

AGENDA

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1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of Meeting of North East Fife Area Committee of 7 September 2022 3 - 11
4. **APPOINTMENTS TO EXTERNAL ORGANISATIONS** – Report by the Head of Legal and Democratic Services 12 - 15
5. **APPLICATION FOR FUNDING FROM CRAIL COMMON GOOD FUND – CRAIL COMMUNITY HALL BOILER REPLACEMENT** – Report by the Head of Communities and Neighbourhoods 16 - 19
6. **GREEN ROUTES** – Report by the Head of Roads & Transportation 20 - 23
7. **SAFER COMMUNITIES TEAM UPDATE REPORT** – Report by the Head of Housing Services 24 - 36
8. **OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN NORTH EAST FIFE - APRIL 2021 - MARCH 2022** – Report by the Chief Inspector, Police Scotland 37 - 50
9. **SCOTTISH FIRE AND RESCUE SERVICE - LOCAL PLAN ANNUAL PERFORMANCE REPORT** – Report by the Station Commander, Scottish Fire & Rescue Service 51 - 75
10. **GROUNDS MAINTENANCE SERVICE, DOMESTIC WASTE & STREET CLEANSING SERVICE - ANNUAL REVIEW 2022** – Report by the Head of Environment & Building Services 76 - 96
11. **COMPLAINTS UPDATE** – Report by the Head of Customer & Online Services 97 - 123
12. **COMMON GOOD AND SETTLEMENT TRUST FUNDS ANNUAL REPORT 2021-2022** – Report by the Executive Director, Finance & Corporate Services 124 - 178
13. **NON SETTLEMENT TRUSTS ANNUAL UPDATE AND REVIEW OF TRUST FUNDS** – Report by the Head of Communities & Neighbourhoods 179 - 184
14. **PROPERTY TRANSACTIONS** – Report by the Head of Property Services 185 - 186
15. **NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME** 187 - 189

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

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

Fife House
North Street
Glenrothes
Fife, KY7 5LT

26 October, 2022

If telephoning, please ask for:
Elizabeth Mair, Committee Officer, Fife House 06 (Main Building)
Telephone: 03451 555555, ext. 442304; email: Elizabeth.Mair@fife.gov.uk

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THE FIFE COUNCIL - NORTH EAST FIFE AREA COMMITTEE – REMOTE MEETING

7th September, 2022

9.30 a.m. – 11.10 a.m.

PRESENT: Councillors Jonny Tepp (Convener), Al Clark, Fiona Corps, Sean Dillon, Alycia Hayes, Stefan Hoggan-Radu, Margaret Kennedy, Louise Kennedy-Dalby, Allan Knox, Jane Ann Liston, Donald Lothian, David MacDiarmid and Ann Verner.

ATTENDING: Donald Grant, Community Manager (Area), Vicky Wilson, Area Community Development Team Manager, Sarah Johnston, Access Officer, Communities and Neighbourhoods; Lesley Craig, Lead Consultant, Neil Watson, Lead Consultant, Roads and Transportation Services; Ryan McQuade, Fife Property Gazetteer Officer, Business and Employability Services; Kirstie Freeman, Housing Manager, Housing Services; and Emma Whyte, Committee Officer, Legal and Democratic Services.

APOLOGIES FOR ABSENCE: Councillors Gary Holt and Robin Lawson.

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 prior to the closure of the consultation on 12th September, 2022.

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 meeting of the North East Fife Area Committee of 31st 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 the external organisations detailed in Appendix 1 of the report.

As there was no unanimous decision for appointments to the following organisations, a roll call vote was taken for each.

East/

East Neuk Centre Trust

Roll Call

For Councillor Dillon – 7 votes

Councillors Al Clark, Fiona Corps, Sean Dillon, Margaret Kennedy, Allan Knox, Jane Ann Liston and Jonny Tepp.

For Councillor Hayes – 5 votes

Councillors Alycia Hayes, Stefan Hoggan-Radu, Louise Kennedy-Dalby, David MacDiarmid and Ann Verner.

Abstained – Councillor Donald Lothian

Accordingly, the Committee agreed that Councillor Dillon be appointed to the East Neuk Centre Trust.

Scottish Fisheries Museum

Roll Call

For Councillor Corps – 7 votes

Councillors Al Clark, Fiona Corps, Sean Dillon, Margaret Kennedy, Allan Knox, Jane Ann Liston and Jonny Tepp.

For Councillor Hayes – 5 votes

Councillors Alycia Hayes, Stefan Hoggan-Radu, Louise Kennedy-Dalby, David MacDiarmid and Ann Verner.

Abstained – Councillor Donald Lothian

Accordingly, the Committee agreed that Councillor Corps be appointed to the Scottish Fisheries Museum.

St Monans Community Trust

Roll Call

For Councillor Dillon – 7 votes

Councillors Al Clark, Fiona Corps, Sean Dillon, Margaret Kennedy, Allan Knox, Jane Ann Liston and Jonny Tepp.

For Councillor Hayes – 5 votes

Councillors Alycia Hayes, Stefan Hoggan-Radu, Louise Kennedy-Dalby, David MacDiarmid and Ann Verner.

Abstained – Councillor Donald Lothian

Accordingly/

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Accordingly, the Committee agreed that Councillor Dillon be appointed to the St Monans Community Trust.

Decision

The Committee:-

- (1) approved the appointments to external organisations as detailed in the Appendix to this minute; and
- (2) agreed that member appointment to the East Fife Sports Council be deferred to allow for a discussion with the organisation on additional member representation; and
- (3) agreed that member appointment to the St Andrews Welfare Trust be deferred until clarification can be provided as to which ward members are eligible to be appointed.

7. PROPOSED WAITING PROHIBITION – RUMDEWAN TERRACE AND HAUGHFIELD TERRACE, KETTLEBRIDGE

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals to introduce a “No Waiting at Any Time” prohibition on the junctions of Rumdewan Terrace with Back Park and Haughfield Terrace, Kettlebridge.

Decision

The Committee agreed, in the interests of accessibility and road safety:

- (1) to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO/22/48 (Appendix 1) attached to the report, with all ancillary procedures; and
- (2) to authorise officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

8. PROPOSED WAITING PROHIBITION – HIGH STREET AND PARLIAMENT PLACE, AUCHTERMUCHTY

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals to introduce a “No Waiting at Any Time” prohibition on the junction between High Street and Parliament Place, Auchtermuchty.

Decision

The Committee agreed, in the interests of road safety and traffic flow:-

- (1) to the promotion of a Traffic Regulation Order (TRO) to introduce the prohibition detailed in drawing no. TRO/22/46 (Appendix 1) attached to the report, with all ancillary procedures; and
- (2)/

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- (2) to authorise officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

9. **PROPOSED WAITING PROHIBITION – JAMES STREET AND LARGO ROAD, ST ANDREWS**

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals to introduce a “No Waiting at Any Time” prohibition on the junction of James Street and Largo Road, St Andrews.

Decision

The Committee agreed, in the interests of road safety and traffic flow:-

- (1) to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO/22/47 attached to the report, with all ancillary procedures; and
- (2) to authorise officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

10. **PROPOSED WAITING PROHIBITION – GLEBE PLACE AND QUEEN STREET, TAYPORT**

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals to introduce a “No Waiting at Any Time” prohibition on the junction of Glebe Place and Queen Street, Tayport.

Decision

The Committee agreed, in the interests of road safety and traffic flow:-

- (1) to the promotion of a Traffic Regulation Order (TRO) to introduce the prohibition detailed in drawing no. TRO/22/45 (Appendix 1) attached to the report, with all ancillary procedures; and
- (2) to authorise officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

11. **HIGH ROAD AND BONFIELD PARK – 20MPH SPEED LIMIT**

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals for the extension of the 20mph speed limit on High Road, Strathkinness and the introduction of a 20mph speed limit in the new residential development adjoining Bonfield Park.

Decision

The Committee agreed, in the interests of road safety, to the promotion of a Traffic Regulation Order (TRO) to extend the existing 20mph speed limit on High Road, Strathkinness and include the new adjoining residential roads within the TRO.

12./

12. A917 (ANSTRUTHER ROAD, HIGH STREET AND ST ANDREWS ROAD), CRAIL – 20MPH EXPERIMENTAL TRAFFIC REGULATION ORDER (ETRO)

The Committee considered a report by the Executive Director, Enterprise and Environment, advising of proposals to introduce an experimental 20mph speed limit on the A917 (Anstruther Road, High Street and St Andrews Road), through Crail.

Decision

The Committee agreed, in the interests of road safety:-

- (1) to the promotion and confirmation of an Experimental Traffic Regulation Order (ETRO) to replace the existing 30mph speed limit on A917 (Anstruther Road, High Street and St Andrews Road), Crail with a 20mph limit for an experimental period of 18 months, as shown in drawings TRO22/50/Crail/Exist and TRO22/50/Crail/Prop (Appendices 1 and 2) attached to the report, with all ancillary procedures; and
- (2) that officers provide a future report to the Committee providing further recommendations towards the conclusion of the ETRO period.

13. STREET NAMING AND NUMBERING CONSULTATION – SITE WEST OF CHURCH STREET, LADYBANK

The Committee considered a report by the Head of Business & Employability proposing that the names 'Nairn Way' and 'Crichton Gardens' be approved as new street names at the development site to the west of Church Street, Ladybank, as shown on the site plan attached to the report.

Decision

The Committee approved the new street names 'Nairn Way' and 'Crichton Gardens' for the Raith Homes development on the site to the west of Church Street, Ladybank.

14. PUBLIC RIGHT OF WAY AND CORE PATH DIVERSION, WESTER PITSCOTTIE

The Committee considered a report by the Head of Communities and Neighbourhoods advising of proposals for a diversion of the public right of way FN863 and core path 92, Pitscottie to Ceres Road via Wester Pitscottie.

Decision

The Committee:-

- (1) approved the proposed diversion of the public right of way and the core path under section 208 of the Town and Countryside Planning (Scotland) Act 1997; and
- (2) delegated confirmation of the diversion order to officers subject to no objections being received, in which case it would be submitted to the Scottish Government for confirmation.

15. AREA ROADS PROGRAMME 2021/2022 - FINAL UPDATE

The Committee considered a report by the Executive Director, Enterprise and Environment, advising on the delivery of the 2021-22 Area Roads Programme (ARP).

Decision

The Committee noted the contents of the report and appendices.

Councillor Clark left the meeting during consideration of the above item.

**16. APPLICATION FOR FUNDING FROM CRAIL COMMON GOOD FUND –
REWILDING KILMINNING**

The Committee considered a report by the Head of Communities and Neighbourhoods advising of an application received from Crail Community Partnership (CCP) for grant funding from Crail Common Good Fund towards the Rewilding Kilminning project.

Decision

The Committee approved a contribution of £10,000 from the Crail Common Good Fund to the Crail Community Partnership towards the Rewilding Kilminning project.

17. NORTH EAST FIFE AREA ANTI-POVERTY FUND

The Committee considered a report by the Head of Communities and Neighbourhoods reporting on the spending of the Anti-Poverty Funds 2021/22 and advising on the areas of spend of the £135,000 North East Fife Anti-Poverty funding for 2022/23.

Decision

The Committee agreed to note:-

- (1) the actual spend of the 2021/22 budget and outcomes achieved in the NEF Anti-Poverty Fund Action Plan attached as Appendix 1 to the report; and
- (2) the areas of spending of the 2022/23 funding across the areas of work outlined in Appendix 2 to the report which align to those identified as a priority by the NEF People Leadership Group, which are Homelessness, Mental Health and Social Isolation and Welfare Support and Food Insecurity.

Councillor Kennedy left the meeting following consideration of the above item.

18. AREA HOUSING PLAN UPDATE

The Committee considered a report by the Head of Housing Services providing an update on progress in delivering service priorities and performance information/

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information for the financial year 2021/2022 where figures were available at an Area level.

Decision

The Committee noted the work progressed through the Area Housing Plan for the financial year 2021/2022 and the expenditure for the HRA Locality Managed Budget for 2020/2021 outlined in Appendix 2 to the report.

19. PROPERTY TRANSACTIONS

The Committee considered a report by the Senior Manager, Property Services, advising of action taken using the List of Officer Powers in relation to property transactions.

Decision

The Committee noted the content of the report.

20. NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME

The Committee noted the North East Fife Area Committee Forward Work Programme which would be updated as appropriate.

21. URGENT MOTION

In terms of Standing Order 8.1(2), the Convener agreed to accept the following urgent motion.

Councillor Knox, seconded by Councillor Liston, moved as follows:-

“The Committee notes the proposals submitted by Stagecoach to review Services across the NEF 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 North East Fife. 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.

APPOINTMENTS TO EXTERNAL ORGANISATIONS

NORTH EAST FIFE AREA COMMITTEE

Organisation	No. of Reprs	Ward(s)	Councillor(s) Appointed
Bruce Charitable Trust	1	20	Margaret Kennedy
Castle Furniture Project Management Committee	1	16-20	Louise Kennedy-Dalby
Cupar and North Fife Local Tourist Association	1	16, 17 or 20	Margaret Kennedy
Cupar YMCA/YWCA Management Committee	1	20	John Caffrey
Dr Sloan's Trust	1	18	Jane Ann Liston
East Fife Sports Council	1	16 – 20	<i>Deferred</i>
East Neuk Centre Trust	1	19	Sean Dillon
East Neuk Local Tourist Association	1	19	Sean Dillon
Eden Estuary Local Nature Reserve Advisory Group	3	16 – 20	Jonny Tepp Al Clark Stefan Hoggan-Radu
Elie Seabox Society	1	19	Alycia Hayes
Fleming Bequest	1	18	Ann Verner
Gibson Mortification/Trust	2	18	Jane Ann Liston <i>Vacant</i>
Madras College Endowment Trust	3	17/18	Jonny Tepp Ann Verner Alycia Hayes
Murray Library Trust	3	19	Fiona Corps Sean Dillon Alycia Hayes
Paton Trust	1	18	Ann Verner
Provost Tulloch 1973 Trust	1	18	<i>Vacant</i>
Scottish Fisheries Museum	1	19	Fiona Corps

Organisation	No. of Reprs	Ward(s)	Councillor(s) Appointed
St Andrews Botanic Garden Trust	2	18	Jane Ann Liston Ann Verner
St Andrews Community Trust	1	18	<i>Vacant</i>
St Andrews Welfare Trust	2	18	<i>Deferred</i>
St Andrews Harbour Trust	1	18	<i>Vacant</i>
St Andrews BID Management Board	2	18	Robin Lawson Al Clark
St Andrews Local Tourism Association (Tourism St Andrews)	1	18	Jane Ann Liston
St Monans Community Trust	1	19	Sean Dillon
Tay and Earn Trust	1	16 – 20	Gary Holt
Walker Trust	2	16	Donald Lothian David MacDiarmid

2 November, 2022.
Agenda Item No. 4

Appointments to External Organisations

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

Wards Affected: 16 - 20

Purpose

The purpose of this report is to ask the Area Committee to note and agree member representation on external organisations either deferred or left vacant at the meeting on 7th September 2022.

Recommendation(s)

The Committee is asked to:-

1. note that Councillors Margaret Kennedy and Stefan Hoggan-Radu have been appointed to the East Fife Sports Council;
2. note that Councillor Robin Lawson has been appointed to the Gibson Trust ;
3. appoint a Ward 18 member to the Provost Tulloch 1973 Trust;
4. appoint a Ward 18 member to the St Andrews Community Trust;
5. appoint two Ward 18 members to the St Andrews Welfare Trust; and
6. appoint a member to the St Andrews Harbour Trust.

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

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

Impact Assessment

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

Consultation

Consultation was carried out with relevant officers, elected members and organisations.

1.0 Background

- 1.1 Members will recall that, at the last meeting on 7 September 2022, a number of appointments to external organisations were either deferred or left vacant pending further information requested by members.

2.0 Current position

- 2.1 Following this, further investigation and consultation has been carried out to clarify the position for each of the organisations where appointments were not made. These are set out in Appendix 1 to this report.
- 2.2 There is a legal requirement for elected members to fill these positions.

3.0 Conclusions

- 3.1 Members are asked to consider the position regarding the appointment of members to the various external organisations as set out in Appendix 1 and note and appoint members as requested.

List of Appendices

1. List of organisations showing current position relating to vacancies.

Report Contact

Elizabeth Mair
Committee Officer
Legal and Democratic Services
Fife House
Glenrothes
Telephone: 03451 555555 Ext. 442304
Email – elizabeth.mair@fife.gov.uk

Appendix 1.

External Organisations Requiring Member Appointment from the North East Fife Area Committee

External Organisation	Main Functions / Purpose of Organisation	Ward(s)	Update position
East Fife Sports Council	To see more people participating in sport and physical recreation and thereby enjoying its benefits. Provides advice and support for the development of all sports, competitions and other events. Also assists in the formation of sports clubs where none exist or where existing clubs are unable to fulfil current needs.	16 - 20	1 member requested and 2 members nominated. On investigation, the Sports Council had in fact requested two members. Cllrs Kennedy and Hoggan-Radu have been appointed and committee is asked to note the appointments
Gibson Trust	To provide care services for the elderly and those with social, physical and other needs. The Trust furthers its purpose by the operation of a residential care home known as Gibson House, Argyle Street, St Andrews.	18	2 members requested. Cllr Jane Ann Liston appointed. Cllr Robin Lawson has agreed to take up the vacant position and committee are asked to note his appointment.
Provost Tulloch 1973 Trust	Annual income distributed to the Management Committee of the Cosmos Centre, St Andrews and other organisations constituted for the benefit of the youth of St Andrews and district.	18	1 vacancy to be filled. This is required by the constitution. Nominations are invited from Ward 18 members.
St Andrews Community Trust	To support local community projects that meet one or more of our objectives, including focus on the community, education, environment, heritage, health and supporting those in need.	18	1 vacancy still to be filled (<i>Note: 3 year appointment but can be reappointed for a further term. Cannot be on the Links Trust or the Links Management Committee. Must be a St Andrews Ward Councillor. Cllr Ann Verner is not eligible as a current member of the Links Trust</i>). Nominations invited from the other Ward 18 members.
St Andrews Harbour Trust	To improve and promote St Andrews Harbour and its surrounding area to the benefit of residents, visitors and the local community.	Constitution does not specify a ward but asks that board members are familiar with the area served by the port.	1 vacancy still to be filled. This is legally required by the constitution. (<i>Note: 3 year appointment but can be reappointed.</i>) Nominations invited from members.

<p>St Andrews Welfare Trust</p>	<p>Trust Income is to be used to provide the following to people resident in or near St Andrews: - Financial assistance towards sickness and convalescence expenses, financial assistance to elderly persons in special circumstances, contributions towards the funds of nursing, medical and casualty organisations, financial assistance for young persons in special circumstances of need. The Trust provides such assistance by way of numerous grants to individuals and appropriate local organisations throughout the year.</p>	<p>18</p>	<p>2 vacancies still to be filled. The Solicitor for the trust has advised that it covers an area extending outwith the St Andrews Ward but that Ward 18 members are requested.</p> <p>Nominations invited from Ward 18 members.</p>
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2 November 2022

Agenda Item No. 5

Application for Funding from Crail Common Good Fund – Crail Community Hall Boiler Replacement

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 19 – East Neuk and Landward

Purpose

To present for consideration an application received from Crail Community Partnership (CCP) for grant funding from Crail Common Good Fund.

Recommendation(s)

Members are asked to consider an application from Crail Community Partnership for £6,250 towards the costs of replacing the boiler at Crail Community Hall.

Resource Implications

Crail Common Good Fund has an estimated in-year revenue surplus of £41,086 and revenue balances from previous years of £327,828. Successful applications from previous years that have yet to draw down funding amount to £62,940, excluding this application.

Legal & Risk Implications

There are no legal or risk implications based on this report.

Impact Assessment

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

Consultation

The project is supported by Crail Community Council and has the support of the majority of ward members.

1.0 Background

- 1.1 Applications to Common Good Funds should be able to demonstrate a benefit to the inhabitants of the former Burgh concerned.
- 1.2 Applications for £5,000 and under can be determined under delegated powers if there is agreement between the local Elected Members. However, the amount applied for on this occasion will require that it is determined by the North East Fife Area Committee.
- 1.3 The grant application should normally be a maximum of 50% of the total project cost except in circumstances where funding is for the maintenance of Common Good property.

2.0 Project Proposal

- 2.1 It is believed that the boiler at Crail Community Hall is over 20 years old. It will be between 60% to 70% efficient and over the years corrosion of the internal parts of the boiler will reduce this to below 60%. Most of the spare parts for the boiler are obsolete. It is expected that around 30% of the annual fuel bill could be saved by replacing the boiler.
- 2.2 Fife Environmental Trust have indicated that they will consider an application favourably as this type of work is within their scope. They have indicated that if successful they will fund 75% if the cost

3.0 Project Costs

- 3.1 The estimated overall cost for the project is £25,000.
- 3.2 The following applications have been made to cover this cost:
 - Common Good - £6,250 (this application)
 - Fife Environment Trust - £18,750

4.0 Conclusion

- 4.1 The award of a grant towards the cost of replacing the boiler at Crail Community Hall will assist Crail Community Partnership in their long-term plans for the building.
- 4.2 The application meets the criteria for Common Good funding. Grant funding requested is 25% of total estimated project costs.

List of Appendices

1. Crail Common Good Financial Statement
2. Crail Community Partnership Financial Evaluation Form

Background Papers

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

Report Contact

Donald Grant
Community Manager
County Buildings, Cupar
Tel: 03451 55 55 55 Ext no 446109

Email: donald.grant@fife.gov.uk

**FINANCIAL STATEMENT 2022/23
AS AT JULY 2022**

2021/22	2022/23	2022/23
	EXPENDITURE	FULL YEAR
£	TO DATE	PROJECTION
	£	£
INCOME		
39,440 RENTS	13,833	39,440
17,267 EXTERNAL INTEREST	-3,811	17,267
516 INTEREST ON REVENUE BALANCES	0	516
0 OTHER INCOME	0	0
57,223 TOTAL INCOME	10,021	57,223
EXPENDITURE		
1,511 PROPERTY COSTS	300	300
43,670 GRANTS - Current Year	2,562	15,837
GRANTS - Previous years	15,582	65,247
3,652 OTHER EXPENDITURE	0	0
48,833 TOTAL EXPENDITURE	18,444	81,384
8,390 SURPLUS/(DEFICIT) FOR YEAR	-8,423	-24,161
REVENUE BALANCES FOR PREVIOUS YEAR GRANTS	15,582	65,247
8,390 SURPLUS/(DEFICIT) TOTAL	7,159	41,086

FOR INFORMATION ONLY - YEAR END BALANCES AS AT 31/3/

	£
HERITABLE PROPERTY	753,753
INVESTMENTS	424,170
PRIOR YEAR COMMITMENTS	65,247
REVENUE BALANCES (NET OF PRIOR YEAR COMMITMENTS)	327,828
	1,570,998

CRAIL COMMON GOOD

A76030

ANALYSIS OF GRANT PAYMENTS

APPLICATIONS APPROVED IN PREVIOUS FINANCIAL YEARS			
£			£
OUTSTANDING PROJECT	REF	AWARDED DATE	PAID
20,000 Crail Parish Church Restoration	NEF023	9/2/2020	
8,573 Crail Public Improvement Works - Phase 2	NEF031	9/2/2020	
20,000 Refurbish Harbourmasters Office at Crail Harbour	NEF035	9/2/2020	
10,000 Mercat Cross Restoration	NEF041	10/28/2020	10,000
3,000 Crail Community Partnership - Victoria Gardens 2021 Planting	NEF050	1/7/2021	2,409
2,384 Crail Festival - Tree Pollarding	NEF067	10/5/2021	1,884
1,290 Crail Museum & Heritage - assist in cost of interpretation board	NEF068	10/27/2021	1,290
65,247			15,582
		REMAINING AMOUNT STILL TO BE PAID	49,665

APPLICATIONS APPROVED IN 2022/23

£			£
COMMITTED PROJECT	REF	AWARDED DATE	PAID
2,562 Standpipe Installations	NEF073		2,562
1,450 Crail in Bloom	NEF074	5/12/2022	
1,825 Crail Museum & Heritage Centre - Computerising Collection Database	NEF075	5/12/2022	
10,000 Trustee of Crail - Turning Tarmac into Wetland	NEF079	7/20/2022	

15,837

2,562

62,940

IN YEAR ESTIMATE SURPLUS AVAILABLE TO SPEND 22/23			41,086
CURRENT REVENUE BALANCES AVAILABLE			327,828
TOTAL AVAILABLE TO SPEND IN 2022-2023			368,914

COMMON GOOD APPLICATION -FINANCIAL EVALUATION FORM

Amount of Grant

Application Number

Grant Applicant

Contact Name
 Address

Description of Project

Period of Accounts

1. One off Project

2. Information available from the Annual Accounts

Income & Expenditure/Receipts & Payments Account

Statement of Balances/Balance Sheet

Accounts Audited/Independent Examiner

Deficit or Surplus
 as % of Total Expenditure

Have Funds at end of year increased
 If so, what is percentage increase on previous year

Organisations Annual Income

Organisations Annual Expenditure

Expenditure items appropriate

3. Comments from Evaluation of Accounts

4. Funding Breakdown

Detailed Breakdown of costs provided

Detailed Breakdown of Funding Income provided

<u>Income raised/applied for</u>	
Current Application	£ 6,250 Common Good
Income raised	4,350 Fundraising Activities
Other Grants	
Others	
Total Income	<u>10,600</u>
Total Expenditure	<u>0</u>

5. Comments

Organisation has sufficient funds to cover this however the majority of these funds are restricted so may not be able to use them for this project. The common good fund has sufficient funds to support this project.

Prepared By J Duncan 9/26/2022

Checked By Eleanor Hodgson 10/3/2022

Designation Accountant Date

2 November 2022

Agenda Item No. 6

Green Routes

Report by: John Mitchell, Head of Roads and Transportation Services

Wards Affected: 16,17, 18, 19 and 20

Purpose

The purpose of this report is to update Committee regarding the recommendation contained within the Committee report dated 9 June 2021 (2021 NEFAC 182 para.352 refers) to assess the appropriateness of developing 'Green Routes' within Fife.

Recommendation(s)

It is recommended that Committee approves removal of the 'Kingdom of Fife Millennium Cycle Routes' signing in North East Fife and replacement with 'Kingdom Greenways' signing and supporting marketing.

Resource Implications

The costs for converting Kingdom of Fife Millennium Cycle Routes into Kingdom Greenways have still to be identified. However, it is anticipated that costs will be accommodated within existing active travel budgets. Conversion of these routes will need to be carried out on a phased basis however, due to limited staff resources and other commitments.

Legal & Risk Implications

There are no significant legal or risk implications identified at this time.

Policy & Impact Assessment

- The Fife Environmental Assessment Tool has been used, with no environmental red flags being identified.
- An EqlA is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

Local members and community councils will be notified prior to the new signing being implemented. In addition, officers will provide short briefing notes at approximately 6 monthly intervals to update members of this committee and invite feedback on routes.

1.0 Background

- 1.1 At the meeting of the North East Fife Area Committee on 9 June 2021, it was recommended that the appropriateness of developing 'Green Routes' within Fife be assessed.
- 1.2 The report also contains an explanation of what Green Routes are, i.e. that they are considered mainly as 'on road' active travel routes, with high profile signing, although other traffic management measures could be implemented as well. Green Routes highlight to drivers the increased likelihood of coming across cyclists, walkers and horse riders, as well as indicating preferred corridors for active travel.
- 1.3 Since the Committee meeting on 9 June 2021, officers have made progress on the development of the Local Transport Strategy, with further public consultation programmed for early 2023. The recommendations in this report are not contradictory to the emerging strategy.

2.0 Issues and options

- 2.1 In the last year, the Council has become aware of the need to improve the condition of its 'Kingdom of Fife Millennium Cycle Routes' (KoFMCR), many of which are in North East Fife. These routes share similar characteristics to 'Green Routes' since they often use quiet country lanes. As the name suggests, these routes are now over 20 years old and were implemented to mark the passing from one millennium into the next. Arguably however, KoFMCRs no longer present an image of modern active transport corridors and the route signing is approaching the end of its lifespan, with many signs either faded or missing.
- 2.2 Given the suggestion of implementing 'Green Routes' in North East Fife and that these would, in many instances, overlap with the existing KoFMCR provision, it is recommended that each KoFMCR is reviewed and replaced with a 'Green Route', potentially branded as a 'Kingdom Greenway'.
- 2.3 This would involve the removal of KoFMCR signing and replacement with 'Kingdom Greenway' gateway signing and Kingdom Cycleway specific signing along the route, subject to Scottish Government approval. Scottish Government approval for the signs is required since Kingdom Greenway signing would be unique in design and consequently would not conform to the Traffic Signs Regulations and General Directions 2016. The unique signs will draw drivers' attention to increased likelihood of encountering walkers, cyclists and horse riders.
- 2.4 Suitable electronic marketing, such as route leaflets, will be developed and made available online to support the routes.
- 2.5 Where quiet country roads exist, but were not previously KoFMCRs, consideration will be given to expanding the 'Kingdom Greenway' programme to include them, subject to a satisfactory review by council officers.

3.0 Conclusions

- 3.1 In North East Fife, it is proposed to replace the Kingdom of Fife Millennium Cycle Routes with Kingdom Greenways. This will involve the removal of old, faded KoFMCR signing and erection of new 'gateway' signing and route signing for Kingdom Greenways, supported by electronic marketing.
- 3.2 Development of 'Kingdom Greenways' should be taken forward as a trial in North East Fife, prior to a possible roll-out across Fife.
- 3.3 Officers will provide short briefing notes at approximately 6 monthly intervals to update members of this committee and invite feedback on routes.

List of Appendices

- Appendix 1: Typical 'Green Routes' signing in East Lothian.

Background Papers

- North East Fife Area Committee report, 9 June 2021 (2021 NEFAC 182 para.352)

Report Contact

Allan Maclean (Roads & Transportation Services)
Bankhead Central, Glenrothes
Telephone: 03451 55 55 55 + Ext 461270
Email – Allan.Maclean@fife.gov.uk

Appendix 1: Typical 'Green Routes' signing
Example from East Lothian



1st November 2022

Agenda Item No. 7

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: North East Fife area (Wards 16, 17, 18, 19 and 20)

Purpose

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

Recommendation(s)

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

Consultation has taken place with community safety partner agencies.

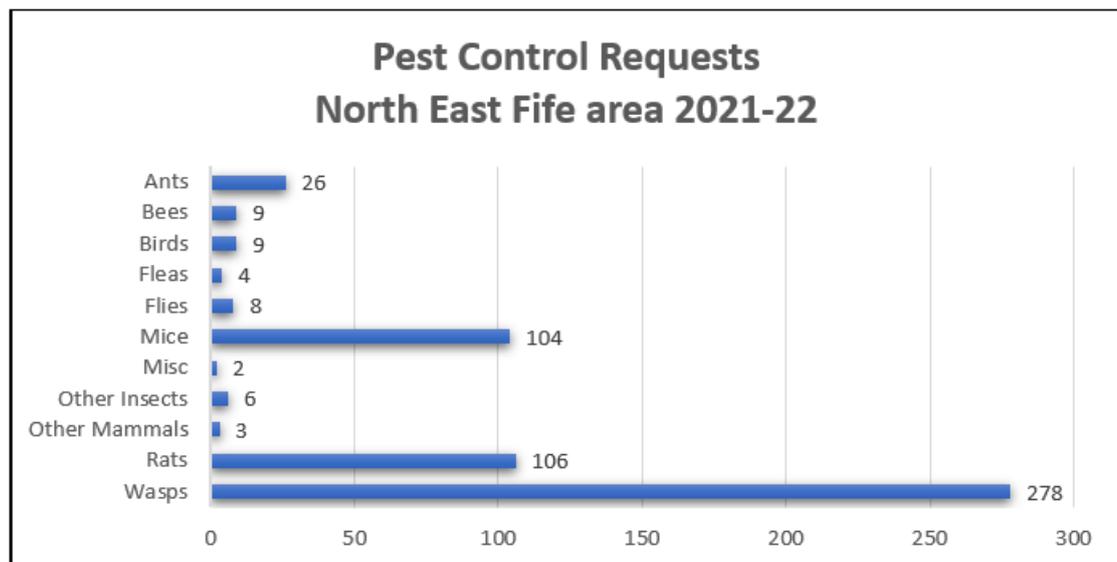
1.0 Background

- 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

- 2.1. Our Fife Cares service received 32 referrals during 2021-22. This was an increase on the number received in the previous year (14 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 (94%) 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 (48 compared with 27). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.
- 2.4. Of the 27 referrals to **Fife Community Safety Support Service (FCSSS)**, 10 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.

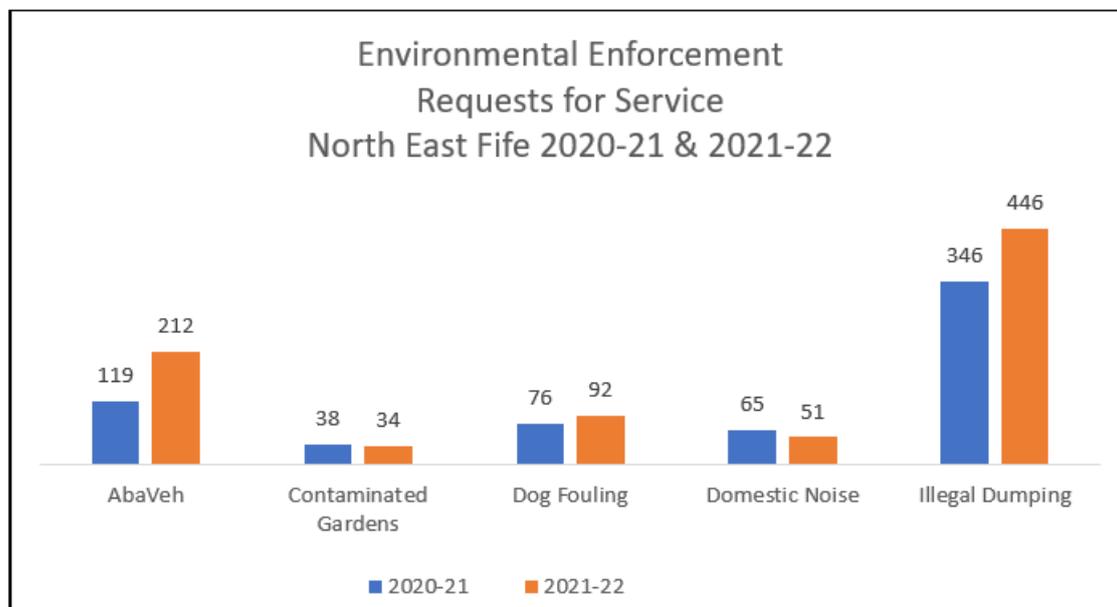
- 2.6. As of 17th January 2022, the Safer Communities Team became the single point of contact for all cases of private space **antisocial behaviour (ASB)**. Consequently, the number of cases dealt with by the team has increased compared to the previous year, and it is expected that there will be a further rise over this coming year.
- 2.7. The Safer Communities Team investigated 195 **antisocial behaviour** cases in the North East Fife area, compared to 108 in the previous year.
- 2.8. Our **Pest Control** officers responded to 555 requests for service during 2021-22, compared to 391 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. Twelve **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (4). Eleven dogs were microchipped, but only two of these reflected the correct details of their owners. Eight dogs were subsequently claimed/returned to their owner and the remaining four 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 19 referrals from the Youth Offender Management Group (YOMG) during 2021-22. Information received from Police Scotland provides that, Fife-wide, 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

- 3.1 In terms of **environmental enforcement** issues, 835 requests for service were received for this area during 2021-22, an increase on the previous year (644 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 1547 **patrols** in this area over the reporting period, a decrease on the previous year (1685 patrols).

4. Campaigns and events

- 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

- 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:

Sara Gray
Safer Communities Lead Officer
Halbeath Depot
Crossgates Road
Dunfermline
KY11 7EG

Email: sara.gray@fife.gov.uk

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?

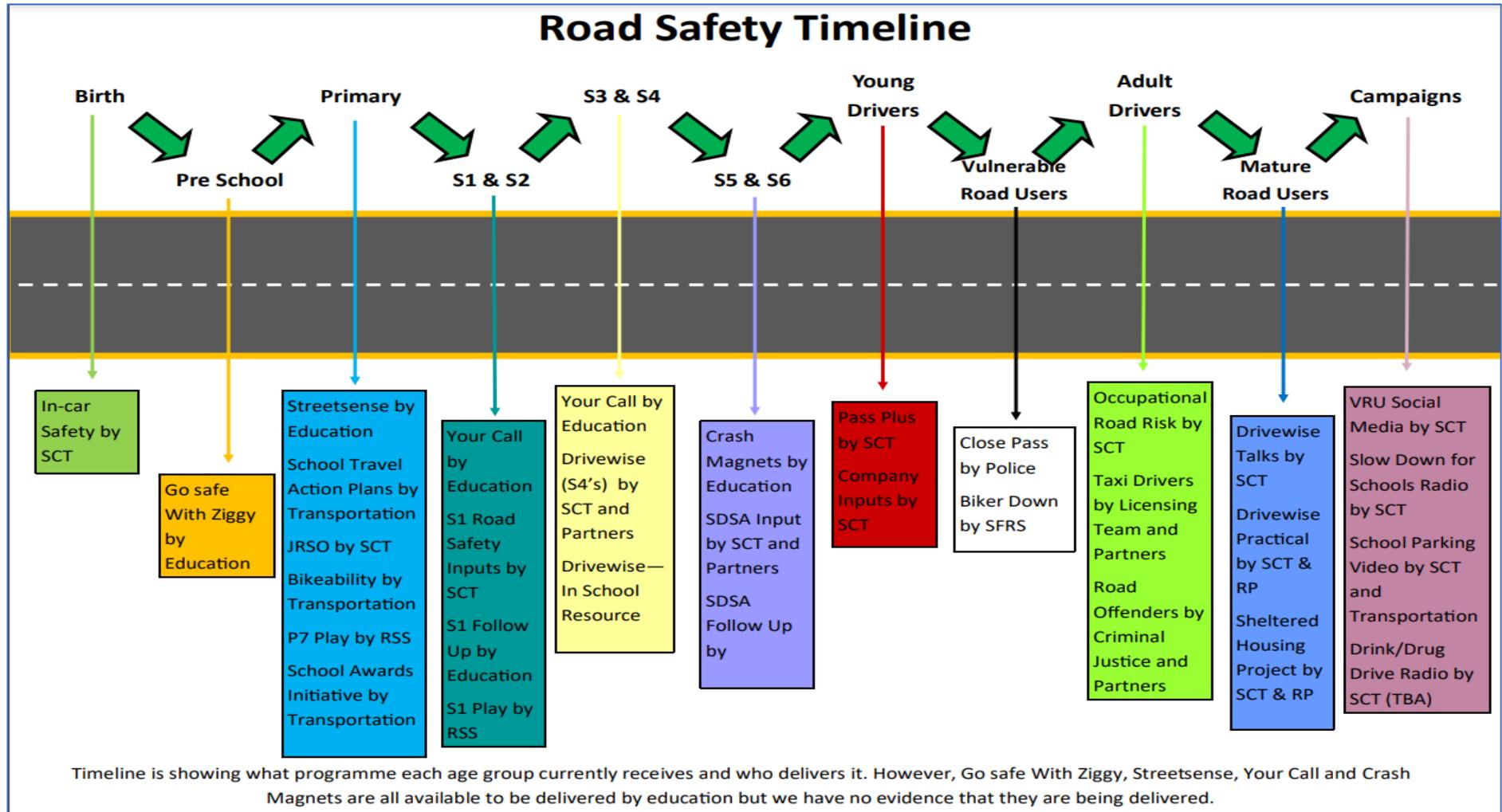
- *"I would like to say thank you to you and your organisation for assisting us and mediating a case which I know won't have been easy."*
- **Comment from Landlord** *"I totally support the findings of the Mediation Service and would appreciate it if you contact John and pass on my thanks for all the 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 – six meetings were held in this area during 2021-22.

Secondary School

S6 inputs – two S6 inputs were delivered to pupils in NEF.

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

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

Walking Routes to School – two assessments were 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

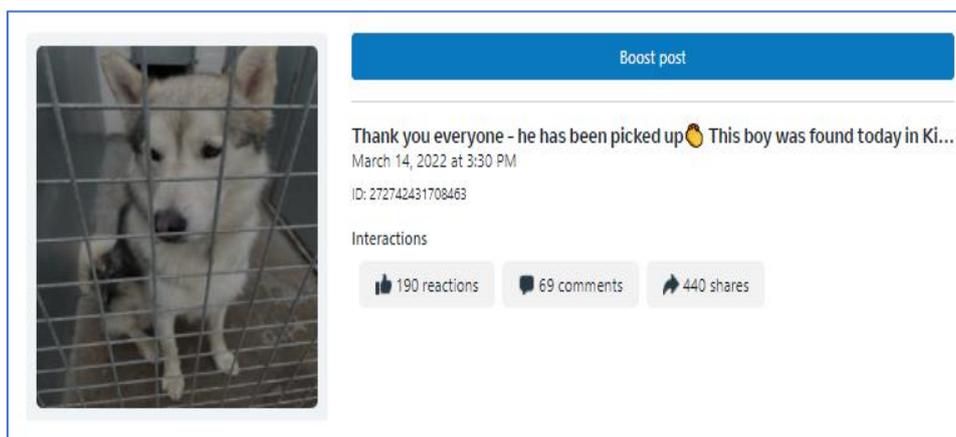
Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

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

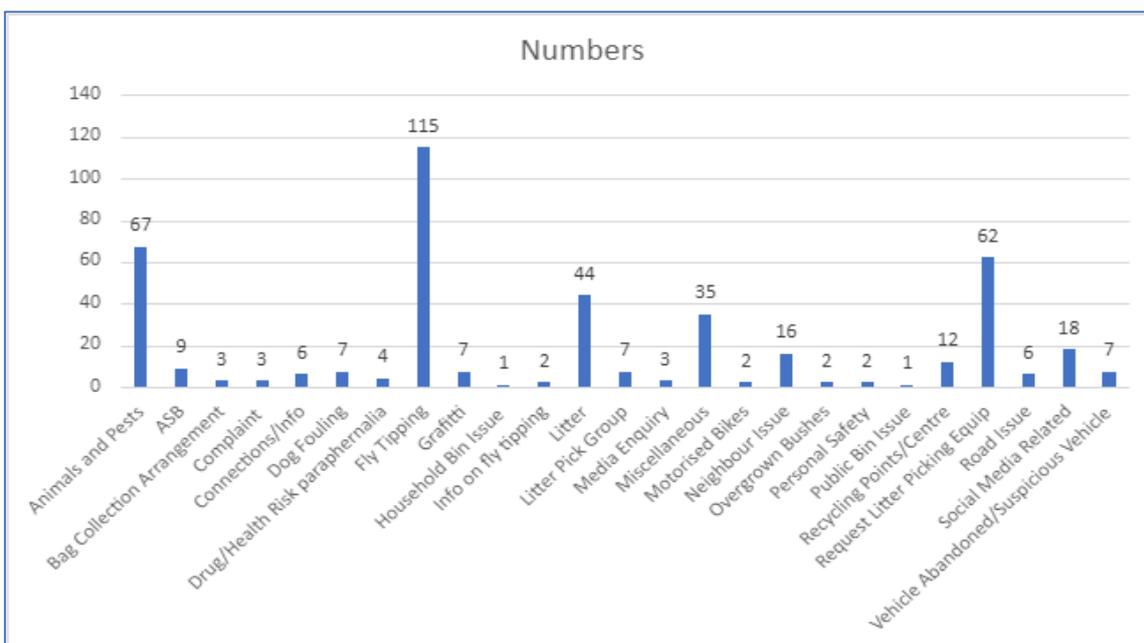
- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
 - Consent and dangers of pornography
 - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice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

Safer Communities on Facebook

- 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:



2 November 2022

Agenda Item No. 8

Operational Briefing on Policing Activities within North East Fife April 2021 - March 2022

Report by: Chief Inspector Chris Dow, Local Area Commander, North East Fife

Wards Affected: Ward 16 - Howe of Fife and Tay Coast, Ward 17 - Tay Bridgehead, Ward 18 – St Andrews and Strathkinness, Ward 19 - East Neuk and Landward and Ward 20 – Cupar

Purpose

This report provides Elected Members with information on matters impacting or involving Police Scotland, which have relevance to community safety in the North East Fife area.

Recommendation(s)

The Committee is asked to consider the content of the report and comment as appropriate.

Resource Implications

There are no additional resource implications arising from the activity outlined below.

Legal & Risk Implications

There are no identified legal or current risk implications.

Impact Assessment

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

Consultation

Consultation is an ongoing process with Elected Members from Wards 16 – 20, local communities through Community meetings and partner agencies through established meeting processes.

1.0 Background

- 1.1 This report provides members with an update on the activity in respect of local priorities, campaigns and initiatives undertaken by North East Fife (NEF) officers from April 2021 to March 2022. All police activity was undertaken alongside local and national objectives and in support of other organisational priorities within the NEF policing area.
- 1.2 Due to national technical issues it is not possible to present data on crime reporting/investigation at a multi-member ward level. Attached is the year end scrutiny report for Fife as a whole, to provide context around service delivery (see Appendix)

2.0 North East Fife Local Area policing update

- 2.1 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
 - Anti-Social Behaviour
 - Violent Crime
 - Substance Misuse
 - Road Safety
- 2.2 Through community engagement and partnership discussion, combined with local policing knowledge and intelligence the following objectives were identified as bespoke issues for NEF to focus on during 2021/22 and on which this report is primarily based.
 - Driver Behaviour (Operation Paramount)
 - Anti-social Behaviour (Operation Prevail)
 - Crimes of Dishonesty (Operation Principle)
- 2.3 Policing in 2021/22 continued to face considerable operational challenges from the ongoing effect of the coronavirus pandemic. Policing continued to work to protect and safeguard the public throughout, this included looking after its own staff and families from the effects of the virus.

The advent of Omicron, the most transmissible variant of the virus to date, was a stark reminder that communities and by default public services, needed to remain vigilant when dealing with the public whom we remained in such close contact. Absenteeism through illness, recovery or close contact rules had a significant impact on our ability or respond effectively.

Yet, the local policing service in North East Fife adapted and continued to step up to meet the challenge. This report outlines positive work in the face of varying degrees of adversity.

- The pandemic continued to see changes in crime patterns; dishonesties in some categories remained below pre pandemic levels (such as shoplifting) but with the release of restrictions and cost of living crisis, began to rise. This was also representative with cases of online fraud, which saw a marked increase which is represented nationally and recognised as a key area of threat/risk. As the restrictions changed and were diluted, police attendance to breach of restrictions fell and our approach reflected in reduced COVID related fines.

- The Conference of Parties (COP) 26 was the largest policing event in history, and the resource picture changed considerably for that period of time as we provided aid through to Glasgow to assist in supporting a safe and successful event. A minimum staffing level was maintained for 'business as usual' in our communities with staff brought from support roles to front line for a short period of time to ensure capacity remained consistent throughout and the public in turn, noticed no change in our capacity to respond.
- Planning for the 150th Open Golf in St Andrews in July 2022, began in 2021. This was the biggest Open Golf event in its history, and local policing again supported the event organisers, the R&A, to provide a safe event for its duration and a prompt return to normality. Preparation included significant public and business consultation, licensed premises meetings, and public drop-in sessions. For the first time, the event had a fully dedicated 24/7 shift profile in place solely for the 'off-course' engagement and reassurance. This was in addition to your local response teams based at St Andrews. In advent of this, the visible policing presence was increased in St Andrews at the weekends to support, reassure, prevent and deter giving confidence to our community. This will continue post Golf, for what is Fife's busiest night time economy.

Through engagement with the public and spectators from around the world, I am delighted to comment upon the positivity policing received from visitors around the world. Comments were made on our polite, professional, courteous approach to proactive engagement welcoming discussion and interaction which for many seemed a unique, yet welcome approach. This international recognition is something policing in Fife remains rightly proud of and continues in how we police your community.

3.0 Ward 16 Howe of Fife and Tay Coast

- 3.1 As we returned to a new, post pandemic normality, the number of visitors increased to local attractions during this last year bringing with them an increase in the number of vehicles. Due to a lack of available parking spaces road users began to park on verges causing disruption to local road users. To tackle this we worked alongside Fife Council and Fife Coast and Countryside Trust by producing leaflets and supportive messaging to educate and warn motorists they may be committing an offence if their parking wasn't considerate.



East Lomond Traffic Concerns

We continued with our patrols, particularly in places such as Glenvale which is the starting point for popular walks to Bunnet Stane, The Lomond Hills and John Knox Pulpit; We carried out summer days of action targeting these areas, engaging with the drivers and ensuring the road way was left clear to allow farm traffic and emergency vehicles to pass safely.

During the winter months, adverse weather created challenges on these roads with people accessing the Lomond Hills car parks causing accidents and disruption as cars could not make the steep climb, becoming trapped in ditches or unable to make the descent due to obstructions. Supportive engagement saw a marked decrease in potential conflict in this area and complaints reduced to partner agencies.

As new police officers joined the North East Fife cadre they completed their Unipar speed detection training and carried out a record number of speed deployments and stop points. We have targetted more areas and responded to local communities who have contacted us with their road safety concerns in keeping with our priorities.

- 3.2 As lockdown continued and businesses encouraged more people to work from home and more people choosing to spend holiday time within their home, for some it exacerbated neighbour disputes and calls to the Police regarding local residents increased. Within the Howe of Fife area, the local community officers have been involved with the Local Housing Team and Safer Communities tackling these reports to find solutions and bring an end to escalating conflict.

Following several reports of two residents within the Auchtermuchty area whose behaviour caused a number of issues in the community, collaborative work between the police and local housing resulted in the residents being proactively evicted from their property. The occupants received support and education with regards to the impact of anti-social behaviour on their local communities and they were housed in a more suitable environment, meeting their needs whilst taking consideration of the wider community whom had been impacted.

- 3.3 Over the last year, we have observed an increase in the range of fraudulent activities taking place and impacting on our communities. Local community officers became involved with a member of the public who resides within the Freuchie area who had been the victim of a fraud. A report of the incident was taken and a detailed investigation was carried out which determined that the person responsible for committing this crime had also done this to a number of other vulnerable residents that reside in the West of Fife. Collaborative work between community officers in the Howe of Fife ward and the West of Fife saw the person responsible traced and charged with multiple offences. The accused was reported and subsequently found guilty when appearing at court.

Our local Community Safety Officer (CSO) has been engaging with victims of fraud and bogus work related calls, working with external agencies providing advice and signposting. As part of their role they work with a number of agencies to assess new crime risks in the community and make recommendations and referrals to reduce crime. The role of the CSO has broadened over the years and is becoming increasingly complex, their role now encompasses a wide range of issues and is constantly evolving and adapting to take into account new and emerging trends. The CSO remains available and open to all forms of support where a member of the public or business needs advice and is accessible through your community team.

4.0 Ward 17 – Tay Bridgehead

- 4.1 Given the area and popularity with cyclists, speeding and cycle safety appear top of the list of priorities from the community. We have continued to work hand-in-hand with our colleagues in the Road Policing Division to provide a commensurate level of road safety visibility.

Operation Close Pass has now been successfully implemented several times in the ward, in direct response to the needs of the community. Local Community Officers work alongside Road Policing colleagues with Close Pass being a programme designed primarily to promote and educate positive driver behaviour towards cyclists.

Ongoing engagement with our elected members and Fife Council Transportation remains a priority for local Policing, ensuring that early identification and intervention in respect of problems with the road infrastructure is discussed and promptly addressed for the benefit of the local communities.

Local Community Officers, Road Policing and Response colleagues regularly carry out speed enforcement sites, targeting areas highlighted by residents. Moving forward this work will again be supported by local volunteers who agree to deploy in their own time as part of the Community Speedwatch initiative. Their work is invaluable and welcomed for the forthcoming year.

- 4.2 Ward officers have invested significant time in the development of intelligence surrounding the misuse of controlled drugs. Local communities continued to highlight concern around the ward and have been vital in the provision of actionable intelligence. This issue is certainly not unique to the area but has been a renewed focus for our teams. In the review period there have been numerous search warrants executed at addresses with positive results noted in all cases, including multiple proactive actions against repeat offenders. Of particular note was an address within the ward area, where a sophisticated cannabis plantation was identified with an estimated street value of over £100,000. Two nominals were arrested, drugs seized, severely hampering and disrupting organised drugs activity.

Forestry Commission and Nature Scotland representatives met with local Community Policing officers to carry out weekend joint patrols in Tentsmuir Forest as the tourist and staycation market continued to expand during the review period. In the main, many attend to enjoy all the area has to offer, but our continuing primary aim is to minimise and mitigate the impact of those intent on causing antisocial behaviour.



Partnership working and joint patrols

4.3 The geographical nature of the ward allows those intent on criminal activity to have easy access from the Tay Bridge and the A92. Our local policing approach remains focussed on high visibility and covert patrols which are seen as key to successful intervention. Patrolling in the ward at key times and by joined-up collaborative work with neighbouring divisions and Road Policing colleagues, we can minimise the impact these groups have. Where criminality does happen, the quick intervention of North East Fife and CID officers has led to the identification of offenders and prompt recovery of stolen vehicles.

Other types of acquisitive crime have been highlighted as a priority, in the main centring on cyber-enabled scams. Policing continues to invest heavily in public safety community messaging focusing on issues like fraud, where in the main scammers falsely impersonate bank staff and coerce victims into transferring often large sums of money. A lot of work within financial institutions and nationally is ongoing to combat this type of prevalent offence. We continue to support those victim of such offences and work in conjunction with partner agencies to tailor this as appropriate.

5.0 Ward 18 – St Andrews and Strathkinness

5.1 The St Andrews and Strathkinness area have, as many other wards, indicated the ongoing need for a focus on Road Safety. The inevitable increase in tourism has meant many head to the ward with a knock on effect for the surrounding communities. An increasingly co-ordinated tie-in with Road Policing has allowed for more targeted, bespoke action to monitor driver behaviour in the ward. Identified speeding hot spots, in the town and surrounding area, remain constant and form part of the local Policing patrol matrix. Local Community and Response Policing work together to target offenders in these areas of business.

Local Community officers have been involved in a recent media radio campaign run in conjunction with Fife Council Safer Communities, highlighting speeding outside of school premises. The campaign titled, “Slow down for Schools” has now run on three occasions, airing at times immediately before and after the school day, explaining why speeding in and around school premises is particularly dangerous with the aim of educating drivers to improve behaviour.



PC Fox with local school children

5.2 Of particular concern over the past review period has been the behaviour of a minority of school age pupils towards the increasingly diverse student population within St Andrews. This has been exacerbated by the siting of the new Madras College in close proximity to the University accommodation to the west of the town. Initial reports came in from the University student population reporting increased antisocial behaviour from school pupils during breaks and at the start/end of the school day. Parts of these complaints highlighted the use of language considered to be race-related in nature. Local Community Policing officers immediately established a working group between the University, the High School and divisional/national Police diversity units. By co-ordinating our response we were able to offer educational inputs at the school and signpost agencies to assist. Working closely with the University has allowed direct contact with student bodies to provide support and welfare, encourage reporting and open lines of communication to allow feedback from Police regards actions taken. Since intervention and our multi-agency partnership approach, there has been no further reporting in this particular area.



High Visibility Reassurance Patrols

5.3 Our commitment to the prevention and detection of dishonesty type offences continues. Within the reporting period, a spate of dishonesty reports were linked to eastern European organised travelling shoplifting groups. This included concerns surrounding students being deceived out of money by street beggars. This prompted significant, understandable concern from divisional and national Policing teams surrounding Human Trafficking, highlighting that some of those involved may be used in these activities against their will. Local Community Officers carried out extensive enquiries in the community and traced those responsible and while robustly dealing with criminality were able to promptly exclude those involved from Human Trafficking enquiries and identify well known nominals intent on taking advantage of the local community. Care is required to ensure that enquiry does not negatively penalise those who are themselves the victim of crime whilst ensuring that investigations into criminality are actioned.

6.0 Ward 19 – East Neuk and Landward

- 6.1 The review period saw a dramatic increase in tourists coming to the area for days out and “Staycations”, which coupled with the transient holiday home population caused strain throughout the East Neuk, particularly in Elie and Kingsbarns. Issues were identified at an early stage and robust intervention in partnership with elected members, FCCT and Fife Council Transportation, led to measures being taken to improve matters and available infrastructure. Temporary traffic regulation orders, overflow car parking and enforcement action, all played a part in considerable noted improvements. This work was the start of a review by all agencies, to look at both the immediate impact and future-proof planning for the weeks, months and years ahead.

Road safety remained a priority for local officers in this ward area and police undertook numerous Unipar speed deployments, concentrating on the hotspots derived from community concerns. This resulted in enforcement action being taken, mixed with key educational messaging highlighting why drivers need to behave responsibly.



PC Cook carrying out Unipar in Colinsburgh

- 6.2 Anti-social behaviour can be a blight anywhere and the frustrations felt in communities as a result of restrictions, led to early intervention in a number of neighbour disputes. Effective management at an early stage prevented relatively small incidents from escalating. We continued to work with partners to ensure all parties were supported and a level of local mediation put in place focusing on robust action when needed.

Particular issues experienced in Pittenweem caused concern to the communities and we were quick to respond. Almost daily liaison with our partners in Housing, Safer Communities and other departments within Police Scotland allowed for a multi-agency approach to combat a resource intensive problem. By gaining the trust of those living with the issue, we gained intelligence to take positive action; executing drug and arrest warrants, assisting with updates to partners to aid the removal or transfer of tenancies and importantly, gathered evidence to allow reporting of those responsible for criminality to the Procurator Fiscal, vastly improving the situation for affected communities.

6.3 Acquisitive crime remained a priority and we have continued to concentrate on the increase in telephone scams. Although vulnerable members of the community can often be the target of online/telephone scams, there have been a number of instances where many others fall foul. Significant efforts have taken place, tying in with divisional and national action plans to ensure the message gets out to educate the public via Community Council Meeting reports, social media or through targeted contact with community groups. We continued to strive to beat the criminal's intent on targeting members of public financially, often where it has the most impact, during times like the pandemic.

Our work has not stopped elsewhere however and has resulted in positive action. A spike in calls to a local store, highlighted a series of thefts. A local officers' dedicated and tenacious approach, saw a male positively identified, the necessary evidence gathered and him being reported to the Procurator Fiscal for a catalogue of shoplifting offences. Our work continues to explore the reasons behind such behaviour, signposting those responsible to partner agencies and encouraging a preventative approach to offending.

7.0 Ward 20 - Cupar

7.1 Local Community Officers held meetings with staff/senior management at all Primary and Secondary schools in the ward area to discuss road traffic matters/speeding issues. Schools were provided with direct contact details for community officers PC Fergusson and Shand to encourage communication and partnership working and this has been well received.

Community and Response officers have carried out speedar deployments at both the start and finish of the school day outside all schools or nearby. During these deployments, officers have provided warnings to motorists, given out fixed penalty tickets and reported offences to the Procurator Fiscal.



PC Shand outside Castlehill Primary School

Responding to intelligence, officers were given descriptions of a vehicle that was suspected to be driven by a male under the influence. This vehicle was subsequently stopped and £2000 controlled drugs was recovered from within and the driver charged with Section 4, Road Traffic Act, driving whilst unfit through drink or drugs.

Stop points are carried out regularly by officers, particularly on nightshifts targeting cross border criminals who may be travelling into the Fife area and using our road network. We do not just put stops on main arterial roads, we also carry out co-ordinated stop points on the back roads in and out of town.

- 7.2 We have received a number of complaints regarding off-road and quad motorbikes being driven in public places and this behaviour is both anti-social and dangerous to both the riders and pedestrians, remaining a significant concern for police and the public.

Off-road motorcycles and quadbikes can only be used on private land with the permission of the landowner. If used on a public road then they are subject to all the usual requirements of road traffic law including insurance, licence, registration and that all the appropriate safety equipment is fitted for use on a road. Officers responded to numerous reports of the antisocial and illegal use of an off road motorcycle in Springfield, the motorcycle was successfully seized and the rider reported for road traffic offences



Off road bike seized from Springfield

- 7.2 During December 2021 as part of routine patrols officers were made aware of a male attempting to break into vehicles in a residential area of town. Officers attended the area and carried out both foot and mobile patrols in an effort to trace the male. He was subsequently apprehended and search and found to be in a possession of a screwdriver.

Further enquiries amongst local residents and CCTV review showed the male had attempted to break in to several vehicles and had gained access to some. He was arrested, taken into custody and charged with several offences. The use of private CCTV helped secure vital evidence and is now a regular part of all enquiries.

8.0 Working in Partnership

- 8.1 As early 2022 saw the full installation of the East Neuk Coastal Path safety marker system, also came the better weather.

Immediately the project benefits were realised, when in conjunction with other location tools, the family of a walker who had taken ill, quoted one of the posts and made contact with emergency services. This allowed for the exact co-ordinates to be relayed to attending units, including Helimed. The walker was triaged, taken to hospital for treatment via helicopter and later released after a period of observation.

National media took interest in the coastal project and filmed a piece in the STV mainstream news outlet during the 6pm Scottish News across the nation on Wed 2nd February 2022, featuring Community Sergeant Matt Spencer.



Coastal Path Safety Markers

- 8.2 October 2021 saw the return of the annual Dunhill Golf Championship to St Andrews, resourced from local Policing staffing and considered an overarching success. This led into the early preparation for the 150th Open Championship with a dedicated planning team. A significant part of this planning was liaison with local business, retail and licensed premises, listening to concerns and feeding back to mitigate disruption for the local communities of North East Fife, whilst supporting a safe and successful international event.
- 8.3 Operation Urram was the dedicated policing response for the Conference of Parties 26 which was held in Glasgow, in November of 2021. This was largest policing operation of its kind ever seen in the UK and required the support of local North East Fife Policing staff before and during the event. Despite the resourcing challenges this presented, the local policing response for North East Fife was consistently high throughout and we maintained the high quality of service that the communities have come to expect.
- 8.4 During May 2021 St Andrews and the East Neuk of Fife welcomed Royal visitors, the Earl & Countess of Strathearn. On a rainy and cold day well wishers in large numbers lined the streets of St Andrews and the East Neuk to catch a glimpse of the royal couple. After initially starting out at West Sands, they moved into the Town Centre and the University before moving down the coast. They left from Anstruther via Helicopter. Local Officers worked with officers from across Fife to manage the large number of visitors and worked with Close Protection Officers and officers from the Metropolitan Police to ensure the event passed smoothly and once again highlighting the importance North East Fife holds from a wider perspective.



Royal Visit to North East Fife

8.5 Unfortunately, North East Fife policing has had to investigate a large number of missing people, both local to the area and from out with. Many of these enquiries involve people deemed to be high risk through their own vulnerability or due to the circumstances they have found themselves in. These enquiries are fast-paced and involve numerous agencies working together to try and achieve the best possible outcome.

RNLI, Coastguard, Air Support, Trossach Dogs, Oceanographers and the UK National Missing Persons Unit are just a few of the external agencies we work with. We utilise specialist support from within the police such as search teams, both water based and on land, dedicated house to house and CCTV coordinators and search dog support. Dependent upon the risk grading for the missing person, a dedicated team is put in place immediately to support the investigation and family during these difficult times.

9.0 Protecting People From Risk of Harm

9.1 Dealing with the most vulnerable members of our society and protecting those at risk of harm remains a primary focus for modern day policing. The decision making process which determines the type of policing response received revolves primarily around Threat, Risk and Harm.

As a result policing focusses largely on responding to those most in need through their own vulnerability, or vulnerability through the position they have found themselves in. In this recording year, not only did your local policing deal with the priorities outlined and with significant success, they further responded to a;

- **21% increase in missing person enquiries**
(210 enquiries rising to 255)
- **25% increase in vulnerability reports**
(2328 reports increasing to 2910)
- **17% increase in calls requiring police attendance/support to childrens care homes**
(164 calls rising to 193)
- **13% increase in 'Cause for Concern' type calls**
(808 calls increasing to 913)
- **10% increase in 'Assist member of the public' type calls**
(1727 calls rising to 1900)
- **560 firearm renewal applications (projected for end of 2022), a 49% uplift in officer commitment**
(376 applications increasing to 560)

All of these enquiries require meaningful officer involvement, engagement and diversion from what could be traditionally reviewed as policing duties (namely dealing with reported crime). But the reader should continue to acknowledge that traditional policing continues to trend in a different projection. This was highlighted in the new [HMICS 2021/22 Annual Report](#), where it was reported 73% of all calls to police resulted in no crimes being recorded. Policing in North East Fife recognises this trend, whilst still making significant inroads into other matters of concern within the community.

- 9.2 In keeping with a key priority raised by the North East Fife community, namely road safety and influencing driver behaviour we continue to support public safety through high visibility deployments in the area. The information below is directly derived from recorded actions by your local response and community ward teams, and does not include the visibility profile provided by Roads Policing Division on major routes. During this recording year we conducted;
- 1280 Stop Point deployments on a mixture of routes for high visibility, engagement, education and deterrent purposes
 - 291 Speed Gun deployments, many in areas directly influenced by resident engagement with community policing
 - 128 Pop-Up-Bob deployments in key villages and near schools, again heavily influenced by resident contact, or by community council engagement with local policing

10.0 Licensed premises

10.1 Licensed premises are subject to a Red, Amber and Green (RAG) grading system, which highlights specific premises that have come to the notice of the police. The definition of the three RAG categories is as outlined below:

- **Red** - Problematic Premises (highest grading)
- **Amber** - Premises subject to formal intervention (subject to some form of monitoring & intervention where appropriate), and
- **Green** - Monitored Premises – (all reported incidents)

10.2 There are no licensed premises within North East Fife requiring intervention at this time.

10.3 It is recognised that this could be in part as a result of the restrictions during lockdown periods. Since the lifting of such restrictions and a return to the new normality, the local community has seen a welcome increase in footfall to our towns and in turn to licensed premises. In anticipation of this local policing engaged with the Licensing Sergeant for the Division, Licensing Support Officers from Fife Council and saw a marked increase in recorded visits.

The purpose of these visits is to build upon good relations, whilst inspecting and scrutinising licensing conditions compliance, whilst offering reassurance to the community.

This year also saw a return to Friday/Saturday high visibility foot patrols in St Andrews Town Centre, Fife's busiest night time economy. This was widely welcomed by licensees, door security staff, tourists and those enjoying what the town had to offer. Community teams provide this engagement every weekend and will continue to do so through to this year's Open Golf and beyond.

10.4 Last year saw a postponement to the successful 'Best Bar None' joint partnership initiative due to the impact from the pandemic. However, a number of licensed premises in North East Fife will feature for the award process in the forthcoming 2022/23 year, prioritising on safe enjoyable spaces for the public to enjoy, relax and socialise.

11.0 Policing in North East Fife

11.1 The policing structure in NEF continues to place a strong focus on dedicated community policing and believes in a collective responsibility to ensure the area is a safe place to stay, work and visit.

Your Community Ward Officers for the forthcoming 2022/23 are;

- ❖ Ward 16 – Constable Kirstie Haddow and Constable Mark Lowe
- ❖ Ward 17 – Constable Gavin Dunn and Constable Lee Robb
- ❖ Ward 18 – Constable Larna Fox and Constable Dawn Doherty
- ❖ Ward 19 – Constable Robert Cook and Constable Robert Wallace
- ❖ Ward 20 – Constable Lee Smith and Constable Duncan Shand

Supporting the Ward officers are;

- ❖ Inspector Murray Gibson Community Inspector
- ❖ Sergeant Helen Manuel Community Sergeant (Wards 16 and 20)
- ❖ Sergeant Joanna Peddie Community Sergeant (Wards 17, 18 and 19)

Report Contact

Murray Gibson
Community Police Inspector
Cupar/St Andrews
Telephone: 01334 418711
Email: murray.gibson@Scotland.pnn.police.uk

2 November 2022

Agenda Item No. 9

Scottish Fire and Rescue Service

Local Plan Annual Performance Report

Report by: Niall Miller, Station Commander for the North-East Fife Area.

Wards Affected: All

Purpose

This report provides the Committee with incident information for the period 1st April 2021 – 31st March 2022. The Incident information enables the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) North East Fife Committee Area incident activity against its key performance indicators (KPIs).

Recommendation(s)

The committee is asked to:

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

Resource Implications

Not applicable

Legal & Risk Implications

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

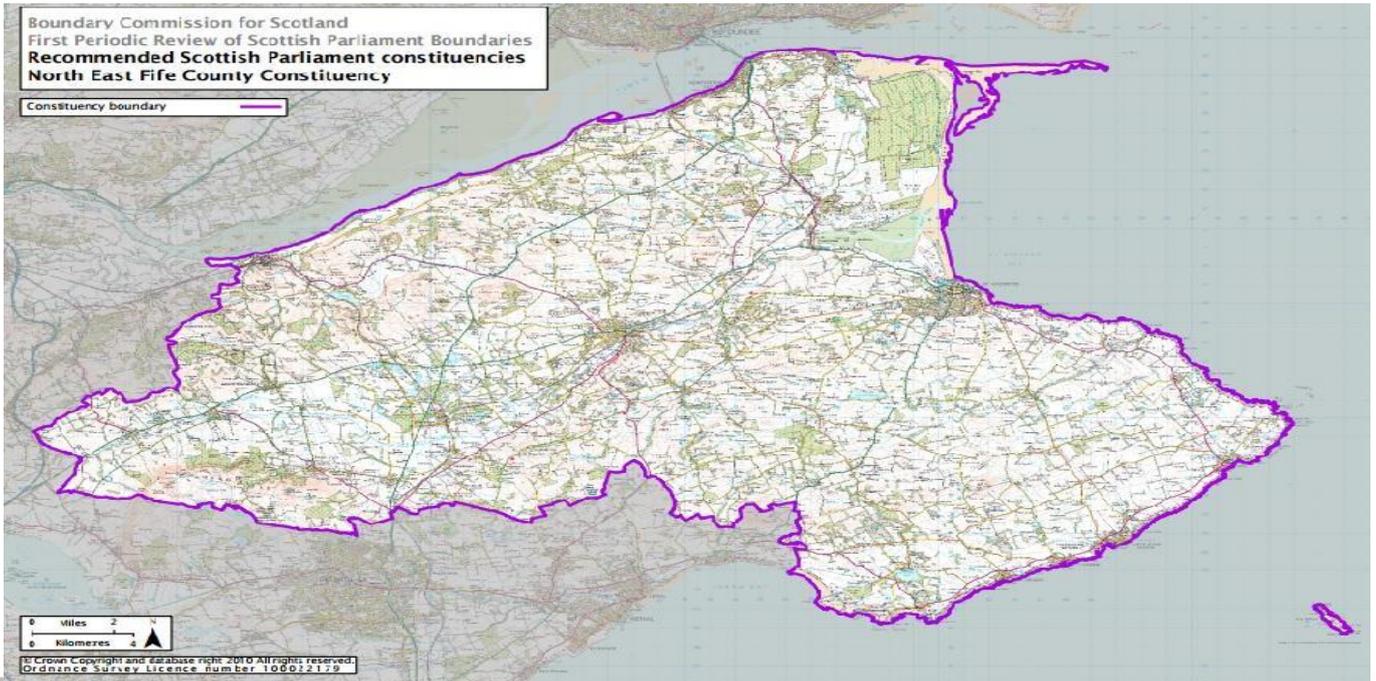
- Put in place statutory planning and reporting requirements including providing facilities for consultation;
- Make new arrangements for strengthening local engagement and partnership working, including a new statutory role in the LSO and development of local fire and rescue plans linked to community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

Impact Assessment

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

Consultation

This document is circulated amongst SFRS Fife LSO managers 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 North-East Fife Local Area Fire Plan.

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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DEFINITIONS

Accidental Dwelling Fire

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

Fire Fatality

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

Fire Casualty

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

Deliberate Fire

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

Non-Domestic Fires

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

False Alarms

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

Unwanted Fire Alarm Signal

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

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

1.1 This annual performance report for the period April 1st, 2021 to March 31st, 2022 inclusive and provides comparative data across the previous 3 years for the same period. The KPI's detailed below support the delivery of the North-East Fife 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 2021-2022 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.

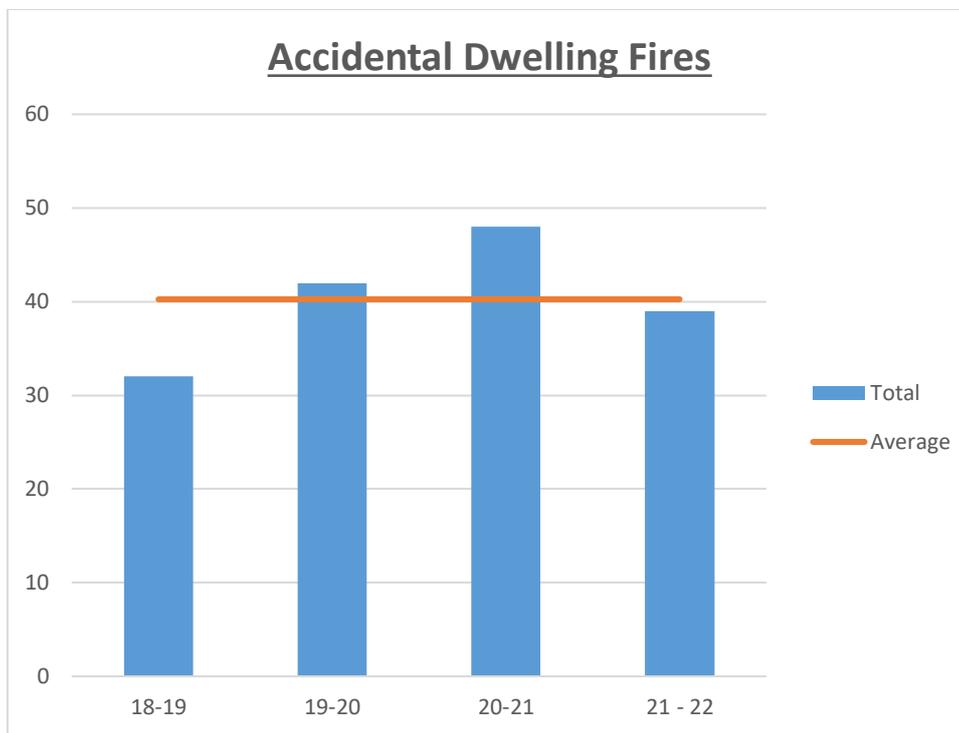
<p>Accident Dwelling Fires</p>  <p>2022 = 39 2021 = 48</p>	<p>ADF Fatal Casualties</p>  <p>2022 = 0 2021 = 1</p>	<p>ADF Non-Fatal Casualties</p>  <p>2021 = 1 2020 = 7</p>
<p>Deliberate Primary Fires</p>  <p>2022 = 20 2021 = 15</p>	<p>Deliberate Secondary Fires</p>  <p>2022 = 40 2021 = 34</p>	<p>Non-domestic Building Fires</p>  <p>2022 = 30 2021 = 20</p>
<p>Fatal Casualties in Non-Domestic Building Fires</p>  <p>2022 = 0 2021 = 0</p>	<p>Non-Fatal Casualties in Non-Domestic Building Fires</p>  <p>2022 = 0 2021 = 1</p>	<p>Unwanted Fire Alarm Signals</p>  <p>2022 = 450 2021 = 332</p>
<p>Road Traffic Collision (RTC) Incidents</p>  <p>2022 = 40 2021 = 24</p>	<p>Fatal RTC Casualties</p>  <p>2022 = 0 2021 = 0</p>	<p>Non-Fatal RTC Casualties</p>  <p>2022 = 35 2021 = 15</p>

PERFORMANCE SUMMARY

The following performance indicators should be noted for the annual period April 1st, 2021 to March 31st, 2022 inclusive comparing data across previous years for the same period;

- **Accidental Dwelling Fires** - There were 39 recorded during this period which is a decrease of 9 on last year's figure of 48, which is below the 4-year average.
- **Accidental Dwelling Fire Fatal Casualty** - There was no fire fatalities during this recording period. This is a decrease of 1 from last year.
- **Accidental Dwelling Fires Non-Fatal Casualties** - There was 1 fire casualty due to an accidental fire during this recording period.
- **Deliberate Primary Fires** - There were 20 recorded during this period. This is an increase of 5 on last year.
- **Deliberate Secondary Fires** – There were 40 recorded during this period. This is an increase of 6 on last year.
- **Non-Domestic Building Fires** - There were 30 recorded during this period. This is an increase of 10 from last year.
- **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** - There were 450 recorded during period. This is an increase of 118 and 50 above the 4 - year average.
- **Road Traffic Collisions** – There were 40 recorded during this period. This is an increase of 16 on last year and above the 4-year average.
- **Fatal RTC Casualties** – There were no RTC fatalities recorded during this period which is the same as last year.
- **Non-Fatal RTC Casualties** – There were 35 recorded during this period. This is an increase of 20 compared to last year and above the 4-year average.

3. Domestic Fire Safety



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

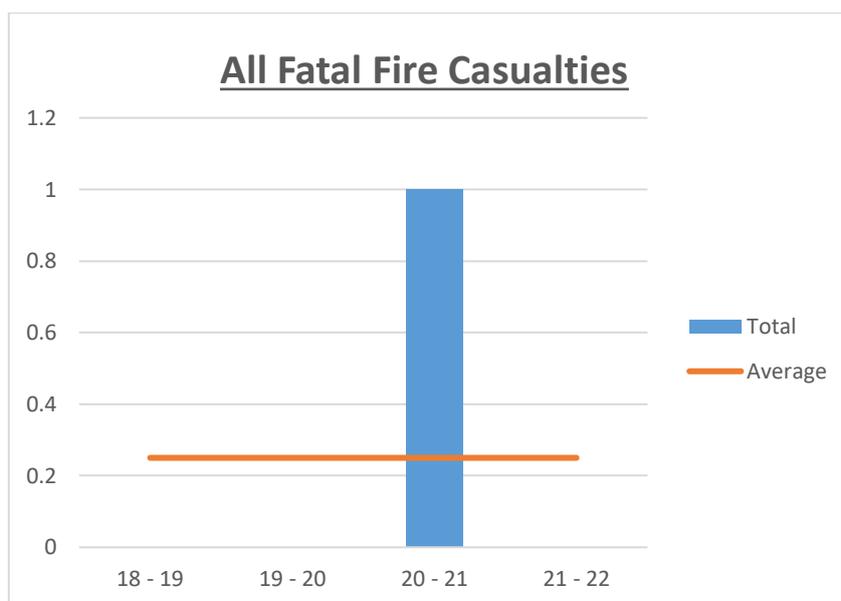
Ward	18-19	19-20	20-21	21 - 22
Cupar	11	10	10	6
East Neuk & Landward	4	8	9	11
Howe of Fife & Tay Coast	7	6	5	10
St. Andrews	5	8	12	8
Tay Bridgehead	5	10	12	4
Total	32	42	48	39

Table 1 Accidental Dwelling Fires by Committee Area April – March 2018-2022

- 3.1 Accidental Dwelling Fires have decreased compared to the previous year's figures
- 3.2 This reporting period has seen a decrease in Accidental Dwelling down by 9 incidents from last year's figure. This is 1 below the 4-year average.

- 3.3 20 of the recorded 39 Accidental Dwelling Fires for this reporting period were caused within the kitchen area with 15 of these due to cooking. 23 incidents were limited to damage to the item first ignited and 3 limited to the room of the fires origin. Only 2 of the 39 incidents resulted in fire development to serious damage involving the whole building.
- 3.4 It is pleasing to note that 30 out of these 39 addresses, a detection system was fitted and that on 20 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.). Three times an alarm operated and didn't raise the alarm due to other reasons.
- 3.5 14 of these incidents were resolved either without Scottish Fire and Rescue Service intervention, or by very limited action on arrival i.e. removal from heat source / disconnection of the fuel supply. 4 of these incidents required the application of water from a Fire Appliance hose reel or main jet to extinguish.
- 3.6 The information above describes a continuing 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 The absence of smoke detection equipment at 9 of incidents, evidences the need for SFRS and partners to continue the free HFSV and smoke alarm campaign across NEF with communities and partners to ensure all dwellings are covered appropriately.

3.8 Accidental Dwelling Fires - Fire Fatalities



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

Ward	18 - 19	19 - 20	20 - 21	21 - 22
Cupar	0	0	0	0
East Neuk & Landward	0	0	1	0
Howe of Fife & Tay Coast	0	0	0	0
St. Andrews	0	0	0	0
Tay Bridgehead	0	0	0	0
Total	0	0	1	0

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

3.9 No fire fatalities have occurred within the North-East Fife Area for the reporting period 2021 - 2022.

3.10 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
Cupar	3	2	2	0
East Neuk & Landward	0	0	1	0
Howe of Fife & Tay Coast	0	0	1	1
St. Andrews	0	0	3	0
Tay Bridgehead	0	3	0	0
Total	3	5	7	1

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

- 3.11 Fire casualties within dwellings have decreased by 6 this recording period compared to last year's figures.
- 3.12 This casualty required transportation to hospital due to receiving burn injuries.

3.13 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 318 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 228 due to various factors. Main one being the relaxation of Covid-19 National Government guidance as face to face HFSVs were re-introduced.

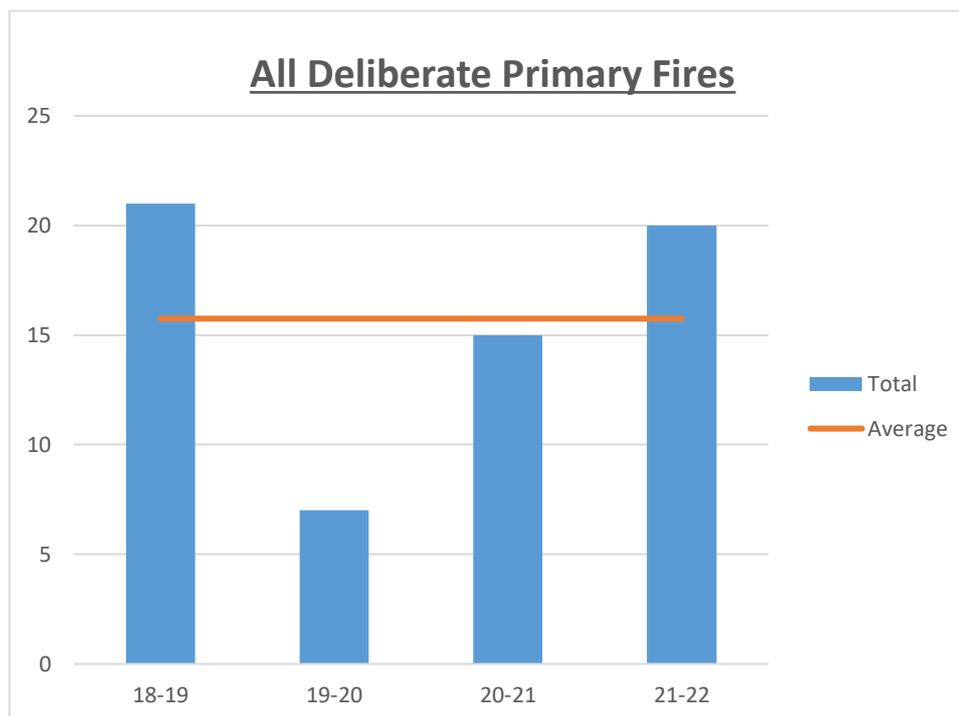
SFRS have also implemented a change in the HFSV approach. The focus is now on those most at risk and those visit requests from partners and individuals which record the occupier at a high risk of fire, those who record at low risk are contacted by telephone and provided information and further assessment 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

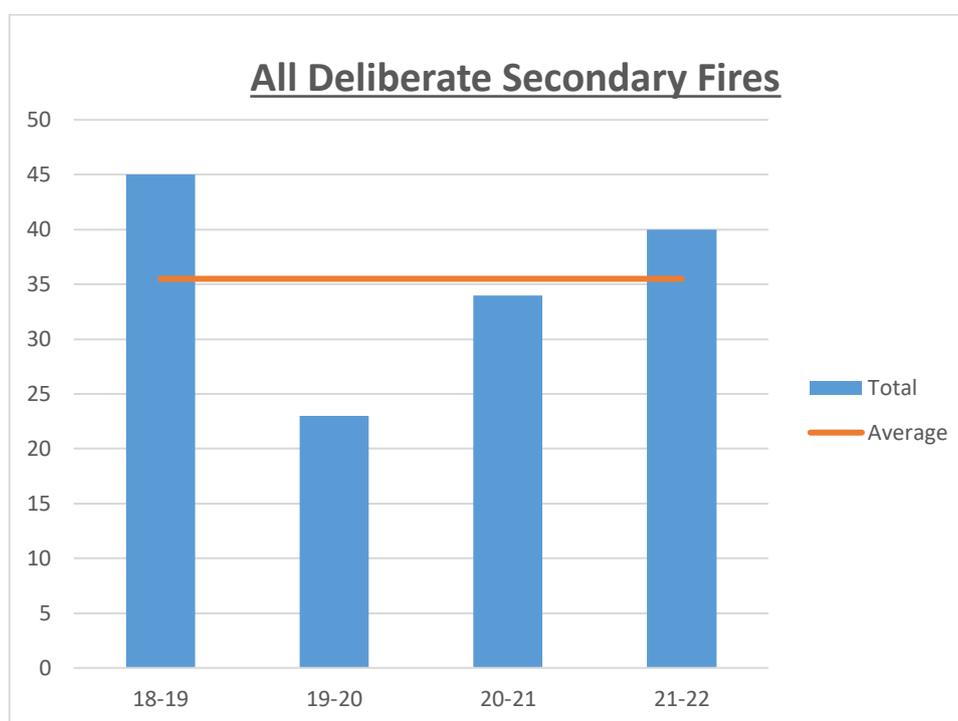


Graph 4 Deliberate Primary Fires April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Cupar	2	1	2	3
East Neuk & Landward	6	4	4	4
Howe of Fife & Tay Coast	4	1	3	6
St. Andrews	4	0	2	2
Tay Bridgehead	5	1	4	5
Total	21	7	15	20

Table 4 Deliberate Primary April – March 2018-2022

4.2 Deliberate Secondary Fires



Graph 5 Deliberate Secondary Fires April – March 2017-2021

Ward	17-18	18-19	19-20	20-21
Cupar	6	8	4	3
East Neuk & Landward	7	8	5	11
Howe of Fife & Tay Coast	7	10	1	4
St. Andrews	9	8	6	4
Tay Bridgehead	5	11	7	11
Total	34	45	23	33

Table 5 Deliberate Secondary Fires April – March 2017-202

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 both Primary and Secondary Deliberate fires have increased over the reporting period.

4.5 Deliberate Fire Reduction Strategy

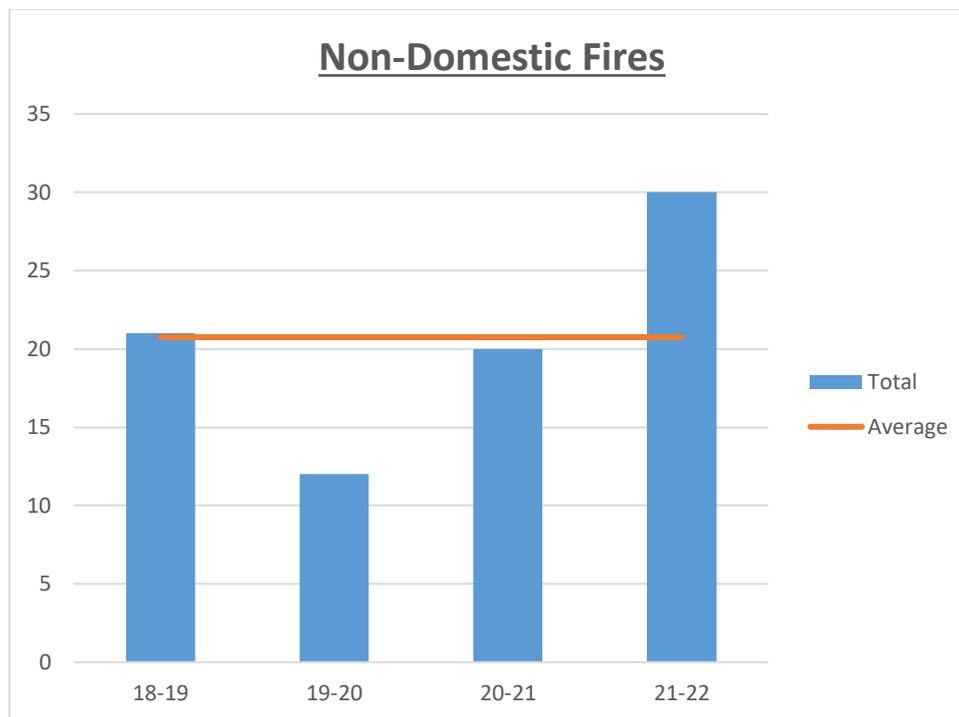
We continue to target education and prevention activities in high activity areas to deliver education regarding the dangers and consequences of deliberate fire-setting.

We are working closely with our Police and Local Authority partners to ensure that those responsible are identified and dealt with robustly. We also 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.

Deliberate Fires are discussed and reviewed when required with partner agencies to address and reduce operational demand and anti-social behaviour.

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
Cupar	3	3	4	5
East Neuk & Landward	4	0	8	5
Howe of Fife & Tay Coast	1	2	4	2
St. Andrews	12	7	3	10
Tay Bridgehead	1	0	1	8
Total	21	12	20	30

Table 6 Built Environment Non - Domestic Fires April –March 2018-2021

5.2 The table above shows that Non-Domestic Fires have increased by 10 from the previous year. 22 of these were accidental with 4 unknown and 4 deliberate. 11 of these fires were limited to the item first ignited, 2 were limited to the room of origin and 5 limited to the floor of origin.

5.3 There were no casualties resulting from these incidents within Built Environment Non- Domestic Fires for this period with 4 incidents involving the whole building.

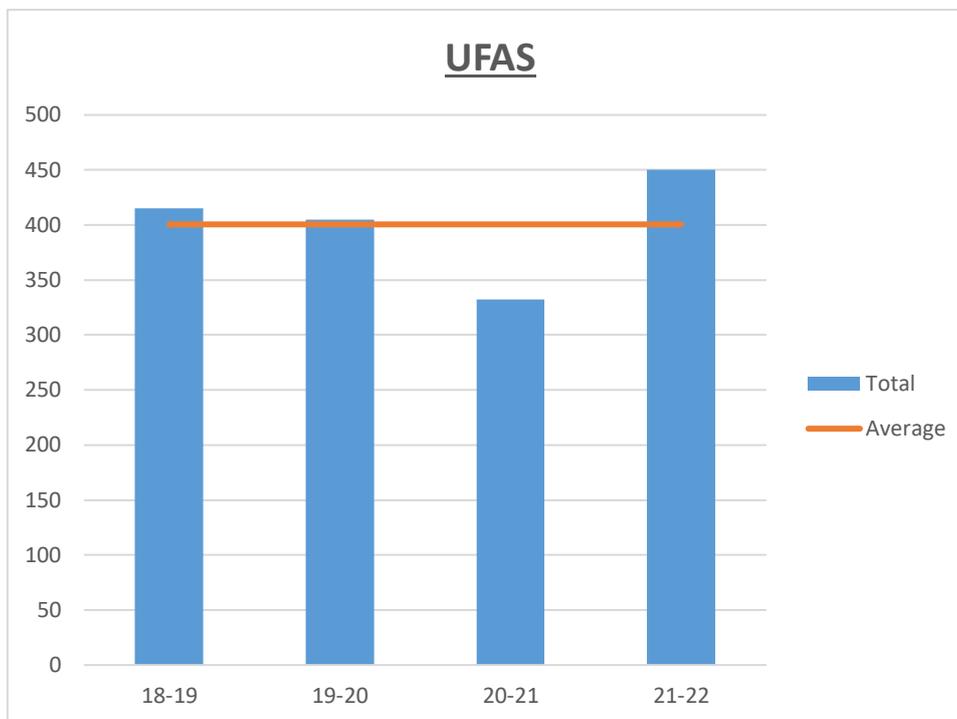
5.4 Built Environment Fire Reduction Strategy

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 to prevent further incidents of a similar nature.

6. Unwanted Fire Alarm Signals (UFAS)

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 remained pretty constant over the four-year period at an average of 400. 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
Cupar	85	86	63	78
East Neuk & Landward	52	50	40	52
Howe of Fife & Tay Coast	38	58	47	56
St. Andrews	207	184	144	223
Tay Bridgehead	33	27	38	41
Total	415	405	332	450

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

6.2 This period has seen an increase of 118 UFAS incidents with an increase in all ward areas. This is the highest figure within the 4-year comparison and above the 4-year average of 400. This is despite an increase in Fire Detection Systems being fitted within school premises and NHS buildings along with problematic systems within known premises. The table below highlights where our attention is focussed to achieve further reductions. Below are the top 20 premise types we have been called to.

Property Types	UFAS
Other Residential, Student Hall of Residence	87
Education, Infant/primary school	41
Education, College/University	41
Residential Home, Nursing/Care	40
Other Residential, Hotel/motel	32
Sporting venues, Golf Clubhouse	25
Hospitals and medical care, Hospital	15
Other Residential, Boarding School accommodation	14
Education, Secondary school	11
Food and Drink, Other Restaurant/cafe - (licensed for sale of alcohol)	11
Other Residential, Sheltered Housing - not self-contained	10
Entertainment and culture, Museum	9
Retail, Single shop	7
Retail, Large supermarket	7
Industrial Manufacturing, Food and drink processing	7
Entertainment and culture, Library	5
Public Utilities, Telephone exchange	5
Offices and call centres, Purpose built office	5
Food and Drink, Pub/wine bar/bar	4
Industrial Processing, Other	4

6.3 Reduction in Unwanted Fire Alarm Signals Strategy

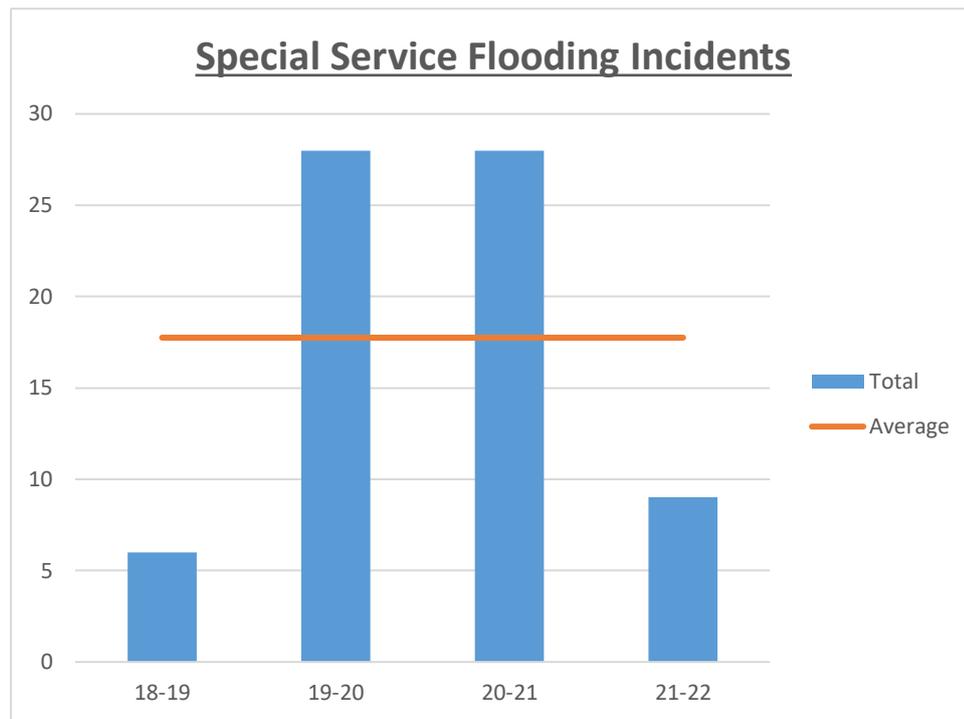
Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a 'UFAS Champion' who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. The UFAS Champion will continue to engage robustly with 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 incidence information.

7.2 Water Related Incidents

Water related incidents have decreased significantly from last year. This has decreased to 9 from 28 last year.



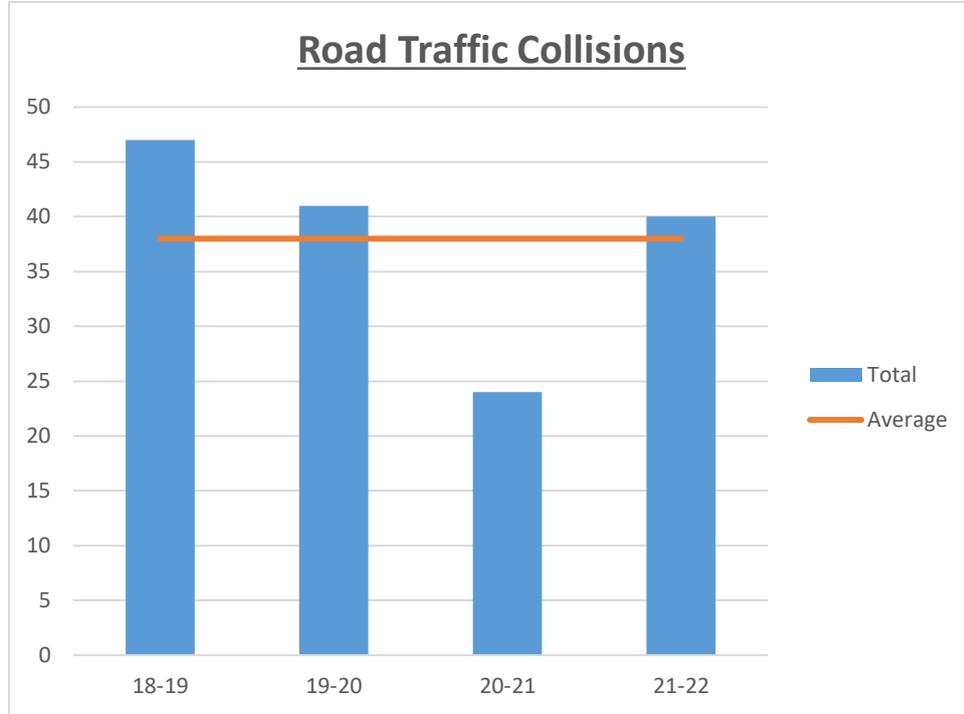
Graph 8 Special Service, Water Related Incidents April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Cupar	2	13	6	2
East Neuk & Landward	1	4	2	2
Howe of Fife & Tay Coast	0	7	16	2
St. Andrews	3	4	4	2
Tay Bridgehead	0	0	0	1
Total	6	28	28	9

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 North East Fife.



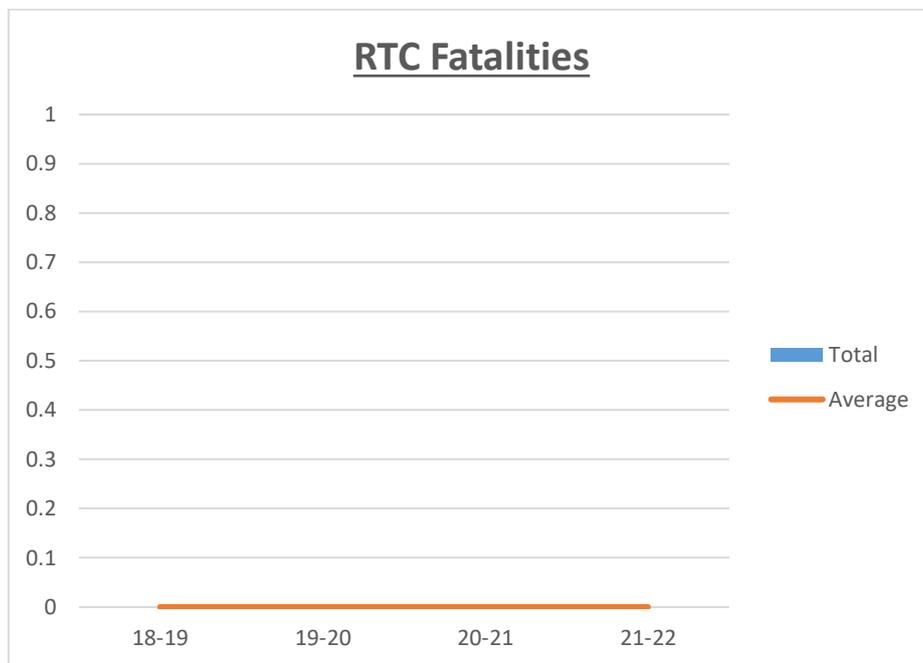
Graph 9 Road Traffic Collisions April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Cupar	11	5	4	9
East Neuk & Landward	8	10	4	8
Howe of Fife & Tay Coast	12	8	9	14
St. Andrews	8	6	3	6
Tay Bridgehead	8	12	4	3
Total	47	41	24	40

Table 9 Road Traffic Collisions April – March 2018 – 2022

7.4 SFRS have responded to 40 RTCs this recording period which is an increase of 16 from last year's figures. Scrutiny of these RTCs has shown no major hotspot areas have been identified. We attended 2 RTCs at the same location of the B939 Strathkiness, Main Street, St Andrews Junction.

7.5 RTC Fatal Casualties



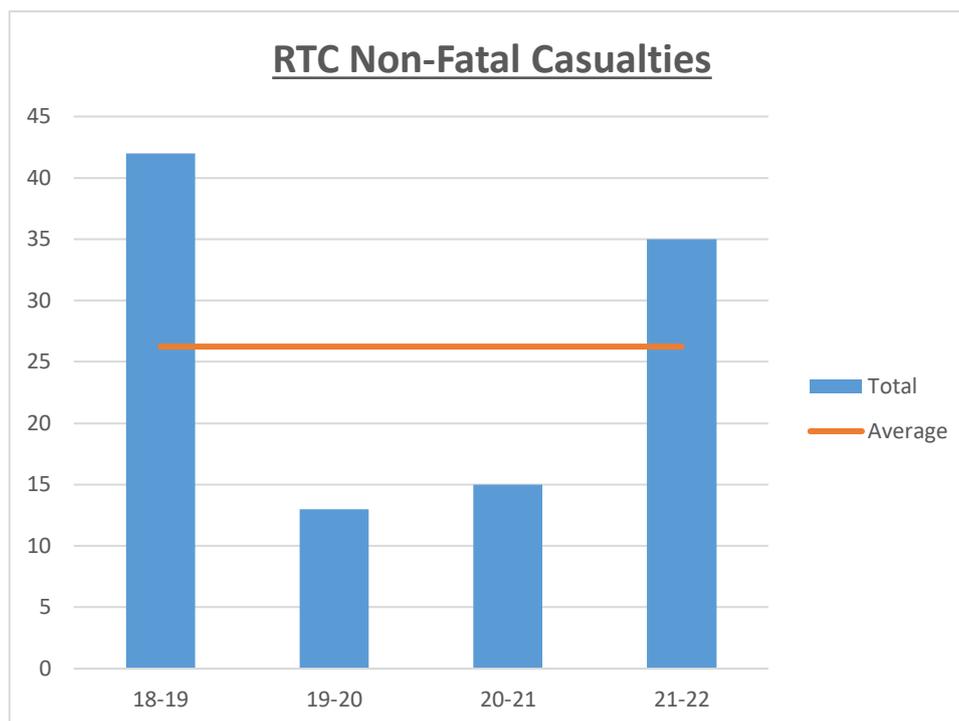
Graph 10 Road Traffic Collision Fatal Casualties April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Cupar	0	0	0	0
East Neuk & Landward	0	0	0	0
Howe of Fife & Tay Coast	0	0	0	0
St. Andrews	0	0	0	0
Tay Bridgehead	0	0	0	0
Total	0	0	0	0

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

7.6 **RTC Fatalities** – No Fatal RTC incidents have been attended to by SFRS in this recording period within NEF.

7.7 RTC Non-Fatal Casualties



Graph 11 Road Traffic Collision, Non-Fatal Casualties, April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Cupar	14	1	3	8
East Neuk & Landward	4	4	5	2
Howe of Fife & Tay Coast	11	3	2	15
St. Andrews	9	0	2	4
Tay Bridgehead	4	5	3	6
Total	42	13	15	35

Table 11 Road Traffic Collision, Non-Fatal Casualties, April – March 2018-2022

7.8 RTC Casualties

There has been an increase of 20 RTC casualties within this recording period up to 35.

7.9 RTC Injury Extent

The table below shows that 7 casualties were deemed to have suffered a serious injury. 9 casualties appeared to sustain slight injuries and 8 received first aid at the scene.

RTC Extent of Harm	
Injury - Victim went to hospital, injuries appear to be Serious	7 (1 more than last year)
Injury - Victim went to hospital, injuries appear to be Slight	20 (11 More than last year)
Injury – First aid given at the scene	8 (8 More than 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

Unfortunately, there has been a rise in 6 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, Non-domestic fires, UFAS, RTCs and RTC casualties

There has been a decrease in 4 of our KPIs, accidental dwelling fires, accidental dwelling fire fatal and non-fatal casualties, non- domestic buildings, non-fatal casualties

2 KPIs have stayed static at zero, fatalities within non-domestic building fire and RTC fatalities.

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

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 / North East Fife Service Delivery Manager

Scottish Fire and Rescue Service

Email – niall.miller@firescotland.gov.uk

2 November 2022

Agenda Item No. 10

Grounds Maintenance Service Domestic Waste and Street Cleansing Service Annual Review 2022

Report by: John Rodigan, Head of Service – Environment and Building Services

Wards Affected: 16,17,18, 19 & 20.

Purpose

The purpose of this report is to inform Committee of the performance of the Grounds Maintenance, Domestic Waste and Street Cleansing Services in 2022.

Recommendation(s)

It is recommended that Committee note:

- The improvement in grounds maintenance, domestic waste collection and street cleansing services in 2022.
- The plans to deliver local priorities and help communities shape their environment.

Resource Implications

There are no additional resource implications arising from this report.

Legal & Risk Implications

The Environmental Protection Act 1990 imposes a duty on Fife Council to keep public roads and relevant land clear of litter and refuse so far as is practicable.

There are no new legal & risk implications arising from this report.

Impact Assessment

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

Consultation

No consultations are required in connection with this report.

1.0 Grounds Maintenance Performance

- 1.1 Grounds maintenance activities in 2022 have returned to a business-as-usual position after some low-level service disruption in 2021 caused by Covid related staff absence.
- 1.2 Communities are slowly increasing the area of land being turned over to alternative grassland management as their appreciation of the biodiversity benefits grows. Further opportunities are being explored with St. Andrews University and St. Andrews Botanics.
- 1.3 The core Service Level Agreement specification is being met in most areas, and management inspections and public feedback recognise the improvement in greenspace maintenance.
- 1.4 Additional investment has been made in evening and weekend working and this has made a significant difference in managing natural growth over the summer months.
- 1.5 There has been greater community engagement on grounds maintenance matters in the north east and the Service has reacted to local issues as they have emerged.
- 1.6 The Service is committed to developing a more structured approach to local grounds maintenance priorities and develop plans where aspirations differ from the standard specification. Communication lines will be key to a more bespoke approach and if community representation can be clearly established, localised decision making on the deployment of resources will be supported.

2.0 Domestic Waste and Street Cleansing Performance

Domestic Waste

- 2.1 Consistent levels of service provision remained a challenge for domestic waste collection in 2022. Despite coming out Covid, staff absence remained high and a shortage of qualified HGV drivers caused disruption to the service in some areas.
- 2.2 Legacy impacts of Covid also prevailed with a shortage of specialist vehicle parts keeping damaged refuse collection vehicles off the road. Resilience hire vehicles were also in short supply because this was an industry wide issue.
- 2.3 Waste collection cycles in the north east experienced limited disruption, impacts in the early part of the year were mainly in the west area. Performance has stabilised over the summer months and hopefully the whole of Fife can enjoy a reliable collection service over the winter period.

Street Cleansing

- 2.4 The street cleansing division are slowly recovering the legacy backlog of weeds on streets. Teams are reacting to Ward priorities and although resource limitations prevent the delivery of a consistent standard across all areas, there is evidence of improvement in many localities.

- 2.5 The reduction in herbicide use and improved growing conditions for weeds will remain a perennial management challenge. The Service continues to monitor the development of safe weedkilling products and regularly trials new mechanical weed removing equipment. Success has been limited on both fronts with the geography and scale of Fife's requirement proving difficult to accommodate with any effective solution.
- 2.6 Voluntary organisations such as the Fife Street Champions provide additional street cleansing support, their contribution is much appreciated and vital to the cleanliness and upkeep of the localities they operate in.
- 2.7 The Environmental Training Academy continues to train young people for jobs in street cleansing and this is now an important recruitment avenue for the Service and is resulting in permanent jobs for many long term unemployed.
- 2.8 The dedicated verge cleaning teams created in 2021 are making a material difference to the environment. Their work is highly visible, and feedback has been very positive. Roadside verges and reservations that have never been cleaned, are now on routine schedules, and will be regularly attended.
- 2.9 Likewise the teams dedicated to the removal of fly tipping have been making a strong impact, ensuring that reported rubbish is lifted at the very earliest to avoid blighting the environment.
- 2.10 Street cleansing teams were heavily involved in the Open Championship and presenting St. Andrews and surrounding area at its very best. In terms of lessons learned, the increase in fast food outlets in the town will require a greater evening presence in future but overall service provision was commendable.
- 2.11 Additional resources are being employed in the north east to mitigate visitor impacts. More bins, evening working, an additional mechanical sweeper and new 16-ton RCV for free-standing bin emptying are all improving street cleanliness standards in the area.

3.0 Future Developments

- 3.1 The Street Cleansing Service working with Business Technology Solutions have identified a new digital asset management system and are in the final stages of the procurement process. The system will be introduced in 2023 and will enable accurate data recording and more efficient work scheduling and performance management.
- 3.2 Dedicated teams comprising grounds maintenance and street cleansing staff are being formed to tackle priority areas in Council housing estates.
- 3.3 A free bulky uplift service will be provided from April 2023 to help residents struggling with the cost-of-living crisis.
- 3.4 A single shift pattern may be introduced in 2024 for domestic waste workers. The benefits associated with a move from the twin shift system to a single day shift could improve reliability and future proof service provision to absorb new build housing growth. The workforce engagement process has begun.

4.0 Local Engagement / Community-Led Decisions

Day to day operations

- 4.1 The new service management structures are underpinned by the commitment to engage and communicate with elected members and community representatives on local priorities. Each Committee Area has dedicated Managers and Supervisors to deliver community-led specifications balanced with available resources.

Strategic Decision Making

- 4.2 For more planned and longer-term matters such as greenspace management and purposing of land, there is a Place Leadership model. Multi-disciplinary Local Leadership Teams comprising Community Managers, service representatives and community partners will consult, agree area strategies, and shape service delivery to ensure place priorities are met.

5.0 Conclusions

- 5.1 The organisational and operating model changes introduced to both grounds maintenance and street cleansing functions over the last two years are now having a positive impact on environmental standards. The aim is to ensure all localities receive a consistent level of service with priorities established and delivered on a ward-by-ward basis.
- 5.2. Both services will continue to evolve and future developments such as the digital back-office system and new shift pattern are all part of the modernisation process. Smarter and more efficient ways of working, with the latest technological support will give these services the best chance of improving local environments within the current resource envelope.

List of Appendices:

1. Service Resources
2. LEAMS Information
3. Service Level Standards
4. Grounds Maintenance Service Level Agreement
5. Summary of Grounds Maintenance Areas

Report Author and Contact

John Rodigan
Head of Service (Environment and Building Services)
03451 55 55 55 Ext No 473223
John.rodigan@fife.gov.uk

Appendix 1 - Service Resources

Grounds Maintenance

Operatives	26
Area Officers	1
Seasonal Workers	5
Depots	Cupar / Anstruther
Large Vans	8
Small Vans	2
Pick Up truck	4
Tractors	2
Ride-on Mowers	3
Gang Mowers	1

Domestic Waste

Operatives	48
Supervisors	2
Operations Officer	1
Seasonal Workers	12
Depots	Cupar
Small Vans	1
Refuse Collection Vehicles	11

Street Cleansing

Operatives	37
Area Officers	1
Depots	Cupar / Anstruther
Small Vans	1
Pick Up truck	7
Bothies	5
Mechanical Sweepers	5
Refuse Collection Vehicles	1

Appendix 2 – LEAMS Information

The Local Environmental Audit and Management System (LEAMS) is the tool deployed by the organisation ‘Keep Scotland Beautiful’ to help Local Authorities to monitor issues such as litter, dog fouling, flytipping, flyposting and graffiti.

Local environmental quality surveys are carried out annually at a random selection of sites across Scotland every year. This information enables local authorities to be efficient with their local cleaning activity and informs their policies and campaigns to tackle these issues. It also supports the Environmental Protection Act 1990 and the Code of Practice on Litter and Refuse (Scotland) 2018 which require local authorities and others to keep specified land and public roads clean and litter-free.

The LEAMS audits collect information on litter types and source. Alongside this, other indicators such as weeds, graffiti, flytipping and vandalism, are also recorded to provide an overall picture of every site. Audits are carried out by each local authority as well as by Beautiful Scotland to provide independence and validation.

LEAMS uses a standard approach to record litter. Five grades are used to assess the overall presence of litter at an audited site:

Grade A	No litter
Grade B+	Predominantly free of litter – up to three small items
Grade B	Predominantly free of litter
Grade C	Widespread distribution of litter with minor accumulations
Grade D	Heavily littered with significant accumulations

*Sites that score either a grade C or D are considered unacceptable and require cleaning.

Type of local Authority

To enable easier comparison, local authorities are grouped together into four ‘clubs’. These are based on population and the distribution of population. Club 1 authorities are generally more rural, clubs 2 and 3 are mixed rural/urban (with club 3 having more urban areas than club 2) and club 4 covers the most urban authorities.

Local authority clubs	
Club 1	Eilean Siar, Argyll and Bute, Shetland Islands, Highland, Orkney Islands, Scottish Borders, Dumfries and Galloway, Aberdeenshire
Club 2	Perth and Kinross, Stirling, Moray, South Ayrshire, East Ayrshire, East Lothian, North Ayrshire, Fife
Club 3	Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, Renfrewshire, West Lothian, East Renfrewshire
Club 4	North Lanarkshire, Falkirk, East Dunbartonshire, Aberdeen City, City of Edinburgh, West Dunbartonshire, Dundee City, Glasgow City

Street Cleanliness and Litter-Related Results

Since 2020, the overall Scotland-wide street cleanliness score has gone down by 2.1%. This means that there are far too many sites in Scotland spoilt by unacceptable amounts of litter, which devalue neighbourhoods and cost money to clean up.

Furthermore, the data continues to show a correlation between litter levels and levels of deprivation. When looking at the 20% most deprived areas 28% have unacceptable litter levels compared with 4% in the 20% least deprived.

The last five years of national LEAMS programme have continued to highlight the areas that are in the most need for intervention to improve the quality of the local environmental and have also reported the fluctuating trends at a more local level.

Keep Scotland Beautiful are working in partnership with Zero Waste Scotland, local authorities and other stakeholders on a new Litter Monitoring System and a collective approach across sectors to tackle environmental problems. The strategy is to create a collective network of people, organisations, communities and agencies working together to jointly reverse the decline.



Appendix 3 - Service Level Standards

Domestic Waste Service

The Domestic Waste Service is responsible for the annual collection of 2.9 million bins in the North East of Fife using 8 refuse collection vehicles on 30 routes with 66 staff.

4 Bin System

With the exception of some rural properties, a 4 bin system is the delivery model:

- Grey bin - paper and cardboard
- Green bin - plastic and cans
- Brown bin - food & garden waste
- Blue bin - landfill waste

Collections Cycles

Grey bin – every 4 weeks

Green bin – every 4 weeks

Brown bin – every 2 weeks (every 4 weeks in Winter months)

Blue bin – every 2 weeks

Assisted collections (Take-Out and Return)

Residents who are unable to put their bins out for collection and have no one to help can receive an assisted collection service.

Street Cleansing

The Street Cleansing Service is responsible for meeting the LEAMS standards identified in Appendix 1. The primary activities include:

- Litter picking
- Bin emptying
- Road channel sweeping
- Weed removal
- Clearing animal faeces
- Lifting flytipping
- Taking down flyposting



Grounds Maintenance Service

Fife Wide

Service Level Agreement – Grounds Maintenance

2022-23

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SLA Introduction

Document Purpose

This Service Level Agreement defines the formal working relationship between the Grounds Maintenance Service (GM) and other council services and partner organisations. The document identifies the services that will be provided and the standards that GM are obliged to meet.

The main purpose of the SLA is to ensure that the grounds maintenance services being provided are to the highest standard for the benefit of the residents of and visitors to Fife. This purpose however needs to be set within the wider context of Best Value and the corporate vision of Fife Council.

Service Vision

To design and deliver a sustainable, community led grounds maintenance services within available resources, ensuring that our assets and green infrastructure supports the wellbeing of all Fife's communities and visitors.

Service Aims and Objectives

The landscape of Fife is a major asset and as such is highly valued and requires to be maintained to the highest possible standards to enhance the overall visual impression of our green spaces. The areas maintained by the council have to be kept to a standard that reflects the priorities of our local communities and the resources available. Working positively with a range of partners we will endeavour to support a network of community activity that reflects the aspirations of Service providers and users.

The SLA will set condition standards for rounds maintenance services by collecting and quantifying the land assets to be maintained, establishing the workload, standards and costings to be applied. If funds are inadequate the standards of maintenance will be adjusted to balance the workload with the available budget. Once the overall workload has been identified, the most efficient programme of works will be set for completion during the financial year. Each year this process will be reviewed and repeated to match the new budget and any increase in costs.

Specific aims include:

- Meeting users' needs and maximising value to the community.
- Maximising the use of available resources.
- Continually developing processes, procedures and systems to enable the most cost effective delivery of the service.
- Being innovative in the development and promotion of the service whilst encouraging increased use of the Council's parks and open spaces.
- Operating consistently high standards of grounds maintenance, ensuring staff are skilled, trained, motivated, reliable and flexible.
- Complying with statutory obligations.
- Delivering all services in a sustainable way.
- Maximising environmental contribution.
- Operating with the highest regard for health and safety.
- Displaying uncompromising integrity in all activities and behaviours.

Core Services

The core services of the Grounds Maintenance Service include:

- Grass cutting
- Garden care (Housing Services)
- Hedge pruning

- Shrub bed maintenance
- Rose bed maintenance
- Herbaceous bed maintenance
- Hardstanding areas maintenance
- Play Area maintenance
- Formal bedding maintenance
- Tree maintenance

Quality Inspection

GM are developing an inspection system for grounds maintenance activities, the system will be used to monitor quality of work carried out against the specification described in this document. Inspections will be carried out by the supervisory level below the Team Managers and teams will not inspect their own work.

Standards

Fife Council's Noxious Weeds - Policy and Procedures

The Crop Protection Association - Using Pesticides in the Community

Defra - UK Pesticides Strategy: a strategy for the sustainable use of plant protection products

Defra - Pesticides: code of practice for using plant protection products

Finance

GM's financial year consists of 13 four week periods. Clients will be billed at the end of those periods for all routine and adhoc work completed during the period. Due to the ERP billing period being monthly, internal clients will receive one bill per month for the first 11 months and two in the final month of the year.

The charges for routine work are calculated at the start of the year based on planned work quantities with payments spread over the period that the work is carried out. This document will provide details of the work quantities that are included in the charges.

Ad hoc work is billed on quotations or actual costs, whatever is agreed with the client. This work is billed at the end of the period.

Complaints

Complaints will be processed using the corporate complaints system. GM will undertake any rectification work required from a complainant that is upheld and recover costs from the landowner where appropriate..

Specification

Grass Cutting

GM01 Grass Open Space – Grass shall be cut to an acceptable level of appearance. Grass will be cut at agreed programmed intervals between 10-14 days per cycle during the period April – October. It is expected that an acceptable level of grass clippings will be dispersed during the grass cutting operation. (This will be influenced by the weather conditions and type of ride on grass cutting machinery in operation). As much as is practically possible grass arisings will be removed from any hardstanding areas. Edges will be cut a maximum of 4 times (as deemed appropriate) throughout the season as identified on the Programme

Obstacles within grass areas, where required, shall be programmed to be cut a maximum of 4 occasions during the period April – October (Spraying obstacles may be an alternative to cutting grass).

Areas planted with bulbs shall be allowed to flower and naturally die back prior to any cutting operations.

Where practical litter will be removed and disposed prior to the commencement of any grass cutting operations.

Leaf removal will only be undertaken at the request of owning service.

GM02 High Amenity Cut & Sports Pitches - Grass shall be cut to an acceptable level of appearance. Grass will be cut at agreed programmed intervals between 7-10 days per cycle during the period April – October. As much as is practically possible grass arisings will be removed from any hardstanding areas. Edges will be cut with hand operated machinery a maximum of six occasions during the grass cutting season.

Obstacles within grass areas shall be programmed to be cut a maximum of six occasions during the period April – October.

Areas planted with bulbs shall be allowed to flower and naturally die back prior to any cutting operations. All grass arisings shall be removed immediately after cutting operations. Where practical litter will be removed and disposed prior to the commencement of any grass cutting operations.

Leaf removal will be undertaken where heavy leaf fall is detrimental to grass condition.

GM03 Grassland Meadows – Areas shall be left to develop naturally throughout the growing season April – September. A single cut and lift of all meadow areas shall be undertaken between September and October. Grass arisings where appropriate shall be removed from site and disposed.

Any grass pathways shall be cut evenly and to an acceptable level of appearance. Grass will be cut at agreed programmed intervals between 10-14 days per cycle during the period April – October.

Where practical litter will be removed and disposed prior to the commencement of any grass cutting operations. All fly tipping should be reported to the appropriate Service for investigation in-line with current policy.

Invasive plant species such as Japanese knotweed, Himalayan Balsam, Giant hogweed should be managed as per Fife Council's control strategies.

GM04 Rights of Way (ROW) – Designated ROW shall be cut twice per year with appropriate mechanical grass cutting machinery during the period June - October. Wherever possible a 1m wide path should be cut. No herbicide shall be applied to pathways.

Overhead vegetation shall be removed whenever resources are available between October- March

GM05 Grass Bankings– Grass banking's shall be designated a specific management regime. Bankings will have a cutting programme of 1,2 or 3 cuts as per prioritised. Areas planted with bulbs shall be allowed to flower and naturally die back prior to any cutting operations. All grass arisings shall be left in situ.

GM06 Rough Cut - Rough cut areas shall be cut twice per year with appropriate mechanical grass cutting machinery during the period June- February. All grass arisings shall be left in situ.

Code	Task	Frequency
GM01	Grass Open Space	Maximum 14 cuts
GM02	High Amenity grass & Sports pitches	Maximum 20 cuts
GM03	Grassland meadows	1 x cut & lift annually
GM04	Rights of way (ROW)	2 Cuts
GM05	Grass Bankings	1,2 or 3 cut programme
GM06	Rough Cut	Maximum 2 cuts

Garden Care (Housing Services)

Garden Care (Housing) Grass shall be cut to an acceptable level of appearance. Grass will be cut at agreed programmed intervals between 12-14 days per cycle during the period April – October (maximum 12 cuts). Grass clippings will be lifted as required and disposed of in customers recycling bin. (This will be influenced by the weather conditions and type of grass cutting machinery in operation). As much as is practically possible grass arisings will be removed from any hardstanding areas. A 50mm edge will be burned out (only if requested) once during the grass cutting season, by the use of an appropriate herbicide in accordance with manufactures recommendation.

Obstacles within grass areas shall be programmed to be cut a maximum of three occasions during the period April – October

Hedges shall have new growth cut back to original size and shape of hedge twice per period July – November. All arisings shall be disposed of in the resident’s bin (volume dependant) or removed from location and disposed. Site will be left neat and tidy.

Note – All gardens will be assessed and measured prior to work commencing. Costs will reflect the current service rates. All gardens allocated to the scheme after the initial list issued will require a non-routine works instruction to bring the garden up to maintenance condition.

Housing shall provide a list of locations 10 working days prior to the first scheduled cut. Location lists shall be updated every two weeks thereafter.

Hedge Maintenance

Hedges shall have new growth cut back to original size and shape of hedge line during the period July – Nov. All arisings shall be removed from location and disposed. Site will be left neat and tidy. Fast growing hedges including Privet and Hawthorn will have a second hedge prune programmed.

Code	Task	Frequency
HP01	Cut both sides and top	Once
HP02	Cut both sides and top	Twice (Privet & Conifer Hedges Only)

Shrub Bed Maintenance

Shrubs beds shall be tidy and free of weeds to an acceptable standard. Shrubs shall be pruned once annually by mechanical means during the period November to March. Weeds shall be maintained by the use of an acceptable herbicide regime and the use of mulch material. Shrub beds shall receive a single clean out of all detritus and

litter during the period November to March. Litter shall be programmed to be removed on two additional occasions throughout the year.

Wherever possible Shrubs shall be pruned in a way that encourages lateral growth. The removal of dead or dying shrubs will be undertaken on one occasion per year during the period November to March.

Summer pruning will not be undertaken unless requested by the owning service.

All replacement shrubs will be the responsibility of the owning service and work undertaken during the period November – April.

Rose Bed Maintenance

Rose beds shall be tidy and free of weeds to an acceptable standard. Roses shall be pruned once in Spring, in accordance with best horticultural practice. A second prune shall be undertaken between October and February. Weeds shall be removed by hand or by an acceptable herbicide regime. The use of a mulch should be used as a weed suppressant wherever possible.

All replacement Roses shall be the responsibility of the owning service and work programmed during the period November – April.

Herbaceous Bed Maintenance

Herbaceous beds shall be kept to an acceptable standard, throughout April- Oct. Both hand weeding and mulch shall be used to suppress the visual appearance of weed growth. All beds shall have seasonal growth removed on one occasion per year between October-December. Where required plants shall be lifted, separated and replanted to ensure good vegetative cover in bed.

Hardstanding Areas (playgrounds, garage sites etc)

Hardstanding areas shall receive two herbicide applications per growing season to manage weed/moss growth. Heavy weed/moss coverage may require removal by mechanical brushing or hand weeding prior to the application of herbicide control. Quotation to be requested by owning service.

Footpath Maintenance (owned by Roads & Transportation Services)

Where budget is available footpaths shall receive a minimum of **two** herbicide application to kill visible weeds between May - September. Priority areas shall be defined by the owning service.

Woodland Walks (not measured or mapped)

Woodland walks and rural pathways (not ROW) shall be maintained, to an acceptable standard, to create a level wearing surface free of litter and organic debris wherever practicable. Grass edges to be cut a maximum of twice throughout the growing season June-October. Shrub and tree branches shall be removed if impeding unobstructed access to path.

Resurfacing of paths will be the responsibility of the owning service and should be programmed where necessary during October – March. Quotation on request.

Synthetic Surfaces

Synthetic surfaces shall be maintained to supplier specification in agreement with owning service.

Formal Bedding (Summer Only)

Formal beds shall be weed free prior to planting. Planting of beds shall be undertaken in accordance with accepted design proposals. Plants shall be planted with regular spacing and firmed into position. Beds shall be kept weed free by hand weeding a maximum of four occasions during June – October. Plants shall be planted as per the planting density specified within accepted design proposals. All annual planting material shall be removed from beds at the end of each planting season. Beds shall be left tidy and free of all organic debris. Grass edges shall be neatly maintained by mechanical or hand held edging shears. A maximum of six cuts during the period June – October

All surplus organic matter to be removed from site.

Additional feeding should be applied in granular form prior to the planting of summer formal bedding.

Trees and Woodland Management

All trees and woodland management request shall be processed through the appropriate GM Supervisor. All work shall be considered against current service processes, procedures and agreed by the owning service prior to commencement. All Tree work will be considered non-routine.

Play Area Maintenance

Play areas shall be inspected as per the agreed inspection regime. Inspections will be carried out by competent ROSPA certificated staff. Equipment failure will be reported by GM staff to the owning Service. Immediate action will be taken to disable or remove equipment that has failed, and costs recovered from owning service.

Play Area Asset	Inspection Regime – Summer 1 st April to 31st October	Inspection Regime – Winter 1 st November – 31st March
Local Play Area	Every 15 - 18 Working Days	Every 20-22 Working days
Destination Play Area	Every 5 - 8 Working Days	Every 5-8 Working days

All replacement play equipment, parts and labour costs will be recharged against the owning service. Quotation on request.

Storm Damage

Storm damage rectification will be undertaken only with the express authorisation of the owning service. Any impediment to carrying out core activities due to damage or restricted access will be rectified by GM and any costs incurred will be recovered from the landowner/owning service where appropriate.

Non-core Works Process

This section deals with new requests for service only. There are two main routes for grounds maintenance requests for service, these are:

1. From other Council Services and partner organisations using the generic email address (GM.enquiries@fife.gov.uk) and using the ad-hoc work request form.
2. From the general public, via Lagan, or from Councillors using the generic email address and using the ad-hoc work request form.

Requests from Council Services and Partner Organisations

Average Band pricing (ABP) will be used for Housing for work between 0-£1k. The average prices used in the band will be reviewed quarterly using figures for actual costs.

Requests above £1k for Housing, landscaping requests for Housing and requests from other services will come with an instruction to provide a quote prior to carrying out the work or to proceed immediately and bill on a time and materials basis.

Quotations will be processed by the GM Costing Unit and client approval will be required prior to commencing work.

Requests from Public or Councillors

Requests received from the public or councillors will be processed as follows:

- For requests made by members of the public or Councillors, GM Service will decide if the member of the public should pay or the landowner should pay.
- Where appropriate quotations will be provided and accepted by the person/group paying for the work prior to work commencing.
- If there is no agreement to pay for the work then Lagan will be updated with the reason (request from public) or the Councillor will be contacted to explain why the work will not proceed.

Non-core Activities

The table below describes the non-core work activities that can be carried out by PSOS, this list is not exhaustive.

Activity		Measurement
Shrub replacement	Price on Request	Per Item
Summer Prune	Price on Request	M2
Remove litter	Price on Request	Adhoc
Grass collection (with cutting operation)	Price on Request	M2
Grass collection and uplift	Price on Request	Adhoc
Tree replacement	Price on Request	Per Item
Tree Pruning	Price on Request	Adhoc
Sports Pitch lining	Price on Request	Per item
Plant and maintain Hanging Baskets & Troughs (not including basket/trough)	Price on Request	Per Item
Turfing	Price on Request	M2
Irrigation with bowser	Price on Request	Adhoc
Sports field over seeding	Price on Request	M2
Synthetic surface - brushing programme	Price on Request	Adhoc
Synthetic surface – line marking	Price on Request	Adhoc
Herbicide Application	Price on Request	M2
Invasive weed control	Price on Request	Adhoc
Play Equipment (including surface) Maintenance	Price on Request	Adhoc
Carpet Bedding design and maintenance	Price on Request	Adhoc
Installation of fixtures, seats, sports equipment, etc.	Price on Request	Adhoc
Clearing of detritus, illegal tipping, waste etc.	Price on Request	Adhoc
Loose fill safety Surfacing	Price on Request	M3
Resurfacing woodland & rural walks	Price on Request	M2
Replacement Signage	Price on Request	Adhoc
Garden Care Properties (dirty garden)	Price on Request	Quote
Remove heavy weed/moss vegetation from pathways/hardstanding	Price on Request	Quote
Fencing repair and replacement	Price on Request	Quote

Management and Contacts

Service Manager

Scott Clelland scott.clelland@fife.gov.uk – 03451 555555 ext. 490075

Area Team Managers

Colin Davidson, Levenmouth and North East Fife. – Colin.davidson-cs@fife.gov.uk

Richard Brown, Kirkcaldy and Glenrothes – richard.brown@fife.gov.uk

Stephen Duffy, Dunfermline, South West Fife and Cowdenbeath – stephen.duffy@fife.gov.uk

Asset Management

Requests to bring new assets on to the routine work programme or amend existing assets on the programme can be made to the following Information and Systems Officers:

- Callum Penman – callum.penman@fife.gov.uk – 03451 555555 ext. 440625

Non Core Work Requests

Emergency and non routine work requests from other Council services, partner organisations and Councillors will be submitted to the email address(GM.enquiries@fife.gov.uk), using the ad-hoc work request form (See Appendix A).

Service Enquiries

All enquiries regarding grounds maintenance work carried out by GM Service will be submitted to the email address GM.enquiries@fife.gov.uk . Business Support assistants will allocate them to the appropriate team.

Billing Enquiries

All billing enquiries should be submitted to GM.enquiries@fife.gov.uk .

Escalation of billing enquiries should be addressed to Elaine Downie, Operational Development Coordinator, elaine.downie@fife.gov.uk

Hazel Smith, Operations Officer hazelv.smith@fife.gov.uk , 03451 555555 ext. 441172.

Appendix A – Non-Core Work Request form

NON-CONTRACT WORKS ORDER QUOTATION

Issued by	Issue Date	Cost Code	GM Area	Job No
Quote Completed by		Date		

Locations for Job

Site Name	Plot Number	Plot Description	Location

Work Requested

Quotation Breakdown

SOR No	Item Description	SiteNo/PlotNo	Quantity	Rate / Per	Cost (PRE VAT)
Total (PRE VAT)					

Notes

Customer Details

Name	
Address/Council Service	
Post Code	
Phone Number	
Email	

Appendix 5 – Summary of Grounds Maintenance Areas

Landscape Type	Area (m²)	Area (ha)
Bankings	33,070	3.31
Bulbs	2,237	0.22
Carpet Bedding	54	0.01
Football Pitch	147,288	14.73
General Open Space	1,091,044	109.10
Grass Management	94,787	9.48
Grass Open Space	870,077	87.01
Hard Standings	231,050	23.11
Herbaceous Beds	3,706	0.37
Right of Way	94,586	9.46
Rose Bed	710	0.07
Rough Cut Areas	17,242	1.72
Shrub Bed	113,537	11.35
Summer Bedding	887	0.09
Hedges	87,373	8.74
<hr/>		
Total	2,787,654	278.77

- **Maps can be provided for all of these areas.**

2 November 2022

Agenda Item No: 11

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All North East Fife Wards

Purpose

To provide an overview of complaints received relating to the North East Fife area for the year from 1 April 2021 to 31 March 2022.

Recommendation(s)

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

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

An EqlA 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

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area-based complaints information.
- 1.2 This is now the ninth annual report to area Committees, this report covering complaints relevant to the North East Fife 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

Volume & responsiveness – North East Fife Area

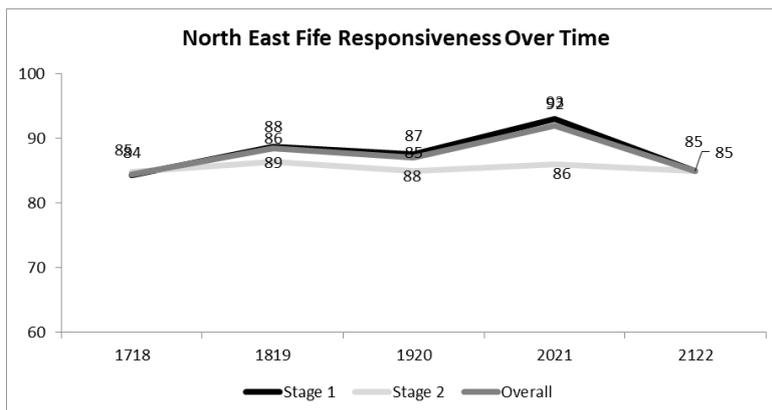
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	340	289	85% (92% 20-21)
Stage 1 (5 days)	299 (88%)	254	85% (93% 20-21)
Stage 2 (20 days)	41 (12%)	35	85% (86% 20-21)

- 348 complaints were received relating to the North East Fife area in 21/22 of which 340 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 stage 1 complaints immediately if we can but at least within 5 working days. Stage 2 should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness has worsened over last year where the % of all complaints closed in target timescales decreased from 92% to 85%, however is above the Council average. Similarly, stage 1 and stage 2 also worsened. The average time to close all complaints did improve from 8.1 to 5.9 working days which is the same as the Council average.

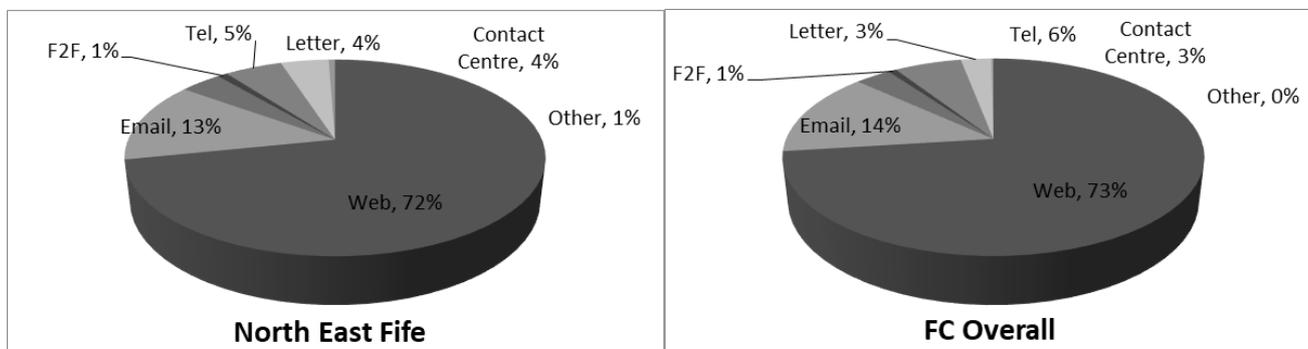
Volume & responsiveness - Fife Council overall

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)

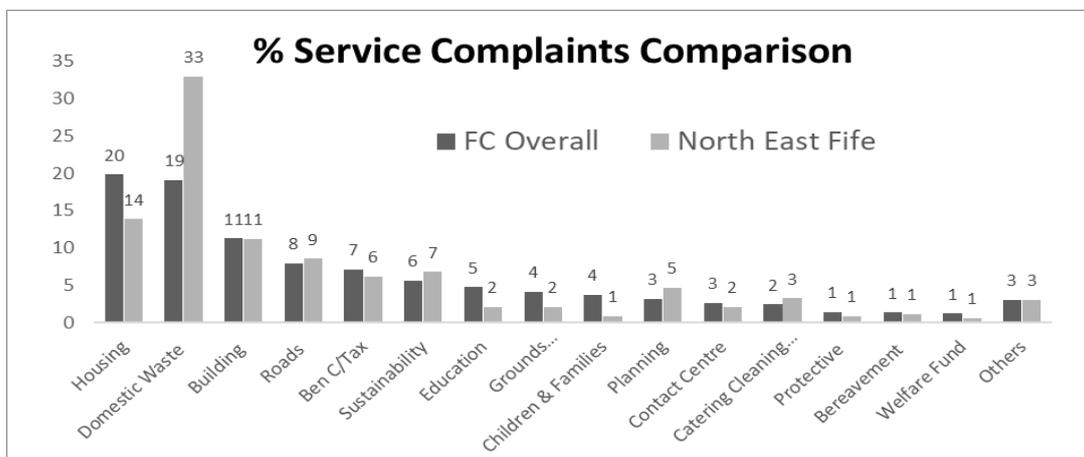
2.1 Last year's spike in stage 1 cases responded to in timescale were due to the increased missed bin complaints answered quickly. Generally this Committee area is around or above the Council average in responsiveness.



2.2 The contact channel used for complaints can be seen in the following graph. The contact channel used for complaints can be seen in the following graph. There has been a decrease in the use of the web (84% in 20/21) for the Committee area, clearly this decrease is representative of a return to normal business post pandemic



Reason for complaints (upheld and not upheld) as a percentage of all complaints



2.3 Differences of note include that there are proportionally more complaints concerning Domestic Waste. The largest category for these complaints is “Failure to collect / empty bin”. This remains from last year with the same proportionality. The volume is however lower than last year.

2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All in Time
CLD	1	0%	0	0%	1	0%
Legal Services	0	0%	1	100%	1	0%
Education	5	20%	2	100%	7	43%
Roads	28	46%	1	100%	29	48%
Planning	7	43%	9	67%	16	56%
Protective	1	100%	2	50%	3	67%
Customer Service	4	75%	1	100%	5	80%
Catering FM	10	80%	1	100%	11	82%
Housing	34	79%	13	100%	47	85%
Contact Centre	7	86%	0	0%	7	86%
Grounds	7	86%	0	0%	7	86%
Sustainability	20	90%	3	67%	23	87%
Building	37	89%	1	100%	38	89%
Domestic Waste	110	97%	2	100%	112	97%
Assessors	0	0%	1	100%	1	100%
Audit & Risk	1	100%	0	0%	1	100%
Bereavement	3	100%	1	100%	4	100%
Children Families	3	100%	0	0%	3	100%
Parks	1	100%	0	0%	1	100%
Ben / C-Tax	18	100%	3	100%	21	100%
Welfare Fund	2	100%	0	0%	2	100%
Total	299	85%	41	85%	340	85%

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	0	0	1	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	2	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	0
	Untidy / overgrown vegetation	0	2	0	0	4
	Total	1	2	3	2	4
Building Services	Anything else that doesn't fit above categories	0	0	0	3	0
	Card left when tenant in property	2	0	0	2	0
	Council vehicle - driving behaviour/standards	2	1	2	0	0
	Council vehicle - parking	1	0	0	0	0
	Delay in start / completion of work	4	1	0	2	1
	Environmental	1	0	0	0	0
	Failure to attend at time advised / agreed	0	4	3	1	3
	Failure to fix first time	3	6	7	5	12
	Failure to meet timescales for job	0	2	3	2	2

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	1	2	0
	Health & safety / dangerous occurrence	0	0	2	4	0
	Inappropriate staff attitude / behaviour	1	7	3	5	2
	Noise levels from work activities	1	0	0	0	1
	Poor communications - advance notice of work not given	0	0	2	1	2
	Poor communications - internal breakdown Building Services	0	0	3	0	1
	Poor communications - internal breakdown with other council areas	0	0	1	1	1
	Poor communications - poor regarding work being/to be undertaken	0	4	3	4	5
	Standard of workmanship - damage	4	3	1	1	4
	Standard of workmanship - mess	1	7	3	3	1
	Standard of workmanship - tenant unhappy with work	5	5	2	3	2
	Unplanned additional work required following repair/installation	1	0	1	0	1
	Total	27	40	37	39	38

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Catering & Facilities	Anything that doesn't fit within other categories	0	0	0	0	0
	Disabled access provision in Council buildings inc doors, ramps, toilets, hearing loops, signage etc.	0	0	0	0	2
	Inappropriate staff attitude / behaviour	0	0	0	3	0
	Inconsiderate / inappropriate use of council vehicle	1	0	0	2	0
	Meal options	0	0	0	2	1
	Meals on wheels service not correct	0	0	1	0	1
	Non delivery of service	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Quality of meals	0	0	1	0	1
	Quality of the service provided	0	0	0	1	0
	Standard / condition of council buildings includes toilets	0	1	0	0	5
	Standard of service cleanliness, damage etc.	5	1	1	2	0
	Total		6	2	3	11
Contact Centre	Anything that doesn't fit within other categories.	0	1	0	0	0
	Disagree with Council policy	0	0	0	1	1
	Failure to respond to previous complaint / request for	1	0	3	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	service / enquiry / reported fault					
	Inappropriate staff attitude / behaviour	3	2	3	4	2
	Incorrect information given	0	1	1	2	1
	Lack of information	0	0	0	0	2
	Incorrect timescales given	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	2	0	1	1	0
	Time taken to answer call	2	18	7	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	1	0
	Wrong information given	1	1	0	0	0
	Total	9	24	17	9	7
Children & Families	Anything that doesn't fit within other categories.	0	0	0	1	0
	Dissatisfaction with assessment outcome – Parent /Carer	1	0	2	1	1
	Dissatisfaction with assessment outcome – Child / Young Person	0	0	1	1	0
	Dissatisfaction with policy/ current delivery arrangements	2	0	0	1	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	1	0	1	0	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	1	0
	Inappropriate staff attitude / behaviour	1	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	1	0	0	1	0
	Unacceptable standard of care / support families	0	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0
	Total	7	0	5	6	3
Education	Access to facility	0	0	0	1	0
	Accidents, injuries e.g., physical education fights etc.	2	0	0	0	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case.	0	0	1	7	0
	Anything that doesn't fit within other categories.	2	4	4	1	1
	Bulling by staff	3	0	0	1	0
	Bullying by pupil	0	1	6	0	0
	Dissatisfaction with policy current arrangements	15	8	8	1	3
	Inappropriate staff attitude behaviour	6	4	1	2	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Placement request decisions	0	0	0	2	0
	Poor communications including lack of notice consultation engagement	1	0	3	0	2
	Standard of supervision	1	0	0	0	0
	Unsatisfactory response to previous complaint request for service enquiry / request / reported fault	0	0	0	0	0
	Total	30	17	23	15	7
Domestic Waste	Anything that doesn't fit within other categories.	2	0	0	2	2
	Bin not returned properly / bin is missing	3	3	3	3	3
	Bulky not collected / only part collected	2	2	4	17	8
	Collection has left spilt waste in street / at property	0	2	0	1	0
	Customer turned away / refused entry	1	4	4	7	0
	Damage to vehicles / property during bin collection	1	2	3	3	0
	Dissatisfaction with location of recycling point	0	0	1	0	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	6	7	17	20	14
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	1	6	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	4	8	22	0
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning routes, methods etc.)	0	0	0	0	1
	Dissatisfaction with standard of street cleanliness	0	0	0	2	0
	Dissatisfaction with Take Out & Return TOR service	3	9	7	9	7
	Failure to collect / empty bin	34	48	26	93	58
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	7	4	2	10
	Household waste dumped in street / garden / yard	0	1	0	0	1
	Inappropriate staff attitude / behaviour	3	6	2	13	6
	Inconsiderate / inappropriate use of council vehicle	1	1	0	3	0
	Mess / Litter around recycling point	0	2	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	2	2	0
	Total	59	101	82	205	112

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Housing	Anything that doesn't fit within other categories.	1	0	3	3	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	3	0	0
	Assessment of FHR – Dissatisfaction with information / advice given	0	0	0	0	1
	Assessment of FHR - Dissatisfaction with time taken	0	1	0	0	1
	Debt management arrangements	0	1	1	0	0
	Delays in start / completion	1	1	5	2	3
	Dispute with neighbours	3	4	5	2	2
	Dissatisfaction with policy / current arrangements	1	2	4	4	2
	Dissatisfaction with policy / current arrangements including allocations criteria	4	1	3	2	4
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	2	8	9	11	13
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	1	1	1	0
	Drugs	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	5	1	4	5
Fencing	0	0	2	0	0	

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	1	0	0
	Garden maintenance service	0	0	0	0	1
	Inappropriate staff attitude / behaviour	2	6	8	2	1
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	0	0	1	0	2
	Missed from programme	0	0	1	0	0
	Mutual repairs	0	2	1	2	0
	Noise	1	1	1	2	0
	Pets & animals	1	1	1	0	0
	Poor communications including lack of notice, consultation & engagement	4	3	6	7	1
	Poor condition / standard of housing	2	1	2	3	0
	Poor standard/condition of property at start of tenancy	0	1	1	1	2
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	2	1	1	0	2
	Redecoration allowance	0	1	0	0	0
	Rubbish	2	2	1	0	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Snagging issues	0	1	0	0	1
	Support plans	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2	3	0	1
	Waiting times	1	0	1	2	3
	Total	29	46	69	48	47
Grounds Maintenance	Access to Park	0	1	0	0	0
	Anything that doesn't fit within other categories.	0	0	1	0	0
	Damage to private property	0	1	0	1	1
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc.	1	1	0	0	0
	Dissatisfaction with roadside litter	0	0	1	0	0
	Dissatisfaction with standard of street cleanliness	0	0	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Footpath clearance	0	1	0	0	0
	Grass cutting	2	1	1	1	0
	Grounds maintenance policy	1	0	0	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Inappropriate staff attitude / behaviour	0	2	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	1	1	1	0
	Location of Tree	0	0	0	1	0
	Overhanging / Damaged Trees & Shrubs	1	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	0
	Untidy / overgrown vegetation	1	0	0	0	0
	Weed killing areas	2	1	0	0	0
	Total	8	10	4	7	1
Planning	Anything that doesn't fit within other categories.	0	0	0	2	0
	Contravention of planning permission / no permission	0	0	0	0	0
	Delays in decisions / non-compliance with timescales	1	0	1	1	0
	Discrimination race, gender, religion etc	0	0	1	0	0
	Dissatisfaction with policy / delivery arrangements	4	3	0	1	7
	Failure to follow process	4	1	5	3	0
	Failure to respond	0	1	2	0	1
	Inadequate consideration of objections	1	1	0	1	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor communications including lack of notice, consultation & engagement	0	0	4	0	1
	Poor quality of assessment	0	4	2	3	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2	4	3
	Total	10	11	17	15	16
Protective Services	Anything that doesn't fit within other categories.	0	1	1	0	0
	Dangerous products / premises includes tattoo parlours	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	1
	Inappropriate staff attitude / behaviour	2	2	0	2	0
	Noise nuisance domestic / commercial / intruder alarms and noisy dogs	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Total	2	4	2	2	3
Benefits & C/Tax	Admin error	4	8	4	2	4
	Anything that doesn't fit within other categories.	2	1	0	3	0
	Availability of advisor	0	0	0	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Data Protection	0	0	1	0	0
	Disagree with legislation	1	1	3	2	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	4	3	1	0
	Lack of / incorrect information	7	4	7	4	2
	Poor communications including lack of notice, consultation & engagement	0	3	0	0	1
	Procedures / policy	5	8	1	6	5
	Service provision Covid 19	0	0	0	1	0
	System failure	1	0	0	1	0
	Time taken to process enquiry	1	6	1	11	7
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	1
	Total	21	37	20	31	21
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	7	5	1
	Application process such as timescale / proofs / photographs / mobility assessment	0	0	0	0	2

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	0	2	2	0
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance etc.	0	0	0	2	0
	Dissatisfaction with service provided	0	0	0	1	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Grit bin damaged / displaced / not replaced	0	0	0	0	1
	Grit bin empty / not refilled	0	0	1	0	0
	Inadequate notification or consultation about installation of new street lighting	0	0	1	1	0
	Inadequate notice of road and footpath works including road closures	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	0	1	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Insufficient number of grit bins provided	0	0	0	1	1
	Localised flooding due to damaged drains / water mains	0	0	3	3	2
	Major flooding due to overspill from sea, rivers & burns	0	0	0	1	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	1	0	1

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Operator Scotrail issues: Ticket issue/staff/information	0	0	1	0	0
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	0	1	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	2
	Poor condition of footpath / cycle path	0	0	1	0	0
	Poor condition of road markings e.g., white lining	0	0	0	1	0
	Poor condition of town centres / pedestrianised areas including street furniture e.g., seats, bins, bollards etc	0	0	1	0	0
	Poor site management barriers, cones temporary signs etc	0	0	0	0	2
	Poor standard of road repairs / maintenance work including incomplete work	0	0	1	2	4
	Potholes / poor condition of road surface	0	0	7	7	7
	Public Transport Information timetables, electronic screens, bus stop timetables	0	0	1	0	0
	Street light repairs	0	0	1	3	0
	Traffic concerns including traffic noise / volume / speed	0	0	2	0	0
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	2	0	0
	Total	27	17	33	32	29

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Sustainability	Customer turned away / refused entry	0	0	0	3	0
	Dissatisfaction with policy / current organisational arrangements including opening times	2	1	2	13	6
	Dissatisfaction with booking policy	0	0	0	0	9
	Dissatisfaction with location of recycling point	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0	1	3
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Mess / litter around recycling point	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	1
	Total	3	2	2	17	23

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

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>4 weeks in a row our bins haven't been collected on the day they are supposed to. I'm sick of having to report bins being missed and I'm sick of bins sitting out for 3 or 4 days of the week waiting to be collected. It's really not good and a safety issue as well as an aesthetic issue. One of the highest council tax codes and we receive this kind of treatment. Just not good enough. Couple that with a poor/ dangerous main road into and out of our street.</p> <p>Outcome: <i>Complaint Upheld. Customer contacted apology given of breakdown and staff shortage. Bins arranged for uplift during overtime run.</i></p>
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>Allegation Gas Service advance warning cards not dispatched by Building Services. With reference to your letter today concerning gas check. I did not receive a postcard as usual. The man at door did not leave a card. When I explained to him, I had not been told of his visit he said I was the third person that morning. To say I was left a card is a lie. To say I was sent a postcard is a lie. I can point out the man who was at the door. I sent an email explaining all this after the man left. To send me a letter threatening to force entry when this was none of my fault is another example of (look at the power I have attitude, I am untouchable attitude I have) that some staff employed by Fife Council seem to savour. So, your facts right before you threaten an old man, or, better still, read my email. Or has it been deleted?</p> <p>Outcome: <i>Complaint Partially Upheld. Apologised to the tenant that they did not receive the appointment card. Wording to be tweaked on 2nd letter to be changed if issue is not tenant's fault.</i></p>
Building Services	Failure to fix first time	<p>Blocked/Broken sewage pipe. Myself & my neighbour have spent over 7 hours in phone calls trying to get a leaking sewage pipe in my neighbour's garden. Council workers damaged the pipe whilst replacing a boundary fence post. Despite over 7 hours of phone calls and online messages over at least a 3-month period. We are no further forward with a repair to the pipe.</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>Meanwhile my neighbour has to walk through raw sewage to get to his car, bins and garden. The stench at our back door is now unbearable. Action needs to be taken urgently.</p> <p>Outcome: <i>Complaint Upheld. Arranged for our contractor, Drain Doctor to inspect the issue. They identified where the problem was and what was required to repair it. They returned to the property and removed the post and replaced the damaged section of pipe. Raised a line for the post to be replaced and the gate to be reinstated.</i></p>

3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however there were fewer occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. 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 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the ‘business as usual’ process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent’s cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.
- 3.8 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.

3.9 The following tables provide the details of complaint decisions in the North East Fife area compared with the Fife Council overall results.

North East Fife	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	39%	19%	4%	39%
Stage 1	37%	17%	4%	42%
Stage 2	51%	29%	0%	20%

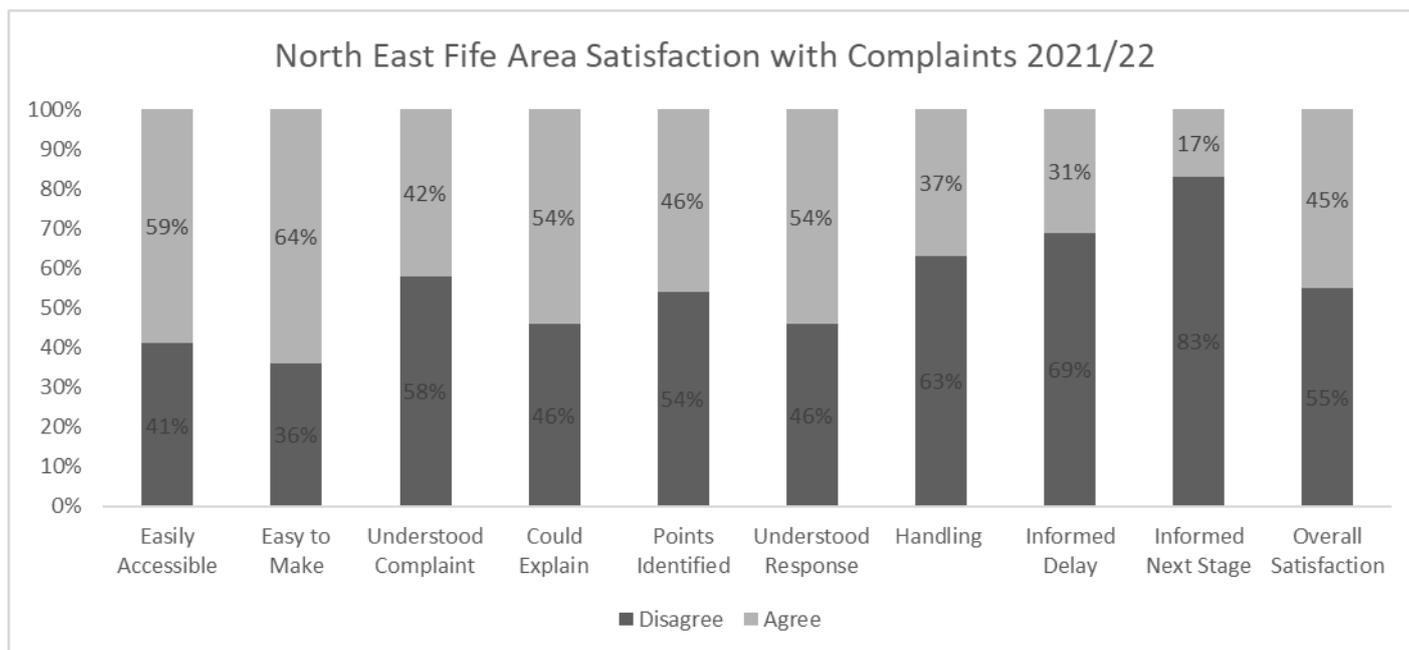
Comparison to the Fife Council overall results.

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

- 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 28 replies from complainants claiming residency in the North East Fife Committee area. Comments included:
- The complaints process was easy enough, but the action taken was non-existent.
 - I was satisfied with the outcome of my complaint.

Overall satisfaction was 45% and is improved upon last year's figure of 44%. The result is below the council average of 50%. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that improvement is required in identifying the points to be investigated and responded to from a complainant and keeping customers updated in the event of delays. Services would also benefit from keeping complainants informed of the ability to escalate complaints from stage 1.

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 6 cases for the North East Fife 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	Repairs	Not taken forward for investigation
Protective Services	Noise issues	Not taken forward for investigation
Planning	Consideration of a planning objection	Not taken forward for investigation
Benefits Council Tax	Council tax liability	Not taken forward for investigation
Planning	Consideration of a planning objection	Not taken forward for investigation
Planning	Breach of planning conditions	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	2076	2327	2856	2705	Includes missed bulky (x208)
Illegal Dumping	153	123	69	73	Includes mess in gardens (x10)
Street Cleaning	148	176	112	133	Untidy street reports
Dog Fouling	37	37	17	20	
Aggressive Dogs	29	40	46	53	
Abandoned Cars	29	42	17	15	
Litter Bin Issues	31	22	18	33	Request new / overflowing
Needles	5	7	11	6	Either made safe or require removal
Fallen Trees	27	6	6	13	

- 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 data now allows reporting of compliments by area level. Again, this analysis is based upon the address of the complainant.
- 7.2 The following table provides some details of the 41 compliments received from customers in the North East Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	16	would like to thank Emma the electrician on her work and the way she treated the tenant. Tenants son would also like to thank her for the patience she showed with his elderly and how she helped get the heating working
Catering & FM	2	I would like to pass on my appreciation to the team who provide MOW's to my mother, they have basically saved her life.
Contact Centre	4	Excellent customer service really appreciate it
Domestic Waste	5	Today before 11 am a lorry backed all the way up our road and emptied both bins. We are really grateful for your prompt attention to this matter, and will look forward to a standard uplift at the road end each month according to the bin calendar.
Housing	1	Customer emailed in his delight at being given exceptional help by Marianne Stevely "Thankfully your colleague Marianne was very helpful and now I hope with the additional advice and forms she gave me to complete, hopefully the correct information will be processed." his concerns were addressed and Fife Council reputation was enhanced.
Local Office	2	Excellent service given when I had my Blue Badge form to hand in Jean MacDonald provided fantastic service and assistance - helping me with a few questions - very happy
Grounds Maintenance	2	The replacement of a dilapidated park bench on the Riverside walk in Cupar. After submitting my report the old bench was promptly removed and now a new composite recycled plastic bench has been installed. On behalf of Cupar residents may I thank Fife Council for this excellent service to the community.
Planning	2	Thank you. I have spoken to the housing development manager and they are going to fix the garden in Guardbridge
Protective Services	1	I recently requested a completion certificate for building work carried out over 11 years ago. The support and advice I received from the Building Standards and Public Safety Service was prompt and thoroughly professional, from initial enquiry through to final inspection by Neil Mitchell.
Roads & Transportation	6	I'm getting in touch to comment on the road resurfacing team that are currently relaying Grange Road in St Andrews and to tell you how much of a delight they have been. I have been back visiting my father and we've been out speaking to them a few times about what they're doing and they have been extremely friendly, courteous and professional throughout.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) has declined over last year as has the Council overall. The results for the North East Fife Committee area are however better than the Council average. The average working days for complaints has however improved and is now the same as the Council average. This is important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the North East Fife area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste. The main root cause category of these complaints was the failure to collect / empty bins. Domestic Waste was again impacted by vehicle breakdown and staff illness through the year.

List of Appendices

None

Background Papers

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

Report Contacts

Diarmuid Cotter, Head of Customer & Online Services

New City House, Dunfermline

Telephone: 03451 55 55 55 + 480050

Email Diarmuid.cotter@fife.gov.uk

Dave Thomson, Customer Experience Lead Officer / SPSO Liaison Officer

1 Floor Fife House, Glenrothes

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

Email: david.thomson-crm@fife.gov.uk

2 November 2022

Agenda Item No. 12

Common Good and Settlement Trust Funds Annual Report 2021-2022

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

Wards Affected: 16,17,18,19 and 20

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 & Settlement Trust 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 detailed 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 and Settlement Trust Funds.

List of Appendices

1. North East Fife Area Common Good fund Annual Reports 2021-22 (incorporating as Appendix 1(a) A-K the financial statements 2021-22
 - A – Anstruther
 - B – Auchtermuchty
 - C – Crail
 - D – Cupar
 - E – Elie & Earlsferry
 - F – Falkland
 - G – Newburgh
 - H – Newport-on-Tay
 - I – Pittenweem
 - J – St Andrews
 - K – St Monans
 - L – Tayport
2. Appendix 2 - the schedule of heritable property
3. Appendix 3 (a-k) - Settlement Trust Reports
4. Appendix 4(a) – Financial Statement – Settlement Trusts – 2021/22
5. Appendix 4(b) – 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

Eleanor Hodgson
Accountant Common Good and Trusts
Fife House, North Street, Glenrothes, KY7 5LT
Email - Eleanor.Hodgson@fife.gov.uk

Donald Grant
Community Manager North East Fife
County Buildings, St Catherine Street, Cupar, KY15 4TA
Telephone: 03451 55 55 55 446109
Email – Donald.Grant@fife.gov.uk

**ANSTRUTHER 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 £1,018,134. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £27,008. The total balances of Anstruther Common Good are £1,045,142 as shown in Appendix 1(a)-A.

2. Key Issues in Financial Year 2021-22**2.1 Income**

Total income for 2021-22 is £5,791 (2020-21 £4,588).

2.2 Expenditure

Total expenditure for 2021-22 is £29,704 (2020-21 £22,300).

3. Management of Assets

3.1 There are currently three leased sites in Anstruther as detailed in Note 1 to the Accounts in Appendix 1(a)-A.

3.2 Included in this is the Milton Garage, site is operated by Housing and Neighbourhood Services and the surplus is passed to the Anstruther Common Good fund after expenses have been deducted from the rents. In 2021-22 this amount was £752.

4. Value of Fund

4.1 The total value of the fund has decreased in 2021-22 by £23,850 as shown in Appendix 1-A.

COMMON GOOD FUNDS - ANSTRUTHER COMMON GOOD

Appendix 1(a)-A

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
2,010.86	Rents	2,719.25
13.57	Interest on Revenue Balances	36.49
2,563.63	External Interest	3,034.81
0.00	Other Income	0.00
<u>4,588.06</u>	Total Income	<u>5,790.55</u>
	Expenditure:	
0.00	Property Costs	1,869.00
0.00	Donations	5,000.00
0.00	Other Expenditure	0.00
22,300.28	Depreciation & Impairment	22,835.48
<u>22,300.28</u>	Total Expenditure	<u>29,704.48</u>
-17,712.22	Surplus / (Deficit) for Year	-23,913.93
22,300.28	Add Funding from Reval Reserve	22,835.48
<u>4,588.06</u>	Amended Surplus (Deficit) for year	<u>-1,078.45</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
966,420.00	Heritable Property	943,584.52
74,485.66	Investments	74,549.93
	Current Assets:	
27,428.46	Advance to Loans Fund	26,337.63
657.50	Sundry Debtors	669.88
	Less Current Liabilities:	
0.00	Creditors	0.00
28,085.96	Net Current Assets	27,007.51
<u>1,068,991.62</u>	Net Assets	<u>1,045,141.96</u>
	Financed By:-	
-102,571.62	Useable Reserves	-101,557.44
-966,420.00	Unusable Reserves	-943,584.52
<u>1,068,991.62</u>		<u>-1,045,141.96</u>

ANSTRUTHER COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Anstruther Golf Course	1,718
Milton Garages	752
Garage St Andrews Road	250
	<u>2,719</u>

2. Analysis of Donations:

NEF060	Anstruther Harbour Festival	5,000
		<u>5,000</u>

3. Depreciation:

Cellardyke Town Hall Anstruther	22,835
	<u>22,835</u>

Notes to Balance Sheet to 31st March 2022

4. Analysis of Heritable Property:

Cellardyke Town Hall Anstruther	905,584
Site;Part Of Anstruther Golf Course	37,000
Access, St Andrews Rd., Anstruther	1
Site-The Loan-Anstruther	1,000
	<u>943,585</u>

5. Analysis of Investments:

Hendersons	74,550
	<u>74,550</u>

6. Analysis of Debtors:

Hendersons Quarter 4 Interest	670
	<u>670</u>

8. Outstanding commitments for applications agreed in current or prior years:

NEF012	324	Anstruther & District CC	17,000
		Anstruther Tennis Club	390
NEF062		Anstruther Philharmonic Society - Spring Concert	1,500
			<u>18,890</u>

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

1. Overall Position

The fund comprises revenue balances only. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £354. The total balances of Auchtermuchty Common Good are £354 as shown in Appendix 1(a)-B.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £72 (2020-21 £42).

2.2 Expenditure

There is no expenditure for 2021-22 or in 2020-21.

3. Management of Assets

3.1 There is currently one leased site in Auchtermuchty as detailed in Note 1 to the Accounts in Appendix 1(a)-A.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £72 as shown in Appendix 1-B.

**COMMON GOOD FUNDS -
AUCHTERMUCHTY COMMON GOOD**

Appendix 1-B

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
40.00	Rents	40.00
2.08	Interest on Revenue Balances	31.91
0.00	External Interest	0.00
0.00	Other Income	0.00
<u>42.08</u>	Total Income	<u>71.91</u>
	Expenditure:	
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>
42.08	Surplus / (Deficit) for Year	71.91
<u>0.00</u>	Add Funding from Reval Reserve	<u>0.00</u>
<u>42.08</u>	Amended Surplus (Deficit) for year	<u>71.91</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
0.00	Heritable Property	0.00
0.00	Investments	0.00
	Current Assets:	
282.53	Advance to Loans Fund	354.44
0.00	Sundry Debtors	0.00
	Less Current Liabilities:	
0.00	Creditors	0.00
282.53	Net Current Assets	354.44
<u>282.53</u>	Net Assets	<u>354.44</u>
	Financed By:-	
-282.53	Useable Reserves	-354.44
0.00	Unusable Reserves	0.00
<u>-282.53</u>		<u>-354.44</u>

AUCHTERMUCHTY COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Land Drum Auchtermuchty	<u>40</u>
	<u>40</u>

**CRAIL 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 £1,117,923. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £393,075. The total balances of Crail Common Good are £1,570,998 as shown in Appendix 1(a)-C.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £57,223 (2020-21 £58,635).

2.2 Expenditure

Total expenditure for 2021-22 is £48,833 (2020-21 £5,100). This increase from the previous year is mainly due to an increase in donations.

3. Management of Assets

3.1 There are currently four leased sites in Crail as detailed in Note 1 to the Accounts in Appendix 1(a)-C.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £186,756 as shown in Appendix 1-C.

**COMMON GOOD FUNDS - CRAIL COMMON
GOOD**

Appendix 1-C

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
43,857.40	Rents	39,440.00
191.36	Interest on Revenue Balances	515.96
14,586.38	External Interest	17,267.30
0.00	Other Income	0.00
<u>58,635.14</u>	Total Income	<u>57,223.26</u>
	Expenditure:	
0.00	Property Costs	1,511.31
4,700.00	Donations	43,669.95
0.00	Other Expenditure	3,252.02
400.00	Depreciation & Impairment	400.00
<u>5,100.00</u>	Total Expenditure	<u>48,833.28</u>
53,535.14	Surplus / (Deficit) for Year	8,389.98
400.00	Add Funding from Reval Reserve	400.00
<u>53,935.14</u>	Amended Surplus (Deficit) for year	<u>8,789.98</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
576,153.00	Heritable Property	753,753.00
423,804.29	Investments	424,170.00
	Current Assets:	
380,543.98	Advance to Loans Fund	389,263.52
3,740.99	Sundry Debtors	3,811.43
	Less Current Liabilities:	
0.00	Creditors	0.00
384,284.97	Net Current Assets	393,074.95
<u>1,384,242.26</u>	Net Assets	<u>1,570,997.95</u>
	Financed By:-	
-808,089.26	Useable Reserves	-817,244.95
-576,153.00	Unusable Reserves	-753,753.00
<u>-1,384,242.26</u>		<u>-1,570,997.95</u>

CRAIL COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

David Webster & Son (West Quarry Braes)	150
Crail Golfing Society	3,215
Sauchope Caravan Park	35,100
James Adam	975
	<u>39,440</u>

2. Analysis of Property Costs:

CORPORATE BUILDING REPAIRS	<u>1,511</u>
	<u>1,511</u>

3. Analysis of Donations:

NEF028 Repaint MUGA pitch	2,400
NEF041 Mercat Cross Restoration	6,082
NEF044 Crail Museum & Heritage Centre - Replace Guttering	2,000
NEF046 Crail Community Partnership - Kitchen Refurbishment	20,000
NEF050 Crail Community Partnership - Victoria Gardens 2021 Planting	2,409
NEF051 Crail Bowling Club - Replace Clubhouse Windows	2,940
NEF056 Crail Town Hall - Upgrading Walls/Ceilings	5,000
NEF061 Crail Festival Putting Green Storage Unit	2,839
	<u>43,670</u>

4. Depreciation:

Office & Store (Crail Harbour)	<u>400</u>
	<u>400</u>

Notes to Balance Sheet to 31st March 2022

5. Analysis of Heritable Property:

Land, West Quarry Braes, Crail	50
Amenity Land, Rude Well, Marketgate, Crail	1
Marketgate North, Marketgate, Crail	1
Marketgate South, Marketgate, Crail	1
Crail Caravan Site , Sauchope Links, Crail	678,000
Office & Store, The Harbour, Crail	13,600
Land, Balcomie Road, Crail	35,000
Land, East Quarry Braes, Crail	600
Peatfield, St Andrews Road, Crail	26,500
	<u>753,753</u>

6. Analysis of Investments:

Hendersons	<u>424,170</u>
	<u>424,170</u>

7. Analysis of Debtors:

Hendersons Quarter 4 Interest	<u>3,811</u>
	<u>3,811</u>

8. Outstanding commitments for applications agreed in current or prior years:

NEF023	Crail Parish Church Restoration	20,000
NEF031	Crail Public Improvement Works - Phase 2	8,573
NEF035	Refurbish Harbourmasters Office at Crail Harbour	20,000
NEF041	Mercat Cross Restoration	3,918
NEF050	Crail Community Partnership - Victoria Gardens 2021 Planting	591
NEF067	Crail Festival - Tree Pollarding	2,384
NEF068	Crail Museum & Heritage - assist in cost of interpretation board	1,290
		<hr/>
		56,756

**CUPAR 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 £327,265. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £19,090. The total balances of Cupar Common Good are £346,355 as shown in Appendix 1(a)-D.

2. Key Issues in Financial Year 2021-22**2.1 Income**

Total income for 2021-22 is £11,212 (2020-21 £9,202).

2.2 Expenditure

Total expenditure for 2021-22 is £25,405 (2020-21 £27,184).

3. Management of Assets

3.1 There are currently two leased sites in Cupar as detailed in Note 1 to the Accounts in Appendix 1(a)-D.

4. Value of Fund

4.1 The total value of the fund has decreased in 2021-22 by £14,043 as shown in Appendix 1-D.

COMMON GOOD FUNDS - CUPAR COMMON GOOD

Appendix 1-D

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
3,205.05	Rents	4,105.05
14.79	Interest on Revenue Balances	25.10
5,982.28	External Interest	7,081.81
0.00	Other Income	0.00
<u>9,202.12</u>	Total Income	<u>11,211.96</u>
	Expenditure:	
605.42	Property Costs	856.56
7,762.50	Donations	19,833.50
20.00	Other Expenditure	15.36
<u>18,796.02</u>	Depreciation & Impairment	<u>4,700.00</u>
<u>27,183.94</u>	Total Expenditure	<u>25,405.42</u>
-17,981.82	Surplus / (Deficit) for Year	-14,193.46
<u>18,796.02</u>	Add Funding from Reval Reserve	<u>4,700.00</u>
<u>814.20</u>	Amended Surplus (Deficit) for year	<u>-9,493.46</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
158,001.00	Heritable Property	153,301.00
173,813.99	Investments	173,963.97
	Current Assets:	
27,049.01	Advance to Loans Fund	17,526.66
1,534.28	Sundry Debtors	1,563.17
	Less Current Liabilities:	
0.00	Creditors	0.00
28,583.29	Net Current Assets	19,089.83
<u>360,398.28</u>	Net Assets	<u>346,354.80</u>
	Financed By:-	
-202,397.28	Useable Reserves	-193,053.80
-158,001.00	Unusable Reserves	-153,301.00
<u>-360,398.28</u>		<u>-346,354.80</u>

CUPAR COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Fishers Services Ltd (Little Common)	3,205
Duffis Park Tennis Club	900
	<u>4,105</u>

2. Analysis of Property Costs:

FLUTHERS CAR PARK, BURNSIDE	432
Fire Insurance -St Catherine Street	425
	<u>857</u>

3. Analysis of Donations:

NEF024	Building improvement to Castlehill Community Association	6,000
NEF054	Cupar Community Council - War Memorial Lighting	504
NEF059	The Sunshine Kitchen	1,990
NEF065	Childrens Day in Old Scots	2,000
NEF069	Howe of Fife Rugby RFC - Access road upgrade	2,840
NEF057	Duffus Tennis Club - New Courts	5,000
NEF070	Bowling Green Edging Repairs	1,500
		<u>19,834</u>

4. Depreciation/Asset Revaluation:

Cupar Burgh Chambers, 5 St Catherine Street, Cupar	4,700
	<u>4,700</u>

Notes to Balance Sheet to 31st March 2022

5. Analysis of Heritable Property:

Cupar Burgh Chambers, 5 St Catherine Street, Cupar	95,300
Amenity Ground (hard standing), Burnside, Cupar	1
Site for Laundry Extension , Little Common, Riggs Place, Cupar	58,000
	<u>153,301</u>

6. Analysis of Investments:

Hendersons	173,964
	<u>173,964</u>

7. Analysis of Debtors:

Hendersons Quarter 4 Interest	1,563
	<u>1,563</u>

8. Outstanding commitments for applications agreed in current or prior years:

NEF004	Tarvit Woodland Park	2,000
NEF025	Cupar Community Council - Defibrillators (Foodieash/Cuparmuir)	340
NEF066	Fife Show - The First 200 Years	5,000
NEF072	World Scout Jamboree Korea 2023	1,240
		<u>8,580</u>

**ELIE & EARLSFERRY 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 £75,333. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £46,093. The total balances of Elie & Earlsferry Common Good are £121,426 as shown in Appendix 1(a)-E.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £3,130 (2020-21 £2,601).

2.2 Expenditure

Total expenditure for 2021-22 is £9,102 (2020-21 NIL). This increase from the previous year is due to an increase in donations.

3. Management of Assets

3.1 There are no leased sites in Elie & Earlsferry.

4. Value of Fund

4.1 The total value of the fund has decreased in 2021-22 by £6,067 as shown in Appendix 1-E.

COMMON GOOD FUNDS - ELIE & EARLSFERRY COMMON GOOD

Appendix 1-E

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
0.00	Rents	0.00
10.05	Interest on Revenue Balances	63.40
2,590.52	External Interest	3,066.66
0.00	Other Income	0.00
<u>2,600.57</u>	Total Income	<u>3,130.06</u>
	Expenditure:	
0.00	Property Costs	0.00
0.00	Donations	9,102.00
0.00	Other Expenditure	0.00
0.00	Depreciation & Impairment	0.00
<u>0.00</u>	Total Expenditure	<u>9,102.00</u>
2,600.57	Surplus / (Deficit) for Year	-5,971.94
0.00	Add Funding from Reval Reserve	0.00
<u>2,600.57</u>	Amended Surplus (Deficit) for year	<u>-5,971.94</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
1.00	Heritable Property	1.00
75,267.25	Investments	75,332.20
	Current Assets:	
51,560.30	Advance to Loans Fund	45,415.85
664.40	Sundry Debtors	676.91
	Less Current Liabilities:	
0.00	Creditors	0.00
52,224.70	Net Current Assets	46,092.76
<u>127,492.95</u>	Net Assets	<u>121,425.96</u>
	Financed By:-	
-	Useable Reserves	-121,424.96
127,491.95	Unusable Reserves	-1.00
-1.00		
<u>-</u>		
<u>127,492.95</u>		<u>-121,425.96</u>

ELIE & EARLSFERRY COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Donations:

NEF055	Earlsferry Town Hall	1,050
	Town Hall Survery - Money returned	
NEF018	09/11/21 as not used	(1,200)
NEF064	Wheelchair Access	1,524
NEF058	Earlsferry Town Hall - Urgent Repairs	<u>7,728</u>
		<u>9,102</u>

Notes to Balance Sheet to 31st March 2022

2. Analysis of Heritable Property:

Earlsferry Links Golf Course (Rights)	<u>1</u>
	<u>1</u>

3. Analysis of Investments:

Hendersons	<u>75,332</u>
	<u>75,332</u>

4. Analysis of Debtors:

Hendersons Quarter 4 Interest	<u>677</u>
	<u>677</u>

5. Outstanding commitments for applications agreed in current or prior years:

NEF055	Earlsferry Town Hall	3,500
NEF058	Earlsferry Town Hall - Urgent Repairs	<u>4,772</u>
		<u>8,272</u>

**FALKLAND 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 £23,124. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £6,291. The total balances of Falkland Common Good are £29,414 as shown in Appendix 1(a)-F.

2. Key Issues in Financial Year 2021-22**2.1 Income**

Total income for 2021-22 is £2,071 (2020-21 £1,159).

2.2 Expenditure

Total expenditure for 2021-22 is -£639 (2020-21 £3,773).

3. Management of Assets

3.1 There are currently three leased sites in Falkland as detailed in Note 1 to the Accounts in Appendix 1(a)-F.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £2,720 as shown in Appendix 1-F.

**COMMON GOOD FUNDS - FALKLAND COMMON
GOOD**

Appendix 1-F

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
784.03	Rents	1,624.03
2.33	Interest on Revenue Balances	6.02
372.65	External Interest	441.16
0.00	Other Income	0.00
<u>1,159.01</u>	Total Income	<u>2,071.21</u>
	Expenditure:	
1,741.80	Property Costs	-1,266.29
0.00	Donations	0.00
1,404.31	Other Expenditure	0.00
627.00	Depreciation & Impairment	627.00
<u>3,773.11</u>	Total Expenditure	<u>-639.29</u>
-2,614.10	Surplus / (Deficit) for Year	2,710.50
627.00	Add Funding from Reval Reserve	627.00
<u>-1,987.10</u>	Amended Surplus (Deficit) for year	<u>3,337.50</u>

Balance Sheet as at 31st March 2022

12,914.00	Fixed Assets:	
10,827.44	Heritable Property	12,287.00
	Investments	10,836.78
	Current Assets:	
2,857.58	Advance to Loans Fund	6,193.28
95.58	Sundry Debtors	97.38
	Less Current Liabilities:	
0.00	Creditors	0.00
2,953.16	Net Current Assets	6,290.66
<u>26,694.60</u>	Net Assets	<u>29,414.44</u>
	Financed By:-	
-13,780.60	Useable Reserves	-17,127.44
-12,914.00	Unusable Reserves	-12,287.00
<u>-26,694.60</u>		<u>-29,414.44</u>

FALKLAND COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Falkland Golf Club	684
Lomond Football AFC	840
Mr & Mrs M Tudor	100
	<u>1,624</u>

2. Analysis of Property Costs:

Bruce Fountain Water Services	74
Accrual	(1,340)
	<u>(1,266)</u>

3. Depreciation

Falkland Golf Club, The Myre, Falkland	627
	<u>627</u>

Notes to Balance Sheet to 31st March 2021

4. Analysis of Heritable Property:

Falkland Golf Club, The Myre, Falkland Land, The Loan, Falkland	11,287
	1,000
	<u>12,287</u>

4. Analysis of Investments:

Hendersons	10,837
	<u>10,837</u>

5. Analysis of Debtors:

Hendersons Quarter 4 Interest	97
	<u>97</u>

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

1. Overall Position

The fund comprises revenue balances only. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling -£24,985. The total balances of Newburgh Common Good are £-24,985 as shown in Appendix 1(a)-G.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £47 (2020-21 £62).

2.2 Expenditure

Total expenditure for 2021-22 is £1,702 (2020-21 £0).

3. Management of Assets

3.1 There is currently one leased site in Newburgh as detailed in Note 1 to the Accounts in Appendix 1(a)-G.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £8,357 as shown in Appendix 1-G.

**COMMON GOOD FUNDS - NEWBURGH COMMON
GOOD**

Appendix 1-G

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
80.00	Rents	80.00
-18.47	Interest on Revenue Balances	-33.30
0.00	External Interest	0.00
0.00	Other Income	0.00
61.53	Total Income	46.70
	Expenditure:	
0.00	Property Costs	1,661.60
0.00	Donations	0.00
0.00	Other Expenditure	40.00
0.00	Depreciation & Impairment	0.00
0.00	Total Expenditure	1,701.60
61.53	Surplus / (Deficit) for Year	-1,654.90
0.00	Add Funding from Reval Reserve	0.00
61.53	Amended Surplus (Deficit) for year	-1,654.90

Balance Sheet as at 31st March 2022

	Fixed Assets:	
0.00	Heritable Property	0.00
0.00	Investments	0.00
	Current Assets:	
-		
33,342.37	Advance to Loans Fund	-24,985.27
0.00	Sundry Debtors	0.00
	Less Current Liabilities:	
0.00	Creditors	0.00
-		
33,342.37	Net Current Assets	-24,985.27
33,342.37	Net Assets	-24,985.27
	Financed By:-	
33,342.37	Useable Reserves	24,985.27
0.00	Unusable Reserves	0.00
33,342.37		24,985.27

NEWBURGH COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Mrs E Fraser	80
	<u>80</u>

2. Analysis of Property Costs:

Fire Insurance - 67 High Street	1,070
Corporate Building Repairs - Clock Tower	592
	<u>1,662</u>

**NEWPORT-ON-TAY COMMON GOOD FUND
ANNUAL REPORT 2021-22**

1. Overall Position

The fund comprises capital balances only. The capital balances comprise heritable property totalling £1 as shown in Appendix 1-H.

**COMMON GOOD FUNDS - NEWPORT ON TAY
COMMON GOOD**

**Appendix 1-
H**

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
0.00	Rents	0.00
0.00	Interest on Revenue	
0.00	Balances	0.00
0.00	External Interest	0.00
<u>0.00</u>	Other Income	<u>0.00</u>
<u>0.00</u>	Total Income	<u>0.00</u>
	Expenditure:	
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>
0.00	Surplus / (Deficit) for Year	0.00
0.00	Add Funding from Reval Reserve	0.00
<u>0.00</u>	Amended Surplus (Deficit) for year	<u>0.00</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
1.00	Heritable Property	1.00
0.00	Investments	0.00
	Current Assets:	
0.00	Advance to Loans Fund	0.00
0.00	Sundry Debtors	0.00
	Less Current Liabilities:	
0.00	Creditors	0.00
0.00	Net Current Assets	0.00
<u>1.00</u>	Net Assets	<u>1.00</u>
	Financed By:-	
0.00	Useable Reserves	0.00
-1.00	Unusable Reserves	-1.00
<u>-1.00</u>		<u>-1.00</u>

NEWPORT ON TAY COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Heritable Property:

Newport War Memorial,
Newport on Tay

1
<u>1</u>

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

2. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise heritable property and investments totalling £531,343. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling (£64,134). The total balances of Pittenweem Common Good are £467,209 as shown in Appendix 1(a)-I.

3. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £8,898 (2020-21 £8,043).

3.2 Expenditure

Total expenditure for 2021-22 is £940 (2020-21 £63,151).

4. Management of Assets

3.1 There are currently five leased sites in Pittenweem as detailed in Note 1 to the Accounts in Appendix 1(a)-I.

5. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £300,120 as shown in Appendix 1-I.

COMMON GOOD FUNDS - PITTENWEEM COMMON GOOD

Appendix 1-I

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
1,597.55	Rents	1,597.55
-4.46	Interest on Revenue Balances	-334.72
6,450.08	External Interest	7,635.57
0.00	Other Income	0.00
8,043.17	Total Income	8,898.40
	Expenditure:	
30,555.00	Property Costs	0.00
21,026.00	Donations	940.00
70.00	Other Expenditure	0.00
11,500.00	Depreciation & Impairment	0.00
63,151.00	Total Expenditure	940.00
-55,107.83	Surplus / (Deficit) for Year	7,958.40
11,500.00	Add Funding from Reval Reserve	0.00
-43,607.83	Amended Surplus (Deficit) for year	7,958.40

Balance Sheet as at 31st March 2022

	Fixed Assets:	
17,502.00	Heritable Property	343,775.36
187,405.55	Investments	187,567.26
	Current Assets:	
-39,473.22	Advance to Loans Fund	-65,819.33
1,654.26	Sundry Debtors	1,685.41
	Less Current Liabilities:	
0.00	Creditors	0.00
-37,818.96	Net Current Assets	-64,133.92
167,088.59	Net Assets	467,208.70
	Financed By:-	
-149,586.59	Useable Reserves	-123,433.34
-17,502.00	Unusable Reserves	-343,775.36
-167,088.59		-467,208.70

PITTENWEEM COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Andrew Millar (Relief Stipend due for crop)	41
Allan Robert Whiteford (East & West park)	745
Allan Robert Whiteford (Mid Myre/Mid Muir Inch Farm (AV5299))	11
Community Library & Info Centre	300
The West Braes Project	500
	<u>1,597</u>

2. Analysis of Property Costs:

Pendrich Height Services LTD CIS (Tolbooth)	173,187
Fire Insurance -Market Cross	74
CORPORATE BUILDING REPAIRS - TOLBOOTH HS	153,012
Acc Adjustment - Transfer to 621615	(326,273)
	<u>0</u>

3. Depreciation:

	<u>0</u>
	<u>0</u>

Notes to Balance Sheet to 31st March 2021

4. Analysis of Heritable Property:

Grazing Paddock, Milton Road, Pittenweem	2,500
Land at East & West Park, Milton Road, Pittenweem	2,500
Agricultural Land, West Braes, Pittenweem	2,500
Pittenweem Tolbooth , Market Cross, High Street, Pittenweem	336,273
Amenity Land (South of Town Hall), Cove Wynd, Pittenweem	1
Coastal Slopes and Outdoor Swimming Pool, West Braes, Pittenweem	1
	<u>343,775</u>

7. Analysis of Investments:

Hendersons	<u>187,567</u>
	<u>187,567</u>

8. Analysis of Debtors:

Hendersons Quarter 4 Interest	<u>1,685</u>
	<u>1,685</u>

9. Outstanding commitments for applications agreed in current or prior years:

NEF009	Pittenweem Old Town Hall	<u>940</u>
		<u>940</u>

**ST ANDREWS 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 £1,622,461. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £279,355. The total balances of St Andrews Common Good are £1,901,816 as shown in Appendix 1(a)-J.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £83,011 (2020-21 £79,420).

2.2 Expenditure

Total expenditure for 2021-22 is £51,285 (2020-21 £93,150).

3. Management of Assets

3.1 There are currently seven leased sites in St Andrews as detailed in Note 1 to the Accounts in Appendix 1(a)-J.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £162,209 as shown in Appendix 1-J.

**COMMON GOOD FUNDS - ST ANDREWS COMMON
GOOD**

Appendix 1-J

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
59,949.00	Rents	59,949.00
138.18	Interest on Revenue Balances	255.86
19,265.06	External Interest	22,805.85
67.54	Other Income	0.00
<u>79,419.78</u>	Total Income	<u>83,010.71</u>
	Expenditure:	
175.00	Property Costs	447.68
80,257.53	Donations	38,742.47
660.86	Other Expenditure	37.85
12,056.78	Depreciation & Impairment	12,056.77
<u>93,150.17</u>	Total Expenditure	<u>51,284.77</u>
-13,730.39	Surplus / (Deficit) for Year	31,725.94
12,056.78	Add Funding from Reval Reserve	12,056.77
<u>-1,673.61</u>	Amended Surplus (Deficit) for year	<u>43,782.71</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
944,294.22	Heritable Property	1,062,237.45
559,740.77	Investments	560,223.76
	Current Assets:	
225,631.10	Advance to Loans Fund	274,320.75
9,940.92	Sundry Debtors	5,033.98
	Less Current Liabilities:	
0.00	Creditors	0.00
235,572.02	Net Current Assets	279,354.73
<u>1,739,607.01</u>	Net Assets	<u>1,901,815.94</u>
	Financed By:-	
-795,312.79	Useable Reserves	-839,578.49
-944,294.22	Unusable Reserves	-1,062,237.45
<u>-1,739,607.01</u>		<u>-1,901,815.94</u>

ST ANDREWS COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

Contribution from the Lammas Market	0
78 South Street	24,000
Site for Golf Club	10,000
Car Park Bruce Embankment	16,000
Sea Life Museum	4,600
Former Pavillion Tea Rooms	1,250
Fishermans Stores Store 1-9	4,099
	<u>59,949</u>

2. Analysis of Property Costs:

NDR Former Look Out Hut. Shorehead	108
Fishermens Store (No 1-9), St Andrews	340
	<u>448</u>

3. Analysis of Donations:

236 St Andrews Harbour Trust	5,000
NEF036 St Andrews Environment Network - Clean & Green	13,742
NEF038 St Andrews Tennis Club	20,000
	<u>38,742</u>

4. Depreciation:

Fishermens Stores No 1-9 Shoremill	1,325
Amenity Ground, East Bents	1,351
Car Park, Bruce Embankment	1,381
Shop, 78 South Street	8,000
	<u>12,057</u>

Notes to Balance Sheet to 31st March 2022

5. Analysis of Heritable Property:

Shop, 78 South Street, St Andrews	245,000
Site for Golf Museum , Golf Place, St Andrews	198,000
Aquarium , Bow Butts / The Scores, St Andrews	92,000
Car Park, Bruce Embankment, St Andrews	437,238
Fishermens Stores, Nos 1-9 Shoremill, The Harbour, St Andrews	38,675
Amenity Ground, Mavis Bank, St Andrews	1
Amenity Ground, Lade Braes, St Andrews	1
Dismantled Railway (Jacobs Ladder), Links Crescent, St Andrews	1
Dismantled Railway, Old Station Road, St Andrews	1
St Andrews Mussel Beds, Eden Estuary, Strathtyrum, St Andrews	1
Amenity Land adjacent Car Park, North Haugh, St Andrews	0
Amenity Ground East Bents, Woodburn Place, St Andrews	51,320
	<u>1,062,237</u>

6. Analysis of Investments:

Hendersons	560,224
	<u>560,224</u>

7. Analysis of Debtors:

Hendersons Quarter 4 Interest	5,034
	<u>5,034</u>

Other Notes to 31st March 2022**8. Outstanding commitments for applications agreed in current or prior years:**

236	St Andrews Harbour Trust	(5,000)
330	Lade Braes Footpath Improvement Works	50,000
522	Pethrum Bridge Carpet Bed/Signage	1,999
NEF001	St Andrews Town Hall Wi-Fi	4,190
NEF002	Victoria Hall Wi-Fi	4,880
NEF003	Victoria Hall DDA Access	7,722
		<u>63,791</u>

**ST MONANS 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 £728,160. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £215,912. The total balances of St Monans Common Good are £944,072 as shown in Appendix 1(a)-K.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £35,707 (2020-21 £33,594).

2.2 Expenditure

Total expenditure for 2021-22 is £8,984 (2020-21 £16,619).

3. Management of Assets

3.1 There are currently three leased sites in St Monans as detailed in Note 1 to the Accounts in Appendix 1(a)-K.

4. Value of Fund

4.1 The total value of the fund has increased in 2021-22 by £74,985 as shown in Appendix 1-K.

**COMMON GOOD FUNDS - ST MONANS COMMON
GOOD**

Appendix 1-K

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
23,000.00	Rents	23,000.00
100.62	Interest on Revenue Balances	284.15
10,493.85	External Interest	12,422.60
0.00	Other Income	0.00
<u>33,594.47</u>	Total Income	<u>35,706.75</u>
	Expenditure:	
2,399.02	Property Costs	2,984.45
14,220.00	Donations	6,000.00
0.00	Other Expenditure	0.00
0.00	Depreciation & Impairment	0.00
<u>16,619.02</u>	Total Expenditure	<u>8,984.45</u>
16,975.45	Surplus / (Deficit) for Year	26,722.30
0.00	Add Funding from Reval Reserve	0.00
<u>16,975.45</u>	Amended Surplus (Deficit) for year	<u>26,722.30</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:	
375,000.00	Heritable Property	423,000.00
304,896.84	Investments	305,159.93
	Current Assets:	
186,498.78	Advance to Loans Fund	213,170.40
2,691.37	Sundry Debtors	2,742.05
	Less Current Liabilities:	
0.00	Creditors	0.00
189,190.15	Net Current Assets	215,912.45
<u>869,086.99</u>	Net Assets	<u>944,072.38</u>
	Financed By:-	
-494,086.99	Useable Reserves	-521,072.38
-375,000.00	Unusable Reserves	-423,000.00
<u>-869,086.99</u>		<u>-944,072.38</u>

ST MONANS COMMON GOOD

Notes to Revenue Account Year to 31st March 2022

1. Analysis of Rental Income:

St Monans Caravan Site, The Common, St Monans	22,500
Bowling Green & Pavillion (St Monans Bowling Club)	300
Changing Pavillion, Hope Place (St Monans Swallow AFC)	200
	<u>23,000</u>

2. Analysis of Property Costs:

Electricity	684
Property Lease (5 West Shore)	2,300
	<u>2,984</u>

3. Analysis of Donations:

NEF043	Beautiful St Monans	6,000
		<u>6,000</u>

Notes to Balance Sheet to 31st March 2022

4. Analysis of Heritable Property:

St Monans Caravan Site, The Common, St Monans	423,000
	<u>423,000</u>

5. Analysis of Investments:

Hendersons	305,160
	<u>305,160</u>

6. Analysis of Debtors:

Hendersons Quarter 4 Interest	2,742
	<u>2,742</u>

7. Outstanding commitments for applications agreed in current or prior years:

	St Monans & Abercrombie Community	
521	Action Plan	146
NEF053	St Monans Playpark	109,000
		<u>109,146</u>

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

1. Overall Position

The fund comprises revenue balances only. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £886. The total balances of Tayport Common Good are £886 as shown in Appendix 1(a)-L.

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £1 (2020-21 £1).

2.2 Expenditure

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

3. Management of Assets

3.1 There are no leased sites in Tayport.

4. Value of Fund

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

**COMMON GOOD FUNDS - TAYPORT COMMON
GOOD**

Appendix 1-L

Revenue Account Year Ended 31st March 2022

2020/21		2021/22
	Income:	
0.00	Rents	0.00
0.49	Interest on Revenue Balances	1.22
0.00	External Interest	0.00
0.00	Other Income	0.00
<u>0.49</u>	Total Income	<u>1.22</u>
	 Expenditure:	
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>
0.49	Surplus / (Deficit) for Year	1.22
	Add Funding from Reval	
0.00	Reserve	0.00
<u>0.49</u>	Amended Surplus (Deficit) for year	<u>1.22</u>

Balance Sheet as at 31st March 2022

	Fixed Assets:		
0.00	Heritable Property		0.00
0.00	Investments		0.00
	 Current Assets:		
885.19	Advance to Loans Fund	886.41	
0.00	Sundry Debtors	0.00	
	 Less Current Liabilities:		
0.00	Creditors	0.00	
885.19	Net Current Assets		886.41
<u>885.19</u>	Net Assets		<u>886.41</u>
	 Financed By:-		
-885.19	Useable Reserves		-886.41
0.00	Unusable Reserves		0.00
<u>-885.19</u>			<u>-886.41</u>

Anstruther & Cellardyke Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000400	Easter Town Hall	Cunzie Street	Anstruther	Whole asset
000406	Cellardyke Town Hall	Tollbooth Wynd	Anstruther	Most of asset
005082	Cellardyke Harbour	Shore Street	Anstruther	Whole asset
005974	St Andrews Road Car Park	Station Road	Anstruther	Part of asset
006603	Land at Anstruther Golf Course	The Golf Course	Anstruther	Part of asset
100065	Cellardyke Park	East End	Anstruther	Whole asset
100128	Garage Site	St Andrews Road	Anstruther	Whole asset
100975	Car Park	George Street	Anstruther	Whole asset
101085	Access Road	St Andrews Road	Anstruther	Whole asset

Auchtermuchty Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000401	Victoria Hall	19 Burnside	Auchtermuchty	Whole asset
000402	Auchtermuchty Town Hall/Library	High Street	Auchtermuchty	Whole asset
004170	Low Road Park	Stratheden Place	Auchtermuchty	Whole asset
005975	Station Road Car Park	Station Road	Auchtermuchty	Whole asset
100976	Station Road Park	Station Road	Auchtermuchty	Whole asset
101079	Amenity Land	Newburgh Road	Auchtermuchty	Whole asset
101097	Auchtermuchty War Memorial	High Street	Auchtermuchty	Whole asset

Crail Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000404	Crail Town Hall/Library	Municipal Bldgs Marketgate South	Crail	Whole asset
000706	Ashburn Park	St Andrews Road	Crail	Most of asset
000707	Victoria Park	St Andrews Road	Crail	Whole asset
000709	Beechwalk Park	St Andrews Road	Crail	Most of asset
000825	Crail Caravan Site	Sauchope Links	Crail	Whole asset
005977	Marketgate South Car Park	Marketgate	Crail	Whole asset
006608	Office & Store	The Harbour	Crail	Whole asset
100080	Land	Balcomie Road	Crail	Whole asset
100093	Land	West Quarry Braes	Crail	Whole asset
100094	Land	East Quarry Braes	Crail	Whole asset
100130	Peatfield	St Andrews Road	Crail	Whole asset
100295	Amenity Ground	Castle Walk	Crail	Whole asset
101013	Tolbooth Housing	Nos. 28-30 Tolbooth Wynd	Crail	Whole asset
101014	Auldwell Gardens Housing	Auldwell Gardens	Crail	Whole asset
101021	Marketgate North	Marketgate	Crail	Whole asset
101022	Marketgate South	Marketgate	Crail	Whole asset
101048	Victoria Playground	St Andrews Road	Crail	Whole asset
101049	Rude Well	Marketgate	Crail	Whole asset

Cupar Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000403	Cupar Corn Exchange	St Catherine Street	Cupar	Whole asset
000601	Cupar Leisure Centre	Carslogie Road	Cupar	Part of asset
000700	Duffus Park	Carslogie Road	Cupar	Whole asset
000717	Cart Haugh/Hood/Nicholson Park	East Bridge	Cupar	Whole asset
005804	Fluthers Car Park	Burnside	Cupar	Whole asset
006534	Burgh Chambers	5 St Catherine Street	Cupar	Whole asset
006612	Site For Laundry Extension	Little Common Riggs Place	Cupar	Whole asset

101019	Moathill Walk	Moathill Road	Cupar	Whole asset
101020	Little Common Play Park	Riggs Place	Cupar	Whole asset
101061	Amenity Ground	Burnside	Cupar	Whole asset
101062	Amenity Ground	Coal Road	Cupar	Whole asset

Elie & Earlsferry Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
101080	Earlsferry Links Golf Course (Rights)	Links Road	Earlsferry	Whole asset

Falkland Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
100133	Land	The Loan	Falkland	Whole asset
100134	Falkland Golf Club	The Myre New Road	Falkland	Most of asset
100860	Bruce Fountain	High Street	Falkland	Whole asset
101060	Amenity Ground	Victoria Place	Falkland	Whole asset
101167	Old Town House Clock Tower	Back Wynd	Falkland	Whole asset

Newburgh Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000409	Newburgh Clock Tower	67 High Street	Newburgh	Whole asset
000718	Tayside / Mugdrum Park	Abernethy Road	Newburgh	Whole asset
005987	Cupar Road Car Park	Cupar Road	Newburgh	Whole asset
010118	3 Garage Site	Scotland Terrace	Newburgh	Whole asset
010119	5 Garage Site	The Sweerie Woodruffe Road	Newburgh	Whole asset
010120	Garage Site	Clinton Street	Newburgh	Whole asset
100963	Orchard	Cupar Road	Newburgh	Part of asset
101107	Scotland Terrace/Lyall Place Housing	Lyall Place / Scotland Terrace	Newburgh	Whole asset

Newport on Tay Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
100806	Newport War Memorial	Tay Street	Newport on Tay	Whole asset
101007	Community Garden	64 West Road	Newport on Tay	Whole asset

Pittenweem Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000114	Pittenweem Old Town Hall And Community Library	Cove Wynd	Pittenweem	Whole asset
000704	New Grange Park Playing Field	David Street	Pittenweem	Most of asset
000705	West Braes Park	West Braes	Pittenweem	Whole asset
005988	West Braes Car Park	West Braes	Pittenweem	Whole asset
006604	Grazing Paddock	Milton Road	Pittenweem	Whole asset
006605	Land at East & West Park	Milton Road	Pittenweem	Whole asset
006606	Agricultural Land	West Braes	Pittenweem	Whole asset
006610	Pittenweem Tolbooth	Kirkgate	Pittenweem	Whole asset
100953	West Braes Playing Field	West Braes	Pittenweem	Whole asset
101051	Coastal Slopes and Outdoor Swimming Pool	West Braes	Pittenweem	Whole asset
101081	Amenity Land (South of Town Hall)	Cove Wynd	Pittenweem	Whole asset

St Andrews Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000115	Shop	78 South Street	St Andrews	Whole asset
000413	St Andrews Town Hall	Queens Gardens	St Andrews	Whole asset
000423	Victory Memorial Hall	St Marys Place, Market Street	St Andrews	Whole asset
000723	Site For Golf Museum	Golf Place	St Andrews	Whole asset
000724	Sea Life Centre	Bow Butts / The Scores	St Andrews	Whole asset
004148	St Andrews Public Convenience	Bruce Embankment	St Andrews	Whole asset
005969	Bruce Embankment Car Park	Bruce Embankment	St Andrews	Whole asset
005990	Petheram Bridge (B) Car Park	Doubledykes Road	St Andrews	Corner of asset
006527	Fishermens Stores	Nos 1-9 Shoremill The Shore	St Andrews	Whole asset
100337	Cockshaugh Public Park	Lades Braes	St Andrews	Whole asset
100454	Bow Butts	The Scores	St Andrews	Whole asset
101008	St Andrews Mussels Beds	Eden Estuary	St Andrews	Whole asset
101052	Carron Bridge Recreational Area	Lade Braes	St Andrews	Whole asset
101053	Amenity Land	The Shore	St Andrews	Whole asset
101063	Amenity Ground	Mavis Haugh	St Andrews	Whole asset
101064	Amenity Ground	Ladebraes Walk	St Andrews	Whole asset
101065	Amenity Land	Hallow Hill	St Andrews	Whole asset
101066	Dismantled Railway	Links Crescent	St Andrews	Whole asset
101067	Amenity Land	Jacobs Ladder	St Andrews	Whole asset
101086	Dismantled Railway	Old Station Road	St Andrews	Whole asset
101102	Amenity Land adjacent Car Park	North Haugh	St Andrews	Whole asset
0001212	Madras College Palying Fields		St Andrews	Corner of asset
	Pathway	Bruce emabnkment to Kinkell B	St Andrews	
101257	Whyte-Melville Memorial Fountain	Market Street	St Andrews	Whole asset

St Monans Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000111	St Monans Library	Hope Place	St Monans	Whole asset
000414	St Monans Town Hall	Hope Place	St Monans	Whole asset
000829	St Monans Caravan Site	The Common	St Monans	Whole asset
001157	St Monans Primary School	Hope Place	St Monans	Nursery part only
004130	St Monans Public Convenience	Hope Place	St Monans	Whole asset
005806	The Common Car Park	Hope Place	St Monans	Whole asset
005996	Hope Place Car Park	Hope Place	St Monans	Whole asset
006611	St Monans Common	Hope Place	St Monans	Whole asset
010137	Garage Site (11 Garages)	Miller Terrace	St Monans	Whole asset
100017	St Monans Heritage Collection	5 West Shore	St Monans	Whole asset
100144	Coastal Slopes	Rose Street	St Monans	Whole asset
101054	Car Park and Amenity Land	Forth Street	St Monans	Whole asset
101087	Garage Site	Hope Place	St Monans	Whole asset
101104	Amenity Land	Rose Street	St Monans	Whole asset

Tayport Common Good Asset List as 31/03/22

SRN	Site Name	Address	Town/City	C G Extent
000415	Gregory Hall	8 Queen Street	Tayport	Whole asset
000824	Tennis Court & Pavilion	Queen Street	Tayport	Most of asset
006067	Tayport Library	17 Queen Street	Tayport	Whole asset
100145	East Common (South)	Shanwell Road South	Tayport	Whole asset
100252	Tayport Amateur Football Club	Shanwell Road	Tayport	Most of asset
101009	West Common	Commonty Road	Tayport	Whole asset
101108	Shanwell Road South Housing	Shanwell Road South	Tayport	Whole asset
000828	Holiday Park	East Common DD6 9ES	Tayport	Whole asset
004143	Public Park or Garden	Mill Lane	Tayport	Most of asset

**ANSTRUTHER & CELLARDYKE SETTLEMENT TRUST FUND
ANNUAL REPORT 2021-22**

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £130,141. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £66,184. The total balances of Anstruther and Cellardyke Settlement Trust are £196,325 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £5,382 (2020-21 £4,509)

2.2 Expenditure

Total expenditure for 2021-22 is £4,750 (2020-21 £5,957)

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 £745.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £6,754. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £6,880. The total balances of Auchtermuchty Settlement Trust are £13,634 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £287 (2020-21 £238)

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 increased by £192,

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £53,576. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £53,218. The total balances of Crail Settlement Trust are £106,794 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £2,252 (2020-21 £1,871)

2.2 Expenditure

Total expenditure for 2021-22 is £1,000 (2020-21 £1,250)

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 £1,298.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £40,396. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £27,452. The total balances of Crail Settlement Trust are £67,847 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £1,681 (2020-21 £1,404)

2.2 Expenditure

Total expenditure for 2021-22 is £1,325 (2020-21 £1,905)

3. Management of Assets

3.1 There are no leased sites

4. Value of Fund

5.1 The total value of the fund in 2021-22 has increased by £391.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £8,089. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £9,067. The total balances of Elie Settlement Trust are £17,156 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £341 (2020-21 £283)

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 £348.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £1,787. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £1,622. The total balances of Falkland Settlement Trust are £3,409 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £75 (2020-21 £62)

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 £.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £57,210. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £28,982. The total balances of Newburgh Settlement Trust are £86,192 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £2,367 (2020-21 £1,982)

2.2 Expenditure

Total expenditure for 2021-22 is £577 (2020-21 £2,160)

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 £1,839.

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

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £9,807. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £12,035. The total balances of Pittenweem Settlement Trust are £21,842 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £416 (2020-21 £344)

2.2 Expenditure

Total expenditure for 2021-22 is £350 (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 £1,839.

**ST ANDREWS SETTLEMENT TRUST FUND
ANNUAL REPORT 2021-22**

1. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £107,530. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £30,085. The total balances of St Andrews Settlement Trust are £137,615 as shown in Appendix 2(b).

2. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £4,704 (2020-21 £2,617)

2.2 Expenditure

Total expenditure for 2021-22 is £1,654 (2020-21 £2,539)

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 £3,143.

**ST MONANS SETTLEMENT TRUST FUND
ANNUAL REPORT 2021-22**

5. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £31,466. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £23,748. The total balances of St Monans Settlement Trust are £55,215 as shown in Appendix 2(b).

6. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £1,313 (2020-21 £1,095)

2.2 Expenditure

Total expenditure for 2021-22 is £919 (2020-21 £1,219)

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 increased by £331.

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

9. Overall Position

The fund comprises capital and revenue balances. The capital balances comprise investments totalling £4,901. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £7,762. The total balances of Tayport Settlement Trust are £12,663 as shown in Appendix 2(b).

10. Key Issues in Financial Year 2021-22

2.1 Income

Total income for 2021-22 is £210 (2020-21 £173)

2.2 Expenditure

Total expenditure for 2021-22 is £100 (2020-21 £259)

11. Management of Assets

3.1 There are no leased sites

12. Value of Fund

13. 4.1 The total value of the fund in 2021-22 has increased by £114.

Appendix 4 (a)

	Expenditure		Income			Surplus/ Deficit				
	<u>Grants</u>	<u>Total Expendit ure</u>	<u>Interest</u>		<u>Total Income</u>	<u>Income Less</u>		<u>Advances to Loans</u>		
			<u>Revenue</u>	<u>Investm ent</u>		<u>Expendit ure</u>	<u>Investm ents</u>	<u>Debtors</u>	<u>Fund</u>	<u>Total</u>
			<u>Balances</u>	<u>Interest</u>		<u>ure</u>	<u>ents</u>	<u>Debtors</u>	<u>Fund</u>	<u>Total</u>
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
Settlement Trusts Total	14,804	14,804	686	28,072	28,759	13,955	682,492	6,133	508,575	1,197,200

Appendix 4(b)

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.

2 November 2022
Agenda Item No. 13

Non-Settlement Trusts – Annual Update on Expenditure and Funds Held – 2021/22 and Feedback on Review of Trust Funds

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 16,17,18,19 and 20

Purpose

This report provides a position statement on the expenditure relating to the Non-Settlement Trusts covering North East Fife as of April 2022. The report also provides an update on the outcome of decisions taken by Committee in January 2020 and December 2020 following a review of Non-Settlement Trust Funds.

Recommendations

Members are asked to:

- 1) Note the expenditure statement for the financial year 2021/22 contained in Appendix 1.
- 2) Note the funds available at the year end.
- 3) Note and comment on the projects supported by the disbursement of these funds found in Appendix 2.
- 4) Note the action taken to implement the Committee's decisions of January and December 2020. (Appendix 3)

Resource Implications

Members will note the disbursement from Non-Settlement Trust funds in this area amounted to a total of £173,311.15 in 2021/22.

Legal & Risk Implications

This Non-Settlement report raises no legal or risk implications. Following an Audit Scotland overview of the levels of Trust dispersals within Fife, action has been taken to address the relatively low level of take-up from both groups and individuals in terms of applications.

Impact Assessment

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

Consultation

Action has been taken to ensure the availability of these funds is advertised as widely as possible with local groups and service providers. It should be noted that some of the trusts in this report do not produce significant levels of income, accordingly their practical use is somewhat limited. However, where they can be used in conjunction with local community planning budget, or as a stand-alone payment to an individual in need, they will be.

1.0 Background & Context

- 1.1 Settlement Trusts comprise several individual trusts and bequests specific to a defined geography which were brought together in 2014 following consultation with Community Councils and the charities regulator OSCR and/or Lord Advocate.
- 1.2 Non-Settlement Trusts cover more than one geography or were designated for a specific purpose. A list of Non-Settlement Trusts and a statement of fund balances is contained in Appendix 1.
- 1.3 In January 2020 Members agreed to take action to rationalise the number of Non-Settlement Trusts in North East Fife and to promote take up of those which are retained. For those trusts that are still progressing towards rationalisation, a reminder of the action agreed and progress to date can be found in Appendix 3, including subsequent actions agreed in December 2020.

2.0 Projects Supported in 2021/22

- 2.1 There are 14 remaining Non-Settlement Trusts across North East Fife, dispersing funding of £173,311.15 in 21/22. Information on projects supported is contained in Appendix 2.

3.0 Conclusion

- 3.1 Actions taken during 2021/22 have significantly improved the position regarding spending.

List of Appendices

1. Expenditure statement for the financial year 2021/22
2. Non-Settlement Trust Payments 2021/22
3. North East Fife Non-Settlement Trust Review update

Background Papers

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

Report Contacts:

Donald Grant
Community Manager
County Buildings, Cupar
Tel: 03451 55 55 55 Ext no 446109
Email: donald.grant@fife.gov.uk

Eleanor Hodgson
Accountant
4th Floor, West
Fife House
Glenrothes KY7 5LT
Tel: 03451 55 55 55 Ext no 443983
Email: eleanor.hodgson@fife.gov.uk

Appendix 1

		Income & Expenditure Account															
		Income										Other Operating I&E			(Surplus)/ Deficit for Year	Other Comprehen sive I&E	
		Grants	Property	Other Expenditure	Depreciation	Total Expenditure	Interest on Revenue Balances	Investment Interest	Other Income	Rents	Total Income	(Gain)/Loss on Disposal of Assets or Investments	Revaluation of Investments	Other Operating I&E			
Trust Funds	Charity Number																
A75080-BELL FUND/GOOD TEMPLARS FUND	A75080 SC019435	0.00	0.00	0.00	0.00	0.00	(4.32)	(6,697.68)	0.00	0.00	(6,702.00)	0.00	(141.85)	(141.85)	(6,843.85)	0.00	
A75098-MACINTOSH BEQUEST	A75098 SC019399	0.00	0.00	0.00	0.00	0.00	(0.01)	(20.44)	0.00	0.00	(20.45)	0.00	(0.43)	(0.43)	(20.88)	0.00	
A75100-OGILVY DALGLEISH MORTIFICATION	A75100 SC019396	0.00	0.00	0.00	0.00	0.00	(0.03)	(47.25)	0.00	0.00	(47.28)	0.00	(1.00)	(1.00)	(48.28)	0.00	
A75108-THOMAS IRELAND'S TRUST	A75108 SC019447	0.00	0.00	0.00	0.00	0.00	(0.06)	(91.21)	0.00	0.00	(91.27)	0.00	(1.93)	(1.93)	(93.20)	0.00	
A75109-THOMAS S. GREIG'S BEQUEST	A75109 SC019417	0.00	0.00	0.00	0.00	0.00	(0.32)	(580.17)	0.00	0.00	(580.49)	0.00	(12.29)	(12.29)	(592.78)	0.00	
A75110-THOMSON BEQUEST AND LAING LIBRARY	A75110 SC019420	0.00	0.00	0.00	0.00	0.00	0.03	(984.69)	0.00	0.00	(984.66)	0.00	(20.85)	(20.85)	(1,005.51)	0.00	
A75084-CRAIL PUBLIC LIBRARY TRUST	A75084	0.00	0.00	0.00	0.00	0.00	(27.72)	0.00	0.00	0.00	(27.72)	0.00	0.00	0.00	(27.72)	0.00	
A75085-CRAIL WAR MEMORIAL	A75085	0.00	0.00	0.00	0.00	0.00	(3.83)	(140.77)	0.00	0.00	(144.60)	0.00	(2.98)	(2.98)	(147.58)	0.00	
A75087-DUFFUS PARK DISABLED GARDEN APPEAL	A75087	93,065.15	0.00	0.00	0.00	93,065.15	5.51	(2,398.79)	0.00	0.00	(2,393.28)	0.00	(50.80)	(50.80)	90,621.07	0.00	
A75088-FLISK PARISH TRUST	A75088	0.00	0.00	0.00	0.00	0.00	(0.42)	(8.88)	0.00	0.00	(9.30)	0.00	(0.19)	(0.19)	(9.49)	0.00	
A75094-GRAVES DRESSINGS	A75094	70,336.00	0.00	0.00	0.00	70,336.00	43.37	(12,576.16)	0.00	0.00	(12,532.79)	0.00	(3,510.45)	(3,510.45)	54,292.76	0.00	
A75096-J. FERGUSON'S TRUST	A75096	5,350.00	0.00	0.00	0.00	5,350.00	(75.46)	(6,819.75)	0.00	0.00	(6,895.21)	0.00	(144.43)	(144.43)	(1,689.64)	0.00	
A75097-LEUCHARS PARISH TRUST	A75097	0.00	0.00	0.00	0.00	0.00	(5.52)	(311.47)	0.00	0.00	(316.99)	0.00	(6.60)	(6.60)	(323.59)	0.00	
A75107-TAYPORT WAR MEMORIAL (Community Trust)	A75107	4,560.00	0.00	0.00	0.00	4,560.00	(44.67)	(5,415.04)	0.00	0.00	(5,459.71)	0.00	(114.68)	(114.68)	(1,014.39)	0.00	

Appendix 1

			Balance Sheet					
			Net Worth					
		Total CIES	Heritable Property	Investments	Advances to Loans Fund	Debtors	Creditors	Total
Trust Funds	Charity Number							
A75080-BELL FUND/GOOD TEMPLARS FUND	A75080 SC019435	(6,843.85)	0.00	164,527.88	127,744.60	1,478.38	0.00	293,750.86
A75098-MACINTOSH BEQUEST	A75098 SC019399	(20.88)	0.00	502.15	436.21	4.51	0.00	942.87
A75100-OGILVY DALGLEISH MORTIFICATION	A75100 SC019396	(48.28)	0.00	1,160.92	1,017.14	10.43	0.00	2,188.49
A75108-THOMAS IRELAND'S TRUST	A75108 SC019447	(93.20)	0.00	2,240.52	1,795.23	20.13	0.00	4,055.88
A75109-THOMAS S. GREIG'S BEQUEST	A75109 SC019417	(592.78)	0.00	14,251.65	9,591.00	128.06	0.00	23,970.71
A75110-THOMSON BEQUEST AND LAING LIBRARY	A75110 SC019420	(1,005.51)	0.00	24,188.74	34.36	217.35	0.00	24,440.45
A75084-CRAIL PUBLIC LIBRARY TRUST	A75084	(27.72)	0.00	0.00	20,240.51	0.00	0.00	20,240.51
A75085-CRAIL WAR MEMORIAL	A75085	(147.58)	0.00	3,457.96	2,852.64	31.07	0.00	6,341.67
A75087-DUFFUS PARK DISABLED GARDEN APPEAL	A75087	90,621.07	0.00	58,926.02	(17,381.60)	529.49	0.00	42,073.91
A75088-FLISK PARISH TRUST	A75088	(9.49)	0.00	218.11	313.02	1.96	0.00	533.09
A75094-GRAVES DRESSINGS	A75094	54,292.76	0.00	304,787.10	(32,361.35)	1,833.83	0.00	274,259.58
A75096-J. FERGUSON'S TRUST	A75096	(1,689.64)	0.00	167,527.17	56,395.96	1,505.33	0.00	225,428.46
A75097-LEUCHARS PARISH TRUST	A75097	(323.59)	0.00	7,651.19	4,146.49	68.75	0.00	11,866.43
A75107-TAYPORT WAR MEMORIAL (Community Trust)	A75107	(1,014.39)	0.00	133,020.28	34,392.48	1,195.27	0.00	168,608.03

Name of Trust	Purpose	Area Covered	Estimated Interest	Full Capital Closing Balance as at 31st March 2022	Applicant/Project	Amount	Total
BELL FUND/GOOD TEMPLARS FUND	Moral and religious improvement of St Andrews	St Andrews	£6,702.00	£293,750.86		£0.00	£0.00
CRAIL PUBLIC LIBRARY TRUST		Crail	£27.72	£20,240.51		£0.00	£0.00
CRAIL WAR MEMORIAL	Upkeep of War Memorial	Crail	£144.60	£6,341.67		£0.00	£0.00
DUFFUS PARK DISABLED GARDEN APPEAL	Repairs to Gardens	Cupar	£2,393.28	£42,073.91	Transportation / Duffus Car Park Speed Humps	£2,250.00	£93,065.15
					Parks / Play parks in Cupar	£90,000.00	
					Transportation / Blaze Road at Duffus Park	£815.15	
FLISK PARISH TRUST	benefit of the poor	Flisk	£9.30	£533.09		£0.00	£0.00
GRAVES DRESSINGS	North East Fife Area Generally	NEF	£12,532.79	£274,259.58	Crail Preservation Society / Crail Kirkyard	£8,336.00	£70,336.00
					Bereavement Services / 2nd instalment of 6 month memorial inspection project	£62,000.00	
J. FERGUSONS TRUST	Benefit of the aged/sick poor - Maintenance of a District Nurse in Dunshalt and Auchtermuchty	Dunshalt & Auchtermuchty	£6,895.21	£225,428.46	Dunshalt Community Association / Christmas Vouchers (£15) to the seniors of Dunshalt village to spend in the village shop.	£1,500.00	£5,350.00
					Auchtermuchty Tuesday Lunch Club / Coach trip and lunch for members in the Auchtermuchty Seniors Club / £15 vouchers to all pensioners in Auchtermuchty.	£350.00	
						£3,500.00	
LEUCHARS PARISH CHURCH	Leuchars, Guardbridge & Balmullo - Benefit of the Poor	Leuchars, Guardbridge & Balmullo	£316.99	£11,866.43		£0.00	£0.00
MACINTOSH BEQUEST	Benefit of industrious poor	Dairsie	£20.45	£942.87		£0.00	£0.00
OGILVY DALGLEISH MORTIFICATION	Coal for the poor	Ceres	£47.28	£2,188.49		£0.00	£0.00
TAYPORT COMMUNITY TRUST (Previously Tayport War Memorial)	Upkeep of War Memorial	Tayport	£5,459.71	£168,608.03	Scotsraig Bowling Club / Roof Repairs	£4,560.00	£4,560.00
THOMAS IRELAND'S TRUST	Provision of coal etc	Largoward & Colinsburgh	£91.27	£4,055.88		£0.00	£0.00
THOMAS S GREIG'S BEQUEST	To provide pavillion in Tayside Park	Newburgh	£580.49	£23,970.71		£0.00	£0.00
THOMSON BEQUEST AND LAING LIBRARY	(1) Thomson - Benefit of the old folks (2) Laing Library - Upkeep of the library	Newburgh	£984.66	£24,440.45		£0.00	£0.00
NEF Total			£36,205.75	£1,098,700.94		£173,311.15	£173,311.15

North East Fife Non-Settlement Trust Review - remaining actions

Appendix 3

Name of Trust/OSCR Reference	Purpose	Area Covered	Area Committee Decision 29.01.20/09.12.20
CRAIL PUBLIC LIBRARY TRUST		Crail	Raised with the Community Council. No public library in Crail. Opportunity to use funding for the school library? Discuss with Ward Members. Retain meantime until CCP has an opportunity to consider.
THOMAS S GREIG'S BEQUEST SC019417	To provide pavillion in Tayside Park	Newburgh	Discuss at ward meeting and report back to North East Fife Area Committee. Proposal agreed to create new sheltered seating area at Mugrum Park.
THOMSON BEQUEST AND LAING LIBRARY SC019420	(1) Thomson - Benefit of the old folks Laing Library - Upkeep of the library	(2) Newburgh	Discuss at ward meeting and report back to North East Fife Area Committee. To be split between Age Concern, Newburgh and Laing Library. Laing Library element to be deferred until FCT concludes review of Culture and Heritage.

2 November 2022

Agenda Item No. 14

PROPERTY TRANSACTIONS

Report by: Alan Paul, Senior Manager – Property Services

Wards Affected: 16, 17, 18, 19 and 20

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Disposals

2.1.1 Development Site, Short Lane, Cupar

Date of Sale: 14 April 2022
Price: £70,000
Purchaser: Trideck Properties

2.1.2 Sub Station, Sandylands Road, Cupar

Date of Sale: 1 March 2022
Price: £1,500
Purchaser: SP Distribution Plc

2.2 Acquisitions

2.2.1 19 Haughfield Crescent, Kettlebridge

Date of Acquisition: 2 December 2021
Price: £99,000
Seller: Amanda Law

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

Report Contact

Michael I McArdle
Lead Professional
Property Services – Estates
Bankhead Central
Bankhead Park
Glenrothes, KY7 6GH
Telephone 03451 555555 Ext No 440268
Email Michael.mcardle@fife.gov.uk

Agenda Item No. 15

North East Fife Area Committee

Forward Work Programme as of 25/10/2022 1/3

North East Fife Area Committee of 2 November 2022			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Elizabeth Mair	
Appointments to External Organisations	Democratic Services	Elizabeth Mair	
Application for Funding from Crail Common Good Fund – Crail Community Hall Boiler Replacement	Communities and Neighbourhoods Service	Donald Grant	
Green Routes	Assets, Transportation and Environment	Allan Maclean	
Safer Communities Team Update Report	Communities, Housing Services	Sara Gray	
Operational Briefing on Policing Activities within North East Fife - April 2021 - March 2022	Police Scotland	Murray Gibson	
Scottish Fire and Rescue Service - Local Plan Annual Performance Report	Scottish Fire & Rescue Service	Niall Miller	
Grounds Maintenance Service, Domestic Waste & Street Cleansing Service - Annual Review 2022	Assets, Transportation and Environment	John Rodigan	
Complaints Update	Customer Services Improvement Service	David Thomson	
Common Good and Settlement Trust Funds Annual Report 2021-2022	Finance and Corporate Services	Eleanor Hodgson, Donald Grant	
Non Settlement Trusts Annual Update and Review of Trust Funds	Communities and Neighbourhoods Service	Donald Grant, Eleanor Hodgson	
Property Transactions	Assets, Transportation and Environment	Michael McArdle	
North East Fife Area Committee Forward Work Programme	Democratic Services	Elizabeth Mair	

Agenda Item No. 15**North East Fife Area Committee****Forward Work Programme as of 25/10/2022 2/3**

North East Fife Area Committee of 15 February 2023			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Forward Work Programme	Democratic Services	Elizabeth Mair	
Area Roads Programme 2023/2024	Assets, Transportation and Environment	Neil Watson	
Criminal Justice Social Work Service – Community Payback Unpaid Worker Scheme	Education and Children's Services	Joan Gallo	
University of St Andrews Annual Report	University	Derek Watson	
Pupil Equity Fund	Education and Children's Services	Sarah Else, Zoe Thomson	

North East Fife Area Committee of 26 April 2023			
Title	Service(s)	Contact(s)	Comments
Cemeteries	Assets, Transportation and Environment	Avril Guild	
Tay Cities Deal Annual Report	Business and Employability	Morag Millar	
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Forward Work Programme	Democratic Services	Elizabeth Mair	

North East Fife Area Committee of 21 June 2023			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Forward Work Programme	Democratic Services	Elizabeth Mair	

Agenda Item No. 15

North East Fife Area Committee

Forward Work Programme as of 25/10/2022 3/3

Unallocated			
Title	Service(s)	Contact(s)	Comments
Spaces for People Programme - Murray Place & South St, St Andrews	Assets, Transportation and Environment	Allan Maclean	Agreed at meeting 24/12/21 - Para. 392(3)
Service Provision for North East Fife Holiday Villages and St Andrews	Communities and Neighbourhoods Service, Assets, Transportation and Environment	Paul Vaughan, Gordon Mole	Motion agreed at meeting 29/9/21.
Pupilwise and Parentwise Surveys	Education and Children's Services	Deborah Davidson	
Health & Social Care	Health and Social Care	Fiona McKay	
Early Learning & Childcare	Education and Children's Services	Clark Graham	
St Andrews BID Annual Report	Communities and Neighbourhoods Service	Donald Grant	
Review of Position following implementation of 50 mph speed limit at Strathkinnes Crossroads	Assets, Transportation and Environment	John Mitchell	Agreed at meeting 24/11/21 - Para. 387 (3) - review one year after implementation of speed limit.
Parking Congestion Measures in North East Fife	Assets, Transportation and Environment	John Mitchell	Motion agreed at meeting 24/11/21(Para 402) of
North East Fife Local Community Plan 2019-2022 Progress Report	Communities and Neighbourhoods Service	Donald Grant	
Area Roads Programme 2022/2023 - Final Update	Assets, Transportation and Environment	Vicki Connor	
School Attainment & Achievement Annual Report	Education and Children's Services	Maria Lloyd	