

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** - In terms of Section 5 of the Code of Conduct, members are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of the meeting of City of Dunfermline Area Committee of 31<sup>st</sup> May, 2022. 5 - 6
4. **PROPOSED 20MPH ZONES – VARIOUS RESIDENTIAL STREETS, DUNFERMLINE** – Report by the Senior Manager - Roads and Transportation. 7 - 12
5. **PROPOSED 20 MPH ZONES – DOVER HEIGHTS AND SOUTH FOD AREA, DUNFERMLINE** – Report by the Senior Manager - Roads and Transportation. 13 - 17
6. **AREA ROADS PROGRAMME 2021-2022 FINAL** – Report by the Senior Manager - Roads and Transportation. 18 - 24
7. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - POLICE SCOTLAND YOUTH VOLUNTEERS PROJECT** – Report by the Head of Communities and Neighbourhoods. 25 - 32
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10. **COMPLAINTS ANNUAL PERFORMANCE REPORT 2021/22** – Report by the Head of Customer and Online Services. 55 - 81
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12. **POLICE SCOTLAND ANNUAL PERFORMANCE REPORT 2021/22** – Report by the Local Area Commander, Police Scotland. 97 - 108
13. **SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT 2021/22** – Report by the Station Commander – Dunfermline Community Fire Station – Scottish Fire and Rescue Service. 109 - 133
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14. <b>APPOINTMENTS TO EXTERNAL ORGANISATIONS - CITY OF DUNFERMLINE</b> – Report by the Head of Legal and Democratic Services.	134 - 136
15. <b>CITY OF DUNFERMLINE FORWARD WORK PROGRAMME</b>	137
16. <b>PROPERTY TRANSACTIONS</b> – Report by the Senior Manager – Property Services.	138 - 140
16. <b>NOTICE OF MOTIONS</b>	

In terms of Standing Order No. 8.1(1), the following Notice of Motions have been submitted:-

### **Motion 1**

"The Committee agrees that Dunfermline's much-loved peacocks have symbolic importance to our community and wish to recognise and welcome their continued presence in and around the city. The committee notes that the Council's archivist has been engaged in a search of the Council's archives to identify any previous civic acknowledgement of the peacocks.

The Committee welcome the opportunity that city status for Dunfermline brings to award civic freedom, notes the governance arrangements to make the awards are being put in place and requests an update to the next committee."

Proposed by Councillor Derek Glen  
Seconded by Councillor Auxil Barrera

### **Motion 2**

"Committee requests that the Cabinet Secretary for Health and Social Care Humza Yousaf be written to and invited to attend the next City of Dunfermline Area Committee to update committee members on the situation of our Queen Margaret hospital.

Our residents whom we represent deserve to know why over ten years of closure we still don't have an accident and emergency department that is operational or full maternity services, surely ten years plus has been enough time for work force planning to have been put in place and to have a plan in going forward. Dunfermline is a city and it's residents deserve the services that affords."

Proposed by Councillor Gavin Ellis  
Seconded by Councillor Aude Boubaker-Calder

### **Motion 3**

"The Committee notes the proposals submitted by Stagecoach to review Services across the Dunfermline area and the consultation deadline of 12 September 2022. It is understood that the impact of these proposed cuts are substantial and will affect the lives of many of our constituents who are reliant on bus transport for work and to access services.

In considering the options for a comprehensive Fife Council response to the Stagecoach proposal it is noted that the agreed remit for Area Committee does not have any explicit powers to allow Area Committees to discuss concerns relating to a third party provided bus service even where they have significant impact on Dunfermline. The Committee requests that Council undertake an urgent cross-party review on the remits of Area Committees in line with the statement made in the Leader's report on devolution of powers to Area Committees at Fife Council on 9th June 2022 to address this perceived gap."

Proposed by Councillor Aude Boubaker-Calder  
Seconded by Councillor Gavin Ellis

**Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.**

Lindsay Thomson  
Head of Legal and Democratic Services  
Finance and Corporate Services

Fife House  
North Street  
Glenrothes  
Fife, KY7 5LT

13 September, 2022

If telephoning, please ask for:  
Emma Whyte, Committee Officer, Fife House 06 ( Main Building )  
Telephone: 03451 555555, ext. 442303; email: Emma.Whyte@fife.gov.uk

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## 2022 CODAC 1

### THE FIFE COUNCIL - CITY OF DUNFERMLINE AREA COMMITTEE – REMOTE MEETING

31st May, 2022.

9.30 a.m. -

**PRESENT:** Councillors Naz Anis-Miah, Lynn Ballantyne-Wardlaw, Auxi Barrera, Aude Boubaker-Calder, James Calder, Gavin Ellis, Derek Glen, Jean Hall-Muir, Cara Hilton, Jim Leishman and Gordon Pryde.

**ATTENDING:** Emma Whyte, Committee Officer, Legal and Democratic Services; and Andrew Gallacher, Community Manager (Dunfermline), Communities and Neighbourhoods Service.

#### 1. MEMBERSHIP OF COMMITTEE

##### Decision

The Committee noted its membership as detailed on the agenda.

#### 2. APPOINTMENT OF CONVENER

##### Motion

Councillor Boubaker-Calder, seconded by Councillor Hilton, moved that Councillor Calder be appointed as Convener.

##### Amendment

Councillor Glen, seconded by Councillor Barrera, moved that Councillor Hall Muir be appointed as Convener.

##### Roll Call

##### **For the motion – 6 votes**

Councillors Aude Boubaker-Calder, James Calder, Gavin Ellis, Cara Hilton, Jim Leishman and Gordon Pryde.

##### **For the Amendment – 5 votes**

Councillors Naz Anis-Miah, Auxi Barrera, Lynn Ballantyne-Wardlaw, Derek Glen and Jean Hall Muir.

##### Decision

Councillor Calder was appointed as Convener of the City of Dunfermline Area Committee.

3./

## 2022 CODAC 2

### 3. APPOINTMENT OF DEPUTE CONVENER

#### Motion

Councillor Hilton, seconded by Councillor Boubaker-Calder, moved that Councillor Pryde be appointed as Depute Convener.

#### Amendment

Councillor Hall Muir, seconded by Councillor Anis-Miah, moved that Councillor Ballantyne-Wardlaw be appointed as Depute Convener.

#### Roll Call

#### **For the motion – 6 votes**

Councillors Aude Boubaker-Calder, James Calder, Gavin Ellis, Cara Hilton, Jim Leishman and Gordon Pryde.

#### **For the Amendment – 5 votes**

Councillors Naz Anis-Miah, Auxi Barrera, Lynn Ballantyne-Wardlaw, Derek Glen and Jean Hall Muir.

#### Decision

Councillor Pryde was appointed as Depute Convener of the City of Dunfermline Area Committee.

20<sup>th</sup> September 2022

Agenda Item No. 4

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## **Proposed 20mph zones – Various Residential Streets, Dunfermline**

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**Report by:** Ken Gourlay, Executive Director, Enterprise and Environment

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**Wards Affected:** Ward 3 (Dunfermline Central)

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### **Purpose**

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The purpose of this report is to allow the Area Committee to consider a proposal for the introduction of 20mph speed limits in various residential streets in Dunfermline.

Locations: Linburn Grove; Afton Grove; Earn Grove; Grange Wynd/Grange Park and Whirlbut Street/Whirlbut Crescent.

### **Recommendation(s)**

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It is recommended, in the interests of road safety, that Committee:

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce 20mph speed limits as shown in appendices 1-3.
- (2) authorises officers to confirm the TRO within a reasonable period unless there are objections.

### **Resource Implications**

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The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £3,500 which covers Roads & Transportation Services' and Legal Services' staff costs, advertising, and delivery of the new infrastructure. This will be met from approved Service budgets.

### **Legal & Risk Implications**

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There are no known legal or risk implications.

### **Impact Assessment**

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The general duties section of the impact assessment and the summary form has been completed. No negative impacts have been identified.

### **Consultation**

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Local Ward Councillors, Police Scotland, have been advised.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper and

on the affected roads. In addition, details of the proposed TRO will be made available on [www.fife.gov.uk](http://www.fife.gov.uk).

## 1.0 Background

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- 1.1 Over the previous 15-20 years Fife Council have introduced 20 mph zones in residential areas within Fife. These 20mph zones have improved road safety and encourage more sustainable transport, in line with national best practice.

These streets (appendices 1 – 3) have been identified as missed from previous traffic regulation orders.

## 2.0 Issues and Options

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- 2.1 Several residential streets were not included in these original zones and currently have a 30mph speed limit.
- 2.2 Following concerns regarding speeding we have identified several streets that would benefit from 20mph zones. These streets are relatively short cul-de-sacs and lie just outwith 20mph zones previously implemented.
- 2.3 Implementing a 20mph zone will address local concerns, improve road safety and provide a speed limit appropriate for these streets.

## 3.0 Conclusions

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- 3.1 It is considered, in the interests of road safety, that this TRO for a 20mph zone be promoted.

### List of Appendices

Drawing no. TRO22 26

Appendix 1 - Ward 3 - Linburn Grove, Afton Grove, Earn Grove.

Appendix 2 - Ward 3 - Grange Wynd/Grange Park.

Appendix 3 - Ward 3 - Whirlbut Street/Whirlbut Crescent.

### Report Contacts:

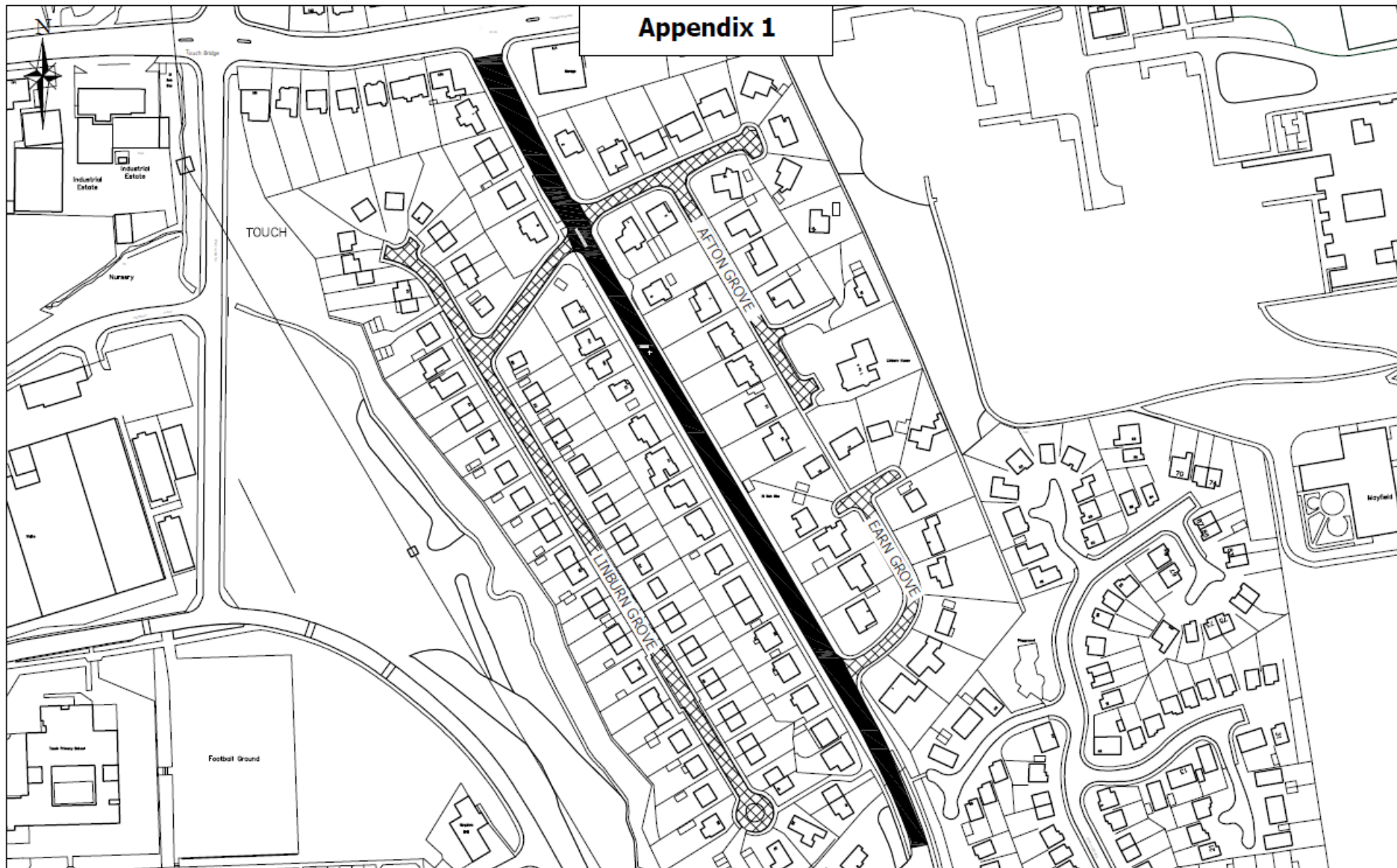
Lesley Craig  
Lead Consultant, Traffic Management  
Telephone: 03451 55 55 55 + VOIP Number 480082  
Email: [Lesley.Craig@fife.gov.uk](mailto:Lesley.Craig@fife.gov.uk)

Debbie Di Folco  
Technician Engineer, Traffic Management (South Fife)  
Road and Transportation Services  
Bankhead Central  
Telephone: 03451 55 55 55 + VOIP Number 444661  
Email: [debbie.difolco@fife.gov.uk](mailto:debbie.difolco@fife.gov.uk)








# Appendix 1



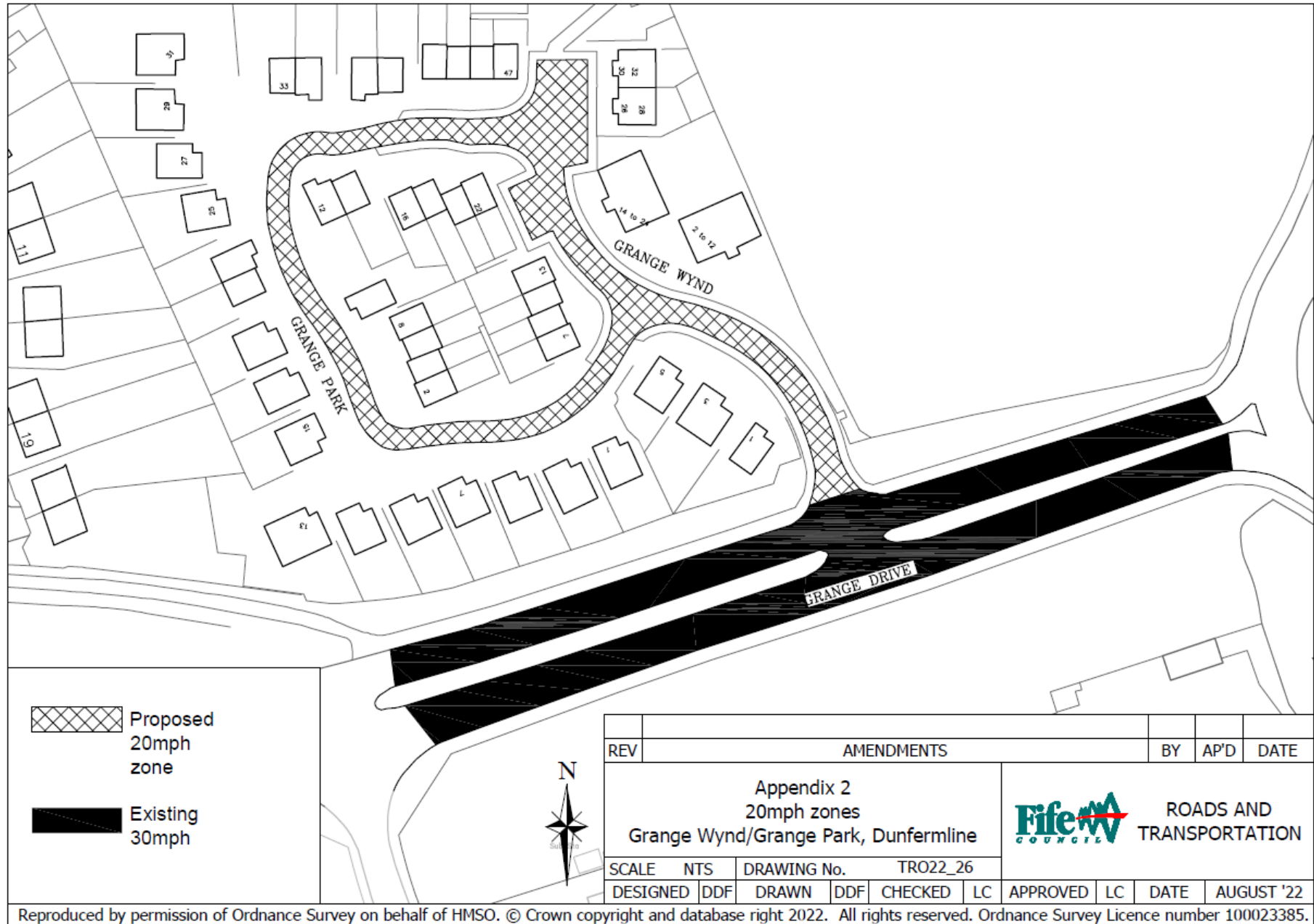
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CHECKED	LC				
APPROVED	LC				
DATE	August 2022				

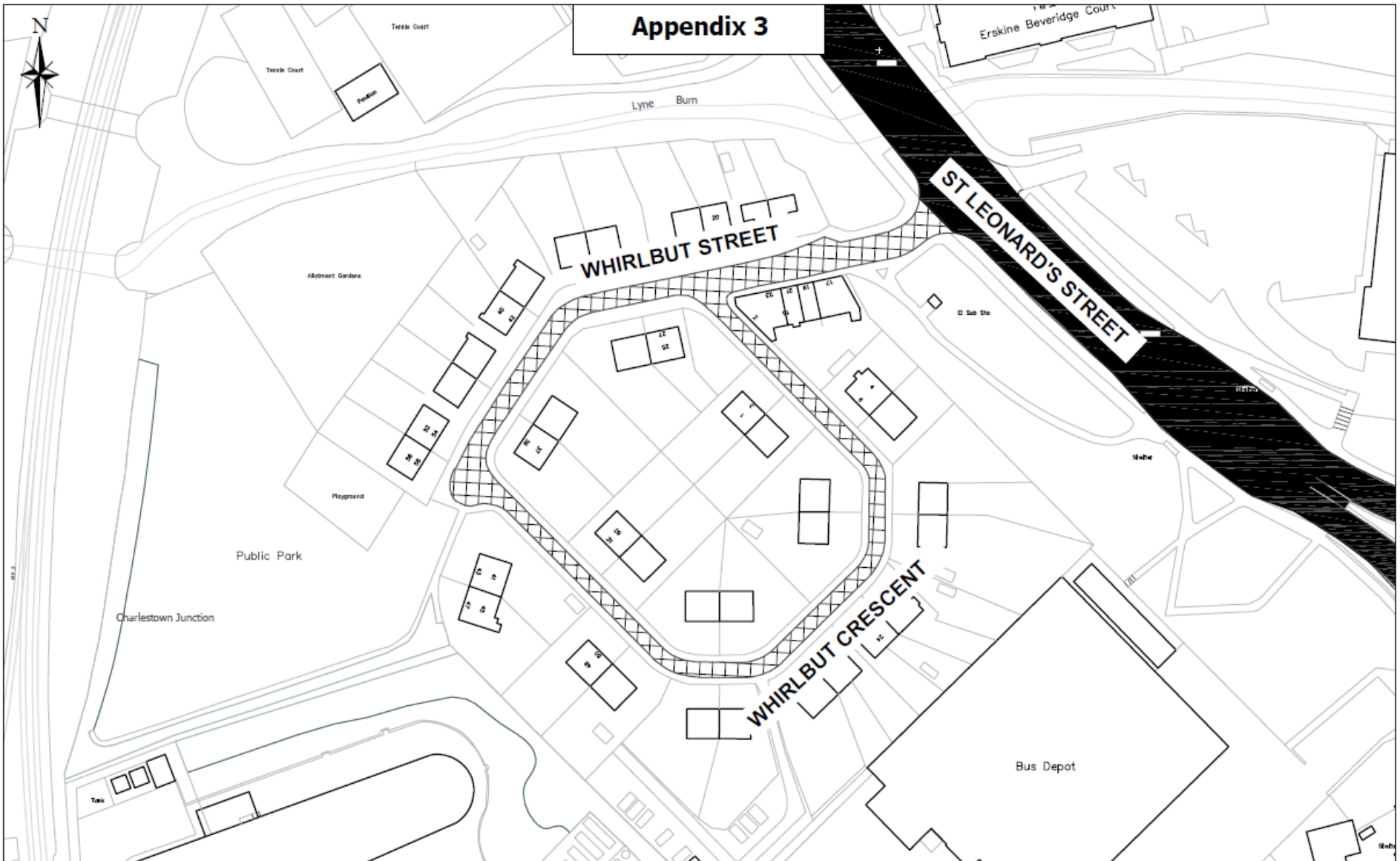
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 Proposed 20mph zone  
 Existing 30mph


**ROADS AND TRANSPORTATION**  
 20mph zones  
 Linburn Grove, Afton Grove, Eam Grove, Dunfermline  
 SCALE NTS DRAWING No. TM/S/12/TRO22\_26

Appendix 2

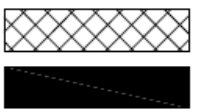




**Appendix 3**

DESIGNED	REV	AMENDMENTS	BY	APPD	DATE
DDF					
DRAWN	DDF				
CHECKED	LC				
APPROVED	LC				
DATE	August 2022				

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Proposed 20mph zone  
Existing 30mph

**Fife COUNCIL** ROADS AND TRANSPORTATION

20mph zones  
Whirlbut Street/Whirlbut Crescent, Dunfermline

SCALE NTS DRAWING No. TMS/12/TRO22\_26

20<sup>th</sup> September 2022

Agenda Item No. 5

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## Proposed 20 mph Zones – Dover Heights and South Fod & Lynebank Areas, Dunfermline

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**Report by:** Ken Gourlay, Executive Director – Enterprise and Environment

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**Wards Affected:** Ward Nos. 3 Dunfermline Central and 4 Dunfermline South

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### Purpose

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The purpose of this report is to allow the Area Committee to consider a proposal to introduce 20 mph zones on roads constructed within housing developments at South Fod & Lynebank area, and Dover Heights, Dunfermline.

### Recommendation(s)

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It is recommended, in the interests of road safety, that Committee:

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce 20 mph zones as detailed in drawing nos. TRO21\_44/1 (Appendix 1) and TRO21\_44/2 (Appendix 2), with all ancillary procedures; and
- (2) authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

### Resource Implications

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The cost to formally promote this TRO will be approximately £2,000 which covers Roads & Transportation Services' and Legal Services' staff costs and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure will be carried out by the respective developers in these areas.

### Legal & Risk Implications

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There are no known legal or risk implications.

### Impact Assessment

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The general duties section of the impact assessment and the summary form has been completed. No negative impacts have been identified.

### Consultation

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The local Ward Councillors and Police Scotland have been advised. Two Ward Councillors have expressed their support.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper

and on the affected length of roads. In addition, details for the proposed TRO will be made available on [www.fife.gov.uk](http://www.fife.gov.uk).

## 1.0 Background

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- 1.1 The road network fulfils a variety of functions ranging from the strategic movement of traffic to vehicle access to individual premises. To fulfil these contrasting functions requires roads of different characteristics.
- 1.2 A road hierarchy has been developed for Fife in the Transportation Development Guidelines which helps developers design new housing development roads with a design speed appropriate for its function. These guidelines compliment other national standard and advice documents where residential roads are constructed to a design speed of 20 mph.
- 1.3 Residential roads in new housing developments should have the ability to be self-enforcing of vehicle speeds through the road layout and traffic calming measures. As far as possible, geometry and natural features should be used to encourage speed reduction and provide the most environmentally friendly layout.

## 2.0 Issues and Options

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- 2.1 Although new residential roads are constructed to a design speed of 20 mph as part of their approved planning consent, we still require a Traffic Regulation Order (TRO) for the 20 mph zone speed limit which requires Area Committee approval.
- 2.2 New roads constructed in the South Fod & Lynebank area, Dunfermline as shown in Drawing No. TRO21\_44/1 (Appendix 1) are accessed from existing 20 mph zone areas to the east and west and require a TRO for the speed limit.
- 2.3 New roads constructed (or soon to be constructed) in the Dover Heights area, Dunfermline as shown in Drawing No. TRO21\_44/2 (Appendix 2) require a TRO for the speed limit.
- 2.4 These new residential roads will be constructed to a design speed of 20 mph by means of road geometry and traffic calming features.

## 3.0 Conclusions

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- 3.1 It is considered, in the interests of traffic management and road safety, that this Traffic Regulation Order be promoted to bring these roads in line with surrounding roads with the same function.

### List of Appendices

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1. Drawing no. TRO21\_44/1 South Fod & Lynebank area, Dunfermline
2. Drawing no. TRO21\_44/2 Dover Heights, Dunfermline

### Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

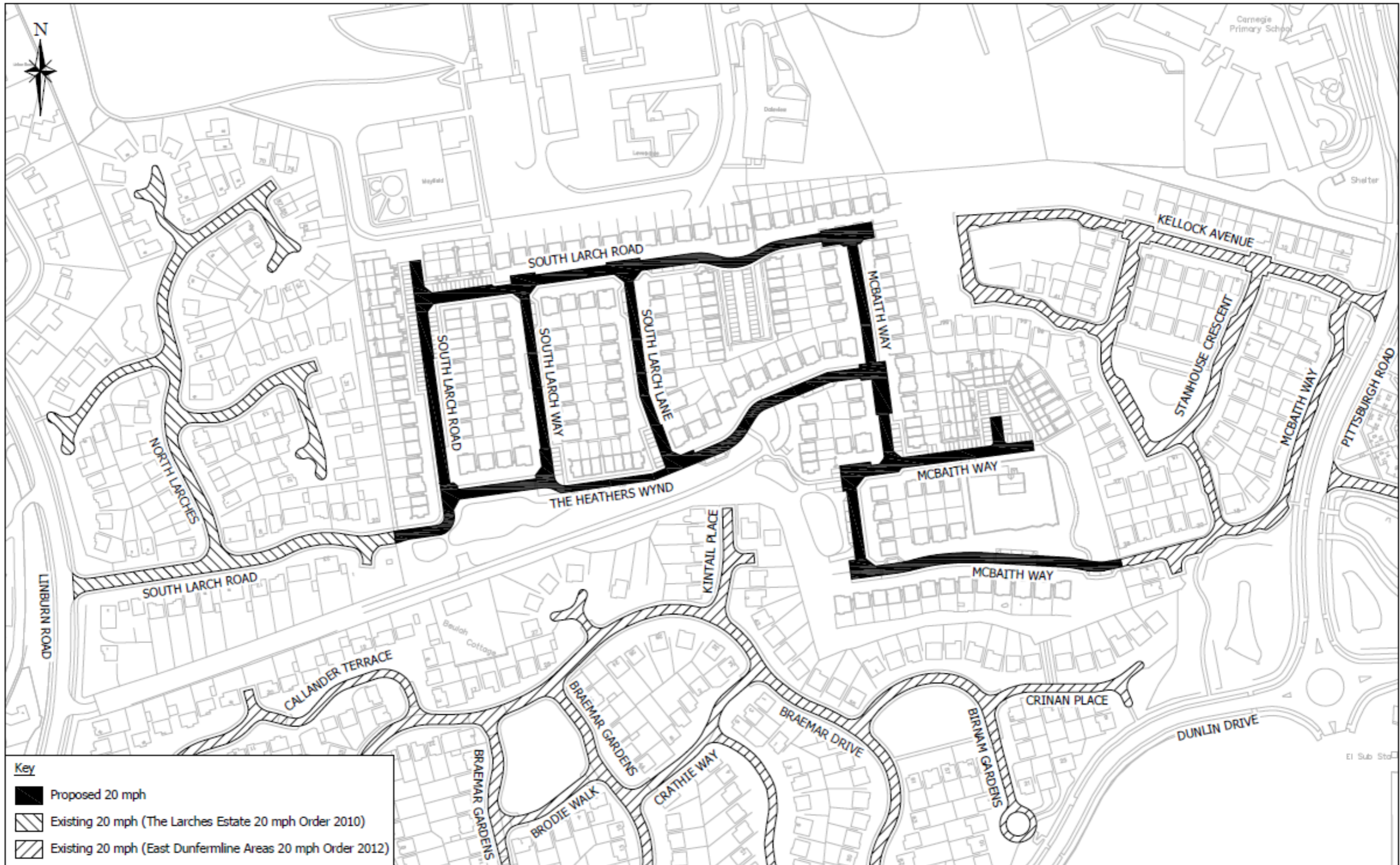
- Fife Council Transportation Development Guidelines

## Report Contacts

Lesley Craig  
Lead Consultant, Traffic Management  
Roads and Transportation Services  
Bankhead Central  
Telephone: 03451 55 55 55 + VOIP Number 480082  
Email: [lesley.craig@fife.gov.uk](mailto:lesley.craig@fife.gov.uk)

Keith Johnston  
Technician Engineer, Traffic Management  
Roads and Transportation Services  
Bankhead Central  
Telephone: 03451 55 55 55 + VOIP Number 442935  
Email: [keith.johnston@fife.gov.uk](mailto:keith.johnston@fife.gov.uk)

Appendix 1 – Drawing No. TRO21\_44/1 South Fod & Lynebank area, Dunfermline



DESIGNED	KJ	REV	AMENDMENTS	BY	APP'D	DATE
DRAWN	KJ					
CHECKED	PC					
APPROVED	PC					
DATE	AUGUST 2021					
HEAD OF ASSETS, TRANSPORTATION and ENVIRONMENT - KEN GOURLAY						

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**Fife COUNCIL**

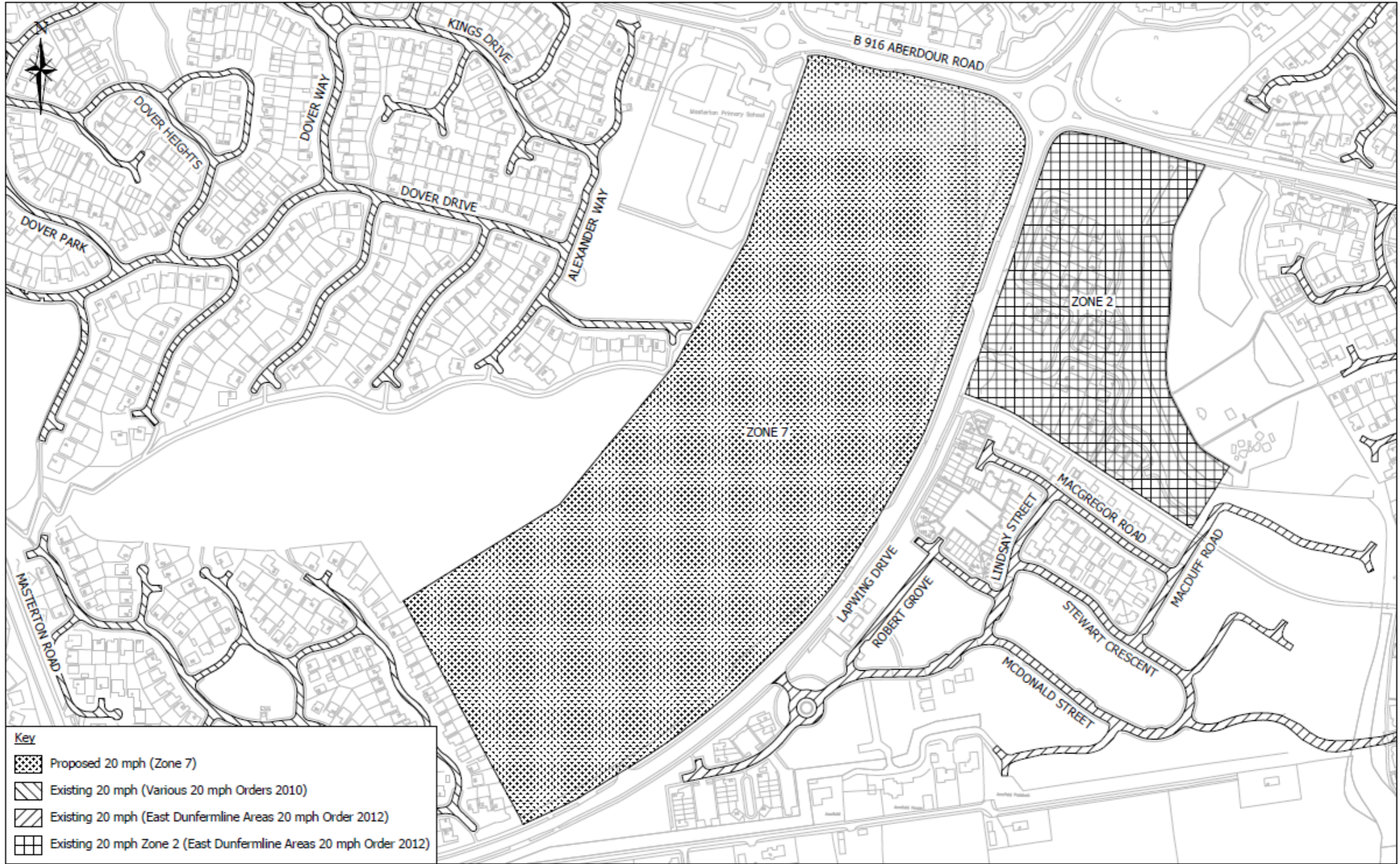
ASSETS,  
TRANSPORTATION  
and ENVIRONMENT

Proposed 20 mph  
East Area Amendment (South Fod area), Dunfermline





SCALE NTS      DRAWING No. TRO/21/44/1      REV. \_



Appendix 2 – Drawing No. TRO21\_44/2 Dover Heights, Dunfermline




**Key**

-  Proposed 20 mph (Zone 7)
-  Existing 20 mph (Various 20 mph Orders 2010)
-  Existing 20 mph (East Dunfermline Areas 20 mph Order 2012)
-  Existing 20 mph Zone 2 (East Dunfermline Areas 20 mph Order 2012)

DESIGNED	KJ	REV	AMENDMENTS	BY	APP'D	DATE
DRAWN	KJ					
CHECKED	PC					
APPROVED	PC					
DATE						
AUGUST 2021						

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ASSETS,  
TRANSPORTATION  
and ENVIRONMENT

Proposed 20 mph  
East Area Amendment (Dover Heights), Dunfermline

SCALE NTS	DRAWING No. TRO/21/44/2	REV. _
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20<sup>th</sup> September 2022  
Agenda Item No. 6

## Area Roads Programme 2021-22 – Final Report

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**Report by:** Ken Gourlay, Head of Assets, Transport & Environment

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**Wards Affected:** 2, 3, & 4

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### Purpose

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The purpose of this report is to advise the committee on the delivery of the 2021-22 Area Roads Programme (ARP).

### Recommendation(s)

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Committee is asked to note the contents of the report and appendices.

### Resource Implications

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The 2021-22 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure that expenditure remained within the Service budget.

### Legal & Risk Implications

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There are no known legal or risk implications arising from this report.

### Impact Assessment

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An Equalities Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

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Members were consulted on the list of projects forming the 2021-22 ARP.

## **1.0 Background**

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- 1.1 Committee agreed the list of projects forming the 2021-22 ARP on 2 March 2021 (2021 CODAC 93 para. 235 refers).

## **2.0 Issues and Options**

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- 2.1 Attached are Appendices 1-5 which detail the final position on the progress of individual projects in the programme.
- 2.2 To improve information on how the programme is progressing throughout the year, an on-line system is in place and continues to be developed.

## **3.0 Conclusions**

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- 3.1 The attached Appendices show the City of Dunfermline Area Roads Programme for 2021-22. The type of works, work location and expenditure are provided for each project. Any underspend or overspend is carried through to the following year's allocation for the committee area.

### **List of Appendices**

1. Carriageway Schemes
2. Footway Schemes
3. Road Safety & Traffic Management Schemes
4. Lighting Schemes
5. Structures Schemes

### **Report Contact**

Vicki Connor  
Co-ordinator (Programme & Financial Management)  
Bankhead Central, Glenrothes  
Telephone: 03451 555555 ext. 444339  
Email – vicki.connor@fife.gov.uk

## Area Roads Programme 2021-22

## Carriageway Schemes Outturn

Ward	Town	Street	Location/Description	Original Allocation	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
3	Dunfermline	Transy Grove		£ 58,233	£ 44,192	£ 10,318	In Progress	completed April 2022
3	Dunfermline	A907 Appin Crescent	Holyrood Place link road to Athol Place	£ 126,000	£ 106,500	£ 101,248	Completed	
3	Dunfermline	Athol Place	Full length	£ 21,420	£ 14,562	£ 12,263	Completed	
3	Dunfermline	St Margaret Street	Full length, including junction with Canmore Street	£ 90,976	£ 83,934	£ 85,994	Completed	Promoted to Cat 1 due to budget availability
<b>TOTAL</b>				<b>£ 296,629</b>	<b>£ 249,188</b>	<b>£ 209,823</b>		

## Area Roads Programme 2021-22

## Footway Schemes Outturn

Ward	Town	Street	Location/Description	Original Allocation	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
3	Dunfermline	Standing Stone Walk		£ 45,590	£ 39,534	£ 36,658	Completed	
3	Dunfermline	Transy Grove		£ 83,105	£ 77,471	£ 58,808	In Progress	completed April 2022
2	Halbeath	C54 Kingseat Road	Rail Crossing to Long Row	£ 63,755	£ 42,000	£ 47,134	Completed	
4	Dunfermline	Menteith Drive Ph 1&2	Footway fronting even numbered houses	£ 76,340	£ 102,387	£ 124,492	Completed	Additional works required
3	Dunfermline	Limekilns Road	A985 to Liggras Bridge (west side only)	£ 54,000	£ 64,917	£ 65,427	Completed	Promoted to Cat 1 due to budget availability
<b>TOTAL</b>				<b>£ 322,790</b>	<b>£ 326,309</b>	<b>£ 332,519</b>		

## Area Roads Programme 2021-22

## Road Safety &amp; Traffic Management Schemes Outturn

Ward	Town	Street	Location/Description	Original Allocation	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
3	Dunfermline	Heritage Quarter	Traffic Calming	£ 25,000	£ 15,000	£ 13,189	Completed	
	Dunfermline	Woodmill Road	by shop (puffin crossing)	£ 25,000	£ 25,000	£ 26,961	Completed	Funded from CWSR grant
3	Dunfermline	Carnegie Drive	Pedestrian Crossing Improvements	£ 25,000	£ 30,000	£ 1,706	Postponed	Design fees only, delayed due to resource availability
2	Townhill	Main Street	Footway Widening	£ 25,000	£ 12,500	£ 10,114	Completed	
2	Townhill	Kingseat Road	Vehicle activated Sign Changes	£ 15,000	£ 15,000	£ 15,540	Completed	
2	Dunfermline	Broomhead / Beveridgewell	Safer Routes to School Project - footway upgrade to cycleway	£ 25,000	£ -	£ -	Postponed	scheme now included in proposed new link road development
<b>TOTAL</b>				<b>£ 140,000</b>	<b>£ 97,500</b>	<b>£ 67,510</b>		

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## Area Roads Programme 2021-22

## Lighting Schemes Outturn

Ward	Town	Street	Location/Description	Original Allocation	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
3	Dunfermline	Transy Place/Park Place		£ 46,000	£ 65,000	£ 81,351	Completed	
4	Dunfermline	Menteith Drive		£ 32,500	£ 32,500	£ 39,089	Completed	
3	Dunfermline	Halbeath Road		£ 87,500	£ 200,000	£ 175,353	Completed	Works extended
3	Dunfermline	Transy Grove		£ 18,000	£ 17,616	£ 19,237	In Progress	Completed April 2022
3	Dunfermline	C67 Limekilns Road		£ 28,000	£ 28,500	£ 27,923	Completed	
<b>TOTAL</b>				<b>£ 212,000</b>	<b>£ 343,616</b>	<b>£ 342,953</b>		

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Area Roads Programme 2021-22

Structures Schemes Outturn

Ward	Town	Street	Location/Description	Description	Outturn Cost	Progress at 31st March 2022	Comments
3	Dunfermline	A907 Glen Bridge	Embankment Stablisation, Footpath reconstrction and Security Fencing (beneath Glen Bridge)	Site investigations March/April. Works planned for August 2021 subject to planning consent.	£ 46,932	Delayed	Design & site investigation costs only. Scheme was redesigned as original design proposal not viable. Tender programmed for Sept 2022 with planned construction late 2022.
<b>TOTAL</b>					<b>£ 46,932</b>		

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20<sup>th</sup> September, 2022

Agenda Item No. 7

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## Local Community Planning Budget Request - Police Scotland Youth Volunteers Project

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: 2,3,4

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### Purpose

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This report seeks a contribution of £7,000 of Area Budget funding to develop young people's capabilities to learn and share trusted communication with their peers and wider public on criminal, social and wellbeing trends affecting diverse communities in the Dunfermline area.

### Recommendation(s)

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Members are asked to agree a contribution of £7,000 from the Dunfermline Wide area budget for the purpose of supporting this collaborative programme working jointly with Fife College, to provide accredited learning opportunities to our young volunteers in film production, personal development and community safety.

### Resource Implications

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There is sufficient funding available in the local area budget should the contribution be agreed.

### Legal & Risk Implications

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This report raises no particular legal or risk implications.

### Impact Assessment

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An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

### Consultation

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The elected members of wards 2,3 and 4 have been consulted and are in support of this request.

## 1.0 Background

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- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £7,000 from the Local Community Planning Budget – in particular, the Dunfermline Wide Area Budget.
- 1.2 24 young volunteers will be divided into groups and assigned an area of community safety. The aim will be to remove prescribed solutions and corporate messaging, putting young people in the lead and having their voices heard to make positive change and drive awareness on challenging issues.
- 1.3 Each group will work with partners, educators, third sector groups and communities to generate film content that is relevant, relatable and shareable. This will be used as a vehicle to give focus to poverty and inequality issues whilst incorporating the associated impacts of criminality and wellbeing.
- 1.4 Appendix One to this report is the LCPB funding application form

## 2.0 Project Information

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- 2.1 Video campaigns will be proactively broadcast to the public via social media, school classrooms talks, community safety stalls, targeted closed groups and existing police/partner networks. Local provisions and solution providers will be promoted and signposted through these outlets.
- 2.2 PSYV supported by creative professionals will handle the technical aspect of film production whilst proactively engaging with other youth groups to explore the themes and produce content.
- 2.3 The funding will be used to purchase professional film equipment.
- 2.3 Each film campaign may target a certain demographic, however through volunteering and promotion they will be far reaching to other individuals and communities across Dunfermline.

## 3.0 Conclusions

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- 3.1 Funding will assist in the described peer-to-peer education approach and will not be explicit to film production but will also be employed when cascading learning on team working, problem solving, communication, social networking and public speaking when exploring criminal and wellbeing trends.

Over time the group will also develop a portfolio of diverse video content, which can be used as a mechanism to network and offer their film production capabilities to other local groups, charities, agencies, and event organisers.

## List of Appendices

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1. Local Community Planning Application

### **Background Papers**

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- N/A

### **Report Contact**

Andrew Gallacher  
Community Manager  
New City House Dunfermline  
03451 55 55 55 Ext No 450481  
Andrew.gallacher-cn@fife.gov.uk

**OFFICIAL**

**LOCAL COMMUNITY PLANNING BUDGET APPLICATION FORM**

Fife Council can offer financial assistance for projects in each of seven Local Areas through the Local Community Planning Budget

Once complete please email to [LCPB@fife.gov.uk](mailto:LCPB@fife.gov.uk).

**Which of the 7 Fife Council Areas will your Project take place in?**

<input type="checkbox"/> Cowdenbeath	<input checked="" type="checkbox"/> Dunfermline	<input type="checkbox"/> Glenrothes	<input type="checkbox"/> Kirkcaldy
<input type="checkbox"/> Levenmouth	<input type="checkbox"/> North-East Fife	<input type="checkbox"/> South-West Fife	

**Please tick the main theme in the Plan4Fife your project will address (please tick only one)**

**For more information visit: <https://our.fife.scot/fife-plan/> You will find your community link under "Let's Talk Local"**

<input checked="" type="checkbox"/> Opportunities For All	<input type="checkbox"/> Thriving Places	<input type="checkbox"/> Inclusive Growth & Jobs	<input type="checkbox"/> Community Led Services
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**Please ensure you have read guidance see page 6 before you complete this form**

**1. What is the title of your Project?**

DUNFERMLINE PSYV – FILM/MEDIA PROJECT

**2. What is your organisation's name and address?**

**Name**

DUNFERMLINE PSYV

**Address**

This address will be used for any correspondence  
  
DUNFERMLINE POLICE STATION  
2 HOLYROOD PLACE  
DUNFERMLINE  
KY12 7PA

**3. Who is the main contact for this application?**

**Name**

SCOTT MORGAN

**Position on Organisation**

GROUP COORDINATOR

**Address  
(if different from above)**

DUNFERMLINE POLICE STATION  
2 HOLYROOD PLACE  
DUNFERMLINE  
KY12 7PA

**Contact Telephone Number**

01383 318729 (or) 07890383260

**Email Address**

[DunfermlinePSYV@outlook.com](mailto:DunfermlinePSYV@outlook.com)

**4. What project or activities do you want us to fund? (Max. 250 words)**

Please be specific about:

- what you will do
- how you will do it
- what you will spend the monies on
- how you identified the need
- how many people it will help
- how your project meets the Local Community Planning Priorities for your area  
(Please refer to the Area's priorities on Fife Direct – [Click Here For Details](#) )

Our key strategy to develop young people's capabilities to learn and share trusted communication with their peers and wider public on criminal, social and wellbeing trends affecting diverse communities.

The project is a partnership and collaborative programme working jointly with Fife College, providing accredited learning opportunities to our young volunteers in film production, personal development and community safety.

Our 24 young volunteers will be divided into groups and assigned an area of community safety. We aim to remove prescribed solutions and corporate messaging, putting young people in the lead and having their voices heard to make positive change and drive awareness on challenging issues.

Each group will work with partners, educators, third sector groups and communities to generate film content that is relevant, relatable and shareable. This will be used as a vehicle to give focus to poverty and inequality issues whilst incorporating the associated impacts of criminality and wellbeing.

Video campaigns will be proactively broadcast to the public via social media, school classrooms talks, community safety stalls, targeted closed groups and existing police/partner networks. Local provisions and solution providers will be promoted and signposted through these outlets.

The funding will be used to purchase professional film equipment.

PSYV supported by creative professionals will handle the technical aspect of film production whilst proactively engaging with other youth groups to explore the themes and produce content.

Each film campaign may target a certain demographic, however through volunteering and promotion they will be far reaching to other individuals and communities across Dunfermline.

**OFFICIAL**

**5. When will your project or activities take place?**

Start Date (Month and Year)	01/07/2022	End Date (Month and Year)	01/07/2023
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**6. How much will your total project or activities cost?**

£20,060

**7. How much will each item or activity cost?**

*Include all costs connected to running the project.*

<b>Item or Activity</b>	<b>Cost(£)</b>
Cameras with Interchangeable Lenses, Tripods, Steady-Cam, Cables, Camera Bags.	£7,500
Audio Equipment – Microphones, External Recorders, Stands, Cables, Wind Screen, Headphones, Memory Cards, Sound Treatments.	£2,200
Lighting Equipment – Soft Box, Domes, Stands, Key, Accent, Globe and Panel Lighting.	£2,300
Other Equipment - External SSD Drives, Accent Wall Covers, Teleprompter, Sliders, Filters, Gliders, Drone, Power Adaptors, Pro ISO, Royalty Free Sound Subscription, Batteries, Memory Cards.	£2,500
Information Stall, Campaign Materials, Travel and Volunteer Expenses.	£1,000
Mentoring & Tuition – Film, Lighting & Audio	£4,560
<b>Total</b>	<b>£20,060</b>

**8. How much are you requesting from the Local Community Planning Budget?**

£7,000

**9. How much is your Service or organisation contributing to the project/these activities?**

Police Scotland dedicate a full-time Police Constable to the post of Dunfermline PSYV (Group Coordinator) with a yearly salary of £42,934.

Dunfermline PSYV will apply to Fife Police Division Local Area Commander Fund for £1000 to cover associated information stalls, travelling and volunteer expenses.

**OFFICIAL**

All twelve Dunfermline PSYV Adult Volunteers will provide their time in kind to support this project on a weekly basis.

Fife College will provide their Media Space facility at Halbeath Campus, including access to the IT and Photography Suites every Tuesday and Thursday over 40 weeks for pre/post-production. (in-kind)

Fife College will provide accreditation opportunities in-kind by enrolling our young volunteers as part-time students and applying SQA Wider Achievement Qualifications to their learning and personal development.

Fife College have afforded opportunity for student in their respective Creative Degrees to mentor the young volunteers on film production techniques.

Fire Station Creative will provide studio space over 20 weeks for podcasting. Cost per annum £500 (in-kind)

We have negotiated services with local partners from public/third sector and charities to support our young volunteers in multiple specialist sessions exploring criminal, social and welfare trends.

These sessions will be provided in-kind at a total cost of approx. £3000. These partners included: Scottish Fire and Rescue Service, SAMH, SACRO, Scottish Ambulance Service, FRASAC, Women's Aid, Safer Communities, Clued Up, I AM ME SCOTLAND and Criminal Justice (COPFS).

**10. Are you applying to any other external funder ie lottery for this project OR applying to/receiving any other Fife Council funding for this project?**

<b>Source of Funding</b>	<b>Amount £</b>	<b>Is this secured? (please provide proof)</b>	<b>If not, when will this be secured?</b>	<b>Can your project go ahead without this?</b>
Dunfermline Carnegie Trust	£7,500	No	April/May Approx.	No
Dunfermline Area Committee	£7,500	No	April/May Approx.	No
Cash Back for Communities	£4,560	No	April/June Approx.	Yes

**10.1** Please outline how your organisation propose to maintain this project in the long term.

Sustainability for this proposed project will be achieved using two main approaches. Young volunteers will become independent self-efficient creatives when they attain a level and ability to create/produce videos with minimum external influence and mentoring. At this stage they will fulfil a leadership role within the group, cascading their learning and specialist knowledge to new younger volunteers. This will then dilute the necessity and need for paid tutoring by professional creatives.

This approach will strengthen relationships amongst young volunteers and learning will be part achieved through peer-to-peer education. Accreditation opportunities will be offered to those who engage and participate as young leaders.

The described peer-to-peer education approach is not be explicit to film production, but will also be employed when cascading learning on team working, problem solving, communication, social networking and public speaking when exploring criminal and wellbeing trends.

Over time the group will also develop a portfolio of diverse video content, which can be used as a mechanism to network and offer their film production capabilities to other local groups, charities, agencies and event organisers.

Local events such as the Outwith Festival or Festival of Fun may request a short video trailer that promotes and captures their event from a young person's perspective. Likewise, charities such as Barnardo's or Clued Up may request promotional awareness content specific to their activities and engagement with young people.

Our young volunteers would be able to fulfil this requirement in exchange for a financial donation, which would be reinvested to replenish equipment, explore new training avenues and cover linked volunteering costs.

This option would enhance the group's exposure and engagement across Dunfermline, which in turn leads to further collaborative opportunities with other young people and diverse community groups.

Fife College Employability Team are negotiating with Business Champion Partners, such as Lloyds Banking Group to collaborate with Dunfermline PSYV to produce film content around crime issues such as Fraud and Scamming for elderly community sectors. This content will be led and presented by our Young Volunteers.

They will gain insight into the threat to the public and represent this information through film and social media content that will be shared to communities online or via community stalls in public settings or closed groups.

In return the Business Champion will make a financial donation, which will be reinvested in this project.



20<sup>th</sup> September, 2022

Agenda Item No. 8

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## Local Community Planning Budget Request - Healthy Homes, Dunfermline

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: 2,3,4

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### Purpose

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This report seeks a contribution of £30,000 of Area Anti-Poverty funding to build on the success of the pilot to increase the number of households being supported in the Dunfermline area.

### Recommendation(s)

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Members are asked to agree a contribution of £30,000 from the area anti-poverty budget for the purpose of targeting the delivery of energy advice and handy service to older people, those leaving hospital and people with a long term illness or disability who might not otherwise access energy advice.

### Resource Implications

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There is sufficient funding available in the local area budget should the contribution be agreed.

### Legal & Risk Implications

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This report raises no particular legal or risk implications.

### Impact Assessment

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An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

### Consultation

---

The elected members of wards 2,3 and 4 have been consulted and are in support of this request.

## 1.0 Background

---

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £30,000 from the Local Community Planning Budget – in particular, the local Anti-Poverty Budget.
- 1.2 As set out in the Plan 4 Dunfermline (2019 – 2022), tackling inequalities of opportunity and anti-poverty initiatives is the focus of the Dunfermline Poverty Alliance group. Tackling poverty and preventing crisis has also been identified as a key focus of the Plan for Fife 2021 – 2024, revised in August 2021 as a response to the Covid-19 pandemic and climate emergency.
- 1.3 Appendix One to this report is the LCPB funding application form.
- 1.4 Appendix Two is the Healthy Homes, Dunfermline – end of year report.

## 2.0 Project Information

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- 2.1 The project attention will focus on households struggling to heat their homes affordably, improve their thermal comfort and help to prevent them going into fuel poverty by working with each household on an 'energy action plan'.
- 2.2 Delivery will be through a mix of budgeting and fuel debt advice, energy saving habits and identifying simple energy efficiency improvements for the property. Support for households by installing energy efficient measures like thermal curtains and LED bulbs, and to those who qualify - our means-tested 'handy' service. Crisis support through top ups, referrals to partner agencies for additional support including benefit checks, income maximisation and grants will also be delivered.
- 2.3 The cost of the project is £30,000 and will benefit at least 200 households.
- 2.3 As society recovers from Covid-19, there will be an even greater need for energy and fuel poverty advice in Dunfermline. Many families who have never required advice services before are coming forward and seeking help due to unavoidable changes in their circumstances.

## 3.0 Conclusions

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- 3.1 Funding will continue the vital work of the Health Homes, Dunfermline project to assist in the recovery phase of Covid-19 as well as the current energy crisis.

### List of Appendices

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1. Local Community Planning Application
2. Healthy Homes, Dunfermline – End of Year Report

## **Background Papers**

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- N/A

## **Report Contact**

Andrew Gallacher  
Community Manager  
New City House Dunfermline  
03451 55 55 55 Ext No 450481  
Andrew.gallacher-cn@fife.gov.uk

## LOCAL COMMUNITY PLANNING BUDGET APPLICATION FORM

Fife Council can offer financial assistance for projects in each of seven Local Areas through the Local Community Planning Budget

Once complete please email to [LCPB@fife.gov.uk](mailto:LCPB@fife.gov.uk).

**Which of the 7 Fife Council Areas will your Project take place in?**

<input type="checkbox"/> Cowdenbeath	<input checked="" type="checkbox"/> Dunfermline	<input type="checkbox"/> Glenrothes	<input type="checkbox"/> Kirkcaldy
<input type="checkbox"/> Levenmouth	<input type="checkbox"/> North-East Fife	<input type="checkbox"/> South-West Fife	

**Please tick the main theme in the Plan4Fife your project will address (please tick only one)**

**For more information visit: <https://our.fife.scot/fife-plan/> You will find your community link under "Let's Talk Local"**

<input checked="" type="checkbox"/> Opportunities For All	<input type="checkbox"/> Thriving Places	<input type="checkbox"/> Inclusive Growth & Jobs	<input type="checkbox"/> Community Led Services
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**Please ensure you have read guidance see page 6 before you complete this form**

**1. What is the title of your Project?**

Healthy Homes Dunfermline

**2. What is your organisation's name and address?**

**Name**

Greener Kirkcaldy

**Address**

**This address will be used for any correspondence**

 8 East Fergus Place  
 Kirkcaldy  
 KY1 1XT

**3. Who is the main contact for this application?**

**Name**

Bruce McCall

**Position on Organisation**

Project Manager

**Address  
(if different from above)**

**Contact Telephone Number**

07522153845

**Email Address**

bruce@greenerkirkcaldy.org.uk

For office Use only		
Project Reference:		
Amount Approved:	£	
Funding Awards up to £5000	Date Approved at Ward Meeting	Date if Delegated Approval
Funding Awards over £5000	Date approved at Area Committee	
Signed	Team Manager:	Date:

#### **4. What project or activities do you want us to fund? (Max. 250 words)**

Please be specific about:

- what you will do
- how you will do it
- what you will spend the monies on
- how you identified the need
- how many people it will help
- how your project meets the Local Community Planning Priorities for your area  
(Please refer to the Area's priorities on Fife Direct – [Click Here For Details](#) )

##### **What we will do**

We will build on the success of our six-month 'Healthy Homes Dunfermline' pilot to increase the number of households we support in the Dunfermline area.

The project will offer home energy advice to local residents with long term illnesses or that require enhanced heating regimes, helping them stay warm, healthy and save them energy and money. We will focus our attention on households struggling to heat their homes affordably, improve their thermal comfort and help to prevent them going in to fuel poverty by working with each household to come up with an 'energy action plan'. This will include a mix of budgeting and fuel debt advice, energy saving habits and identifying simple energy efficiency improvements for the property. We will also support households by installing energy efficient measures like thermal curtains and LED bulbs, to those who qualify for our means-tested 'handy' service, provide crisis support through top ups, and refer participants to partner agencies for additional support including benefit checks, income maximisation and grants.

##### **How will we do it**

We will target our delivery of energy advice and handy service to older people, those leaving hospital, and people with a long-term illness or disabilities who might not otherwise access energy advice. We will work closely with local support organisations and healthcare providers, such the Dunfermline Advice Hub and WELLS project, provide talks to groups and training to key workers, including to hospital, sheltered homes, flu clinics, local pharmacists and carer centres on the support the project can provide. Through these, we will create a network of trained frontline healthcare and support workers who will recognise signs of fuel poverty and refer those in need for help into the project. We will also run a social media campaign throughout the duration of the project, advertising our support services and providing an additional way for households to contact us directly. By combining these two different approaches – top down and bottom up – we will ensure that we reach our target beneficiaries and provide support where it is most needed.

##### **What you will spend the monies on**

The monies will be spent on project delivery and materials (see 7. below)

##### **How we identified the need**

The links between cold homes, fuel poverty and poor health are well documented. People with health issues are more vulnerable to fuel poverty because they incur higher energy costs, for instance, to keep their home warmer, to heat their home for longer periods, for additional hot water, or for electrical equipment as part of their care. Fuel poverty can exacerbate existing health conditions such as cardiovascular and respiratory problems due to under-heated homes. The current energy price crisis has intensified the impact of the covid-19 pandemic on households further. It is expected that people living with health conditions, already at risk, will be disproportionately negatively affected by the current and predicted changes in the energy market.

There is a particular problem of potential hypothermia for older people who are unable – or unwilling – to pay to heat their homes to an adequate level and a cold home is neither conducive to good health nor a satisfactory learning environment for children or young adults. In addition, people with mental health issues are particularly vulnerable to the financial stress and health conditions associated with fuel poverty.

To mitigate the most preventable problems linked to fuel poverty early intervention is required.

Effective inter-agency working is crucial to the success of this local project and, in our view, has to be based on a 'spend to save' approach. The [Plan for Fife 2021 – 24](#) reviewed progress against ambitions, finding that health inequalities and joined up services and prevention are getting worse – this project will address both of these. The project will focus on fuel poverty prevention, ensuring the long-term stability of the resident in their home and improving the fabric of the building and, where necessary, will offer crisis support, to ensure the shorter-term relief of the household.

### **How many people it will help**

- 100 households helped to manage their energy usage
- 80 households referred for further assistance, including statutory support schemes, Citizens Advice Rights Fife for benefit checks and income maximization, and local support services
- 45 households referred on to the project's 'handy' service, which will install a range of energy efficiency measures in the home.

We have already had a history of good working relationships with other support agencies operating within the area, including a partnership agreement with the Dunfermline Advice Hub. To ensure the maximum reach and create a project legacy we will train key stakeholders from Fife Council and the Health and Social Care sector at the outset of the project, creating 20 local energy champions to raise awareness of the support available. We expect uptake of our services will continue after the project has ended, through new referral networks as well as word of mouth recommendations, sustained by local knowledge.

### **How your project meets the Local Community Planning Priorities for your area**

As set out in the [Plan 4 Dunfermline \(2019 - 2022\)](#), tackling inequalities of opportunity and anti –poverty initiatives is the focus of the Dunfermline Poverty Alliance group. Tackling poverty and preventing crisis has been also been identified as a key focus of

the [Plan for Fife 2021 – 24](#), revised in August 2021 as a response to the covid-19 pandemic and climate emergency.

This project will help to alleviate the pressure that the continued growth of area population places on housing, GPs and local services, support the provision of suitable facilities for ageing residents living alone and provide an opportunity to improve the quality of life for older people and those with disabilities living in the Dunfermline area.

In addition, the project will help to meet the following, additional, local outcomes:

- Meet the Local Housing Strategy Outcome 3.1 As far as reasonably practicable, people do not live in fuel poverty
- Reduce the number and percentage of households experiencing fuel poverty as far as reasonably practicable (addressing Opportunities for all, 1. 'Fife has lower levels of poverty in line with national targets' in the new Plan 4 Fife)
- Reduce the burden on the Health & Social Care system (addressing Opportunities for all, 3. 'Fife has reduced levels of preventable ill health and premature mortality across all communities' in the new Plan 4 Fife)

**5. When will your project or activities take place?**

Start Date  
(Month and Year)

1<sup>st</sup> April 2022

End Date

(Month and Year)

31<sup>st</sup> March 2023

**6. How much will your total project or activities cost?**

£30,000

**7. How much will each item or activity cost?**

*Include all costs connected to running the project.*

Item or Activity	Cost(£)
Marketing and project promotion. Includes: <ul style="list-style-type: none"> <li>• Creating posters, leaflets, leaflet drops and social media campaigns to target participants</li> <li>• Creating a healthy homes energy saving guide for households</li> <li>• Creating and delivering training programme to frontline key workers in local health services, creating 20 local energy champions</li> <li>• Deliver five face-to-face stalls, talks and drop-in advice surgeries and at key community locations and services and events e.g. Wells, Dunfermline Advice Hub, flu clinics, carers support groups</li> </ul>	£1,000
Provision of in-depth energy advice to 100 households with underlying health conditions. Our team of Energy Advisors, who are all qualified in City & Guilds Energy	£20,000

Awareness, shall deliver the energy advice service. They will make an initial assessment, either by telephone or home visit, asking a series of questions about the home and the household's needs, concerns and motivations, then give advice.

Advice includes, but is not limited to:

- Assessing and advising on maintaining appropriate heating regimes affordably
- Assessing and advising on ventilation and damp-prevention
- Checking that the most appropriate supplier and tariff is in place; giving advice and support to help people switch
- Giving advice on fuel billing and debt
- Acting as an advocate for householders if they need support to deal with energy suppliers
- Working with each household to come up with an 'energy action plan', which includes a mix of changing habits, identifying energy efficiency improvements for the property, budgeting and debt advice
- Making referrals to government, energy company or social landlord schemes for energy-efficiency measures such as insulation or a new heating system
- Making referrals to the 'handy' service for small energy efficiency measures and measures to improve thermal comfort
- Offering benefit and tax credit checks to maximise income
- Making referrals to other support services as needed, e.g. befriending
- Promoting voluntary work as community ambassadors within the energy advice field to facilitate wider project take up through peer-to-peer engagement, employment opportunities and tackle social isolation
- Providing impartial switching advice
- Providing billing and supplier support and advocacy
- Giving advice on fuel debt and entitlements such as the Warm Homes Discount and hardship funds
- Sign posting to Citizen's Advice & Rights Fife for checks to maximise household income
- Sign posting to other local support agencies, for additional healthcare provision, befriending or other services
- Helping to improve the understanding of energy bills, meters and tariffs, heating and hot water systems and heating controls



<ul style="list-style-type: none"> <li>• Encouraging the best use of heating, lighting and appliances</li> <li>• Giving simple, low-cost tips to save energy</li> <li>• Advice materials and leaflets relevant to each participant's home and circumstances</li> <li>• Thermal imaging camera to verify building performance to specifications - to determine whether the building has insulation, locate air leaks, verify structure design and locate moisture intrusion</li> <li>• Options for physical improvements to the home: insulation, draught-proofing, new heating systems or controls and home renewable technologies</li> <li>• Assisting with accessing statutory schemes such as the Warmer Homes Scotland Scheme</li> <li>• Supporting who are risk of disconnection with fuel top ups</li> <li>• Referrals to the Greener Kirkcaldy 'handy' service for simple energy-efficiency measures</li> </ul>	
<p>Provision of a 'handy' service to 45 households. The service will install measures, assessed on a home-by-home basis, which will have the greatest impact for the household. Includes:</p> <ul style="list-style-type: none"> <li>• Thermal curtains</li> <li>• Energy-saving LED light bulbs</li> <li>• Radiator insulation panels</li> <li>• Draft proofing</li> <li>• Energy-efficient room heaters</li> <li>• Electric blankets</li> <li>• Microwave ovens</li> <li>• Slow cookers</li> <li>• Carbon monoxide detectors</li> </ul> <p>We expect this group to benefit extensively from our 'handy' service as research has shown that the target demographic are more likely to live in a cold, draughty, damp or hard-to-heat home and may not have the financial resources to make it energy efficient.</p>	£9,000
<b>Total</b>	<b>£30,000</b>

**8. How much are you requesting from the Local Community Planning Budget?**

£30,000

**9. How much is your Service or organisation contributing to the project/these activities?**

£0

**10. Are you applying to any other external funder ie lottery for this project OR applying to/receiving any other Fife Council funding for this project?**

Source of Funding	Amount £	Is this secured? (please provide proof)	If not, when will this be secured?	Can your project go ahead without this?

**10.1** Please outline how your organisation propose to maintain this project in the long term.

This project will build on the work we already do throughout Fife, which we have core funding for over the next three years. The Dunfermline project funding will complement this core work, allowing us to create pathways to reach people with long term health concerns and disabilities in hard to reach households, who are more vulnerable to the effects of fuel poverty and energy inefficient homes, and who require more in-depth work and engagement.

The project will have a strong legacy for beneficiaries including:

- Improved energy efficiency of the housing stock
- Energy literacy: improved confidence of people to manage their energy use and understand their bills
- Increased thermal comfort and healthy, safer homes
- On-going financial savings for participants
- On-going carbon savings
- Increased awareness amongst keyworkers and other community organisations of our energy advice support service and the creation of a local network of trained health service keyworkers in Dunfermline

The training and referral networks established through the Healthy Homes Dunfermline pilot is the key to the continued success of this project in the long term, and will continue to operate once the project has finished.

Please outline what other sources of Fife Council **funding and or support** e.g. a grant or Discretionary Rating relief etc your organisation is receiving (if applicable):

**10.2**

Type of Fife Council Support	Amount £	Secured Yes/No
Fife Council service level agreement (3 years)	£300,000	yes



20<sup>th</sup> September, 2022

Agenda Item No. 9

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## Fire Station Creative Façade Restoration

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: 2,3,4

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### Purpose

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This report seeks a contribution of £36,212 of Dunfermline Local Community Planning budget funding to carry out the necessary repairs to the Fire Station building in order to maintain public safety after part of the façade became dislodged from the main building.

### Recommendation(s)

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Members are asked to agree a contribution of £36,212 from the Dunfermline-wide area budget for the purpose of ensuring that urgent repairs are carried out to ensure any further damage and prevent further issues.

### Resource Implications

---

There is sufficient funding available in the local area budget should the contribution be agreed.

### Legal & Risk Implications

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This report raises no particular legal or risk implications.

### Impact Assessment

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An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

### Consultation

---

The elected members of wards 2,3 and 4 have been consulted and are in support of this request.

## 1.0 Background

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- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £36,212 from the Local Community Planning Budget – in particular, the Dunfermline-Wide Budget.
- 1.2 Fire Station Creative (FSC) is an independent contemporary arts and music venue in Dunfermline. It is the only significant arts venue of its kind in the region, hosting 21 studios, a high-profile gallery, cafe/bar, music therapy and art therapy. There is also a classroom which serves the needs of the local community with yoga, pilates, children’s art classes, drama classes and life drawing.
- 1.3 FSC is one of the four cornerstone contemporary arts venues in Scotland. Since it opened in 2015, it has forged cultural links with London, Florida, Bilbao, Serbia and Canada.
- 1.4 The facade of the iconic Art Deco building is in urgent need of repair. In July 2022, a large piece of rendering fell off putting the public at risk. While the area has been made safe with temporary scaffolding, funding is needed to guarantee safety. The building itself is owned by Fife Council.

## 2.0 Project Information

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- 2.1 With financial support, a roofing company will be commissioned to refurbish the entire facade of the building. This includes erecting scaffolding, removing loose rendering, and applying new roughcast to the walls. While public safety is the priority, the secondary aim is to keep the venue alive. FSC is a registered charity with insufficient funds to meet the costs of the renovation of the building. The charity is currently spending £240 per week on scaffolding.
- 2.2 FSC is a registered charity with insufficient funds to meet the costs of the renovation of the building. The charity is currently spending £240 per week on scaffolding.
- 2.3 The cost of the project is £36,212 and will benefit at least 25,800 visitors per year (496 per week).
- 2.4 FSC are working to renegotiate the terms of their lease so that Fife Council is responsible for maintaining the exterior fabric of the building. (This would include the roof, roughcasting, paintwork etc.) A revised lease would relieve the constant financial burden that bears upon their organisation, which is a registered charity.

## 3.0 Conclusions

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- 3.1 Funding will ensure there are no risks to the general public and will prevent any further issues arising in future.

## List of Appendices

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1. Local Community Planning Budget Application

### **Background Papers**

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- N/A

### **Report Contact**

Andrew Gallacher  
Community Manager  
New City House Dunfermline  
03451 55 55 55 Ext No 450481  
Andrew.gallacher-cn@fife.gov.uk

## LOCAL COMMUNITY PLANNING BUDGET APPLICATION FORM

Fife Council can offer financial assistance for projects in each of seven Local Areas through the Local Community Planning Budget

Once complete please email to [LCPB@fife.gov.uk](mailto:LCPB@fife.gov.uk).

Which of the 7 Fife Council Areas will your Project take place in?

Cowdenbeath	Dunfermline	Glenrothes	Kirkcaldy
Levenmouth	North-East Fife	South-West Fife	

Please tick the main theme in the Plan4Fife your project will address (please tick only one)

For more information visit: <https://our.fife.scot/plan4fife/plan-for-fife-2021-24> You will find your community link under "Let's Talk Local"

Opportunities For All	Thriving Places	Inclusive Growth & Jobs	Community Led Services
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Please ensure you have read guidance see page 6 before you complete this form

1. What is the title of your Project?

Old Fire Station Facade Restoration

2.

2. What is your organisation's name and address?

Name

Ian Moir

Address

Fire Station Creative, Carnegie Drive, Dunfermline, KY12 7AN

3. Who is the main contact for this application?

Name

IAN MOIR

Position on Organisation

DIRECTOR

**Address**  
**(if different from above)**

**Contact Telephone Number**

**Email Address**

<b>07476020604</b>
<a href="mailto:ian@firestationcreative.co.uk">ian@firestationcreative.co.uk</a>

For office Use only		
Project Reference:		
Amount Approved:	£	
Funding Awards up to £5000	Date Approved at Ward Meeting	Date if Delegated Approval
Funding Awards over £5000	Date approved at Area Committee	
Signed	Team Manager:	Date:

**4. What project or activities do you want us to fund? (Max. 250 words)**

Please be specific about:

- what you will do
- how you will do it
- what you will spend the monies on
- how you identified the need
- how many people it will help
- how your project meets the Local Community Planning Priorities for your area  
(Please refer to the Area's priorities on Fife Council's webpage – [Click Here For Details](#))



Fire Station Creative (FSC) is an independent contemporary arts and music venue in Dunfermline. It is the only significant arts venue of its kind in the region, hosting 21 studios, a high profile gallery, cafe/bar, music therapy and art therapy. There is also a classroom which serves the needs of the local community with yoga, pilates, children's art classes, drama classes and life drawing.

FSC is one of the four cornerstone contemporary arts venues in Scotland. Since it opened in 2015, it has forged cultural links with London, Florida, Bilbao, Serbia and Canada.

The facade of the iconic Art Deco building is in urgent need of repair. In July 2022, a large piece of rendering fell off putting the public at risk. While the area has been made safe with temporary scaffolding, funding is needed to guarantee safety. The building itself is owned by Fife Council.

With financial support, we will commission a roofing company to refurbish the entire facade of the building. This includes erecting scaffolding, removing loose rendering, and applying new roughcast to the walls.

While public safety is the priority, the secondary aim is to keep the venue alive. FSC is a registered charity with insufficient funds to meet the costs of the renovation of the building. The charity is currently spending £240 per week on scaffolding.

### **Benefits of Fire Station Creative to Dunfermline:**

**Cultural:** Since it opened in 2015, FSC has delivered 88 exhibitions which include annual opportunities for Fife College Students. Prior to its opening, there was no proper contemporary arts venue in Fife. FSC also supports the performing artists and singers in Dunfermline by providing live music for 10 days of each month. All performers are paid.

**Social** - FSC welcomes 25,800 visitors per year (496 per week).

**Tourism** - FSC was featured in the popular guidebook '111 Places In Fife You Shouldn't Miss'.

**Economic:** FSC employs 12 people. It also supports over 21 SME business in the studios which it rents out at an affordable rate. It currently has a full tenancy. FSC is also the HQ of the Outwith Arts Festival. In 2019, the local economic impact of the festival was calculated at £334k over a single weekend.

**5. When will your project or activities take place?**

Start Date  
(Month and Year)

12/09/22

End Date  
(Month and Year)

16/12/22

**6. How much will your total project or activities cost?**

£34,040

**7. How much will each item or activity cost?**

*Include all costs connected to running the project.*

<b>Item or Activity</b>	<b>Cost(£)</b>
Temporary Scaffold	£4920
Full repair	£28,000
10% Contingency	£3,292
<b>Total</b>	<b>£36,212</b>

**8. How much are you requesting from the Local Community Planning Budget?**

£36,212

**9. How much is your Service or organisation contributing to the project/these activities?**

£2,040.00

10. Are you applying to any other external funder ie lottery for this project OR applying to/receiving any other Fife Council funding for this project?

Source of Funding	Amount £	Is this secured? (please provide proof)	If not, when will this be secured?	Can your project go ahead without this?
Town Centre Business Improvement Grant	£10k	NO	End of September	Yes

- 10.1 Please outline how your organisation propose to maintain this project in the long term.

We are working to renegotiate the terms of our lease so that Fife Council is responsible for maintaining the exterior fabric of the building. (This would include the roof, roughcasting, paintwork etc.) A revised lease would relieve the constant financial burden that bears upon our organisation, which is a registered charity.

Please outline what other sources of Fife Council **funding and or support** e.g. a grant or Discretionary Rating relief etc your organisation is receiving (if applicable):

- 10.2 **Type of Fife Council Support    Amount £    Secured Yes/No**

**To be completed by Voluntary and Community Organisations only**

- 11.0 Do you have a written governing document e.g. a constitution, a set of rules or trust deed? Yes

(Please attach, if not already held by Fife Council)

11.1 How many people are on your organisation's management committee?

3

11.2 How many regular volunteers are involved in your organisation, including Committee Members?

10

11.3 Do you have a Service Level Agreement with Fife Council or a Community Planning partner? No

If yes, who is the SLA with? (If Fife Council, which Service?)

11.4 Please provide details of the bank account into which we would pay the money

Name of Bank

BANK OF SCOTLAND

Account Name

FIRE STATION CREATIVE LTD

Sort Code

80-22-60

Account No.

10517661

Building Society Roll Ref.

11.5 Has your organisation applied to the Local Community Planning Budget within the last three years? No  
If yes, please provide details

Project	Date	Amount Received

12. **To be completed by Public Bodies only**

12.1 Name of Public Body or if Fife Council please also state your Service

FIRE STATION CREATIVE LTD (register charity)

12.2 If Fife Council please provide details of full financial code (36 digits) or if other Public Body please provide bank details to pay money

**Please note that decisions on funding can take up to 3 months, longer in exceptional cases**

13. **Alternative Sources of Funding**

Fife Council has teamed up with SCVO's Funding Scotland to provide a free advanced funding search facility for charities, community groups and social enterprises in Fife. It includes information on over 1,000 funds and can help you find everything from small grants to funding for big capital projects.

[Click Here](#) to access this site.

## 14 Fife Council is an Accredited Living Wage Employer

Fife Council is committed to creating a Fairer Fife by tackling poverty and inequality. To support this ambition, the Council has become an accredited Living Wage employer and encourages all other businesses and organisations in Fife to join them.

The **real Living Wage** is a nationally set rate of pay that is independently calculated on an annual basis to reflect the real costs of everyday living.

Living Wage accreditation celebrates employers who want to help tackle low pay and in-work poverty within their local communities by choosing to go further than simply paying the UK government minimum wage.

To become an accredited Living Wage employer an organisation must voluntarily commit to paying all directly-employed staff over the age of 18 the current real Living Wage (including sub-contracted staff who are on site more than 2 hours/week over an 8-week period). Accreditation is a simple and straightforward online registration process.

To find out more about the real Living Wage and how to become an accredited employer visit the Living Wage Scotland website at: <https://scottishlivingwage.org/>

Does your organisation currently pay all appropriate staff the real Living Wage?	Y / N
Is your organisation an accredited Living Wage employer?	Y / N

***To be completed by applicant***

**I (the nominated applicant) have read and agree to comply with the Terms and Conditions and confirm the information given is correct. (Electronic Signature with confirmation email is fine)**

Signed:

Date: 02/09/22

Position in the Organisation: Director

20th September, 2022

Agenda Item No: 10

## Complaints Update – Dunfermline Area

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Report by: Mike Enston Executive Director - Communities

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Wards Affected: All City of Dunfermline Wards

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### Purpose

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To provide an overview of complaints received relating to the City of Dunfermline Committee area for the year from 1 April 2021 to 31 March 2022.

### Recommendation(s)

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The Committee is asked to consider the report on complaints received noting the complaints responded to in target timescales and the proportionality of Service complaints.

### Resource Implications

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There are no direct resource implications arising from this report.

### Legal & Risk Implications

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There are no direct legal and risk implications arising from this report.

### Impact Assessment

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An EqIA has not been completed and is not necessary for the following reasons:  
It is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

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No public consultation has been carried out in relation to this report however there is on-going consultation with key staff in Council services on complaint handling performance.

## 1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area-based complaints information.
- 1.2 This is now the ninth annual report to area Committees, this report covering complaints relevant to the City of Dunfermline Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees will be taken into account when finalising the update report to Standards & Audit Committee later in the year.
- 1.4 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. A revised version of the procedure with minor changes was launched in April 2021
- 1.5 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g., complaints concerning beaches in Dunfermline.
- 1.6 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

## 2.0 Area Complaints

### Volume & responsiveness – City of Dunfermline Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	226	195	86%
Stage 1 (5 days)	211 (93%)	184	87%
Stage 2 (20 days)	15 (7%)	11	73%

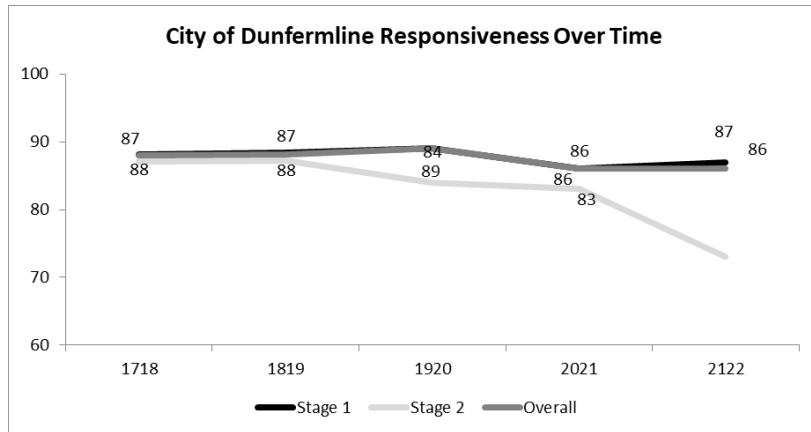
- 228 complaints were received relating to the City of Dunfermline area in 21/22 of which 226 were closed (the remaining 2 were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.
- In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness remains the same as last year with respect to the percentage of all complaints closed in target timescales. Stage 1 complaints have improved slightly from 86% last year however stage 2 cases in timescale have declined from last year's 86%. The average time to close all complaints has improved from 6.3 working days to 4.7, better than the Council average of 5.9 working days.



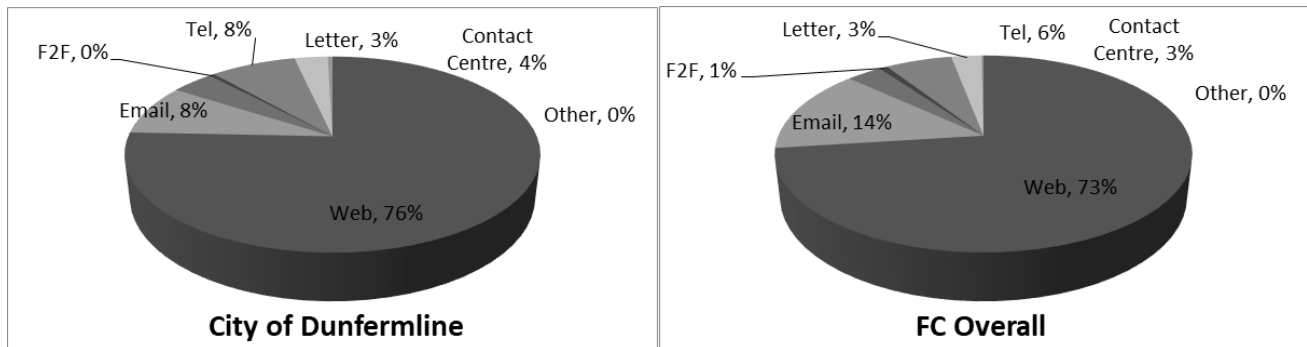
## Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,610	2,149	82% (88.3) in 20-21
Stage 1 (5 days)	2,294 (87%)	1,908	83% (89.5 in 20-21)
Stage 2 (20 days)	316 (13%)	241	76% (80.3% in 20-21)

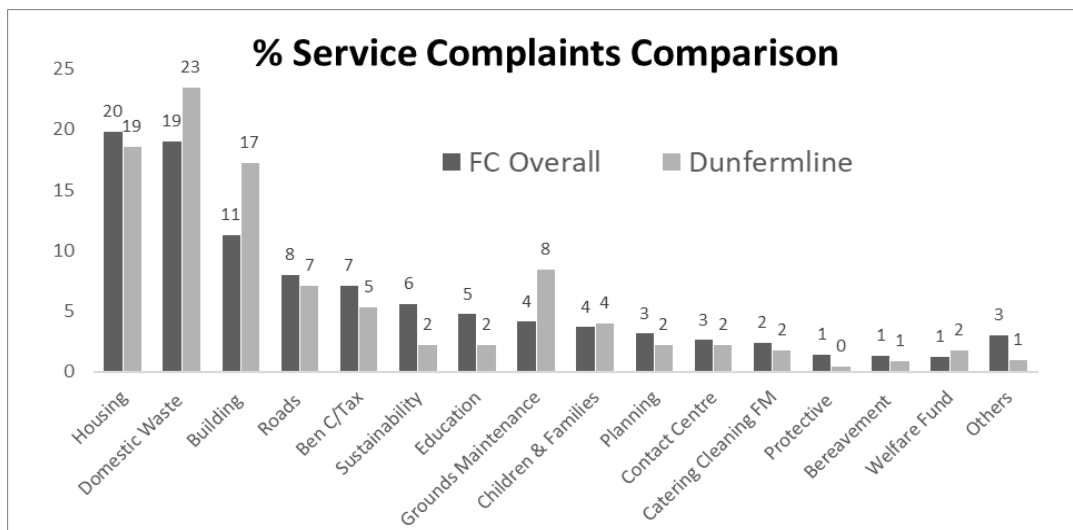
2.1 The trend is one of consistent performance in and around that of the Council average however some decline in 21/22 in stage 2 cases over previous years.



2.2 The contact channel used for complaints can be seen in the following graph. There has been a decrease in the use of the website (84% in 20/21) for the Dunfermline area, this reduction is likely a result of normal business resuming post pandemic.



## Reason for complaint (upheld and not upheld)



- 2.3 Differences of note include that there are proportionally more complaints concerning Domestic Waste (a dissatisfaction with policy or collection arrangements). Building Services also have proportionally more complaints, where the largest category reflects a failure to fix first time. Grounds Maintenance complaints mainly concentrated upon grass cutting areas and schedules.
- 2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Please note that from the 31 cases that ran over timescale 11 of those cases had extensions agreed with customers. This means that 92% of cases (206 from 226, and 13 from 15 or 87% at stage 2) were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

	<b>Vol Stage 1</b>	<b>% Stage 1 In Time</b>	<b>Vol Stage 2</b>	<b>% Stage 2 In Time</b>	<b>Total</b>	<b>% All in Time</b>
Roads	15	47%	1	100%	16	50%
Education	2	50%	3	67%	5	60%
Audit & Risk	3	67%	0	0%	3	67%
Children Families	7	71%	2	50%	9	67%
Housing	37	81%	5	60%	42	79%
Planning	3	67%	2	100%	5	80%
Sustainability	5	80%	0	0%	5	80%
Building	39	90%	0	0%	39	90%
Domestic Waste	53	96%	0	0%	53	96%
Bereavement	2	100%	0	0%	2	100%
Catering & FM	4	100%	0	0%	4	100%
CLD	0	100%	1	100%	1	100%
Contact Centre	5	100%	0	0%	5	100%
Grounds maintain	18	100%	1	100%	19	100%
Parks & Streets	1	100%	0	0%	1	100%
Protective	1	100%	0	0%	1	100%
Ben & C/Tax	12	100%	0	0%	12	100%
Welfare Fund	4	100%	0	0%	4	100%
<b>Total</b>	<b>211</b>	<b>87%</b>	<b>15</b>	<b>73%</b>	<b>226</b>	<b>86%</b>

2.5 Table showing the “root cause” category of main complaints received and compared with previous years.

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
Bereavement Services	Anything that doesn't fit within other categories.	2	0	1	0	0
	Damage / vandalism to property e.g., headstones	2	1	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	2	0	0	0	0
	Restoration works e.g., fallen headstones	0	0	1	0	0
	Untidy / overgrown vegetation	0	1	0	0	1
	<b>Total</b>		<b>6</b>	<b>2</b>	<b>2</b>	<b>1</b>
Building Services	Card left when tenant in property	1	0	1	2	0
	Council vehicle - driving behaviour/standards	1	1	1	0	1
	Council vehicle - parking	3	0	1	1	0
	Delay in start / completion of work	3	1	1	2	1
	Failure to attend at time advised / agreed	3	1	5	1	3
	Failure to fix first time	3	4	9	4	7
	Failure to meet timescales for job	0	1	2	0	3

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	2	0	1	3
	Health & safety / dangerous occurrence	0	2	0	2	1
	Inappropriate staff attitude / behaviour	2	4	3	2	4
	Noise levels from work activities	3	1	0	0	0
	Poor communications - advance notice of work not given	0	0	0	2	2
	Poor communications - internal breakdown Building Services	0	0	2	1	1
	Poor communications - internal breakdown with other council areas	0	0	0	0	0
	Poor communications - poor regarding work being/to be undertaken	1	9	3	3	5
	Standard of workmanship - damage	0	4	2	2	3
	Standard of workmanship - mess	6	0	0	1	3
	Standard of workmanship - tenant unhappy with work	8	5	3	1	1
	Unplanned additional work required following repair/installation	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	2	0	0	1
	<b>Total</b>	<b>40</b>	<b>37</b>	<b>33</b>	<b>25</b>	<b>39</b>
	Anything that doesn't fit within other categories.	0	0	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
Catering & Facilities	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	2	1	0	0
	Meals on wheels service not correct	0	0	0	1	1
	Non delivery of service	1	0	0	0	1
	Non provision of service	1	0	1	0	1
	Quality of the Service provided	0	1	1	0	0
	Standard of service cleanliness, damage etc.	1	0	1	0	0
	Standard / condition of council buildings including toilets	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>
Contact Centre	Anything that doesn't fit within other categories.	1	1	0	0	0
	Disagree with Council policy	1	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	2	0	1	0
	Inappropriate staff attitude / behaviour	3	4	2	2	2
	Incorrect information given	0	1	3	0	0
	Incorrect timescales given	0	1	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor communications including lack of notice, consultation & engagement	2	1	1	0	2
	Time taken to answer call	1	22	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>9</b>	<b>33</b>	<b>6</b>	<b>4</b>	<b>5</b>
Children & Families	Dissatisfaction with assessment outcome – Child or Young Person	0	1	0	2	2
	Dissatisfaction with assessment outcome - Parent/Carer	0	0	0	0	4
	Dissatisfaction with policy / current delivery arrangements	1	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	1	0	0	0	1
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1	0	0	0
	Inappropriate staff attitude / behaviour	3	0	0	3	2
	Poor communications including lack of notice, consultation & engagement	3	0	0	3	0
	Unacceptable standard of care (looked-after children) - Parent/Carer	0	1	0	1	0
	Unacceptable standard of care / support families	0	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>10</b>	<b>9</b>
Education	Accidents injuries e.g., physical education fights etc.	2	0	0	1	0
	Anything that doesn't fit within other categories.	4	3	2	6	1
	Bulling by staff	0	1	2	0	0
	Bullying by pupil	6	4	1	2	0
	Dissatisfaction with policy current arrangements	9	2	3	6	3
	Inappropriate staff attitude behaviour	2	3	2	2	1
	Inconsiderate inappropriate use of council vehicle	0	1	0	0	0
	Placement request decisions	0	0	1	1	0
	Poor communications including lack of notice consultation engagement	1	0	1	3	0
	Standard of supervision	0	0	0	1	0
	Traffic management outside of schools	0	0	0	0	0
	Vandalism graffiti	0	0	0	0	0
	<b>Total</b>	<b>24</b>	<b>14</b>	<b>12</b>	<b>22</b>	<b>5</b>
	Anything that doesn't fit within other categories.	6	3	2	6	1

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
Domestic Waste	Bin not returned properly / bin is missing	4	2	0	3	1
	Bulky not collected / only part collected	1	0	3	7	3
	Collection has left spilt waste in street / at property	2	1	1	2	4
	Customer turned away / refused entry	0	0	0	3	0
	Damage to vehicles / property during bin collection	0	1	0	5	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	29	27	27	74	25
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning, routes, methods etc)	0	0	0	0	1
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	2	3	2
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	1	0	0	4	0
	Dissatisfaction with standard of street cleanliness	0	0	0	1	0
	Dissatisfaction with Take Out & Return TOR service	1	2	1	5	4
	Dog waste bin broken / missing / not replaced / not emptied	0	0	1	0	0
	Failure to collect / empty bin	9	5	8	23	7
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	3	1	7	3



Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Inappropriate staff attitude / behaviour	3	3	1	6	1
	Inconsiderate / inappropriate use of council vehicle	0	1	0	2	0
	Mess / litter around recycling point	1	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	3	2	0
	Service provision Covid 19	0	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	3	0	2	1
	<b>Total</b>	<b>60</b>	<b>52</b>	<b>50</b>	<b>156</b>	<b>53</b>
Housing	Anything that doesn't fit within other categories.	5	1	2	1	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	1	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	1	0	0
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	3	1
	Debt management arrangements	0	0	0	1	0
	Delays in start / completion	0	3	1	2	1
	Discrimination race, gender, religion etc	0	1	0	0	1
	Dispute with neighbours	2	10	2	11	2

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Disputed recharges	2	1	0	0	0
	Dissatisfaction with policy / current arrangements	2	2	4	3	2
	Dissatisfaction with policy / current arrangements including allocations criteria	3	1	3	4	1
	Dissatisfaction with policy / current delivery arrangements	0	0	0	0	2
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	0	0	1	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	6	6	3	8	9
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	0	1	0	0
	Drugs	0	2	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	6	2	4	4	4
	Fencing	1	0	0	0	1
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	0	3	1
	Garden maintenance service	1	0	1	2	0
	Gypsy Travellers	0	0	1	0	0
	Inappropriate staff attitude / behaviour	8	8	9	6	1

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Internal communal areas includes cleanliness, lighting etc	1	0	0	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	0	0	2	1	0
	Missed from programme	2	0	0	0	0
	Mutual repairs	2	3	0	2	0
	Noise	0	0	0	3	2
	Pets & animals	0	1	0	0	1
	Poor communications including lack of notice, consultation & engagement	9	5	6	4	5
	Poor condition / standard of housing	3	1	3	0	3
	Poor standard / condition of property at start of tenancy	0	1	1	2	1
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	2	1	3	4	1
	Redecoration allowance	0	0	0	0	0
	Rent discrepancies includes delays in refund of credits	0	0	0	0	0
	Risk management	1	0	0	0	0
	Rubbish	1	0	1	3	0
	Snagging issues	1	1	1	0	1

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Transfers includes mutual exchanges	1	0	1	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	8	7	3	8	2
	Waiting times	1	0	0	3	0
	<b>Total</b>	<b>68</b>	<b>57</b>	<b>54</b>	<b>82</b>	<b>42</b>
Grounds Maintenance	Anything that doesn't fit within other categories.	0	0	2	0	0
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	0	1	0	3
	Dissatisfaction with standard of street cleanliness	0	1	0	0	0
	Dog fouling	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Fence damage	0	0	0	1	0
	Footpath clearance	1	0	0	0	1
	Grass cutting	1	2	2	5	8
	Grounds maintenance policy	1	0	0	0	3
	Inappropriate staff attitude / behaviour	3	0	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	1	1

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Overhanging / damaged trees & shrubs	2	0	1	1	1
	Poor communications including lack of notice, consultation & engagement	0	0	2	0	0
	Quality of footpath	0	2	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Untidy / overgrown vegetation	2	2	0	3	2
	Weed killing areas	0	0	0	0	1
	<b>Total</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>19</b>
Planning	Anything that doesn't fit within other categories.	0	0	1	0	0
	Delays in decisions / non-compliance with timescales	0	0	0	0	1
	Dissatisfaction with policy / delivery arrangements	0	0	1	1	1
	Failure to follow process	1	0	1	0	0
	Failure to respond	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	1
	Poor quality of assessment	0	1	1	1	1
	Unacceptable condition of neighbouring site / land	0	0	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	1	1	0
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>5</b>
Protective Services	Anything that doesn't fit within other categories.	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	0	2	1
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
Benefits C/Tax	Admin error	4	5	5	6	1
	Anything that doesn't fit within other categories.	1	0	0	1	0
	Automated message given to customer	0	0	0	0	0
	Availability of advisor	0	0	0	1	0
	Data protection	0	1	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Disagree with legislation	2	2	2	3	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	1
	Inappropriate staff attitude / behaviour	2	2	2	0	0
	Lack of / incorrect information	1	2	4	7	3
	Poor communications including lack of notice, consultation & engagement	1	1	1	0	0
	Procedures / policy	1	7	7	6	2
	Service provision Covid 19	0	0	0	1	0
	System failure	0	0	2	0	0
	Time taken to process enquiry	1	0	0	4	5
	Unclear guideline instructions	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	<b>Total</b>	<b>13</b>	<b>21</b>	<b>24</b>	<b>29</b>	<b>12</b>
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	6	0	0
	Application process such as timescale /proofs / photographs / mobility assessment	0	0	0	1	2
	Complaint about blue badge application	0	0	1	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Didn't get requested time for travel	0	0	1	0	0
	Dissatisfaction with car parking provision / charging policy	0	0	3	1	0
	Dissatisfaction with emergency response to flooding	0	0	1	1	0
	Dissatisfaction with flood prevention / mitigation works	0	0	1	0	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	0	0	6	1
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc.	0	0	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	0	1
	Grit bin empty / not refilled	0	0	1	2	1
	Inappropriate staff attitude / behaviour	0	0	0	3	1
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	0	1	1
	Insufficient number of grit bins provided	0	0	0	2	0
	Late / early arrival of bus	0	0	1	0	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	2	2	0



Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	Localised flooding due to damaged drains / water mains	0	0	1	0	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	1	1
	Overgrown trees and bushes	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	Poor condition of footpath / cycle path	0	0	0	0	1
	Poor condition of road markings e.g., white lining	0	0	0	1	0
	Poor condition of town centres / pedestrianised areas including street furniture e.g., bins, bollards etc.	0	0	0	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	0	1	1	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	1	0
	Poor standard of road repairs / maintenance work including incomplete work	0	0	3	1	0
	Potholes / poor condition of road surface	0	0	7	11	1
	Public transport information timetables, electronic screens, bus stop timetables	0	0	1	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21	2021/22
	School transport operation of Service i.e., late / did not arrive / condition of vehicle / driver conduct / behaviour of other passenger / route issues / timetable issues	0	0	1	0	1
	Street light repairs	0	0	0	2	0
	Traffic concerns including traffic noise / volume / speed	0	0	1	1	2
	<b>Total</b>	<b>28</b>	<b>26</b>	<b>35</b>	<b>42</b>	<b>16</b>
Sustainability	Anything that doesn't fit within other categories.	1	0	0	0	1
	Customer turned away / refused entry	0	0	0	1	0
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	0	7	4
	Inappropriate staff attitude / behaviour	1	1	0	1	0
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>5</b>

**Note:** Prior to 2019/20 the exact categorisation of complaints for Roads & Transportation is unavailable however annual totals are shown (due to the Service name change from Transportation and associated database issues)

## Complaint examples

2.6 The following table provides summarised examples of actual complaints made:

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>I had raised a ticket about a missed blue bin 4 weeks ago. I was told it would be emptied. I got a ticket saying it had - it hadn't. I sent in a complaint, and you replied saying it would be emptied (last wed) it wasn't. My blue bin then was emptied as due last Thursday but I now have another full blue bin - can this be emptied please?</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to customer. As a gesture of good will, Waste Operations returned and emptied the blue bin</i></p>
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>Tenants at <i>address</i> in Dunfermline have been waiting since March for <i>sub-contractor</i> to come out and repair the front security on the block. The door is in a terrible condition and there are currently several active tickets logged with <i>sub-contractor</i> for the repair. Some of the tenants are elderly and this delay is causing them distress as unauthorised people can come and go as they please and cats are getting into the communal areas and using it as a toilet.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to tenant. Action plan developed responsiveness of sub-contractor.</i></p>
Building Services	Failure to fix first time	<p>I told you in May my intercom was not working, and a man came out and said it was the phone, so he was coming back with a phone then I never heard from them, got told they were coming on <i>date</i>, and they never came then said they were coming the <i>date</i> never came then said they were coming in November and never came. I am in four in a block, and I have to go down the stairs to let people in sometimes the parcel man is back in his van and away, so I don't get my parcel and I am really fed up with this</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to tenant. Part required was out of stock and corrective action impossible given shortage was due to the pandemic.</i></p>

## 3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however there were fewer occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- Following a complaint about the condition of public toilets Catering Cleaning & Facilities Management committed to increased expenditure on resources including staff to better monitor and maintain public conveniences.
  - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
  - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given when the Council did not uphold their substantive matter. see section 4 Customer Satisfaction.
- 3.8 The following tables provide the details of complaint decisions in the Dunfermline area compared with the Fife Council overall results.

City of Dunfermline	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	41%	21%	2%	36%
Stage 1	39%	20%	2%	38%
Stage 2	67%	27%	0%	7%

### Comparison to the Fife Council overall results.

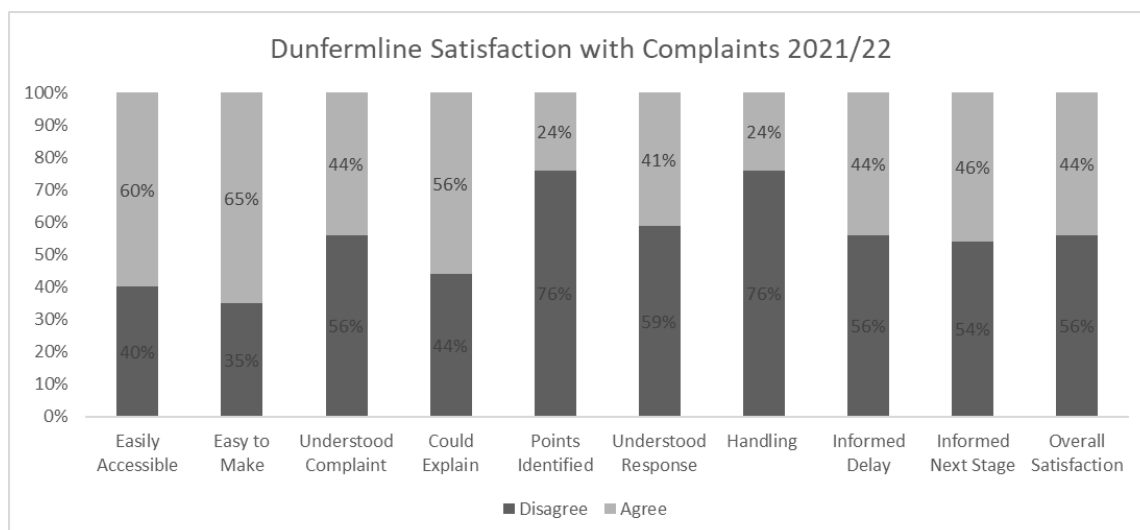
FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	43%	17%	3%	36%
Stage 1	42%	16%	4%	38%
Stage 2	52%	28%	0%	20%

## 4.0 Complaint Satisfaction

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- 4.1 In previous reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a more generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council's website and the customer management system this transactional survey became obsolete with a replacement pending development.
- 4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.
- 4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.
- Information about the complaint procedure was easily accessible.
  - I found it easy to make my complaint.
  - I was happy that the person considering the matter fully understood my complaint.
  - I was given the opportunity to fully explain my complaint.
  - The points of my complaint were identified and responded to.
  - The response to my complaint was easy to understand.
  - Overall, I was satisfied with the handling of my complaint.
  - I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
  - I was clearly told what the next stage of the complaints process was for me.
- 4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed.
- 4.5 There were 19 replies from complainants claiming residency in the City of Dunfermline Committee area. Comments included:
- Very professional, hardworking and at the end of each day, everything was tidied away and swept.
  - I have had no follow up about the complaint in fact I have recently filled in another complaint.

Overall satisfaction was 44% and is slightly improved upon last year's figure of 42% however the result is below the council average of 50%. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that improvement is required in carefully identifying the full complaint made from a complainant and thereafter adequately addressing those.

## 5.0 Scottish Public Services Ombudsman Cases

5.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.

5.2 In 2021/22 there were 10 cases for the City of Dunfermline area that reached this final stage of the procedure.

5.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	Complaint Summary	SPSO Decision
Education	SW involved in a nursery incident	Pending
Planning	Consideration of an objection	Pending
Housing	Delays with repairs	Not taken forward for investigation
Area Services	Disabled parking provision	Not taken forward for investigation
Roads	Parking issues	Not taken forward for investigation
Planning	Breach of planning conditions	Not taken forward for investigation
Housing	Poor standard of housing	Not taken forward for investigation
Children & Families	Child protection	Not taken forward for investigation
Safer Communities	Anti-social behaviour	Not taken forward for investigation
Benefits Council Tax	Council tax liability	Not taken forward for investigation

## 6.0 Other Customer Issues

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- 6.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 6.2 Issues that are considered outside of the definition include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table.

Enquiry Type	18/19	19/20	20/21	21/22	Note
Missed bins	1445	1329	1494	1465	Includes missed bulky (x128)
Illegal Dumping	193	178	79	72	Includes mess in gardens (x15)
Street Cleaning	191	189	115	85	Untidy street reports
Dog Fouling	49	43	19	12	
Aggressive Dogs	34	39	26	34	
Abandoned Cars	22	21	11	9	
Litter Bin Issues	47	49	44	34	Request new / overflowing
Needles	28	20	10	8	Either made safe or require removal
Fallen Trees	11	6	4	8	

- 6.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.
- 6.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 6.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's diet.

## 7.0 Compliments

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- 7.1 By adding a database marker we can now report compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.

7.2 The following table provides some details of the 26 compliments received from customers in the City of Dunfermline area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Bereavement	1	Gravedigger at a Service at Hillend last week - a Wendy Duncan - was very professional and pleasant
Building Services	7	The plumbers Alec & David were first class and supplies us with a new plug and drain inside sink. Very professional a credit to Fife Council & their boss James Martin.
Contact Centre	3	would like to compliment a customer service advisor on how impressed she is with her speed and efficiency in arranging help for her today. She said she is really grateful and wants to say thank you.
Corporate	1	Customer asked to see me today to say how well both colleagues had dealt with her query and that she was very impressed with their customer service skills. Customer was very keen that this was forwarded as she was very impressed.
Environment	3	may i please register my thanks and appreciation for the present work being carried out by fife council streets department staff clearing weeds and cleaning footways in order to tidy up the area
Housing	1	I would like to pass my thanks on to HMO David Phillips for all his assistance lately with getting my garden issues resolved, his efforts have been much appreciated
Parks	3	Customer came through on webchat and wanted to pass on her thanks to the council staff who cleaned up the weeds on the roadside and pavements at Castleblair Park. She said they did a great job and it is now a pleasure to walk down the street.
Property Services	1	I would like to compliment Charlotte Mason of Mutual Owners for her expeditious response to any request for assistance from Mutual Owners. She is a very compassionate and professional lady and as elderly members of the community we appreciate her ready assistance.
Safer Communities	1	My husband and I would like to compliment Rick Cook from the Safer Communities Team for his professionalism, compassion, courtesy and impartiality. It was pleasant and enjoyable to briefly share his company
Street Cleaning	2	Customer would like to compliment the street cleansing team especially the staff who have been out in the Pitbauchlie Bank Dunfermline area. Same male all the time who does a very good job
Sustainability	1	As we are moving house this week I needed further visits to the recycling centre and made contact through the HWRC enquiries facility. This was responded to by Simon and once I explained the situation he reset the system to clear my mistake to allow further visits. It may seem like a relatively small issue however having Simon do this promptly and even providing an alternative option if required really helps during the stressful time of moving house.
Transportation	2	I use the Ring & Ride bus service frequently and would just like to say how much I appreciate the service. The drivers are all very courteous patient and kind as are all the staff at the booking office, the girls are all very helpful. This service is a great help to me as I can't get about very well anymore.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) remains comparable with last year's performance and is better than the Council average. The average working days to respond to all complaints improved from last year and is again better than the Council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the Dunfermline area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Building Services, Domestic Waste and Grounds Maintenance. The main root cause categories of these complaints were directly related to service provision during the restrictions imposed in response to the pandemic.

### List of Appendices

None



## **Background Papers**

1. SPSO revised model complaint handling procedure – [Link](#)

## **Report Contacts**

Diarmuid Cotter, Head of Customer & Online Services

New City House, Dunfermline

Telephone: 03451 55 55 55 + 480050

Email [Diarmuid.cotter@fife.gov.uk](mailto:Diarmuid.cotter@fife.gov.uk)

Dave Thomson, Customer Experience Lead Officer / SPSO Liaison Officer

1 Floor Fife House, Glenrothes

Telephone: 03451 55 55 55 + Not available by telephone during pandemic

Email: [david.thomson-crm@fife.gov.uk](mailto:david.thomson-crm@fife.gov.uk)

20<sup>th</sup> September 2022

Agenda Item No. 11

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## Safer Communities Team Update Report

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**Report by:** John Mills, Head of Housing Services

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**Wards Affected:** City of Dunfermline area (Wards 2, 3 and 4)

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### Purpose

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The purpose of this report is to provide members with an update on the operational activity of the Safer Communities Team within the City of Dunfermline committee area during the 12 month period 1st April 2021 to 31st March 2022.

### Recommendation(s)

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The Committee is asked to note and comment on the activity to date.

### Resource Implications

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None.

### Legal & Risk Implications

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None.

### Impact Assessment

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An Equality Impact Assessment (EqIA) is not required as this report presents an update on the activity of the Safer Communities Team. No policy or funding changes are being proposed that are likely to have an impact on equality groups.

### Consultation

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Consultation has taken place with community safety partner agencies.

## 1.0 Background

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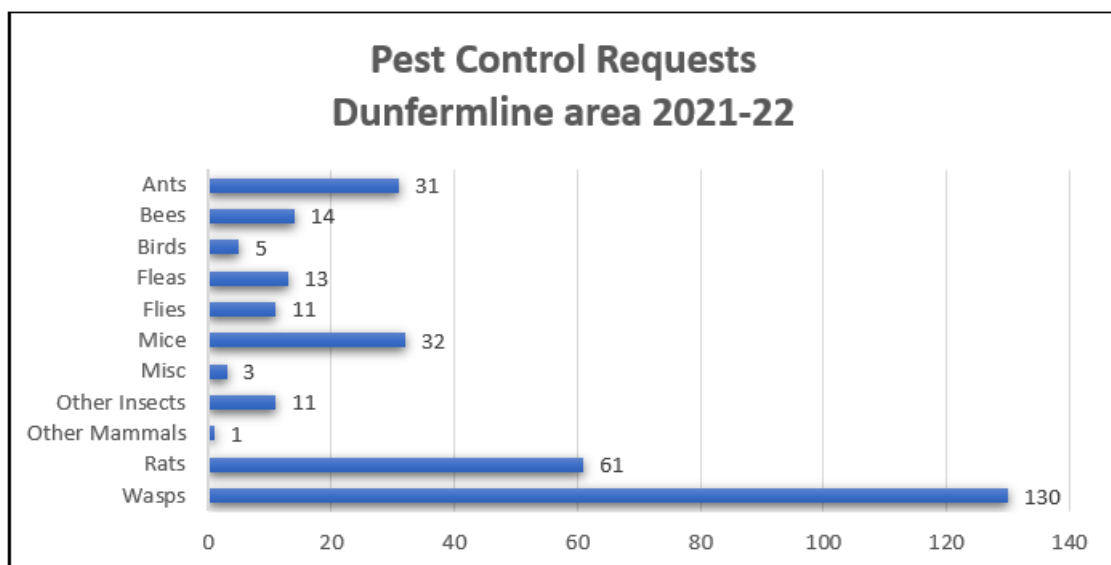
- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within this committee area during the financial year 2021-22.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should be noted that the three core agencies (Police Scotland, SFRS and Fife Council's SCT) may comment on work carried out *in partnership* with each other and other agencies but cannot comment specifically on work carried out independently by other services.
- 1.3. Some information may be included on Fife-wide activity to raise awareness of the range of activities which may be of interest to members and their constituents.
- 1.4. Each activity is categorised as either People or Place focussed.

## 2.0 People Focussed Activity

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- 2.1. Our Fife Cares service received 96 referrals during 2021-22. This was an increase on the number received in the previous year (24 referrals). This increase is likely due to the easing of restrictions, enabling referral agencies to visit people within their homes. All clients were contacted and offered either a visit or a telephone contact. The majority of referrals (99%) related to requests for tailored **home safety advice** specifically for families with young children. Appendix 1 provides examples of feedback from some of our referral agencies about the Fife Cares service.
- 2.2. Following our collaboration with Evaluation Scotland and the Scottish Community Safety Network, we piloted an evaluation project based on the **Measuring What Matters** framework. The project focused specifically on Unintentional Harm as this area of work is often difficult to report on, mainly because the data which demonstrates the impact of services (such as Fife Cares) is generally qualitative rather than quantitative. The evaluation pilot looked specifically at the service providing advice and support for families with children under the age of five. The pilot commenced in May 2021 and continued for six months. During this period, we were able to demonstrate the positive impact made in terms of raising awareness of child safety within the home environment. By engaging parents and carers in discussion about aspects of home safety they may not have already considered, we ascertained that that 62% of visits during 2021-22 involved providing information and advice *over and above* that which was requested via the referral originally received.
- 2.3. Referrals to the Fife Cares service regarding **home security advice** under the Safe, Secure and Supported at Home initiative also increased during 2021-22 compared to the previous year (76 compared with 62). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.

- 2.4. Of the 39 referrals to **Fife Community Safety Support Service (FCSSS)**, 18 resulted in the provision of emotional or practical support whilst the remaining 21 involved some form of mediation between the party's involved. This service is funded by the Safer Communities Team to provide support and mediation to those experiencing, or involved in, antisocial behaviour in a private space setting. Appendix 2 provides examples of feedback received by the service.
- 2.5. Research shows that 91% of referrals to FCSSS did not escalate to the Safer Communities Team for further action. This demonstrates the preventative nature of the service.
- 2.6. As of 17<sup>th</sup> January 2022, the Safer Communities Team became the single point of contact for all cases of private space **antisocial behaviour (ASB)**. Consequently, the number of cases dealt with by the team has increased compared to the previous year, and it is expected that there will be a further rise over this coming year.
- 2.7. The Safer Communities Team investigated 324 antisocial behaviour cases in the Dunfermline area, compared to 287 the previous year.
- 2.8. Our **Pest Control** officers responded to 312 requests for service during 2021-22, compared to 175 in the previous year (during the first year of the pandemic the pest control service was restricted to council tenancies). The number and type of pests dealt with are depicted in the following chart:



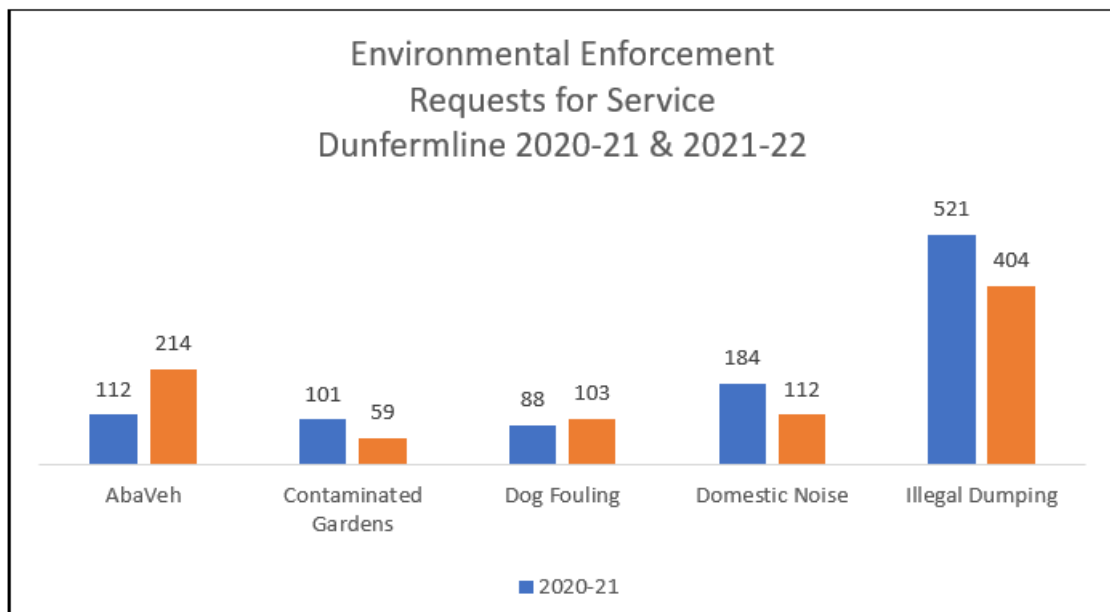
- 2.9. Eighteen **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (10). Fourteen dogs were microchipped, but only 2 reflected the correct details of their owners. Sixteen dogs were subsequently claimed/returned to their owner and the remaining two were passed to an animal charity for assessment prior to being rehomed. Officers continue to raise awareness of the importance of microchipping and the legislation in force.

- 2.10. Our Project Officers provided a number of **Road Safety** initiatives which covered the whole life spectrum from birth onwards. Appendix 3 shows the activities focussed around each life stage, while appendix 4 provides additional information about some of the initiatives involved.
- 2.11. In response to the restrictions during the pandemic, a new format of Safe Drive Stay Alive was designed to enable the road safety message to be delivered to young people around the S5 age group. Appendix 5 provides information on the new format and some feedback received following its delivery during 2021-22.
- 2.12. Our **Youth Justice Officers** received 15 referrals from the Youth Offender Management Group (YOMG) during 2021-22. Information received from Police Scotland provides that, Fifewide, 70% of the young people we worked with did not go on to re-offend during the course of 2021-22. Appendix 6 provides further information about our YJO activities over this period.

### 3.0 Place Focussed Activity

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- 3.1 In terms of **environmental enforcement** issues, 892 requests for service were received for the Dunfermline committee area during 2021-22, a decrease from the previous year (1006 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 1581 **patrols** in this area over the reporting period, a decrease on the previous year (2826 patrols).

### 4. Campaigns and events

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- 4.1. Team members are normally involved in a variety of **events** throughout each year. Due to the ongoing impact of the pandemic during 2021-22 we continued to utilise our **social media** platforms to convey the community safety message to the residents of Fife. We provided information, advice, and assistance on a number of different campaigns. We had 7,805 followers on Facebook during

2021-22 and, overall, we reached 1.2 million people across Fife. See appendix 7 for further information.

- 4.2. In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife** or follow us on Twitter **@safeinfife**.

## **5. Conclusion**

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- 5.1. This report provides members with information on the wide range of safer communities' activity being undertaken in this committee area, in line with local priorities and emerging issues, and in partnership with other community safety organisations.

### **List of Appendices:**

Appendix 1 – Feedback received by Fife Cares service  
Appendix 2 - Example of feedback received by FCSSS  
Appendix 3 - Road Safety timeline  
Appendix 4 – Road Safety initiatives  
Appendix 5 – Safe Drive Stay Alive 2021  
Appendix 6 – Youth Justice activity  
Appendix 7 - Safer Communities Team Facebook page

### **Report contact:**

**Michael Collins**  
**Safer Communities Lead Officer**  
**Halbeath Depot**  
**Crossgates Road**  
**Dunfermline**  
**KY11 7EG**

**Email: [michael.collins@fife.gov.uk](mailto:michael.collins@fife.gov.uk)**

**Fife Cares Service**

**Examples of feedback from referring agencies**

**Do you think the service is of benefit to the clients in providing advice and equipment to allow them to avoid risk to children in the home?**

- *I have been using it for many years and find the information provided useful to clients and they particularly like having equipment provided.*
- *I have not had a family who have accessed this provision recently. I do think this service will be beneficial to families requiring support.*
- *Yes, it is my professional opinion that this is an excellent service which many of the families I work with have been keen to engage with. They all speak very highly of the service and found it very helpful in reducing risk of accidental harm in the home for their child/children.*
- *I think it's a really useful service you offer, particularly for FNP (Family Nurse Partnership) clients.*
- *The service is a definite benefit to clients as some people are not aware of dangers within their own home*
- *Yes*
- *Yes. Families appear very happy with the service and receive equipment/advice to help keep their child safe in their own home.*
- *The family I referred had worries around home safety and I feel that this service will help to alleviate their anxieties and may prevent any accidents occurring in the home*

## Fife Community Safety Support Service (FCSSS)

### Examples of customer feedback.

#### Do you think there have been positive changes to your life since taking part in the Service?

- *"I would like to say thank you to you and your organisation for assisting us and mediating a case which I know won't have been easy."*
- **Comment from Landlord** *"I totally support the findings of the Mediation Service and would appreciate it if you contact John and pass on my thanks for all the time and effort he and the mediation service have given to this case."*
- *"Thank you for talking to me it has really helped"*
- *"The mediation went well, and made me aware of the situation for my neighbour"*
- *"Mediation has been really helpful, I feel this has taken a lot of the stress away and that we can move forward. Thank you for your help"*
- *"Although mediation did not go ahead, thank you for the help you have given"*

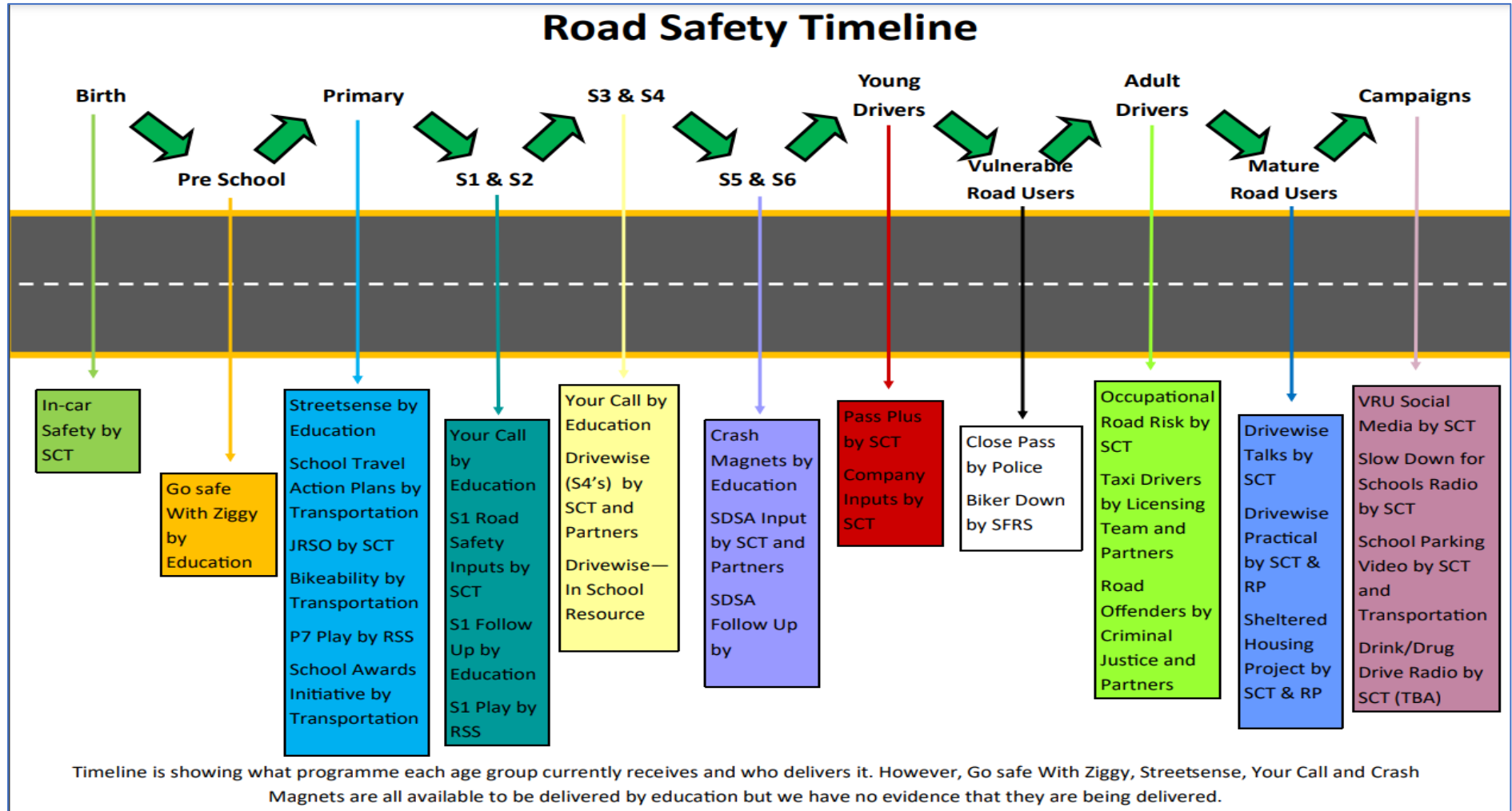
#### What did FCSSS do well?

- *"Regular contact and updates."*
- *"Provided options"*
- *"Provided encouragement "*
- *"Arranged mediation to suit"*
- *"Provided interpreter to support us"*
- *"Having someone to talk too has really helped"*
- *"Spoke to Fife Council on my behalf to resolve rubbish issues"*

#### What could FCSSS do better?

- *(No responses).*





## Road Safety Initiatives

### Pre-school

**Car Seat Checks** – officers continued to offer car seat check clinics and to promote the [Good Egg](#) virtual check sessions. The statistics from across Fife continue to show the need to address the fitting of child car seats as a means to prevent injury. During 2021-22, 35% of car seats which were checked by our officers were fitted incorrectly.

### Primary School

**Active Travel** – our officers have created a PowerPoint presentation which can be shown in primary schools at road safety assemblies and shown on screens at secondary schools.

**Junior Road Safety Officers** meetings – three meetings were held in this area during 2021-22.

### Secondary School

**S1 inputs** - 15 inputs were delivered to S1 pupils in Dunfermline

**Safe Drive Stay Alive (SDSA)** – three inputs were delivered to schools in this area (please see Appendix 5 for further information about SDSA)

**Slow Down for Schools Radio Campaign** – two campaigns were run via Kingdom FM and in conjunction with our Fife Road Policing and local Police colleagues. These were designed to promote the importance of slowing down around all Fife schools as they returned after summer and Christmas holidays.

### New Drivers

**Pass Plus** – five online sessions were provided for 22 drivers from across Fife.

### Occupational Road Users

Online and in-person inputs are available for those whose occupation involves driving. These are normally carried out to an organisation at a time but capture drivers from across the Kingdom. In 2021-22 we held a course for drivers at FMC Technip in Dunfermline and one for Safer Communities Officers at our Halbeath depot.

### Older Road Users

**Drivewise 65+** was held at Police HQ in Glenrothes in March 2022 for ten people from across Fife. This was a really successful event, and the following feedback was received from some of the participants:

- *“Well worth attending. Gave me a confidence boost. Some bad habits pointed out which I am keen to rectify. Hopefully continue driving good few more years. Would highly recommend”*
- *“One hour thirty minutes well spent”*
- *“An excellent experience. Informative taking away lots of things to work on. Nicola made me feel very comfortable and gave me lots of food for thought”*
- *“I really welcomed the feedback and suggestions the police driver gave me, particularly roundabouts and use of mirrors”*
- *“Professional yet confidence inspiring! Explanations reinforced and demonstrated. Thanks”*
- *“Yes plenty of pointers from the professionals which will be put into practice. Put at ease all the way through the drive wise. Excellent! Roll on the next time”*
- *“Really enjoyed my time and found it very helpful”*
- *“Well put together. Enjoyed it very much. Picked up a lot of good tips”*
- *“Worthwhile”*
- *“Just want to say a huge thank you to the 65+ Drivewise team. The whole experience was greatly beneficial and inspiring. Evelyn and Gillian's welcome was light-hearted and reassuring. Nicola made me feel comfortable during my driving session highlighting driving techniques which would improve my observation and driving skills. I have set myself 3 main challenges:*
  - *Try to assess and maintain correct speed whilst driving round corners and bends*
  - *Make observations from the furthest visual point. Being aware of warning, information and safety signs and assessing potential hazards.*
  - *Maintain traffic flow by picking up indicated speed when it is safe to do so.*
- *The whole session was positively encouraging and I have been trying to convince others to take part. Goodie bag was brilliant. Massive thank you to everyone”.*

## Safe Drive, Stay Alive (SDSA) Delivered in School 2021

All Fife schools were contacted in October 2021 and offered a new “in-school” version of Safe Drive Stay Alive. Despite exams and continued covid restrictions, our Project Officers were able to visit eight of the 18 secondary schools in Fife and delivered a total of 15 inputs to 1113 pupils.

As an addition to the delivered input, officers also created a follow up session for teaching staff to deliver at a later date. This session facilitates a more in-depth exploration of the messages presented by SDSA.

Safe Drive Stay Alive will continue to be offered to schools on an annual basis in the new format.

### Feedback from Schools

- *I think the session was excellent and as you said, although the people weren't "live" and we didn't have the music etc at the start, I do feel the message was very clear. The pupils were certainly attentive and focussed, even sitting there for that length of time on hard plastic chairs. I think it works as it is, so please don't change it too much!*
- *The kids really benefited from the presentation, and we have had lots of discussion as part of the follow up in PSE.*
- *Particularly given the context of the pandemic we thought the sessions were very good. Despite not having the full theatrical effects that we usually see at Rothes Halls, the Safe Drive sessions were well-pitched, thought-provoking and had our 5th year learners gripped. Gill, and Bill for the first session, set the tone and introduced the subject matter really well, and the film and recorded testimony remained powerful. After the sessions I sought feedback from some of our learners who said things like "I thought it was very worthwhile" and "it really made me look at things from a different perspective", to give but two examples. Thanks again to the Safe Drive team.*
- *The feedback from pupils and staff has been very positive. Obviously, it is difficult to still have the same impact when you've not got kingdom FM getting everyone excited and the speakers being virtual, but the pupils still found it an excellent event.*
- *The morning was excellent. I initially wasn't sure if having everything recorded would have as big an impact as the live show. However, by the time the second group were arriving they had already heard from the first group how harrowing some of the stories were, so there was no need to have been worried. It doesn't matter how many times I hear some of the accounts, they still bring a lump to my throat. It was also good for the pupils to hear the last interview from the driver's*

*point of view and how causing his friends death had impacted his life, so this was a welcomed addition. I would just like to say on behalf of everyone here, a huge thank you for putting this together every year and for all the emergency services and families who give up their time to help educate our pupils. It is such a worthwhile programme, and it always has a huge impact on our pupils.*

### Youth Justice activities

Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

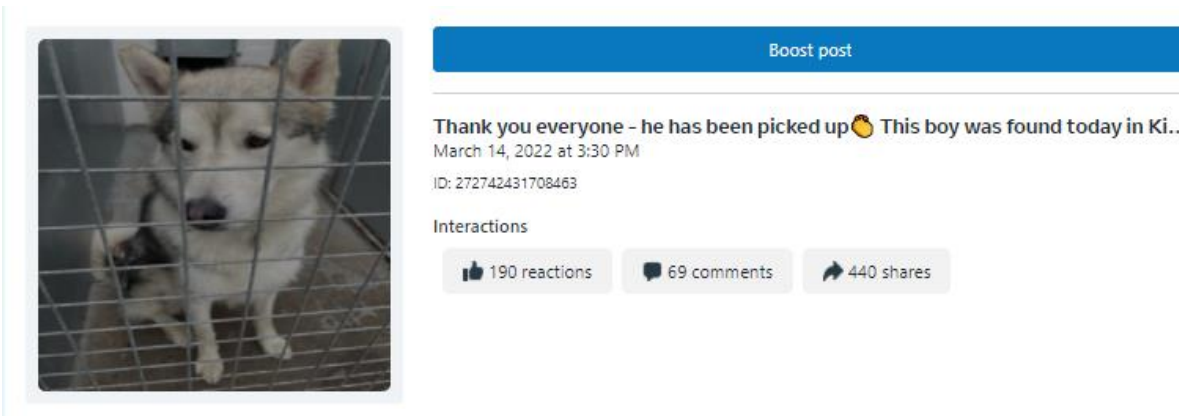
Listed below are some of the activities our YJOs were involved in during 2021-22:

- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
  - Consent and dangers of pornography
  - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice training for Youth Workers (Under Pressure Training) in partnership with Zero Tolerance and FRASAC.
- YJOs are part of the following initiatives:
  - Fife Suicide Prevention Network (co-ordinated by Fife Social Care Partnership)
  - Trauma Informed Change Network
  - Brighter Futures Health Hub
  - YAP Group.

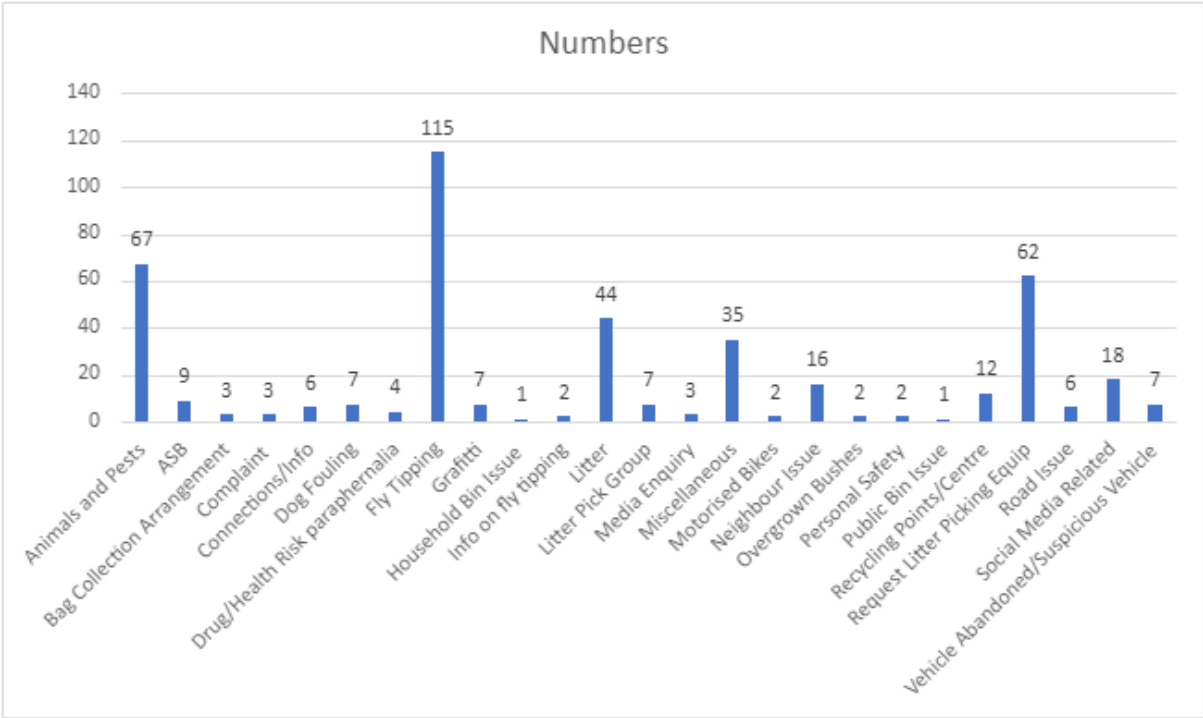
## Safer Communities on Facebook

### Safer Communities on Facebook

- During 2021-22, our Facebook audience was comprised mainly of women aged between 35-54.
- The top 5 towns our followers reside in are Dunfermline, Kirkcaldy, Glenrothes, Leven and Cupar. Although we also have followers in the US, Canada, Australia, Cyprus, and Ireland, amongst others.
- Our highest reaching post (over 33,000) during 2021-22 related to seagulls and fly tipping.
- Posts about stray/lost dogs are always popular. The following was our single highest reaching (31k) and also highest shared (440) post. The dog was eventually returned to it's owner.



- We received 441 messages via our Facebook page in 2021-22. Lines were raised for 158 of these and a further 131 resulted in us either seeking advice from colleagues/partners or passing the query to them (with agreement from the person making contact). The following graph shows the topic of messages we received:





20th September, 2022

Agenda Item No. 12

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## **Supporting the Local Community Plan – Operational Briefing on Policing Activities within Dunfermline**

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**Report by: Chief Inspector Joanne McEwan – Local Area Commander, West fife**

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**Wards Affected: Dunfermline, North, South and Central.**

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### **Purpose**

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This report updates elected members on Policing activity in the above areas.

### **Recommendation(s)**

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Members are asked to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

### **Resource Implications**

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There are no additional resource implication arising from the activity outlined in this report.

### **Legal & Risk Implications**

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There are no legal or current risk implications.

### **Impact Assessment\***

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No impact assessment has been undertaken specifically for this report. This report is for information only.

### **Consultation\***

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No consultation has taken place regarding this report. Members will appreciate the key to success in work of this nature is partnership – not only between the services and agencies involved but also with elected members and local communities, which was ongoing throughout the reporting period.

## 1.0 Background

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- 1.1 This report provides members with an update on the activities of Police Scotland staff within Dunfermline area during the period 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022.

## 2.0 Issues and Options

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- 2.1 This report gives an overview of the police activity for the period being reported on.

## 3.0 Community Officer Activity 1 April 2021 – 31 March 2022

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- 3.1 Throughout the reporting period the area has been served by a Community Inspector, Community Sergeant and six Community Constables, supported by response colleagues and specialist resources from various divisional and national departments.

In September 2021 Inspector Neil McGurk took over as Dunfermline Community Inspector after the retirement of Inspector Jill Moss.

Sergeant Ross Crawford continued to be the Community Sergeant for the area.

The Community Constables have experienced some changes, with some officers moving on to new opportunities while others have experienced slight changes to their role.

The COVID 19 pandemic caused temporary school closures and suspension of the Police Scotland Youth Volunteers (PSYV) activity, however in October 2021 PC Scott Morgan took over responsibility for the volunteers while continuing his duties as south Ward officer.

As from February 2022 PC Morgan has now been dedicated to this group, however he still assists his community Ward colleagues with initiatives and other priorities.

PC Ross Menzies continued with the role of School Engagement Officer with St Columbus high School, however in February 2022 he returned to his current post as the South Ward officer along with PC Vincent Gieldon-Bruce who was appointed in January 2021. PC Menzies continues to act as point of contact for the Schools whilst carrying out his current role.

PC Stewart Paton and PC Paul Scougall are based in the North Ward. PC Scougall having replaced PC Jenkins in January 2022 after he moved to a new post out with the division.

PC Colin Lynch and Ashley MacGregor are the officers based in the Central Ward for the reporting period.

- 3.2 As per 2020/21 report following the initial lockdown which started in March 2020, in response to the COVID 19 pandemic, much of the Community engagement was done online and in a virtual setting. Since the restrictions have eased there has been a much need return to more in person engagement, although there has still been a virtual element.

3.3 As our communities have slowly returned to some more normality, particularly in the second half of 2021/22 it is clear that much of the demand is around Missing Persons and Concern for Person calls.

2021/22 has shown a sharp increase in Missing Persons over the previous year, whilst Concerns for Person calls have remained constant, with only a 3.4% decrease.

These areas combined create a significant challenge to the service.

DUNFERMLINE (PD)	2018/19	2019/20	2020/21	2021/22	2021/22 Change Vs Previous Year	2021/22 % change vs previous year
Missing Person Incidents	594	608	326	541	+215	+66%

It does however appear that missing person reports appear to be showing a return to pre-COVID levels, if not an overall slight reduction as shown below in the table above.

Regular engagement is ongoing with partners to ensure all protective measures are in place to safeguard all vulnerable people.

3.4 Domestic incidents continue to be a priority for Police Scotland and form a major part of day to day business. Significant resources have been dedicated to raising awareness and dispelling the stigma attached to reporting this type of crimes.

Legislative changes over the past few years, particular the Domestic Abuse (Scotland) Act 2018 have enabled the criminal justice system to address controlling and coercive behaviour. This however also brings challenges to the organisation as these types offences can be protracted.

3.5 Encouragingly however, there has been a year on year decrease in Domestic incidents being reported since 2018/19. An overall 17% decrease in that period.

DUNFERMLINE (PD)	2018/19	2019/20	2020/21	2021/22	Overall change in 4 year period	% Change in 4 year period
Domestic Incidents	1026	975	883	854	172	17%

COVID and isolation does not appear to have had a significant impact on these types of crimes as the majority have historically been perpetrated within the home or other private space.

- 3.6 As per last year Community Officers continue to play an essential role in the work being undertaken locally.

The priorities and objectives remain the same as those set out across Fife Division:

- **Operation Path violent crime**
- **Operation Prevail anti-social behaviour**
- **Operation Prospect substance misuse**
- **Operation Principle acquisitive crime**
- **Operation Paramount road safety**

- 3.7 Community Officers in all wards have, where possible, continued to maintain links with partners and communities to ensure the issues that matter the most to local communities are still being addressed. Community Officers are also involved in proactive planned operations, such as executing drug search warrants.

#### **4.0 School Engagement Officer**

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- 4.1 During the reporting period PC Ross Menzies was deployed in the role of School Engagement Officer working within St Columbus High School until January 2022.
- 4.2 The key objectives of the role were to work with school staff to promote positive behaviour and community learning within the school and local communities, providing support for pupils, parents and carers.
- 4.3 PC Menzies worked collaboratively with Guidance and Depute staff to identify early and effective interventions for pupils in addition to delivering classroom based inputs. Due to competing demands and school budgetary challenges it was felt that PC Menzies and the local Community Ward officers could carry out this role without any compromise to service delivery or engagement and he returned to South Ward Community Team in January 2022.
- 4.4 PC Menzies continued to deal with the majority of incidents reported at the school, in many cases utilising a restorative justice approach, which has helped reduce the demand on local Response officers and enabled the behaviour to be addressed at school in an educational setting.
- 4.5 As per the previous year PC Menzies, along with his colleagues, delivered a series of educational inputs during the reporting period on the following topics,
- **S1 Child Exploitation and Internet Safety (CEOP) Talks**
  - **S2 Stop Hate - Hate Crime Awareness Inputs**
  - **S2 Drug and Alcohol Awareness Inputs**
  - **S2 Anti-social Behaviour Inputs**
  - **S2/S3 Conflict and Violence Resolution**
  - **S4/S5/S6 Keep Safe Ambassadors and No Knives Better Lives**
- 4.6 PC Menzies created a partnership project between St Columbus High School, Fife Council, McDonald's restaurants and Police Scotland where pupils volunteered to collect

litter in the community. This increased pride in the local area, as well as creating awareness in relation to the anti-social impact on littering on the wider community. Pupils received a Saltire award for their participation.

Along with his colleagues he also delivered further initiatives -

- 4.7 **Punch Beyond** is a targeted initiative developed and led by Dunfermline Police Community Team and partners from Active Schools, Boxing Scotland and Trench Boxing Gym. It aims to improve the quality of life for young people in the region by giving them a range of new skills and insight into the consequences of violence.

Through specialist workshops we educate young people on the influences that cause conflict and violence, giving them guidance on how to rationalise these types of situations to make better choices.

Punch Beyond is a block of six boxing sessions at Trench Boxing Gym, in this environment we strive to encourage good fitness and wellbeing educating participants on the four core values of Boxing Scotland – courage, determination, respect and passion.

Educational seminars focusing on the impact of violent activities and harm reduction are presented by a range of agencies, including POLICE SCOTLAND, NHS, SACRO, ACTIVE SCHOOLS and BARNARDOS.

This initiative will again be rolled out in the reporting period 2022/23.

- 4.8 **Op Olympus** Primary 7 transition project focusing on engagement with targeted young people from the primary school clusters.

## 5.0 Dunfermline PSYV

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- 5.1 Dunfermline Police Scotland Youth Volunteers (PSYV) is a 'non-profit' constituted group run by adult volunteers supporting 24 young volunteers between 13 and 17 years of age, who contribute their time and skills to support and work alongside local communities.

The aims of PSYV are to:

- **Inspire young people to participate positively in their communities**
- **Promote a practical understanding of policing amongst all young people**
- **Encourage a spirit of adventure and good citizenship**
- **Support local policing priorities through volunteering and give young people a chance to be heard**

- 5.2 Prior to COVID restrictions, Dunfermline had run a successful group which had gained Gold Award recognition from the National Coordinators. Restrictions halted volunteering and engagement opportunities across our communities, which resulted in Dunfermline PSYV volunteer numbers dropping to 3 young volunteers supported by 5 adult volunteers.

- 5.3 During October to December 2021 – Dunfermline PSYV supported the National Housebreaking Awareness Campaign – **Operation Nightlight**.

The primary focus was to deliver information leaflets to those properties within the Dunfermline and West Fife area to provide protective home security advice.

Dunfermline PSYV also partnered with Safer Communities Officer, PC Ian McArthur, in conjunction with the Festive Safety Campaign hosting several Safety/Security Stalls in retail outlets across Dunfermline, providing relevant safety messages and advice to the public on protecting their properties and personal safety.

- 5.4 January to April – Dunfermline PSYV undertook a recruitment drive for both young and adult volunteers, ensuring that they represented the geographical area of Dunfermline whilst prioritising equality, diversity and inclusion. School Rectors and Deputes embraced this process by sharing relevant recruitment information with all young people and parents/guardians via online bulletins and group call services.

Seven new adult volunteers with diverse backgrounds and experience were recruited and processed through PVG. 21 New Youth volunteers were enrolled following over 60 applications, taking the group to 24 young people and 12 adult volunteers.

- 5.5 Fife College were approached and agreed to provide space and IT resources within their Halbeath Campus for Dunfermline PSYV to host their weekly sessions with induction taking place on 29<sup>th</sup> March 2022.

The following PSYV initiatives are planned for 2022/23 –

### **5.6 Dunfermline PSYV Film Media Project**

The project is a partnership and collaborative programme working jointly with Fife College, providing accredited learning opportunities to our young volunteers in film production, personal development and community safety.

Our key strategy to develop young people's capabilities to learn and share trusted communication with their peers and wider public on criminal, social and wellbeing trends affecting diverse communities.

Each group will work with partners, educators, third sector groups and communities to generate film content that is relevant, relatable and shareable. This will be used as a vehicle to give focus to poverty and inequality issues whilst incorporating the associated impacts of criminality and wellbeing.

Video campaigns will be proactively broadcast to the public via social media, school talks, community safety stalls, targeted closed groups and existing police/partner networks.

Young volunteers from Dunfermline PSYV have set their own aims for this project to:

- **Become role model to other young people**
- **Support communities most affected by poverty deprivation and the associated links to crime.**
- **Share key safety information and the views of young people to divert peers from criminal behaviour or involvement with the criminal justice system.**
- **To improve self-esteem and confidence of themselves and others.**
- **Be visible amongst diverse communities and support vulnerable people**
- **Collaborate with other young people to find solutions to challenging community and social issues**

This project has been supported and funded in conjunction with The **Carnegie Dunfermline Trust, Cashback for Communities** (Scottish Government Programme –

funds recovered from the proceeds of crime) and **Fife Council** to the grant sum of £16,000.

### **5.7 Dunfermline & West Fife - Wellbeing through Heritage**

Dunfermline PSYV have been approached by Grant Williams (Project Manager) and Gillian Taylor (Carnegie Dunfermline Trust) to join their team that aims to create the innovative Dunfermline & West Fife - Wellbeing through Heritage. This will use heritage as a means to improve the mental health and wellbeing of local people in most need.

The overall project will deliver a programme of activities over three years utilising the NHS' five ways to wellbeing to engage a wide range of people with heritage to improve mental health and wellbeing within the community.

Four programmes to be delivered are:

- **Explore and connect** - people will be given the opportunity to socialise and get physically active through walking and learning about local heritage.
- **Learn and create** - creative activities and a traditional building skills programme, including a programme for school leavers with building skills taster sessions and a heritage skills summer event.
- **Volunteer** - promote the chance to get involved with local heritage through volunteering including the delivery of a heritage volunteering fair.
- **Inspire** - connecting local social care organisations and charities with heritage bodies. Increasing understanding and awareness of the potential for heritage to promote wellbeing.

Dunfermline PSYV have been given the opportunity for working with On Fife at DCL&G to create online digital content for young people to support mental health. They will lead and develop an online offer for young people supporting mental health through a series of coproduced video content focused on using heritage for wellbeing.

### **5.8 Stand against Speeding**

Stand against Speeding is a joint initiative between Dunfermline Police Community Team and Dunfermline PSYV to deter and prevent speeding on roads in the local area using interchangeable message boards.

Officers regularly receive contact from the public highlighting concerns about speeding on roads, particularly around schools, and this campaign aims to proactively appeal to drivers to slow down using bold messaging which can easily be seen at the roadside.

The signs, which are similar to current road signage to avoid distracting drivers, will be displayed in a line, revealing the full message as motorists travel along the road.

As the new school term begins, Stand against Speeding – The School Road Safety Tour will begin on roads near 29 primary schools in the area in a bid to help children travel to and from school with less risk.

### **5.9 It Will Cost You (National Campaign for Proxy Sales)**

Dunfermline PSYV and Community Officers will engage in proactive engagement with local license premises sharing leaflets and promotional material. Advice will be given to Designated Premises Managers and Staff on proxy sales.

Dunfermline PSYV will also participate in local leaflet drops across Dunfermline communities and will be spraying (temporary) stencils outside the entrances of license

premises sharing keep messages to the public on the risks of buying alcohol for those under 18 years.

## 6.0 Violence, Disorder and Anti-Social Behaviour

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6.1 Operation Path is the Fife divisional initiative aimed at tackling all forms of violence. Violent crime and violent offenders are managed robustly with local investigative work being supported by divisional departments such as CID, Community Investigation Unit (CIU) and nationally by the Licensing Violence Reduction Unit.

6.2 Weekly management meetings are held where local repeat offenders, emerging trends and hotspot areas are analysed to develop early intervention tactics to minimise repeat offending.

6.3 Since the relaxation of COVID restrictions in Mid 2021/22 there has been a return to relative normality with the local night time economy and other social outlets being open. This has resulted in persons returning to nights out and social gatherings.

As a consequence we have seen a 15% rise in minor assaults (611 from 520 in 2020/21) from the previous reporting year. The solvency rate however has remained high, with an 83% detection rate in this category.

6.4 Addressing violent crime has been a priority over the reporting period continues to be so in to the next reporting period. Officers will continue to detect, deter and disrupt offenders through proactive policing.

6.5 Operation Prevail is the Fife divisional initiative implemented to tackle anti-social behaviour (ASB). ASB has been one of the priorities locally and there has been some reporting in the local and national media regarding incidents of ASB. We are aware of the concerns the public have in relation to ASB and we have been part of multi-agency discussions in how we can tackle this effectively. We will continue to robustly deal with individuals who engage in such conduct.

6.6 During the current COVID 19 pandemic all calls to Police Scotland relating to Breaches of the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 have been recorded as ASB calls. This created a significant rise in ASB calls for the previous reporting period.

6.7 Since restrictions have ended however, we have seen a significant reduction in ASB calls for this reporting period. Dunfermline recorded 5426 ASB calls during 2020/21. Mainly due to COVID legislation breaches being recorded as ASB. This recording year has seen a significant reduction to 4346, a 20% reduction.

6.8 This trend appears to be continuing into 2022/23 with a reduction of 12.4% for West Fife on this time in 2021/22.

6.9 In conjunction with Fife Council Safer Communities Officers, we have and will continue to patrol areas identified as local hot spots. It is acknowledged there have been issues of ASB in the area of Pittencrieff Park, the Public Park, Calais Woods and the town centre.



- 6.10 Funding was received from Community Safety Partnership and Fife Council Transportation to fund private security staff to patrol the bus station and operate as Taxi Marshalls during the weekend night time economy and highlighted peak ASB times. This has proved successful with a significant reduction in calls to the Bus station and reduced Police attendance.
- 6.11 Pro-active Police patrols in Pittencrieff Park resulted in youths being identified in relation to ASB and causing minor damage. Engagement with parents and reporting through the youth justice system have shown to have reduced the number of incidents in those areas. We are aware that these areas have historically re-emerged and officers continue with proactive patrols and youth engagement.
- 6.12 Dunfermline has the largest night time economy in Fife however, given the restrictions to the hospitality business due to the COVID 19 pandemic, licensed premises have been closed for the majority of the reporting period. The re-opening of nightclubs and public houses has not seen any real increase in public space assaults.
- 6.13 Regular checks of licensed premises have been carried out throughout the reporting period to ensure they were complying with the conditions of their license and the Health and Safety Guidance in relation to COVID 19. The safety and the health of the public has been a priority for the police.
- 6.14 Dunfermline Licensees supported by Police Scotland and LSO's have continued to operate a pro-active Pubwatch scheme, the only one in Fife. Around 20 local licensed premises are represented and share information on issues surrounding emerging trends and problem customers. The group actively issue banning orders to individuals who display violence, ASB or are found with drugs in the premises.

## 7.0 Road Safety and Road Crime

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- 7.1 Road safety and casualty reduction are issues that are regularly raised during engagement with local residents and community groups and we remain focused on keeping our roads safe. Operation Paramount is the Fife divisional initiative targeting this issue.
- 7.2 Community Officers continue to promote road safety in and around our schools and local communities, delivering the following:
- **Pop up bairns cut out children displayed outside schools to promote safe parking of vehicles.**
  - **Park Safe Wardens pupils who carry out patrols at their schools and offer advice**
  - **regarding safe parking.**
  - **Police Speed Checks deployments within the community where those exceeding**
  - **the speed limit are issued fixed penalty tickets.**
- 7.3 Unfortunately Community Speed Watch, which deployed near to schools, had to be Temporarily suspended due to the COVID 19 restrictions. Work has been done to recruit new volunteers with deployments commencing during the 2022/23 reporting period.

- 7.4 On a regular basis, local officers carry out speeding deployments in hotspot areas identified following analysis of collision data or following complaints from the public. Pop up signs, which take the form of a cut out image of a police officer holding a speed gun, are regularly deployed in and around local schools.
- 7.5 Mobile camera vans are back in operation following a period where their use was suspended and their deployment will have an impact on driver behaviour and enforcement.
- 7.6 During the reporting period and in conjunction with Road Policing Officers, the Community Team took part in the following national campaigns
- Summer and Winter Drink Drive
  - Vulnerable Road User Cyclists and Pedestrians
  - Get Ready for Winter
  - No Insurance
  - BRAKE Road Safety

## **8.0 Drug and Alcohol Misuse**

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- 8.1 Operation Prospect is a Fife divisional initiative aimed at tackling drug misuse. We receive a great deal of intelligence regarding drug misuse and dealing which assists in our ability to disrupt illegal activity. There is an appointed lead who collates all the information and then actions it in due course.
- 8.2 Due to COVID restrictions there was a period when pro-active work was suspended and as a result there was a slight drop in the number of drug search warrants being executed in the Dunfermline area during the reporting period.
- 8.3 During the reporting period we continued to carry out regular inspections of licensed premises selling alcohol, as it is recognised there is a link between alcohol consumption and the commission of crime. In addition to this, Community Officers have regularly visited off-sales premises locally and have educated License Holders in good practices for running their business to try and prevent them from breaching their license.
- 8.4 Every inspection is recorded and the Divisional Licensing Unit has oversight. They identify any emerging issues so they can be addressed at an early stage.

## **9.0 Acquisitive Crime**

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- 9.1 Acquisitive crime including theft by housebreaking, shoplifting and thefts of and from motor vehicles falls under Operation Principle.
- 9.2 During the period reported there were still significant restrictions on the retail business for the first part of the year, however we continued to have two dedicated town centre Officers primarily focussing on retail crime. The officers regularly linked in with the management team of the local shopping centre and other surrounding businesses.

- 9.3 Theft by shoplifting has continued to show a significant rise, up 17% from the previous reporting period. This is mainly due to people being back out in the community and potentially the cost of living rises as majority of thefts are food, alcohol and clothing related.
- 9.4 During the past year many parts of our day to day life have moved online and as a result of this is online frauds have continued to target the community. The numbers have remained constant with 181 occurring in the last two years. This relates to almost 1 report every 2 days in the Dunfermline area alone. Already in week 21 for 2022/23 there has been an increase of 14% over the current reporting period.
- 9.5 These types of crimes range from online sexual exploitation through contact on social media apps where they coerce the victims in to sharing of intimate photos and then attempt to extort money through threatening to share the images.
- 9.6 Recent incidents have seen groups contacting victims on social media apps claiming to be a child or relative of the victim who has is in some kind of situation and lost their phone. The perpetrator asks for money to be transferred to a friend's account so that they can buy a new phone or use it to resolve the fictitious problem they are facing.
- 9.7 These types of crimes are normally perpetrated by groups out with the UK. This makes it difficult to detect and causes significant distress and embarrassment to the victims, as well as potential financial loss.
- 9.8 Work is ongoing to highlight online scams to ensure public awareness, as well as providing support and reassurance to those affected. We have carried out leaflet drops to the more vulnerable members of our community, coupled with Community safety officer visits to vulnerable persons who have been victim of this type of crime.

## **10.0 Moving Forward**

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- 10.1 As we move forward we will seek to build on existing strong relationships with community partners and continue to engage, listen and respond to the concerns of the public and local communities as things return to normal.
- 10.2 Social Media platforms, such as Facebook and Twitter, continue to be a valuable mechanism for engaging with the public and sharing information. We recognise the importance of keeping the public updated and will seek to utilise Twitter to promote local initiatives.
- 10.3 Dunfermline Community Officers, along with PSYV and other partners continue to develop local youth engagement projects, highlighted above, to enhance engagement with young people within the community to break down barriers, whilst acting as both a diversionary and educational platform.
- 10.4 The past year has continued to present significant challenges for everyone including the Police, with Officers having shown a remarkable resilience and determination to serve the communities of Dunfermline and keep the public safe throughout the COVID 19 pandemic. I am confident that, with the continued support from partners and

communities, we can continue to provide a quality of service to the residents of each ward area and support local communities.

## **11.0 Conclusions**

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- 11.1 Members are invited to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

Report Contact

Chief Joanne McEwan

Local Area Commander West Fife Area

P Division

Police Scotland

Telephone: 01383 318710

Email [Joanne.Mcewan@Scotland.pnn.police.uk](mailto:Joanne.Mcewan@Scotland.pnn.police.uk)

20<sup>th</sup> September 2022

Agenda Item No. 13

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## **Scottish Fire and Rescue Service City of Dunfermline Area Annual Performance Report**

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**Report by:** Russell Hammell – Station Commander – Dunfermline Community  
Fire Station – Scottish Fire and Rescue Service

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**Wards Affected:** All City of Dunfermline Area Wards

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### **Purpose**

This report provides the Committee with incident information for the period 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022. The incident information enables the Committee to scrutinise the Scottish Fire and Rescue Service (SFRS) Stirling-Clackmannanshire-Fife – City of Dunfermline Area - against its key performance indicators (KPIs)

### **Recommendation(s)**

The committee is asked to:

1. Consider and comment on the progress across a range of KPI's within this report.

### **Resource Implications**

None.

### **Legal & Risk Implications**

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for fire reform, including the responsibility to:

Put in place statutory planning and reporting requirements including providing facilities for consultation;

Make new arrangements for strengthening local engagement and partnership working, including a new statutory role in the LSO and development of local fire and rescue plans linked to community planning, along with clear powers for local authorities in relation to the provision of fire and rescue services in their area.

### **Impact Assessment**

An Equality Impact Assessment has not been completed and is not necessary for the following reasons:

An Equality Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices

## Consultation

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This document is circulated amongst SFRS Fife LSO managers to enable areas of high incidence to be scrutinised for reduction strategies.



# CITY OF DUNFERMLINE AREA COMMITTEE PERFORMANCE REPORT

**April 2021 – March 2022**

*Covering the activities and performance in  
support of the Fife Area Plan 2017*



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together  
for a safer Scotland**

# 1.0 Background

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## 1.1 ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change because of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee

## 2.0 Performance

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## **2.1 DEFINITIONS**

### **Accidental Dwelling Fire**

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

### **Fire Fatality**

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

### **Fire Casualty**

Non-fatal casualties consist of persons requiring medical treatment including first aid given at the scene of the fire, but not those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury are recorded as precautionary 'check-ups'.

### **Deliberate Fire**

Includes fires where deliberate ignition is merely suspected, and recorded by the FRS as "doubtful".

### **Non-Domestic Fires**

These are fires identified as deliberate other building fires or accidental other building fires.

### **False Alarms**

Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

### **Unwanted Fire Alarm Signal**

Where the FRS attends a non-domestic location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

### **Primary Fires:**

- Buildings (including mobile homes) fit for occupation (i.e. not wholly derelict) and those under construction.
- Caravans, trailers etc.
- Vehicles and other methods of transport (not derelict unless associated with business e.g. scrap metal).
- Outdoor storage (including materials for recycling), plant and machinery.
- Agricultural and forestry premises and property.
- Other outdoor structures including post-boxes, tunnels, bridges, etc.

### **Secondary Fires**

- Single derelict buildings.
- Grassland etc., including heath, hedges, railway embankments and single trees.
- Intentional straw or stubble burning.
- Outdoor structures, including: lamp-posts, traffic signs and other road furniture, private outdoor furniture, playground furniture, scaffolding, signs and hoarding etc.
- Refuse and refuse containers.
- Derelict vehicles (a vehicle without a registered keeper).

## 3.0 INTRODUCTION

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3.1 This 2021/22 performance report for the period April 1<sup>st</sup>, 2021 to March 31<sup>st</sup> 2022 inclusive provides comparative data across the previous 3 years for the same period. The KPI's detailed below are drawn from the SFRS Fife Local Fire and Rescue Plan 2017 priorities and are shown in bold text;

- **Domestic Fire Safety**

Continuously monitor the number of accidental dwelling fires

Continuously monitor the severity and cause of accidental dwelling fires

Continuously monitor the number and severity of fire related injuries

- **Deliberate Fire Setting**

Monitor the number, type and cause of deliberate fire setting incidents in the City of Dunfermline Area

- **Built Environment**

Monitor the number and severity of fire related incidents in our relevant premises

- **Unwanted Fire Alarm Signals**

Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across the City of Dunfermline Area

- **Transport and Environment**











Monitor the amount of water related incidents

Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

## 4.0 PERFORMANCE SUMMARY

4.1 The table below provides **summary highlights** of annual activity 2021 - 2022 compared to annual activity 2020-2021

It aims to provide – at a glance – our direction of travel during the current reporting period.

<p><b>Accident Dwelling Fires</b></p>  <p>2020/21: 24 2021/22: 27</p>	<p><b>ADF Fatal Casualties</b></p>  <p>2020/21: 0 2021/22: 0</p>	<p><b>ADF Non-Fatal Casualties</b></p>  <p>2020/21: 11 2021/22: 19</p>
<p><b>Deliberate Primary Fires</b></p>  <p>2020/21: 24 2021/22: 26</p>	<p><b>Deliberate Secondary Fires</b></p>  <p>2020/21: 73 2021/22: 79</p>	<p><b>Non-domestic Building Fires</b></p>  <p>2020/21: 19 2021/22: 10</p>
<p><b>Unwanted Fire Alarm Signals</b></p>  <p>2020/21: 186 2021/22: 235</p>	<p><b>Road Traffic Collision (RTC) Incidents</b></p>  <p>2020/21: 9 2021/22: 15</p>	<p><b>Fatal RTC Casualties</b></p>  <p>2020/21: 0 2021/22: 0</p>
<p><b>Non-Fatal RTC Casualties</b></p>  <p>2020/21: 5 2021/22: 13</p>		

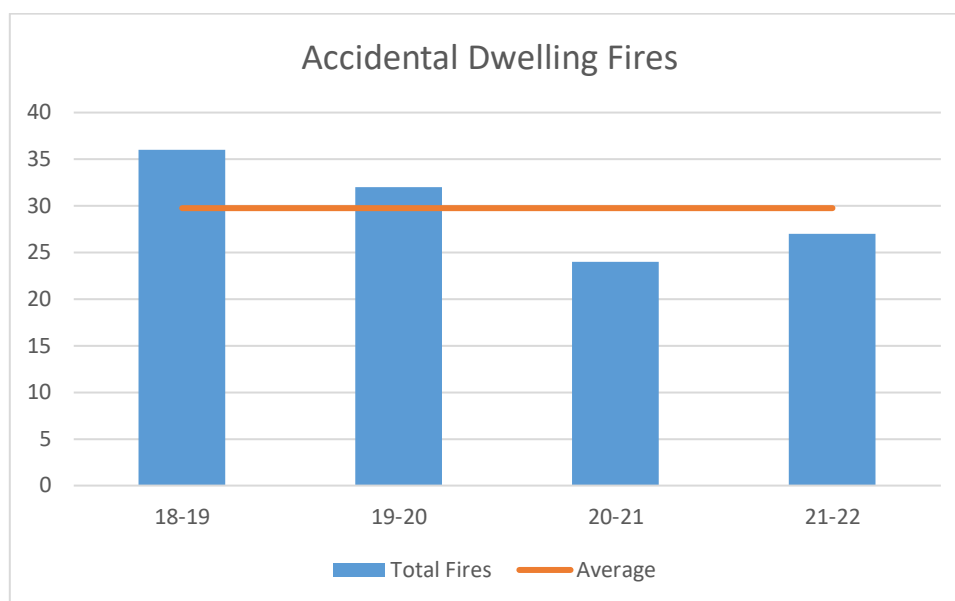
## PERFORMANCE SUMMARY

Of the indicators, the following performance should be noted for the period April 1<sup>st</sup> 2021 to March 31<sup>st</sup> 2022 inclusive, comparing data across the previous 3 years for the same period.

- The number of **Accidental Dwelling Fires** has seen a 12.5% increase from the previous year.
- There were no **Accidental Dwelling Fire Fatalities** during this period. The number of **Accidental Dwelling Fire Casualties** was 19, an increase of 73%.
- The number of **Deliberate Primary Fires** during this period was 26, an increase of 2 from the preceding year.
- The number of **Deliberate Secondary Fires** during this period was 79. This is an increase from the 73 incidents last year, but is below the 4 year average.
- The number of **Non-Domestic Building Fires** recorded was 10, down 90% from the previous year. 40% of these incidents involved garden sheds with 60% being due to naked flames.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 235. This is a 26% increase from the previous year. Hospitals, care homes and schools were responsible for 44% of UFAS.
- The number of **Road Traffic Collisions** during 2021/22 was 15. This is an increase of 6 on the previous reporting year 2020/21 and 18% above the four-year average.
- The number of **Fatal RTC Casualties** during this period was 0. This is static from the previous year. The number of **Non-Fatal RTC Casualties** was 13. This is a increase of 8 compared to the same period last year, and corresponds with the increase in the number of RTC's.

## 5.0 Domestic Fire Safety

- 5.1 Accidental Dwelling Fires have increased by three incidents across the City of Dunfermline area when compared to the previous year's figures, although this is 9% below the 4 year average.



**Graph 1 Accidental Dwelling Fires –2018-2022**

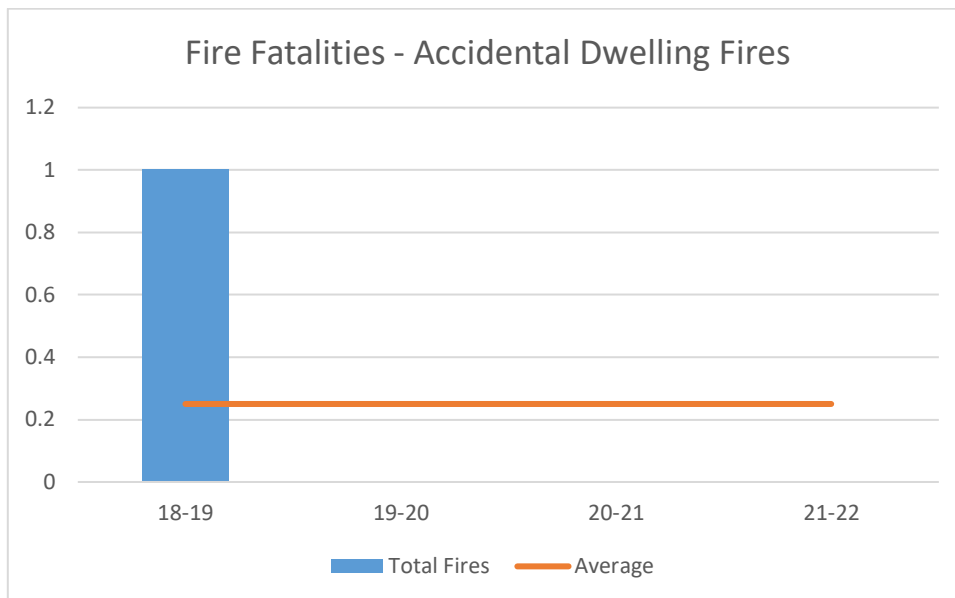
Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	11	16	4	12
Dunfermline North	17	9	9	7
Dunfermline South	7	7	11	8
<b>Total</b>	<b>36</b>	<b>32</b>	<b>24</b>	<b>27</b>

**Table 1 Accidental Dwelling Fires by City of Dunfermline Ward Area April – March 2018-2022**

- 5.2 This reporting period has seen a 12% increase in Accidental Dwelling Fires from the previous year, although a decrease of 9% from the four-year average.
- 5.3 The majority of Accidental Dwelling Fires were between the hours of 5pm and midnight, 56% having started in the kitchen. In terms of fire damage, 56% of incidents being restricted to either no fire damage or limited to the item first ignited.
- 5.4 67% of addresses had a detection system and 72% of those operated and raised the alarm.
- 5.5 37% of the incidents were resolved without firefighting intervention, or by removal from heat source/fuel supply.

5.6 It should be noted that almost 30% of accidental dwelling fires did not have any detection, although this trend is moving continually downward. The SFRS Continue to work with community partners with well-established HFSV referral pathways.

**5.7 Fire Fatalities – Accidental Dwelling Fires**

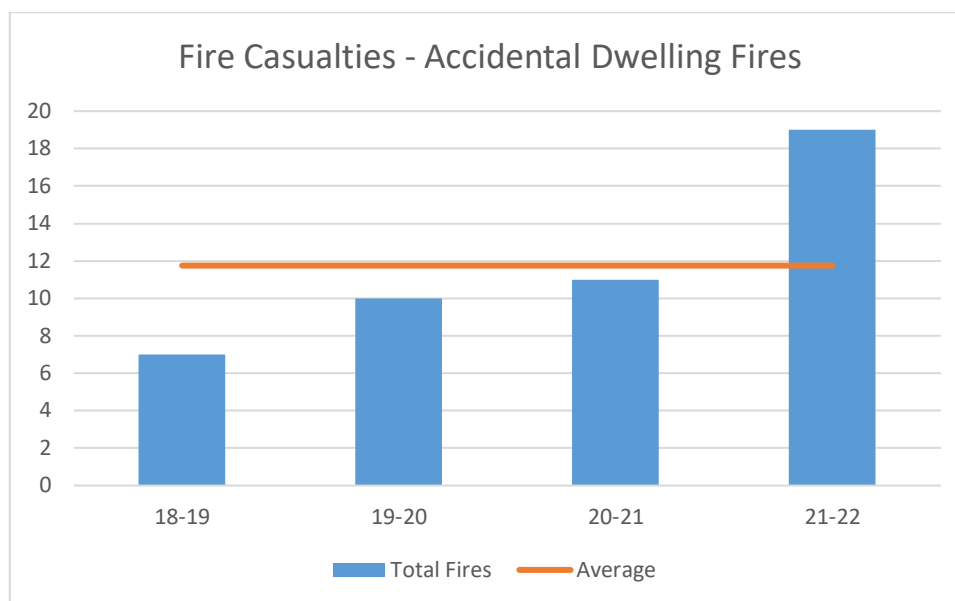


**Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2018-2022**

<b>Dunfermline Area Wards</b>	<b>18-19</b>	<b>19-20</b>	<b>20-21</b>	<b>21-22</b>
Dunfermline Central	1	0	0	0
Dunfermline North	0	0	0	0
Dunfermline South	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 2 Accidental Dwelling Fires Fatal Casualties City of Dunfermline Ward Areas April – March 2018-2022**

## 5.8 Fire Casualties – Accidental Dwelling Fires



**Graph 3 Accidental Dwelling Fire Casualties April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	3	10	1	12
Dunfermline North	4	0	3	2
Dunfermline South	0	0	7	5
<b>Total</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>19</b>

**Table 3 Accidental Dwelling Fires Casualties City of Dunfermline Ward Areas April – March 2018-2022**

- 5.9 No fire fatalities have been recorded during this reporting period.
- 5.10 ADF Casualty figures include precautionary checks. 16% of injuries were a precautionary check by the Ambulance Service, 10% were given first aid by SFRS and 74% were taken to hospital with slight injuries. There were NO serious injuries.
- 5.11 62% of casualties were as a result of fires started in the bedroom. A large proportion of these incidents were caused by electrical devices and furniture/furnishings was the prevalent item ignited first.



## 5.12 Domestic Fire Reduction Strategy

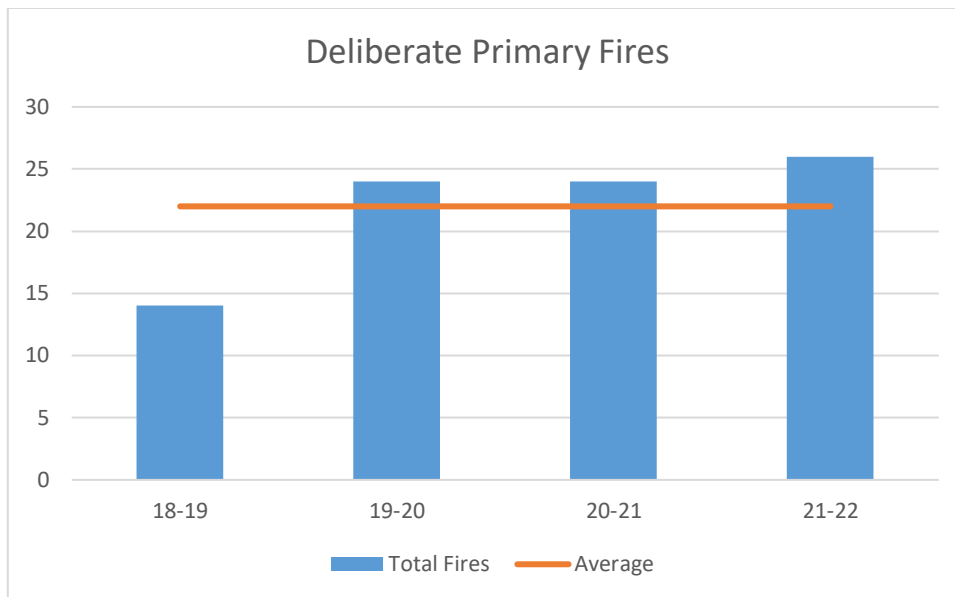
Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. SFRS personnel completed **352** visits for the 3 Dunfermline ward areas in the reporting period, which was significantly above the total visits for the same period last year. This was primarily due to Covid 19 restrictions prohibiting access to domestic dwellings being lifted. These visits are used to deliver vital fire safety messages and install detection systems, as well as trip, slip and falls messages and safety equipment for our elderly and very young population.

The “Make The Call” campaign asked neighbours and relatives to refer people who were:

- over 50 years old
- smoke
- live alone or
- have mobility issues
- or use medical oxygen

## 6. Deliberate Fire Setting

### 6.1 Deliberate Primary Fires

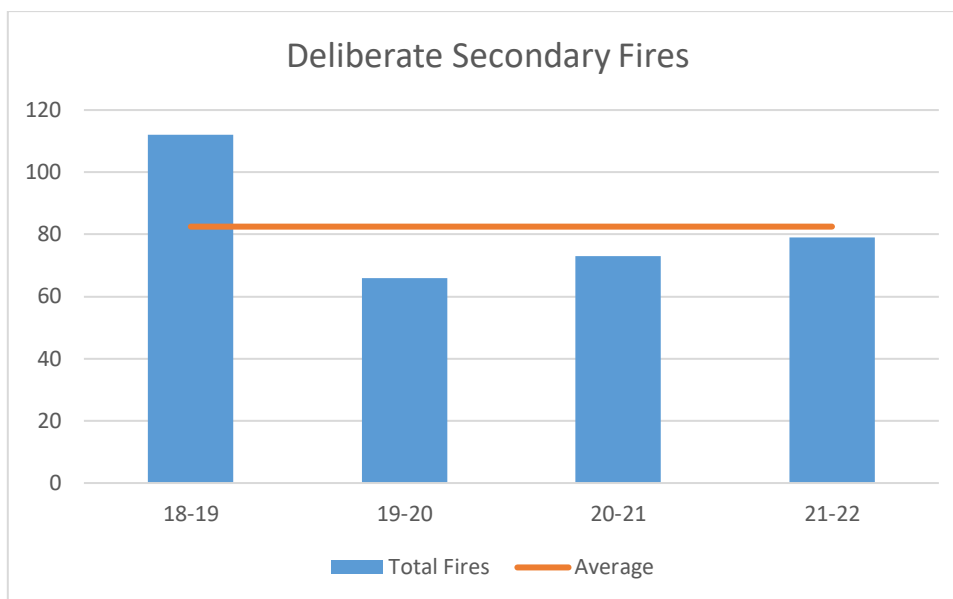


**Graph 4 Deliberate Primary Fires– April – March 2018-2022**

<b>Dunfermline Area Wards</b>	<b>18-19</b>	<b>19-20</b>	<b>20-21</b>	<b>21-22</b>
Dunfermline Central	6	13	10	7
Dunfermline North	4	1	7	9
Dunfermline South	4	10	7	10
<b>Total</b>	<b>14</b>	<b>24</b>	<b>24</b>	<b>26</b>

**Table 4 Deliberate Primary Fires City of Dunfermline Ward Areas April – March 2018-2022**

## 6.2 Deliberate Secondary Fires



**Graph 5 Deliberate Secondary Fires– April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	66	32	30	37
Dunfermline North	20	11	16	10
Dunfermline South	26	23	27	32
<b>Total</b>	<b>112</b>	<b>66</b>	<b>73</b>	<b>79</b>

**Table 5 Deliberate Secondary Fires City of Dunfermline Ward Areas April – March 2018-2022**

- 6.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict properties.
- 6.4 65% of deliberate primary fires involved gardens and sheds. There was a 4% reduction in deliberate secondary fires compared to the 4 year average.

## **6.5 Deliberate Fire Reduction Strategy**

Our normal youth engagement strategy has been impacted by Covid 19 restrictions, which has meant there have been very few school visits in the year 2021-2022.

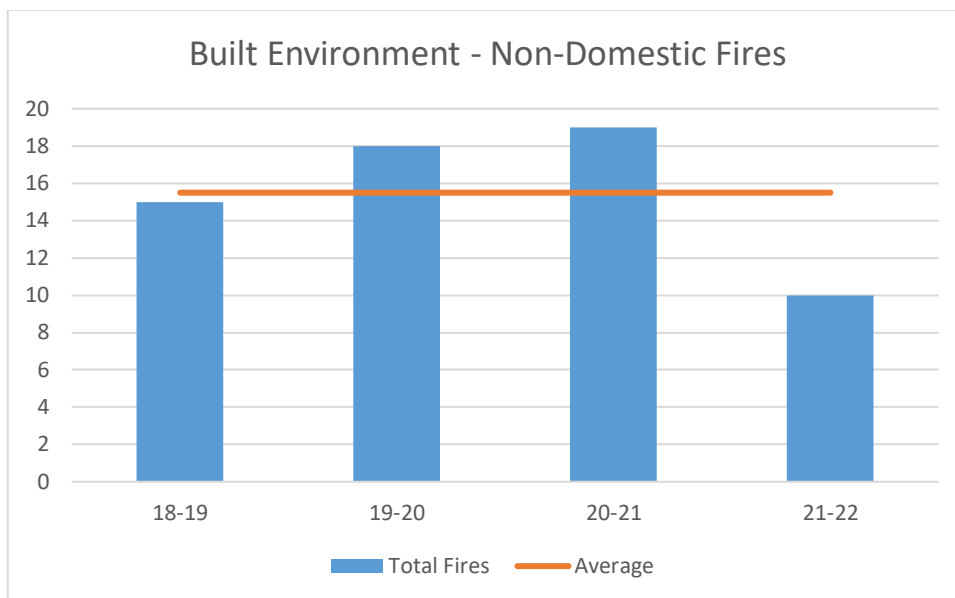
We do, however, work with our Police and Local Authority partners to identify deliberate fire setting incidents early, to ensure that solutions are implemented to prevent further incidents.

We liaise with premises occupiers, particularly in town centres to give advice on refuse storage and security, which can be a cause of deliberate fires.

Deliberate Fire Reduction Plans have been implemented in the Dunfermline area with partner agencies to address and reduce operational demand.

# 7. Built Environment

## 7.1 Built Environment – Non- Domestic Fires



**Table 6 Built Environment Non - Domestic Fires– April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	7	7	4	2
Dunfermline North	4	5	8	3
Dunfermline South	4	6	7	5
<b>Total</b>	<b>15</b>	<b>18</b>	<b>19</b>	<b>10</b>

**Table 6 Built Environment Non - Domestic Fires City of Dunfermline Ward Areas April – March 2018-2022**

7.2 40% of all non-domestic fires involved garden sheds. It is notable that 60% of all recorded non-domestic fires were as a result of candles/naked flames.

### **7.3 Built Environment Fire Reduction Strategy**

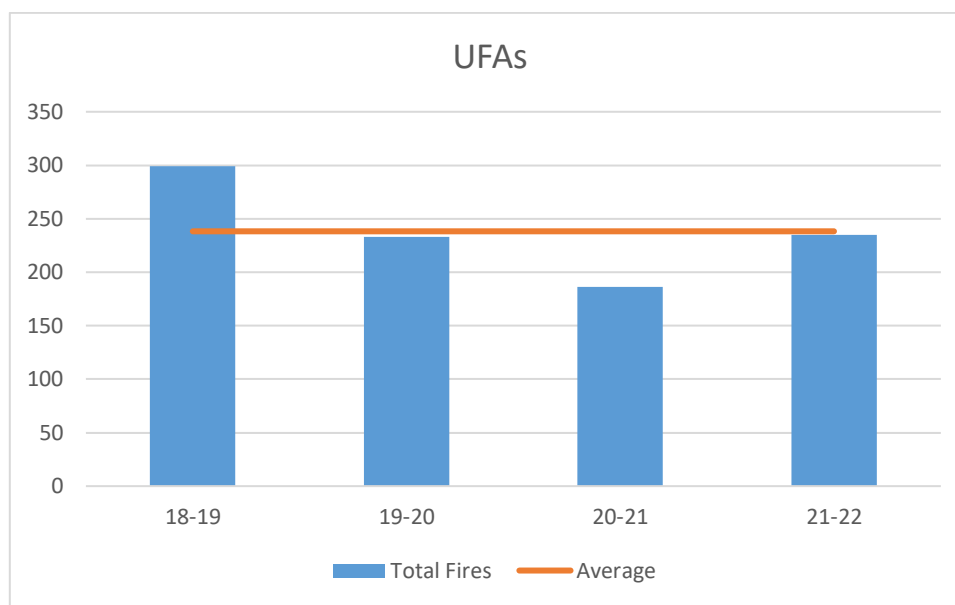
We continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a particular risk group.

As well as the audit programmes described above, we also deliver 'post fire audits' which take place as soon as possible after a fire has occurred in premises. The purpose of these audits is to deliver further fire safety advice to the premises occupier, and to identify any issues which could be used to inform other similar premises types to prevent further incidents of a similar nature.

In relation to the garden sheds, these are not covered by the above legislation, but householder advice is given as part of the Post Domestic Incident Response program.

## 8. Unwanted Fire Alarm Signals

8.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as ‘any alarm activation which is not the result of a fire or a test’. UFAS incidents have fluctuated in the Dunfermline Area over the four-year period. The table and graph below details the incident numbers over four years.



**Table 7 Unwanted Fire Alarm Signals – April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	176	138	94	124
Dunfermline North	72	69	70	68
Dunfermline South	51	26	22	43
<b>Total</b>	<b>299</b>	<b>233</b>	<b>186</b>	<b>235</b>

**Table 7 Unwanted Fire Alarm Signals City of Dunfermline Ward Areas  
April - March 2018-2022**

8.2 This period has seen 26% increase from the previous reporting period and is marginally below the four-year average.

55% of all UFAS were due to system faults, maintenance/testing issues and careless activation. 44% of Unwanted Fire Alarm Signals are from Health and Social Care or Education establishments. The increase from the previous reporting period may be largely attributable to the return to public spaces following lockdown restrictions.

### **8.3 Reduction in Unwanted Fire Alarm Signals Strategy**

Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a 'UFAS Champion' who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. This strategy, along with several others, had seen the numbers of UFAS continue to decrease. The UFAS Champion will continue to engage with Fife Council Education and the NHS to address the proportion of UFAS incidents. These building types are, however, statistically more susceptible to false alarms due to their size and consequent detection device numbers.

The strategies implemented in the Dunfermline Area and across Fife, have been recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.



## 9. Transport and Environment

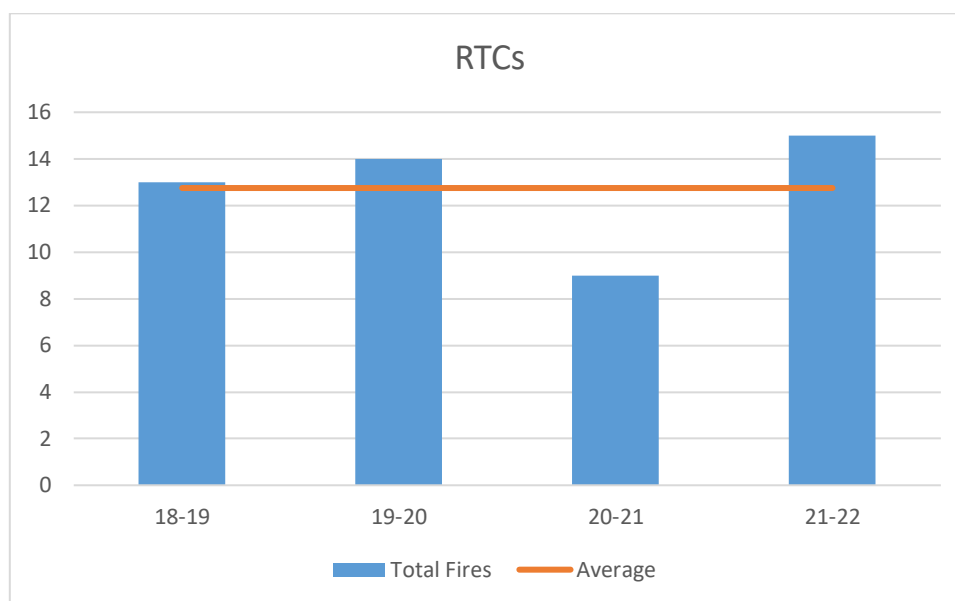
9.1 These will be monitored alongside Police Scotland RTC incidence information

### 9.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. 14 flooding incidents were received during this period, all but one due to burst pipes/leaks within domestic dwellings.

### 9.3 Road Traffic Collisions

As SFRS generally only attend RTC's of a serious nature, where persons are trapped, the figures below do not capture every RTC which occurs within the City of Dunfermline Area.



**Table 8 Road Traffic Collisions – April – March 2018-2022**

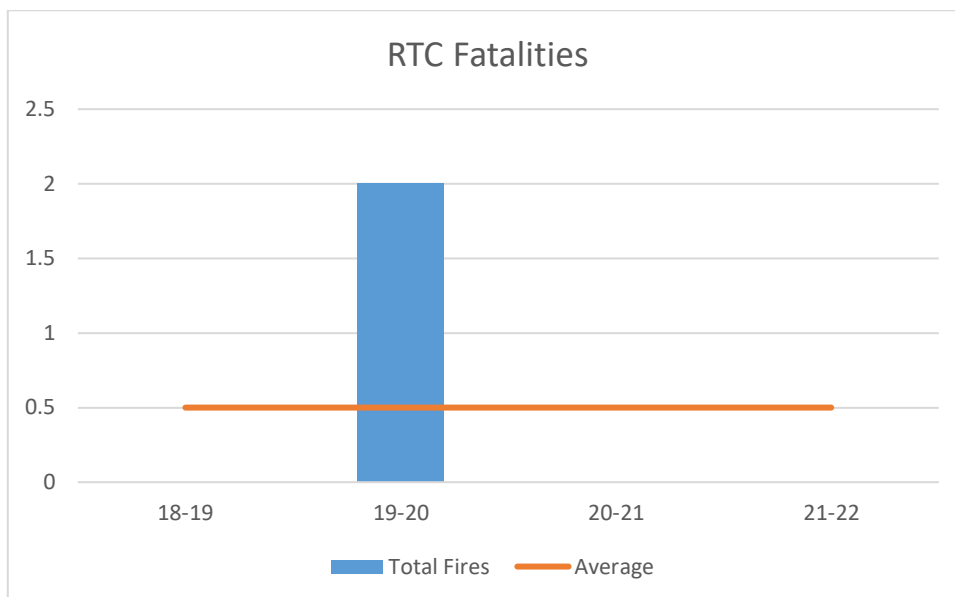
Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	5	9	3	12
Dunfermline North	4	3	3	0
Dunfermline South	4	2	3	3
<b>Total</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>15</b>

**Table 8 Road Traffic Collisions City of Dunfermline Ward Areas**

**April - March 2018-2022**

9.4 RTC's have seen a increase of 18% from the four year average, although this takes account of the previous reporting year which significantly dropped the average due to low traffic activity through the lockdown.

## 9.5 RTC Fatal Casualties



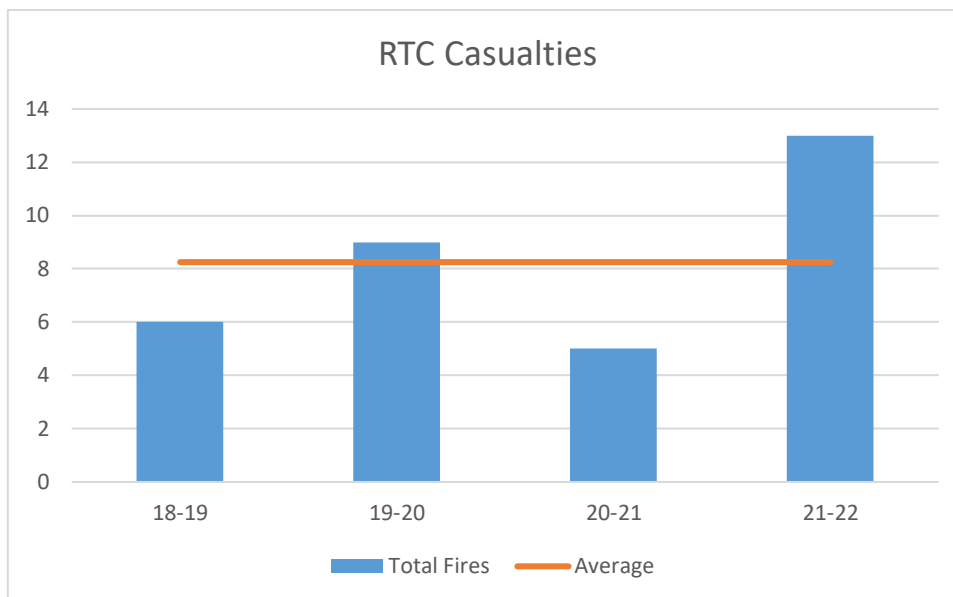
**Table 9 Road Traffic Collision Fatal Casualties – April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	0	1	0	0
Dunfermline North	0	1	0	0
Dunfermline South	0	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

**Table 9 Road Traffic Collision Fatal Casualties City of Dunfermline Ward Areas  
April - March 2018 - 2022**

9.6 There were no RTC fatalities to report this reporting period. The SFRS continues to engage with partners to offer support and advice on road safety.

## 9.7 RTC Casualties



**Table 10 Road Traffic Collision Casualties – April – March 2018-2022**

Dunfermline Area Wards	18-19	19-20	20-21	21-22
Dunfermline Central	1	8	0	9
Dunfermline North	3	0	4	0
Dunfermline South	2	1	1	4
<b>Total</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>13</b>

**Table 10 Road Traffic Collision Casualties by Committee Area – City of Dunfermline Areas- April - March 2018-2022**

## 9.8 RTC Casualties

The reporting period has seen a 58% increase to 13 casualties when compared to the four year average. 4 of these casualties had serious injuries at the time of being transferred to the care of the Scottish Ambulance Service. There were 7 incidents in total.

## **9.9 Transport and Environment Related Incident Reduction Strategy**

SFRS Stirling-Clackmannanshire-Fife LSO area, along with our partners, would normally continue to deliver valuable educational projects including 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'. These were postponed due to the pandemic, but are now being reinvigorated in all areas.

## **9.10 Fife Water Safety Group – Partnership Approach to Water Safety Update.**

This multi-agency group comprising of key local water safety partners provides a consistent approach in delivering water safety across Fife.

The group will work to:

- Share and pool resources, best practise and expertise.
- Ensure consistency (not uniformity) in delivering water safety in Fife and
- Ensure a collaborative multi agency working ethos is embedded in Water Safety work across Fife.

## 10. Conclusions

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In this reporting period, there have been, thankfully, no fatal casualties in relation to fires or Road Traffic Collisions.

Whilst non-domestic building fire numbers have fallen in comparison to the previous year, Accidental dwelling fires, Deliberate Primary and Secondary Fires have seen a marginal increase. Non-fatal Accidental Dwelling Fire Casualties, Road Traffic Collisions (RTC's), RTC non-fatal casualties and Unwanted Fire Alarm Signals have all increased since the last annual performance report. This could be attributed, in large part, to a move towards pre-pandemic activity levels.

It should be noted that, although many of the Key Performance Indicators show movement in the wrong direction when compared to 2020-21, they are, in large part, in line with the 4 year average, with 2020-21 being a statistical outlier due to the pandemic.

The number of Home Safety Visits facilitated and community safety events held during the reporting period has significantly increased since the lockdown restrictions, although SFRS had sought to target very high-risk groups for Home Fire Safety Visits, and multi-agency liaison and referrals had continued, where appropriate.

SFRS continue to support our multi-agency partners. In the current reporting year, there were 35 requests to effect entry. The SFRS will continue to manage demand reduction strategies, linking in with key partner agencies to create a safer place to live, work and visit.

## Background Papers

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SFRS Local Fire and Rescue Plan for Fife Local Authority Area 2017. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Russell Hammell

Station Commander

Dunfermline Community Fire Station

Service Delivery – Stirling-Clackmannanshire-Fife LSO Area

Scottish Fire and Rescue Service

Email – [russell.hammell@firescotland.gov.uk](mailto:russell.hammell@firescotland.gov.uk)

20th September, 2022

Agenda Item No. 14

## Appointments to External Organisations

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Report by: Lindsay Thomson, Head of Legal and Democratic Services

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Wards Affected: 2, 3 and 4

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### Purpose

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The purpose of this report is to ask the Area Committee to agree member representation on those external organisations detailed in Appendix 1.

### Recommendation(s)

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The Committee is asked to agree member appointments to the organisations detailed in the Appendix 1 to this report.

### Resource Implications

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There are no direct resource implications arising from this report.

### Legal & Risk Implications

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External organisations have their own governance structures and members should seek advice from the Head of Legal and Democratic Services on any concerns they have on membership of the organisations. In particular, members may be subject to other legislation such as the Companies Acts (directors' responsibilities) and charity law.

Failure to make such appointments may mean the external organisation cannot function effectively or secure a quorum at meetings.

### Impact Assessment

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An EqIA is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

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During the review carried out by Legal and Democratic Services, feedback was sought from organisations, officers and elected members previously appointed to ascertain if member appointment was still required.

## 1.0 Background

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- 1.1 Following a review of member appointments to external organisations, the Council at its meeting on 9 June 2022, agreed to nominate members to a number of external organisations, where Council representation is required. It also delegated appointment of those members to either the Cabinet Committee or relevant Area Committee. (*Previous Minute Reference – para. 20 of 2022 FC 34 – Fife Council of 9 June 2022 – refers*).

## 2.0 Current position

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- 2.1 Members are asked to consider the list of external organisations as set out in Appendix 1 and agree the members nominated to each of the organisations listed.

### List of Appendices

1. External organisations requiring Member appointment in the City of Dunfermline Area.

### Report Contact

Emma Whyte  
Committee Officer  
Legal and Democratic Services  
Fife House  
Glenrothes  
Telephone: 03451 555555 Ext. 442303  
Email – [emma.whyte@fife.gov.uk](mailto:emma.whyte@fife.gov.uk)

## Appendix 1

### External Organisations Requiring Member Appointment from City of Dunfermline Area

<b>External Organisation</b>	<b>No of Members to be Appointed</b>
Carnegie Dunfermline & Hero Fund Trusts	2 from City of Dunfermline (also 2 from South & West Fife Area)
Carnegie UK Trust	1 from City of Dunfermline
Dunfermline & West Fife Sports Council	2 from City of Dunfermline (also 1 from Cowdenbeath and 1 from South & West Fife)
Dunfermline and West Fife Local Tourist Association	1 from City of Dunfermline Area (and 1 from South & West Fife)



**City of Dunfermline Area Committee**

**Forward Work Programme as of 31/08/2022 1/1**

<b>City of Dunfermline Area Committee of 22 November 2022</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Dunfermline Local Area Community Plan Year End 2021/2022		Shirley Melville	
Area Housing Plan and Decentralised Budget Update		Lynne Johnston	
Area Capital Update Report 2022/23		Andrew Gallacher	
Common Good Annual Report 2021/22		Eleanor Hodgson	
Settlement Trust Annual Update 2021/22		Andrew Gallacher	
Criminal Justice Community Payback Annual Performance Report 2021/22		Stuart MacArthur	

<b>City of Dunfermline Area Committee of 7 February 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Pupil Equity Fund Annual Report 2021/22		Sarah Else	
Local Economic Profile - Dunfermline 2022		Peter Corbett	

<b>City of Dunfermline Area Committee of 25 April 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Area Roads Programme 2022/23		Neil Watson	
School Attainment and Performance Report 2022/23		Karen Lees	
Plan 4 Dunfermline - The Local Community Plan Update		Andrew Gallacher	

20th September, 2022

Agenda Item No. 16

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## **PROPERTY TRANSACTIONS**

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Report by: Alan Paul, Senior Manager – Property Services

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Wards Affected: 2, 3 and 4

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### **Purpose**

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The purpose of this report is to advise Members of action taken using the List of Officer Powers in relation to property transactions.

### **Recommendation(s)**

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The Committee is asked to note the contents of this report.

### **Resource Implications**

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There are no resource implications arising from these transactions, as any expenditure is contained within the appropriate Service budget.

### **Legal & Risk Implications**

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There are no legal or risk implications arising from these transactions.

### **Impact Assessment**

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An EqIA is not required and is not necessary for the following reasons: the items in this report do not propose a change or revision to existing policies and practices.

### **Consultation**

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All consultations have been carried out in relation to this report.

## 1.0 Background

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- 1.1** In dealing with the day to day business of the Council there are a number of matters relating to the purchase, disposal and leasing of property and of property rights. This report advises of those transactions dealt with under powers delegated to officials.

## 2.0 Transactions

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### 2.1 Disposals

**2.1.1 Kingseat Bowling Club, Church Street, Dunfermline**

Date of Sale: 3 May 2022  
Price: £49,600  
Purchaser: Int Sports Consultancy

**2.1.2 40 sqm of additional ground at 26 Blackburn Avenue, Dunfermline**

Date of Sale: 27 June 2022  
Price: £8,800  
Purchaser: Kevin Campbell

### 2.2 Acquisitions

**2.2.1 80 Golfdrum Street, Dunfermline**

Date of Acquisition: 19 November 2021  
Price: £68,000  
Seller: Maxwell Shippen

### 2.3 Leases by the Council – New Leases

**2.3.1 Unit 21a Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 1 November 2021  
Rent: £4,516 pa  
Tenant: Jo Beauty and Training Academy Ltd

**2.3.2 Unit 17c Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 8 November 2021  
Rent: £1,193 pa  
Tenant: Angela Pearson t/a My Therapy Time

**2.3.3 Office 21 Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 18 October 2021  
Rent: £2,200 pa  
Tenant: Dunfermline Central Apartments Limited

**2.3.4 Office 11 Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year lease from 9 August 2021  
Rent: £3,713 pa  
Tenant: Kindred Advocacy

**2.3.5 Unit P Pitreavie Crescent, Pitreavie Business Park, Dunfermline**

Term: 1 year from 14 July 2021  
Rent: £6,500 pa  
Tenant: Coloured Café Ltd

**2.3.6 Units 24 and 28 Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 14 June 2021  
Rent: £9,355 pa  
Tenant: Safe Space Ltd – company number SC279327

**2.3.7 Unit 34 Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 8 March 2021  
Rent: £1,237 pa  
Tenant: Business Concierge MRUKWA Ltd

**2.3.8 Unit 8 and Unit 12 Dunfermline Business Centre, Izatt Avenue, Dunfermline**

Term: 1 year from 6 February 2021  
Rent: £6,545 pa  
Tenant: Talk Matters

### **3.0 Conclusions**

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**3.1** These transactions are reported back in accordance with the List of Officers Powers.

#### **List of Appendices**

1. N/A

#### **Background Papers**

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

N/A

#### **Report Contact**

Author Name	Michael I McArdle
Author's Job Title	Lead Professional
Workplace	Property Services – Estates Bankhead Central Bankhead Park Glenrothes, KY7 6GH
Telephone	03451 555555 Ext No 440268
Email	<a href="mailto:Michael.mcardle@fife.gov.uk">Michael.mcardle@fife.gov.uk</a>