

AGENDA

	<u>Page Nos.</u>
<b>1. APOLOGIES FOR ABSENCE</b>	
<b>2. DECLARATIONS OF INTEREST</b> - In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.	
<b>3. MINUTE OF LEVENMOUTH AREA COMMITTEE MEETING OF 14TH SEPTEMBER, 2022</b>	3 – 8
<b>4. SAFER COMMUNITIES TEAM UPDATE REPORT</b> – Report by the Head of Housing Services	9 – 23
<b>5. OPERATIONAL AND COMMUNITY BRIEFING ON POLICING ACTIVITIES WITHIN LEVENMOUTH</b> – Report by the Local Area Commander Levenmouth	24 – 37
<b>6. SCOTTISH FIRE AND RESCUE SERVICE - LOCAL PLAN ANNUAL PERFORMANCE REPORT</b> – Report by the Station Commander Levenmouth	38 – 62
<b>7. LEVENMOUTH AREA HOUSING PLAN REVIEW 2023-26</b> – Report by the Head of Housing Services	63 – 77
<b>8. COMPLAINTS UPDATE</b> – Report by the Executive Director - Communities	78 – 102
<b>9. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – FIFE HERITAGE RAILWAY – FUNDING SUPPORT</b> – Report by the Head of Communities and Neighbourhoods	103 – 106
<b>10. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – REPLACEMENT PARKING BARRIER, FORESHORE AREA BUCKHAVEN</b> – Report by the Head of Communities and Neighbourhoods	107 – 109
<b>11. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – WEST WEMYSS PLAY AREA AND GLENLYON ROAD PLAY AREA – AREA CAPITAL FUNDING SUPPORT</b> – Report by the Head of Communities and Neighbourhoods	110 - 114
<b>12. COMMON GOOD AND SETTLEMENT TRUST FUNDS ANNUAL REPORT 2021-2022</b> – Report by the Executive Director Finance & Corporate Services	115 - 128
<b>13. LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME</b>	129 - 130

**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.**

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2 November, 2022

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**THE FIFE COUNCIL - LEVENMOUTH AREA COMMITTEE – REMOTE MEETING**

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

10.00 a.m. – 12.15 p.m.

**PRESENT:** Councillors Colin Davidson (Convener), Tom Adams, Ken Caldwell, David Alexander, Eugene Clarke, David Graham, John O'Brien and Alistair Suttie.

**ATTENDING:** Susan Keenlyside, Service Manager, Sustainable Transport and Parking, John Mitchell, Senior Manager - Roads and Transportation, Vicki Connor, Co-ordinator (Programme and Financial Management), Phil Clarke, Programme Manager, Levenmouth Reconnected Blueprint, Sustainable Transport and Parking, Roads and Transportation Services; Ross Spalding, Service Manager, Kate Spalding, Technical Officer (Climate Change and Zero Waste), Climate Change and Partnerships, Economy Planning and Sustainability Service; David Paterson, Community Manager (Area), Communities and Neighbourhoods; Ronnie Ross, Headteacher, Levenmouth Academy, Education Services; Helena Couperwhite, Service Manager and Michelle Hyslop, Committee Officer, Committee Services, Legal and Democratic Services.

Prior to the commencement of the formal committee business, the Convener asked members to observe a one-minute silence, to acknowledge and commemorate the sad passing of Her Majesty, Queen Elizabeth II on Thursday 8<sup>th</sup> September, 2022.

In terms of Standing Order 8.1(2), the Convener agreed to accept an Urgent Motion in relation to the proposed reduction in Stagecoach bus services across Fife.

**4. DECLARATIONS OF INTEREST**

No declarations of interest were submitted in terms of Standing Order No. 7.1.

**5. MINUTE**

The Committee considered the minute of the meeting of the Levenmouth Area Committee of 26th May, 2022.

**Decision**

The Committee agreed to approve the minute.

**6. APPOINTMENTS TO EXTERNAL ORGANISATIONS**

The Committee considered a report by the Head of Legal and Democratic Services, seeking nominations for member representation on those external organisations detailed in Appendix 1 of the report.

**Decision**

The Committee:

(1)/

## 2022 LAC 4

- (1) approved the appointments to external organisation as detailed in the Appendix to this minute; and
- (2) agreed that member appointment to the Levenmouth Local Tourist Association be deferred to allow for a discussion with the organisation on additional member representation.

### 7. SCHOOL ATTAINMENT AND ACHIEVEMENT REPORT

The Committee considered a report by the Executive Director, Education, providing members with a summary report on the 2020/21 School Attainment across secondary and primary schools serving the Levenmouth Area.

#### **Decision**

The Committee: -

- (3) were encouraged to engage directly with local schools to find out more about School Attainment and Achievement;
- (4) noted the details contained within this report in relation to the nature of this year's report due to the impact of the COVID 19 pandemic; and
- (5) noted the information provided in the secondary schools' reports as detailed in the report.

### 8. AREA ROADS PROGRAMME 2021-22 – FINAL REPORT

The Committee considered a report by the Head of Assets, Transportation and Environment, providing members with an update on the delivery of the 2021-2022 Area Roads Programme for the Levenmouth Area.

#### **Decision**

The Committee noted the content of the report.

### 9. SGN H100 UPDATE REPORT

The Committee considered a report by the Head of Planning, advising members on the progression of works and communications from Scottish Gas Network (the gas distribution network operator) and Fife Council.

#### **Decision**

The Committee noted the content of the report.

### 10. LEVENMOUTH RECONNECTED PROGRAMME LARGE GRANT FUND UPDATE

The Committee considered a report by the Executive Director, Enterprise and Environment, updating members on the Levenmouth Reconnected Programme (LRP) Large Grant funding projects.

#### **Decision/**

**Decision**

The Committee: -

- (1) noted the current projects that had been assessed by the Levenmouth Reconnected Programme working group grant panel (as detailed in Appendix 1 of the report);
- (2) noted the forthcoming strategic projects that were intended to seek funding from the Levenmouth Reconnected Programme fund (as detailed in Appendix 1 of the report); and
- (3) agreed to defer any large grant awards until all strategic projects funding requirements were known, which would allow the Committee to consider the best use of the grant funding within this round.

**11. LEVENMOUTH CONNECTIVITY PROJECT ACTIVE TRAVEL NETWORK UPDATE**

The Committee considered a report by the Executive Director, Enterprise and Environment, updating members on the progress of the Levenmouth Connectivity Project Active Travel Network, which included recent award funding by Sustrans.

**Decision**

The Committee noted:-

- (1) the award of £2.6million by Sustrans to progress the detailed design of the Levenmouth Connectivity Project, and acknowledged that Fife Council had been allocated £1.3 million to develop the Active Travel Network to be located within or directly adjacent to the boundary of the public road;
- (2) the extensive community consultation that was programmed as part of the detailed design phase; and
- (3) that a funding application would be made to Sustrans and match funding sources for the construction stages of the programme.

**12. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – HOPE CHEST STORAGE PROVISION**

The Committee considered a report by the Head of Communities and Neighbourhoods, which sought agreement from members to contribute £7,900 from the Local Community Planning Budget for the provision of storage units for the Hope Chest, Wellesley Parish Church, Methil.

**Decision**

The Committee agreed to contribute £7,900 towards the cost of purchasing stand-alone steel storage units for the Hope Chest, based at Wellesley Parish Church, Methil.

**13. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – LEVEN TOWN CENTRE CHRISTMAS LIGHTS**

The Committee considered a report by the Head of Communities and Neighbourhoods seeking approval from members for a contribution of £7,000 from the Local Community Planning Budget, Ward 21, for the cost of the erection and dismantling of the festive decorations in Leven Town Centre.

**Decision**

The Committee agreed a total contribution of £7,000 towards the cost of the erection and dismantling of the festive decorations for Leven Town Centre during November/December 2022.

**14. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – TOBOGGAN ROAD TAYLOR STREET PLAY SPACES CAPITAL FUNDING REQUEST**

The Committee considered a report by the Head of Communities and Neighbourhoods, seeking agreement from members for a contribution of £20,000 from the Local Community Planning Budget, towards the cost of the installation of adult fitness equipment at Taylor Street Park, Methil and would include the removal of the play park equipment at Toboggan Road, Methil.

**Decision**

The Committee agreed to contribute £20,000 for the installation of the adult fitness equipment at Taylor Street, Methil and the removal of the play park equipment at Toboggan Road, Methil.

**15. URGENT MOTION**

Proposed by: Councillor Eugene Clarke

Seconded by: Councillor Colin Davidson

The Committee notes the proposals submitted by Stagecoach to review Services across the Levenmouth 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 Levenmouth. 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."

**Decision**

The Committee agreed the motion unanimously.

16./

**16. PROPERTY TRANSACTIONS**

The Committee considered a report by the Head of Assets, Transportation and Environment advising members of the action taken using the list of Officer Powers in relation to property transactions.

**Decision**

The Committee noted the contents of the report.

**17. LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME**

**Decision**

The Committee: -

- (1) agreed to include a report on “update on Kirkland Care Village” to the Forward Work Programme – date to be advised; and
- (2) noted the content of the Levenmouth Area Committee Forward Work Programme.

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## APPOINTMENTS TO EXTERNAL ORGANISATIONS

### LEVENMOUTH AREA COMMITTEE

Organisation	No. of Reps	Ward(s)	Councillor(s) Appointed
Brag Enterprises Limited Management Committee/Board	1	21 & 22	Colin Davidson
Kirkcaldy and Central Fife Sports Council	1	21 & 22	John O'Brien
Levenmouth Local Tourist Association	1	21 & 22	Deferred
Levenmouth Together Steering Group	2	21 & 22	Ken Caldwell David Alexander
Levenmouth Twinning Association	1	21 & 22	Tom Adams



9<sup>th</sup> November 2022

Agenda Item No. 04

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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:** Levenmouth area (Wards 21 and 22)

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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 Levenmouth 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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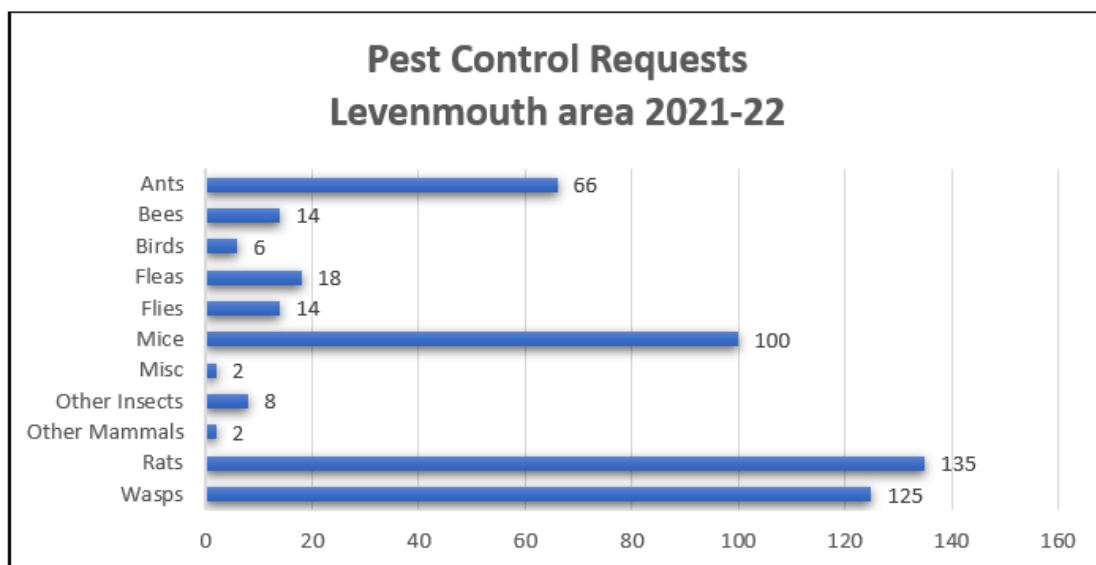
- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within this committee area during the financial year 2021-22.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should 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 130 referrals during 2021-22. This was a fairly substantial increase on the number received in the previous year (53 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 (98%) related to requests for tailored **home safety advice** specifically for families with children under five years of age. 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 (96 compared with 61). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.

- 2.4. Of the 40 referrals to **Fife Community Safety Support Service (FCSSS)**, 23 resulted in the provision of emotional or practical support whilst the remaining 17 involved some form of mediation between the party's involved. This service is funded by the Safer Communities Team to provide support and/or 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 388 antisocial behaviour cases in the Levenmouth area, compared to 218 in the previous year.
- 2.8. Our **Pest Control** officers responded to 490 requests for service during 2021-22, compared to 311 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. Twenty **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (13). Eighteen dogs were microchipped, but only five of these 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 during 2021-22, which covered the whole life spectrum from birth onwards. Appendix 3

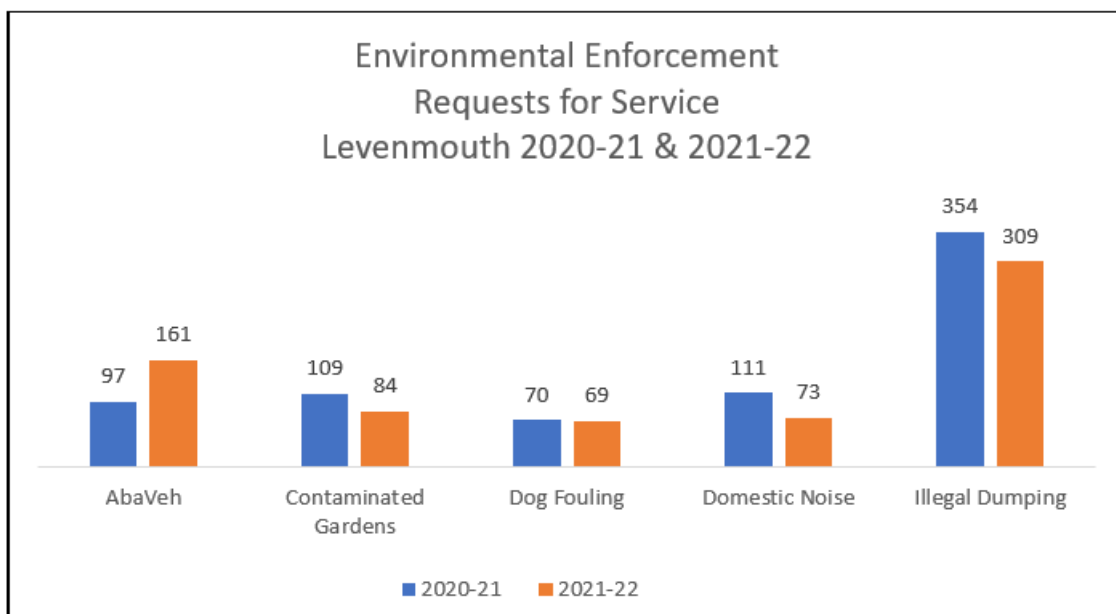
shows the activities focussed around each life stage, while appendix 4 provides additional information about some of the initiatives involved.

- 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, 696 requests for service were received for this area during 2021-22, a decrease from the previous year (741 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 2017 **patrols** in this area over the reporting period, a decrease from the previous year (2716 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:**

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**Fife Cares Service**

**Example 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?**

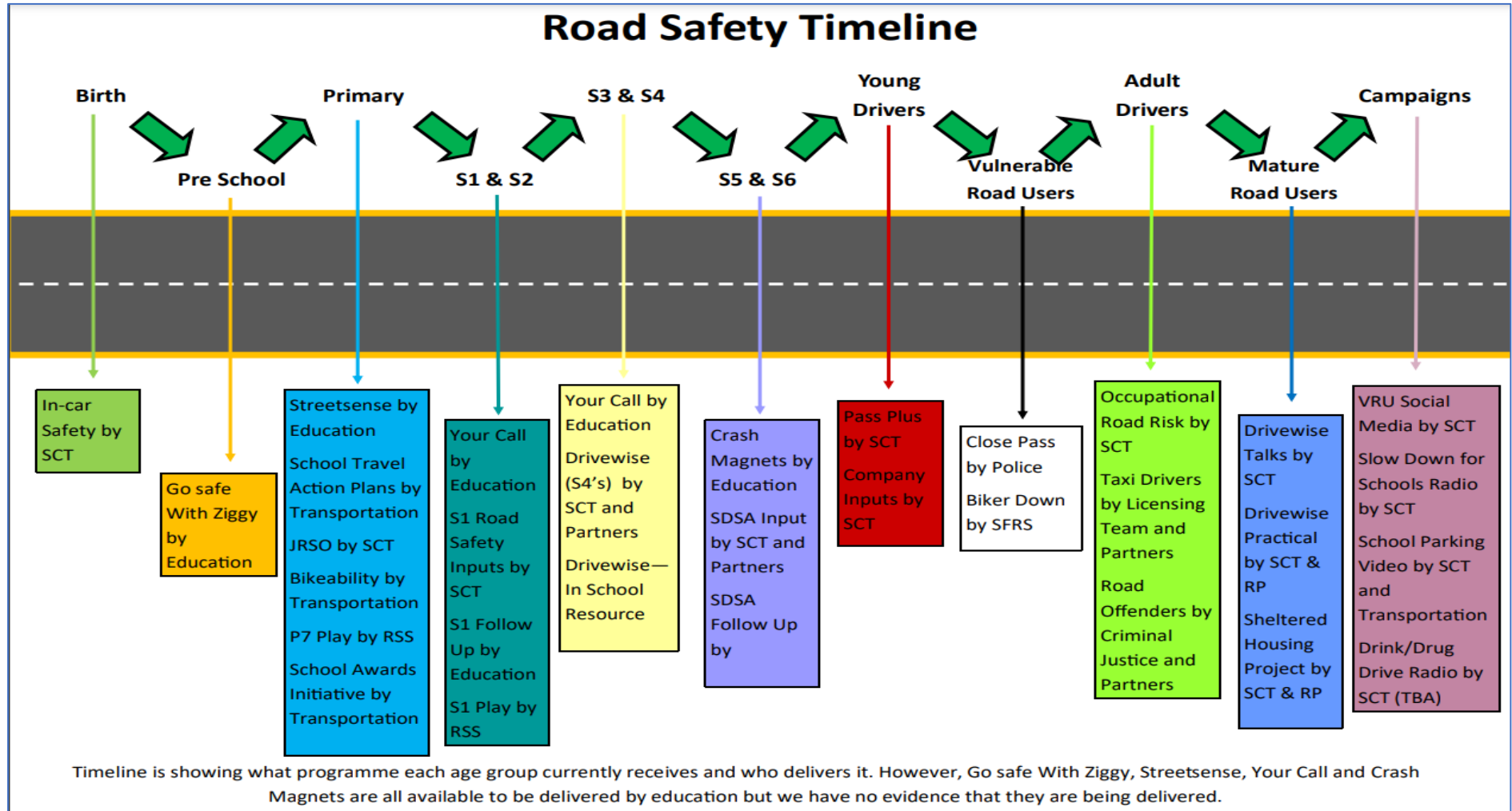
- *"I would like to say thank you to you and your organisation for assisting us and mediating a case which I know won't have been easy."*
- **Comment from Landlord** *"I totally support the findings of the Mediation Service and would appreciate it if you contact John and pass on my thanks for all the 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 continue 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 not fitted correctly.

### 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 – two meetings were held in this area during 2021-22.

### Secondary School

**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.

**Walking Routes to School** – one assessment was carried out alongside colleagues from Education and Transportation.

### 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

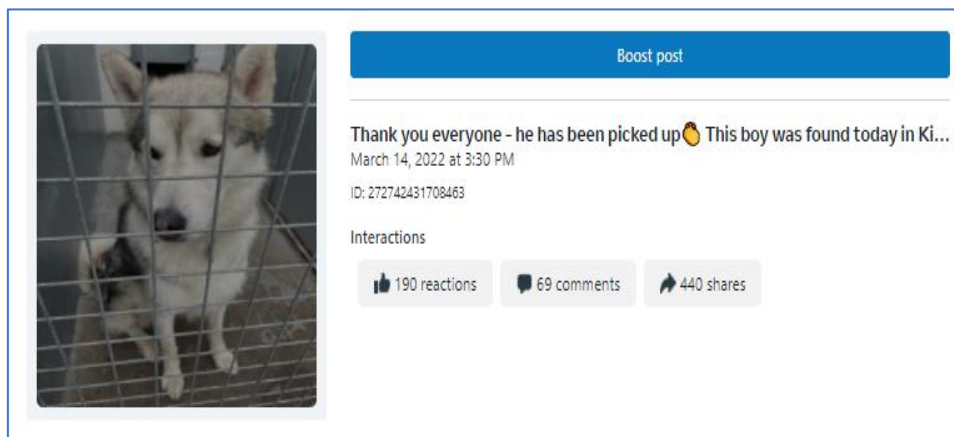
Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

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

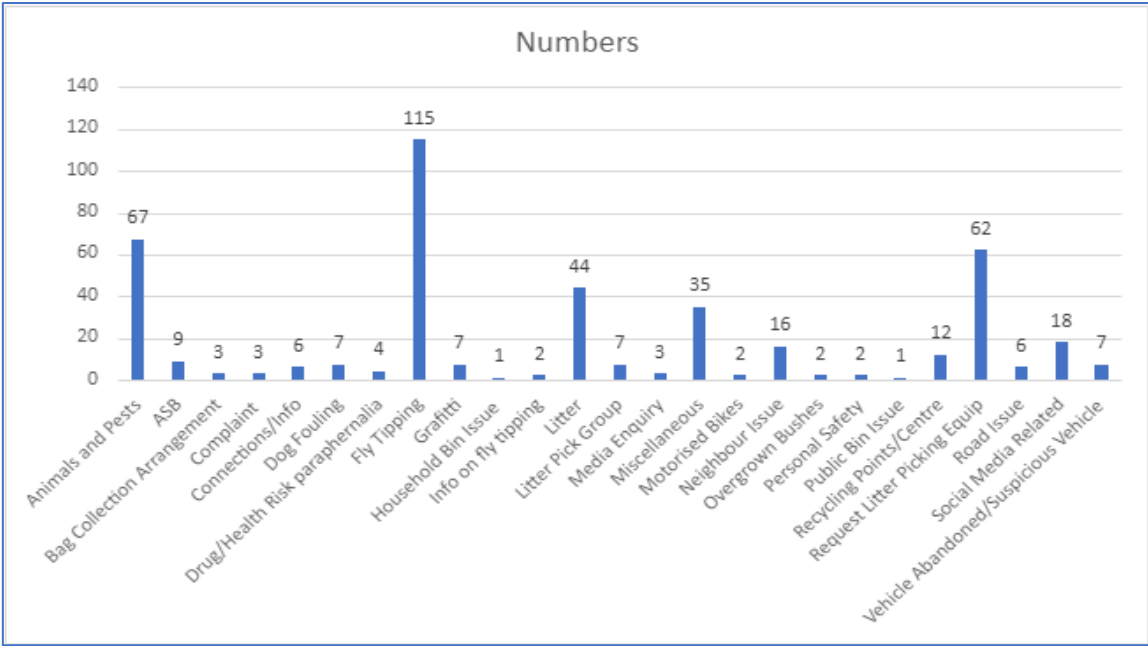
- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
  - Consent and dangers of porn
  - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice training 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

- 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:



9<sup>th</sup> November 2022

Agenda Item No. 05

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## Operational and Community Briefing on Policing Activities within Levenmouth

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**Report by:** Chief Inspector Chris Dow, Local Area Commander Levenmouth

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**Wards Affected:**

Ward 21 – Leven, Kennoway and Largo.

Ward 22 – Buckhaven, Methil and Wemyss Villages



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### Purpose

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This report provides Elected Members with information on matters impacting on or involving Police Scotland, which have relevance to community safety in the Levenmouth Policing Area.

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### Recommendation

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

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### Resource Implications

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There are no resource implications.

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### Legal & Risk Implications

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There are no identified legal or risk implications.

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### 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.

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### Consultation

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Consultation is an ongoing process with Elected Members, local communities through Community meetings and partner agencies through established meeting processes.



## 1.0 Background

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- 1.1 This report provides members with an update of the performance with regards to the Levenmouth priorities, campaigns and other initiatives, from **1st April 2021 to 31st March 2022**. All police activity highlighted in this report was undertaken in line with local and national objectives and in support of other organisational priorities within the Levenmouth policing area.

## 2.0 Levenmouth Local Area Policing Plan - Updates

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### 2.1 Levenmouth Local Policing – Overview



- 2.2 The Local Police Plan 2020-2023 demonstrates the commitment of local policing to ensuring the safety and wellbeing of the people and communities of Fife. The Plan ([Police Plan](#) link) identifies Divisional priorities as;
- Acquisitive Crime
  - Antisocial Behaviour
  - Violent Crime
  - Substance Misuse
  - Road Safety
- 2.3 The Levenmouth priorities have continued, as a result of ongoing and established engagement, to focus on:
- Acquisitive Crime
  - Antisocial Behaviour
  - Violent Crime
  - Substance Misuse
  - Road Safety
- 2.4 The Levenmouth Area Plan ensures that we whilst we take cognisance of the divisional priorities highlighted in the Fife Division Local Policing Plan 2020 - 2023

## OFFICIAL: POLICE AND PARTNERS

we address, by implementing a bespoke approach, the specific needs and concerns of local communities in Levenmouth and don't focus on a "one size fits all" approach – which could be to the detriment of the area.

- 2.5 Whilst Policing in 2021 – 2022 has to some degree returned to normality after the significant operational and logistical challenges faced during the COVID-19 pandemic, we have had a need to manage the impact of frequently changing restrictions during the reporting period. As we have adapted to the new normal and the expected return to a pre-pandemic workload, we have been keen to reassure the public, manage expectations and keep a keen eye on the ever changing threat.
- Police engagement with the public changed during the pandemic and this continued with face to face interaction remaining at a minimum. Police of course continued to attend calls where the risk, threat and harm dictated and were appropriately trained and equipped to do so safely, with additional PPE to reduce risk to the public and the officers themselves.
  - There is no doubt that the virus impacted staff absences and this was clearly in line with each wave reported nationally due to the COVID infection spread.
  - In contrast to the previous reporting period, a relaxation in restrictions means that Police intervention in the enforcement of COVID specific legislation fell dramatically. A positive response to the measured and appropriate response of the Police was noted and the scrutiny around actions confirmed public confidence was retained and actions deemed proportionate.
  - Levenmouth has seen an increase in traffic on the roads during the reporting period, and with it the workload this brings. We have worked hard to utilise the Improving Levenmouth Together team to maximise the Policing enforcement of the road network. As the "work from home" guidance was eased, this meant that per-pandemic levels of road use were seen. Our adaptable and versatile local Officers have meant that we have been readily available to respond to the challenges faced.

### 2.6 Improving Levenmouth Together - Antisocial Behaviour



- 2.7 Following the successes of the Improving Levenmouth Together multi-agency programme in 2019 and 2020, the 2021 project commenced on 1<sup>st</sup> April 2021. The focus remained on the illegal use of motor/quad bikes, on-road offending, alcohol consumption in public places and the setting of small (secondary) fires.

## OFFICIAL: POLICE AND PARTNERS

- 2.8 The COVID-19 pandemic and subsequent lockdown, led to a natural reduction in calls to Police Scotland across all crime types. The funded officers remained dedicated to anti-social behaviour and despite the continued operational challenges, have produced outstanding results.
- 2.9 As with 2020, in 2021 the Improving Levenmouth Together programme led to a reduction in the number of youths congregating and drinking alcohol in public places, repeated thefts of commercial and domestic bins, which were subsequently set on fire, and acts of criminal damage and threats towards those wishing to protect their property.
- 2.10 Whilst there remains a reduction in the number of calls to Police Scotland, relating to the illegal use of motor/quad bikes, alcohol consumption in public places and the setting of small (secondary) fires, the focus remains on continuing to reduce the number of calls through enforcement, prevention and diversion activities.
- 2.11 Police Scotland are working with partners to introduce meaningful diversion opportunities, with a multi-agency approach to developing safe places for our young people to use, both inside and out, with the “right time – right place” environments and resources to thrive.
- 2.12 Improving Levenmouth Together includes collaboration with a number of partners, including;
- Police Scotland
  - Scottish Fire and Rescue Service
  - Fife Council Local Area Elected Members
  - Fife Council Safer Communities Team
  - Fife Council Housing
  - Fife Council Traffic Management
  - Fife Council - Parks, Streets and Open Places.
  - Fife Council - CLD
  - Local Housing Associations
  - Community Education
  - Education – Levenmouth Academy
  - Buckhaven Community Trade Hub
  - Kingdom Off Road Motorcycle Club
  - Clued Up
  - BRAG Enterprise (Benarty Regeneration Action Group)
- 2.13 From the start of April 2021, following the supported funding application by the Local Area Committee, Police had a dedicated team in place, carrying out high visibility and plain clothed deployments across all communities in both Wards 21 and 22.
- 2.14 The dedicated officers focussed on enforcement, but also looked at prevention options. The forthcoming Levenmouth Rail Project and Levenmouth Connectivity Project is going to offer landscape changes, which will aid crime prevention, through early engagement with a number of Policing contacts including Architectural Liaison Officers and Community Safety Advisors. Police Scotland are involved in these projects and are actively working with partners to create safe environments.

OFFICIAL: POLICE AND PARTNERS

2.15 Performance / Outcomes

Raw data below provides an overview of current calls to the Police by comparison to the same periods in 2018, 2019 and 2020. As can be seen, we have continued to see a significant decrease in both motorbike / quad bike calls.

**Motor / Quad Bike Calls (Police figures)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
2018/19	50	96	100	155	139	154	110	16	25	35	41	60	981
2019/20	47	37	33	35	41	28	28	14	22	19	20	14	338
2020/21	46	35	37	30	33	10	4	13	18	17	26	12	281
2021/22	25	11	13	8	13	17	4	9	6	14	12	8	140

The number of secondary fires however has seen a slight increase, however figures are still significantly lower than pre pandemic times, as can be seen below.

**Fire Calls (Police figures)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
2018/19	22	14	22	33	20	16	28	20	30	15	20	16	256
2019/20	33	12	13	12	19	15	11	9	11	14	10	16	175
2020/21	16	12	7	11	6	5	9	11	12	5	5	15	114
2021/22	28	9	11	21	2	14	5	11	10	9	13	31	164

This year on year there has been a partnership approach to both enforcement and prevention of these crime types. The introduction of the SFRS youth volunteers and associated schemes will highlight certain crime types amongst young people and encourage further impact education.

There is undoubted financial savings in terms of the call reduction in terms of all the services who would be involved in dealing with these incidents. Whilst it is difficult to apportion a monetary value to this, but the benefits are clear.

2.16 Over the course of the 2021/22 Improving Levenmouth Together programme, the following results were achieved;

- **36** vehicles seized - this includes Motorbikes, Cars and Quads.
- **311** people charged in connection with Anti-social behaviour and Road Traffic offences.
- **5** Warrants executed at high tariff ASB addresses in relation to stolen bikes. Quantity of drugs recovered.
- **4** stolen vehicles recovered in Levenmouth.

## OFFICIAL: POLICE AND PARTNERS

- **91%** decrease in motorbike related calls between 2018 / 2019 to 2021 / 2022
- **50%** reduction in calls relating to ASB use of Motorbikes compared to last year.

2.17 Improving Levenmouth Together continues to establish itself as a sustainable partnership through 2021-2022 with partners continuing to engage and commit to the aims and objectives. It is anticipated this programme will continue to evolve, with added strands of drug and alcohol misuse and mental health. The partnership is to support communities and fulfil the overarching aim to support the wellbeing of the local Levenmouth people.

### 2.18 **Serious and Violent Crime – Area Overview**

Despite the expected rise in serious and violent crime as we came out of COVID restrictions, the key objective for Levenmouth officers has been to robustly respond accordingly. Levels into the reporting period have returned to pre-pandemic levels but detection rates continue to remain positive with over three quarters of violent crime resulting in the offenders being brought to justice. The presence of high visibility patrols, in the right areas, at the right times, continued over the course of the year with positive engagement taking place with people using public and open spaces.

Domestic criminality as always remains a focus for Police Scotland. Domestic incidents are scrutinised each day with a focus on apprehending offenders and supporting survivors with prevention, on-going support and referral to third party support services. Police Scotland work closely with partners, nationally and locally to support survivors and witnesses.

### 2.19 **Road Safety and Road Crime – Area Overview**

We are working closely with P Division Road Policing to deliver on the prevention and enforcement strategy to aid road safety.

We fully support local and national initiatives to reduce road crime and road casualties. Education remains at the heart of our prevention strategy and we support this with positive engagement with groups from nursery age upwards.

Now that entry to schools is possible again, the road safety initiative 'Safe at School' will be picked up and delivered in 2022 as we look to encourage the safe travel and parking around our schools. This is a project that involves the pupils designing banners for their schools promoting driving safely and parking responsibly to empower parents and guardians to listen to the advice. This will be delivered by Area Ward Officers. Further collaborative work continues in respect to the Safer Routes to / from schools and the encouragement to develop the role of Junior Road Safety Officers (JRSO's).

Levenmouth staff were involved in the divisional "Slow down for Schools" campaign run in conjunction with Fife Council and Kingdom FM providing the voice for messages at key times in the school day to educate drivers when in the vicinity of schools and the impact that speed can have.

We review information and intelligence on a daily basis and ensure targeted speed site deployments, supplemented where necessary by the use of Pop up Bob and

## OFFICIAL: POLICE AND PARTNERS

Pop up Bairns. In addition, we receive support for our colleagues in Road Policing, and the Safety Camera Partnership.

Information and intelligence is received from a variety of sources in respect to individual's intent on using our roads to support the commission of crime or in circumstances where their use of vehicles infringes upon road traffic legislation. Such information and/or intelligence is assessed, and action taken where it is deemed proportionate, legal and necessary.

We are striving towards delivering the first Community Speedwatch in Levenmouth, through engagement with our communities in Lundin Links and Largo. This should be implemented in 2023.

### 2.20 **Misuse of Drugs / Alcohol Abuse – Area Overview**

Tackling the misuse of alcohol and drugs remains a priority in Levenmouth.

Our prevention strategy remains focussed on working with our partners and signposting individuals to supporting services.

Our targeted enforcement activities in respect to the misuse of drugs continue, with successful outcomes reported via media channels. We saw an increase in drugs charges in Levenmouth rising from 209 in 2019 to 257 in 2020. With a shift towards supporting those suffering addiction and a focus on diverting drug users to support partners, we have seen a decrease in 2021, with 194 recorded incidents resulting in 187 charges (as detailed below).

<b>LM</b>	<b>Recorded Charges 2021-22</b>	<b>Detected Charges 2021-22</b>
Supply of drugs - Total	22	20
Possession of drugs - Total	172	167
<b>Drugs - Total</b>	<b>194</b>	<b>187</b>

We also continue to target alcohol related criminality (e.g. consume alcohol in public). We have seen an increased in charges rising from 35 in 2019 to 79 in 2020. This level has been maintained with a further 79 people charged in 2021

Enforcement activity is supported by the invaluable information we receive from our partners and members of our communities. This allows us to continue to detect, disrupt and deter such activities.

Through engagement with DAPL and Clued Up, there is an appetite from Police Scotland to look at prevention of young people and adults engaging in drug and alcohol abuse. Enhanced partnership working and signposting to support agencies, will provide those affected by drug and alcohol abuse, with a wraparound service.

- 2.21 There is no current performance data, which can be broken down to area. An appendix has been included with this report, entitled; **LOCAL AUTHORITY SCRUTINY BOARD – Fife**, which provides Fife wide data.

### **3.0 Ward 21 – Leven, Kennoway and Largo and Ward 22 Methil, Buckhaven, Wemyss.**

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Previously this section has been split into individual wards, however with the implementation of Improving Levenmouth Together, there is a more collaborative approach to both wards combined. The following is a summary of crime trends and our actions to tackle the issues.

#### **3.1 Ward Crime Update**

The following outlines an update on crime during the review period, excluding sexual and domestic crimes.

#### **3.2 Anti-Social Behaviour**

There has also been a notable rise in neighbourhood disputes in both ward areas. It is believed that this is somewhat down to people being home more than they would have been pre pandemic, particularly with the number of people now working from home. The period of lockdown also created issues within neighbour relations that are irremediable. These are being robustly managed by our Area Ward Officers and regular communication is taking place with Fife Council and Housing Associations to counter these and prevent further criminality occurring.

Antisocial behaviour remains a priority for Police Scotland, P Division (Fife) and Levenmouth. Our focus is on prevention and enforcement when criminality is reported.

Through the focus of the Improving Levenmouth Together enforcement and prevention teams, there has been notable success in dealing with offenders and putting measures in place (e.g. bail / undertaking conditions) to prevent these persons from committing further criminality.

The focus remains on preventing antisocial behaviour, motorbikes and wilful fire-raising through the Improving Levenmouth Together programme and partnership working with the Community Trade Hub, Fife Council, Game on Scotland and Kingdom Off Road Motorbike group.

#### **3.3 Assault and Violent Crime**

Assault and violent crime by its very nature is difficult to prevent, particularly in residential properties.

## OFFICIAL: POLICE AND PARTNERS

Through regular high visibility patrols, weekend Improving Levenmouth Together deployments and joint working with Safer Communities, we continue to develop our preventative strategy towards prevention of assault and violent crime.

### 3.4 **Road Safety and Road Crime**

Road safety and road crime remain a priority Levenmouth.

The current focus is to develop a Community Speedwatch team in the Levenmouth areas in response to ongoing complaints around speeding in the towns and villages. This will require Area Ward Officers to co-ordinate a group of volunteers and manage their deployments. A group of volunteers have been identified in Lundin Links and Largo and now that restrictions are lifted, they will be trained for deployment in 2023.

As a local area, we have executed local road policing action plans and regularly conduct joint operations with our road policing colleagues. The long-term focus is to deploy dedicated officers to prevent and enforce road policing.

There has been a focus on Education, with PC Cartwright delivering Safe Drive Stay Alive presentations to senior pupils at Levenmouth Academy, who are at an age where they will be learning to drive. This is a hard-hitting presentation to raise awareness around a variety of dangers associated with driving and the consequences of poor decision making whilst driving.

Through contact with Fife Council, we have established links to be involved in consultation, with road changes. This is proving valuable in terms of our interaction with members of the public and understanding their concerns.

### 3.5 **Misuse of Drugs and Alcohol Abuse**

We are continuing to work closely with our partners to tackle misuse of drugs and alcohol abuse in the area.

Through our Improving Levenmouth Together programme, we intend on working closely with Health, Education and third sector support agencies, to promote health and wellbeing for young people in the area and tackle those turning to drug and alcohol abuse.

Through enforcement, we are providing our communities with reassurance that drug dealing will not be tolerated. The pro-active nature of our teams at Levenmouth has led to a number of positive results and persons reported to the Crown Office and Procurator Fiscal Service (COPFS).

Through engagement with DAPL and Clued Up, there is an appetite from Police Scotland to look at prevention of young people and adults engaging in drug and alcohol abuse. Enhanced partnership working and signposting to support agencies, will provide those affected by drug and alcohol abuse, with a wraparound service.



## 5.0 Working in Partnership – Updates

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5.1 Internal and external partnership work continues with focus to support local policing plans and the priorities as detailed in the Plan For Fife, 2017-2027, under the themes of 'Thriving Places' and 'Community Led Services'.

### 5.2 Improving Levenmouth Together

Improving Levenmouth Together is the initiative to counter anti-social behaviour in partnership with a number of stakeholders and has evolved into a brand for policing in Levenmouth that is built on collaborative working, which is now being utilised as the concept for the initiatives and projects we are looking to progress. It has also gained notoriety throughout the United Kingdom as a blue print towards collaborative working to tackle various issues in our Community.

Improving Levenmouth Together provides a recognisable name for the initiatives and is indicative of the aim. We have developed a number of initiatives over the last year to complement our preventative strategy.

- Levenmouth Friday Night Events

Friday night football continued during this reporting period. This is arranged through Coalfields Regeneration Trust; branded Game on Scotland. SFA coaches through Active Fife are running the session with Police Officers offering support during each session.

Partner agencies will engage in these activities in order to interact with young people and provide a wraparound service in terms of the local support services available.

Further events have been held in tandem with Friday night football, including Kingdom Off-Road running motorbike events, to capture extra attendees. These additional events will be equal, inclusive and diverse, to ensure maximum participation.

- Levenmouth Mental Health Initiative

A mental health initiative was agreed between Fife Health and Social Care Partnership, SAMH, Scottish Ambulance Service, Leven Baptist Church and Police Scotland. The introduction of an additional provision in Levenmouth has helped complement the existing services and provisions. Sam's Café in Leven, now offers provision in the form of drop in and peer support services.

## OFFICIAL: POLICE AND PARTNERS

- Community Trade Hub

Collaborative working with the Community Trade Hub has seen us support the Guided Start programme and the Youth Task Force initiative. Both are innovative approaches in engaging young people in learning environments. The concept is to deliver educational environments to deliver training in a variety of trades, catering, hospitality, and horticulture. The projects will engage over 100 young people and provide them with the skills and qualifications to reach a positive destination. This engagement helped to significantly reduce anti-social behaviour during the school holidays as well as term time.

- Levenmouth Retail Crime Initiative

This initiative was launched in 2018 with all retail and commercial premises visited by local officers. Store architectural surveys and staff training on retail crime prevention and offender de-escalation were carried out.

A Retail Watch contact list was also created with contact made via email and telephone. This communication tool allows the local police to contact everyone in the town centre area with up to date advice and warnings in respect of crime trends, crime prevention techniques and offers of support regarding personal safety and crime prevention. This is a two-way communication tool which will allow premise owners and staff to contact the police with questions and concerns. The scheme was supported with high visibility corporate signage and window stickers.

- Levenmouth Pub Watch Initiative

This initiative allows us to work with local public houses and establish a communication network between them and our officers to assist in preventing crime and improve the safety for their bar and security staff.

Our local Community Safety Officers is heavily involved in Best Bar None and has offered training and advice to assist in operating safely and providing an improved service to customers.

- Forecourt watch

Forecourt Watch is a crime reduction partnership initiative designed to meet the requirements of both police and fuel retailers within Levenmouth. It ensures that police, oil companies and fuel retailer's work together to meet agreed crime reduction objectives while reducing demands on police resources. It targets multiple offenders and introduces tested procedures to minimise retailer losses. In areas where Forecourt Watch schemes operate, research shows that associated crime can be reduced by more than 50%.

### 5.3 **Police Scotland Youth Volunteers (PSYV) -**

PSYV Levenmouth continues to be a fantastic initiative, which is co-ordinated by a number of adult volunteers. These volunteers dedicate their time, effort and commitment to meeting the aims and objectives of PSYV, whilst providing youths from diverse backgrounds with an opportunity to develop themselves in a safe and thriving environment. The group continue to operate from Levenmouth Academy every Monday evening with 20 Youth Volunteers and 12 Adult Volunteers within the group.

The group have nearly been running for four years and have achieved the PSYV Silver Award, which is an absolutely fantastic achievement and testament to the hard work and dedication of the volunteers and the young people.

## **6.0 Public Engagement – Updates**

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6.1 Public engagement remains key to providing reassurance and confidence in the local police.

6.2 Below is a summary of our engagement over the reporting period;

- Primary School / Nursery Engagement
- Levenmouth Academy – Continued Engagement / Safety Inputs
- Fife College, Levenmouth Campus - Continued Engagement / Safety Inputs
- PSYV Deployments – Fundraising for foodbanks
- Local Events
- Elected Members Engagement
- Community Council Meetings
- Ward Meetings
- Levenmouth Forecourt Watch
- Pop Up Surgeries
- Sheltered Housing Engagement (Drop Ins)
- Crime Prevention Surveys – Business / Residential
- After Dark Campaign – Winter Home Security
- Rural Watch
- Social Media Engagement (Twitter - 13,000 Followers).

6.3 Below is a summary of our additional planned engagement;

- Monthly Engagement – Community Council Chairpersons
- PSYV Deployments – Foot Patrols
- Improving Levenmouth Together Initiatives
- Retail Crime Initiative
- Pub Watch Initiative

## 7.0 Licensed premises

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- 7.1 Licensed premises are subject to Red, Amber and Green (RAG) grading system, which highlights specific premises that, for a variety of reasons, have come to the notice of the police. The definition of the three RAG categories is as outlined below:
1. **Red** - Problematic Premises (highest grading)
  2. **Amber** - Premises subject to formal intervention (subject to some form of monitoring & intervention where appropriate), and
  3. **Green** - Monitored Premises – (all reported incidents)
- 7.2 There are no licensed premises within Levenmouth requiring intervention at this time.
- 7.3 All incidents and crimes occurring within or linked to licensed premises are the subject of a licensed premises report. This allows us to continually monitor the management of premises and assess whether enhanced measures are required. Regular contact with our colleagues in Licensing allows for any issues to be highlighted at an early stage, action taken and resolved before its allowed to escalate.
- 7.4 Our in-depth liaison with partners and robust management of licenced premises and positive engagement with our licensees though “Pub Watch” and similar allows a clear message to be sent to those intent on disorder that Police action will be robust and her directed patrols, which involves high visibility patrols, visits and checks of our licenced premises.
- 7.5 Our work to engage with a “Pub Watch” scheme has proven successful where licensed premises and our partner agencies focus on preventing criminality and explore further positive engagement with our communities. Integrating into this has allowed for the relevant partnership working and information sharing when appropriate. The positive relationship gained during the COVID pandemic remains our focus maximising ongoing engagement for the future.

## 8.0 On the Horizon – Significant matters ahead

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- 8.1 Our priorities require clear focus and the deployment of resources to address community concerns. This requires considerable investment across all sectors as we look to implement, short, medium and long term strategies to provide reassurance and maintain public confidence in service provision. Locally we continue to expand the ILT initiative and look at Mental Health provision in the Levenmouth area, ensuring that Police are not negatively impacted in terms of resourcing but more importantly ensuring that those in need receive the right care at the right time.
- 8.2 Seasonal trends are acknowledged, and we are prepared for what we would expect to see over the winter months, with particular focus upon -
- Acquisitive Crime
  - Antisocial Behaviour

## OFFICIAL: POLICE AND PARTNERS

- Violent Crime
- Substance Misuse
- Road Safety

As the effects of the ongoing financial crisis develop, there is likely to be an associated rise in crimes of dishonesty and the clear correlation between that and those struggling to make ends meet. With this will be the requirement for Officers in contact with vulnerable members of our society to be able to signpost accordingly.

- 8.3 We continue to seek new and innovative ways to improve upon our prevention, intervention and enforcement activities, through shared learning of best practice and the support from our well-established partnerships. As the new Levenmouth Rail project gathers pace, liaison with partners will increase accordingly, ensuring that local Policing provides support at all stages. Diversifying our approach with the purchase of electric cycles supported by the LAC, is a small option for improving our intervention capacity and access to the more rural areas of the ward areas such as the proposed rail network particularly during construction.
- 8.4 We also continue to seek further networking opportunities with a focus on keeping those who live, work and visit our area safe and prioritising diversion schemes to deal with offending at the core and include a prevention strategy.
- 8.5 We have seen the opening of the Improving Levenmouth Together hub shop on the High Street in Leven. Police Scotland continue to support this into the 2022-2023 period along with financial support from the Communities Fund - for Game on Scotland and The Community Trade Hub.
- 8.6 The Community Policing Team is as follows;

Chief Inspector Chris Dow	-	Local Area Commander
Inspector Matt Spencer	-	Community Inspector
Sergeant Craig Fyall	-	Community Sergeant
Constable Gordon Latto	-	Ward 21 Community Constable
Constable Steven Hathaway	-	Ward 21 Community Constable
Constable Gill Tetlow	-	Ward 22 Community Constable
Constable Neil Murray	-	Ward 22 Community Constable
Constable Richard Cartwright	-	Education Liaison / PSYV Levenmouth

Members are invited to note and comment on the content of this report as per the recommendations made at the front of the report.

### **Report Contact**

Chief Inspector Chris Dow  
Levenmouth Area Commander  
Telephone: 01592 418910  
Email – christopher.dow@scotland.pnn.police.uk

9<sup>th</sup> November 2022  
Agenda Item No. 06

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## **Scottish Fire and Rescue Service**

# **Local Plan Annual Performance Report**

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**Report by:** Niall Miller, Station Commander for the Levenmouth Area.

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**Wards Affected:** All

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### **Purpose**

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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 have an overview of the Scottish Fire and Rescue Service (SFRS) Levenmouth Committee Area - against its key performance indicators (KPIs)

### **Recommendation(s)**

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The committee is asked to:

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

### **Resource Implications**

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Not applicable

### **Legal & Risk Implications**

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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**

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An Equality Impact Assessment checklist is not required as this report does not have any immediate implications for service delivery and policy.

### **Consultation**

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This document is circulated amongst SFRS Fife Commanders and appropriate partners to enable areas of high incidence to be scrutinised for reduction strategies.



# ANNUAL PERFORMANCE REPORT

**April 2021 – March 2022**

*Covering the activities and performance in support of the Levenmouth Local Area Fire Plan.*



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## 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.

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for a safer Scotland**

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>Definitions</b>	4
<b>Introduction</b>	6
<b>Quarterly Performance Summary</b>	7
<b>Quarterly Performance Highlights</b>	8
<b>Domestic Fire Safety</b>	9
Accidental Dwelling Fires	9
Accidental Dwelling Fires Fatal Casualties	10
Accidental Dwelling Fires Non- Fatal Casualties	11
<b>Deliberate Fire Setting</b>	13
Deliberate Primary Fires	13
Deliberate Secondary Fires	14
<b>Built Environment</b>	16
Non- Domestic Building Fires	16
<b>Unwanted Fire Alarm Signals</b>	18
Unwanted Fire Alarm Signals	18
<b>Transport and Environment</b>	20
<b>Water Related Special Service Incidents</b>	20
Road Traffic Collision (RTC) Incidents	21
Fatal RTC Casualties	22
Non- Fatal RTC Casualties	23
<b>Conclusions</b>	25
<b>Background Papers</b>	25



## **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 (UFAS)**

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).

# 1. INTRODUCTION

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1.1 This annual 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 support the delivery of the Levenmouth Area Fire plan in support of the SFRS Fife Local Fire and Rescue Plan 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 Fife

- **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 Fife

- **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

## 2. PERFORMANCE SUMMARY

2.1 The table below provides a summary of annual activity 2020-2021 and a comparison of the previous year's activity.

It aims to provide at a glance our direction of travel based on the previous year's figures.

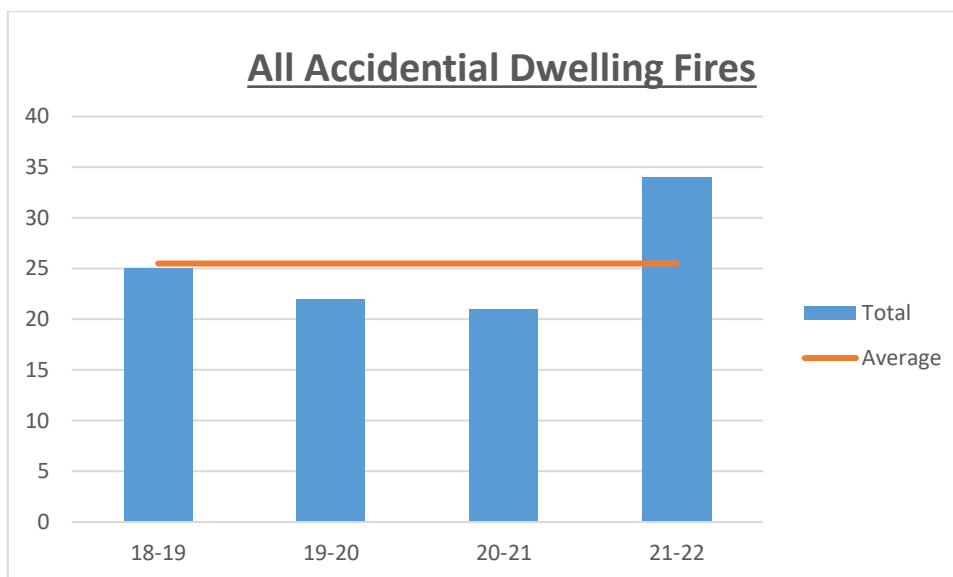
<p><b>Accident Dwelling Fires</b></p>  <p>2022 = 34 2021 = 21</p>	<p><b>ADF Fatal Casualties</b></p>  <p>2022 = 1 2021 = 0</p>	<p><b>ADF Non-Fatal Casualties</b></p>  <p>2022 = 4 2021 = 7</p>
<p><b>Deliberate Primary Fires</b></p>  <p>2022 = 23 2021 = 13</p>	<p><b>Deliberate Secondary Fires</b></p>  <p>2022 = 214 2021 = 140</p>	<p><b>Non-domestic Building Fires</b></p>  <p>2022 = 11 2021 = 13</p>
<p><b>Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>2022 = 0 2021 = 0</p>	<p><b>Non-Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>2022 = 0 2021 = 0</p>	<p><b>Unwanted Fire Alarm Signals</b></p>  <p>2022 = 155 2021 = 97</p>
<p><b>Road Traffic Collision (RTC) Incidents</b></p>  <p>2022 = 4 2021 = 12</p>	<p><b>Fatal RTC Casualties</b></p>  <p>2022 = 0 2021 = 2</p>	<p><b>Non-Fatal RTC Casualties</b></p>  <p>2022 = 6 2021 = 9</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;

- **Accidental Dwelling Fires** - There were 34 during this reporting period which is an increase of 13 compared to last year's figures which is above the 4-year average.
- **Accidental Dwelling Fire Fatal Casualty** - There was one fire fatality during this reporting period.
- **Accidental Dwelling Fires Non-Fatal Casualties** - There were 4 casualties during this reporting period which is a decrease of 3 compared to last year's figures which is below the 4-year average.
  - **Deliberate Primary Fires** - There were 23 during this reporting period. This is an increase of 10 compared to last year's figures and below the 4-year average.
  - **Deliberate Secondary Fires** – There were 214 during this reporting period. This is an increase of 74 compared to last year's figures and above the 4-year average.
  - **Non-Domestic Building Fires** - There were 11 during this reporting period. This is a decrease of 2 compared to last year's figures and below the 4-year average.
  - **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** - There were 155 during this reporting period. This is an increase of 58 compared to last year's figures and above the 4-year average.
  - **Road Traffic Collisions** There were 4 during this reporting period. This is a decrease of 8 compared to last year's figures and below the 4-year average.
  - **Fatal RTC Casualties** – There were no fatalities during this reporting period. This is an decrease of 2 compared to last year's figures.
  - **Non-Fatal RTC Casualties** - There were 6 during this reporting period. This is a decrease of 3 compared to last year's figures which is below the 4-year average.

### 3. Domestic Fire Safety



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

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	17	12	15	24
Leven, Kennoway & Largo	8	10	6	10
<b>Total</b>	<b>25</b>	<b>22</b>	<b>21</b>	<b>34</b>

**Table 1 Accidental Dwelling Fires April – March 2018-2022**

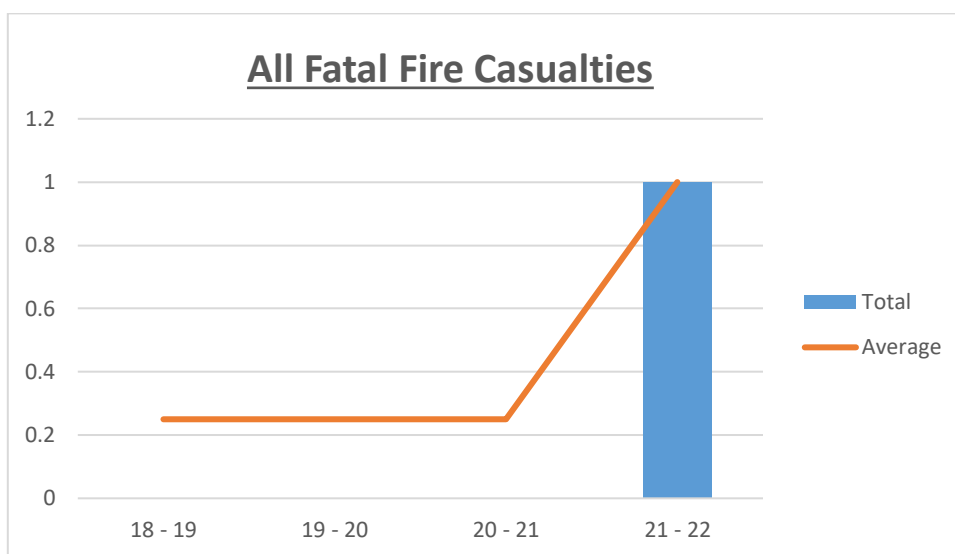
- 3.1 Accidental Dwelling Fires has increased compared to the previous year figures.
- 3.2 We have seen an increase in Accidental Dwelling Fires this reporting period up by 13 to 34, which is above the 4-year average.
- 3.3 20 of these recorded fires for this reporting period started within the kitchen area by cooking. 7 of these incidents were restricted to the item first ignited and 13 had either no or limited damage. 7 of these incidents were limited to the initial room of the fires origin.
- 3.4 It is pleasing to note that 29 out of these 34 addresses, a detection system was fitted and that on 23 occasions they operated and raised the alarm (on several occasions insufficient products of combustion were present to activate the alarm and the fire was

discovered and alarm raised by a person.) Twice an alarm operated and didn't raise the alarm due to other reasons.

3.5 11 of these incidents were resolved either without Scottish Fire and Rescue Service intervention, or by very limited action on arrival. 2 incidents required the use of a main firefighting jet and 2 required the use of a hose reel jet.

3.6 The information above describes a trend of reduction in severity. This can be attributed to the high number of detection systems being tested and where necessary fitted by SFRS and partners, which give an early warning of fire.

### 3.7 Fire Fatalities – Accidental Dwelling Fires



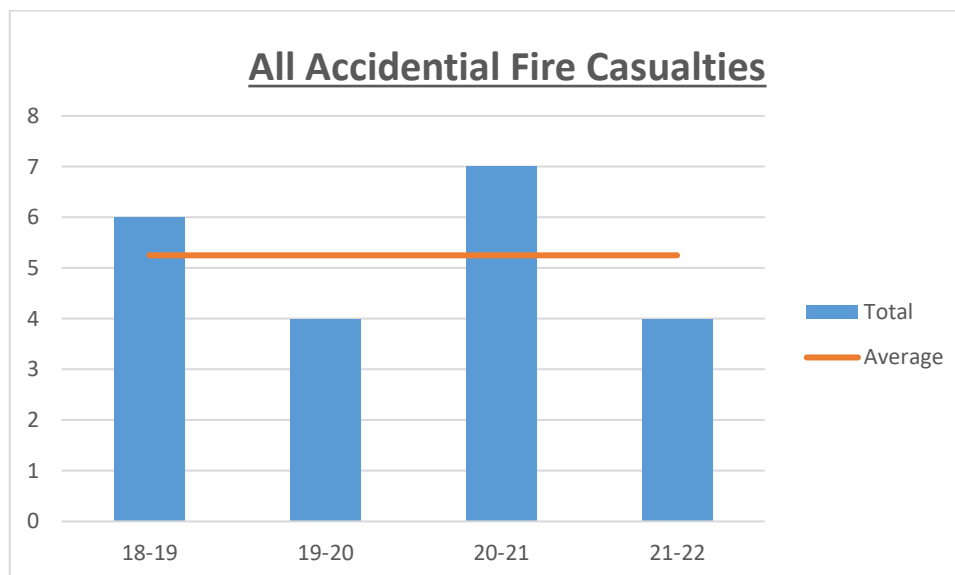
**Graph 2 Accidental Dwelling Fire Fatal Casualties – April – March 2018-2022**

Ward	18 - 19	19 - 20	20 - 21	21 - 22
Buckhaven, Methil & Wemyss Villages	0	0	0	1
Leven, Kennoway & Largo	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

**Table 2 Accidental Dwelling Fire Fatal Casualties, April – March 2018-2022**

3.8 Unfortunately, one fire fatality occurred within the Levenmouth Area for the reporting period of 2021-2022.

**3.9 Fire Casualties – Accidental Dwelling Fires (not including precautionary checks)**



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

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	6	4	6	4
Leven, Kennoway & Largo	0	0	1	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>

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

3.10 Fire casualties within dwellings have decreased by 3 this recording period compared to last year's figures.

3.11 Unfortunately there was 1 fire fatality during this recording period. Of the 3 other casualties recorded, none had to be physically rescued by SFRS personnel. 2 were transferred to hospital for treatment with slight burns sustained trying to deal with the fire prior to SFRS attendance. 1 received first aid given at the scene.



1 incident was due to cooking related activities within the kitchen and 2 were due to negligent use of equipment. 1 cause is unknown. 3 of these incidents required minimal firefighting action i.e. smothering / removing from heat source. 1 required the use of a hose reel jet. 3 incidents had working smoke detection fitted within which operated and raised the alarm.

### **3.12 Domestic Fire Reduction Strategy**

Home Safety Visits (HFSVs) play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. Station personnel recorded 510 completed visits in the reporting period across the Levenmouth area. 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.

This year's figure is significantly higher than last year's 210 due to various factors. Main one being the relaxation of Covid-19 National Government guidance as face to face HFSVs were re-introduced.

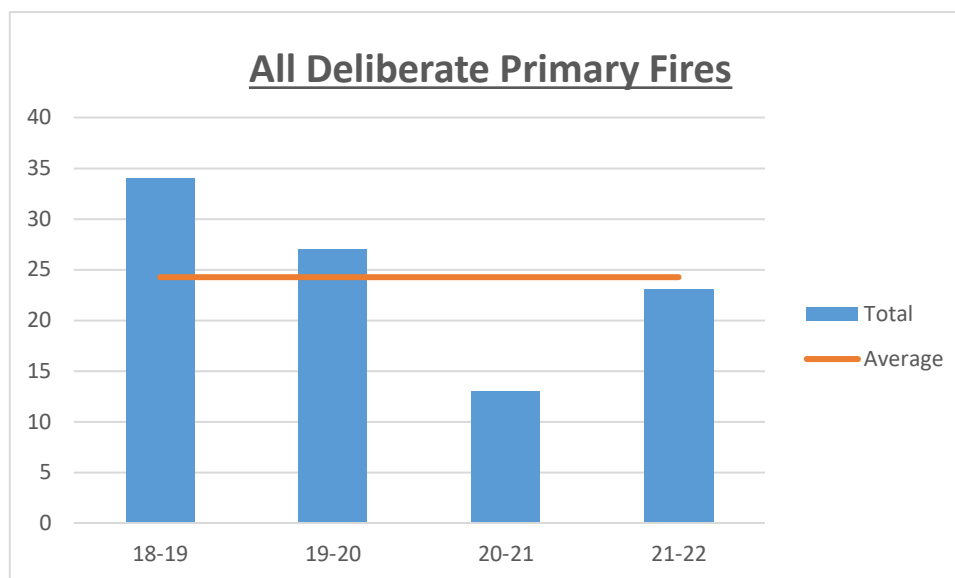
SFRS have also implemented a change in the HFSV approach. The focus is now on those most at risk and those visit requests from partners and individuals which record the occupier at a high risk of fire, those who record at low risk are contacted by telephone and provided information and further assessment of risk and mitigation measures by our dedicated community safety engagement team. This approach will result in a greater capacity to provide advice and guidance to those deemed at medium and low risk without visiting each property. This will result in a reduced number of physical visits being undertaken within households not at risk thus ensuring that teams can focus on those visits to high risk individuals within their home environment and work with them and partners to reduce the risk posed.

SFRS conduct Home Visits

- Householder request;
- Post Incident Response visits carried out after any incident at a house;
- No detection fitted within a house;
- Threat of Fire on the property;
- Partner Referrals.

## 4. Deliberate Fire Setting

### 4.1 Deliberate Primary Fires

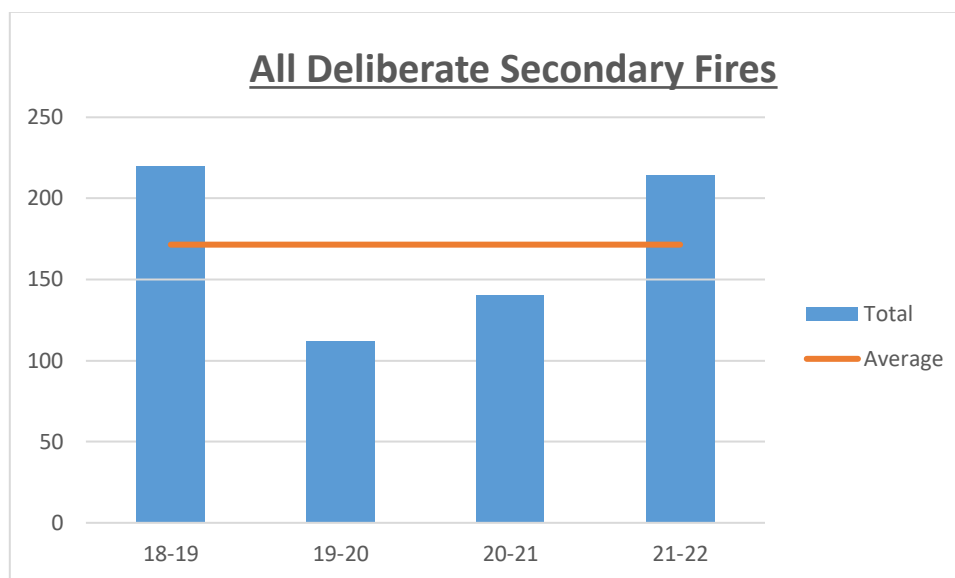


Graph 4 Deliberate Primary Fires April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	15	14	9	15
Leven, Kennoway & Largo	19	13	4	8
<b>Total</b>	<b>34</b>	<b>27</b>	<b>13</b>	<b>23</b>

Table 4 Deliberate Primary Fires April – March 2018-2022

## 4.2 Deliberate Secondary Fires



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

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	129	70	89	134
Leven, Kennoway & Largo	91	42	51	80
<b>Total</b>	<b>220</b>	<b>112</b>	<b>140</b>	<b>214</b>

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

- 4.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, sheds, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict vehicles.

- 4.4 The graphs and tables above show that Primary fires have increased by 10 to 23 this reporting year which is below the 4-year average of 24 for comparison purposes. Secondary Deliberate fires have increased by 74 to 74 which is well above the 4-year average of 171.

#### **4.5 Deliberate Fire Reduction Strategy**

We continue to target education and prevention activities in high activity areas to deliver education regarding the dangers and consequences of deliberate fire setting.

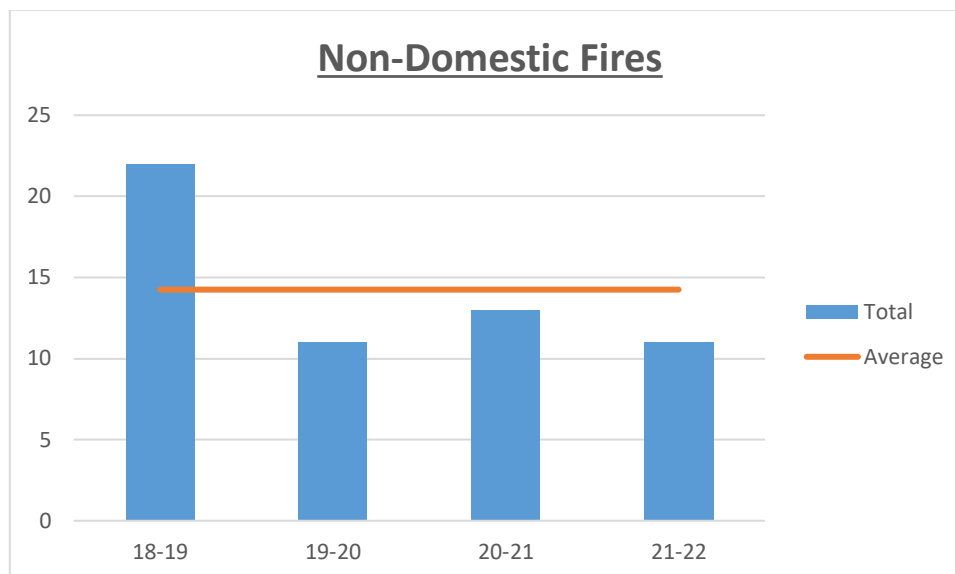
We are working closely with our Police and Local Authority partners to ensure that those responsible are identified and dealt with robustly. We liaise with premises occupiers both domestic and retail to give advice on refuse storage and security, which can be a target of deliberate fire setters.

Comprehensive Deliberate Fire Reduction Plans have been implemented in Levenmouth and continue to be developed and reviewed with partner agencies to address and reduce operational demand and anti-social behaviour to build on the significant reductions experienced. Deliberate Fires are discussed and reviewed when required with partner agencies to address and reduce operational demand and anti-social behaviour.

We have continually dedicated significant resources and time to achieve the above reductions whilst being supported by our local planning partners across Fife Council and Police Scotland.

## 5. Built Environment

### 5.1 Built Environment – Non- Domestic Fires



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

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	13	5	6	7
Leven, Kennoway & Largo	9	6	7	4
<b>Total</b>	<b>22</b>	<b>11</b>	<b>13</b>	<b>11</b>

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

5.2 The table above shows that Non-Domestic Fires have shown a decrease of 2 over this recording period, all of which were accidental.

Property Types ( Fires )	Non- Domestic
Non- Residential, Private Garden Shed	3
Non- Residential, Private garage	1
Residential Home, Nursing/Care	1
Food and Drink, Pub/wine bar/bar	1
Other Residential, Sheltered Housing - not self-contained	1
Industrial Manufacturing, Food and drink processing	1
Retail, Single shop	1
Non- Residential, Private Summer house	1
Education, Secondary school	1

5.3 There were no casualties or fatalities resulting from incidents within Built Environment Non- Domestic Fires during this recording period.

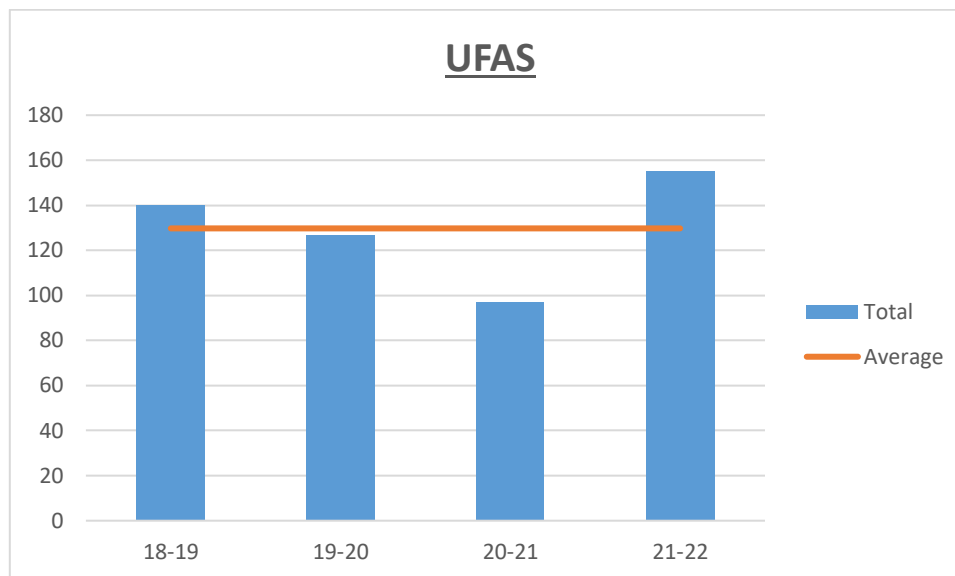
#### **5.4 Built Environment Fire Reduction Strategy**

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 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 in order to prevent further incidents of a similar nature.

## 6. Unwanted Fire Alarm Signals

6.1 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 over the four-year period. The table and graph below details the incident numbers over four years.



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

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	42	31	31	46
Leven, Kennoway & Largo	98	96	66	109
<b>Total</b>	<b>140</b>	<b>127</b>	<b>97</b>	<b>155</b>

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

6.2 This period has seen an increase of 58 calls from the previous recording year. Various reasons for UFAS include many people going back into relevant premises after government relaxing guidance, and an increase Fire Detection Systems being fitted within school premises and NHS buildings along with problematic systems within known premises. There are 56 property types recorded, however I have put the top 20 property types encountered for this reporting period and our focus for further reductions in 2022 /23.

Property Types	UFAS
Residential Home, Nursing / Care	98
Industrial Processing, Distillery plant (including alcohol)	78
Hospitals and medical care, Hospital	68
Education, Infant / primary school	53
Other Residential, Sheltered Housing - not self-contained	21
Residential Home, Retirement / Elderly	17
Industrial Manufacturing, Food and drink processing	16
Education, Secondary school	14
Industrial Processing, Chemicals	14
Sporting venues, Golf Clubhouse	12
Public admin, security and safety, Fire station	10
Retail, Bakery	9
Entertainment and culture, Community centre / Village or Parish Hall	8
Public Utilities, Telephone exchange	8
Entertainment and culture, Sports and Social club	6
Other Residential, Hostel (e.g. for homeless people)	5
Education, Pre- School / nursery	5
Sporting venues, Swimming Pool	5
Hospitals and medical care, Doctors surgery	4
Hospitals and medical care, Day care centre (drop in centre)	4

### 6.3 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. The UFAS Champion will continue to engage robustly with duty holders and occupiers to drive these types of incident down. A new SFRS UFAS policy will go live within the year.

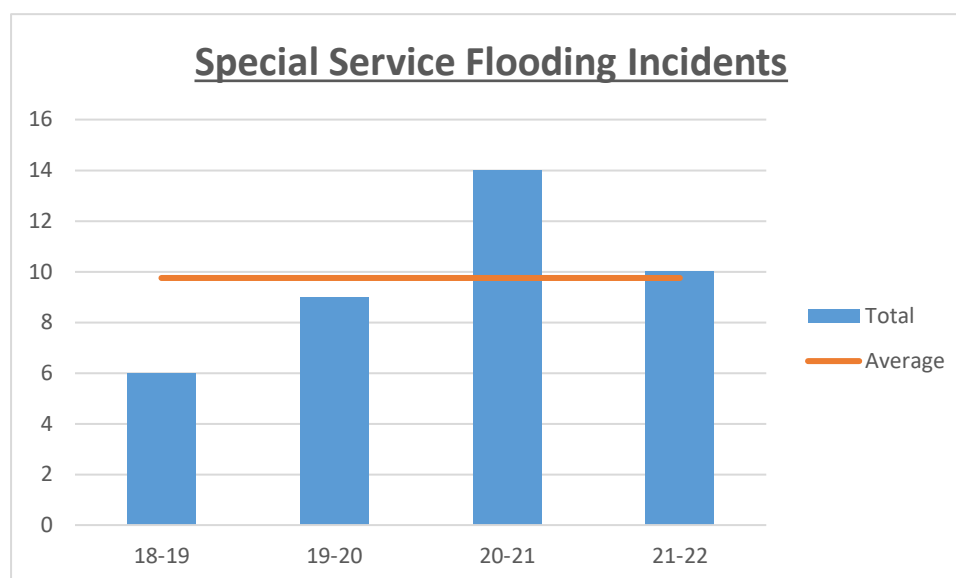


## 7. Transport and Environment

7.1 These will be monitored alongside Police Scotland RTC Incidents information

### 7.2 Water Related Incidents

Water related incidents have decreased by 4 during this recording period to 10. 6 involved SFRS making the incident safe, 3 involved us giving advice only.



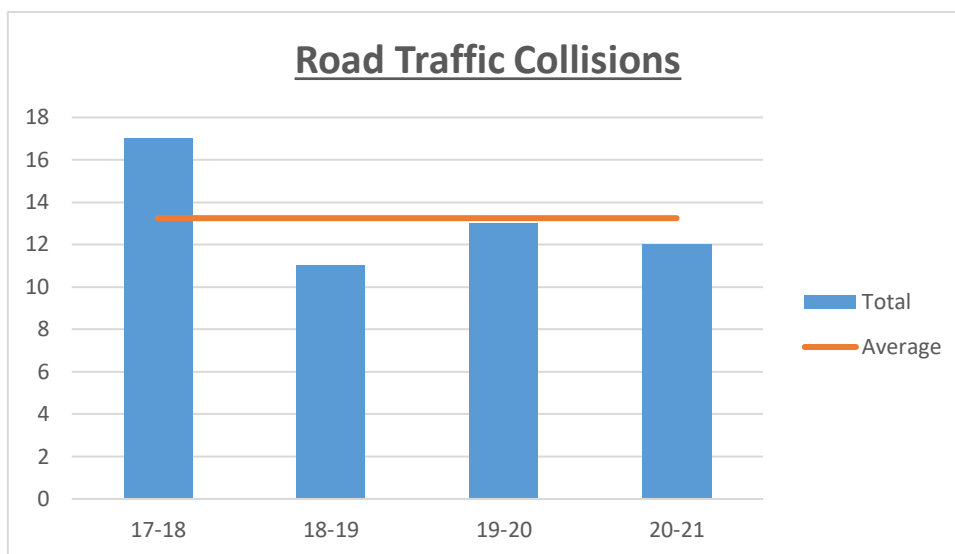
**Graph 8 Special Service, Water Related Incidents April – March 2018-2022**

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	5	5	9	6
Leven, Kennoway & Largo	1	4	5	4
<b>Total</b>	<b>6</b>	<b>9</b>	<b>14</b>	<b>10</b>

**Table 8 Special Service, Water Related Incidents April – March 2018-2022**

### 7.3 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 Fife.



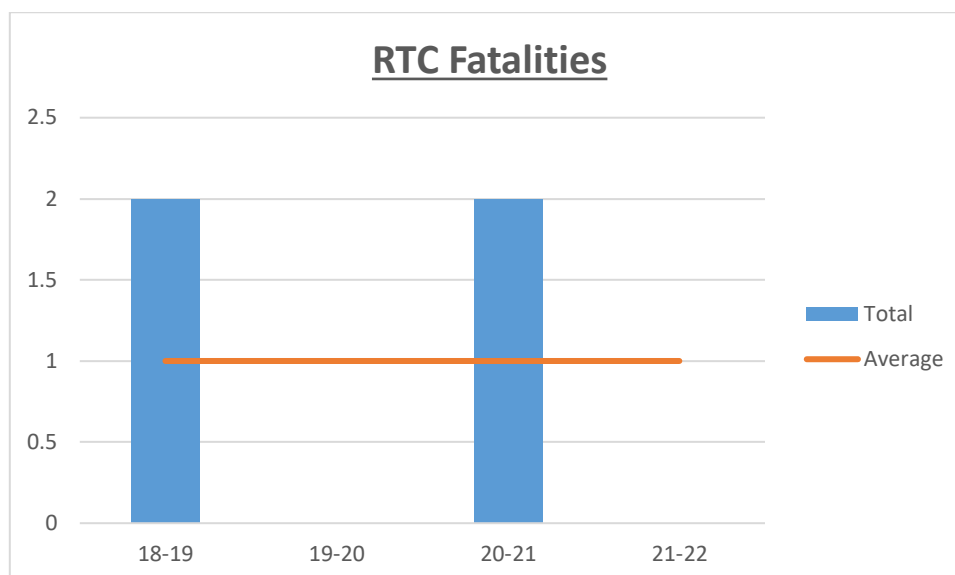
**Table 9 Road Traffic Collisions April – March 2018-2022**

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	5	6	8	3
Leven, Kennoway & Largo	6	7	4	1
<b>Total</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>4</b>

**Table 9 Road Traffic Collisions April – March 2018 - 2022**

7.4 SFRS have responded to 4 RTCs during this reporting period. This is a decrease of 8 compared to last year's figures. Scrutiny of these RTCs locations has shown no hotspot areas have been identified.

## 7.5 RTC Fatal Casualties



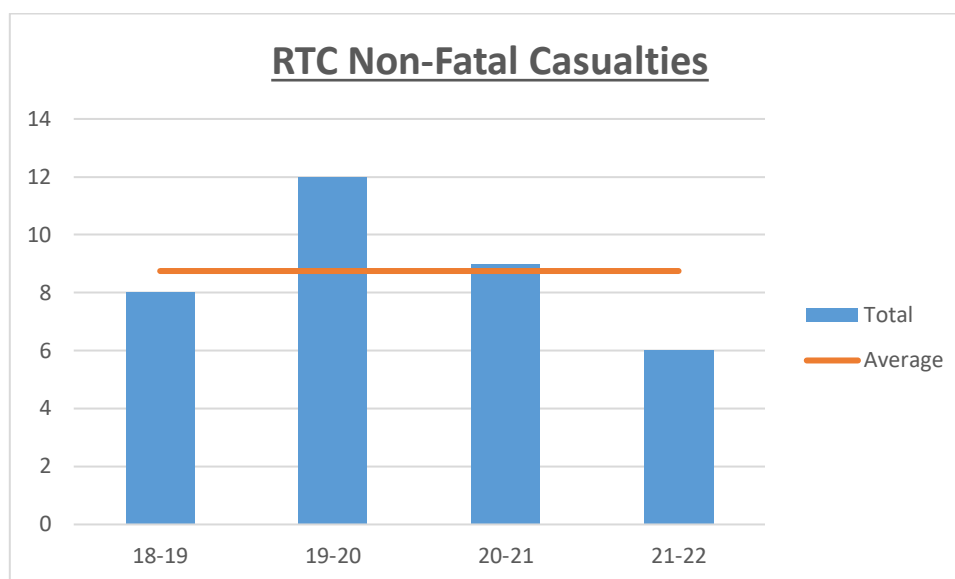
**Graph 10 Road Traffic Collision Fatal Casualties April – March 2018-2022**

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	1	0	0	0
Leven, Kennoway & Largo	1	0	2	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>

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

**7.6 RTC Fatalities** – There has been no RTC fatalities during this recording period. This is a decrease of 2 from the previous year.

## 7.7 RTC Casualties



**Graph 11 Road Traffic Collision Casualties April – March 2018-2022**

Ward	18-19	19-20	20-21	21-22
Buckhaven, Methil & Wemyss Villages	4	4	6	5
Leven, Kennoway & Largo	4	8	3	1
<b>Total</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>6</b>

**Table 11 Road Traffic Collision Casualties April – March 2018-2021**

## 7.8 RTC Casualties

There has been a decrease to 6 casualties compared to last year's figure of 9 during this recording period.

## 7.9 RTC Injury Extent

The table below shows that no casualties were deemed to have suffered a serious injury. 5 casualties appeared to sustain slight injuries and 1 required a precautionary check.

- 4 RTCs incidents which involved cars;
- 2 RTCs incidents involved multiple vehicles;
- 4 drivers and 2 passengers were involved;
- 2 required extrication and 1 required released by SFRS.

RTC Extent of Harm	
Injury - Victim went to hospital, injuries appear to be Serious	None - 3 less than last year
Injury - Victim went to hospital, injuries appear to be Slight	5 - Same as last year
Injury – Precautionary check recommended	1 - Same as last year

## 7.10 Transport and Environment Related Incident Reduction Strategy

Unfortunately, due to Covid-19 we still had to suspend all face to educational engagement for safety during this reporting period. Fife LSO area will continue along with our partners, to deliver valuable educational projects.

SFRS contribute as part of the Road Casualty Reduction Group (RCRG), which is a part of the current Fife Community Safety Strategy.

## 8. Conclusions

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Unfortunately, there has been a rise in 5 of our KPIs recording figures, they are close to, or below the 4-year average figure for comparison. Increases in deliberate primary and secondary fires, accidental dwelling fires, UFAS and unfortunately a fire fatality.

There has been a decrease in 5 of our KPIs, accidental dwelling fire casualties, non-domestic building fires, RTC incidents RTC casualties and no RTC fatalities. 2 KPIs have stayed static at zero.

All reductions are because of SFRS and partners continued efforts to improve the safety of all who live work and visit Fife. We will continue to focus on these areas to continue these welcoming trends. We will concentrate our focus on the areas of emerging increase identified in this annual report and strive to seek reductions and improve local outcomes.

SFRS will continue to manage and improve demand reduction strategies linking in with key partner agencies to ensure a thriving and sustainable country for generations to come 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. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Niall Miller

Station Commander

Levenmouth Service Delivery Commander

Scottish Fire and Rescue Service

Email – [niall.miller@firescotland.gov.uk](mailto:niall.miller@firescotland.gov.uk)

9<sup>th</sup> November 2022

Agenda Item No. 07

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## Levenmouth Area Housing Plan Review 2023-26

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

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**Wards Affected:** Ward 21 and Ward 22

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### Purpose

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The report seeks area committee approval for a revised Area Housing Plan which sets out area performance, service delivery and highlights key housing issues following consultation with key stakeholders. Previous plan was approved by Area Committee on 15<sup>th</sup> November 2017.

### Recommendation(s)

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Members are asked to:

- Consider and approve the revised Levenmouth Area Housing plan for 2023 - 2026
- Comment on and support proposed changes to Area Housing plan

### Resource Implications

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Work is taking place within agreed HRA Revenue and Capital budgets

### Legal & Risk Implications

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

### Impact Assessment

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

### Consultation

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Local tenants were involved in the development of the Area Housing Plan through an online consultation form was developed and shared with **Key Stakeholders** as part of the review from 31/03/2022 – 01/05/2022. We received 192 responses.

### Identified key stakeholders

- Consider and approve the revised Levenmouth Area Housing plan for 2023 - 2026
- 3x Tenants & Resident Groups
- Fife Federation of Tenants & Residents Associations Ltd
- Elected Members / MP / MSP offices
- Community Councils
- People & Place Leadership Group
- Tenant Participation Team social media to target local tenants & residents
- Safer Communities social media to target local tenants & residents
- Our Levenmouth social media to target local tenants & residents

## 1.0 Background

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- 1.1 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices, and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services, as the largest landlord in Fife, can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvements initiatives. We have a key role to work in partnership with others to reduce poverty in Fife.
- 1.2 The area plan shows how we work with partners and local communities to improve the delivery of housing services in the Area. Tenant and residents have told us their concerns, issues and their priorities where they live, and together we have identified what needs done. We have looked at how well we are doing managing our homes to prioritise which services we need to improve.
- 1.3 The plan links into different policies and strategies across Fife including; Plan 4 Fife, Local Housing Strategy, Levenmouth Community plan, Local Letting plan and pathway to improvement.

## 2.0 Area Housing Plan review

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- 2.1 Due to the pandemic uncertainty we developed an online consultation form to gather the views of key stakeholders. We asked what the 3 main housing issues were in their opinion and asked to consider what is the 1 biggest housing issue. We asked for solutions in addressing the issue. We received 192 responses.
- 2.2 Tenant participation is a key part of our housing strategy. Being part of organised groups gives our tenants and residents a greater voice when talking about local issues. We would have preferred to get out into local communities to better understand, however, at the time of the consultation we were unable to fully achieve this. We did receive a good response from our online consultation. We currently have 3 active Tenants Residents Association groups in Levenmouth.
- 2.3 The Levenmouth Action plan (Appendix 2) has been developed by tenants / residents in our local communities. We recognised the top 80% of issues and used these to create our action plan.
- 2.4 Updates on the action plan will be 6 monthly to Levenmouth Area Committee, this will enhance scrutiny and ensure Housing Services are held accountable for the local issues identified.
- 2.5 The plan highlights performance, and states tenants in Levenmouth are 79.4% satisfied with the overall service provided. 75.3% of tenants are satisfied with the management of their neighbourhoods.
- 2.6 Over recent years, in Levenmouth, The Council has delivered affordable Housing in Methil, Leven and Kennoway. We have linked in our Strategic Housing Investment Plan to give readers the opportunity to explore the planned new builds sites across Fife.



- 2.7 We have highlighted the role of our investment programme and our intention to continue to invest in our homes. Investments include; kitchens, central heating, bathrooms, roofs, rewiring, smoke detectors, secure door entry systems, structural works, electrical testing, and external walls.

### **3.0 Action Plan**

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- 3.1 The consultation form highlighted the need for more affordable housing across all parts of Levenmouth, we will provide an update to the area committee with an update on planned new build projects for Levenmouth, the number of properties purchased through our Property Acquisitions Policy and identify unused land for feasibility to develop affordable housing.
- 3.2 The consultation highlighted the need for additional parking as a key housing issue. We will continue to demolish underoccupied / poor conditioned lock ups and replace with marked parking bays and look to increase our green space where we can.
- 3.3 Anti-social behaviour was identified as another key housing issue. We continue to implement our new ASB policy which came into use in January 2022, we will utilise allocation discretion where appropriate and increase the number of 'Housing First' tenancies in Levenmouth.
- 3.4 Housing Repairs was identified as a key housing issue. We will provide updated performance to area community focussing on time to complete jobs and tenant satisfaction.
- 3.5 Another key issue identified was lack of large family housing / specific needs housing. We will continue to utilise our Transfer Incentive Scheme to try and encourage those under occupying large family homes to move to more suited accommodation and will provide feedback on the number of tenants who have downsized using the Transfer Incentive Scheme over the period of the plan.
- 3.6 We will continue to engage with the new build team to develop larger family homes, we will ensure 30% of the affordable housing programme is for specific needs customers including 5% for wheelchair housing, we will carry out adaptations to existing homes to keep tenants at home. The development of the care home in Methil has drawn a lot of attention and as such will help stimulate movement across the area.
- 3.7 Condition of estates was identified as a key housing issue. We will carry out garden inspections promptly when they are below standard, we will regularly inspect for chocked gutters, vegetation, and maintenance issues, we will work with partners to provide regular maintenance of trees, shrubs, weeds, and grass on housing land, we will continue to develop a maintenance programme to undertake essential maintenance and repair lock ups in need of improvement.
- 3.8 We have over the last few years invested in some replacement fencing by way of one-off replacements or by taking a local project approach. We will continue to deliver in this approach in this way.

### **4.0 Conclusions**

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- 4.1 Through the Area Housing Plan, we have identified local issues and have set out an action plan to highlight / address these. This is intended to encourage member scrutiny of our work to address those concerns and demonstrate improved outcomes.

## **List of Appendices**

Appendix 1: Levenmouth Area Housing Plan 2023-26

Appendix 2: Levenmouth Area Action Plan

## **Background Papers**

No papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

## **Report Contact**

Peter Nicol  
Housing Manager  
Levenmouth Area

Telephone: 03451 55 55 55 ext 401472

Email: [peter.nicol@fife.gov.uk](mailto:peter.nicol@fife.gov.uk)

# Area Housing Plan - Levenmouth 2023-26



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*Welcome to the Levenmouth Area Housing Plan.*

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We have produced an Area Housing Plan with our customers for each of the 7 Areas in Fife, and this is yours, covering;

- **Ward 21:** Leven, Kennoway, Windygates and Largo villages
- **Ward 22:** Buckhaven, Methil, Methilhill and Wemyss villages

Our aim is to provide everyone with access to good quality, affordable decent housing that meets their need and aspirations.

The purpose of the Area Housing Plan is to show how we work with partners and local communities to improve housing services in the Area.

You told us about your concerns and issues where you live, and together we have identified what needs done.

We looked at how well we are doing managing your homes to prioritise which services we need to improve.

We work closely with tenants, residents and elected members. We included your ideas in our finished plan where we could. The Area Housing Plan was approved by Levenmouth Area Committee on ??

The diagram below shows links between this aim and the strategies, policies and plans supporting it.

The plan contributes to the [Plan4Fife](#), which is a 10-year plan, putting fairness at the heart of everything we do, bringing services and communities together in new ways.

We also have a [Levenmouth Local Community plan](#) which outlines areas of focus.

Tenants and residents are interested in how we allocate our homes. We are in the process of developing Local Lettings Plan, which will provide more allocation information at a local level.



## Housing in the Levenmouth Area

### Stock April 21



The above information is provided for Fife Council Stock only. You can use our new [property map](#) to see the areas where the Fife Housing Register partners have properties.

This map will let you know the number of properties that we have in each area so that you can make an informed decision about your preferred areas of choice when you submit your Fife Housing Register application.

### Allocations 2020/21

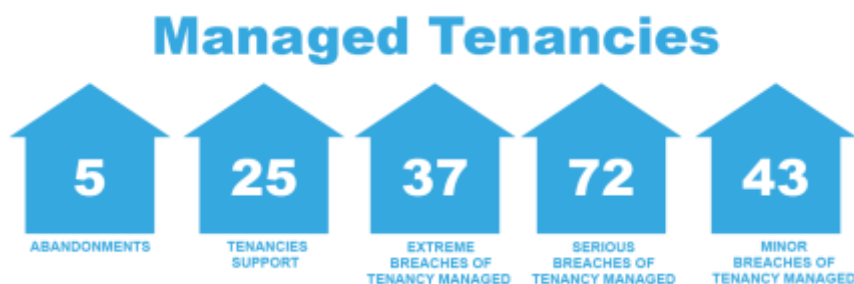


#### Letting Plan

Our annual Letting Plan sets out the profile of properties we expect to become available over the following year and how we intend to distribute those properties between different groups of applicants. These include:

- Homeless

- Transfer
- Waiting



### Anti Social Behaviour

Our Anti Social Behaviour policy sets out our approach for managing antisocial behaviour in Fife. We aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from antisocial behaviour.

### New Build Properties

New Builds Over recent years, in the Levenmouth area of Fife, the Council has delivered affordable homes in Methil, Kennoway and Leven. Fife's Affordable Housing Programme is one of the largest in Scotland. We currently have 2,700 new build homes throughout Fife. Our target was to build at least 3,500 more by 2024 thereafter to be determined.

We provide access to much needed new homes for our tenants and housing applicants. Together, we are delivering modern, fit-for-purpose, energy-efficient homes. New-build council homes benefit current tenants and generations to come.

You can find out more about what is planned in Levenmouth by viewing our [Strategic Housing Investment Plan projects](#).

### Investing in your home

Over the next 3 years we will continue to improve our existing homes to meet the expectations of our tenants. These include:

- Kitchens
- Central Heating
- Bathrooms
- Roofs
- Rewiring
- Smoke detectors
- Secure door entry
- Structural works
- Electrical Testing

- External Walls

## Rate your estates: What we found

We compared our housing in Levenmouth with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

Rent arrears have slightly reduced across the Levenmouth area over the last year. This is partly due to the financial support provide by Housing Services for tenant's transition to Univeral Credit along with additional financial support offered as a direct result of the pandemic. In addition, Housing services continue to support our tenants as a direct result of the current cost of living crisis.

There is a shortage of both 1 bed and larger family council housing in Levenmouth. Our housing stock turn over, has slowed with a reduced amount of council owned properties turning over in the last year. Much of the area is in relatively high demand, making it difficult for those in housing need to access this type of affordable housing. We are turning over empty properties more quickly than in other areas and have returned to a level that was seen pre pandemic

There is a Fife wide commitment to achieve the highest possible standard of housing through programmes to replace kitchens; bathrooms; heating systems; windows; doors etc.

The Levenmouth Area Housing Team work hard to provide the best possible service to tenants and residents and we welcome feedback on the service provided

## Rate your estates: What you told us

We have carried out estate walkabouts, spoken with local Councillors and tenant groups where this has been possible, carried out an online consultation, listened to customer comments and complaints and by investing in our patch-based officers we are talking to customers more directly about estate issues and matters which directly affect our customers. We have incorporated specific issues brought to our attention into an Action Plan.

### Corporate Complaints received in the Levenmouth Area during 2020/21



Housing Complaints are handled in accordance with [Fife Councils Complaints procedure](#) and should in the first instance, be investigated locally.

Complaints are a valuable source of information about our services, which can help to identify recurring or underlying problems.

We use complaints to make improvements to the way we deliver services, this can be through training and development or changes to policy and procedures.

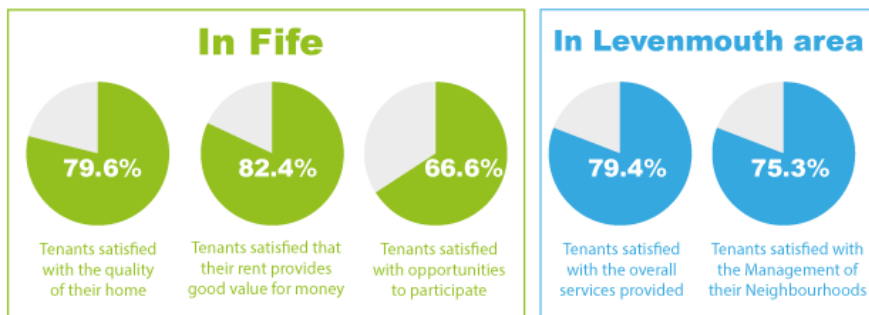
The top 5 reasons for all complaints in Levenmouth (with numbers of complaints) were recorded as follows;

## Complaint Reasons



## Customer satisfaction

As well as consulting locally and addressing complaints, we carry out customer satisfaction surveys as part of our [annual performance reporting](#) and you have told us;



## Tenant Participation

Our tenants should be involved in the housing services they receive. We ask you to share your views and take part in decision making. We want to work alongside you to provide for the community.

Getting involved gives you a greater voice. Our [tenant participation and customer engagement handbook](#) tells you more.

Our quarterly magazine, [Down Your Street](#), is also a good way to keep up to date with what we are doing and how you can get involved.

For more information on how to get involved, have a look through our [Tenant Participation](#) page on our website.

**We currently have 3 active Tenants and Residents Associations in Levenmoth, these are: ·**

- **Byron Court Methil**
- **Steelworks Brae Methil**
- **Sea Road Methil**

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*Fife Federation of Tenants and Residents Associations Ltd*

*9a Hunter Street,*

*Kirkcaldy,*

*KY1 1ED*

***Telephone: 01592 641968***

***Email: [enquiries@ffotra.co.uk](mailto:enquiries@ffotra.co.uk)***

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## Local Issues Action Plan

Issues	Where?	Proposed action	Timescale	How will we report updates?
Lack of Affordable Housing	Across all areas	<ul style="list-style-type: none"> <li>➤ Identify unused land and liaise with the Affordable Housing team for feasibility</li> <li>➤ Build larger family homes</li> <li>➤ Purchase ex council homes through File Council Property Acquisitions policy</li> <li>➤ Free up larger family council owned homes through the best use of stock process for families in need of larger family accommodation</li> <li>➤ Make better use of tenant incentive scheme to get larger properties back.</li> </ul>	2023 - 2026	6 Monthly to Levenmouth Area Committee
Lack of parking	Across all areas	<ul style="list-style-type: none"> <li>➤ Continue to identify poor conditioned, under occupied lock up sites for demolition and replace with parking bays.</li> <li>➤ Identify 2 areas per financial year where small parking projects can be undertaken</li> </ul>	2023 – 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Anti-Social Behaviour	All areas	<ul style="list-style-type: none"> <li>➤ Implement new Anti-Social Behaviour policy brought into place from Jan 2022</li> <li>➤ Work in close partnership to reduce levels of Anti-Social Behaviour</li> <li>➤ Take robust action against those causing anti-social behaviour</li> <li>➤ Increase the number of Housing First tenancies in Levenmouth.</li> <li>➤ Use allocation discretions where appropriate.</li> </ul>	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Housing Repairs	All areas	<ul style="list-style-type: none"> <li>➤ Improved access to online faster service.</li> <li>➤ Work with partners to improve quality of repairs linking in with service development group</li> </ul>	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Focus on estates improvements	All areas	<ul style="list-style-type: none"> <li>➤ Identify Estates Action areas</li> <li>➤ Regularly inspect tenants garden to ensure they are up to reasonable standard</li> </ul>	2023 - 2026	Ward meetings and 6 Monthly to Levenmouth Area Committee
		<ul style="list-style-type: none"> <li>➤ Consider requests for replacement fencing based on current guidance and available funding</li> <li>➤ Increase estate visual inspections to identify properties for choked gutters, vegetation, and maintenance issues.</li> <li>➤ Link in with partner services to ensure regular maintenance of trees, shrubs, weeds, and grass cutting on Housing land.</li> <li>➤ Regularly inspect estates for rubbish, broken glass, weed and liaise with colleagues in Grounds Maintenance and Waste Management.</li> <li>➤ Lock up essential maintenance programme to be finalised</li> </ul>		
Lack of specific needs properties	All areas	<ul style="list-style-type: none"> <li>➤ Ensuring 30% of the affordable housing programme is for specific needs customers including 5% for wheelchair housing.</li> <li>➤ Carry out adaptations to existing homes to keep tenants at home i.e. Handrails, improved facilities</li> </ul>	2023 - 2026	6 Monthly to Levenmouth Area Committee
Greater level of poor mental health and additions impacting on tenancies	All areas	<ul style="list-style-type: none"> <li>➤ Housing staff to increase offer of tenancy assistance</li> <li>➤ Assist where possible council tenants faced with poverty</li> <li>➤ Increase level of referrals to support groups for assistance</li> </ul>	2023 - 2026	6 Monthly to Levenmouth Area Committee
Low levels of tenant participation	Throughout Levenmouth	<ul style="list-style-type: none"> <li>➤ Work in partnership with Tenant Participation Officers to look at ways of increasing Tenants &amp; Residents groups and improving participation</li> </ul>	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee

## Your Area Housing Team

Supporting the plan and delivering services to tenants is your local Housing Team, led by Housing Manager Peter Nicol and Lead Officers Alison Smith, Lesley-Jane Robertson and Suzanne Earl.

We have 8 Housing Options Officers who manage the empty houses, allocate to transfer and new tenants, provide advice and guidance for anyone faced with homelessness as well as provide housing options advice. They have a wide range of knowledge about [housing options](#) and can meet with tenants and applicants to explain these.

In the last few years, we have recruited additional Housing Management Officers and now deploy 19 in total across the area who are the main point of contact for tenants, and their job is to link you in

to all the [services you need](#) whether repairs, money advice, coping with heating bills, problem neighbours, contacting local job clubs. The list is as long as you need!

In Levenmouth we also have Very Sheltered Housing Officers, Retirement Housing Officers and Revenues Officers we can call on to provide extra help. During 2019-20 we created specialist posts to assist tenants who have issues with Universal Credit.

Come and speak to us at:

[Methil Customer Service Centre](#)

[Leven Library and Customer Service Centre](#)

## Useful contacts

### Online:

<https://www.fife.gov.uk/>

### By phone:

**Faults and repairs** (housing, roads, streetlights) - **03451 550011**

**Environment** (bins, bulky uplifts, pests) - **03451 550022**

**Housing information and advice** - **03451 550033**

**Council tax and housing benefit** - **03451 551155**

**Passes and concessions** (myfife cards, blue badges) - **03451 550066**

**Social Work enquiries** - **03451 551503**

**Out of hours** - **03451 550099** For social work, housing and flooding emergencies - after 5pm weekdays, 24hrs weekends and public holidays.

*Calling 03 numbers costs the same as calling landlines starting with 01. 03 numbers are included in pre-paid phone packages and monthly call allowances. Customers should check tariffs with their phone providers.*

### Measuring Success

The [Levenmouth Area Committee](#) will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed every three years to make sure they continue to reflect local priorities.

Appendix 2

Issues	Where?	Proposed action	Timescale	How will we report updates?
Lack of Affordable Housing	Across all areas	<ul style="list-style-type: none"> <li>➤ Identify unused land and liaise with the Affordable Housing team for feasibility</li> <li>➤ Build larger family homes</li> <li>➤ Purchase ex council homes through Fife Council Property Acquisitions policy</li> <li>➤ Free up larger family council owned homes through the best use of stock process for families in need of larger family accommodation</li> <li>➤ Make better use of tenant incentive scheme to get larger properties back.</li> </ul>	2023 - 2026	6 Monthly to Levenmouth Area Committee
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		<ul style="list-style-type: none"> <li>➤ Use allocation discretions where appropriate.</li> </ul>		
Housing Repairs	All areas	<ul style="list-style-type: none"> <li>➤ Improved access to online faster service.</li> <li>➤ Work with partners to improve quality of repairs linking in with service development group</li> </ul>	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
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		<ul style="list-style-type: none"> <li>➤ Carry out adaptations to existing homes to keep tenants at home i.e., Handrails, improved facilities</li> </ul>		
Greater level of poor mental health and additions impacting on tenancies	All areas	<ul style="list-style-type: none"> <li>➤ Housing staff to increase offer of tenancy assistance</li> <li>➤ Assist where possible council tenants faced with poverty</li> <li>➤ Increase level of referrals to support groups for assistance</li> </ul>	2023 - 2026	6 Monthly to Levenmouth Area Committee
Low levels of tenant participation	Throughout Levenmouth	<ul style="list-style-type: none"> <li>➤ Work in partnership with Tenant Participation Officers to look at ways of increasing Tenants &amp; Residents groups and improving participation</li> </ul>	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee

9<sup>th</sup> November 2022  
Agenda Item No: 08

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## Complaints Update

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**Report by:** Mike Enston Executive Director - Communities

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**Wards Affected:** All Levenmouth Wards

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### Purpose

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To provide an overview of complaints received relating to the Levenmouth 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

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- 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 Levenmouth 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 due in October this 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

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### Volume & responsiveness – Levenmouth Area

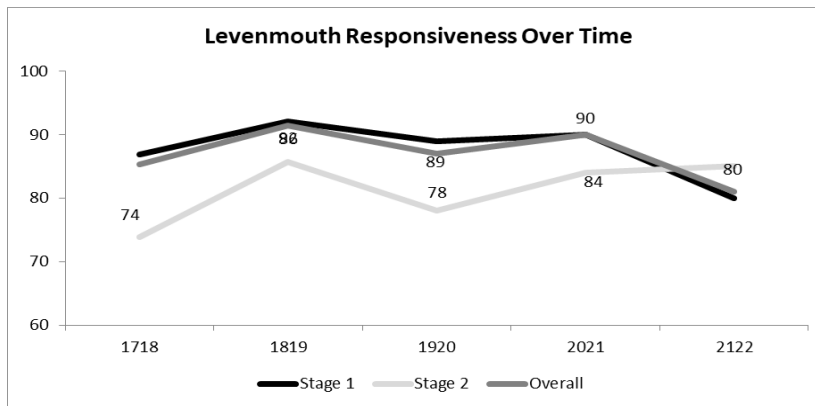
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	160	129	81 (90 20-21)
Stage 1 (5 days)	147 (92%)	118	80 (90 20-21)
Stage 2 (20 days)	13 (8%)	11	85 (84 20-21)

- 163 complaints were received relating to the Levenmouth area in 21/22 of which 160 were closed (the remainder 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 has declined when compared against last year with stage 1 cases and overall completed in timescale. The average time to close all complaints is generally like last year at 5.2 working days and again remains better than the Council average of 5.9. See 2.4 for performance accounting for agreed extensions.

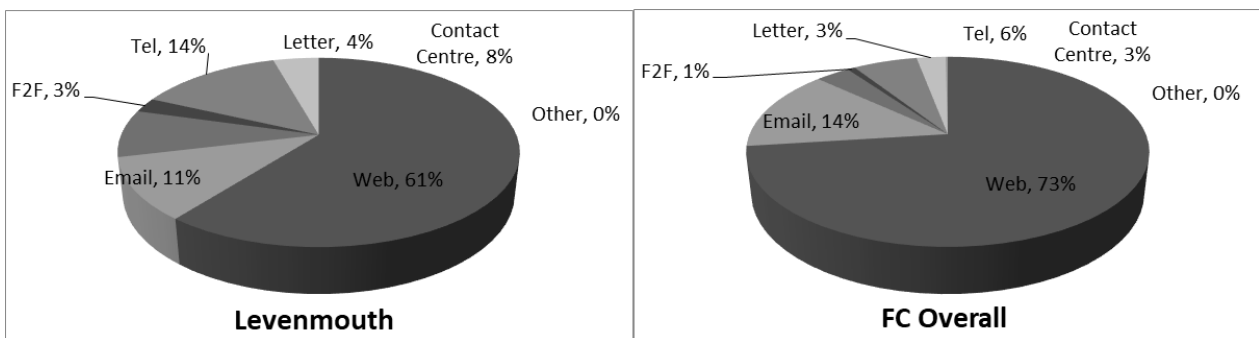
## Volume & responsiveness - Fife Council overall

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)

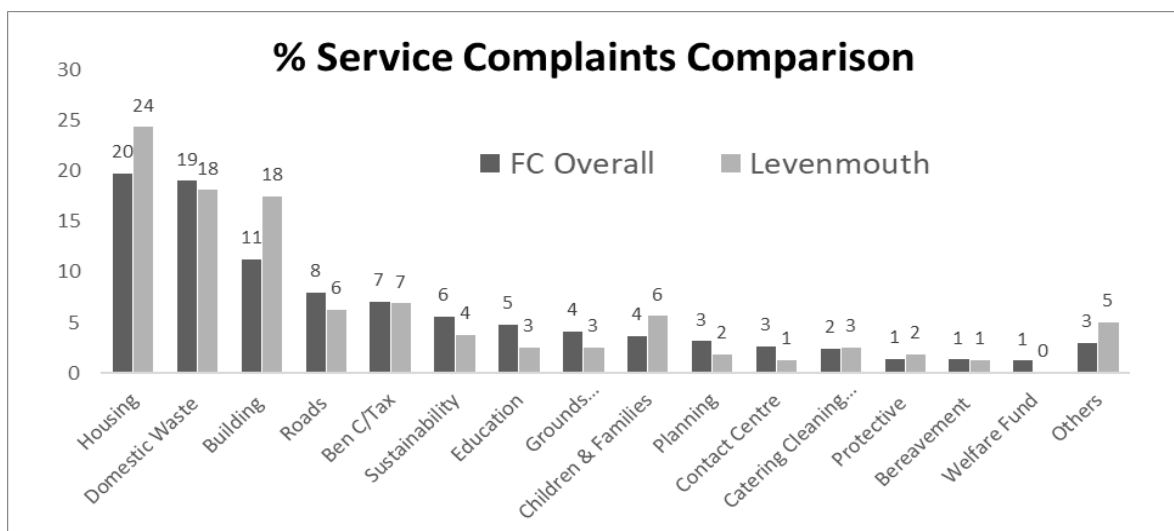
2.1 Generally there has been improvement over time with the responsiveness to stage 2 cases however this period, like Fife Council overall sees a decline in stage 1 and overall complaint completed in timescale.



2.2 The contact channel used for complaints can be seen in the following graph. There has been decrease in the use the web (80% in 20/21) 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 Building Services and Housing. The largest categories for these complaints were a failure to attend at time agreed for Building Services and delays in starting or completing works for Housing.

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 26% of those cases (8 from 31) had extensions agreed with customers. This means that overall 86% of all cases 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>Vol</b>	<b>% All in Time</b>
Local Office	2	50%	0	0%	2	50%
Roads	10	60%	0	0%	10	60%
Children Families	7	57%	2	100%	9	67%
Planning	1	100%	2	50%	3	67%
Protective	2	100%	1	0%	3	67%
Sustainability	6	67%	0	0%	6	67%
Housing	37	68%	2	100%	39	69%
Catering FM	4	75%	0	0%	4	75%
Education	2	50%	2	100%	4	75%
Building	27	85%	1	100%	28	86%
Domestic Waste	28	96%	1	100%	29	97%
Area Services	1	100%	0	0%	1	100%
Bereavement	2	100%	0	0%	2	100%
Contact Centre	2	100%	0	0%	2	100%
Customer Service	1	100%	0	0%	1	100%
Criminal Justice	1	100%	0	0%	1	100%
Grounds	4	100%	0	0%	4	100%
HR	0	0%	1	100%	1	100%
Ben C/Tax	10	100%	1	100%	11	100%
<b>Total</b>	<b>147</b>	<b>80%</b>	<b>13</b>	<b>85%</b>	<b>160</b>	<b>81%</b>

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

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Bereavement Services	Damage / vandalism to property e.g., headstones	2	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Untidy / overgrown vegetation	2	0	0	1	0
	<b>Total</b>		<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>
Building Services	Anything else that doesn't fit above categories	0	0	0	1	0
	Card left when tenant in property	1	0	0	0	0
	Council vehicle - driving behaviour/standards	2	1	4	1	0
	Council vehicle - parking	1	0	0	0	2
	Delay in start / completion of work	6	0	0	1	0
	Failure to attend at time advised / agreed	3	3	3	7	5
	Failure to fix first time	0	2	10	8	2

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to meet timescales for job	0	1	2	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	0	1	2
	Health & safety / dangerous occurrence	0	2	0	1	1
	Inappropriate staff attitude / behaviour	5	6	1	3	3
	Noise levels from work activities	2	1	0	0	2
	Poor communications - advance notice of work not given	2	1	0	1	1
	Poor communications - internal breakdown Building Services	0	0	0	1	0
	Poor communications - internal breakdown with other council areas	0	0	0	0	0
	Poor communications - poor regarding work being/to be undertaken	1	2	3	1	5
	Standard of workmanship - damage	1	3	2	2	1
	Standard of workmanship - mess	1	4	0	0	3
	Standard of workmanship - tenant unhappy with work	2	9	2	0	0
	Unplanned additional work required following repair/installation	2	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	2	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	<b>Total</b>	<b>31</b>	<b>35</b>	<b>28</b>	<b>30</b>	<b>28</b>
Catering Cleaning & Facilities Management	Inappropriate staff attitude / behaviour	1	1	2	0	2
	Inconsiderate / inappropriate use of council vehicle	3	0	0	0	0
	Meal options	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Standard / condition of council buildings includes toilets	0	0	1	0	0
	Standard of service cleanliness, damage etc.	0	0	1	0	0
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>
Contact Centre	Anything that doesn't fit within other categories.	0	1	0	0	0
	Disagree with Council policy	0	0	1	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	3	1	1	0	0
	Incorrect information given	0	0	0	0	0
	Lack of information	0	0	1	2	0
	Time taken to answer call	4	13	2	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	1	0	1
	<b>Total</b>	<b>9</b>	<b>15</b>	<b>6</b>	<b>2</b>	<b>2</b>
Children & Families	Anything that doesn't fit within other categories.	0	2	0	0	0
	Dissatisfaction with assessment outcome	2	0	0	0	0
	Dissatisfaction with assessment outcome - Parent/Carer	2	2	3	0	2
	Dissatisfaction with policy / current delivery arrangements	0	0	2	2	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	2	0	0	0
	Inappropriate staff attitude / behaviour	2	1	3	5	2
	Poor communications including lack of notice, consultation & engagement	1	5	4	8	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	1	1
	<b>Total</b>	<b>8</b>	<b>12</b>	<b>15</b>	<b>16</b>	<b>9</b>
Education	Accidents Injuries e.g., physical education fights etc.	1	1	0	0	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess	0	0	0	1	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	of 4 months despite repeated appeals by Escalation to close the case. POLICY FAILURE					
	Anything that doesn't fit within other categories.	1	1	2	2	0
	Bulling by Staff	1	1	0	0	0
	Bullying by Pupil	3	0	2	1	1
	Dissatisfaction with policy current arrangements	3	2	1	1	2
	Inappropriate staff attitude behaviour	1	2	2	1	0
	Placement request decisions	0	0	0	1	0
	Poor communications including lack of notice consultation engagement	1	1	0	1	0
	Standard of supervision	0	0	0	0	1
	<b>Total</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>4</b>
Domestic Waste	Anything that doesn't fit within other categories.	0	0	1	0	1
	Bin not returned properly / bin is missing	1	0	0	3	0
	Bulky not collected / only part collected	3	1	0	20	4
	Collection has left spilt waste in street / at property	1	0	1	0	1
	Customer turned away / refused entry	0	5	2	3	0
	Damage to vehicles / property during bin collection	1	1	0	2	3

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	2	8	4	6	3
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	1	0	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	1	2	2	2	0
	Dissatisfaction with Take Out & Return TOR service	2	12	9	11	6
	Dissatisfaction with standard of street cleanliness	0	0	0	0	1
	Dog waste bin broken / missing / not replaced / not emptied	0	0	0	1	0
	Failure to collect / empty bin	16	12	10	24	5
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	4	0
	Household waste dumped in street / garden / yard	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	7	1	2	1
	Inconsiderate / inappropriate use of council vehicle	2	0	1	0	3
	No food waste bags provided	0	0	0	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	Rodent / insect infestation	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	2	0
	<b>Total</b>	<b>30</b>	<b>49</b>	<b>35</b>	<b>80</b>	<b>29</b>
Housing	Anything that doesn't fit within other categories.	3	0	3	1	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	3	0
	Assessment of FHR – Dissatisfaction with information / advice given	0	0	0	0	1
	Assessment of FHR – Dissatisfaction with time taken	0	0	0	0	1
	Debt management arrangements	0	1	0	1	0
	Delays in start / completion	6	1	3	5	8
	Discrimination race, gender, religion etc	0	0	1	0	0
	Dispute with neighbours	4	2	1	7	3
	Disputed recharges	0	0	0	0	1
	Dissatisfaction with policy / current arrangements	1	4	1	3	0



Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with policy / current arrangements including allocations criteria	0	2	4	3	2
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	0	5	2	1	6
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	4	3	3	1	5
	Fencing	1	0	4	1	0
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	1	3	0
	Garden Maintenance Service	0	2	2	0	1
	Inappropriate staff attitude / behaviour	3	5	3	5	1
	Management of Communal Areas inc grass cutting, overgrown trees & bushes	1	2	1	0	0
	Missed from Programme	0	0	1	0	0
	Mutual repairs	1	0	1	0	0
	Noise	0	0	2	0	0
	Pets & animals	0	0	0	0	2

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor communications including lack of notice, consultation & engagement	1	2	3	4	1
	Poor condition / standard of Housing	0	0	1	0	1
	Poor standard/condition of property at start of tenancy	0	1	0	2	0
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	1	0	0	1	2
	Risk management	0	0	0	0	0
	Rubbish	1	2	3	1	1
	Snagging issues	6	2	1	0	0
	Transfers includes mutual exchanges	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	5	2	3	1	2
	Waiting Times	1	0	2	0	1
	<b>Total</b>	<b>39</b>	<b>37</b>	<b>46</b>	<b>43</b>	<b>39</b>
Grounds Maintenance	Anything that doesn't fit within other categories.	4	0	0	3	0
	Area restoration work	1	1	0	0	0
	Change of designation of Area	0	2	0	0	0
	Damage to private property	0	0	0	1	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dog fouling	0	0	0	0	0
	Footpath clearance	0	1	0	0	0
	Grass cutting	1	1	1	2	1
	Inappropriate staff attitude / behaviour	0	0	2	0	0
	Inconsiderate / inappropriate use of council vehicle	1	1	1	1	0
	Overhanging / damaged trees & shrubs	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Quality of footpath	0	0	1	0	0
	Quality of park area	0	0	0	0	1
	Untidy / Overgrown vegetation	0	1	1	0	0
	Weed Killing Areas	0	0	0	0	0
	<b>Total</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>4</b>
Planning	Anything that doesn't fit within other categories.	1	0	1	1	0
	Dissatisfaction with policy / delivery arrangements	0	0	0	0	0
	Failure to follow process	0	1	0	1	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0

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

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Lack of / incorrect information	2	4	0	1	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	1	0
	Procedures / policy	3	2	5	4	4
	Service provision Covid 19	0	0	0	1	0
	System failure	1	0	0	0	0
	Time taken to process enquiry	2	0	0	3	0
	Unclear guideline instructions	0	0	0	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>11</b>
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	3	2	0
	Application process such as timescale / proofs / photographs / mobility assessment	0	0	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	1	0	1
	Dissatisfaction with emergency response to flooding	0	0	0	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	2	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with flood prevention / mitigation works	0	0	0	0	1
	Dissatisfaction with service provision	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	1	0
	Inadequate notification or consultation about installation of new street lighting	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	1	0	0
	Localised flooding due to damaged drains / water mains	0	0	1	1	0
	Localised flooding due to run-off from fields / land	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	1	0
	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	0	0	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	1	0
	Potholes / poor condition of road surface	0	0	3	2	4

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	0	1
	Street light repairs	0	0	1	1	0
	Traffic concerns including traffic noise / volume / speed	0	0	1	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	<b>Total</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>17</b>	<b>10</b>
Sustainability	Customer turned away / refused entry	0	0	0	0	1
	Dissatisfaction with booking policy	0	0	0	0	3
	Dissatisfaction with policy / current organisational arrangements including opening times	1	0	0	8	1
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>6</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)
Building Services	Failure to attend at time advised / agreed	<p>With the stairs being broken in my property from when I moved in, joiner came out and measured up, and should get made up in the workshop, he advised this should only take a week or two. Original appointment on the 14th, this was missed as wasn't pencilled in properly. I then phoned and the lady on the phone booked me in for an appointment this morning. This appointment was confirmed, and I have arranged babysitters, and sat in all day, but when phoning at 2 pm today I found out the appointment had been cancelled without even being contacting me. My main concern is the cost of my carpet that I cannot get put down, and the longer it sits the more unusable it becomes. and the fact that my children are getting splinters in their feet.</p> <p><b>Outcome:</b> <i>Complaint Upheld. Had a conversation with the complainant and explained the situation and apologised for the mix up. Supervisor has ensured the materials for this job are ready to collect and have arranged the joiner to attend.</i></p>
Domestic Waste	Dissatisfaction with Take Out & Return TOR Service	<p>I became a 'Take out &amp; Return' client, on which date only my brown bin was dealt with, NOT my blue bin. I was not aware of the time limit for reporting this issue; yesterday, my grey bin was not dealt with either. When I telephoned to report this, I was told I was too early to report the grey bin issue and too late to report the blue. I am an 80-year-old widow, unable to put bins kerbside, hence my request, supported by medical letter, for Take out and Return which was approved. I find this extremely unsatisfactory service from you - I had expected better from Fife Council, come on, please show me you can do better.</p> <p><b>Outcome:</b> <i>Upheld. Apology offered to customer for inconvenience cause. Added to close monitoring and bins will be emptied.</i></p>
Housing Services	Delays in Start / Completion	<p>To whom it may concern. I would like to complain about the lack of action and communication in regard to my home repairs. You will see from my file that I asked prior to the pandemic for support as a tenant. I contacted</p>



		<p>Fife Council to tell them that I did not think my bathroom was watertight. That I could smell damp in my bathroom and the condensation marks were out of hand. I believe around this time, Fife Council fitted an extractor fan. Where we did not have one previously. This was done as the condensation was making my ceiling black. It is black again due to condensation. It did, however, activate every council worker who came to my home to tell me a woman in her 30s, who has had her own home since she was 19, how to use an extractor fan. I know how to use it and it is patronising. I have not felt listened to as a tenant and it seems the default answer is "condensation".</p> <p>1. Why did Fife Council not act fully on my original concerns? Why did they not test for damp when I originally raised concerns?</p> <p>From this point on my bathroom has got worse and worse. I honestly felt that no one was taking my concerns seriously.</p> <p>2. Why did no one contact me once repair service opened back up to deal with my original concerns and progress? I contacted Fife Council, where I was informed that "Fife Council deleted all jobs pre-pandemic and that I would need to raise again" .3. If this is the case, why would this not be communicated to me as a tenant? If it was not the case, why did nothing ever happen?</p> <p><b>Outcome:</b> <i>Complaint Upheld. Called the tenant and apologised to her for the poor Service she received and will escalate the lack of communication to the tenant regarding timescales and scale of the work involved to the repairs SDG as an improvement for the Service.</i></p>
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### 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. 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 Complaint Satisfaction.
- 3.8 The following tables provide the details of complaint decisions in the Levenmouth area compared with the Fife Council overall results.

Levenmouth	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	42%	19%	3%	36%
Stage 1	40%	19%	3%	37%
Stage 2	62%	23%	0%	15%

#### 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.

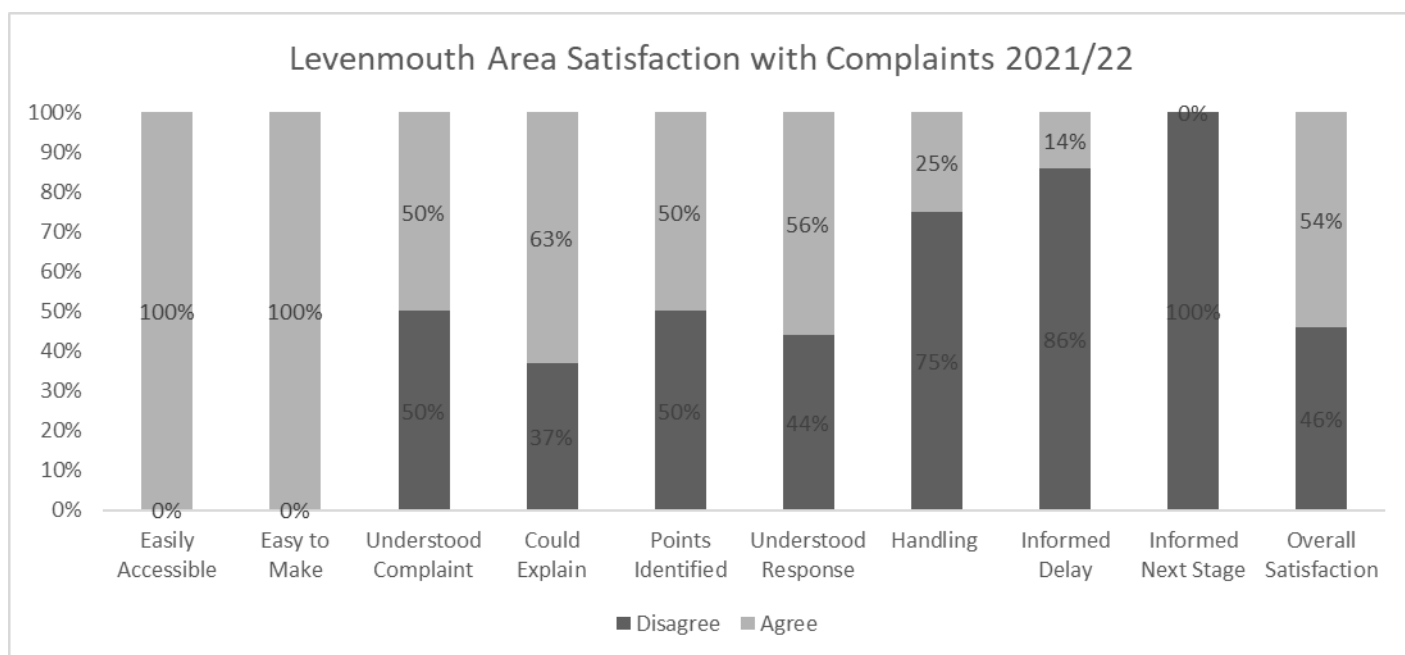
- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and 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 10 replies from complainants claiming residency in the Levenmouth Committee area. Comments included:

- I always thought the procedure was to follow up the complaint but there was no follow up whatsoever.
- I’ve had no issues since either so all is well.

Overall satisfaction was 54% and is improved upon last year’s figure of 50%. The result is above 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 keeping customers updated in the event of delays and letting complainants know that should they remain dissatisfied at stage 1 that there are further opportunities to explore their complaint procedurally.

## 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 2 cases for the Levenmouth 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
Housing	Neighbour issues	Not taken forward for investigation
Roads	Condition of a footpath	Not taken forward for investigation

## 6.0 Other Customer Issues

- 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	848	933	1036	871	Includes missed bulky (x117)
Illegal Dumping	194	169	102	67	Includes mess in gardens (x27)
Street Cleaning	133	132	98	84	Untidy street reports
Dog Fouling	43	59	16	20	
Aggressive Dogs	31	38	19	22	
Abandoned Cars	31	26	6	4	
Litter Bin Issues	23	24	16	9	Request new / overflowing
Needles	10	8	15	5	Either made safe or require removal
Fallen Trees	10	3	4	10	

- 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

- 7.1 Improved database access now allows reporting of 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 18 compliments received from customers in the Levenmouth area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	3	Very Impressed by the quickness of the repair being carried out efficient work and everything was cleaned up so very happy
Corporate	1	I have always been met with such warmth, care and friendliness by the team there, and it has made a real difference to me and my life in Fife. It means a lot to vulnerable people, who do not have a lot of support in their lives to be able to access services and hubs like this, where they feel welcome and valued, and this is what I have felt every time I have gone there.
Grounds Maintenance	2	Customer called to compliment Council street cleaners who did an excellent job clearing rubbish and tidying up in his Street. His expectations were exceeded and he is very happy with the job done.
Domestic Waste	1	Customer would like to thank Fife Waste Operations for their efficient and fast response to her report she put in on Sunday past about her missing blue landfill bin. Was also pleased it was put in her back garden the replacement bin.
Housing	1	Customer would like to thank Kayleigh MacKay for getting handrails installed at her front and back doors - she has mobility issues and they have really helped her get out/in to her property
Local Office	5	Firstly please pass this email your manager as I am over the moon with your service you have been so helpful and made this process so simple with no fuss.
Parks	2	Received an email from the residents of Beech Park and Sillerhole Road delighted with the teams efforts. Residents say they are pleasant and accommodating.
Transportation	3	I felt I had to write to let you know that today I had booked the bus to go to Home Bargains, Leven. The driver was Ian and I wanted it to be known that I felt he went the extra mile for me, as at 85 I am becoming infirm and my hearing is virtually gone, your driver made sure I was very well looked after. I would add that as a fairly regular user of your service all of the drivers I have met are as caring and polite as Ian was today (23/11/21). I feel that credit should be given where it is due. Not only did he look after me extremely well he put himself out for me and I thanked him at the time so please pass on my grateful thank and appreciaton of how he looked after me.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was generally poorer than last year impacted by the responsiveness of a small number of Services. Responsiveness does however improve when adjusted for the extensions (valid under the procedure) that are sometimes necessary due to mitigating factors such as absences. The average working days to respond to all complaints remained almost the same as last year and was 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 Levenmouth area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for

Building Services and Housing. The largest categories for these complaints were a failure to attend at time agreed for Building Services and delays in starting or completing works for Housing.

## List of Appendices

None

## Background Papers

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

## Report Contacts

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9<sup>th</sup> November 2022

Agenda Item No. 09

---

## **Supporting the Levenmouth Local Community Plan – Fife Heritage Railway – Funding Support**

---

**Report by:** Paul Vaughan, Head of Communities and Neighbourhoods

---

**Wards Affected:** Wards 21& 22

---

### **Purpose**

---

The purpose of this report is to seek agreement from the Area Committee for a contribution from the Local Community Planning Budget (LCPB) of up to £10,000

### **Recommendation(s)**

---

The Committee is asked to:

- agree a contribution of £10,000 towards the cost of providing modular accommodation as part of the improvement work at the Fife Heritage Railway (FHR).
- Agree that given the position of the FHR and its influence in terms of both wards that the contribution is made up equally between both – £5,000 from ward 21 and £5,000 from ward 22

### **Resource Implications**

---

Approval of this funding will reduce the LCPB in total by £10,000.

### **Legal & Risk Implications**

---

There are no legal implications inherent in this report.

### **Impact Assessment**

---

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

## Consultation

---

This approach stems from close working relationships with the members of Fife Heritage Railway and builds on the recent business plan supported by LCPB funds. This is available as a supporting document to this report.

The proposal also aligns well with the recent Tourism Audit for Levenmouth, which highlights the importance of gearing up our current tourism assets to better meet the needs of visitors. This document is also available as a supporting document to this report.

## 1.0 Background

---

- 1.1 The criteria for spend from the LCPB requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Local Community Planning Budget, specifically in this case from the two ward budgets.
- 1.3 This request is for a £10,000 contribution in total from the LCPB capital funding allocated to the Levenmouth area as a match funding contribution towards a large-scale improvement project at the Fife Heritage Railway.
- 1.4 Funding if agreed will contribute to the creation of a Restoration Learning Centre or Academy, aimed at passing on the skills required to maintain rolling stock.
- 1.5 The formation of what will become a range of classroom environments at the FHR yard will also be used to impart skills and knowledge to the growing volunteer cohort. While much of this will be related to the rolling stock restoration projects, there will also be opportunity to impart other skills which will contribute both to the running of the FHR as a tourism asset and add to volunteer's CVs should they be seeking employment.
- 1.6 Recent promotion of FHR has seen the addition of 8 new members and volunteers in their early 20's, this is an important development in terms of ensuring the longer-term viability of this key facility in Levenmouth.

## 2.0 Issues and Options

---

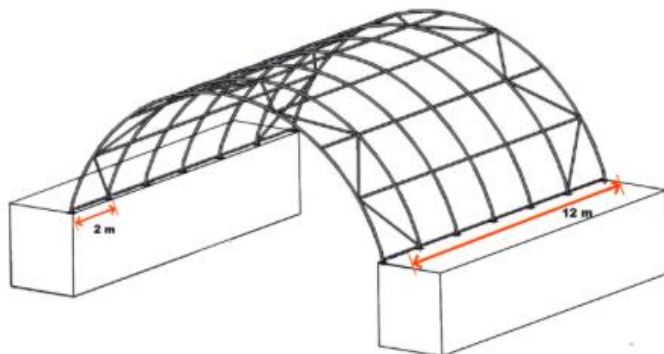
- 2.1 The new Academy will be made up of the following sites
  - Woodwork workshop.
  - Metalworking workshop and dirty preparation area.
  - Storage for parts awaiting restoration or refitting.
  - Clean Classroom and office space.
  - Clean space for painting, varnishing, upholstery and finishing.
- 2.2 The units are likely to be former welfare units which will be sourced on the second hand market. An example of the units to be purchased is shown below in picture 1.





Picture 1 – Example of Welfare Unit

- 2.3 The advantage of using this type of unit is that they are already lined, insulated and fitted for electrical connections.
- 2.4 Alongside the provision of this small campus of learning units, FHR are also looking to provide a canopy unit for the in-situ repair of a range of rolling stock projects.
- 2.5 FHR are currently pursuing other funding sources to meet the cost of the canopy unit, which it is thought will be in the region of £30,000 delivered and built. A representative view of the canopy proposal is shown below in picture 2.



Picture 2 – example of the canopy repair unit

## 3.0 Conclusion

---

- 3.1 This project will make an impact in terms of improving the use of the FHR yard, for its original use as a centre for repairing rolling stock, as a learning centre and as a better equipped facility for receiving visitors.
- 3.2 This project meets a number of the underpinning aims of the current approved Levenmouth Local Community Plan, notably around the themes of Thriving Places, Inclusive Growth and Jobs, as well as Community Led Services.

### List of Appendices

None

### Background Papers

- 1. FHR Business Plan
- 2. Levenmouth Tourism Audit

### Report Contact

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9<sup>th</sup> November 2022  
Agenda Item No. 10

---

## Supporting the Levenmouth Local Community Plan – Replacement Parking Barrier, Foreshore Area Buckhaven

---

**Report by:** Paul Vaughan, Head of Communities and Neighbourhoods

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**Wards Affected:** Ward 22

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### Purpose

---

The purpose of this report is to seek agreement from the Area Committee for a contribution from the Local Community Planning Budget (LCPB) of £5,851.30 for Ward22.

### Recommendation(s)

---

The Committee is asked to agree a contribution of £5,851.30 towards the cost of replacing the parking barrier onto the Foreshore area in Buckhaven.

### Resource Implications

---

Approval of this funding will reduce the LCPB for Ward 22 by £5,851.30.

### Legal & Risk Implications

---

There are no legal implications inherent in this report. The barrier was originally installed to prevent overnight parking by camper vans and caravans at this prominent site, the risk of not carrying out this work is the potential of disturbance to residents due to inappropriate use of the site.

### Impact Assessment

---

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

### Consultation

---

This issue has been raised at several ward meetings this year, and we have been advised by local Councillors that the matter is of particular concern to residents and the users of the fisherman's huts nearby.

The area has undergone upgrade through investment in a link pathway and viewing platforms along the shoreline, and selective planting to increase biodiversity and amenity. There is also significant investment scheduled to increase the shoreline protection at this site to ensure the green space remains usable.

This proposal therefore sits alongside these initiatives as a way of protecting the wider investment approach by protecting the site for its original use of providing temporary parking for visitors to the area.

## 1.0 Background

---

- 1.1 The criteria for spend from the LCPB requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Local Community Planning Budget, specifically in this case from ward 22.
- 1.3 Although the area is maintained by Grounds Maintenance – the barrier unit was funded through a wider development approach for the site; accordingly, the unit does not sit within the GM asset list.

## 2.0 Issues and Options

---

- 2.1 The current barrier has been in situ for a number of years and has proved effective in protecting the site from inappropriate use.
- 2.2 The barrier appears to have been damaged in 2021 due to a high vehicle driving into the barrier. We are not aware of any witnesses to the incident that would allow us to track down the owner of that vehicle.
- 2.3 The collision caused significant damage to the galvanised barrier unit, and inspection by the Council blacksmith confirmed that any repair to this type of unit would be ineffective.
- 2.4 On that basis we commissioned the Fife Council costing unit to provide us with the overall cost of replacement on a like for like basis, the cost has come in at £5,851.30 The full breakdown of costs is shown below

### **Partnering Cost Plan Tender details**

Amount of Building Services All Trades Fixed Price

Quotation, including all overheads and uplifts £ 5,251.30

Remove existing barrier

Fabricate and install new barrier

Provisional sum - galvanising £ 500.00

Provisional sum – new sign £ 100.00

Sub Total £ 5,851.30

Contingency (0%)

Fixed Price Tender Total Value **£ 5,851.30**

## 3.0 Conclusion

---

- 3.1 This project will make an impact in terms of securing access to this green space.
- 3.2 This project meets the underpinning aims of the current approved Levenmouth Local Community Plan, notably around the theme of Thriving Places.

### Report Contact

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9<sup>th</sup> November 2022  
Agenda Item No. 11

---

## **Supporting the Levenmouth Local Community Plan – West Wemyss Play Area and Glenlyon Road Play Area – Area Capital Funding Support**

---

**Report by:** Paul Vaughan, Head of Communities and Neighbourhoods

---

**Wards Affected:** Wards 21& 22

---

### **Purpose**

---

The purpose of this report is to seek agreement from the Area Committee for a contribution from the Local Community Planning Budget (LCPB) Capital element of £40,000.

### **Recommendation(s)**

---

The Committee is asked to:

- agree a contribution of £20,000 towards the cost of upgrading the play area equipment at West Wemyss as part of the area focus on improving play space and green space throughout Levenmouth.
- agree a contribution of £20,000 towards the cost of upgrading the play area equipment at Glenlyon Road Leven as part of the area focus on improving play space and green space throughout Levenmouth.

### **Resource Implications**

---

Approval of this funding will reduce the LCPB Capital element by £40,000.

### **Legal & Risk Implications**

---

There are no legal implications inherent in this report. The upgrading work proposed will improve the play amenity for children in West Wemyss and at Glenlyon Road and will remove any risk element inherent in maintaining older equipment.

### **Impact Assessment**

---

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

## Consultation

---

This approach supports a wider programme of improvements to play areas across Levenmouth. Members have been supportive of this programme since its inception in 2014. These play areas have been deemed as a priority by local members who agreed that they should be one of the promoted projects in the 'Play Park Update and Next Steps' report to Levenmouth Area Committee in May 2021. The proposal follows the approach contained within the Play Spaces Strategy 2021-2026, which was agreed at the Community and Housing Services Sub Committee on 26<sup>th</sup> August 2021 and was subject to consultation.

Both sites are supported by local community liaison groups with whom FC officers have worked with to refine the design proposals through a local consultative process.

## 1.0 Background

---

- 1.1 The criteria for spend from the LCPB requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Local Community Planning Budget, specifically in this case from the capital budget.
- 1.3 This request is for a £40,000 contribution in total from the LCPB capital funding allocated to the Levenmouth area as a match funding contribution. This will support a package of funding from other sources including Fife Environment Trust.
- 1.4 The overall cost of the proposed work at the West Wemyss site has been estimated at £80,000, with most of the funding balance coming from the 1<sup>st</sup> tranche funding from the Scottish Government (60K) for the refurbishment of play parks across Scotland. The project will be tendered jointly with The Haugh project in East Wemyss, which is a project previously agreed by members. Efforts will be made to deliver both in the 2022/23 financial year, however given current lead in times this could spill into 2023/24.
- 1.5 The overall cost of the proposed work at the Glenlyon Road site has been estimated at £120,000 with most of the funding balance coming from the 3<sup>rd</sup> tranche funding from the Scottish Government for the refurbishment of play parks across Scotland and Fife Environment Trust (FET). Given this is a 3<sup>rd</sup> tranche project, it is scheduled for 2023/24. The reason for bringing it to the area committee at this stage is to give clarity on match funding availability to FET and allow them to make an early decision on their own award to the project.

## 2.0 Issues and Options

---

- 2.1 The Levenmouth area has always supported the improvement of play and green spaces in terms of better facilities and amenities for families and young people, but also to promote play and activity as a support to improving local health statistics across a range of indicators.

- 2.2 This work ties in with current activity supported by Sportscotland which aims to increase participation in all forms of activity and sport across the Levenmouth area.
- 2.3 The designs for both sites which are attached to this report, aim to provide challenging play within a safe environment.
- 2.4 The investment in sites across the Levenmouth area has seen a significant improvement in the quality of sites available and has helped to noticeably increase usage by young people and families.

## 3.0 Conclusion

---

- 3.1 This project will make an impact in terms of improving the amenity to these green spaces and play areas.
- 3.2 This project meets the underpinning aims of the current approved Levenmouth Local Community Plan, notably around the themes of Thriving Places, and improving Health and Wellbeing.

### List of Appendices (to follow)

1. Design layout West Wemyss Play Area
2. Design layout Glenlyon Road Play Area

### Background Papers

1. Play Spaces Strategy 2021-2026 – Fife Council strategy document

### Report Contact

David Paterson

Community Manager (Levenmouth)

Buckhaven Burgh Chambers

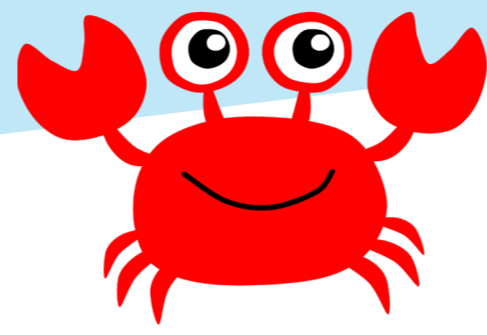
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# West Wemyss Play Area

Fife Council



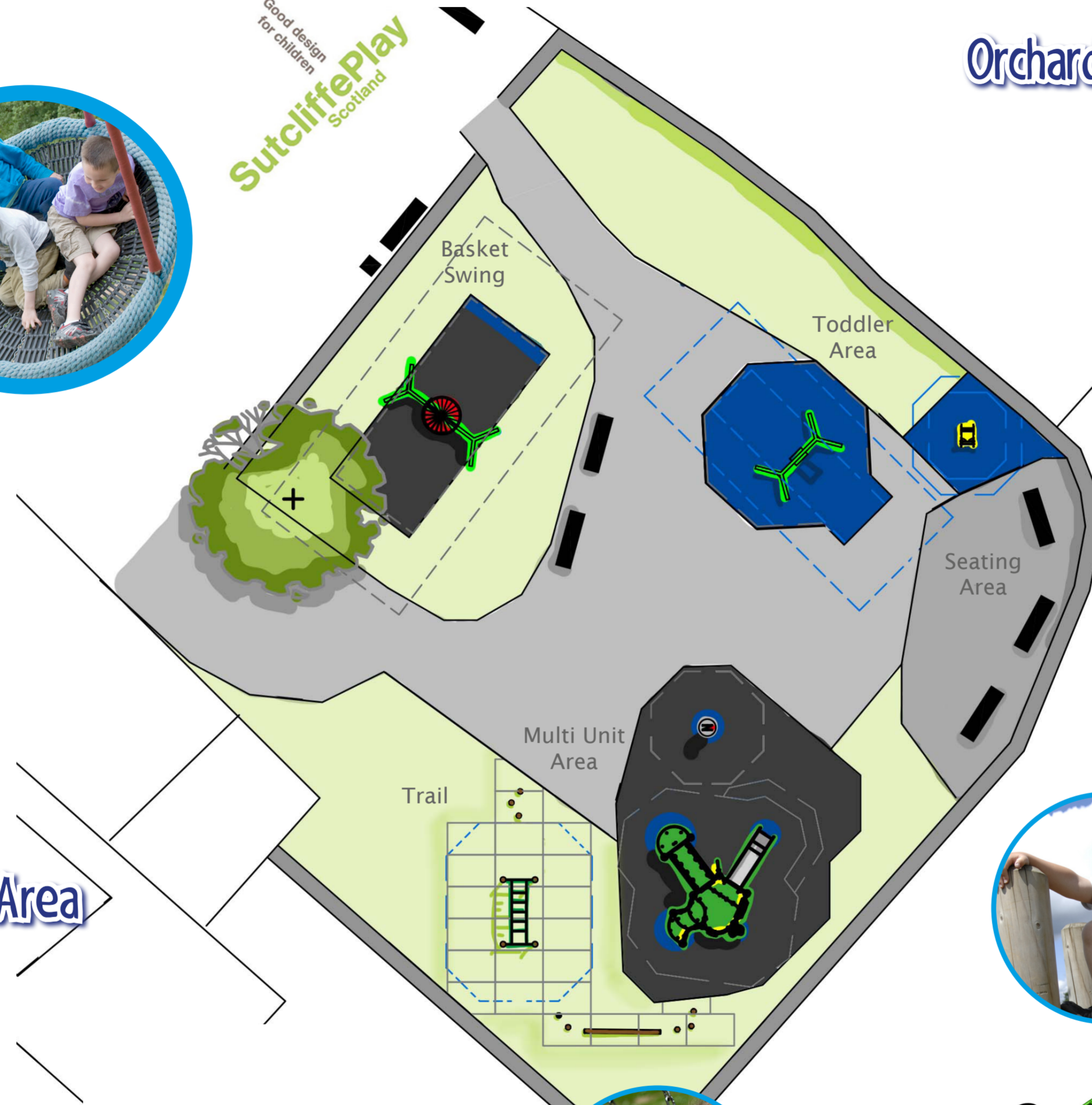
Qte 2022/019 REV A Drawn by KA  
14.02.2022



**Basket Swing**  
Age 4 - 12 years



Good design  
for children  
**SutcliffePlay**  
Scotland



**Orchard "Hazel"**



Age 4-12 years

& Cherry Twist Spinner

Age 3-14 years

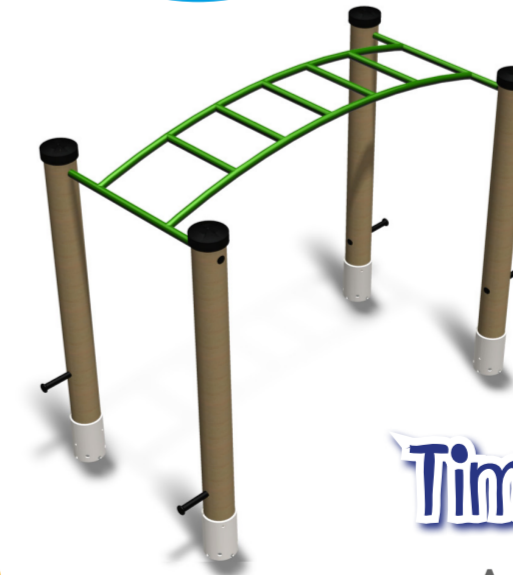


**Toddler Swing c/w Cradle**  
Age 1-6 years

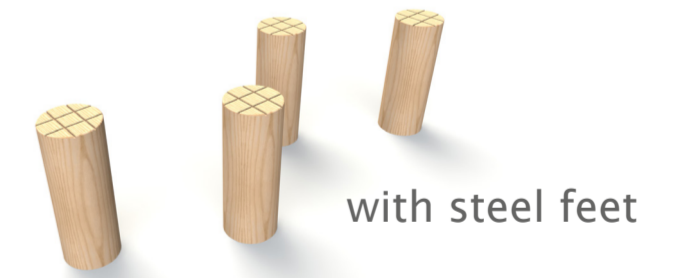
**Toddler Area**



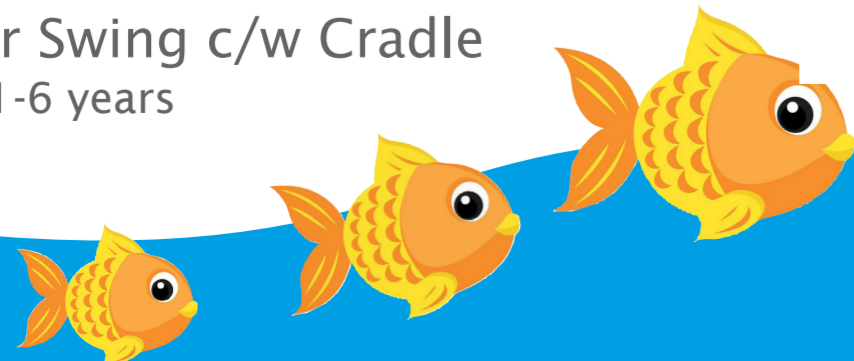
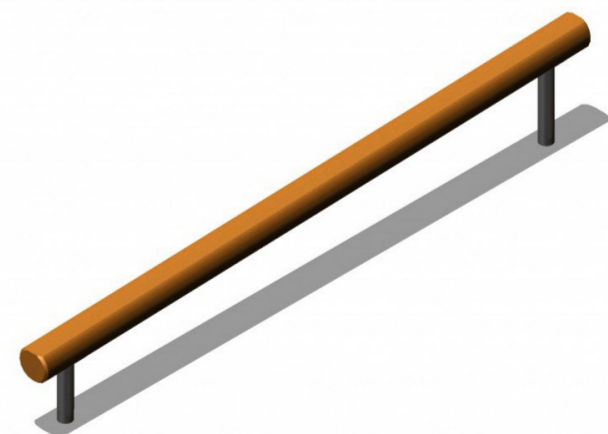
**Bee**  
Inclusive Springie  
Age 2 - 6 years



**Timber Trail**  
Age 2-12 years



with steel feet



57  
USERS

ALL  
AGES

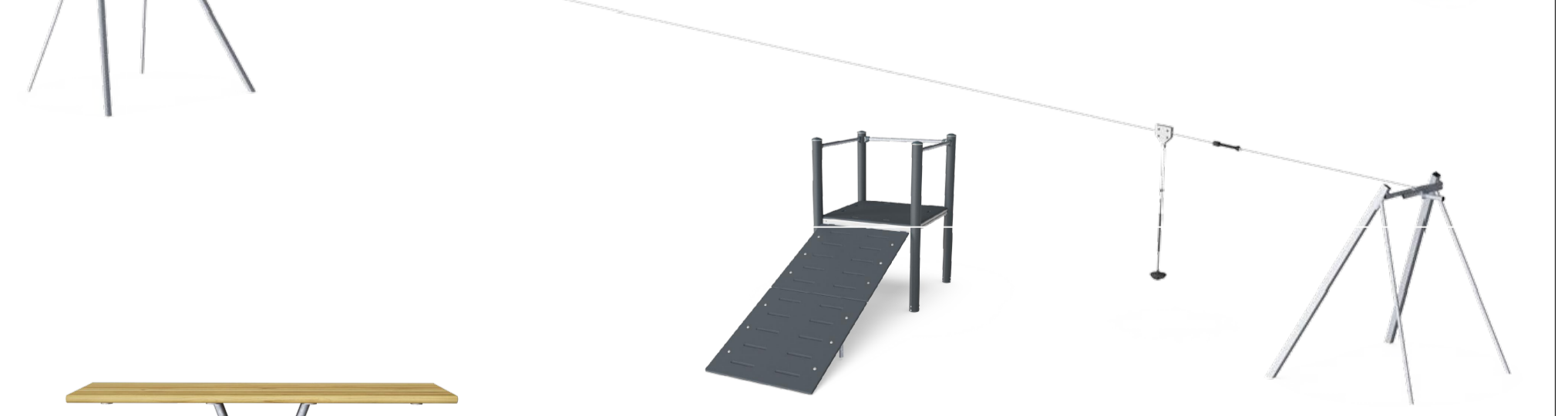
15  
ACTIVITIES

ENVIROPAVE SURFACING  
Gold Colourway  
porous paving solution consisting of recycled black rubber granules mixed with decorative aggregates  
meets accessibility requirements for wheelchair users, prams and buggies  
35mm depth laid onto 150mm depth Type-1 (min) ramped into grass

GRASS MAT SAFER SURFACING  
tested in accordance with BS EN1177 & EN1188  
1m x 1.5m, 22mm thick  
supplied with turf reinforcement mesh  
Grass areas should be well established prior to grass mat safety surfacing being laid

Equipment

- 1. KOMPAN Seesaw 3 Seats  
ref KPL117-0402  
Total height 78cm  
Fall height 100cm  
Age range 3-8 years
- 2. KOMPAN Wheelchair Carousel  
ref PCM157-0201  
Total height 70cm  
Fall height 100cm  
Age range 2-8 years  
DDA Accessible
- 3. KOMPAN Triple Bay Steel Swing  
(2 Flats, Shell, 1 Cradle, 1 You&Me Seat)  
ref KSW906-CUSTOM 20156952  
Total height 274cm  
Fall height 145cm  
Age range 2-10 years  
DDA Accessible
- 4. KOMPAN Meeting Point with Bench  
ref PCM703-0902  
Total height 170cm  
Fall height 42cm  
Age range 4-15 years  
DDA Accessible
- 5. KOMPAN Double Tower with Net  
ref PCM212121-CUSTOM 20152902  
Total height 380cm  
Fall height 224cm  
Age range 4-10 years  
DDA Accessible
- 6. KOMPAN Agora Picnic Table (x2)  
ref PAR4070-0001  
DDA Accessible
- 7. KOMPAN Cableway Level  
ref M87212-3817  
Total height 394cm  
Fall height 100cm  
Age range 4-12 years
- 8. KOMPAN Cableway Start Platform  
ref PCM102300-0902  
Total height 170cm  
Fall height 88cm  
Age range 4-12 years



REMOVE: swing, slide, seesaw, unit, roundabout, all rubber tile surface & edging.  
New Black/Green 50/50 flecked wet pour & Black/Gold Enviro pave surfacing.  
Grass areas should be well established prior to grass mat safety surfacing being laid.  
Areas and dimensions shown are critical for compliance with European safety



**KOMPAN**  
Let's play

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EH54 6AX  
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T:01506 442 266  
E:kompans.scotland@kompans.com

**NOT FOR TENDER ISSUE.**  
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Project Glenlyon Play Area	Date 18.03.22	Designed by JC
Client Fife Council	Drawing No. SC14693-01	Scale 1:100@A1
Title General Layout		Revision

9<sup>th</sup> November 2022

Agenda Item No. 12

---

## **Common Good and Settlement Trust Funds Annual Report 2021-2022**

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Report by: Eileen Rowand, Executive Director, Finance & Corporate Services

---

Wards Affected: 21 and 22

---

### **Purpose**

---

The purpose of this report is to advise members of the current status of the Common Good and Settlement Trust funds in the area and relevant fund activities over the financial year 2021-2022.

### **Recommendations**

---

Members are asked to:

- (1) note the information contained in the relevant appendices for the various Common Good funds and Settlement Trust Funds; and
- (2) offer comments as appropriate on the information provided.

### **Resource Implications**

---

The additional work to produce these reports has been resourced from within Finance & Corporate Services Directorate.

### **Legal & Risk Implications**

---

There are no known legal or risk implications.

### **Impact Assessment**

---

An EqlA has not been completed and is not necessary as the report does not propose a change or revision to existing policies and practices.

### **Consultation**

---

Consultation has taken place with Assets, Transportation and Environment Services and Fife Cultural Trust.

## 1.0 Background

---

- 1.1 Annual reporting is one of a suite of measures designed to ensure that Fife's Common Good Funds are managed and reported in a way that reflects best value for the organisation.
- 1.2 Historically, the Common Good Fund has comprised both capital and revenue balances. The capital balance consists of fixed assets which are heritable property and investments. The revenue balance comprises current assets held in the Council's accounts on behalf of the relevant fund.

## 2.0 Common Good and Settlement Trust Fund - Key Elements

---

### 2.1 Revenue Account

#### 2.1.1 Income

The cash income received during the financial year is mainly from rents, interest on investments and external interest. Income from net gain on revaluation is a result of the revaluation of the funds investments at the year end.

#### 2.1.2 Expenditure

In line with the Council's agreed policy, the first call on the Common Good & Settlement trust Funds is maintenance of heritable property. Disbursements/donations and other expenses are also funded from the Funds.

The amount spent on property costs and disbursements/donations are within the notes to the accounts for the individual Common Good Funds.

The net effect of the income and expenditure on a Common Good and Settlement Trusts accounts result in a surplus or deficit for the particular year. This amount is then transferred to balances.

## 3.0 Balance Sheet

---

### 3.1 Fixed Assets

#### 3.1.1 Heritable Property

Heritable Property comprises land and buildings held on Common Good and Settlement Trust accounts, in the main this is municipal buildings and recreational land of various kinds.

The attached accounts reflect the assets held on the Common Good Balance sheet and the Settlement Trust Funds as at 31st March 2022. A complete list of all Common Good assets relative to this Area is also attached at Appendix 1(b).

### 3.1.2 Investments

In addition to heritable property, each Common Good and Settlement Trust Funds also has investments. These investments form part of the funds capital balances. Investments are made using the Council's standard investment strategy to maximise income to the fund.

The heritable property and investments represent the capital balances

### 3.2 Current Assets

The Advance to Loans Fund comprises monies held in the Council's bank account which receive internal interest from Fife Council.

The advance to loans fund, plus debtors and less creditors, represents the revenue balances.

The revenue account and balance sheet form the financial accounts for the Common Good Fund and this is attached as Appendix 1 to this report.

## 4.0 **Moveable Property**

---

- 4.1 Moveable property held as part of the Common Good comprises everything that is not land or buildings, e.g. Council Chains of Office, furniture, ceremonial robes and so on. The Local Services Network and Museums and Libraries can provide a list of this moveable property if required.

## 5.0 **Conclusions**

---

- 5.1 This report and its appendices are intended to give Members greater information on the relevant Common Good Funds.

### List of Appendices

1. Levenmouth Area Common Good fund Annual Reports 2021-22 (incorporating as Appendix 1(a) A-B the financial statements 2021-22 and as Appendix 1(b) the schedule of heritable property).  
  
A – Buckhaven & Methil  
B – Leven
2. Appendix 2(a) Buckhaven & Methil and Leven Settlement Trust report
3. Appendix 2(b) – Financial Statement – Settlement Trusts – 2021/22
4. Appendix 2(c) – Settlement Trust Acceptable Uses

## **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 Annual Accounts 2021-22

## **Report Contacts**

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David Paterson  
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Telephone: 03451 55 55 55 493928 Email – David.Paterson@fife.gov.uk

**BUCKHAVEN & METHIL COMMON GOOD FUND  
ANNUAL REPORT 2021-22**

**1. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £1,440. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £345. The total balances of Buckhaven & Methil Common Good are £1,785 as shown in Appendix 1(a).

**2. Key Issues in Financial Year 2021-22**

**2.1 Income**

Total income for 2021-22 is £59 (2020-21 £52).

**Expenditure**

Total expenditure for 2021-22 is NIL (2020-21 NIL).

**3. Management of Assets**

3.1 There are no leased sites in Buckhaven & Methil.

**4. Value of Fund**

4.1 The total value of the fund has increased in 2021-22 by £60 as shown in Appendix 1(a).

**LEVEN COMMON GOOD FUND  
ANNUAL REPORT 2021-22**

**1. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise heritable property and investments totalling £423,289. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £35,209. The total balances of Leven Common Good are £458,498 as shown in Appendix 1(a).

**2. Key Issues in Financial Year 2021-22**

**2.1 Income**

Total income for 2021-22 is £10,141 (2020-21 £8,603).

**2.2 Expenditure**

Total expenditure for 2021-22 is £4,019 (2020-21 £10,620).

**3. Management of Assets**

3.1 There is one leased site in Leven, this is Leased to Fife Voluntary Action and is £400 per annum.

**4. Value of Fund**

4.1 The total value of the fund in 2021-22 increased by £34,328 as shown in Appendix 1(a).



**BUCKHAVEN AND METHIL SETTLEMENT TRUST FUND  
ANNUAL REPORT 2021-22**

**1. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £561. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £260. The total balances of Buckhaven and Methil Settlement Trust are £821 as shown in Appendix 2(b).

**2. Key Issues in Financial Year 2021-22**

2.1 Income

Total income for 2021-22 is £27 (2020-21 £23)

2.2 Expenditure

Total expenditure for 2021-22 is £100 (2020-21 £0)

**3. Management of Assets**

3.1 There are no leased sites

**4. Value of Fund**

4.1 The total value of the fund in 2021-22 has decreased by £72 as shown in Appendix 2(b)

**LEVEN SETTLEMENT TRUST FUND  
ANNUAL REPORT 2021-22**

**5. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £5,061. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £5,749. The total balances of Leven Settlement Trust are £10,810 as shown in Appendix 2(b).

**6. Key Issues in Financial Year 2021-22**

2.1 Income

Total income for 2021-22 is £214 (2020-21 £177)

6.2 Expenditure

Total expenditure for 2021-22 is £250 (2020-21 £0)

**7. Management of Assets**

3.1 There are no leased sites

**8. Value of Fund**

4.1 The total value of the fund in 2021-22 has decreased by £32.

**KENNOWAY SETTLEMENT TRUST FUND**  
**ANNUAL REPORT 2021-22**

**1. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £562. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £733. The total balances of Kennoway Settlement Trust are £1,295 as shown in Appendix 2(b).

**2. Key Issues in Financial Year 2021-22**

2.1 Income

Total income for 2021-22 is £24 (2020-21 £20)

2.2 Expenditure

Total expenditure for 2021-22 is £0 (2020-21 £0)

**3. Management of Assets**

3.1 There are no leased sites

**4. Value of Fund**

4.1 The total value of the fund in 2021-22 has increased by £24

## Appendix 2(b)

	Expenditure		Income			Surplus/ Deficit				
	Grants	Total Expendit ure	<u>Interest</u>		Total Income	Income Less Expendit ure	Investm ents	<u>Advances</u> to Loans		
			Revenue	Investm ent				Debtors	Fund	Total
			Balances	Interest						
A75000-DUNFERMLINE	500	500	67	1,615	1,681	1,181	39,665	356	49,334	89,355
A75001-BALLINGRY	0	0	8	232	240	240	5,688	51	5,910	11,650
A75002-LOCHGELLY	0	0	16	361	377	377	8,858	80	12,069	21,007
A75004-LESLIE	0	0	1	78	78	78	1,907	17	565	2,490
A75005-AUCHTERTOOL	0	0	1	39	41	41	969	9	934	1,911
A75006-BURNTISLAND	0	0	26	214	240	240	5,258	47	19,095	24,401
A75007-KINGHORN	0	0	21	569	590	590	13,976	126	15,681	29,783
A75008-KIRKCALDY	2,690	2,690	138	4,528	4,667	1,976	111,240	1,000	103,967	216,207
A75009-BUCKHAVEN AND METHIL	100	100	5	23	27	73	561	5	255	821
A75010-KENNOWAY	0	0	1	23	24	24	562	5	728	1,295
A75011-LEVEN	250	250	8	206	214	36	5,061	45	5,704	10,810
A75012-ANSTRUTHER & CELLARDYKE	4,750	4,750	84	5,298	5,382	632	130,141	1,169	65,015	196,325
A75013-AUCHTERMUCHTY	100	100	12	275	287	187	6,754	61	6,819	13,634
A75014-COLLESSIE	0	0	2	49	51	51	1,196	11	1,412	2,618
A75015-CRAIL	1,000	1,000	71	2,181	2,252	1,252	53,576	481	52,737	106,794
A75016-CUPAR	1,325	1,325	36	1,644	1,681	356	40,396	363	27,089	67,847
A75017-ELIE	0	0	12	329	341	341	8,089	73	8,994	17,156
A75018-FALKLAND	0	0	2	73	75	75	1,787	16	1,606	3,409
A75019-FREUCHIE AND AREA	99	99	6	113	119	20	2,773	25	4,308	7,106
A75020-KILCONQUHAR	0	0	4	141	145	145	3,457	31	3,240	6,728
A75021-KINGSKETTLE	0	0	2	45	46	46	1,097	10	1,196	2,303
A75022-LADYBANK	190	190	6	197	203	13	4,837	43	4,327	9,207
A75023-NEWBURGH	577	577	38	2,329	2,367	1,790	57,210	514	28,468	86,192
A75024-PITTENWEEM	350	350	16	399	416	66	9,807	88	11,947	21,842
A75025-ST ANDREWS	1,654	1,654	38	4,666	4,704	3,051	107,530	966	29,119	137,615
A75026-ST MONANS	919	919	32	1,281	1,313	394	31,466	283	23,466	55,215
A75027-TAYPORT	100	100	11	200	210	110	4,901	44	7,718	12,663
A75029-CULROSS	0	0	1	148	149	149	3,633	33	909	4,575
A75030-KINCARDINE	0	0	21	646	667	667	15,873	143	15,275	31,290
A75031-LIMEKILNS	200	200	1	172	173	27	4,225	38	689	4,952
<b>Settlement Trusts Total</b>	<b>14,804</b>	<b>14,804</b>	<b>686</b>	<b>28,072</b>	<b>28,759</b>	<b>13,955</b>	<b>682,492</b>	<b>6,133</b>	<b>508,575</b>	<b>1,197,200</b>

## Appendix 2(c)

These are the charitable purposes recognised in section 7(2) of the Charities and Trustee Investment (Scotland) Act 2005.

- a) The prevention or relief of poverty.
- b) The advancement of education.
- c) The advancement of religion.
- d) The advancement of health.
- e) The saving of lives.
- f) The advancement of citizenship or community development (including rural or urban regeneration).
- g) The advancement of the arts, heritage, culture or science.
- h) The advancement of public participation in sport.
- i) The provision of recreational facilities, or the organisation of recreational activities with the object of improving the conditions of life for the persons for whom the facilities or activities are primarily intended.
- j) The advancement of human rights, conflict resolution or reconciliation.
- k) The promotion of religious or racial harmony.
- l) The promotion of equality and diversity.
- m) The advancement of environmental protection or improvement.
- n) The relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage.
- o) The advancement of animal welfare.
- p) Any other purpose that may reasonably be regarded as analogous to any of the preceding purposes.

## COMMON GOOD FUNDS - BUCKHAVEN &amp; METHIL COMMON GOOD

Appendix 1(a)-A

## Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	<b>Income:</b>	
0.00	Rents	0.00
2.45	Interest on Revenue Balances	0.42
49.53	External Interest	58.62
0.00	Other Income	0.00
<u>51.98</u>	Total Income	<u>59.04</u>
	<b>Expenditure:</b>	
0.00	Property Costs	0.00
0.00	Donations	0.00
0.00	Other Expenditure	0.00
0.00	Depreciation & Impairment	0.00
<u>0.00</u>	Total Expenditure	<u>0.00</u>
51.98	<b>Surplus / (Deficit) for Year</b>	59.04
0.00	Add Funding from Reval Reserve	0.00
<u>51.98</u>	<b>Amended Surplus (Deficit) for year</b>	<u>59.04</u>

## Balance Sheet as at 31st March 2022

	<b>Fixed Assets:</b>	
0.00	Heritable Property	0.00
1,438.65	Investments	1,439.89
	<b>Current Assets:</b>	
273.06	Advance to Loans Fund	331.86
12.70	Sundry Debtors	12.94
	<b>Less Current Liabilities:</b>	
0.00	Creditors	0.00
285.76	<b>Net Current Assets</b>	344.80
<u>1,724.41</u>	<b>Net Assets</b>	<u>1,784.69</u>
	<b>Financed By:-</b>	
-1,724.41	Useable Reserves	-1,784.69
0.00	Unusable Reserves	0.00
<u>-1,724.41</u>		<u>-1,784.69</u>

## COMMON GOOD FUNDS - LEVEN COMMON GOOD

Appendix 1(a)-B

## Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	<b>Income:</b>	
400.00	Rents	400.00
8.37	Interest on Revenue Balances	40.87
8,194.30	External Interest	9,700.38
0.00	Other Income	0.00
<u>8,602.67</u>	Total Income	<u>10,141.25</u>
	<b>Expenditure:</b>	
0.00	Property Costs	769.00
2,369.80	Donations	0.00
0.00	Other Expenditure	0.00
8,250.00	Depreciation & Impairment	3,250.00
<u>10,619.80</u>	Total Expenditure	<u>4,019.00</u>
-2,017.13	<b>Surplus / (Deficit) for Year</b>	6,122.25
8,250.00	Add Funding from Reval Reserve	3,250.00
<u>6,232.87</u>	<b>Amended Surplus (Deficit) for year</b>	<u>9,372.25</u>

## Balance Sheet as at 31st March 2022

	<b>Fixed Assets:</b>	
160,250.00	Heritable Property	185,000.00
238,083.50	Investments	238,288.94
	<b>Current Assets:</b>	
23,734.76	Advance to Loans Fund	33,067.44
2,101.60	Sundry Debtors	2,141.17
	<b>Less Current Liabilities:</b>	
0.00	Creditors	0.00
25,836.36	<b>Net Current Assets</b>	35,208.61
<u>424,169.86</u>	<b>Net Assets</b>	<u>458,497.55</u>
	<b>Financed By:-</b>	
-263,919.86	Useable Reserves	-273,497.55
-160,250.00	Unusable Reserves	-185,000.00
<u>-424,169.86</u>		<u>-458,497.55</u>

**Buckhaven Common Good Asset List as 31/03/22**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000725	Muiredge Park	Methilhaven Road	Buckhaven	Whole asset
000726	Sandwell Street Park	Sandwell Street	Buckhaven	Most of asset
006130	Buckhaven Burgh Chambers	1 College Street	Buckhaven	Whole asset

**Leven Common Good Asset List as 31/03/22**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000497	Greig Institute	Forth Street	Leven	Whole asset
000621	Leven Bowling Club	The Links, Links Road	Leven	Whole asset
000627	Thistle Golf Course	Leven Links	Leven	Most of asset
000628	Scoonie Golf Course	Links Road	Leven	Whole asset
000748	Links Park & Beach	Promenade	Leven	Whole asset
000750	Letham Glen	Scoonie Brae	Leven	Whole asset
004184	Leven Public Convenience	Promenade	Leven	Whole asset
005942	Promenade Car Park	Promenade	Leven	Whole asset
006153	Carberry House	Scoonie Road	Leven	Whole asset
101004	Festival Gardens	Promenade	Leven	Whole asset



<b>Levenmouth Area Committee of 8 February 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Area Roads Programme Report 2023-2024	Assets, Transportation and Environment	Neil Watson, Vicki Connor	
Pupil Equity Fund	Education and Children's Services	Zoe Thomson	
Community Recovery Fund Allocation - Project Proposals relating to Cabinet Report Sept 2022	Communities and Neighbourhoods Service	David Paterson	
Local Community Plan Final Report	Communities and Neighbourhoods Service	David Paterson	

<b>Levenmouth Area Committee of 31 May 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Community Renewal Project Proposals – Update and Current Spend Profile	Communities and Neighbourhoods Service	David Paterson	

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Events Funding - Proposed Levenmouth Framework		David Paterson	
Play Park Upgrade Proposals Capital Budget Support		David Paterson	
Health & Social Care Partnership Report - Local Priorities	Health and Social Care	Tracey Harley-Sc	Due 2022
Sport Scotland Targeted Approach- Levenmouth- Anti	Communities and Neighbourhoods Service	David Paterson	

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Poverty Funding to Remove Barriers to Individual Access			
Grounds Maintenance Service Domestic Waste and Street Cleansing Service Annual Review	Environment & Building Operations (AT&E)	John Rodigan	Annual Report