

Equality Mainstreaming Report

April 2023 – 2025



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Foreword

I am delighted to share OnFife's Equality mainstreaming report, 2023. As an organisation, OnFife strives to be truly inclusive. We are committed to equality, diversity and inclusion in all aspects of our work.

As a provider of public services, we are committed to working towards the Scottish government's desire for a just and fair society, creating an even more successful country with opportunities for all of Scotland to flourish through increased well-being and sustainable and inclusive economic growth.

This report sets out the progress we have made in mainstreaming equality and diversity since our last report in 2021.

We remain committed to mainstreaming equality in employment and in our service delivery recognising that, whilst we have made progress, there will always be more that we can do to eliminate unfair treatment and promote equality and diversity.

I am grateful to all those who contributed to this report, and we remain committed to continuing this important work throughout the organisation.

We welcome any suggestions you might have on the contents of this report.

Esther Robertson
Chair, On Fife



1.0 Organisation overview, vision and values

“Culture is our oxygen”

1.1 Who we are

We are OnFife, and we know how valuable creativity is to our communities, whether we're helping people learn or making them laugh – we are here to bring people together, and make them feel good. We specialise in making jaws drop, hearts warm, eyes light up and imagination run wild.

From the screen to the stage, the painting to the page, from the treasures of the past to the stars of the future – culture is our oxygen.

Our spaces are some of Fife's favourite places – from historic buildings, to mobile libraries, award-winning new destinations to much loved community hubs. Museums, theatres, galleries, libraries, and archives – we offer them all.

OnFife is a registered charity here for Fife, not for profit. Every penny we make is invested back into free and affordable entertainment and learning. So, whether you buy a ticket, book a venue, grab a coffee, or donate you're helping keep the doors to inspiration open to everyone.

1.2 Our values

Fearless

We're a creative organisation full of adventure and imagination. And that takes courage and belief. We believe in ourselves and each other, and we're never afraid to try new things.

Inviting

We believe inspiration is for everyone. We're inclusive, generous and customer-focused in everything we do. We provide experiences for all tastes and abilities, and we're famous for our warm welcome.

Fair

We treat everyone with respect. We celebrate the diversity in our community, we value the opinions of others, and we're 100% committed to equality. We always act with integrity.

Exciting

We aim to be a positive force in the lives of others. Motivated and proactive, our work stands out because of our passion and energy for what we do. We're in the business of inspiration and that's an exciting place to be.

1.3 Here for Fife

We are a community-focused charity and our work makes a huge difference to lives in Fife.

- We bring a wide variety of **top-class culture** to the people of Fife – all at an affordable price. The majority of our services are free, while our paid events are priced for accessibility.
- We are **memory makers**, creating community and arts activities that bring people together building confidence, and boosting health, wellbeing, literacy and employment prospects.
- We make our experiences **inclusive** – we deliver books to people who can't get to the library, carers go free to theatre shows, and we run special relaxed performances, captioned film-screenings, and shows tailored for people living with dementia, people with learning disabilities, and tiny tots.
- We **support Fife's thriving creative communities** – from grassroots events, exhibitions and competitions to industry mentorship and networking. We help artists showcase and sell their work, hone their skills, share their experiences, and inspire others.
- **Every penny we make** is invested straight back into creative entertainment and learning opportunities for the whole community.

1.4 Bringing people back vision

The Covid-19 pandemic had a significant impact on widening pre-existing inequalities. Many people have been impacted in different ways: it has caused direct harm to people's health and wellbeing and there is an increase in those feeling isolated and anxious.

The Equality and Human Rights Commission stated that *“Great Britain is experiencing a crisis not seen before in modern times. The coronavirus pandemic has drastically changed the way that we live our lives... While everyone has been affected by either the virus or the restrictions imposed in response to it, the negative impact has been more severe for some groups than others.”*

There is clear evidence that the economic impact of the pandemic has been unequal, entrenching existing inequalities and widening others. The groups most likely to be affected by the expected rise in poverty include young people, ethnic minorities and disabled people.

The EHRC provided some data in relation specifically to employment and found:

- Change for young people was significant across Britain with employment rates for those aged 16 to 17 and 18 to 24 falling by 1.5 and 3.0 percentage points between January–March and May–July 2020, while they rose for those aged 25 to 64, indicating a more severe impact on younger workers (ONS, 2020).
- Unemployment rate for disabled people (aged 16 to 64) in April–June 2020 was 6.5% compared with 3.5% for non-disabled people. This compared with equivalent rates of 8.8% and 3.3% in April–June 2018 (ONS, 2020).
- Patterns of employment for ethnic minority groups have remained similar to those previously reported. In April to June 2020, Indian (77.8%) and White (77.6%) people aged 16 to 64 had the highest employment rates, as they had in April–June 2018. Pakistani (57.5%) and Bangladeshi (59.1%) people had the lowest rates, again as was the case in April–June 2018 (ONS, 2020). Unemployment rates were higher for Pakistani, Bangladeshi and Black African/Caribbean people aged 16 and over in April–June 2020 at 8%, compared with a rate of 3.5% for White people (ONS, 2020). Data on redundancy by ethnicity is unavailable.
- Additional data and analysis of the reasons for reduction in working hours has shown that in April 2020, respondents who identified as Black, Asian and Minority Ethnic (BAME) were 13 percent less likely to be furloughed, and 14 percentage points more likely to have been unemployed than non-BAME respondents.

Through our “Bringing people back vision”, we want to help address these inequalities by restructuring our teams to meet the changes in service delivery, embed our values, and review our service delivery model.

2.0 Legislative background

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force in May 2012. These specific duties are designed to help public authorities in their performance of the general equality duty for public bodies to, in the exercise of their functions, have due regard to the need to:

- **eliminate unlawful discrimination, harassment and victimisation.**
- **advance equality of opportunity between persons who share a relevant protected characteristic, and persons who do not share it.**
- **foster good relations between persons who share a relevant protected characteristic, and those who do not share it.**

The duty covers the protected characteristics of age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation. It also covers marriage and civil partnership with regard to eliminating unlawful discrimination in employment.

The public sector equality duty requires OnFife to:

- **Mainstream** – How the duty is being integrated into other functions undertaken by the Council.
- **Set equality outcomes** – The results which the authority wishes to achieve. The outcomes must have been set with the engagement of protected characteristics and/or evidence relating to the protected characteristics.
- **Involve** all protected characteristics – and anyone else the local authority considers represents the interests of people with protected characteristics.
- **Consider relevant evidence** relating to people with protected characteristics.
- **Assess and review** policies and practices.
- **Gather and use** employment information.
- **Publish** a revised set of outcomes within a reasonable timescale.

From April 2018, the Fairer Scotland Duty, Part 1 of the Equality Act 2010 came into force in Scotland. It places a legal responsibility on particular public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

The main points are:

- **Public bodies must be able to meet the key requirement in each case**
- **Actively consider how they could reduce inequalities of outcome in any major strategic decision they make, and to publish a written assessment, showing how they've done this.**

The Duty applies from 1 April 2018 and does not cover decisions made before this date. The Duty also does not override other considerations – such as equality or best value.

The Equality and Human Rights Commission (EHRC) is the Regulator for the Fairer Scotland Duty (as well as the overarching Equality Act 2010), and will be closely involved with monitoring and the development of best practice for the Duty, particularly in the first three years, which is the implementation phase.

In 2023 we will introduce joint Equality Impact Assessment/Fairer Scotland Duty Assessments to take cognisance of the requirement to assess our strategies and plans for socio-economic impacts, and in acknowledgement that equalities and poverty related issues can often be interconnected.

3.0 Equalities profile of Fife

Using data provided by the National Records of Scotland, the following summarises the key population profiles within Fife.

On 30 June 2021, the population of Fife was 374,730. This is an increase of 0.2% when compared to 2020 figures; over the same period the population of Scotland rose by 0.3%.

Between 2001 and 2021, the population of Fife has increased by 7.1%.

AGE

In terms of overall size, the 45 to 64 age group was the largest in 2021, with a population of 104,012. The 75 and over age groups was the smallest. The average age of Fife's population is projected to increase as the baby boomer generation ages and more people are expected to live longer.

DISABILITY

In 2018/2019, it was estimated that one in three (34%) of residents have a long-term physical or mental health condition, an increase of 13% since 2014.

GENDER REASSIGNMENT

The definition of gender reassignment and gender identity makes this harder to quantify given that legislation in this particular area has not kept up with societal changes.

There is only limited data available about gender reassignment. Recent estimates give a range of between 4.6 and 9.2 per 100,000 people who identify as transgender. This would equate to approximately between 17 and 34 residents within Fife.

MARRIAGE AND CIVIL PARTNERSHIP

Marriages have been decreasing in Scotland (almost by a third) over the past 40 years. Following the Marriage and Civil Partnership Act being introduced in 2014, the update of civil partnerships is around 70 per year in Scotland.

Nearly half of people in Fife are married or in a civil partnership (49%) and married or civil partnership households, make up 34.2% of total households in Fife. In 2017, there were a total of 1,568 opposite sex marriages, 47 same sex marriages and 1 male civil partnership took place in Fife. *(source: centre for equalities)*

PREGNANCY AND MATERNITY

The number of babies born in Fife and Scotland continues to decrease slowly every year. In 2018/2019, there were 3,325 births in Fife - 1,726 were male and 1,599 were female.

RACE

- It is estimated that 79.1% of Fifiers were born in Scotland, 11.7% the rest of the UK, 5.1% from the EU27 and 3.8% from the rest of the world.
- The population of Fife is mainly (91.2%) of White ethnicity, 80.1% being White Scottish and 11.1% White Other British.
- Minority ethnic groups constitute 8.6% of the population, much lower than the Scotland average of 11.5%.
- Estimates for minority ethnic groups in Fife are 4.9% (18,300 people) White Other (this includes Irish, Gypsy/Travellers), 2% (7,500 people) White Polish, 0.6% (2,240 people) Asian and 1.1% (4,100 people) from all other ethnic groups.
- From the 2011 Census, we also know that 1,282 people speak Gaelic in Fife, with 123,205 people speaking Scots at home.

RELIGION OR BELIEF

- It is estimated that the majority of people in Fife (62.3%) have no religion or belief; this is higher than the average across Scotland (53.7%).
- The main religions are 17.2% Church of Scotland, 9.7% Roman Catholic and 8.2% from other Christian denominations.

SEX

In 2021, there were more females (51.4%) than males (48.6%) living in Fife.

SEXUAL ORIENTATION

In 2018/29 it was estimated that 94.7% of the population in Fife were heterosexual and 3.4% are Lesbian, Gay or other.

4.0 Mainstreaming the equality duty in practice

The specific duties require us to publish a report on our progress towards integrating the general equality duty in exercising our functions. Specifically we must include:

- **An annual breakdown of employee information** and
- **Details of the progress that we have made in gathering and using the information to enable us to increase ways of integrating equality into our day to day work.**

Mainstreaming equality in this way has a number of benefits including:

- **Equality becomes part of our structure, behaviours and culture.**
- **We know, and can demonstrate, how we can promote equality;** and
- **Contributes to continuous improvement and better performance.**

As part of ONFife's Equality of Opportunity Policy, we aim to create a working environment in which:

- **Everyone can give of their best.**
- **There is no harassment or discrimination;** and
- **All decisions are based on merit.**

This will be achieved by:

- **Promoting equality of opportunity**
- **Promoting good relations**
- **Promoting positive attitudes**
- **Eliminating harassment**
- **Eliminating unlawful discrimination**

Our commitment to equality and diversity goes beyond the equality outcomes which are set out in this report. The next sections outline how we are delivering on our outcomes and monitoring the effectiveness of them.

4.1 Corporate working group

A specific outcome from the previous 2019-21 report, was to create an organisation-wide Equality group chaired by a Board member ensuring that Equality and Diversity has a focus and a forum through which to widen the equality agenda to build on the success of achievements to date. We now have a corporate working group on equality which is chaired by the head of the HR sub committee of the Board and meets quarterly. Representation is from all our departments and the remit is to promote equality and diversity, ensure the EDI action plan is reviewed regularly and meets the strategic aims of the business as shaped by the economic and political factors influencing us externally.

Staff data introduction

The mainstreaming duty requires us to gather information on the composition of our workforce from the beginning of their journey with us i.e. during recruitment, right through to the development and retention of our staff. We gather this on an annual basis and will use this information to help us perform the general equality duty. The following section detail the information gathered.

4.2 Recruitment data

We encourage all job applicants to submit the equality monitoring forms in order to provide robust and consistent information on recruitment.

Recruitment open days have been trialled as a new way of recruiting to permanent positions where previously difficulties had been experienced in attracting applicants, or example some applicants may previously have been put off applying for roles because of the lengthy application process. Having Open Days negated the need for that as only a CV was required with a 30-minute interview.

The outcome was a higher diversity of applicants representing a much wider demographic of the community; an increase on previous and recent recruitment campaigns.

In addition, the recruitment to the casual worker pool has changed. Firstly, we actively promote the casual role vacancies to the public within the venues themselves i.e. posters instead of just on our website or other web-based vacancies sites. Secondly, we no longer ask for a full application form to be completed, a CV and covering letter is all that is needed. Everyone who passes the initial screening is invited to an informal interview with only one person where a few questions are asked. The main background checks are completed and then on the job training is delivered for the various casual roles. This has increased the level of applications to all the roles and appears to be attracting people from more diverse backgrounds.

In previous years the numbers of vacancies have been as follows:

- 2020 - 18 vacancies most of which were cancelled due to Covid-19
- 2021 - 16 vacancies
- 2022 - 98 vacancies

Statistical breakdown of previous years vacancies is no longer available. However, since December 2022, the following is a breakdown of applicants:

Sex:	Sex Female	136
	Sex Male	76
	Sex Prefer not to say	3
Gender:	Gender Female	134
	Gender Male	75
	Gender (in another way/self describe)	2
	Gender Prefer not to say	4
Consider having a trans history:	Yes	1
	No	207
	Blank	7
Marital status:	Single	112
	Married	63
	Living with partner	1
	Other	31
	Prefer not to say/blank	8
Sexual orientation:	HS/Straight	158
	Bisexual	25
	Gay	6
	Other	6
	Prefer not to say/Blank	20
Applying under Disability confident scheme:		12
Disability:		28
Ethnicity:	Scottish	117
	English	1
	British	46
	Welsh	1
	Other	50
Religion/Belief:	Christian	41
	Buddhist	2
	Hindu	2
	Muslim	3
	Other	84
	Prefer not to say/None	83

4.3 Staff Profile

The current headcount of our staff is as follows:

Casual staff	127	
Contracted staff	258	
FTE	189.09	
Headcount - contract	Full time	107
	Part time	151
	Casual	127
Age distribution	16 - 20 y.o	9
	21 - 30	42
	31 - 40	58
	41 - 50	67
	51 - 60	121
	61 - 70	55
	Over 70	4
Gender	Male	75
	Female	281
Race/ethnicity Those with a disability LBGTQ+ Religion/Belief	Figures unavailable	

We recognise the importance of reliable and complete data in order to report meaningful results and progress. Having recently moved to a new HR/payroll system, this should allow us to retain equality information previously submitted as part of the recruitment process and bring it within the core HR data. As part of our actions seeking to improve the information we hold about employee's equality and diversity, we will aim to increase the number of employees completing the full equality question set by launching awareness-raising campaign about why this information is collected, how important it is to collect it, and how it is used. We will work with our HR/Payroll system partner, Fife Council, to undertake this work.

4.4 Equal Pay statement

On Fife is committed to providing equality of opportunity in employment. We aim to ensure a fair, open and transparent approach to the determination of pay and conditions of employment which does not discriminate unlawfully and is free from bias across all of the protected characteristics including sex, race and disability.

We believe that all employees should receive equal pay for the same or broadly similar work, for work rated as equivalent, or for work of equal value.

We will:

- **Use a robust framework of job evaluation which allows an objective and reliable measure of the size and relative worth of each job. The framework used is the Scottish Joint Council for Local Government Employees Job Evaluation Scheme which is underpinned by equal opportunities practice ensuring that there is no bias related to any of the protected characteristics.**
- **Ensure that all those involved in decisions about pay and benefits are appropriately trained.**
- **Allow employees to appeal against job evaluation outcomes utilising the Fife Council appeals processes.**
- **Monitor pay statistics regularly.**
- **Consider the impact of pay practices on the roles, levels and distribution across the organisation on the basis of sex. We will do this by monitoring areas of occupational segregation of these characteristics. Ultimately we will extend this to other areas including disability and race**
- **Assess and review the findings of monitoring activities and take action where necessary.**
- **Continue to work in partnership with the recognised Trade Unions on equal pay and equalities in employment.**
- **Respond appropriately to all enquiries concerning fairness in pay. We believe that the actions set out above will help ensure we avoid unfair discrimination and reward, in a fair and transparent way, the skills, experience and potential of all employees.**

4.5 Gender pay gap information

The gender pay gap across On Fife has fallen to 1.51% (as at the snapshot date of 5 April 2022). Further details about our gender pay gap can be found on our website [here](#).

4.6 Race pay gap information

The “white minority ethnic” pay gap demonstrates inequality of pay with regards the difference in average hourly pay for white Scottish and white other British employees, and non-white minority ethnic pay gap.

On Fife has not yet published data on this and intends to introduce such reporting in 2023/24. We will encourage team members to use the HR self-serve to complete their personal details which will lead to improved data.

4.7 Equality Impact Assessments

Equality impact assessments are carried out on all new policies presented to the Board. We recognised in our previous 2019–21 report that this needed to be improved. This now needs to be widened to ensure that all new service delivery models, programming and pricing review and organisational structures, as well as revisions to policy and practice. This will be rolled out in 2024.

4.8 Progress on 2019–2021 Equality outcomes

Progress made against the previous equality outcomes has been summarised throughout this report particularly with regards to progress made on embedding EDI within On Fife and creating an organisation-wide Equalities Group.

Additional ways in which we have been working towards our 2019–2021 objectives can be found at Appendix Two.

5.0 Equality Outcomes April 2023–2025

Our equality outcomes are aligned as much as possible with our strategic priorities but with specific equalities perspectives. The outcomes were identified as a result of consideration at the Corporate Working Group and have been further informed by equalities impact assessments.

Our equality outcomes for 2023–2025 are detailed at Appendix Two. We will keep these under review and publish any new equality outcomes as required.

6.0 Consultation, involvement and monitoring

6.1 Consultation and involvement

The importance of involving external partners and considering the relevant evidence are closely related activities which we must carry out in order that we can take informed decisions to ensure we eliminate discrimination, promote equality of opportunity and create a fair working environment and fair services are delivered.

We must involve, and consider evidence from, equality groups and other partners to help us with this.

Such involvement should be:

- **Well-structured and focused**
- **Adequately resourced and accessible**
- **Influential and transparent and**
- **Respectful of confidentiality and safety.**

We already work with a number of external partners and attend external focus groups and committees which provide insight in to many of these areas. However, we understand the importance of working increasingly with a wider range of diverse groups to enhance the information and evidence that we can gather. Such equality groups and communities are best placed to help identify needs, patterns of disadvantage and poor relations between groups, and the reasons for these. They can help us to focus on the key equality issues within our organisation in terms of both service delivery and employment.

We will explore opportunities to work with other similar groups, such as Fife Council, to better utilise precious resources such as people and time, to best utilise the expertise of these focus groups and other relevant meetings.

6.2 Access to our information and resources

We are committed to ensuring that all members of staff and our communities have access to information regarding our services and policies regardless of protected characteristic or socioeconomic group.

We will endeavour to provide information in an accessible format most acceptable to the individual.

We will continue to make our website and corporate communications as accessible as possible.

6.3 Monitoring

We will continue to monitor service user information and the impact of service delivery changes to enable us to develop better informed service delivery to ensure that we continue to meet the general duty.

We will continue to monitor employment evidence as a means by which we can inform policy making and ensure that we continue to meet the general duty.

Monitoring in these areas will also assist us to achieve our equality outcomes as detailed.

7.0 Summary and conclusion

Throughout the organisation, from the Board, the Leadership team, the management team, and the staff team, we are all committed to delivering an exciting service that exceeds the expectations of our customers and audiences, and continues to reach more diverse people throughout Fife and beyond.

We are committed to creating a harmonious and dignified work environment for all staff to perform and deliver their best in order to deliver the most exciting and engaging programme of events and activities.

APPENDIX ONE

PROGRESS ON 2019-2021 EQUALITY OUTCOMES


Action taken	Impact/outcome
<p>Joined the Fife Equalities Forum to work in partnership with them to gain an understanding of different communities and their needs.</p>	<p>Increased engagement with minority communities</p>
<p>Supporting the Scottish Government’s initiative to eliminate period poverty, we are providing period products free of charge. They will be made available to all community members, customers and staff within OnFife venues in both male and female facilities, inclusive of accessible facilities. Team members briefed on the initiative and necessary promotional materials available within venues.</p>	<p>Any person requiring period products would be able to access them free of charge.</p> <p>We have fully inclusive venues supporting the Scottish Government initiative to eliminate period poverty.</p>
<p>We offer customers BSL and accessible sessions, and information to help families and those with additional physical needs.</p> <p>Pre visit emails for Jack Vettriano exhibition and for Panto – giving information about the building, the show, the catering options, parking etc.</p> <p>Emails were target to the group attending where necessary such as for the BSL supported session.</p>	<p>We planned what information would be helpful to customers in advance, to help them prepare for their visit</p>
<p>Walking in the Customer’s Shoes</p> <p>Our inhouse customer experience evaluation programme changes perceptions within the organisation, ensuring we are looking at our venues and services through the eyes of our customers, and gives us evidence for making changes to ensure all customers can have great experiences</p>	<p>Staff began the process of really understanding that everything they do impacts on the customer experience and that all customers are individuals so it’s vital that we look at their individual needs.</p> <p>Specific areas to date have included those with disabilities (dementia, and physical disabilities), teenagers and older men.</p>

Action taken	Impact/outcome
<p>People with profound and multiple learning disabilities (PMLD)</p> <p>2065 by Frozen Light (theatre show) came to Carnegie Hall in May 2022. The show is created specifically for people with PMLD and their carers. We worked closely with Frozen Light to reach this audience and with their guidance and specialist expertise, the theatre staff were prepared for the particular needs of this audience.</p>	<p>We ensured that this audience, with very specific needs, felt as comfortable as possible to enjoy the theatre and that front line staff were equipped to ensure maximum customer experience.</p> <p>There were two performances and both were sold out (12 people per show)</p>
<p>Isolated communities</p> <p>Developed and rolled out two fully equipped mobile libraries. Wheelchair accessible and fitted with hearing loops.</p>	<p>This has helped address the inequalities experienced by those living in more rural areas within Fife.</p>
<p>Visually impaired</p> <p>On Fife offer annual Hi Viz campaign every June in conjunction with Reading Sight – supporting the vision and print impaired community through library services.</p> <p>We also offer large print and talking books across our libraries for those with visual impairments.</p>	<p>This has been a great way of sharing positive messages via social media; and highlighting activities, and provision across the libraries sector</p> <p>https://readingsight.org.uk/hi-vis-fortnight-2023/</p>
<p>Hearing impaired</p> <p>We endeavour to caption and provide BSL where we can on video content, used for staff/external and across social media.</p> <p>We offer at least one BSL signed evening performance during our panto run to enable those with hearing issues to enjoy the performance.</p>	<p>Video produced to explain OnFife values which included captions and BSL interpreter.</p> <p>https://youtu.be/hZmfVWnx_Dw -</p>



Action taken	Impact/outcome
<p>LGBTQ+ Community Fife Pride</p> <p>We support the planning and delivery of Fife Pride, an annual free music event in Kirkcaldy which celebrates the LGBTQ+ community and raises awareness of their struggle for equal rights.</p>	<p>Over 3,500 people have been able to enjoy an event where people can be themselves in a safe space</p>
<p>Low income families</p> <p>1 Captioned Films / Films for a Fiver We try as much as possible to have most of our films captioned to enable accessibility and kept the price at £5.00.</p> <p>2 Low income families Pantomime VIP Night Each year we have a VIP night where we partner with 3 local charities to offer a free night out to the theatre - around 250 people. Charities have included Fife gingerbread, Fife Young carers, The Cottage, etc. Included in the evening is music, a finger buffet, colouring, a visit from Santa who gifts each child a selection box, and a goody bag for going to the show.</p>	<p>1 Affordable family films together with accessibility for films for those with hearing impairments.</p> <p>2 Allows families who would not normally be able to afford a night out together to enjoy the whole experience without worrying about cost</p>
<p>Therapets in partnership with Canine Concern Scotland, have been visiting some of our libraries to encourage youngsters to come along and make friends with a dog and read them a story. It has been well attended everywhere.</p>	<p>Children relaxing and reading in a peaceful space.</p> <p>6 week blocks including Leslie Library, Rothes Halls and Kennoway.</p>
<p>Low Income Families / Covid Travelling Cranberries Christmas Show</p> <p>Creative Scotland funded a Christmas show on the road across Fife during covid. The show lasted 45 minutes and everyone was encouraged to join in with the singing and the actions.</p>	<p>We travelled out into the community and the shows took place in car parks to ensure Covid guidance was followed. It helped people who were feeling isolated.</p>

Action taken	Impact/outcome
<p>For families with anxiety issues and disconnected from the community</p> <p>Pilot partnership with Community Social Work, offering a series of events in our libraries (Templehall & Burntisland) by the Social Work team to help break down barriers for the families.</p>	<p>Helps with isolation and supports making better connections with schools and in the community</p>
<p>Those with autism and learning disabilities</p> <p>Pantomime – Relaxed Performance</p> <p>We offer at least one Relaxed performance during our panto run to enable those with autism or learning difficulties have the opportunity to enjoy the show without having to worry about being quiet or things being too loud.</p>	<p>Offers an accessible show and means that people can attend with their hearing friend and family</p>
<p>Breastfeeding mums</p> <p>Read & a Feed with NHS Fife. They have been run in the past where we offer a room in the library with a bookbug session run in conjunction with their meeting. Looking to partner up again as soon as the NHS has someone to run the groups.</p>	<p>Breast feeding mums feeling comfortable and welcomed in our spaces and it raises awareness of what our libraries have to offer</p>
<p>Primary aged children</p> <p>The Summer Reading Challenge is a free event which encourages primary age children to take up reading over the summer and receive a small gift every time they finish 2 books. On completing 6 reads they receive a medal.</p>	<p>Encourages library membership and gets children interested in reading books</p>
<p>Flexible workforce</p> <p>We committed to increasing the opportunities for a more flexible workforce. The Covid-19 pandemic unfortunately drove that faster than we could have anticipated.</p>	<p>The outcome for many of our staff is a better work life balance and brought real business benefits.</p>
<p>Cost of Living</p> <p>Many of our venues have been designated as warm areas – safe and warm spaces for those facing challenges with the cost-of-living crisis.</p>	<p>This has helped with the poverty and inequalities that people are facing as part of the cost-of-living crisis.</p>

Action taken	Impact/outcome
<p>Awareness of hidden disabilities</p> <p>Part of the Hidden Disabilities Scheme – purchased lanyards for venues and promoting within the venues.</p>	<p>Increased staff awareness of those who have a hidden disability.</p>
<p>Regular E&D training</p> <p>Addressing the EDI training gap by ensuring this becomes mandatory for all new staff and that regular training is organised every two years.</p>	<p>This will help increase staff awareness of their own responsibilities as well as keeping managers updated.</p> <p>This will be ongoing in the next outcomes report.</p>
<p>Menopause</p> <p>“Pause Not Full Stop” menopause project aimed at those experiencing menopause, breaking down taboos through a series of workshop activities (crafts, research) a comedy cabaret and drama performance. This was externally funded, and we commissioned artists and performers to support volunteer participants including those who took part in the performance on stage.</p>	<p>There were 351 participants across all activities. Feedback from participants was positive with many feeling more knowledgeable, gaining skills, and increased confidence in speaking about their experience of the menopause. A small number of men also attended.</p>  <p>The logo features a speech bubble containing the text 'Pause...' in pink, 'NOT' in black with a pink female symbol over the 'O', and 'Full Stop' in black below it.</p>
<p>Dementia initiatives</p> <ol style="list-style-type: none"> Moments in time dementia sessions These took place at Kirkcaldy Galleries, Rothes Halls, Duloch Library using poems, photographs, objects and music resources, with a Tovertafel ‘magic table’ projection to engage with those living with dementia. Dementia-friendly signage introduced throughout Kirkcaldy Galleries 	<ol style="list-style-type: none"> Between 2020 – 2022 we created 34 online MIT videos which allowed us to still engage with people who had been attending MIT pre-covid. Having engaged with dementia groups regarding signage and accessibility, the response has been super “10 out of 10 for asking us back”

APPENDIX TWO

EQUALITY DIVERSITY & INCLUSION ACTION PLAN - 2023/2024

Programme

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
Increased engagement with minority communities	Work in partnership with Fife Centre for Equalities and other partners to gain an understanding of different communities and have direct conversations with the communities about Programme.	OnFife / Minority Groups	July 2023 - May 2024	Setting up at least one focus group with representatives from minority groups that will influence our programming. Representing OnFife at Fife Equalities Forum and linking with new organisations. Supported Fife Afro Caribbean Network meetings at two OnFife venues in 2022. ME60+ group coming to KG warm spaces. Relevance work started across Kirkcaldy, Lochgelly and Levenmouth. Attend BSL Implementation Group.
Increased engagement with BSL community in museums and galleries	Meet with representatives of BSL community to improve access to museum displays including investigation of digital tours	BSL community	March - Oct 2023	One digital tour or alternative agreed.
Increase accessibility of museums and galleries	Develop a pre-visit information pack for DCLG. This will be a pilot for potential implementation at other museum venues.	People with autism; living with dementia; with anxiety issues	June 2023 - Oct 2023	
Increase accessibility of Collections Centre	Develop a pre-visit information pack for visitors, researchers and volunteers.	Visitors, researchers and volunteers		Information pack produced ready to pilot
Increased offer of BSL Bookbug sessions for those with hearing impairment	Broaden out our online offer of BSL sessions for children and their parents/carers.	Parents & Carers with hearing impairment		Increase the number of BSL Bookbug sessions online by 50%

Venues

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
90% of our venues have been dementia friendly assessed	Dementia Friendly venue assessments undertaken	Customers living with dementia and their carers	2023	90% of venues have been dementia friendly assessed with an action plan in place of adjustments required. All libraries and theatres have been assessed. Museums were delayed due to Covid but audit being carried out as part of Bringing People Back
Promotion of the Hidden disabilities Scheme across our big 6 venues (scheme that with the help of lanyards identifies customers who may need extra support)	Being part of the Hidden Disabilities Scheme - purchasing lanyards for venues and promoting within our venues alongside staff training	Our customers who need additional support or just some extra time	May 2023	

Marketing & Communication

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
A fully accessible website	Review OnLife website and prioritise developments required to ensure accessibility to all service users both internally and externally.	All but specifically those with hearing and visual impairments	Quarter 3 2023: Website content and usability review	Work ongoing WCAG 2.0 on Drupal 7 platform and WCAG 21.AA as requirement for new website
Our library service offering exceptional customer experiences	Use the data gathered from the Customer Experience Evaluations carried out in 2019 to make the improvements identified. Key groups included in the personas were dementia, limited mobility, hard of hearing, visual impairment, english not being a first language, children and their carers. We will also do this by changing perceptions across the organisation, developing our insight and empathy for different customer needs.	All customers and staff	April – Aug: Reporting for 29 Libraries	Monitoring the list of improvements required – 10% to be implemented by November, 40% to be implemented by March and a priority list of more costly improvements to be in place for when funding is available by February.
Our museum and archive service offering exceptional customer experiences	Undertake Customer Experience Evaluations in 4 museums and the archives centre. These evaluations will be carried out by creating museum visitor personas and evaluating how far their current experiences were in line with the expected experiences we identified were important for them from the persona evaluation framework. EDI characteristics to be included in the description of the personas – yet to be created.	All customers and staff	Aug – Dec: Project development, implementation & reporting Jan-March: begin making identified improvements	
Our theatre service offering exceptional customer experiences	Undertake Customer Experience Evaluations in 3 theatres once they reopen to customers. Adam Smith Theatre evaluation will not fall under this action plan.	All customers and staff	Jan – March: Project development, implementation & reporting The visits will be dependent on the theatre reopening date	Personas created, project planned and visits made by March – dependent on a date for the theatres reopening

Corporate Services

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
A broader Board Membership from Fife residents that is representative of Fife's communities	New call-out for board members with a clear desire to recruit at least one new board member from Fife's diverse communities. Advertise widely. Be clear about expectations and responsibilities and make the process simple.	OnFife and our communities	As and when new Board members are required	Board meets the 50:50 by 2020 target. Board demographic demonstrates representation on the basis of age, gender and is reflective of the demographic of Fife's communities.
We are able to demonstrate that we proactively consider all communities in relation to policy, practice and procedure to eliminate direct and indirect discrimination	All policies, procedures, and projects will be reviewed against an equalities impact assessment prior to be accepted or enacted.	OnFife team members, communities and customers		New EIA is developed. Staff training completed. Clear audit trail of the EIAs for all new policies, procedures and projects
Regular Equality & Diversity training sessions as appropriate Mandatory Equality & Diversity training for all Board Members and staff	Ensure Equality and Diversity training is mandatory for all new staff Ensure that Equality and Diversity training is organised every two years as a minimum Equality and diversity training is delivered as part of all Board and staff inductions	All	Ongoing	All new starts receive their training within 6 months of starting in post. E&D training is available on an ongoing basis; min every 2 years. Staff are released for training All Board members receive E&D training within their first year of being on the Board

Corporate Services

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
Improved information held about staff equality and diversity	We will aim to increase the number of staff completing the full equality question set by launching awareness-raising campaign about why this is needed. We will work with our HR/payroll system partner, Fife council, to undertake this. We will encourage staff to use the HR self-serve system to complete their personal details.	All	2023/24	Increased and complete EDI statistical information which can be relied upon.
Increased employee engagement	A staff survey is currently being undertaken as part of the employee engagement strategy. The results of this survey should be used to create a baseline for future ongoing EDI work.	All	2023/24	Acting upon the current staff engagement survey and reporting feedback will reinforce the importance of employee engagement and be used to inform future EDI initiatives.

Governance

What result we want to see	How we'll achieve it	Who will benefit?	When we'll do this	Measure of success/ feedback on progress
Equality Impact Assessment carried out on all new policies and service delivery options presented to the Board and service de	Review current policy and form. Widen out the training required,	OnFife and our communities	2024	Increased awareness of equality impact of our policy and service development.
Increased engagement and involvement with external EDI groups and committees	We already work with a number of external partners and attend external focus groups and committees which provide insight. However, we understand the importance of working increasingly with a wider range of diverse groups to enhance the information and evidence that we can gather. We will explore opportunities to work with other similar groups with Fife Council.	OnFife and our communities	2024	Better utilise precious resources such as people and time, to best utilise the expertise of these focus groups and other relevant meetings

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Fife Cultural Trust (OnFife) Company limited by guarantee (incorporated in Scotland) Company Number: SC415704.
Scottish Charity Number: SC043442 operating as OnFife.

