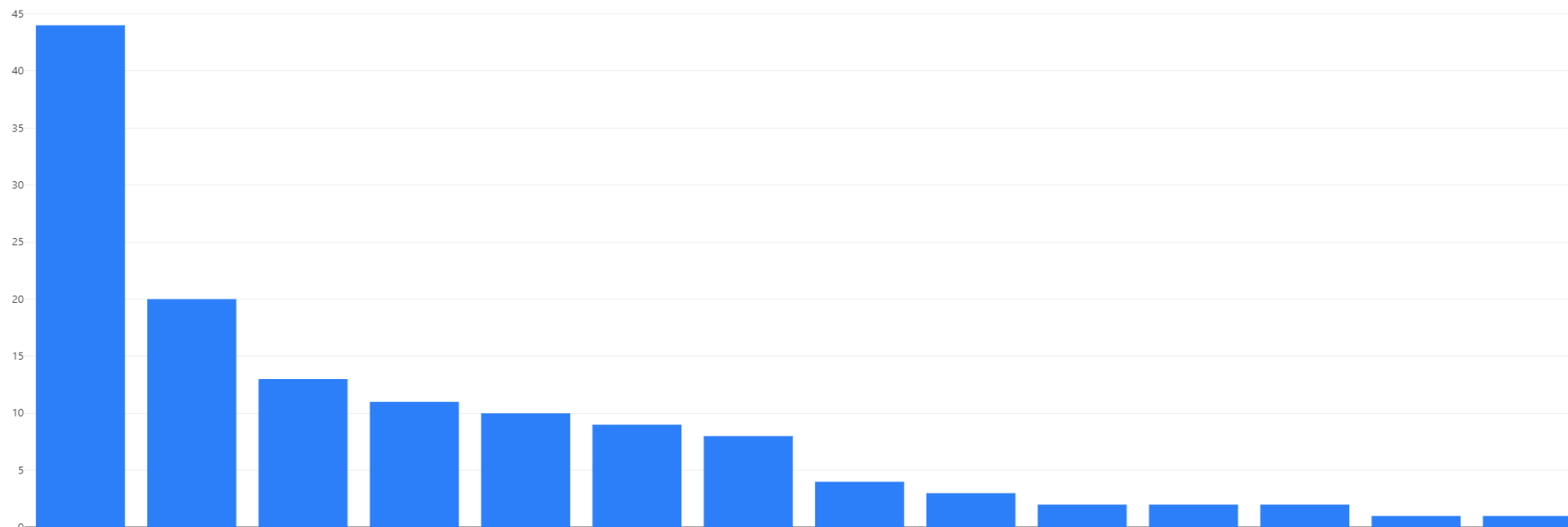
### **Types of action taken:**

- 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

## Hate Incidents & Support - Type of Concerns

The majority of the type of concerns relating to hate incidents and support was hate incidents (44) followed by direct discrimination (20) and access to equality groups (13).

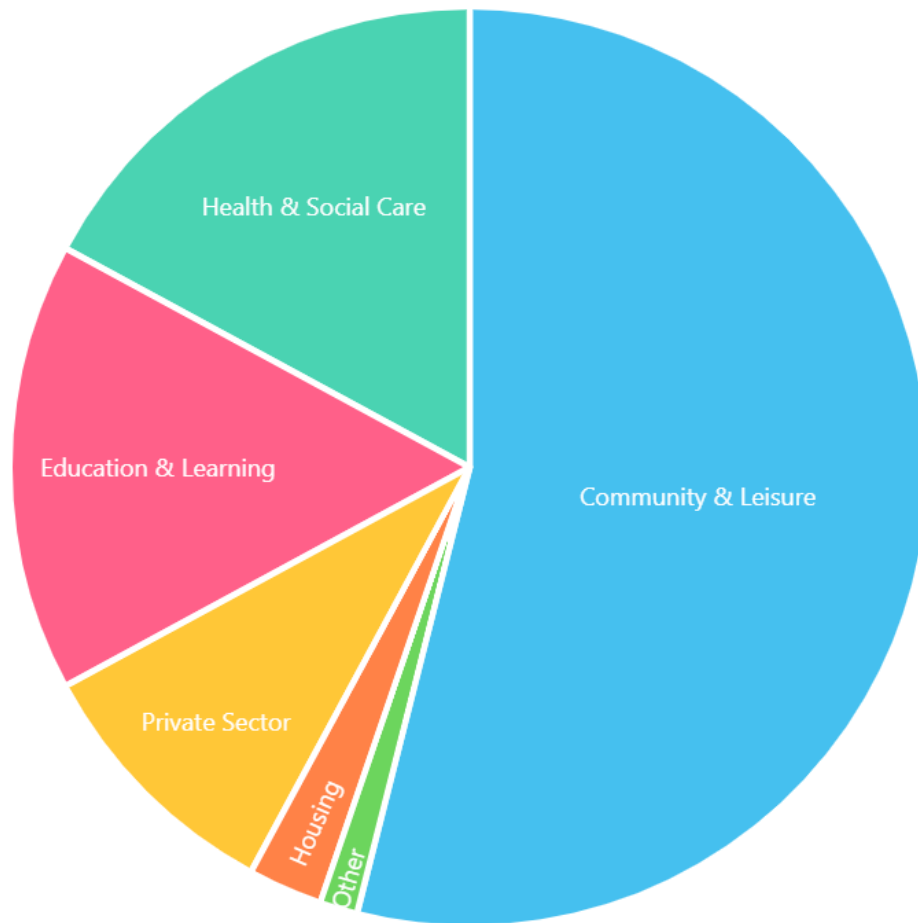


|   |           |  |          |
|---|-----------|--|----------|
| <b>Hate Incident</b>                              | <b>44</b> | <b>Harassment</b>  | <b>4</b> |
| <b>Direct Discrimination</b>                      | <b>20</b> | <b>Not receiving a response from the service, you need</b> | <b>3</b> |
| <b>Access to Equality Groups</b>                  | <b>13</b> | <b>Not knowing which service to contact</b>                | <b>2</b> |
| <b>The way you were treated</b>                   | <b>11</b> | <b>Discrimination arising from Disability</b>              | <b>2</b> |
| <b>Getting the service, you need</b>              | <b>10</b> | <b>A complaint not being dealt with properly</b>           | <b>2</b> |
| <b>Communication / Interpreting / Translation</b> | <b>9</b>  | <b>Victimisation</b>                                       | <b>1</b> |
| <b>Indirect Discrimination</b>                    | <b>8</b>  | <b>Accessibility / Reasonable Adjustments</b>              | <b>1</b> |



## Hate Incidents & Support - Type of Services

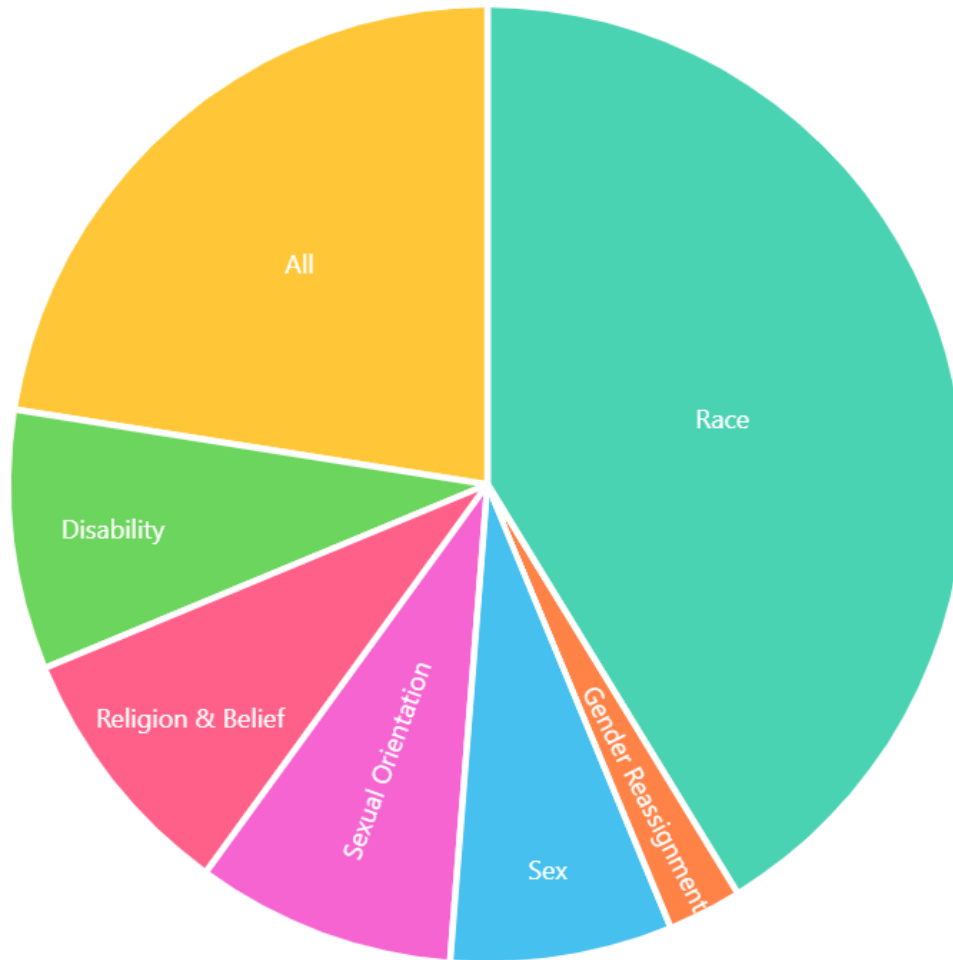
The type of services regarding hate incidents and support related mainly to community & leisure (41) followed by health & social care (13) then education & learning (12).



|                                 |           |
|---------------------------------|-----------|
| <b>Community &amp; Leisure</b>  | <b>41</b> |
| <b>Health &amp; Social Care</b> | <b>13</b> |
| <b>Education &amp; Learning</b> | <b>12</b> |
| <b>Private Sector</b>           | <b>7</b>  |
| <b>Housing</b>                  | <b>2</b>  |
| <b>Other</b>                    | <b>1</b>  |

## Hate Incidents & Support - Protected Characteristics

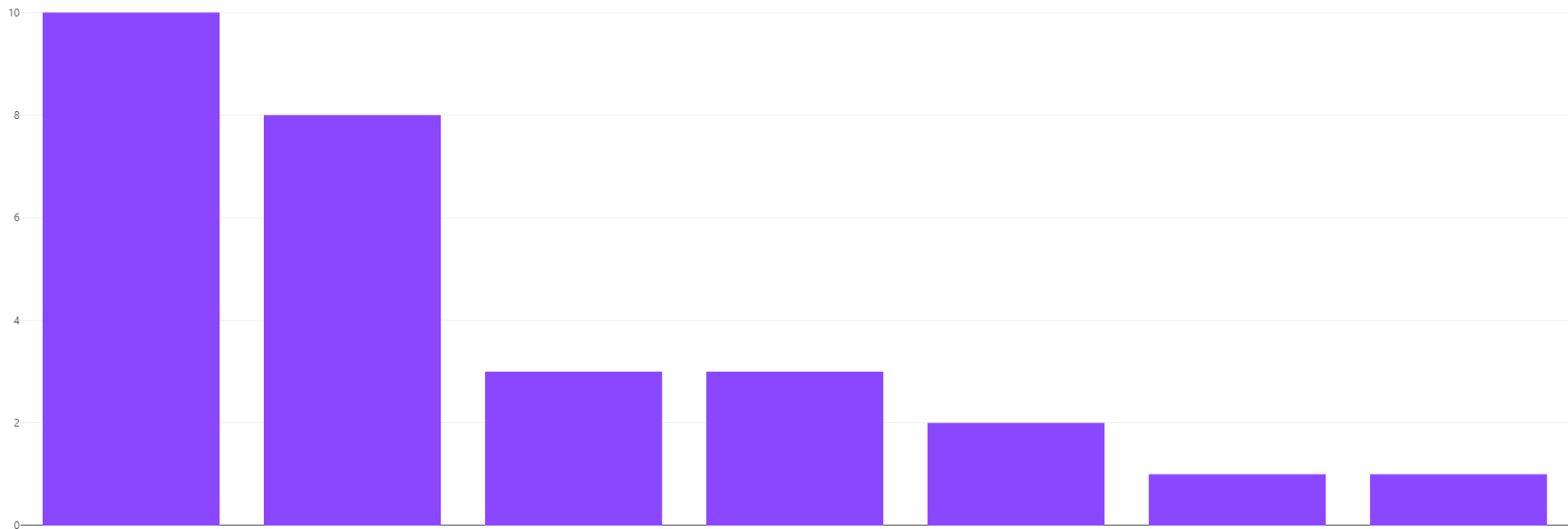
The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly race (33) and all / cross cutting (18).



|                              |           |
|------------------------------|-----------|
| <b>Race</b>                  | <b>33</b> |
| <b>All / Cross cutting</b>   | <b>18</b> |
| <b>Disability</b>            | <b>7</b>  |
| <b>Religion &amp; Belief</b> | <b>7</b>  |
| <b>Sexual Orientation</b>    | <b>7</b>  |
| <b>Sex</b>                   | <b>6</b>  |
| <b>Gender Reassignment</b>   | <b>2</b>  |

## Hate Incidents & Support - Extended Protected Groups

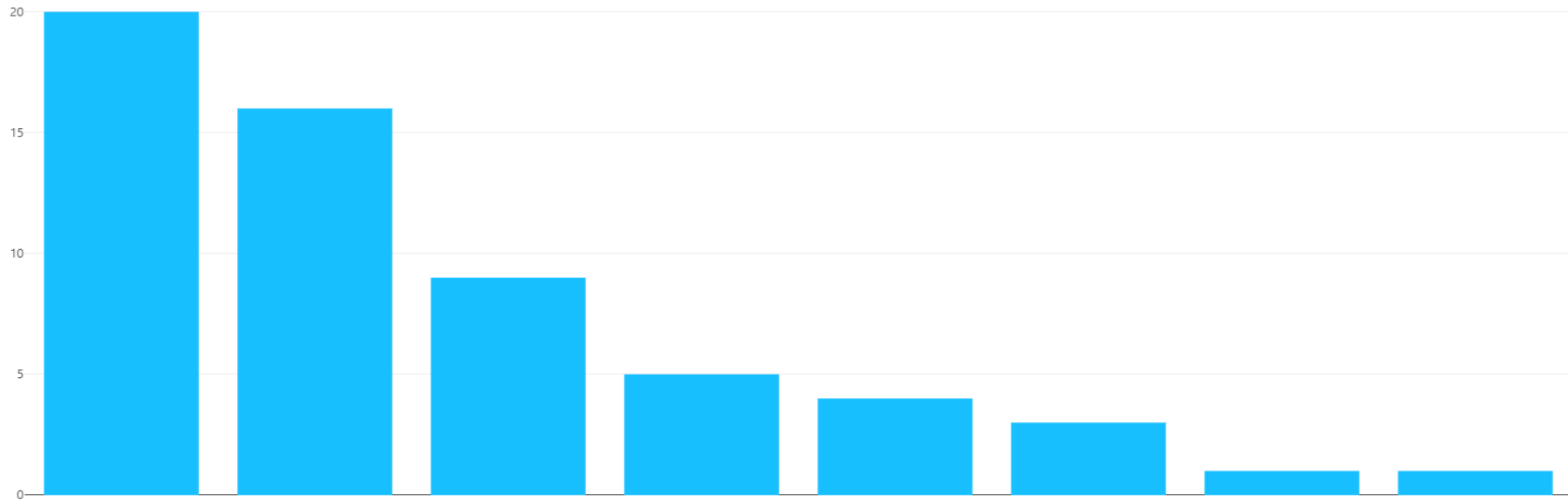
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly relating to migrants & EU nationals (10) followed by children & young people (8) and refugees, asylum seekers or exploited and trafficked migrants (3).



|  |           |
|--|-----------|
| <b>Migrants &amp; EU Nationals</b>                                     | <b>10</b> |
| <b>Children &amp; Young People</b>                                     | <b>8</b>  |
| <b>Refugees, Asylum Seekers or exploited &amp; Trafficked Migrants</b> | <b>3</b>  |
| <b>Poverty &amp; Social Economic Disadvantage</b>                      | <b>3</b>  |
| <b>Other</b>   | <b>2</b>  |
| <b>People looked after in detention or care settings</b>               | <b>1</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>1</b>  |

## Hate Incidents & Support - Locality / Area

The majority of the community concerns enquiries and concerns were from all of Fife (20) followed by Scotland (16) and Kirkcaldy (9).



|   |           |
|---|-----------|
| <b>All Fife</b>   | <b>20</b> |
| <b>Scotland</b>   | <b>16</b> |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b>  | <b>9</b>  |
| <b>City of Dunfermline</b>  | <b>5</b>  |
| <b>Other</b>  | <b>4</b>  |
| <b>UK</b>   | <b>3</b>  |
| <b>South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline)</b>     | <b>1</b>  |
| <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>1</b>  |

## Hate Incidents & Support - Outcomes

**The total number of enquiries relating to Hate Incidents was 44. Resolved: 43. Ongoing: 1.**

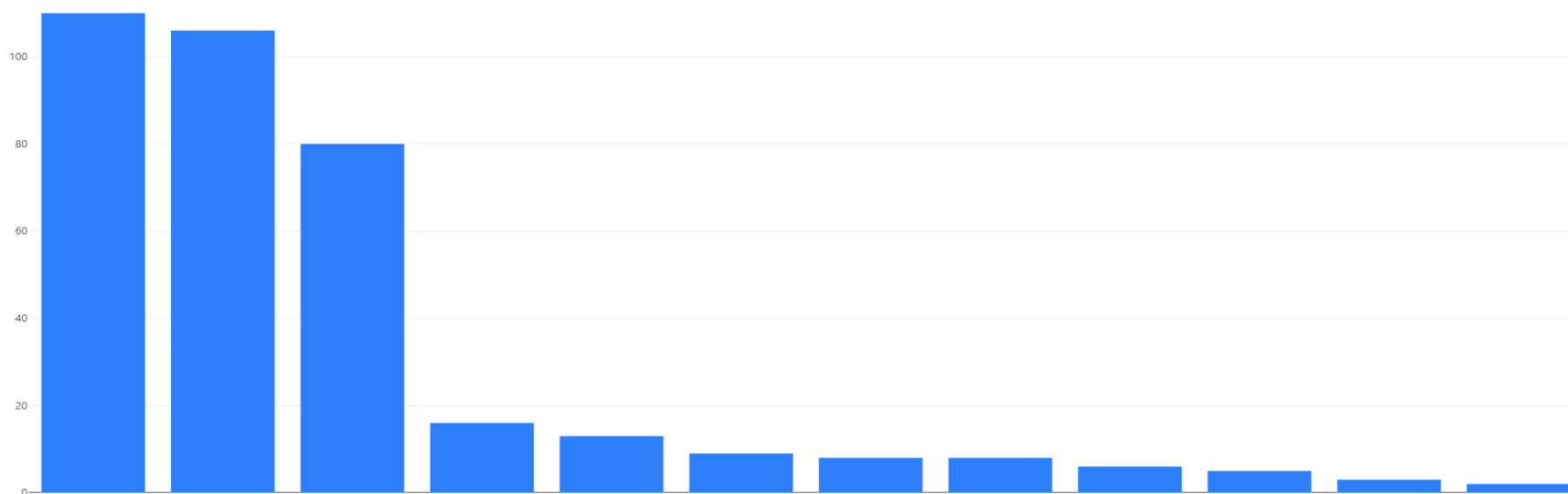
### **Types of action taken:**

- 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.

# Information Circulation Requests

## Information Circulation Requests - Type of Concerns

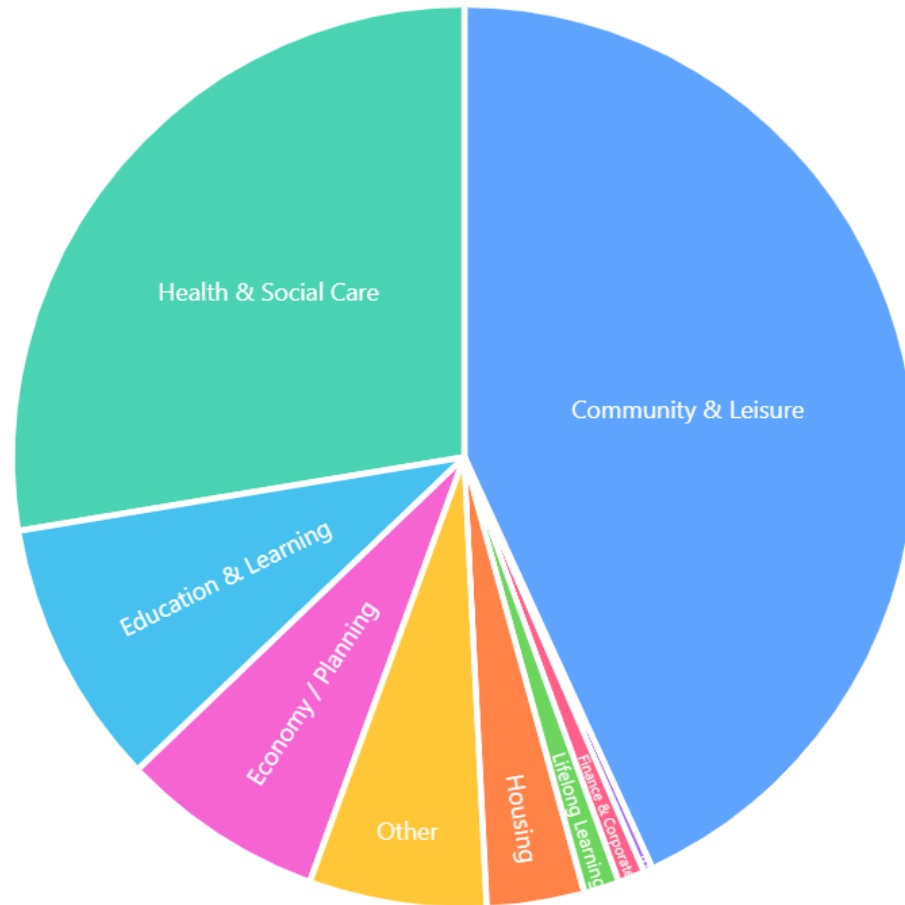
The majority of the type of concerns relating to requests for information circulation was access to equality groups (110) followed by communication / interpreting / translation (106) and getting the service you need (80). The other concerns (8) mainly consisted of personal and family safety concerns.



|   |            |  |          |
|---|------------|--|----------|
| <b>Access to Equality Groups</b>                  | <b>110</b> | <b>The way you were treated</b>                            | <b>8</b> |
| <b>Communication / Interpreting / Translation</b> | <b>106</b> | <b>Other</b>   | <b>8</b> |
| <b>Getting the service, you need</b>              | <b>80</b>  | <b>Direct Discrimination</b>                               | <b>6</b> |
| <b>Not knowing which service to contact</b>       | <b>16</b>  | <b>Indirect Discrimination</b>                             | <b>5</b> |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>13</b>  | <b>Discrimination arising from Disability</b>              | <b>3</b> |
| <b>Hate Incident</b>                              | <b>9</b>   | <b>Not receiving a response from the service, you need</b> | <b>2</b> |

## Information Circulation Requests - Type of Service

The type of services relating to information circulation requests was community & leisure (136) followed by health & social care (87) then education & learning (30). The other services (20) consisted mainly of peer support, immigration and employment enquiries.



|                                 |            |
|---------------------------------|------------|
| <b>Community &amp; Leisure</b>  | <b>136</b> |
| <b>Health &amp; Social Care</b> | <b>87</b>  |
| <b>Education &amp; Learning</b> | <b>30</b>  |
| <b>Economy / Planning</b>       | <b>23</b>  |
| <b>Other</b>                    | <b>20</b>  |
| <b>Housing</b>                  | <b>11</b>  |
| <b>Lifelong Learning</b>        | <b>4</b>   |
| <b>Finance &amp; Corporate</b>  | <b>3</b>   |
| <b>Cross cutting</b>            | <b>1</b>   |

## Information Circulation Requests - Protected Characteristics

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 (96) followed by race (34) and age (27).

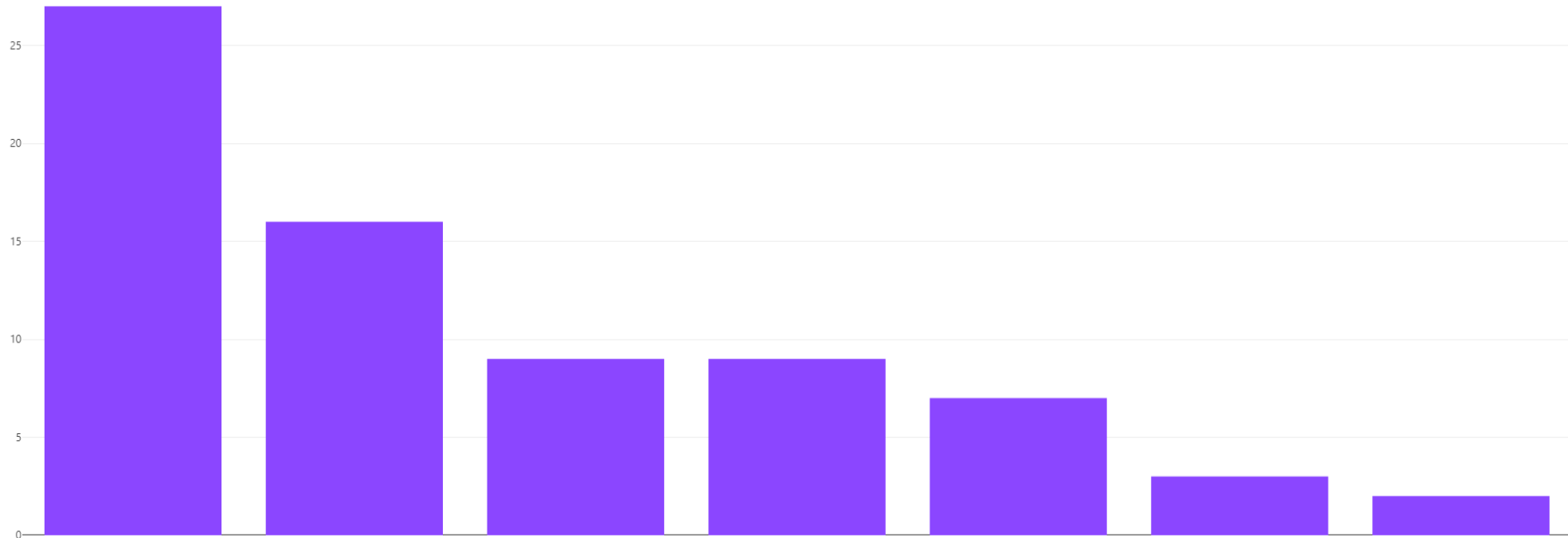


|                                     |           |
|-------------------------------------|-----------|
| <b>All / Cross cutting</b>          | <b>96</b> |
| <b>Race</b>                         | <b>34</b> |
| <b>Age</b>                          | <b>27</b> |
| <b>Disability</b>                   | <b>26</b> |
| <b>Sex</b>                          | <b>21</b> |
| <b>Sexual Orientation</b>           | <b>11</b> |
| <b>Gender Reassignment</b>          | <b>9</b>  |
| <b>Marital or Civil Partnership</b> | <b>7</b>  |
| <b>Religion &amp; Belief</b>        | <b>7</b>  |



## Information Circulation Requests - Extended Protected Groups

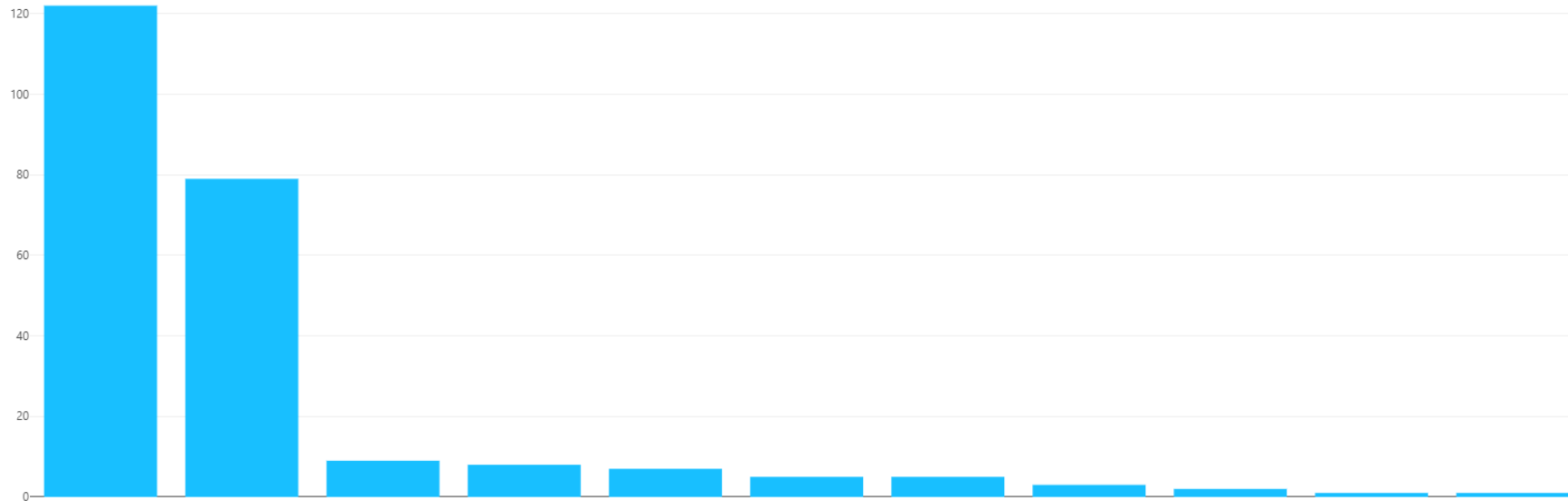
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly relating to migrants & EU nationals (27) followed by children & young people (16) and jointly poverty & social economic disadvantage (9) and people looked after in, detention or care settings (9).



|  |           |
|--|-----------|
| <b>Migrants &amp; EU Nationals</b>                                     | <b>27</b> |
| <b>Children &amp; Young People</b>                                     | <b>16</b> |
| <b>Poverty &amp; Social Economic disadvantage</b>                      | <b>9</b>  |
| <b>People looked after, in detention or care settings</b>              | <b>9</b>  |
| <b>Other</b>   | <b>7</b>  |
| <b>Refugees, Asylum Seekers or exploited &amp; trafficked Migrants</b> | <b>3</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>2</b>  |

## Information Circulation Requests - Locality / Area

The majority of the information circulation requests were from all of Fife (122) followed by Scotland (79) and Dunfermline (9).



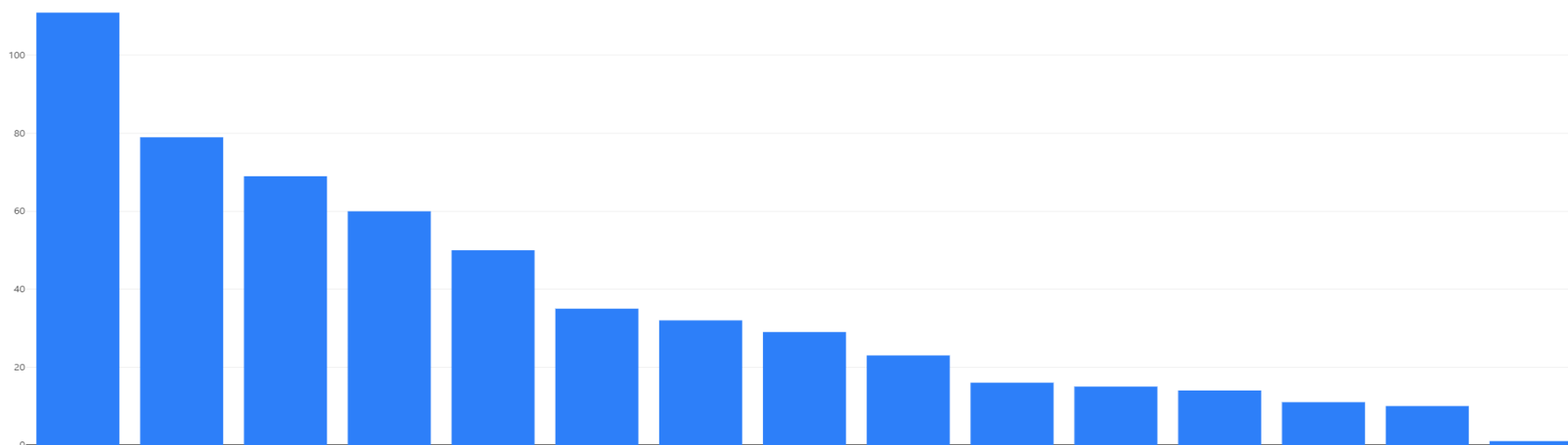
|  |            |   |          |
|--|------------|---|----------|
| <b>All Fife</b>                                      | <b>122</b> | <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>5</b> |
| <b>Scotland</b>                                      | <b>79</b>  | <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>3</b> |
| <b>City of Dunfermline</b>                           | <b>9</b>   | <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>2</b> |
| <b>Other</b>   | <b>8</b>   | <b>South West Fife (includes Inverkeithing, Dalgety Bay, Rosyth, Kincardine, Oakley and Saline)</b>     | <b>1</b> |
| <b>UK</b>  | <b>7</b>   | <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>1</b> |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b> | <b>5</b>   |   |          |

The total number of requests for information circulation was 194. Resolved: 194.

## Advice or Guidance Requests

### Advice or Guidance Requests - Type of Concerns

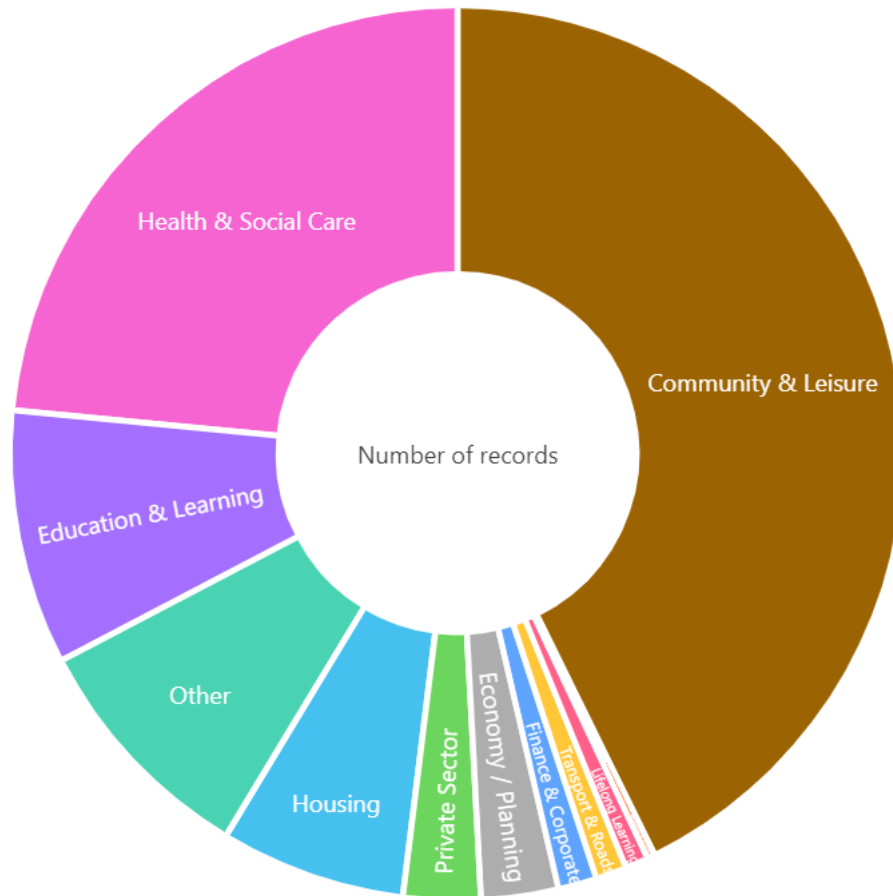
The majority of the type of concerns regarding advice and guidance enquiries were getting the service you need (111) followed by communication / interpreting / translation (79) and then access to equality groups (69). The other concerns (23) consisted of personal safety, exploitation and employment.



|   |            |  |           |
|---|------------|--|-----------|
| <b>Getting the service, you need</b>              | <b>111</b> | <b>Other</b>   | <b>23</b> |
| <b>Communication / Interpreting / Translation</b> | <b>79</b>  | <b>Discrimination arising from Disability</b>              | <b>16</b> |
| <b>Access to Equality Groups</b>                  | <b>69</b>  | <b>Not receiving a response from the service, you need</b> | <b>15</b> |
| <b>The way you were treated</b>                   | <b>60</b>  | <b>Indirect Discrimination</b>                             | <b>14</b> |
| <b>Not knowing which service to contact</b>       | <b>50</b>  | <b>A complaint not dealt with properly</b>                 | <b>11</b> |
| <b>Accessibility / Reasonable Adjustments</b>     | <b>35</b>  | <b>Harassment</b>  | <b>10</b> |
| <b>Direct Discrimination</b>                      | <b>32</b>  | <b>Victimisation</b>                                       | <b>1</b>  |
| <b>Hate Incident</b>                              | <b>29</b>  |  |           |

## Advice or Guidance Requests - Type of Services

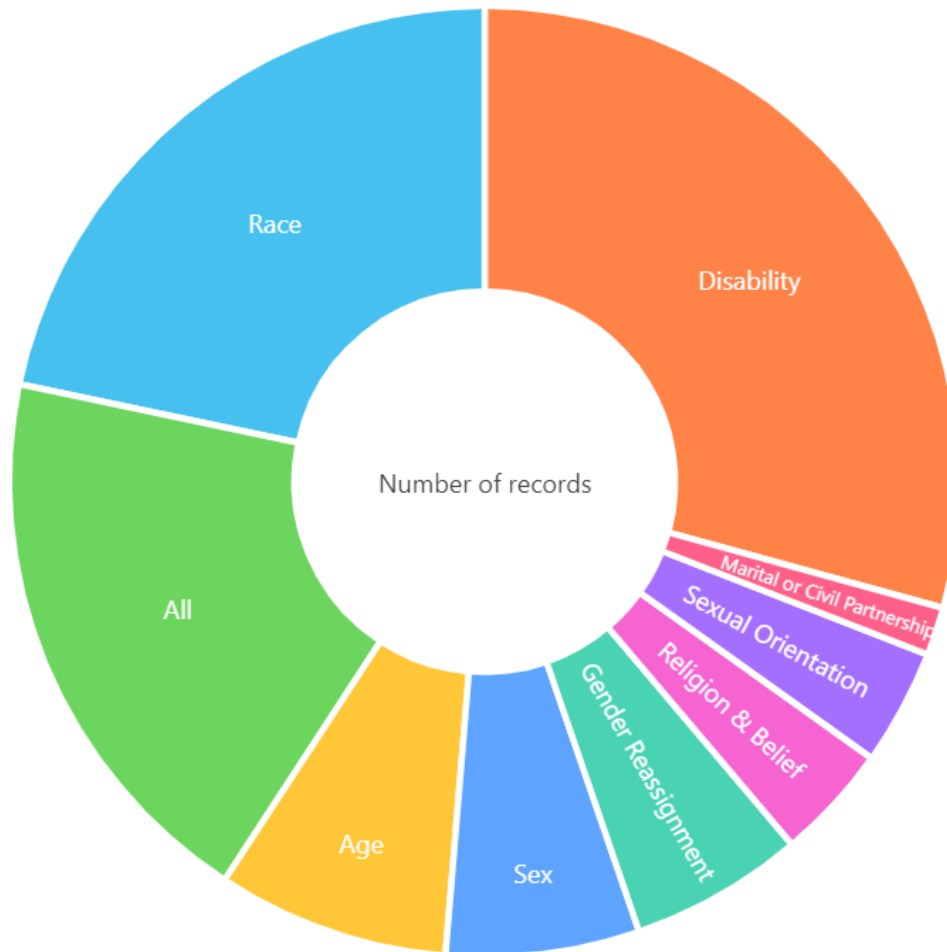
The type of services relating to advice or guidance requests was community & leisure (153) followed by health & social care (84) and education & learning (33). The other (31) services mainly related to employment, immigration / EU settlement status and peer support.



|                                 |            |
|---------------------------------|------------|
| <b>Community &amp; Leisure</b>  | <b>153</b> |
| <b>Health &amp; Social Care</b> | <b>84</b>  |
| <b>Education &amp; Learning</b> | <b>33</b>  |
| <b>Other</b>                    | <b>31</b>  |
| <b>Housing</b>                  | <b>24</b>  |
| <b>Private Sector</b>           | <b>10</b>  |
| <b>Economy / Planning</b>       | <b>10</b>  |
| <b>Finance &amp; Corporate</b>  | <b>5</b>   |
| <b>Transport &amp; Roads</b>    | <b>4</b>   |
| <b>Lifelong Learning</b>        | <b>3</b>   |
| <b>Planning &amp; Building</b>  | <b>1</b>   |

## Advice or Guidance Requests - Protected Characteristics

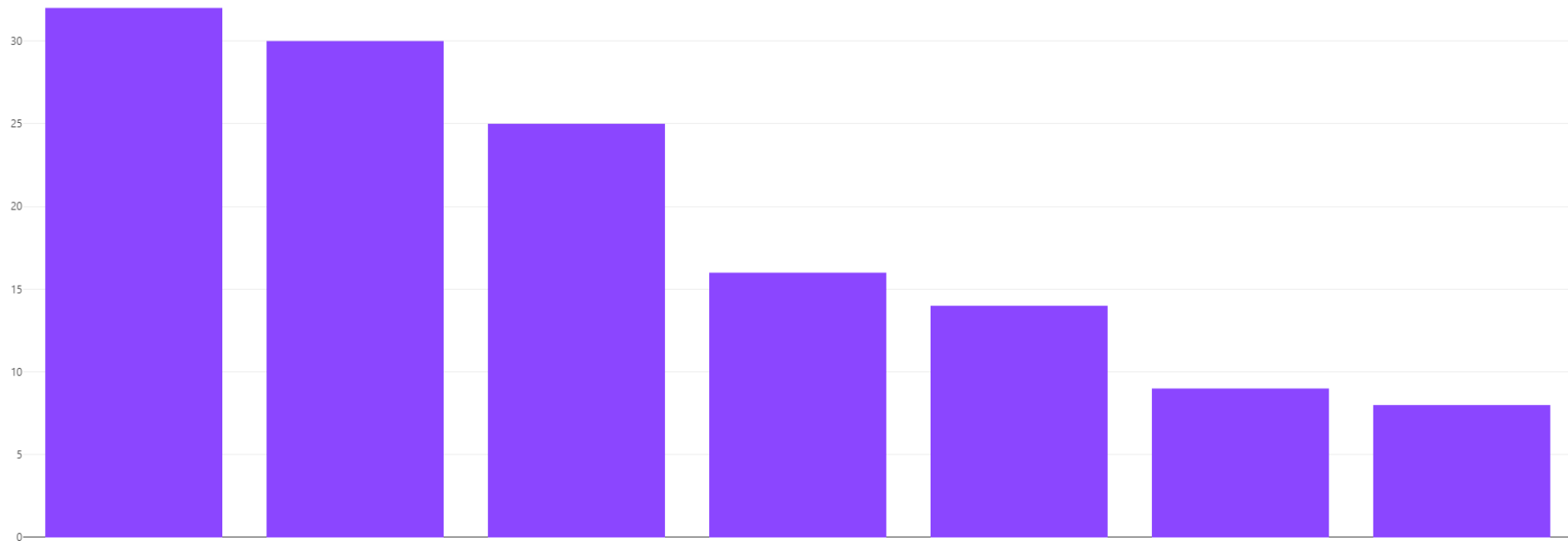
The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly disability (89) followed by race (66) and all / cross cutting (58).



|                                     |           |
|-------------------------------------|-----------|
| <b>Disability</b>                   | <b>89</b> |
| <b>Race</b>                         | <b>66</b> |
| <b>All / Cross cutting</b>          | <b>58</b> |
| <b>Age</b>                          | <b>24</b> |
| <b>Sex</b>                          | <b>20</b> |
| <b>Gender Reassignment</b>          | <b>18</b> |
| <b>Religion &amp; Belief</b>        | <b>12</b> |
| <b>Sexual Orientation</b>           | <b>12</b> |
| <b>Marital or Civil Partnership</b> | <b>5</b>  |

## Advice or Guidance Requests - Extended Protected Groups

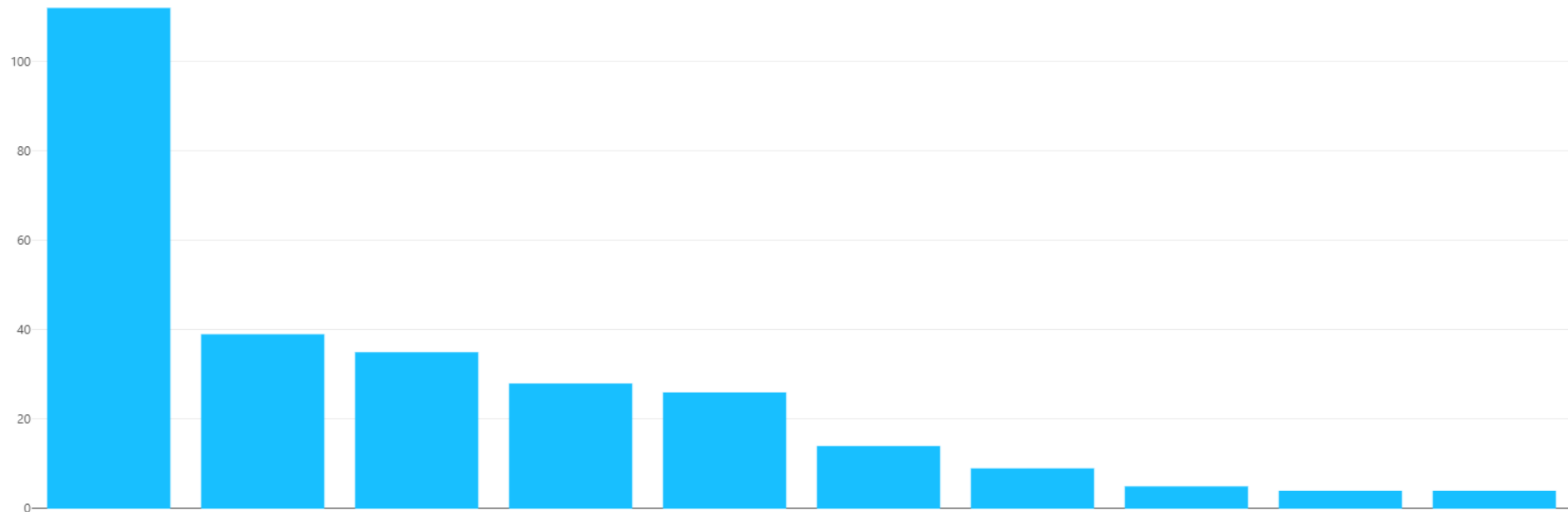
The enquiries that we received whether by people with an additional or other protected characteristic, were mainly relating to children & young people (32) followed by migrants & EU nationals (30) and poverty & social economic disadvantage (25).



|  |           |
|--|-----------|
| <b>Children &amp; Young People</b>                                     | <b>32</b> |
| <b>Migrants &amp; EU Nationals</b>                                     | <b>30</b> |
| <b>Poverty &amp; Social Economic disadvantage</b>                      | <b>25</b> |
| <b>People looked after, in detention or care settings</b>              | <b>16</b> |
| <b>Other</b>   | <b>14</b> |
| <b>Refugees, Asylum Seekers or exploited &amp; trafficked Migrants</b> | <b>9</b>  |
| <b>Homelessness or at risk of homelessness</b>                         | <b>8</b>  |

## Advice or Guidance Requests - Locality / Area

The majority of the information circulation requests were from all of Fife (112) followed by other (39) and then Dunfermline (35). The other areas were mainly unknown.



|   |            |
|---|------------|
| <b>All Fife</b>   | <b>112</b> |
| <b>Other</b>  | <b>39</b>  |
| <b>City of Dunfermline</b>  | <b>35</b>  |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b>  | <b>28</b>  |
| <b>Scotland</b>   | <b>26</b>  |
| <b>Cowdenbeath (includes Lochgelly, Kelty and Cardenden)</b>  | <b>14</b>  |
| <b>Glenrothes (includes Thornton, Kinglassie and Leslie)</b>  | <b>9</b>   |
| <b>UK</b>   | <b>5</b>   |
| <b>North East Fife (includes Auchtermuchty, Cupar, Taybridgehead, St Andrews, Crail and Anstruther)</b> | <b>4</b>   |
| <b>Levenmouth (includes West Wemyss, Buckhaven, Methil, Methilhill, Kennoway and Leven)</b>             | <b>4</b>   |

## Requests for Advice or Guidance - Outcomes

**The total number of Requests for Advice or Guidance was 250. Resolved: 243. Ongoing:7.**

### **Types of action taken:**

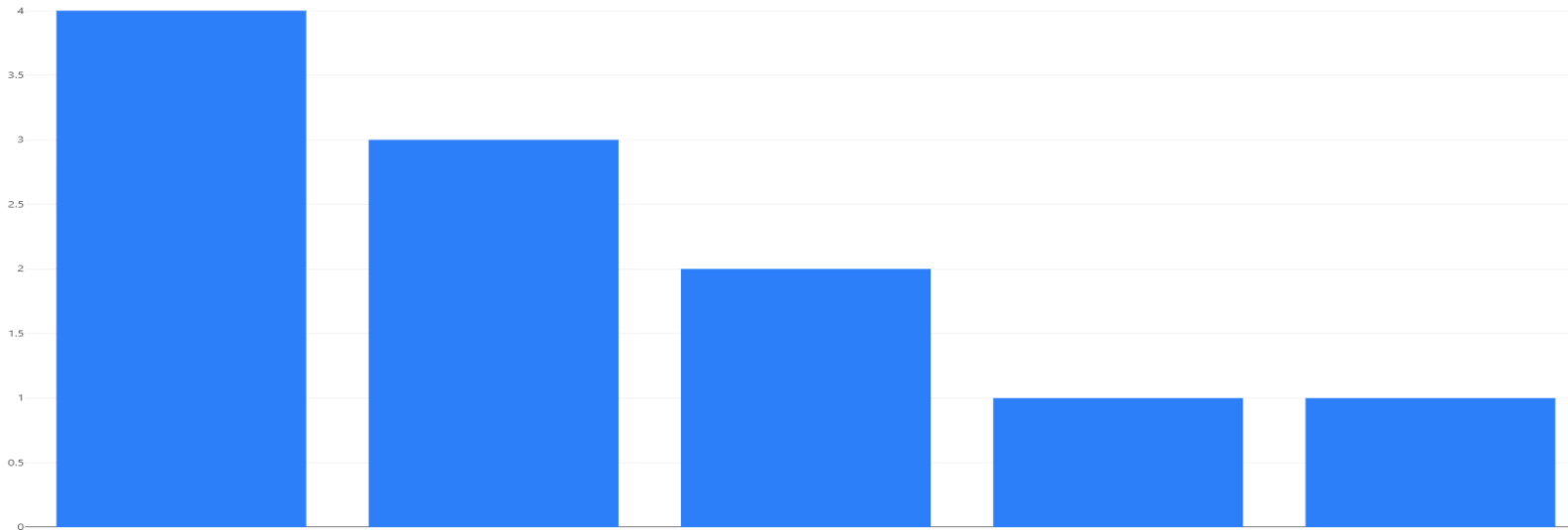
- Signposted to relevant agencies and procedures for requesting reasonable adjustments.
- Provided information, advice and support, reviewed inclusion, equality, and diversity policies.
- Provided one to one support with individuals and / or staff, including for raising complaints using organisational 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

### Training / Workshop Requests - Type of Concerns

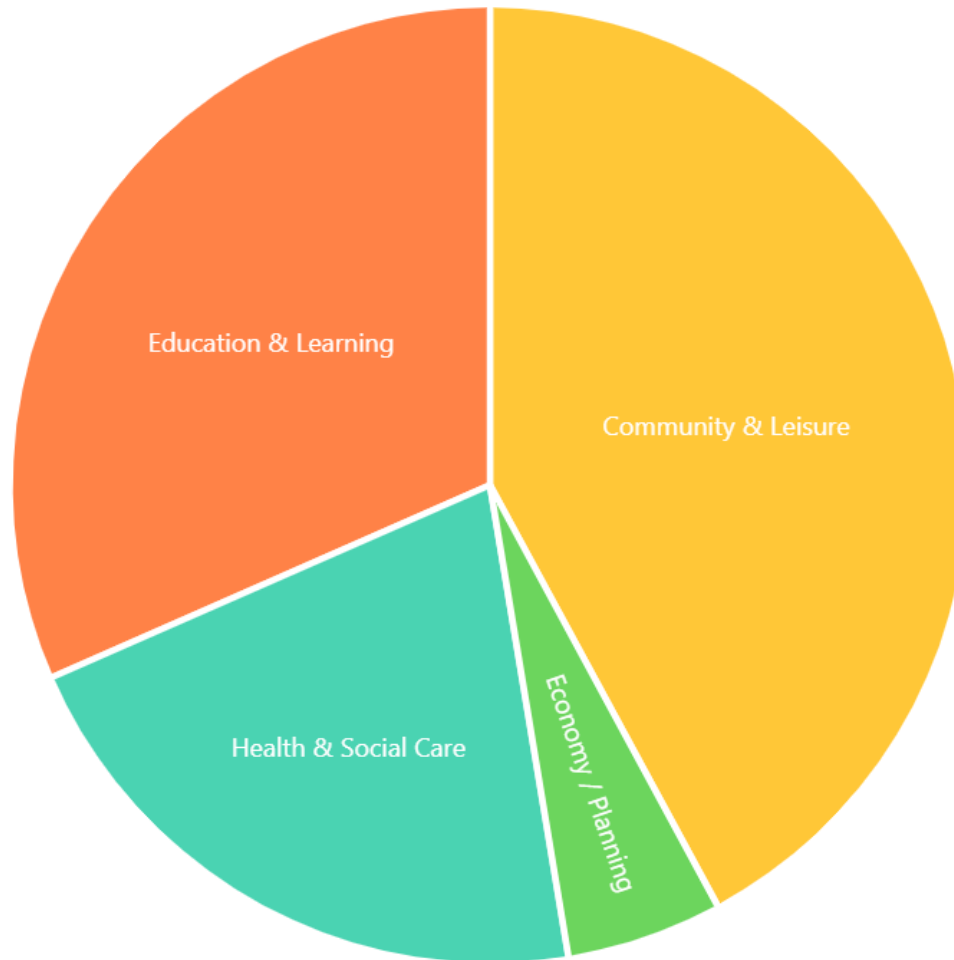
The majority of the type of concerns relating to training / workshop requests was getting the service you need (4) followed by access to equality groups (3) and communication / interpreting / translation (2).



|   |          |
|---|----------|
| <b>Getting the service, you need</b>              | <b>4</b> |
| <b>Access to Equality Groups</b>                  | <b>3</b> |
| <b>Communication / Interpreting / Translation</b> | <b>2</b> |
| <b>Other</b>                                      | <b>1</b> |
| <b>Hate Incident</b>                              | <b>1</b> |

## Training / Workshop Requests - Type of Services

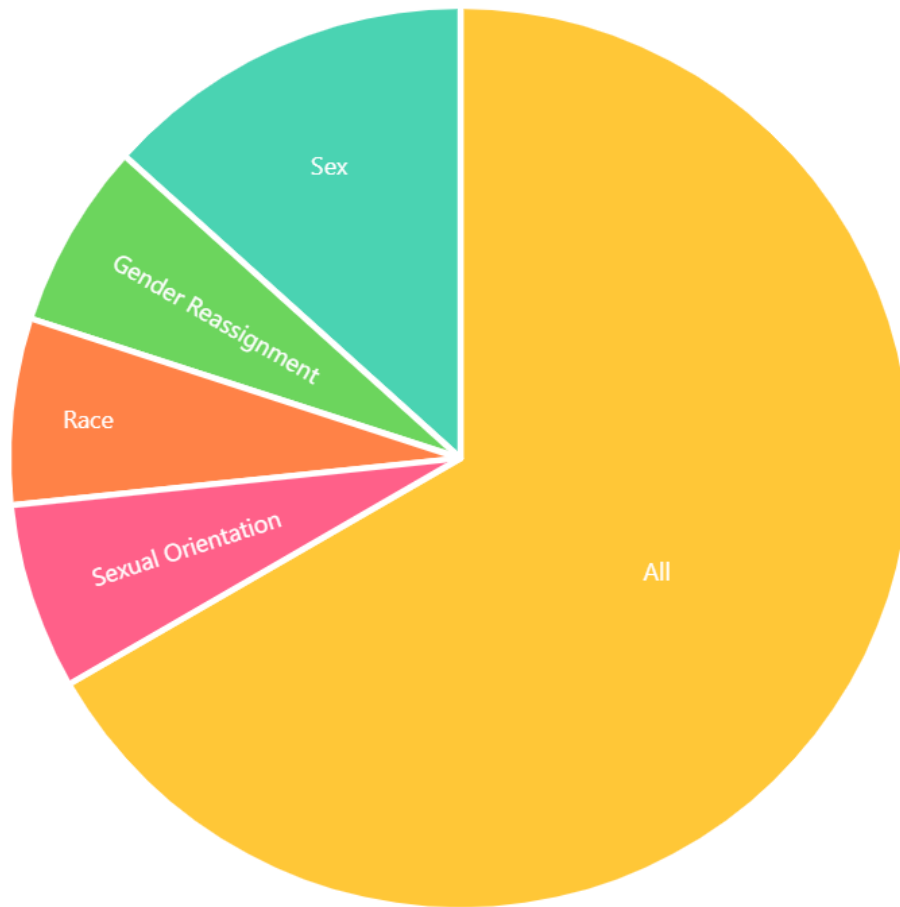
The type of services regarding training / workshop requests was mainly community & leisure (8) followed by education & learning (6) and health & social care (4).



|                                 |          |
|---------------------------------|----------|
| <b>Community &amp; Leisure</b>  | <b>8</b> |
| <b>Education &amp; Learning</b> | <b>6</b> |
| <b>Health &amp; Social Care</b> | <b>4</b> |
| <b>Economy / Planning</b>       | <b>1</b> |

## Training / Workshop Requests - Protected Characteristics

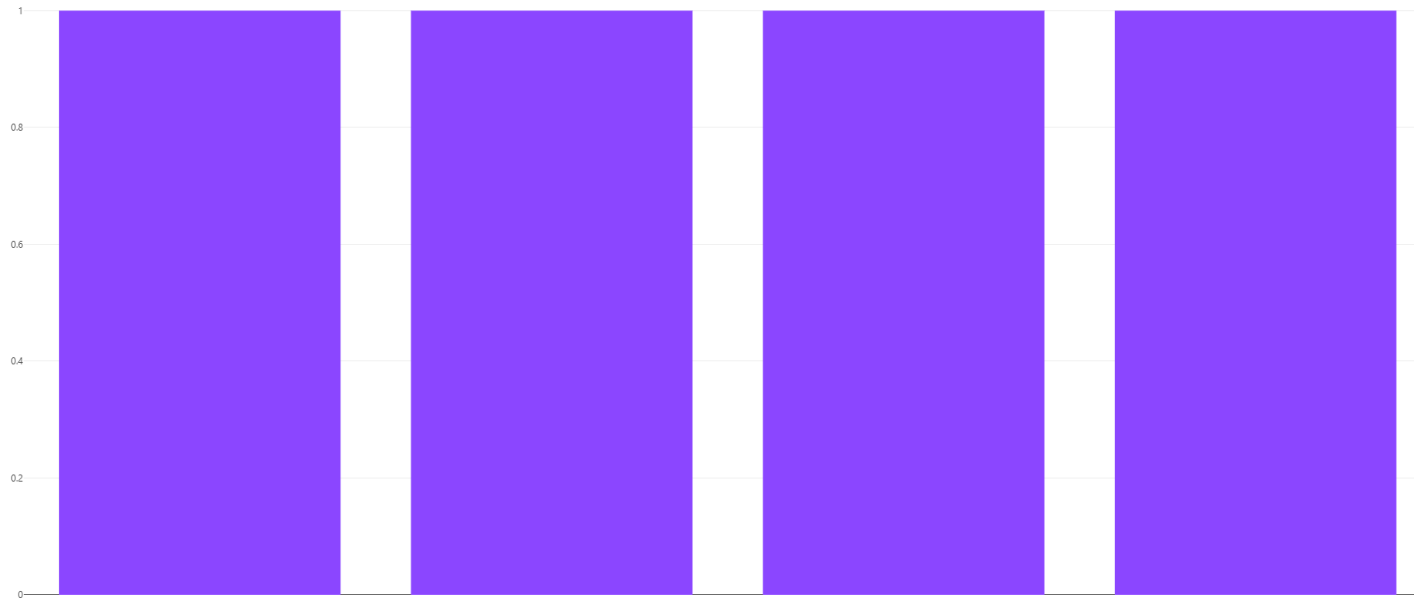
The enquiries that we received whether by people with a specific protected characteristic, or by people with more than one protected characteristic were mainly all / cross cutting (10) followed by sex (2) and gender reassignment, race and sexual orientation were all equal (1).



|                            |           |
|----------------------------|-----------|
| <b>All / Cross cutting</b> | <b>10</b> |
| <b>Sex</b>                 | <b>2</b>  |
| <b>Gender Reassignment</b> | <b>1</b>  |
| <b>Race</b>                | <b>1</b>  |
| <b>Sexual Orientation</b>  | <b>1</b>  |

## Training / Workshop Requests - Extended Protected Groups

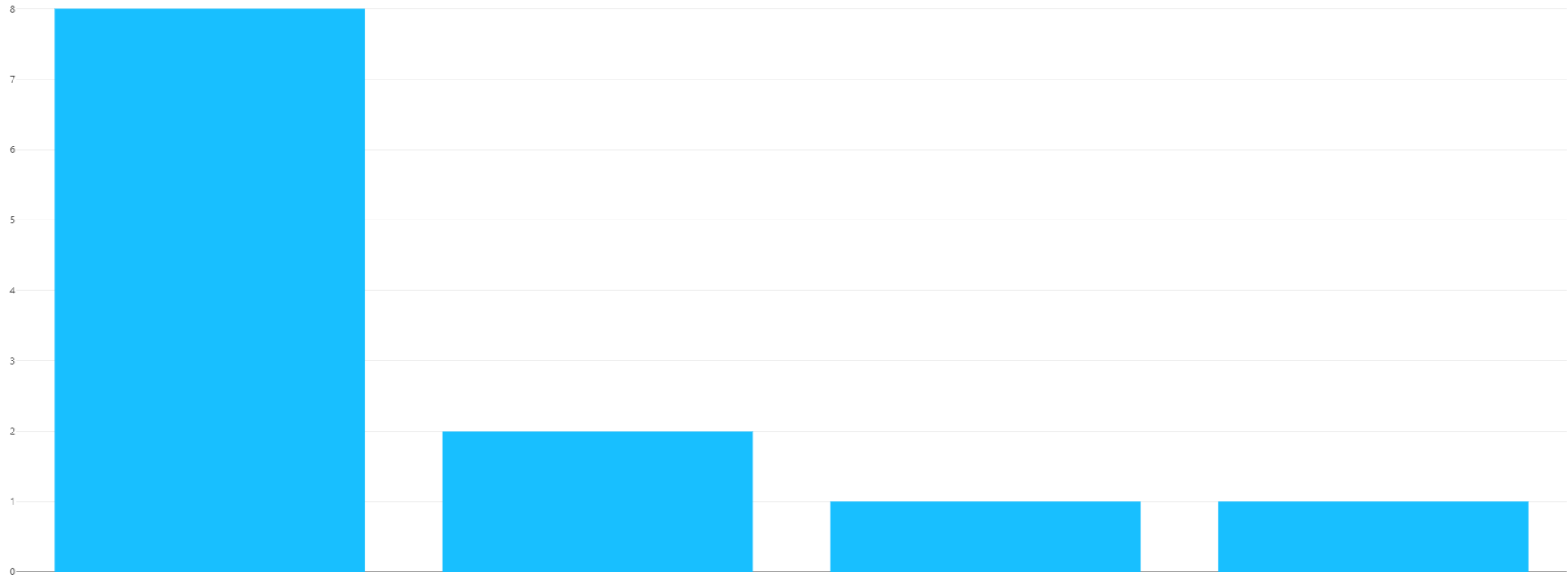
The enquiries that we received whether by people with an additional or other protected characteristic, were all equal on (1) and related to refugees, asylum seekers or exploited trafficked migrants, other, migrants and EU nationals and children & young people.



|  |          |
|--|----------|
| <b>Refugees, Asylum Seekers or exploited &amp; trafficked Migrants</b> | <b>1</b> |
| <b>Other</b>   | <b>1</b> |
| <b>Migrants &amp; EU Nationals</b>                                     | <b>1</b> |
| <b>Children &amp; Young People</b>                                     | <b>1</b> |

## Training / Workshop Requests - Locality / Area

The majority of the training / workshop requests were from all of Fife (8) followed by Scotland (2) and equally Other and Kirkcaldy with (1)



|  |          |
|--|----------|
| <b>All Fife</b>                                      | <b>8</b> |
| <b>Scotland</b>                                      | <b>2</b> |
| <b>Other</b>   | <b>1</b> |
| <b>Kirkcaldy (includes Burntisland and Kinghorn)</b> | <b>1</b> |

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

## Fife Centre for Equalities Contact Details

|                             |   |
|-----------------------------|---|
| Address                     | New Volunteer House, 16 East Fergus Place, Kirkcaldy, KY1 1XT   |
| Phone                       | 01592 645310  |
| Text                        | 07800 005834  |
| Email                       | <a href="mailto:info@centreforequalites.org.uk">info@centreforequalites.org.uk</a>  |
| Website                     | <a href="https://centreforequalities.org.uk/">https://centreforequalities.org.uk/</a>   |
| Equality Pathfinders Signup | <a href="https://form.jotformeu.com/72601907796364">https://form.jotformeu.com/72601907796364</a>   |
| Facebook                    | <a href="https://www.facebook.com/fifecentreforequalities">https://www.facebook.com/fifecentreforequalities</a>                                   |
| Diversity Week Fife         | <a href="https://www.facebook.com/DiversityWeekFife">https://www.facebook.com/DiversityWeekFife</a>   |
| Equality Collective         | <a href="https://www.facebook.com/groups/EqualityCollective">https://www.facebook.com/groups/EqualityCollective</a>                               |
| Fife Women's Tent           | <a href="https://www.facebook.com/groups/FifeWomenTent">https://www.facebook.com/groups/FifeWomenTent</a>   |
| Twitter                     | <a href="https://twitter.com/FCE_team">https://twitter.com/FCE_team</a>   |
| LinkedIn                    | <a href="https://www.linkedin.com/company/fife-centre-for-equalities/">https://www.linkedin.com/company/fife-centre-for-equalities/</a>           |
| YouTube                     | <a href="https://www.youtube.com/channel/UCIdUrC0S22DhNJo5fKMaLFq/featured">https://www.youtube.com/channel/UCIdUrC0S22DhNJo5fKMaLFq/featured</a> |
| Instagram                   | <a href="https://www.instagram.com/fife_centre_for_equalities/">https://www.instagram.com/fife_centre_for_equalities/</a>                         |
| Mailchimp                   | <a href="http://bit.ly/signupfce">http://bit.ly/signupfce</a>   |

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