

Tuesday, 22 November, 2022 - 2.00 p.m.

AGENDA

Page Nos.

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(s) in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of the meeting of Kirkcaldy Area Committee of 20 September, 2022. 3 - 8
4. **SUPPORTING THE LOCAL COMMUNITY PLAN: RAVENSCRAIG RURAL SKILLS TRAINING HUB** – Report by the Head of Communities and Neighbourhoods 9 - 10
5. **SUPPORTING THE KIRKCALDY AREA COMMUNITY PLAN: MIDDLEDEN MOUNTAIN BIKE TRAILS UPGRADE PROJECT** – Report by the Head of Communities and Neighbourhoods 11 - 13
6. **SCOTTISH FIRE AND RESCUE SERVICE - KIRKCALDY AREA ANNUAL UPDATE** – Report by Station Commander, Kirkcaldy Community Fire Station, Scottish Fire and Rescue Service 14 - 39
7. **OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN KIRKCALDY AREA** – Report by Community Inspector, Kirkcaldy and Burntisland Ward Areas, Police Scotland 40 - 55
8. **SAFER COMMUNITIES TEAM UPDATE REPORT** – Report by the Head of Housing Services 56 - 72
9. **GROUNDS MAINTENANCE SERVICE, DOMESTIC WASTE AND STREET CLEANSING SERVICE ANNUAL REVIEW 2021** – Report by the Head of Service, Environment and Building Services 73 - 94
10. **COMPLAINTS ANNUAL UPDATE** – Report by the Executive Director - Communities 95 - 121
11. **COMMON GOOD POLICY STATEMENT** – Report by the Head of Communities and Neighbourhoods 122 - 129
12. **KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME** 130 - 131

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

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15 November, 2022

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2022 KAC 3

THE FIFE COUNCIL - KIRKCALDY AREA COMMITTEE – REMOTE MEETING

20 September, 2022

2.00 pm – 4.05 pm.

PRESENT: Councillors Ian Cameron (Convener), Blair Allan, Lesley Backhouse, Alistair Cameron, Rod Cavanagh, Judy Hamilton, James Leslie, Kathleen Leslie, Carol Lindsay, Julie MacDougall, Nicola Patrick, David Ross.

ATTENDING: Julie Dickson, Community Manager (Kirkcaldy), Communities and Neighbourhoods; Vicki Connor, Co-ordinator (Programme & Financial Management), Keith Johnston, Technician Engineer, Traffic Management South, Assets Roads and Transportation Services; Karen Pedder, Service Manager, Performance Management & Planning, Vicki Cassells, Team Manager, Community Services, Children Families and Criminal Justice Services; Lisa Taylor, Lead Officer - Housing & Neighbourhood Kirkcaldy, Deborah Stevens, Lead Officer - Housing Condition and Supply, Housing Services; Lesley Robb, Lead Officer - Committee Services, Legal and Democratic Services.

In terms of Standing Order 8.2 (2), the Convener agreed to accept an Urgent Motion in relation to the proposed reduction in Stagecoach bus services across Fife, prior to implementation of the proposed changes on 7th November 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 the Kirkcaldy Area Committee meeting of 31st May, 2022.

Decision

The Committee agreed to approve the minute.

6. APPOINTMENT TO EXTERNAL ORGANISATIONS

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

Decision

The Committee unanimously approved the appointments to external organisations, as detailed in the Appendix to the minute.

2022 KAC 4

7. **PROPOSED DEMOLITION AND REDEVELOPMENT OF 61-103 (ODDS) HOWARD PLACE, DYSART**

The Committee considered a report by the Head of Housing Services, requesting members consider a proposal to demolish the properties at 61-79 and 81-103 (odds) Howard Place, Dysart.

Decision

The Committee agreed to: -

- (1) the demolition of properties at 61-103, Howard Place, Dysart;
- (2) transfer the remaining tenants of 61-103, Howard Place to alternative suitable accommodation, and to purchase 8 privately owned properties;
- (3) pay all qualifying tenants and residents, home loss and disturbance compensation payments, in line with current Council policy;
- (4) suspend housing allocations of properties at 61-103, Howard Place with immediate effect, and remove all empty properties out of active management; and
- (5) redevelop the cleared site and existing gap adjacent to the site.

8. **PROPOSED RAISED PARALLEL CROSSING - BROOM ROAD, KIRKCALDY**

The Committee considered a report by the Executive Director, Enterprise and Environment, requesting members consider a proposal for the introduction of a raised parallel crossing (raised table) on Broom Road, Kirkcaldy.

Decision

The Committee, in the interests of road safety: -

- (1) agreed to the promotion of a Road Hump Order (RHO) and pedestrian crossing notice to introduce a raised parallel crossing, as detailed in drawing no TRO22_54 (Appendix 1), with all ancillary procedures; and
- (2) authorised officers to construct the raised parallel crossing within a reasonable time period, unless objections were submitted.

9. **PROPOSED RAISED TABLE - A921 ESPLANADE, KIRKCALDY**

The Committee considered a report by the Executive Director, Enterprise and Environment requesting members consider a proposal for the introduction of an elongated raised table (raised junction) on the A921 Esplanade, Kirkcaldy.

Decision/

Decision

The Committee, in the interests of road safety: -

(1) agreed to the promotion of a Road Hump Order (RHO) to introduce a raised table as detailed in drawing no. TRO22_41 (Appendix 1), with all ancillary procedures, and

(2) authorised officers to construct the raised table within a reasonable time period, unless objections were submitted.

10. PROPOSED WAITING RESTRICTIONS - OVERTON COURT, KIRKCALDY

The Committee considered a report by the Executive Director, Enterprise and Environment requesting members consider a proposal to introduce "No Waiting at Any Time" restrictions on Overton Court, Kirkcaldy.

Decision

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

(1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO22_56, with all ancillary procedures; and

(2) authorised officers to confirm the Traffic Regulation Order within a reasonable period, unless objections were submitted.

11. PROPOSED EXPERIMENTAL SCHOOL EXCLUSION ZONE - MACINDOE CRESCENT, KIRKCALDY

The Committee considered a report by the Executive Director, Enterprise and Environment requesting members consider a proposal to introduce an experimental School Exclusion Zone in MacIndoe Crescent, Kirkcaldy.

Decision

The Committee, in the interests of road safety:-

(1) agreed to the introduction of an Experimental Traffic Regulation Order (ETRO) for a maximum period of 18 months, for a School Exclusion Zone (SEZ), as detailed in drawing TRO22_42 (Appendix 1), with all ancillary procedures; and

(2) noted a further report would be presented to the Committee in April 2023, providing information to Members on the progress and feedback on the introduction of the Experimental School Exclusion Zone.

12. AREA ROADS PROGRAMME 2021/22 FINAL REPORT

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

Decision

The Committee noted and commented on the content of the report.

13. PUTTING PEOPLE FIRST: KIRKCALDY TEST OF CHANGE

The Committee considered a joint report from the Head of Communities and Neighbourhoods, Head of Housing Services and Head of Education and Children's Services updating Members on the progress of the Kirkcaldy Area Test of Change: Putting People First project.

Decision

The Committee:-

(1) noted and commented on the progress of the Test of Change project;

(2) agreed a further update report would be presented to the Committee in April 2023, following the 2022-23 winter period; and

(3) agreed that a workshop would be organised for members and representatives of partner organisations to discuss progress and future development of the project.

The Committee adjourned at 3.40 pm and reconvened at 3.50pm.

14. PROPERTY TRANSACTIONS

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

Decision

The Committee noted the contents of the report.

15. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME

Decision

The Committee noted the draft forward work programme for the Kirkcaldy Area Committee.

16. URGENT MOTION

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

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

The Committee requests that Council undertake an urgent cross-party review on the remits of Area Committees in line with the statement made in the Leader's report on devolution of powers to Area Committees at Fife Council on 9th June 2022 to address this perceived gap."

Proposed by Councillor Ian Cameron

Seconded by Councillor David Ross

Decision

The Committee:-

- (1) unanimously approved the motion; and
- (2) noted the Convener's intention to write to Stagecoach on behalf of the Area Committee detailing the concerns of members.

APPOINTMENTS TO EXTERNAL ORGANISATIONS

KIRKCALDY AREA COMMITTEE

| Organisation | No. of Reps | Ward(s) | Councillor(s) Appointed |
|--|----------------|---------|---|
| Clued Up Drug Awareness Project | 1 | 9-12 | Councillor Nicola Patrick |
| Fife Shopmobility Limited | 1 | 9-12 | Councillor Blair Allan |
| Heartlands of Fife Local Tourist Association | 2 | 9-12 | Councillor Lesley Backhouse Councillor Alistair Cameron |
| Kirkcaldy and Central Fife Sports Council | 1 | 9-12 | Councillor Rod Cavanagh |
| Kirkcaldy and Dysart Queen Victoria Benevolent Trust | 2 | 12 | Councillor Ian Cameron Councillor Rod Cavanagh |
| Kirkcaldy Ingolstadt Association | 9-12 | 2 | Councillor Ian Cameron Councillor Carol Lindsay |
| Kirkcaldy YMCA | 9-12 | 2 | Councillor Judy Hamilton Councillor Nicola Patrick |
| Linktown Community Action Centre, Kirkcaldy | 9 & 11 | 4 | Councillor Blair Allan Councillor Alistair Cameron Councillor Judy Hamilton Councillor Kathleen Leslie |
| Linton Lane Youth Centre | 11 | 3 | Councillor Blair Allan Councillor Alistair Cameron Councillor Judy Hamilton |
| Mossmorran and Braefoot Bay Community Safety Committee | 9-12 | 1 | Councillor Julie MacDougall |

22 November 2022

Agenda Item No. 4

Supporting the Local Community Plan: Ravenscraig Rural Skills Training Hub

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 9,10,11,12

Purpose

To seek agreement from the Area Committee to allocate funds from the additional 100K Local Community Planning Budget (LCPB) allocation to this project.

Recommendation(s)

The Committee is asked to agree to a contribution of £15k from the additional 100K Local Community Planning Budget allocation to this project.

Resource Implications

There is sufficient funding available in the LCP Budget should this contribution be agreed.

Legal & Risk Implications

If the project is not resourced the building remains vulnerable to continued vandalism and is situated in one of our key assets – Ravenscraig Park.

Impact Assessment

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

Consultation

Consultation took place as part of the lease/asset transfer process with a range of organisations in the walled garden, the community council and the ward members.

1.0 Background

- 1.1 Rural Skills Scotland (RSS) have recently secured a 20-year lease on part of the Walled Garden at Ravenscraig Park, Kirkcaldy. Over the coming years, the site will require significant investment to bring it up to standard as a community asset. The Walled Garden was subject to a widely consulted masterplan in 2017 and our ambitions fit within the aspirations of that plan.
- 1.2 RSS have started to move their national Modern Apprenticeship programme, Employability programme and their contracting activities to the site. They would like to provide Opportunities for All through reducing barriers to employment in the land-based sector and focussing on skills in demand. Contribute to a Thriving Place through the physical improvements to an important local asset. Provide Inclusive Growth and Jobs by growing the organisation and providing jobs, and access to jobs, in the sector. Contribute to Community Led Services through constant engagement with local communities and adhering to the 2017 masterplan.

2.0 Current position

- 2.1 RSS have submitted a significant funding application to deliver their medium-term aspirations for the site. However, they have some immediate issues that need to be resolved to improve security and energy efficiency of the site over the winter. The monies will be spent on replacing the roller shutter door to the workshop, replacing single glazed windows and door to the rear of the lodge, replacing the flooring and installing a log burner to the lodge. This will improve security, energy efficiency and allow them to rely on a sustainable source of heating for which they have access to fuel.
- 2.2 RSS have secured match funding of £15K for this project. As well as match funding RSS estimate that they have spent approximately 1500 hours carrying out initial clearance and repair works to the site, using the National Living Wage levels this would equate to £14250 of in kind support.

3.0 Conclusions

- 3.1 This project will bring an asset into the park back to use and support employability via the apprentices and trainees as well as enhancing the entrance to the park.

Report Contacts

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22 November 2022

Agenda Item No. 5

Supporting the Local Community Plan: Middleden Mountain Bike trails redevelopment

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 9,10,11,12

Purpose

To seek agreement from the Area Committee to allocate funds from the additional 100K Local Community Planning Budget (LCPB) allocation to this project.

Recommendation(s)

The Committee is asked to agree to a contribution of up to £15,500 from the additional 100K Local Community Planning Budget allocation to this project.

Resource Implications

There is sufficient funding available in the additional 100K Local Community Planning Budget should this contribution be agreed.

Legal & Risk Implications

External funding may be at risk if the additional funding required is not found in a timely fashion.

Impact Assessment

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

Consultation

Consultation has taken place with the Club and community groups using the trail. There is on-going engagement with individuals who use the trails via social media. The Club have a social media engagement exercise scheduled to gain wider public support and local business sponsorship.

1.0 Background

- 1.1 Middleden Mountain Bike Club is a well-established Changing Lives club based at the facility attracting members from both Kirkcaldy and surrounding areas. They work in direct partnership with Cycling Development, Gallatown Bike Hub and link with local youth groups and the high schools. Fife Council projects access the trails and many members of the community walk or cycle in the Den.
- 1.2 Work carried out in 2019 has transformed a section to a high standard attracting cyclists back to the trails and is in use by community club and groups as well as informal meet ups.
- 1.3 The redevelopment plan includes extending the existing trail network and regrading the features to ensure they meet the specifications for H&S, coaching and competition events to take place at the trails.
- 1.4 The trails and features will be renovated to a higher standard. This will attract new riders from a wider area and develop skills within existing groups. Graded trails of a high standard will improve this asset, making them a destination for cycling in Fife for the local community as well as Fife wide. Meeting competition standard enables the club to put on events attracting up to 200 riders from central Scotland per event.
- 1.5 The total cost of this project, as of October 21, is £195,847.

2.0 Current position

- 2.1 The redevelopment includes the reinstatement of trails that have degraded over time and high usage. Storm damage and localised flooding has also made much of the trails unusable. When the project is complete, the club will be able to continue to expand and develop its session delivery. Many members move on when their technical ability outgrows that of the existing trails. Installing new features will allow the sport to grow and members to engage for longer periods of time.
- 2.2 Fife Council has been awarded £100,000 Sport Scotland Cycling Facilities grant for the redevelopment of Middleden Mountain Bike Trails, Kirkcaldy.
- 2.3 The remainder of the funding, will be made up of £50k funding from Fife Environment Trust, the allocation of £25K from the Kirkcaldy Area Capital Budget and it was anticipated that the rest would come from local fundraising.
- 2.4 A further £15,500 is required. Despite the groups best efforts, the fundraising has been a lot slower than anticipated. The group will continue with their fundraising activities but an allocation of up to a maximum of £15,500 would allow the group to start the work and draw down the grant funding. There is a concern that further delays could potentially be a risk to the current grant allocations.

3.0 Conclusions

- 3.1 This project contributes to several outcomes in the plan for fife and the ActiveFife Physical Activity and Sports Strategy (see project proposal and business case).
- 3.2 Once completed the trail will support Kirkcaldy in its tourist destination ambitions

Report Contacts

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22 November 2022

Agenda Item No. 6

Scottish Fire and Rescue Service

Kirkcaldy Area Annual Performance Report

Report by: Douglas Logan – Station Commander – Kirkcaldy Community Fire Station -
Scottish Fire and Rescue Service

Wards Affected: All Kirkcaldy Area Wards

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 scrutinise the Scottish Fire and Rescue Service (SFRS) Stirling-Clackmannanshire-Fife – Kirkcaldy Area - against its key performance indicators (KPIs)

Recommendation(s)

The committee is asked to 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 Stirling-Clacks-Fife LSO managers to enable areas of high incidence to be scrutinised for reduction strategies.



KIRKCALDY AREA COMMITTEE PERFORMANCE REPORT

April 2021 – March 2022

*Covering the activities and performance in support
of the Fife Local Fire & Rescue Plan 2017*



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

**Working together
for a safer Scotland**

ABOUT THE STATISTICS IN THIS REPORT

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

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

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

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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.

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 2021 / 2022 performance report for the period April 1st 2021 to March 31st 2022 inclusive provides comparative data across the previous 4 years for the same period. They should be considered against the backdrop of the Covid Pandemic, associated restrictions and lockdowns which have significantly impacted behavioural habits and therefore influenced operational activity. The KPI's detailed below are drawn from the SFRS Fife Local Fire and Rescue Plan 2017 priorities and are shown in bold text;

- **Domestic Fire Safety**

Continuously monitor the number of accidental dwelling fires

Continuously monitor the severity and cause of accidental dwelling fires

Continuously monitor the number and severity of fire related injuries

- **Deliberate Fire Setting**

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

- **Built Environment**

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

- **Unwanted Fire Alarm Signals**

Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across Kirkcaldy Area

- **Transport and Environment**













Monitor the amount of water related incidents

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

2. PERFORMANCE HIGHLIGHTS

2.1 The table below provides a summary of annual activity 2021-2022 compared to annual activity 2020-2021.

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

| | | |
|--|--|--|
| <p>Accident Dwelling Fires</p>  <p>2021/22: 43 2020/21: 55</p> | <p>ADF Fatal Casualties</p>  <p>2021/22: 0 2020/21: 0</p> | <p>ADF Non-Fatal Casualties</p>  <p>2021/22: 3 2020/21: 5</p> |
| <p>Deliberate Primary Fires</p>  <p>2021/22: 28 2020/21: 24</p> | <p>Deliberate Secondary Fires</p>  <p>2021/22: 161 2020/21: 155</p> | <p>Non-domestic Building Fires</p>  <p>2021/22: 22 2020/21: 11</p> |
| <p>Fatal Casualties in Non-Domestic Building Fires</p>  <p>2021/22: 0 2020/21: 0</p> | <p>Non-Fatal Casualties in Non-Domestic Building Fires</p>  <p>2021/22: 0 2020/21: 2</p> | <p>Unwanted Fire Alarm Signals</p>  <p>2021/22: 291 2020/21: 284</p> |
| <p>Road Traffic Collision (RTC) Incidents</p>  <p>2021/22: 22 2020/21: 19</p> | <p>Fatal RTC Casualties</p>  <p>2020/21: 0 2019/20: 0</p> | <p>Non-Fatal RTC Casualties</p>  <p>2021/22: 17 2020/21: 8</p> |

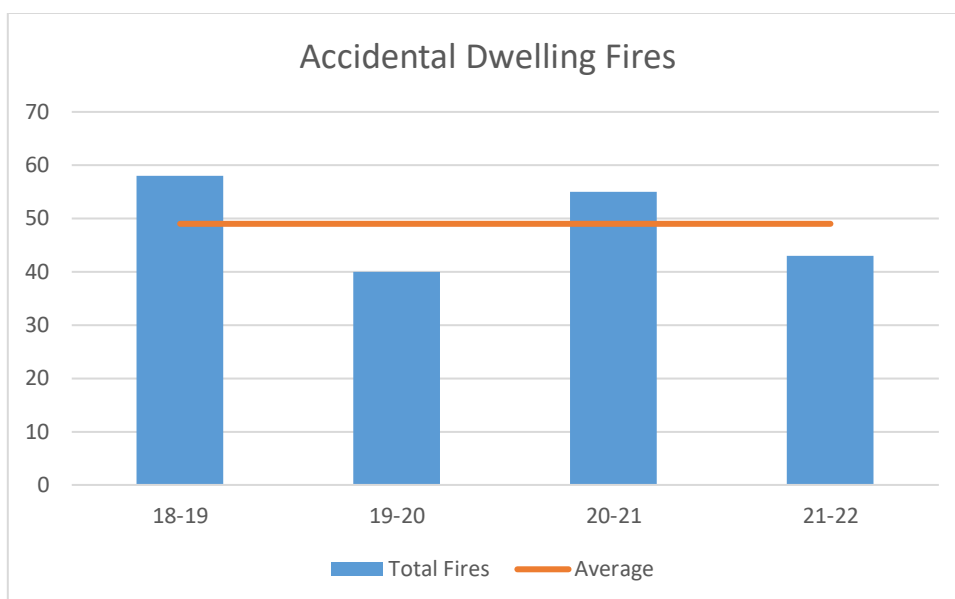
PERFORMANCE SUMMARY

Of the indicators, the following performance should be noted for the period April 1st 2021 to March 31st 2022 inclusive, comparing data across the previous 4 years for the same period;

- The number of **Accidental Dwelling Fires** has seen a 12% decrease from the previous four-year average.
- There were again no **Accidental Dwelling Fire Fatal Casualties** during this period. The number of **Accidental Dwelling Fires Non-Fatal Casualties** was 3. This is a decrease on 20/21 total of 5 and is marginally below the previous four years average of 4.75.
- The number of **Deliberate Primary Fires** during this period was 28. This is 3.5 above the four-year average of 24.5 but sees an increase of 3 incidents when compared to the same period last year.
- The number of **Deliberate Secondary Fires** during this period was 161. This is a 18% increase in the four years average.
- The number of **Non-Domestic Building Fires** recorded was 22. This is a 23% increase in the four years average and is 11 more compared to the same period last year.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 291. This is a 2.5% increase compared to the same period last year.
- **Flooding** and water related incidents continue to see a trend of increasing frequency from 15 incidents in 2018-19 to 26 incidents in 2021-22. Although this is 1 less than the previous year.
- The number of **Road Traffic Collisions** during 2021-22 was 22. This is a 0.5 decrease in the four years average and an 13% increase compared to the same period last year.
- There were no **Fatal RTC Casualties** during this period. The number of **Non-Fatal RTC Casualties** was 17. This is 9 more compared to the same period last year.

3. Domestic Fire Safety

3.1 Accidental Dwelling Fires have decreased by 12 incidents across the Kirkcaldy area in 2021-22 when compared to the previous year's figure.



Graph 1 Accidental Dwelling Fires –2018-2022

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|-----------|-----------|-----------|-----------|
| Burntisland, Kinghorn and Western Kirkcaldy | 18 | 8 | 11 | 10 |
| Kirkcaldy Central | 17 | 13 | 18 | 13 |
| Kirkcaldy East | 18 | 12 | 16 | 12 |
| Kirkcaldy North | 5 | 7 | 10 | 8 |
| Total | 58 | 40 | 55 | 43 |

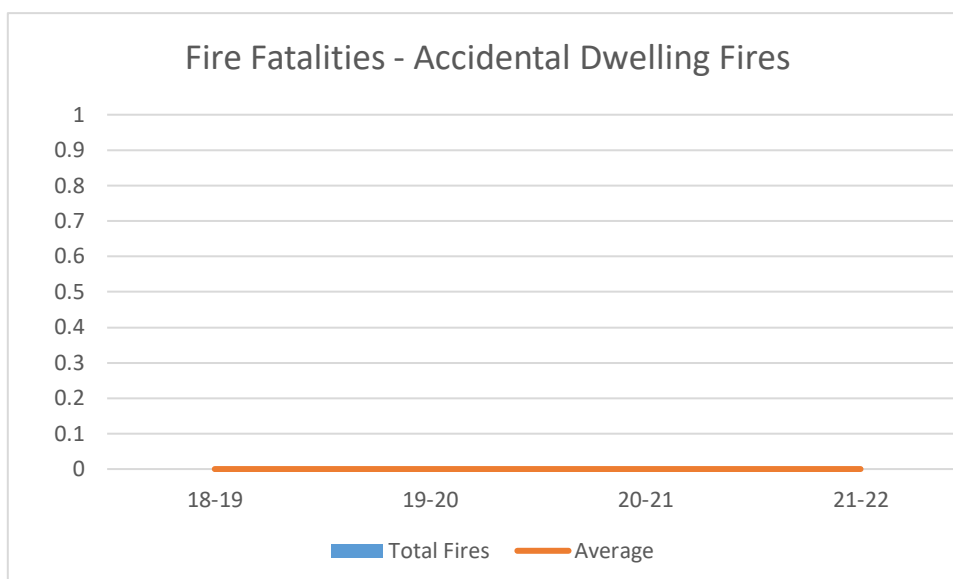
Table 1 Accidental Dwelling Fires by Kirkcaldy Ward Area April – March 2018- 2022

3.2 This reporting period has seen a decrease of 12 Accidental Dwelling Fires with a 12% decrease from the previous four-year average of 49 as a result of the increased occupancy related to the Covid pandemic. As a result, Non-Fatal Fire casualties marginally decreased from the four-year average of 4.75 to 4.25 during 2021-22.

3.3 Over the 2021-22 18 (42%) Accidental Dwelling Fires were caused within the kitchen by cooking. With 16 (37%) being restricted to either no fire damage or limited to the item first ignited.

- 3.4 It is pleasing to note that 31 (72%) of those addresses had a detection system and that 22 (51%) of those operated and raised the alarm (on several occasions insufficient products of combustion to activate alarm, fire discovered by person.)
- 3.5 17 (39.5%) of the incidents were resolved without Scottish Fire and Rescue Service intervention, or by removal or disconnection of power supply.
- 3.6 The information above describes an ongoing trend of reducing fire severity. This can be attributed to the high number of detection systems being fitted by SFRS and partners, and installation of hardwired systems by builders and landlords which give an early warning of fire.

3.7 Fire Fatalities – Accidental Dwelling Fires

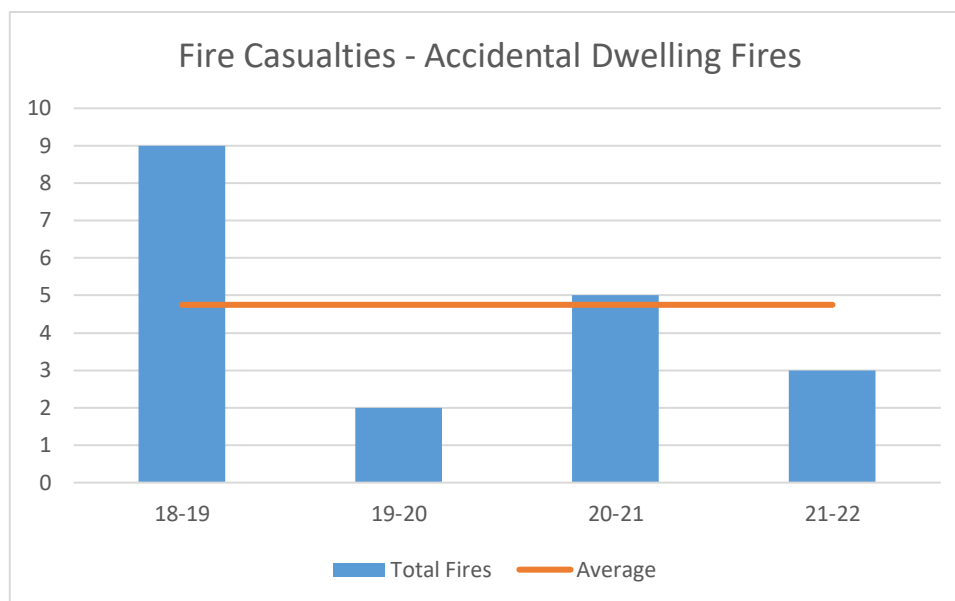


Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2018-2022

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 0 | 0 | 0 | 0 |
| Kirkcaldy Central | 0 | 0 | 0 | 0 |
| Kirkcaldy East | 0 | 0 | 0 | 0 |
| Kirkcaldy North | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

Table 2 Accidental Dwelling Fires Fatal Casualties Kirkcaldy Ward Areas April – March 2018-2022

3.8 Fire Casualties – Accidental Dwelling Fires



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

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|----------|----------|----------|----------|
| Burntisland, Kinghorn and Western Kirkcaldy | 6 | 0 | 2 | 1 |
| Kirkcaldy Central | 3 | 1 | 1 | 0 |
| Kirkcaldy East | 0 | 0 | 2 | 0 |
| Kirkcaldy North | 0 | 1 | 0 | 2 |
| Total | 9 | 2 | 5 | 3 |

Table 3 Accidental Dwelling Fires Casualties Kirkcaldy Ward Areas April – March 2018-2022

- 3.9 No fire fatalities have been recorded during this reporting period.
- 3.10 Fire casualties have decreased by 2 this period to 3 compared to 2020-2021, marginally below the 4-year average of 4.75%
- 3.11 Of the three casualties recorded, all 3 required hospital treatment. Three of the incidents originated in the kitchen and three properties detection systems operated resulting in limited fire damage to either properties.

3.12 Domestic Fire Reduction Strategy

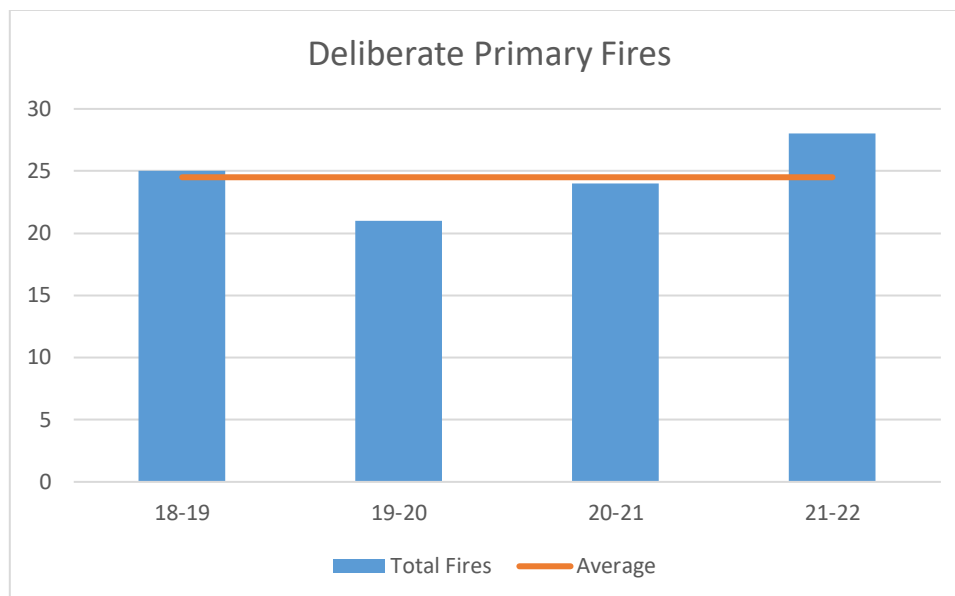
Home Safety Visits continue to play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. Our personnel completed 653 visits in the reporting period with an increasing focus on Very High-Risk households. The number of visits carried out, which were significantly impacted due to the Covid Pandemic, are used to deliver vital fire safety messages and now install linked detection systems, as well as trip, slip and falls messages for our vulnerable, elderly and very young population. Due to the pandemic for much of the year, the targeting of resources to deliver Home Safety Visits was limited to Very High-Risk Premises and premises identified as potentially being the target of Fire Related Crime. Crews continue to offer advice over the phone to other risk rated properties and ensured that no property was left unprotected by the continued provision of smoke detectors. HFSV's undertakings will expand as Covid restrictions and control measures allow.

Detection systems being fitted during HFSV's comply with new regulations requiring alarms to be linked, the introduction of regulations have been delayed to 2022 from 2021 by the Scottish Government.

National TV and radio home fire safety campaigns were run during the year to counter the increased risk from home owners as a result of them spending increased time at home due to lockdown restrictions during the Covid Pandemic.

4. Deliberate Fire Setting

4.1 Deliberate Primary Fires

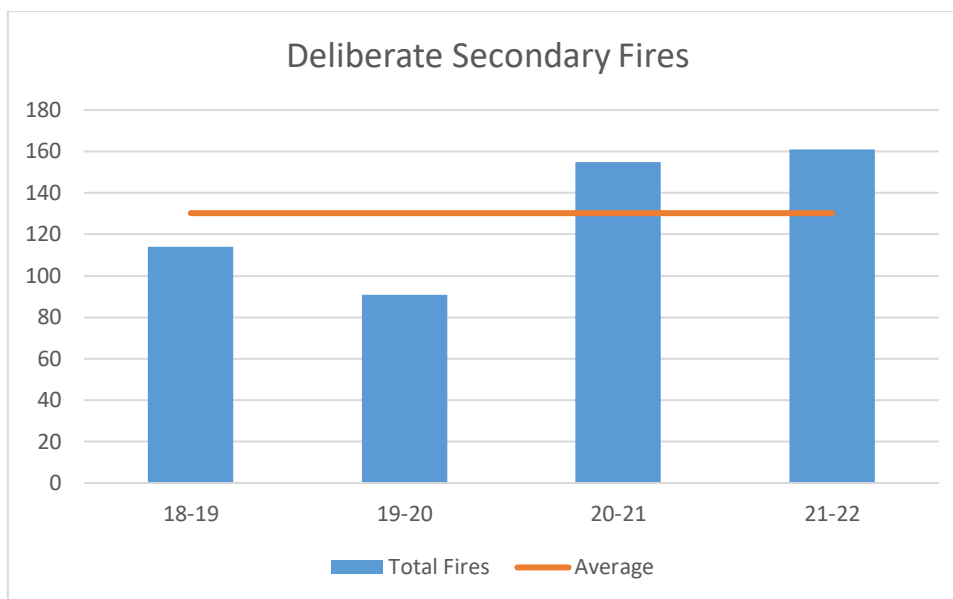


Graph 4 Deliberate Primary Fires– April – March 2018-2022

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 3 | 3 | 4 | 2 |
| Kirkcaldy Central | 6 | 5 | 4 | 10 |
| Kirkcaldy East | 13 | 8 | 12 | 8 |
| Kirkcaldy North | 3 | 5 | 4 | 8 |
| Total | 25 | 21 | 24 | 28 |

Table 4 Deliberate Primary Fires Kirkcaldy Ward Areas April – March 2018-2022

4.2 Deliberate Secondary Fires



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

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 15 | 21 | 18 | 16 |
| Kirkcaldy Central | 32 | 21 | 38 | 40 |
| Kirkcaldy East | 52 | 40 | 77 | 68 |
| Kirkcaldy North | 15 | 9 | 22 | 37 |
| Total | 114 | 91 | 155 | 161 |

Table 5 Deliberate Secondary Fires Kirkcaldy Ward Areas April – March 2018-2022

- 4.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict properties.
- 4.4 The data above show that Deliberate Primary Fires have slightly increased from 24 to 28 incidents last year, above the average of 24.5 incident and Deliberate Secondary fires have seen a 4% increase since the last reporting year.

4.5 Deliberate Fire Reduction Strategy

The past year has been extremely challenging as a result of the Covid pandemic impact.

We continue to target community centres, community groups and schools in high activity areas to deliver talks regarding the dangers and consequences of deliberate fire setting. Due to the Covid pandemic many of these contacts have been made using virtual meeting formats and the providing of presentations for groups and schools to deliver on behalf of SFRS personnel. These talks take place normally in April and October, which are the peak periods of activity. Throughout the year personnel deliver seasonal Tactical Action Plans (TAPs) to targeted areas and groups.

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

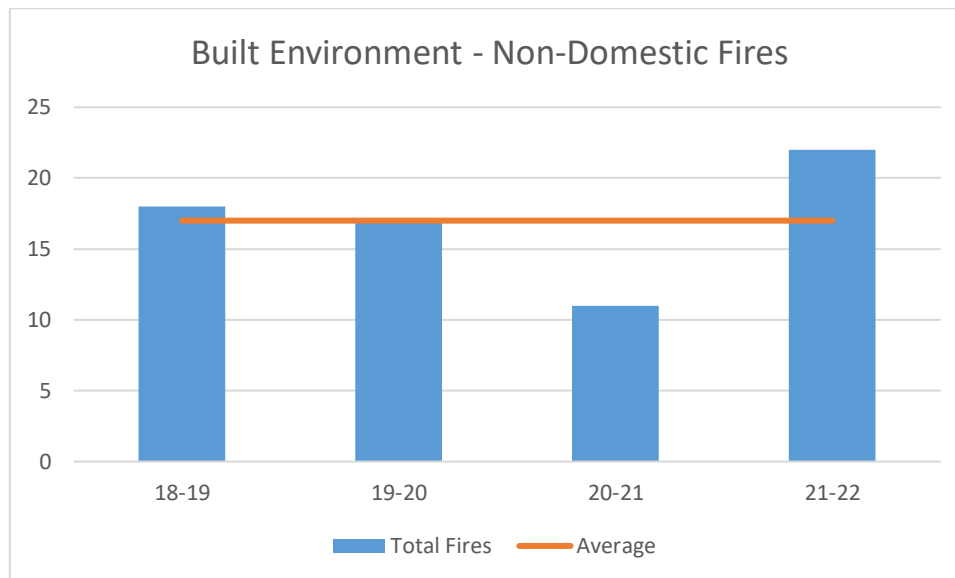
We liaise with premises occupiers, particularly in town centres to give advice on refuse storage and security, which can be a cause of deliberate fires.

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

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5. Built Environment

5.1 Built Environment – Non- Domestic Fires



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

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|-----------|-----------|-----------|-----------|
| Burntisland, Kinghorn and Western Kirkcaldy | 3 | 3 | 3 | 3 |
| Kirkcaldy Central | 6 | 3 | 1 | 7 |
| Kirkcaldy East | 8 | 7 | 4 | 10 |
| Kirkcaldy North | 1 | 4 | 3 | 2 |
| Total | 18 | 17 | 11 | 22 |

Table 6 Built Environment Non - Domestic Fires Kirkcaldy Ward Areas April – March 2018-2022

- 5.2 The table above shows that Non-Domestic Fires has increased by 11 in 21-22 compared to 20-21. This may be due to many non-domestic premises now being occupied as a result of Covid lockdown restrictions being lifted.
- 5.3 There have been zero casualties resulting from incidents within Built Environment Non-Domestic Fires for the 2021-22 reporting period.

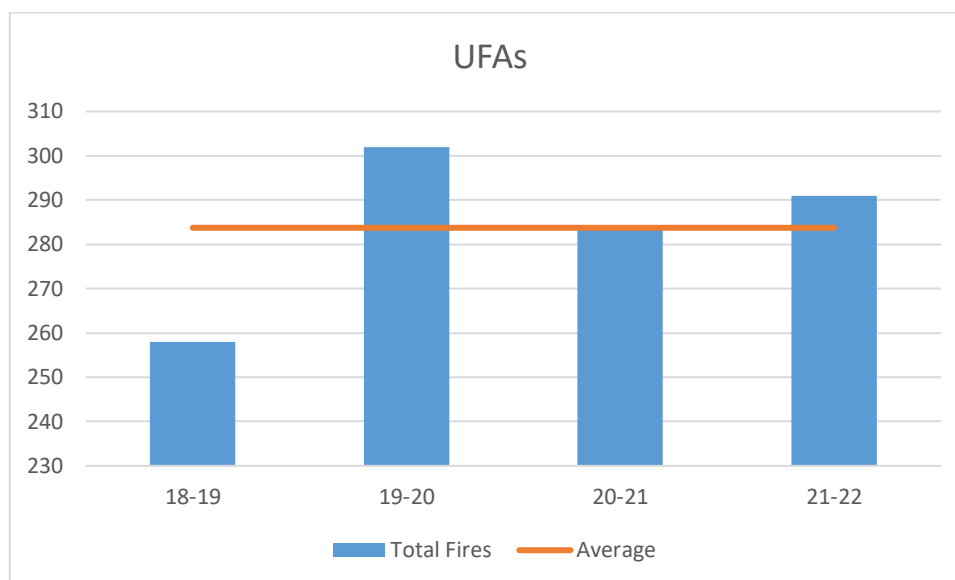
5.4 Built Environment Fire Reduction Strategy

We continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a particular risk group. During the lockdown restrictions resulting from the Covid-19 pandemic, the Fire Safety Enforcement team conducted remote audits, engaging with duty holders in the form of a safety checklist to aid them in carrying out a physical check of the premises. This ensured that SFRS were able to meet their responsibilities whilst also providing support to duty holders and businesses during a challenging period.

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 premise occupier, and to identify any issues which could be used to inform other similar premises types in order to prevent further incidents of a similar nature.

6. Unwanted Fire Alarm Signals

6.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as ‘any alarm activation which is not the result of a fire or a test’. UFAS incidents have, as detailed 7 below, fluctuated in the Kirkcaldy Area over the four-year reporting period.



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

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 25 | 36 | 35 | 35 |
| Kirkcaldy Central | 77 | 110 | 77 | 102 |
| Kirkcaldy East | 137 | 131 | 142 | 132 |
| Kirkcaldy North | 19 | 25 | 30 | 22 |
| Total | 258 | 302 | 284 | 291 |

**Table 7 Unwanted Fire Alarm Signals Kirkcaldy Ward Areas
April - March 2018-2022**

6.2 This period has seen a 2.5% increase from the 20-21 reporting period. This may primarily be due to increased business activity from lifting of Covid restrictions. 78% of UFAS incidents occurred within Hospital and medical care properties.

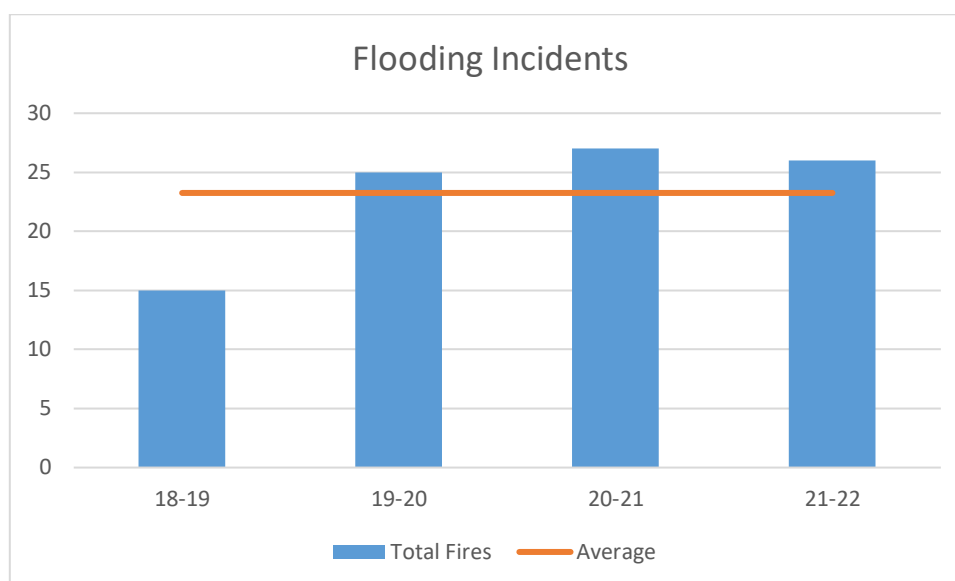
6.3 Reduction in Unwanted Fire Alarm Signals Strategy

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. who continues to engage robustly with Fife Council Education, NHS Fife and other key stakeholders in order to provide support and drive new initiatives to continue to reduce the number of UFAS. The strategies implemented in the Kirkcaldy Area and across Fife continue to be recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.

7. Transport and Environment

7.1 These will be monitored alongside Police Scotland RTC incidence information

7.2 Water Related Incidents



Graph 8 Flooding Incidents – April – March 2018-2022

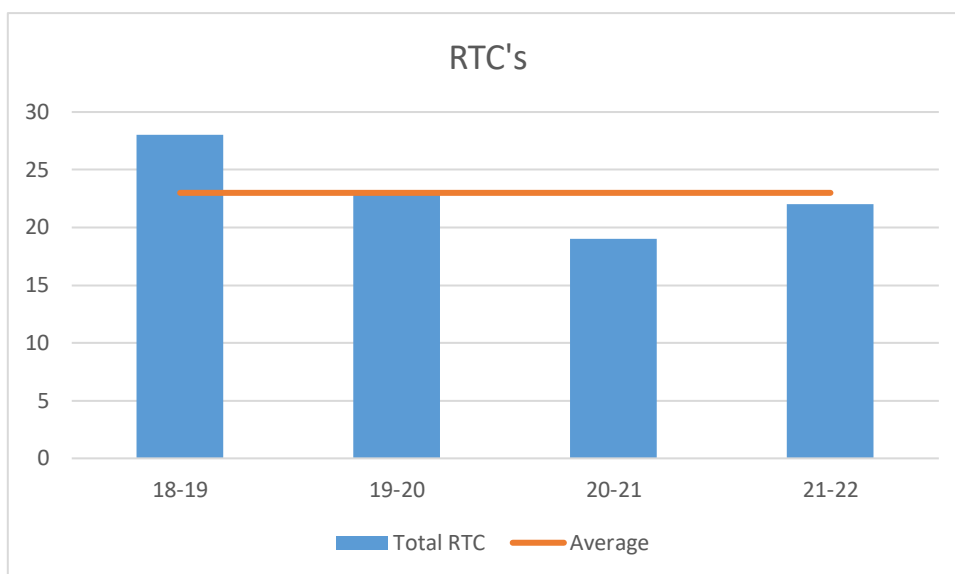
| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 0 | 6 | 7 | 3 |
| Kirkcaldy Central | 3 | 4 | 11 | 13 |
| Kirkcaldy East | 6 | 10 | 5 | 4 |
| Kirkcaldy North | 6 | 5 | 4 | 6 |
| Total | 15 | 25 | 27 | 26 |

Table 8 Flooding Incidents Kirkcaldy Ward Areas April - March 2018-2022

Water related incidents caused by environmental factors were the main cause for flooding incidents, decreasing 4% from 27 to 26 during 2021-22 due primarily to short duration adverse weather conditions during the summer months. The 2021-22 incidents no persons required rescuing.

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 the Kirkcaldy Area.



Graph 9 Road Traffic Collisions – April – March 2018-2022

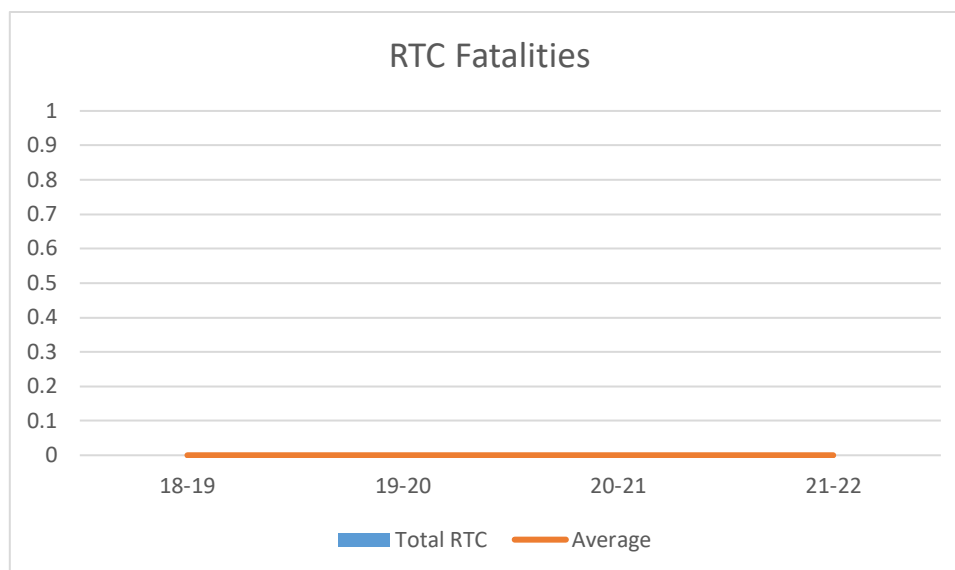
| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 10 | 5 | 6 | 9 |
| Kirkcaldy Central | 5 | 5 | 7 | 1 |
| Kirkcaldy East | 10 | 9 | 5 | 9 |
| Kirkcaldy North | 3 | 4 | 1 | 3 |
| Total | 28 | 23 | 19 | 22 |

Table 9 Road Traffic Collisions Kirkcaldy Ward Areas April - March 2018-2022

7.4 RTC's have risen by 16% in 21-22 compared to 20-21 this may be due to COVID Restrictions being lifted and more vehicles back on the Road.

- 7 incidents required casualties to be released / extricated
- 5 no action
- 6 make vehicle safe
- 3 make scene safe
- 1 advice only

7.5 RTC Fatal Casualties



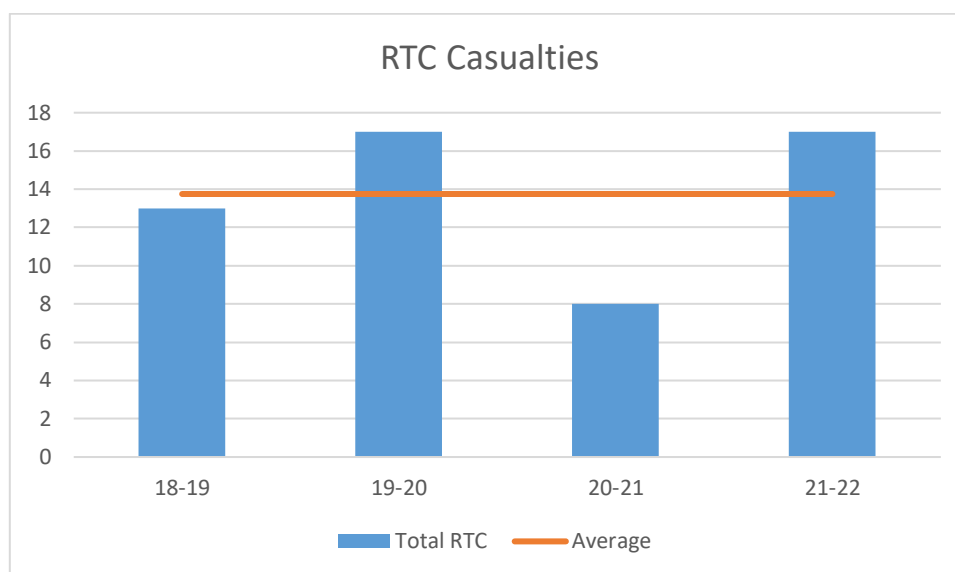
Graph 10 Road Traffic Collision Fatal Casualties – April – March 2018-2022

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 0 | 0 | 0 | 0 |
| Kirkcaldy Central | 0 | 0 | 0 | 0 |
| Kirkcaldy East | 0 | 0 | 0 | 0 |
| Kirkcaldy North | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

**Table 10 Road Traffic Collision Fatal Casualties Kirkcaldy Ward Areas
April - March 2018 - 2022**

7.6 There were no RTC fatalities on Kirkcaldy Area roads in this reporting period.

7.7 RTC Casualties



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

| Kirkcaldy Area Wards | 18-19 | 19-20 | 20-21 | 21-22 |
|---|--------------|--------------|--------------|--------------|
| Burntisland, Kinghorn and Western Kirkcaldy | 8 | 2 | 2 | 3 |
| Kirkcaldy Central | 2 | 6 | 3 | 1 |
| Kirkcaldy East | 2 | 9 | 3 | 10 |
| Kirkcaldy North | 1 | 0 | 0 | 3 |
| Total | 13 | 17 | 8 | 17 |

Table 10 Road Traffic Collision Casualties by Committee Area – Kirkcaldy Ward Areas- April - March 2018-2022

7.8 RTC Casualties

The reporting period has seen a significant increase in 21-22 for RTC casualties when compared to 20-21, it was higher than the average 4 year 13.75%, this is likely due to increased road use as a result of Covid restrictions being lifted. 17 casualties were rescued from 7 incidents

7.9 Transport and Environment Related Incident Reduction Strategy

SFRS Stirling, Clackmannanshire and Fife LSO area, along with our partners, continue to deliver valuable educational projects including 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'.

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

It should be noted that the Covid Pandemic has impacted significantly on the delivery of reduction strategy initiatives during the 2021-22 period and the service will re-establish projects as guidance and restrictions allow.

8. Conclusions

This has been a challenging year as a direct result of the Covid pandemic recovery phase particularly for the delivery of intervention activities. The service has implemented multiple control measures to protect our operational response capabilities during this period.

It is pleasing to report that areas of less public access and usage during the Covid Pandemic restrictions has seen a reduction in service activity for SFRS in the Kirkcaldy area. This is applicable for Accidental Dwellings Fire Incidents, Accidental Dwellings Fire Non-Fatal Casualties

Conversely, in areas where human activity has increased, a corresponding increase has also been seen for UFAS, Non- domestic Property Fires, Deliberate Primary Fires and Deliberate Secondary Fires, RTC's and Non-Fatal RTC casualties, when compared to the previous reporting period.

On an extremely positive note the number of Fatal Fire Casualties and Fatal RTC Casualties has remained unchanged with no fatal incidents occurring.

The targeting of resources to deliver Home Safety Visits to higher risk dwellings continues to have a positive outcome.

We will continue to adapt and manage demand reduction strategies linking in with key partner agencies in order to create a safer place to live, work and visit.

Background Papers

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

Report Contact

Douglas Logan

Station Commander

Kirkcaldy Community Fire Station

Service Delivery – Stirling - Clackmannanshire - Fife LSO Area

Scottish Fire and Rescue Service

Email – douglas.logan@firescotland.gov.uk

22 November 2022
Agenda Item No. 7

Operational Briefing on Policing Activities within Kirkcaldy Area

Report by: Inspector Scott Davidson, Community Inspector, Kirkcaldy and Burntisland Ward areas from April 2021 to April 2022

Wards Affected: 9 (Burntisland, Kinghorn, Auchtertool Kirkcaldy West), 10 (Kirkcaldy North), 11 (Kirkcaldy Central) and 12 (Kirkcaldy East)

Purpose

This report is to provide elected members with information on matters impacting on, or involving Police Scotland, which have relevance to community safety in the Kirkcaldy and Burntisland ward policing area.

Recommendation(s)

Elected Members are asked to consider and comment upon the update provided.

Resource Implications

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

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 9-12, local communities through Community meetings and partner agencies through established meeting processes.

1.0 Background

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

2.0 Police Scotland, Kirkcaldy Area Plan - Update

- 2.1 In February 2020 the Fife Division Local Police Plan 2020-23 was presented for approval to Fife Council Environmental, Protective Services and Community Safety committee. This followed a period of development and consultation internally and externally with key stakeholders and elected representatives.

The priorities within the Fife Local Police Plan are:

- Violent Crime
- Acquisitive Crime
- Substance Misuse
- Protecting People at Risk of Harm
- Threats to Public Safety
- Anti-Social Behaviour
- Road Safety

The priorities for the Kirkcaldy area are decided by data from the P Division strategic assessment, which details threats and risks, and also from feedback from local authorities, partners, and residents in the 'Your Police' survey.

Local community and partnership involvement in identifying priorities and scrutinising performance is integral to maintaining high levels of service delivery and their ongoing support in this regard is appreciated.

The priorities set within the Area Plan are:

- Violent Crime
- Crimes of Theft and Dishonesty
- Anti-Social Behaviour
- Substance Misuse

- Road Safety

3.0 Ward 9 – Burntisland, Kinghorn, Auchtertool and Western Kirkcaldy

3.1 Violent Crime

During the reporting period it is reassuring to report that the ward 9 area has no significant rise in violent crime or any areas of major concern.

3.2 Crimes of Theft and Dishonesty

Ward 9 has no significant issues with crimes of theft and dishonesty. There are no identified trends or patterns.

Between April 2021 and 2022 there have been 15 recorded instances of theft by shoplifting in Burntisland with 11 detected offences. Kinghorn only recorded 5 instances with 3 detected offences.

Kirkcaldy Officers are aware of ward 9's largely rural and affluent areas and remain vigilant to acquisitive and opportunistic crime. Preventative stop points are regularly undertaken during nightshift patrols and regular liaison takes place with neighbouring divisions regarding travelling criminals.

3.3 Substance Misuse

In March 2022, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. Led by PC Farley a drugs search warrant was craved and executed at a premises in the Burntisland area resulting in a male being reported for drug offences and £940 of cannabis being recovered. This was only possible by the support and information gleaned from the local public.

In June 2021, officers responding to a call traced a male in possession of 904 tablets, which were later confirmed by analysis to be Etizolam. The male was subsequently reported to the Procurator Fiscal.

3.4 Antisocial Behaviour

PC's Farley and Kinnes are aware of ongoing issues with anti-social behaviour connected to youth disorder and substance abuse in public areas. The officers have liaised with partner agencies and stakeholders, analysing data and identified several hotspots for inclusion on an intelligence led patrol matrix.

PS Howie and the ward officers have also participated in multi-agency walk through's, with members of the Tenants and Residents Associations, to streamline processes and increase the efficacy of partner's responses.

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A bespoke Violence and Anti-Social Behaviour reduction plan has been operating in the area tackling local concerns. The Community Team continue to work with the Fife Council Safer Communities Team to target and disrupt any arising issue. The Grange Farm Buildings, The View Point in Burntisland, the Ecology Centre and Kinghorn Primary School were previous 'hot spot' areas, however, there has been a significant reduction in youth disorder during the reporting period.

The ward officers have formed a collaborative approach with the British Transport Police to disrupt the travelling of young persons into Kinghorn and Burntisland via trains.

School Liaison Officers PC's Cameron Lee and Michelle Murray work closely with all High Schools in the Ward area. They have built a strong relationship with staff the 4 High Schools in the Kirkcaldy area educating pupils on a number of subjects including anti-social behaviour and substance abuse. This has provided officers with a platform to gather intelligence regarding any future ASB issues associated to youth gatherings and served as a preventative measure going forward.

3.5 Road Safety

Through engagement with Community Groups, Elected Members and with local residents it is clear there is an issue with speeding in both the Burntisland and Kinghorn areas.

Ward Community Officers, PC Stuart Kinnes and Trevor Farley, regularly carry out dedicated speeding deployments at areas identified as 'hot spots'. This forms part of a wider action plan dedicated to ASB in the Kirkcaldy area.

PC's Kinnes and Farley, supported by local policing and roads policing officers took part in the Festive Safety Campaign in 2021. During said patrols and deployments officers have provided driver education and utilised enforcement, where necessary.

The officers are aware of on-going issue with illegal and inconsiderate parking on the High Street area of Burntisland and at the local Primary Schools. PC's Kinnes and Farley continue engagement with Fife Council to ensure appropriate use of the Parking Wardens, carrying out several joint patrols.

PC's Kinnes and Farley continued to work in partnership with Fife Council Roads and Transport Department to support the 'Park Safe' initiative. Throughout the year, Ward Community Officers have deployed on a number of occasions to Burntisland, Kinghorn and Auchtertool Primary Schools to educate drivers when dropping children off. The ever popular, 'Pop Up Bob' and 'Pop Up Bairns', have also been utilised in these areas.

4.0 Ward 10 – Kirkcaldy North

4.1 Violent Crime

Kirkcaldy Community Ward Officers continued to drive and enforce the Violence Reduction and Antisocial Behaviour Action-Plan. This intelligence led plan tackles

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violent and anti-social behaviour by robustly managing licenced premises, increasing high visibility patrols, working with partner agencies, identifying and targeting 'hot spot' areas and proactively tackling drugs misuse.

PC's Thomas and Vetrino have remained visible in the ward area, engaging with young persons and identifying ongoing concerns. The officers are embedded in the community and have been extremely beneficial in identifying persons from CCTV enquiries.

PC's Vetrino and Thomas have made good use of the mobile CCTV van, regularly deploying same in the heart of Templehall near to the CO-OP.

The senior command team of Kirkcaldy Police Station, led by CI Tom Brown, remains committed to reducing violence and anti-social behaviour in the area.

In December 2021 at Templehall Avenue, Kirkcaldy a 37 year old male was stabbed with a knife. Following a CID lead enquiry one male was reported to the Procurator Fiscal in relation to attempted murder and two females were reported in relation to attempted to pervert the course of justice.

In January 2022 at Alford Avenue, Kirkcaldy a 35 year old male victim was stabbed several times with a broken bottle following an attempted robbery. A significant police response ensured all 3 male suspects were apprehended and reported to the Procurator Fiscal in relation to assault with intent to rob and attempted murder.

4.2 Crimes of Theft and Dishonesty

The Kirkcaldy North area houses a large proportion of the high tariff shops and retail premises including those of Fife Central Retail Park and the CO-OP, Dunearn Drive, Kirkcaldy. Kirkcaldy's community ward and community investigation unit officers remain invested and heavily involved in the Kirkcaldy North area, ensuring the prevention and detection of shoplifting and offences against retail workers. A number of high tariff individuals operating in the area have been reported due to the officer's commitment and local knowledge.

The Kirkcaldy North area is also an attractive area for acquisitive crime, owing to the area's proximity to the A92 and numerous affluent streets.

In August 2021, following a robust and intensive Police response, a prolific male offender was arrested and charged with numerous crimes of dishonesty. He was subsequently reported to the Procurator Fiscal in relation to 2 instances of sneak in theft, 2 instances of being within the curtilage of a dwelling with intent to commit theft, 2 instances of theft by shoplifting and a theft by housebreaking.

All 'hot spot' and areas of interest remain on our patrol matrix for increased and continued patrols and visibility.

4.3 Anti-Social Behaviour

The Templehall area of Kirkcaldy North was for the most part of 2021 a 'hot spot' for youth disorder and violence. Individuals from Kirkcaldy and neighbouring towns of Glenrothes, Levenmouth and Cowdenbeath travelled to the area leading to large

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groups of youths, apparently out with parental control, and required a significant response.

In recognition of ongoing issues, a problem orientated policing response was adopted. PS Howie and other partner agencies initiated a Templahall Violence and Anti-social behaviour sub group. Police, Fire and Rescue Service, KHS, Fife Council, safer communities, social work and community groups regularly met, via MS teams, to resolve the ongoing issues.

A pro-active and prevention based plan was introduced, running concurrently with the Violence Reduction and Anti-Social behaviour action plan.

In particular the derelict and disused building of the Fair Isle Clinic presented an ideal location for youths to congregate, consume alcohol and set fires. Fife Council, Scottish Fire and Rescue and Police Scotland were instrumental in have the building demolished.

Engagement with local licenced premises highlighted and addressed the risks of proxy sale of alcohol to youth and specific deployments of the mobile CCTV van acted as a useful deterrent.

Following the successful intervention many of the issues faced have subsided and there is no longer an ongoing concern. PC's Vetrino and Thomas continue to monitor.

4.4 **Misuse of Drugs**

PCs Lee and Murray, continue to engage with Kirkcaldy High School working with teachers and pupils to highlight the dangers of substance misuse.

Drugs misuse continues to be a priority and is robustly managed in ward 10.

In June 2021 at Lismore Avenue, Kirkcaldy following a pro-active stop and search a male was found with 167g of cannabis, at a street value of £1200-3340. He was subsequently reported to the Procurator Fiscal in relation to being concerned in the supply of cannabis.

In June 2021 at Templahall Avenue, Kirkcaldy following a successful drugs search warrant a 53 year old female was reported to the Procurator Fiscal in relation to being concerned in the supply of controlled substances. She was found to be in possession of cocaine, diazepam and cannabis.

In July 2021 at Dallas Drive, Kirkcaldy officers in attendance at a dwelling fire observed a quantity of cannabis, valued at £2000. Following enquiries a male and female were reported to the Procurator Fiscal in relation to being concerned in the supply of drugs.

In October 2021 at Dallas Drive, Kirkcaldy again following a successful drugs search warrant 1 male and 1 female were reported to the Procurator Fiscal in relation to being concerned in the supply of drugs. A total of 300g of amphetamine, 5500 diazepam tablets and 46 grams of cannabis were recovered.

4.5 Road Safety

There continues to be an issue with the anti-social use of motor vehicles in the ward 10 area. Analysis of call and crime data have identified the Retail Park and North Kirkcaldy areas, including the Holly Brae estate, as local hot spots.

As part of a Kirkcaldy wide anti-social behaviour and violence reduction action plan community officers carried out dedicated pro-active anti-social deployments.

Ward officers, PC's Yasmin Vetrino and Aidan Thomas, also liaised with our Road Policing colleagues to carry out coordinated patrols. These focused on a period of driver education and then the subsequent enforcement of Road Policing and ASBO legislation. As a result two young men were reported in December 2021 in relation to driving offences and issued with an anti-social behaviour warning for the use of their vehicles.

Furthermore, a weekend operation saw response road policing officers carry out a dedicated action plan. This was a successful operation with numerous individuals educated or reported to the Procurator Fiscal regarding the manner of their driving in the Kirkcaldy North area.

The mobile CCTV van was regularly utilised in the Fife Central Retail Park area to increase visibility, deter offences and capture relevant evidence of criminality.

Ward 10 remains on the patrol matrix for continued patrols.

PC Vetrino and Thomas continue to work well with the Head Teachers at Capshard, Torbain, Fair Isle and Valley Primary Schools and regularly deploy 'Pop Up Bairns'; this being a visual stimulus designed to alter the mind set of drivers who regularly drive at excessive speed in built up areas. In addition, the officers remain actively involved in the 'Park Safe' initiative.

5.0 Ward 11 – Kirkcaldy Central

5.1 Violent Crime

Due to Central Kirkcaldy being the host of a variety of licenced premises there is a potential for the occasional instance of violent crime. PC's Foster and Dillon are deterring this daily by being visible within their local communities, acting upon any intelligence received and building up relationships with local drug users and vulnerable persons.

In late March 2022 community ward and community investigation unit officers undertook coordinated activity focussing on modern slavery connected with nail bars. A number of nail bars were visited across Kirkcaldy. This was part of Project Aidant, a National campaign to tackle modern slavery. The activity sought to identify and safeguard victims of human trafficking and forced labour. A male was charged with Human Trafficking and Exploitation (Scotland) Act 2015 and 3 persons for offences under the Criminal Justice and Licensing (Scotland) Act 2010 for Involvement in serious organised crime

During August 2021 3 males assaulted a 41 year old male complainer by repeatedly striking him to the head and body with a baseball bat to his severe injury. They did this and stole his mobile phone within Links Street, Kirkcaldy. Reassurance patrols and safety information were provided to members of the public after the incident occurred. All three individuals were identified and subsequently reported to the Procurator Fiscal.

5.2 Crimes of Theft and Dishonesty

Central Kirkcaldy host a variety of different shopping outlets such as the High Street, Mercat Shopping Centre, Morrison's and also a host of corner shop venues including co-op's. PC's Dillon and Foster work closely with Kirkcaldy Retail Officers to educate retail premises staff, carry out CCTV reviews and ensure they have up to date knowledge regarding repeat offenders. Through partnership working it is noted that Kirkcaldy central had a high rate of detected shopliftings.

During May 2021 a prolific shoplifter was reported for 12 separate instances of shoplifting from Boots High Street, Kirkcaldy and reported to the PF.

5.3 Substance Misuse

PC's Dillon and Foster, and Police Scotland receive a significant number of calls in relation to drug supply and use. All information from members of the public and partner agencies supports the coordination of preventative and disruption activity.

In April 2021, officers executed a drugs warrant within Links Street, Kirkcaldy, a large amount of crack cocaine and other substances were seized resulting totalling a street value of over £410,000, as a result a male was reported to the PF.

In March 2022, officers executed a drugs search warrant at a property in the Kirkcaldy Central Ward area. It was immediately apparent there was a large scale cannabis cultivation within the premises. The value of this cultivation is likely to be in the region of £900,000 - £1million. As a result, three individuals were arrested, charged with offences under the Misuse of Drugs Act 1971 and the Electricity Act 1989; and appeared at court from custody at which time bail was refused, pending further examination.

5.4 Antisocial Behaviour

PC's Dillon and Foster are aware of ongoing issues with anti-social behaviour connected to youth disorder and substance abuse in public areas. Central Kirkcaldy comprises of areas such as Kirkcaldy High Street, Beveridge Park, Kirkcaldy Bus Station, Kirkcaldy Train Station, and Rabbit Braes. The officers have liaised with partner agencies such as Clued Up, Safer Communities, and Fife Council Licencing department to provide a visible presence in these areas at evening and weekends to deter underage drinking and substance abuse. Officers have continuously reviewed call cards and identified these several hotspots for inclusion on their daily patrols.

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From Friday 11th June to Sunday 11th July 2021, local community officers were deployed to Euro anti-social behaviour patrols in each local area. This involved visits to licensed premises which were then recorded on a national IT system managed by licensing department staff. The purpose of the patrols was to prevent, deter and disrupt any disorder associated with the 2021 European Championships.

In July 2021 residents of Mill Street Kirkcaldy highlighted their concerns regarding fly tipping from local residents due to the lack of bin storage for their properties. Officers attended a site meeting led by Safer Communities, Fife Council and involved representatives of the property factors. A solution was identified which reduced the amount of fly-tipping and misuse by others of the current waste receptacles. Fife Council removed the containers in August 2021 and each property was provided with a larger 240 litre blue landfill wheelie bin.

During the reporting period there has been an increase in antisocial behaviour in and around the Sense Scotland building on Wilson Avenue (previously RNIB & Seescape). Reports are that groups of mostly local young people have been vandalising the building, repeatedly smashing windows and damaging the roof. Through hard work and information received from the public and external agencies. All youth have been identified and all crimes reported detected.

During Spring 2022 we received several calls from concerned members of the public regarding youths riding quad bikes within the Rabbit Braes area, creating both safety concerns for themselves and members of the public. PC's Dillon and Foster have been working alongside road traffic police to help educate youths within the local schools to raise awareness and deter this type of behaviour.

5.5 Road Safety

Community ward officers will assess and deploy resources to areas that require speed enforcement & intervention to address community concerns. Information has been received with regards to Rabbit Braes, Benarty Street across the grass to Bennoch Road and Massereene Rd and Forth Park Drive.

PC's Dillon and Foster regularly attend in these areas with the unipar to monitor speed with a view to educate and enforce where necessary adequate speed levels.

All primary schools reported issues with parents and others parking on the yellow zig zag lines outside the schools, double yellow lines, on corners and even pavements at drop-off and pick-up. PC Dillon received a number of images evidencing the issue which were shared with partner/Parking Co-ordinator, Sustainable Transport and Parking at Fife Council. All schools have been added for enforcement on the weekly school visit list.

PC's Dillon and Foster have taken part in Park Safe at the beginning and the end of the school day throughout the year and have been supported by the schools junior officers.

6.0 Ward 12 - Kirkcaldy East

Local officers work closely with Dysart Community Council, voluntary organisations and other tenants and residents associations in the Kirkcaldy East area. The information received by working in partnership with these groups is vitally important to ensure that local Policing in the area is efficient, appropriate and meaningful. It also strengthens the relationship between the Police and residents within the area; this being vital to the type of Policing which we aspire to deliver.

PC Danskin and Campbell have committed to compiling a monthly community policing report that can be shared with all Community Councils, TRA's and Elected Members. This report reflects the observations and complaints raised at the community meetings and provides vital information on what local initiatives are being carried out to try and improve the situations.

6.1 Violent Crime

Dealing with violent crime and keeping people safe remains a priority for Police Scotland. PC's Danskin and Campbell continue to have strong working relationships with locally elected members and Fife Council housing management officers acting on any concerns early and efficiently to mitigate risk and improve the living conditions for all.

PC's Danskin and Campbell have a wealth of community and policing experience and regularly review calls and make best use of analytical tools to identify any areas of concern or trends. This forms part of the wider Violence reduction and Anti-Social Behaviour action plan in addition to individual and bespoke multi-agency approaches.

Below are a few examples of local officers robustly managing the Kirkcaldy East area.

On 06/05/2021 a male was found at Dysart Harbour, under the influence and in possession of Cannabis. He was also found to be in possession of a lock knife. This resulted in a report to the Procurator Fiscal.

On 02/07/2021 two females were charged with assault and robbery at Dunsire Street, Kirkcaldy, and further with using a bank card gained in that crime at Asda in Kirkcaldy. Again a report was submitted to the Procurator Fiscal.

On 07/08/2021 two males and two females were charged with attempted murder with the use of a knife and a further charge of possession of a metal pole was recorded at Shetland Place, Kirkcaldy. Following a CID led enquiry all individuals were reported for consideration of prosecution.

6.2 Crimes of Theft and Dishonesty

The Kirkcaldy East ward continues to be an area targeted for crimes of dishonesty. There are numerous large stores including Asda, Rejects, Overton Mains Nisa and Greens, which are the subject of regular thefts by shoplifting. The retail crime unit

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work closely with their community colleagues and the individual premises to reduce criminality and increase detection rates.

In July 2021 one male was reported for 6 separate recorded thefts by shopliftings in the Kirkcaldy East area alone. This was part of a coordinated and targeted operation by Kirkcaldy retail crime and community investigation unit staff.

In March 2022 a theft by housebreaking occurred at Kirkcaldy Cabs, Millie Street, Kirkcaldy and a VW Caddy was stolen from within. Following a joint operation between Kirkcaldy and Levenmouth officers one male was identified and subsequently charged with the dishonesty offence and several linked driving offences.

6.3 Antisocial Behaviour

During the reporting period there has been an observed decrease in the amount of youths that are congregating within the areas of Gallatown Park and Ravenscraig Park. There continues to be issues at the harbour end of Dysart. Local officers are continuing our engagement and education regarding suitable areas to meet friends and how to behave in these areas, and are continuing to utilise our partners such as Clued Up to assist with this. The Community Police team have also worked collaboratively with the Scottish Fire and Rescue service in tackling anti-social behaviour at the old Fife College Priory Campus in Kirkcaldy. Of note, one youth has been charged 16 offences, including persistent misuse of the 999 system where he made a significant number of hoax callouts in relation to bogus fires.

PC's Danskin and Campbell continue to develop close links with their Elected Members and Community Groups and provide monthly reports, highlighting examples of good police work and on-going trends and issues. The officers continue to engage directly with their community with regular foot and mobile patrols in the area. Through this engagement they are able to monitor ongoing issues and add the location of any recurring hotspots or issues in relation to youth ASB to the Violence and Antisocial Behaviour Reduction Action-Plan patrol matrix.

6.4 Substance Misuse

In June 2021, a drug search warrant was enforced at Westwood Avenue, Kirkcaldy; acting on reliable intelligence which had been received. This resulted in two males and a female being reported to the Procurator Fiscal; after £19,700 of controlled drugs were found within the property.

In April, 2021, a proactive stop and search of 2 males near to Asda, Kirkcaldy revealed that between them they were in possession of a large quantity of tablets, believed to be controlled drugs to the street value of £1024.00. These tablets were recovered and the males were reported to the Procurator Fiscal for drug offences.

In October 2021, a drugs search warrant was executed at Townhead, Dysart, where there was a suspected cannabis factory. This search resulted in some 567 cannabis plants with a potential street value of £453,000 being recovered. Two Albanian nationals were reported to the Procurator Fiscal in connection with these offences.

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In February 2022, a drug search warrant was enforced at in Orkney Place, Kirkcaldy. This resulted in the recovery of cannabis plants to the value of £10,000. One male was reported to the Procurator Fiscal.

In February 2022, a proactive stop and search was conducted in the Lansbury Street area of Kirkcaldy. This resulted in a male being reported for drug offences and £430.00 of cannabis being recovered.

Officers continue to engage with their communities to build the necessary intelligence to tackle drug offences and those that deal drugs.

6.5 Road Safety

Through direct contact with members of the public and the local community groups, it was identified there was an issue with speeding in the Dysart area.

Following negative speeding comments at a community council meeting, PC's Danskin and Campbell were dedicated to pro-active 'speeding' deployments which formed part of a wider action plan dedicated to ASB. The officers also requested Fife Council complete a Road Management Survey in the areas of Normand Road and Wemyss Road. On completion of this, the survey concluded that no meaningful speeding was detected but due to on-going public concerns, speed humps were introduced onto the Normand Road stretch of the roadway. These issues will continue to be monitored by the ward officers.

PC Danskin and Campbell were involved in an action plan that was created to target parking issues in and around the area of St Marie's RC Primary School. PC Campbell liaised with elected members and Fife Council to address the issue with a longer term initiative in mind. Following this hard work, PC Campbell is delighted to announce that in January 2023, a pilot scheme shall be introduced at locus. This will be a barrier system being put into operation, preventing access to the road at school drop off and pick up times, essentially making the area, a 'no car zone' at these times. This will improve vehicle and pedestrian safety and will encourage parents and pupils to form a walking train to school along a designated route.

East Ward Community Police Officers continue to support Fife Council regarding the 'Parksafe' initiative. Since the schools re-opening and the return of pupils, PC Danskin and Campbell have made contact with all primary schools in their area. During the course of this initiative it was apparent that many of the road markings and signage outside particular schools was needing refreshed. After consultation with Fife Council, this has now been addressed at the following schools: Sinclairtown Primary School, St Marie's RC Primary School and outside Daisychain Nursery on Loughborough Road.

7.0 Working in Partnership

7.1 Partnership Working

Partnership working is an integral aspect of community policing. The management team at Kirkcaldy are committed to working with our communities, public services, local businesses, third sector partners and stakeholders to deliver local priorities.

7.2 Participation and Localism

PI Davidson, PS Howie and the local ward officers continue to build on the strong relationships within the community. The ward officers regularly attend local Tenants and Residents Associations meetings, community and charity groups/organisations, multi-agency walk through's, Community Council meetings and various youth clubs to understand the needs and views of the community.

PS Howie meets weekly, via MS Teams, with lead representatives of the Safer Communities Team so there is a continued communication platform that allows for information and intelligence to be shared. In addition, PS Howie has also continued to participate in the monthly MS Teams with Fife Council Housing Lead Officers, Fife Council Safer Communities and Scottish Fire and Rescue service. These meetings are designed to streamline information sharing and speed up the ASB process.

PI Davidson and PS Howie met with the Head Teachers of all Primary and Secondary Schools in the Kirkcaldy and Borough area's facilitated by the Education Manager Jackie Funnel. This meeting aimed to remove barrier, improve communication and engagement going forward.

Kirkcaldy Police Station have continued to support the community by proving funding to Links Town and Inverteil Tenants and Residents Associations.

7.3 Prevention

The management of licenced premises is key to ensure the prevention of crime and the safety of patrons and public alike. Local officers continue to carry out licenced premises checks ensuring collaboration and good working practices with the various premises owners and designated managers (DPM).

In addition, PC Cameron Lee has been working with the local Licencing Sergeant and various DPM's to set up the Pub Watch initiative. Pub Watch, is led by the various premises, supported by partners including the Police, and brings licensed premises together through engagement and enforcement. The increased Police presence and involvement has been well received.

During the review period local officers have continued to operate the Violence Reduction and Anti-social behaviour action plan. The action plan was introduced during the 2019/20 reporting period and was extremely successful in disrupting, deterring and detecting anti-social and violent crime. The plan covers both preventative and enforcement phases. This has now been developed to cover the following areas –

- Anti-social driving/road traffic issues.
- Management of licenced premises through pro-active visits.
- Disruption of ASB and youth disorder through patrols of 'hot-spot' areas.
- Management of violent offenders by robustly checking those on curfew bail.
- Reduction of violent crime by targeting persons wanted on warrant.

7.4 Collaboration

Collaboration during the review period was impacted by the COVID 19 pandemic, however, local officers continued to find creative ways of working with partners making best use of technology such as Microsoft teams to ensure the public received the very best service.

Collaboration with partner agencies and stakeholders to find innovative and creative means to improve crime prevention, increase public safety and tackle violent and antisocial behaviour has remained a priority in 2021 to 2022.

PC's Murray and Lee, schools liaison officers have continued to work in collaboration with Kirkcaldy, Balweirie and St Andrews High School. Supporting school staff and engaging in pupil support and education activities.

8.0 Licensed premises

8.1 The Licensing Scotland Act 2005 is underpinned by the following objectives:-

1. Preventing Crime and Disorder;
2. Securing Public Safety;
3. Preventing Public Nuisance;
4. Protecting and Improving Public Health; and
5. Protecting Children and Young Persons from Harm.

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

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

All incidents and crimes occurring within or linked to licensed premises are the subject of a licensed premises report that allows us to continually monitor the management of premises and assess whether enhanced measures aligned to RAG may be required.

During the reporting period only one licenced premises featured in the red category and was subject to increased monitoring and joint working with the PSOS licencing department. At the time of writing this report the premises remains closed following Police intervention.

Regular licenced premises checks are conducted as part of the Violence and Antisocial Behaviour Reduction Action-Plan providing a more robust management of all off-sale premises in the Ward area. This is particularly important during the weekend and periods of night-time economy.

9.0 Policing in Central Fife

The policing structure in Kirkcaldy places a strong focus on response and community policing assisted by various specialist divisions both locally and nationally.

Central Fife encompassing Glenrothes and Kirkcaldy is led by our Local Area Commander Chief Inspector Tom Brown. He was supported by Inspector Gordon Anderson until his retirement.

Inspector Anderson retired in January 2022 and was replaced with Inspector Scott Davidson in the role of Community Inspector. Sergeant Kevin Davidson moved into a temporary Inspector's role and was replaced with Sergeant Judson Howie in June 2021 in the role of Community Sergeant.

Although there have been staff changes within the Kirkcaldy area, the community team is largely unaltered, ensuring experienced officers, with exceptional knowledge and ties to the community we serve remained in post.

At the time of compiling this report the Community Ward Officers currently are:

- Ward 9 - Constable Trevor Farley and Constable Stuart Kinnes.
- Ward 10 - Constable Yasmin Vettrino and Constable Aidan Thomas.
- Ward 11 - Constable Angela Dillon and Constable Stuart Horne.
- Ward 12 - Constable Richard Danskin and Constable Cameron Lee.
- School Liaison – Constable Karly Campbell.

10. Recommendation

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

List of Appendices.

None.

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22 November 2022

Agenda Item No. 8

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: Kirkcaldy area (Wards 9, 10, 11 and 12)

Purpose

The purpose of this report is to provide members with an update on the operational activity of the Safer Communities Team within the Kirkcaldy 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

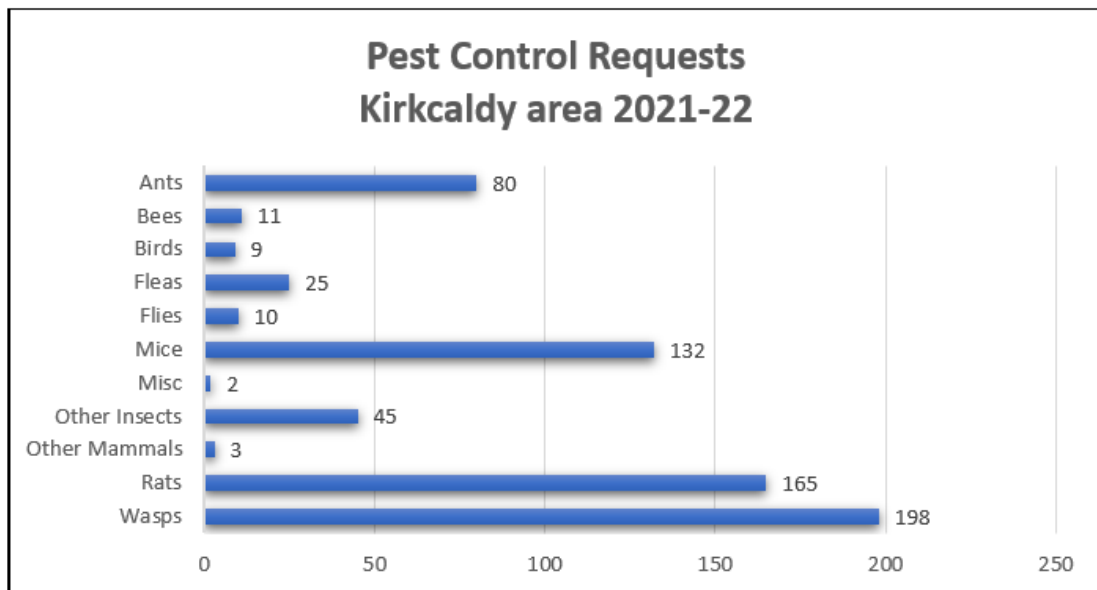
- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within this committee area during the financial year 2021-22.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should 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 125 referrals during 2021-22. This was a fairly substantial increase on the number received in the previous year (48 referrals). This increase is likely due to the easing of restrictions, enabling referral agencies to visit people within their homes. All clients were contacted and offered either a visit or a telephone contact. The majority of referrals (99%) related to requests for tailored **home safety advice** specifically for families with 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 (124 compared with 62). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.
- 2.4. Of the 73 referrals to **Fife Community Safety Support Service (FCSSS)**, 46 resulted in the provision of emotional or practical support whilst the

remaining 27 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 613 antisocial behaviour cases in the Kirkcaldy area, compared to 541 in the previous year.
- 2.8. Our **Pest Control** officers responded to 680 requests for service during 2021-22, compared to 381 in the previous year (during the first year of the pandemic the pest control service was restricted to council tenancies). The number and type of pests dealt with are depicted in the following chart:



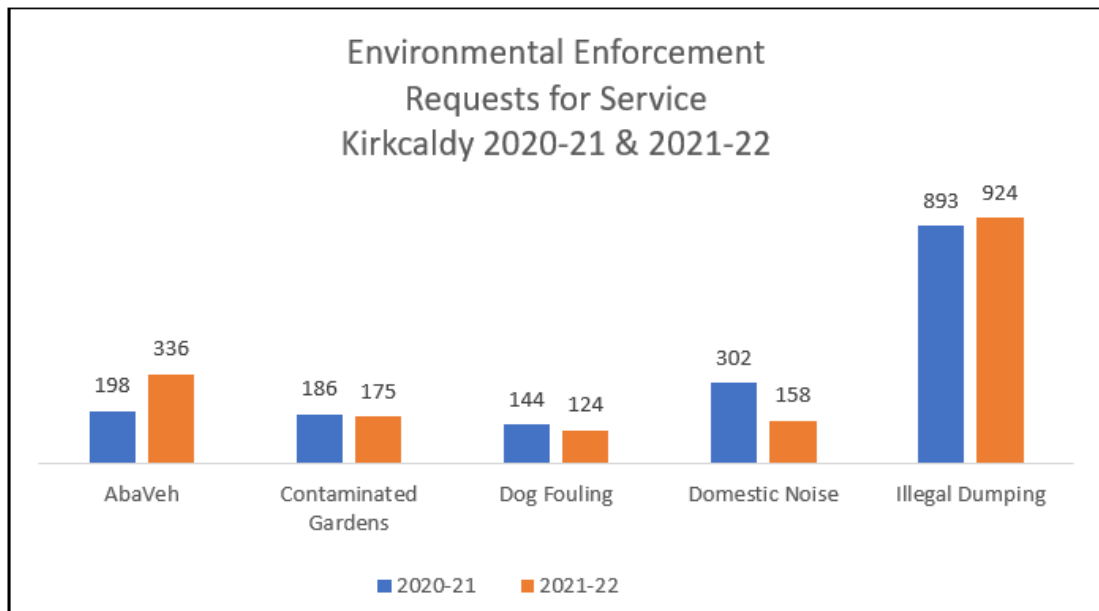
- 2.9. Twenty six **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (16). Twenty one dogs were microchipped, but only five of these reflected the correct details of their owners. Twenty three dogs were subsequently claimed/returned to their owner and the remaining three 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 it's delivery during 2021-22.
- 2.12. Our **Youth Justice Officers** received 23 referrals from the Youth Offender Management Group (YOMG) during 2021-22. Information received from Police Scotland provides that, Fifewide, 70% of the young people we worked with did not go on to re-offend during the course of 2021-22. Appendix 6 provides further information about our YJO activities over this period.

3.0 Place Focussed Activity

- 3.1 In terms of **environmental enforcement** issues, 1717 requests for service were received for this area during 2021-22, a slight decrease from the previous year (1723 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 2984 **patrols** in this area over the reporting period, a decrease from the previous year (3212 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**.

4.3 The 'Don't Rubbish Fife' campaign designed to tackle illegal dumping, which is a serious problem for Fife was launched in Kirkcaldy on 28 February 2022.

Launching initially in the Templehall area, the pilot kicked off the Council's drive to tackle environmental vandalism. Appendix 8 shows before and after photographs.

The pilot was successful due to partnership working and involvement from various Council Services as detailed below:

- Illegal dumping and litter was removed from the back of the shops and the old Fairisle Clinic by both Street Cleansing and Community Payback.
- Mechanical sweepers and street cleansing operatives cleaned the road channels and litterpicked areas.
- CIRECO installed new bins and signs at the recycling point.
- Safer Communities Officers increased patrols and issued several fixed penalties for people caught illegally dumping waste.
- Safer Communities Team have installed CCTV at the recycling point to deter people from illegally dumping.
- Community Payback removed graffiti and painted the back of the shops that were affected.
- Hedges were cut back by grounds maintenance.
- Environmental Health Duty of Care team visited all of the shops reminding them that they are responsible for ensuring their waste is disposed of correctly and to keep the areas around their shops clean.
- The old lock-up site in Cairnwell Place was demolished. Housing colleagues took this project forward with assistance from Transportation and their contractors.
- The Communication Team ran a campaign via social media, sky tv and radio, they also arranged for signage on council vehicles

4.4 During the week commencing 7th March 2022, we ran our "Just Bin It" Twilight patrols where Safer Communities Officers spent dedicated time in the early morning, afternoon and early evening patrolling and monitoring the promenade in Kirkcaldy.

- Special reflective signage was installed along the length of the promenade
- 12 Safer Communities Officers from around the team patrolled, monitored and engaged with dog walkers.
- Our Project Officers advertised the Twilight patrols on social media which reached over 19,000 people, helping raise awareness about dog fouling while encouraging people to "Just Bin It". The post also saw some great engagement

from members of the public along with some requests for help with dog fouling issues.

- During patrols Officers advised they had received very positive feedback from members of the public and dog walkers along with comments on how clean the prom was looking and how happy they were to see us.
- No Fixed Penalty Notices were issued over the course of the week and all dog owners were witnessed responsibly picking up after their pets.

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
Appendix 8 – Before & after photographs of the Templehall Pilot

Report contact:

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Fife Cares Service

Example of feedback from referring agencies

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

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

Fife Community Safety Support Service (FCSSS)
Examples of customer feedback.

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

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

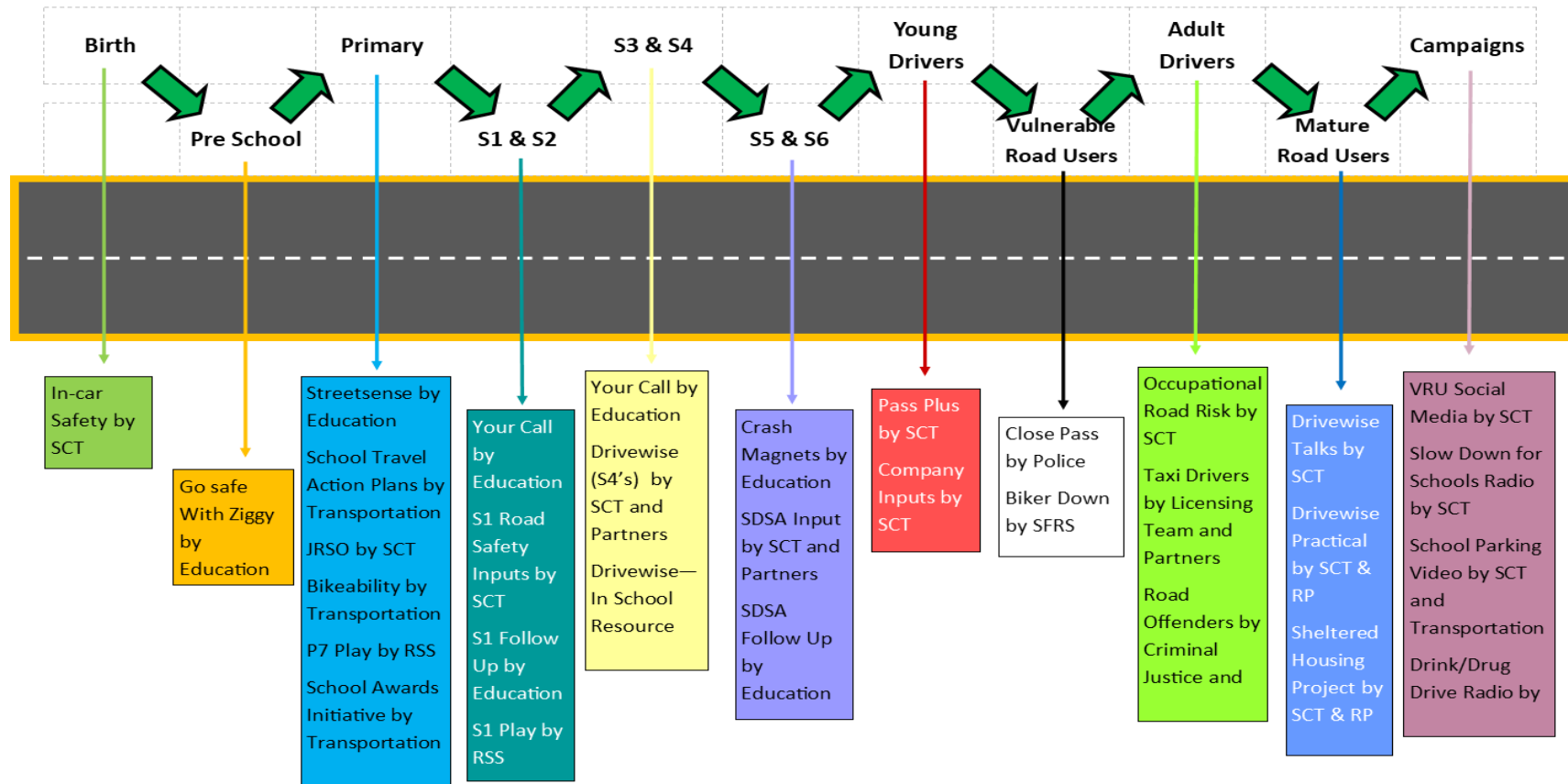
What did FCSSS do well?

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

What could FCSSS do better?

- *(No responses).*

Road Safety Timeline



Timeline is showing what programme each age group currently receives and who delivers it. However, Go safe With Ziggy, Streetsense, Your Call and Crash Magnets are all available to be delivered by education but we have no evidence that they are being delivered.

Road Safety Initiatives

Pre-school

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

Secondary School

S1 inputs - 16 inputs were delivered to S1 pupils in Kirkcaldy.

Safe Drive Stay Alive (SDSA) – seven 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

Older Drivers inputs are designed to provide some advice and information to older drivers and to support them to continue to drive safely for as long as possible. During 2021-22 we held inputs in Kirkcaldy (78 attendees in total).

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

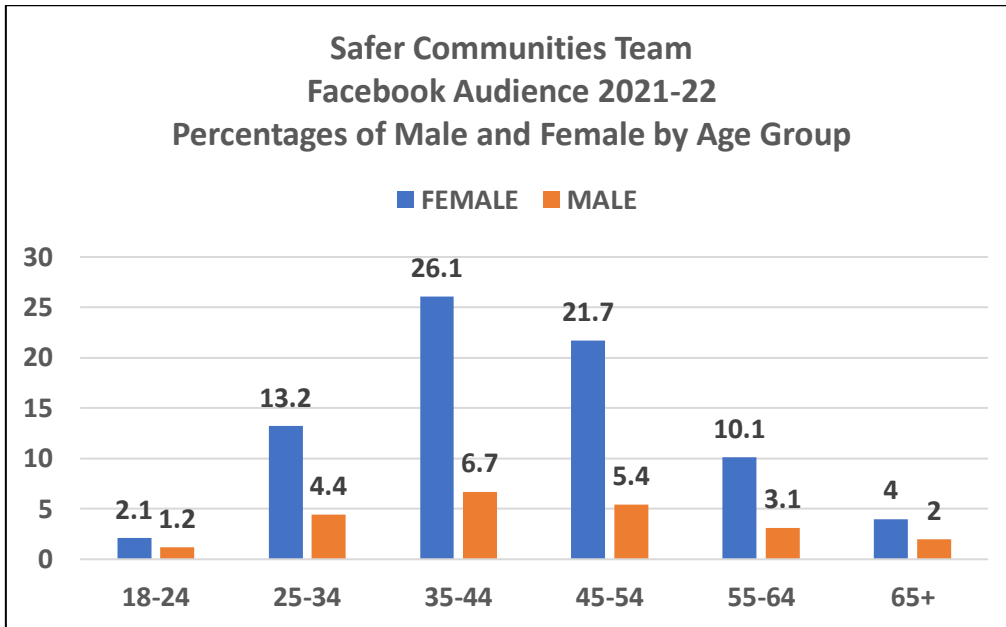
Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

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

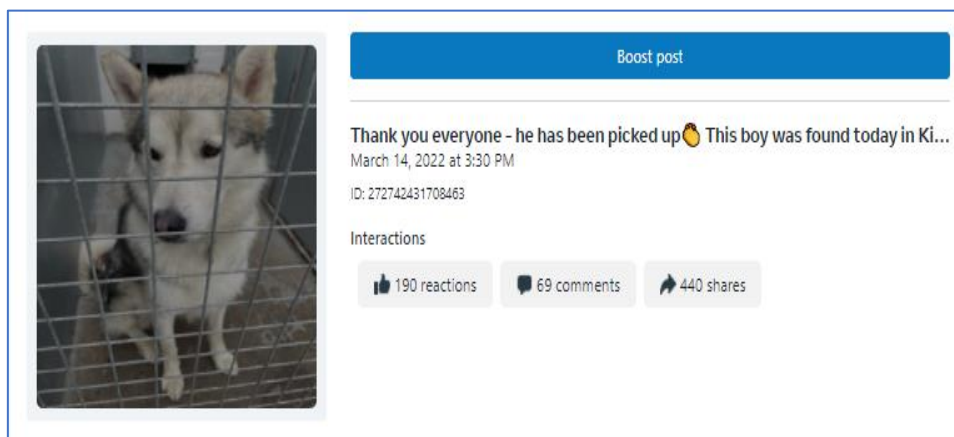
- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
 - Consent and dangers of pornography
 - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice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

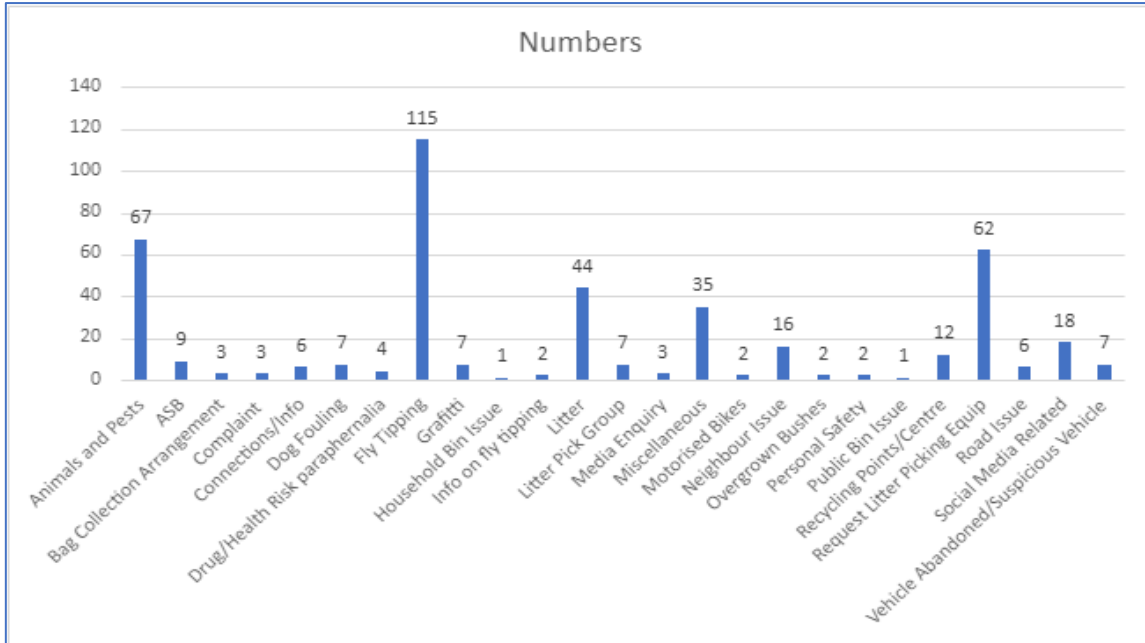
- During 2021-22, our Facebook audience was comprised mainly of women.



- 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:



Rear of Fairisle Clinic



Rear of Coop



Graffiti Removal



Cairnwell Place Lock Up demolition



22 November 2022

Agenda Item No. 9

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: 9,10,11 & 12

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; and
- 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 in other areas of Fife are slowly increasing the amount of land being turned over to alternative grassland management as their appreciation of the biodiversity benefits grows. The Service would be happy to develop opportunities in the Kirkcaldy area should the community express that desire.
- 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 Kirkcaldy area and the Service has reacted to local issues as they have emerged.
- 1.6 The Service contributed to the recent 'Growing Kirkcaldy' success in winning a Beautiful Scotland Gold Award. This was an excellent example of Council Services working in partnership with community groups and volunteers. The achievement and recognition focussed on the Memorial Gardens and Town House areas of Kirkcaldy which were presented at their best throughout the summer months.
- 1.7 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 Kirkcaldy area 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.

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.

Appendices:

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

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Appendix 1 - Service Resources for Kirkcaldy Area

Grounds Maintenance

| | |
|------------------|----------------------|
| Operatives | 32 |
| Area Officers | 2 |
| Seasonal Workers | 15 |
| Depots | Bankhead / Dunnikier |
| Large Vans | 8 |
| Small Vans | 3 |
| Pick Up truck | 2 |
| Tractors | 3 |
| Ride-on Mowers | 6 |
| Gang Mowers | 2 |

Domestic Waste

| | |
|----------------------------|-----------|
| Operatives | 30 |
| Supervisors | 2 |
| Operations Officer | 1 |
| Seasonal Workers | 6 |
| Depots | Bankhead |
| Small Vans | 1 |
| Refuse Collection Vehicles | 6 |
| Bins Emptied Annually | 2,265,200 |

Street Cleansing

| | |
|-----------------------------|-----------|
| Operatives | 26 |
| Area Officers / Supervisors | 2 |
| Depots | Dunnikier |
| Small Vans | 1 |
| Pick Up truck | 6 |
| Bothies | 6 |
| Mechanical Sweepers | 3 |

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, fly tipping 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 |

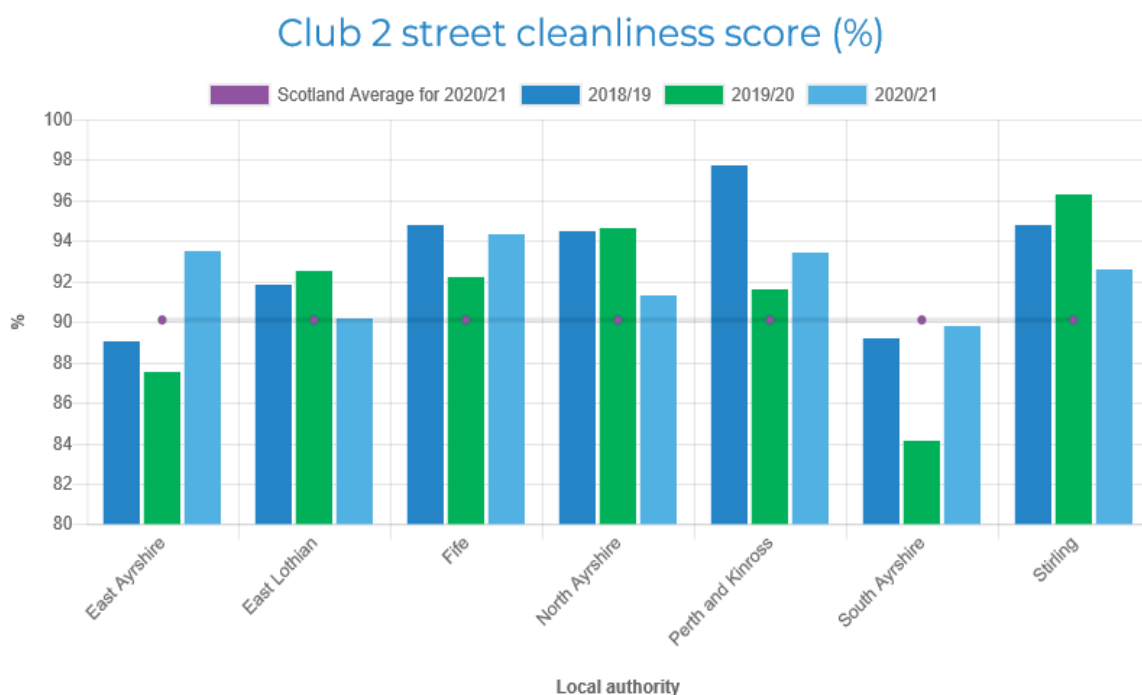
Street Cleanliness and Litter-Related Results

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 31 st October | Inspection Regime – Winter 1 st November – 31 st 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 5 – Summary of Grounds Maintenance Areas – Kirkcaldy Area

| Landscape Type | Area (m²) | Area (ha) |
|-----------------------|-----------------------------|------------------|
| Bankings | 22,887 | 2.29 |
| Bulbs | 2,078 | 0.21 |
| Carpet Bedding | 15 | 0.00 |
| Football Pitch | 89,475 | 8.95 |
| General Open Space | 1,313,782 | 131.38 |
| Grass Management | 244,318 | 24.43 |
| Grass Open Space | 988,822 | 98.88 |
| Hard Standings | 245,520 | 24.55 |
| Herbaceous Beds | 1,522 | 0.15 |
| Right of Way | 5,725 | 0.57 |
| Rose Bed | 653 | 0.07 |
| Rough Cut Areas | 44,327 | 4.43 |
| Shrub Bed | 148,086 | 14.81 |
| Summer Bedding | 1,033 | 0.10 |
| Hedges | 31,273 | 3.13 |
| <hr/> | | |
| Total | 3,139,516 | 313.95 |

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

22 November 2022
Agenda Item No: 10

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Kirkcaldy Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Kirkcaldy area for the period 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 EqIA has not been completed and is not necessary for the following reasons:
It is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

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

2.0 Area Complaints

Volume & responsiveness – Kirkcaldy Area

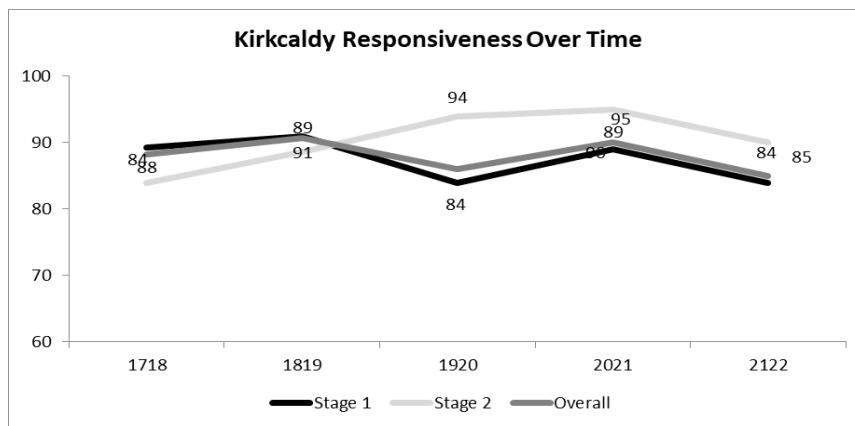
| Stage | Total No. of complaints closed | No. closed in target timescales | % closed in target timescales |
|-------------------|--------------------------------|---------------------------------|-------------------------------|
| | 264 | 224 | 85 (90 20-21) |
| Stage 1 (5 days) | 233 (88%) | 196 | 84 (89 20-21) |
| Stage 2 (20 days) | 31 (12%) | 28 | 90 (95 20-21) |

- 269 complaints were received relating to the Kirkcaldy area in 20/21 of which 264 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.
- In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Overall responsiveness has decreased over last year where the percentage of all complaints closed in target timescales has fallen from 90% yet remains above the Council average. Similarly stage 1 and stage 2 decreased from 89% and 95% respectively. The average time to close all complaints has however improved from 6.1 working days to 5.2 better than the Council average of 5.9 working days.

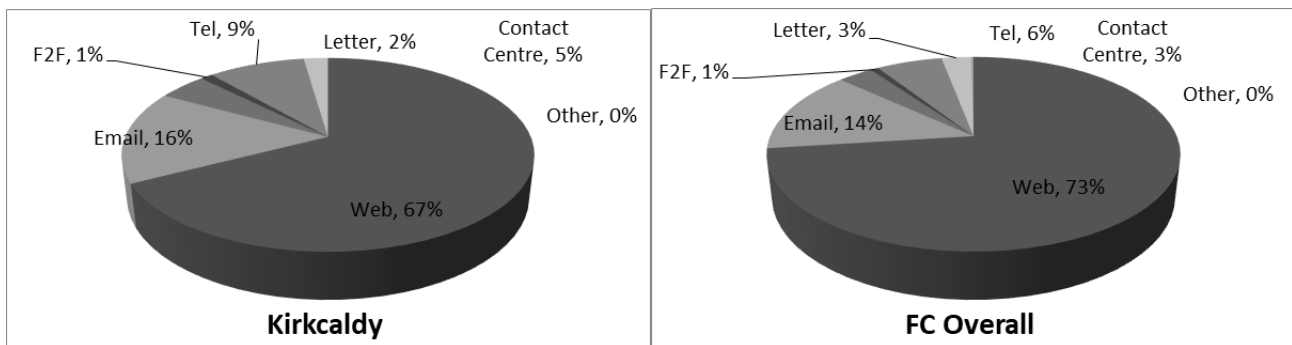
Volume & responsiveness - Fife Council overall

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

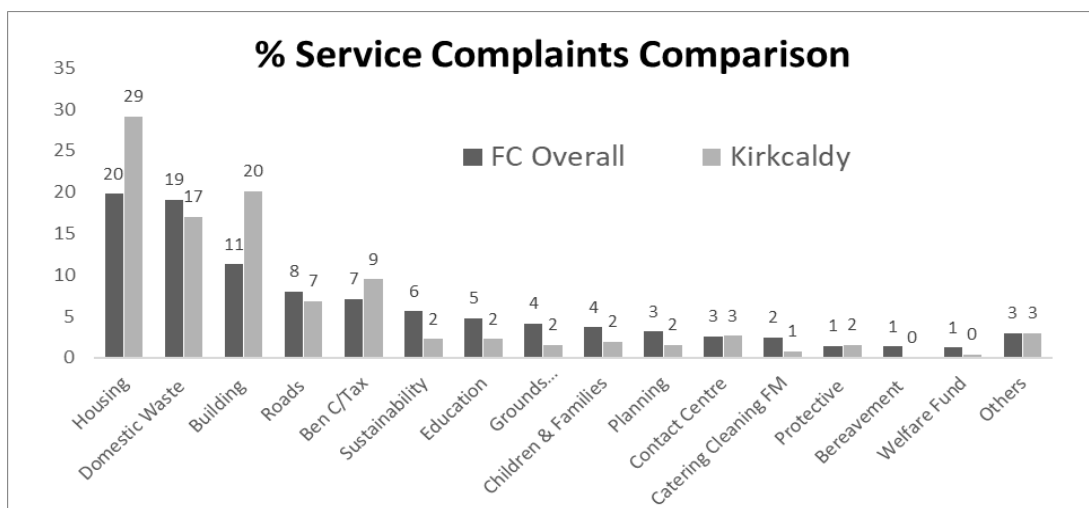
2.1 Last year's spike in responsiveness was generally due to the increased missed bin complaints answered quickly. This Committee area is typically around or above the Council average in terms of responsiveness.



2.2 The contact channel used for complaints can be seen in the following graph. There has been a decrease in the use of the web (83% in 20/21) for the Committee area, clearly this decrease is representative of a return to normal business post pandemic.



Reason for complaint (upheld and not upheld)



2.3 Differences of note include that there are proportionally more complaints concerning Housing (as per previous years) and Building Services where the largest category for Housing complaints were unsatisfactory responses to requests and enquiries and failures to attend at time agreed or advised for Building Services.

2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Note that from the complaint cases that ran over timescale 43% (17 from 40) were in an agreed (just not target) timescale as extensions are valid within the procedure. Meaning 91% of all complaints were responded to in a procedurally valid timescale.

| | Vol Stage 1 | % Stage 1 In Time | Vol Stage 2 | % Stage 2 In Time | Vol | % All In Time |
|--------------------|--------------------|--------------------------|--------------------|--------------------------|------------|----------------------|
| Financial Services | 1 | 0% | 0 | 0% | 1 | 0% |
| Children Families | 4 | 75% | 1 | 0% | 5 | 60% |
| Roads | 17 | 65% | 1 | 100% | 18 | 67% |
| Sustainability | 6 | 67% | 0 | 0% | 6 | 67% |
| Planning | 3 | 67% | 1 | 100% | 4 | 75% |
| Building | 51 | 80% | 12 | 50% | 53 | 79% |
| Housing | 64 | 81% | 13 | 92% | 77 | 83% |
| Contact Centre | 6 | 83% | 1 | 100% | 7 | 86% |
| Domestic Waste | 44 | 95% | 1 | 100% | 45 | 96% |
| Ben C/Tax | 24 | 96% | 1 | 100% | 25 | 96% |
| Catering FM | 2 | 100% | 0 | 0% | 2 | 100% |
| CLD | 1 | 100% | 0 | 0% | 1 | 100% |
| Customer Service | 2 | 100% | 0 | 0% | 2 | 100% |
| Criminal Justice | 1 | 100% | 0 | 0% | 1 | 100% |
| Education | 1 | 100% | 5 | 100% | 6 | 100% |
| Grounds | 3 | 100% | 1 | 100% | 4 | 100% |
| Local Office | 2 | 100% | 0 | 0% | 2 | 100% |
| Protective | 0 | 0% | 4 | 100% | 4 | 100% |
| Welfare Fund | 1 | 100% | 0 | 0% | 1 | 100% |
| Total | 233 | 84% | 41 | 90% | 264 | 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 |
|-------------------|---|----------------|----------------|----------------|----------------|----------------|
| Building Services | Anything else that doesn't fit above categories | 1 | 0 | 0 | 2 | 0 |
| | Card left when tenant in property | 1 | 1 | 0 | 3 | 0 |
| | Council vehicle - driving behaviour/standards | 2 | 3 | 1 | 2 | 0 |
| | Council vehicle - parking | 1 | 2 | 0 | 1 | 0 |
| | Delay in start / completion of work | 5 | 1 | 3 | 2 | 1 |
| | Failure to attend at time advised / agreed | 4 | 4 | 6 | 3 | 8 |
| | Failure to fix first time | 1 | 4 | 7 | 5 | 7 |
| | Failure to meet timescales for job | 1 | 3 | 2 | 1 | 2 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 1 | 0 | 5 | 2 | 2 |
| | Health & safety / dangerous occurrence | 2 | 1 | 0 | 3 | 3 |
| | Inappropriate staff attitude / behaviour | 13 | 10 | 5 | 4 | 8 |
| | Inconsiderate / inappropriate use of council vehicle | 0 | 0 | 1 | 0 | 0 |
| | Noise levels from work activities | 1 | 1 | 0 | 2 | 1 |
| | Poor communications - advance notice of work not given | 0 | 1 | 1 | 0 | 1 |
| | Poor communications - internal breakdown Building Services | 1 | 2 | 2 | 0 | 1 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|--|--|-----------|-----------|-----------|-----------|-----------|
| | Poor communications - internal breakdown with other council areas | 2 | 2 | 0 | 1 | 0 |
| | Poor communications - poor regarding work being/to be undertaken | 0 | 4 | 7 | 4 | 5 |
| | Standard of workmanship - damage | 5 | 3 | 8 | 2 | 5 |
| | Standard of workmanship - mess | 6 | 8 | 5 | 1 | 1 |
| | Standard of workmanship - tenant unhappy with work | 8 | 4 | 8 | 1 | 6 |
| | Unplanned additional work required following repair/installation | 0 | 0 | 0 | 0 | 0 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 2 | 0 | 1 | 2 |
| | Total | 55 | 56 | 61 | 40 | 53 |
| Catering Cleaning & Facilities Management | Car parking | 0 | 1 | 0 | 0 | 0 |
| | Facilities available in Canteen | 0 | 0 | 1 | 0 | 0 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 0 | 1 | 0 |
| | Inappropriate staff attitude / behaviour | 2 | 1 | 1 | 0 | 2 |
| | Meal options | 1 | 0 | 1 | 1 | 0 |
| | Quality of the Service provided | 0 | 0 | 0 | 0 | 0 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|----------------|--|----------|----------|----------|----------|----------|
| | Standard / condition of council buildings includes toilets | 1 | 0 | 0 | 0 | 0 |
| | Standard of service cleanliness, damage etc. | 1 | 2 | 1 | 0 | 0 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 1 | 0 | 0 |
| | Total | 5 | 4 | 5 | 2 | 2 |
| | Anything that doesn't fit within other categories. | 0 | 0 | 0 | 1 | 0 |
| Contact Centre | Disagree with Council policy | 0 | 0 | 0 | 1 | 0 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 1 | 1 | 0 | 3 | 0 |
| | Inappropriate staff attitude / behaviour | 6 | 4 | 4 | 3 | 3 |
| | Incorrect information given | 0 | 3 | 0 | 0 | 0 |
| | Lack of information | 1 | 1 | 0 | 0 | 0 |
| | Poor communications including lack of notice, consultation & engagement | 0 | 3 | 0 | 0 | 0 |
| | Time taken to answer call | 2 | 25 | 5 | 0 | 1 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 2 | 2 | 3 |
| | Wrong information given | 1 | 0 | 0 | 0 | 0 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|--|--|-----------|-----------|-----------|-----------|----------|
| | Total | 16 | 41 | 16 | 12 | 7 |
| Children & Families | Anything that doesn't fit within other categories. | 1 | 0 | 1 | 0 | 0 |
| | Delays in completion of assessment - Child or Young Person | 0 | 1 | 1 | 0 | 0 |
| | Delays in completion of assessment - Parent/Carer | 1 | 0 | 5 | 1 | 0 |
| | Dissatisfaction with assessment outcome | 1 | 0 | 0 | 0 | 0 |
| | Dissatisfaction with assessment outcome - Child or Young Person | 2 | 0 | 0 | 0 | 1 |
| | Dissatisfaction with assessment outcome - Parent/Carer | 0 | 1 | 0 | 2 | 1 |
| | Dissatisfaction with policy / current delivery arrangements | 0 | 0 | 2 | 0 | 0 |
| | Dissatisfaction with policy / current delivery arrangements - Parent/Carer | 1 | 0 | 0 | 0 | 0 |
| | Inappropriate staff attitude / behaviour | 3 | 3 | 3 | 3 | 2 |
| | Poor communications including lack of notice, consultation & engagement | 4 | 1 | 0 | 1 | 0 |
| | Unacceptable standard of care / support families | 0 | 0 | 0 | 0 | 0 |
| | Unacceptable standard of care looked-after children | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 1 | 0 | 0 | 2 | 1 | |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|--|---|-----------|----------|-----------|----------|----------|
| | Total | 14 | 6 | 12 | 9 | 5 |
| Education | Access to facility | 1 | 0 | 0 | 0 | 0 |
| | Accidents Injuries e.g., physical education fights etc | 2 | 3 | 0 | 0 | 0 |
| | Anything that doesn't fit within other categories. | 7 | 1 | 2 | 9 | 0 |
| | Bullying by Pupil | 2 | 2 | 1 | 0 | 2 |
| | Bullying by Staff | 0 | 0 | 0 | 1 | 0 |
| | Discrimination race gender religion etc. | 0 | 0 | 0 | 0 | 0 |
| | Dissatisfaction with policy current arrangements | 11 | 5 | 7 | 5 | 2 |
| | Failure to respond to previous complaint / request for service enquiry / reported fault | 0 | 0 | 0 | 0 | 0 |
| | Inappropriate staff attitude behaviour | 3 | 2 | 4 | 3 | 0 |
| | Overgrown dangerous overhanging trees bushes | 0 | 1 | 1 | 0 | 0 |
| | Placement request decisions | 0 | 0 | 0 | 3 | 0 |
| | Poor communications including lack of notice consultation engagement | 1 | 0 | 7 | 2 | 2 |
| | Standard of supervision | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory response to previous complaint / request for service enquiry / reported fault | 1 | 0 | 0 | 0 | 0 | |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---|---|-----------|-----------|-----------|-----------|----------|
| | Vandalism graffiti | 0 | 0 | 0 | 0 | 0 |
| | Total | 28 | 14 | 22 | 23 | 6 |
| Domestic Waste | Anything that doesn't fit within other categories. | 1 | 1 | 2 | 6 | 0 |
| | Bin not returned properly / bin is missing | 2 | 3 | 0 | 2 | 0 |
| | Bulky not collected / only part collected | 1 | 1 | 5 | 13 | 3 |
| | Collection has left spilt waste in street / at property | 0 | 2 | 1 | 4 | 1 |
| | Customer turned away / refused entry | 0 | 3 | 2 | 3 | 0 |
| | Damage to vehicles / property during bin collection | 2 | 2 | 0 | 3 | 1 |
| | Dissatisfaction with location of recycling point | 0 | 0 | 0 | 0 | 0 |
| | Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc | 5 | 6 | 3 | 15 | 5 |
| | Dissatisfaction with policy / organisational arrangements including charging policy | 1 | 0 | 1 | 1 | 3 |
| | Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc | 3 | 6 | 2 | 7 | 0 |
| | Dissatisfaction with standard of street cleanliness | 0 | 0 | 0 | 4 | 0 |
| | Dissatisfaction with Take Out & Return TOR service | 9 | 5 | 5 | 19 | 5 |
| Dog waste bin broken / missing / not replaced / not emptied | 0 | 0 | 0 | 2 | 0 | |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------|--|-----------|-----------|-----------|------------|-----------|
| | Failure to collect / empty bin | 26 | 22 | 22 | 56 | 20 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 0 | 1 | 1 | 3 | 3 |
| | Inappropriate staff attitude / behaviour | 5 | 3 | 5 | 9 | 3 |
| | Inconsiderate / inappropriate use of council vehicle | 1 | 1 | 0 | 1 | 0 |
| | Poor communications including lack of notice, consultation & engagement | 0 | 1 | 1 | 1 | 0 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 1 | 1 | 0 | 1 |
| | Total | 56 | 58 | 51 | 149 | 45 |
| Housing | Anything that doesn't fit within other categories. | 4 | 0 | 3 | 1 | 1 |
| | Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded | 0 | 0 | 1 | 2 | 0 |
| | Assessment of FHR - Dissatisfaction with information/advice given | 0 | 0 | 0 | 1 | 1 |
| | Assessment of FHR - Dissatisfaction with time taken | 0 | 0 | 0 | 0 | 2 |
| | Debt management arrangements | 2 | 0 | 1 | 0 | 0 |
| | Delays in start / completion | 7 | 5 | 4 | 3 | 4 |
| | Discrimination race, gender, religion etc | 2 | 0 | 0 | 0 | 0 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------|--|---------|---------|---------|---------|---------|
| | Dispute with neighbours | 4 | 4 | 6 | 5 | 8 |
| | Disputed service charges | 0 | 0 | 0 | 1 | 0 |
| | Dissatisfaction with policy / current arrangements | 16 | 12 | 13 | 9 | 2 |
| | Dissatisfaction with policy / current arrangements including allocations criteria | 12 | 7 | 1 | 5 | 2 |
| | Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria | 8 | 9 | 10 | 8 | 8 |
| | Dissatisfaction with tenancy support policy or current delivery arrangements | 0 | 1 | 0 | 0 | 0 |
| | Drugs | 0 | 0 | 0 | 1 | 0 |
| | Escalated to stage 2 based on procedure timescale | 0 | 0 | 0 | 0 | 1 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 4 | 14 | 10 | 12 | 7 |
| | Fencing | 0 | 1 | 1 | 1 | 3 |
| | FHR process – Dissatisfied as process not meeting applicants needs | 0 | 2 | 1 | 1 | 1 |
| | Garden maintenance service | 1 | 0 | 0 | 1 | 0 |
| | Inappropriate staff attitude / behaviour | 6 | 7 | 8 | 11 | 1 |
| | Internal communal areas include cleanliness, lighting etc | 4 | 2 | 0 | 4 | 1 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------|--|---------|---------|---------|---------|---------|
| | Maintenance of garages / lockups | 0 | 0 | 0 | 2 | 0 |
| | Management of communal Areas includes grass cutting, overgrown trees & bushes | 4 | 1 | 3 | 1 | 0 |
| | Missed from programme | 0 | 0 | 0 | 0 | 0 |
| | Mutual repairs | 3 | 2 | 2 | 3 | 1 |
| | Noise | 2 | 1 | 0 | 3 | 2 |
| | Pets & animals | 0 | 0 | 2 | 0 | 2 |
| | Pest control issues | 0 | 0 | 0 | 0 | 2 |
| | Poor communications including lack of notice, consultation & engagement | 16 | 22 | 15 | 14 | 2 |
| | Poor condition / standard of housing | 5 | 3 | 4 | 4 | 5 |
| | Poor standard/condition of property at start of tenancy | 1 | 1 | 2 | 1 | 0 |
| | Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc | 4 | 8 | 3 | 2 | 1 |
| | Redecoration allowance | 0 | 0 | 0 | 0 | 1 |
| | Rent Discrepancies includes delays in refund of credits | 1 | 1 | 0 | 0 | 0 |
| | Risk management | 0 | 0 | 1 | 0 | 0 |
| | Rubbish | 4 | 5 | 5 | 10 | 4 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|--|--|------------|------------|------------|------------|-----------|
| | Snagging issues | 3 | 4 | 3 | 0 | 0 |
| | Staff behaviour | 0 | 1 | 0 | 0 | 0 |
| | Transfers includes mutual exchanges | 1 | 0 | 0 | 4 | 0 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 5 | 12 | 8 | 6 | 11 |
| | Waiting Times | 3 | 2 | 3 | 1 | 2 |
| | Total | 117 | 120 | 101 | 110 | 77 |
| Grounds Maintenance | Anything that doesn't fit within other categories. | 0 | 2 | 1 | 0 | 0 |
| | Damage to private property | 0 | 0 | 0 | 1 | 1 |
| | Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc | 0 | 0 | 1 | 0 | 0 |
| | Dissatisfaction with standard of street cleanliness | 0 | 1 | 0 | 0 | 0 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 0 | 0 | 2 |
| | Grass cutting | 5 | 1 | 1 | 3 | 0 |
| | Grounds maintenance Policy | 0 | 1 | 0 | 1 | 0 |
| | Inappropriate staff attitude / behaviour | 0 | 1 | 3 | 0 | 0 |
| Inconsiderate / inappropriate use of council vehicle | 1 | 0 | 0 | 1 | 0 | |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|----------|--|----------|----------|----------|-----------|----------|
| | Overhanging / damaged trees & shrubs | 1 | 1 | 2 | 0 | 0 |
| | Poor communications including lack of notice, consultation & engagement | 0 | 0 | 0 | 1 | 0 |
| | Quality of footpath | 0 | 0 | 1 | 1 | 0 |
| | Quality of park area | 0 | 0 | 0 | 1 | 0 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 1 | 0 | 0 | 0 | 0 |
| | Untidy / Overgrown vegetation | 0 | 1 | 0 | 2 | 1 |
| | Total | 8 | 8 | 9 | 11 | 4 |
| Planning | Anything that doesn't fit within other categories. | 0 | 0 | 0 | 1 | 2 |
| | Delays in decisions / non-compliance with timescales | 0 | 0 | 0 | 1 | 0 |
| | Dissatisfaction with policy / delivery arrangements | 0 | 1 | 0 | 1 | 2 |
| | Failure to follow process | 0 | 0 | 0 | 1 | 0 |
| | Failure to respond | 0 | 0 | 1 | 0 | 0 |
| | Inadequate consideration of objections | 4 | 3 | 0 | 0 | 0 |
| | Poor communications including lack of notice, consultation & engagement | 0 | 0 | 0 | 0 | 0 |
| | Poor quality of assessment | 0 | 0 | 1 | 0 | 0 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------------------|--|----------|----------|----------|----------|----------|
| | Total | 4 | 4 | 2 | 4 | 4 |
| Protective Services | Anything that doesn't fit within other categories. | 0 | 1 | 1 | 0 | 0 |
| | Inappropriate staff attitude / behaviour | 1 | 0 | 0 | 0 | 2 |
| | Poor communications including lack of notice, consultation & engagement | 0 | 0 | 1 | 2 | 1 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 1 | 0 | 2 | 1 |
| | Total | 1 | 2 | 2 | 4 | 4 |
| Benefits & C/Tax | Admin Error | 3 | 6 | 2 | 4 | 2 |
| | Anything that doesn't fit within other categories. | 2 | 0 | 0 | 1 | 0 |
| | Availability of advisor | 0 | 1 | 0 | 0 | 0 |
| | Data protection | 0 | 0 | 0 | 0 | 1 |
| | Disagree with legislation | 1 | 0 | 3 | 0 | 2 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 0 | 1 | 0 | 0 | 0 |
| | Inappropriate staff attitude / behaviour | 3 | 0 | 0 | 0 | 2 |
| | Lack of / incorrect information | 5 | 9 | 1 | 4 | 6 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|------------------------|--|---------|-----------|-----------|-----------|-----------|
| | Poor communications including lack of notice, consultation & engagement | 2 | 1 | 0 | 3 | 1 |
| | Procedures / policy | 5 | 6 | 8 | 8 | 4 |
| | System failure | 0 | 2 | 0 | 0 | 1 |
| | Time taken to process enquiry | 0 | 2 | 0 | 7 | 6 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 1 | 0 | 0 |
| | Total | | 21 | 28 | 15 | 27 |
| Roads & Transportation | Anything that doesn't fit within other categories. | 0 | 0 | 2 | 5 | 0 |
| | Application process such as timescale/proofs/photographs/Mobility Assessment | 0 | 0 | 1 | 0 | 2 |
| | Damage to vehicles / property | 0 | 0 | 0 | 1 | |
| | Dissatisfaction with car parking provision / charging policy | 0 | 0 | 1 | 1 | 1 |
| | Dissatisfaction with emergency response to flooding | 0 | 0 | 1 | 0 | |
| | Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc | 0 | 0 | 2 | 2 | |
| | Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc | 0 | 0 | 0 | 1 | |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------|--|---------|---------|---------|---------|---------|
| | Dissatisfaction with management rules and level of harbour charges etc. | 0 | 0 | 0 | 1 | 1 |
| | Dissatisfaction with service provided | 0 | 0 | 0 | 0 | 1 |
| | Failure to respond to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 0 | 1 | 0 |
| | Inadequate notification or consultation about installation of new street lighting | 0 | 0 | 1 | 0 | 0 |
| | Inadequate notification of road and footpath works including road closures | 0 | 0 | 0 | 0 | 1 |
| | Inappropriate staff attitude / behaviour | 0 | 0 | 0 | 1 | |
| | Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc | 0 | 0 | 1 | 1 | |
| | Insufficient number of grit bins provided | 0 | 0 | 0 | 1 | |
| | Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc | 0 | 0 | 1 | 4 | |
| | Localised flooding due to damaged drains / water mains | 0 | 0 | 0 | 1 | |
| | Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing | 0 | 0 | 0 | 2 | 1 |
| | Opposition to traffic calming measures including humps, build-outs and 20mph zones | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 1 |
| | Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles | 0 | 0 | 0 | 1 | 0 |
| | Poor standard of road repairs / maintenance work including incomplete work | 0 | 0 | 2 | 0 | 2 |
| | Potholes / poor condition of road surface | 0 | 0 | 2 | 6 | 4 |
| | Street light repairs | 0 | 0 | 1 | 1 | 0 |
| | Traffic signals / controlled crossing not working correctly | 0 | 0 | 0 | 0 | 1 |
| | Use / provision of disabled parking including on-street and off-street disabled parking bays | 0 | 0 | 0 | 0 | 1 |
| | Unsatisfactory response to previous complaint / request for service / enquiry / reported fault | 0 | 0 | 0 | 1 | 0 |
| | Vehicular access to pedestrianised areas | 0 | 0 | 0 | 0 | 1 |
| | Total | 16 | 21 | 15 | 31 | 18 |
| Sustainability | Anything that doesn't fit within other categories. | 2 | 0 | 0 | 0 | 0 |
| | Dissatisfaction with policy / current organisational arrangements including opening times | 0 | 0 | 0 | 5 | 3 |
| | Dissatisfaction with booking policy | 0 | 0 | 0 | 0 | 3 |

| Service | Category of Complaint | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|---------|--|----------|----------|----------|----------|----------|
| | Inappropriate staff attitude / behaviour | 0 | 0 | 0 | 0 | 0 |
| | Total | 2 | 0 | 0 | 5 | 6 |

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

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

| Service Area | Category | Complaint (summarised / redacted) |
|-------------------|--|---|
| Building Services | Failure to attend at time advised / agreed | <p>I have just received a gas safety certificate through the post, as stated in the email below NO ONE attended my property on this day as my mum was there from 9.15am until 2.45pm so can you please enlighten me how anyone could have gained access to my property this day to carry out the annual gas safety check? Unless gas engineers are now invisible and able to gain access to properties without anyone knowing I find it very unprofessional that someone has lied on this document I have been sent out. I would like to raise a formal complaint about this as this could result in serious consequences if anything was to happen to me and my son due to your employee's negligence and lies as there has not been a gas safety check carried out on my property. I have attached a copy of the gas safety certificate for your information.</p> <p>Outcome: <i>Complaint Upheld. Telephoned customer to discuss complaint and have arranged for another visit for the annual Service.</i></p> |
| Domestic Waste | Failure to collect / empty bin | <p>I emailed the council to complain that previous reports of a missed bin collection for my street had been ignored. My email has been ignored - I've not had any response to explain what is happening and our bins are still left unemptied. The background to this issue is that our grey bins were missed. Multiple residents have logged the issue via the phone number, the missed bins form online, by email or even by Twitter. None of us have been listened to, there has been no explanation of the reason why we remain unemptied almost 3 weeks later, and now my follow up email from Monday has also been ignored.</p> <p>This is completely unacceptable behaviour. Our bins can't be missed for such a long time - especially given that our blue and brown, and even green bins have all been emptied as usual in the past few weeks while our grey bins sit out. Your Service level agreements say that a missed street will be collected the next business day. 3 weeks is so far beyond this promise that it has to be taken seriously and looked into on a priority. As one of my neighbours has pointed</p> |

| | | |
|------------------|--|--|
| | | <p>out, fly tipping around here is on the rise, and this is part of the reason why.</p> <p>Please investigate and explain to me the complete radio silence from whoever handles missed bin reports. In particular, I want to know why my follow up email from Monday has also been ignored. Finally, I would like to know when these bins are going to be emptied as I have a pile of paper and cardboard cluttering up my flat.</p> <p>Thanks.</p> <p>Outcome: <i>Upheld. Apology offered for the inconvenience cause. Arrangements made for collection.</i></p> |
| Housing Services | Unsatisfactory response to previous complaint / request for Service / reported fault | <p>Nothing has been done when the housing management officer said it would be done, I have been waiting 2 years for my guttering to be repaired, and over 6 months for my shed, my housing officer said they would be in touch to let me know what was going on and I haven't had a phone call or any other form of contact from them.</p> <p>Outcome: <i>Complaint Partially Upheld. Called customer and apologised for poor level of Service. Staff member advised must retain communication when request for service received.</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 The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given when the Council did not uphold their substantive matter. see section 4 Complaint Satisfaction.

3.8 The following tables provide the details of complaint decisions in the Kirkcaldy area compared with the Fife Council overall results.

| Kirkcaldy | Not Upheld | Partially Upheld | Resolved | Upheld |
|------------------|-------------------|-------------------------|-----------------|---------------|
| Overall | 46% | 14% | 6% | 33% |
| Stage 1 | 44% | 14% | 7% | 34% |
| Stage 2 | 58% | 16% | 0% | 26% |

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.

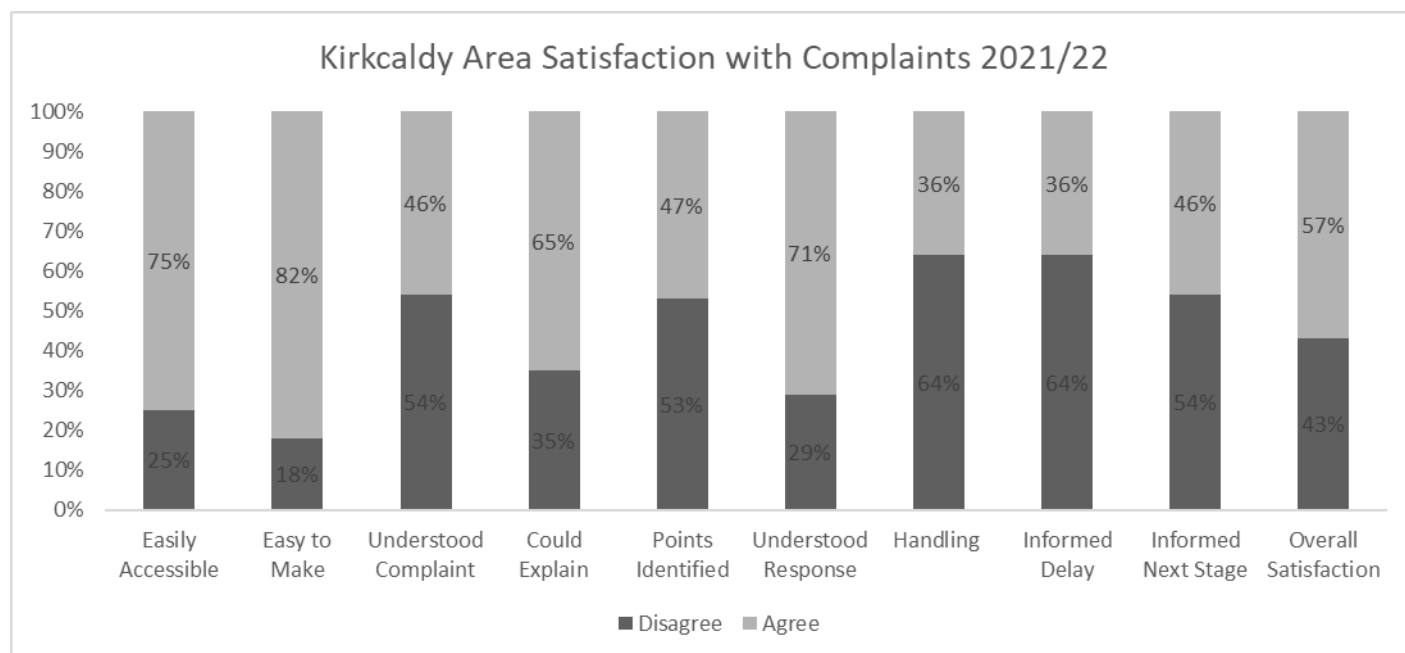
- The response to my complaint was easy to understand.
- Overall, I was satisfied with the handling of my complaint.
- I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
- I was clearly told what the next stage of 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 20 replies from complainants claiming residency in the Kirkcaldy Committee area. Comments included:

- Fife Council are forcing taxpayers to fly tip waste and not taking any circumstance into account
- The process was satisfactory in the outcome at this time.

Overall satisfaction was 57% and is improved upon last year's figure of 31%. The result is above the council average of 50%. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that improvement is required in keeping customers updated in the event of delays and carefully agreeing the complaint to be investigated.

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 7 cases for the Kirkcaldy h 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 |
|-------------------|-----------------------|-------------------------------------|
| Recycling Centres | Vehicle type policy | Not taken forward for investigation |
| Housing | Anti-social behaviour | Not taken forward for investigation |
| Criminal Justice | Looked after children | Pending |
| Education | Staff behaviour | Not taken forward for investigation |
| Housing | Delays with repairs | Not taken forward for investigation |
| Planning | High fence | Not taken forward for investigation |
| Housing | Housing application | 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 | 1382 | 1578 | 1471 | 1531 | Includes missed bulky (x165) |
| Illegal Dumping | 325 | 306 | 215 | 159 | Includes mess in gardens (x45) |
| Street Cleaning | 201 | 238 | 205 | 212 | Untidy street reports |
| Dog Fouling | 68 | 73 | 49 | 29 | |
| Aggressive Dogs | 57 | 53 | 34 | 25 | |
| Abandoned Cars | 48 | 63 | 30 | 19 | |
| Litter Bin Issues | 51 | 50 | 44 | 44 | Request new / overflowing |
| Needles | 70 | 32 | 37 | 27 | Either made safe or require removal |
| Fallen Trees | 23 | 9 | 10 | 11 | |

- 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 By adding a database marker we can now report compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 38 compliments received from customers in the Kirkcaldy area, the Service areas complimented and some typical examples of the type of compliments received.

| Service | Volume | Example |
|---------------------|--------|--|
| Benefits | 1 | I received a call today from Fiona Matthew in regards to Universal Credits. She was so helpful, professional and friendly towards me which made the whole experience very relaxing and productive. |
| Building Services | 10 | Tenant would like to thank the gentleman that did her gas service today - the engineer was chatty very helpful and even took ladys bins out she says he was very polite and courteous |
| Catering Cleaning | 1 | I just wanted to let you know how much I have enjoyed my meals on wheels. Especially the sausages, lamb mince and chocolate orange sponge. It's all new to me and I'm really enjoying it. |
| Children & Families | 1 | I was hoping you would still be our social worker as you have been amazing and the support you have provided has been excellent. I just hope whoever we get is as good as you. |
| Contact Centre | 5 | Dealt with Fiona today (on behalf off my eldest son not for 1st time) Really makes you feel at ease. Told me step for step in detail the answers I was looking for to my questions Very hard to find somebody like her within any organisation who can listen and deal with the questions to hand . A credit to fife council |
| Criminal Justice SW | 1 | Really makes you feel at ease , very helpful and understanding |
| Environment | 1 | Would like to pass on compliment to the bin men in the area today. 1st time in a while that i have seen the bins returned back to where they were collected from and it was really nice to see and not to have to go looking for the bin after collection. Just wanted to let the bin men know it was appreciated. |
| Environmental | 1 | Customer called on Monday 13/12 to request additional capacity bin and has received this today. Customer wanted to say how good this service and how quickly this was delivered |
| Finance | 1 | Extremely helpful and knowledgeable and I felt I understood the process |
| Housing | 7 | Tenant would like to thank Michelle Johnston (Housing Management Officer Kirkcaldy) She advised that she would like Michelle to be recognised for all the help she has given her |
| Parks | 3 | Hi I'm writing to say thanks to the park maintenance team for doing what I'd asked and clearing the pathway (of nettles) to the park for myself and other residents. And doing it quickly as well. It was done by the time I had my walk on Friday. |
| Property Services | 1 | Tenant very happy with work carried out by electrician Connor. Very polite, professional and efficient. |
| Street Cleaning | 1 | Customer called as she is wishing to commend the young man called David Allan who since the end of lockdown has been cleaning Commercial Street.Kirkcaldy Very hard working, does a great job and also always very polite. Quite a number of the residents have also commented this. |
| Transportation | 4 | The pothole was fixed swiftly and I am grateful for that. Whether it was because I reported it or it was due to be sorted Is another matter. Thanks for doing this. The feedback concerning blocked gullies was a quick, concise reply. I am glad that these matters will be addressed before too long. |

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) has declined over last year as has the Council overall. The results for the Kirkcaldy Committee area are however better than the Council average. The average working days for complaints has however improved and is better than 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 Kirkcaldy area are broadly like those made across Fife as a whole, however, there were proportionally more complaints concerning Housing (as per previous years) and Building Services where the largest category for Housing complaints were unsatisfactory responses to requests and enquiries (only x3 cases partially upheld) and failures to attend at time agreed or advised for Building Services (all x8 complaints were upheld or partially upheld).

List of Appendices

None

Background Papers

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

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22nd November, 2022.

Agenda Item No. 11

Common Good Policy Statement

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

Wards Affected: Fife Wide

Purpose

The purpose of this report is to present a draft Common Good Policy Statement which will form the basis of a public consultation exercise.

Recommendation(s)

The Committee is asked to:

- (1) comment on the draft Common Good Policy Statement; and
- (2) comment on the community consultation process.

Resource Implications

The draft Common Good Policy Statement highlights the resource impact on the use of Common Good funds and how these will be used in the future subject to the outcome of the consultation exercise.

Legal & Risk Implications

The Community Empowerment (Scotland) Act 2015 (the "Act") and subsequent guidance highlights the need to consult on changes in the way Common Good assets, including funds, are used.

Impact Assessment

An equality impact assessment has been undertaken that shows no detriment to any protected characteristic.

Consultation

The Common Good Working Group has been involved in drafting this report and development of the draft Policy Statement, including representatives from Legal, Finance and Property Services.

1.0 Background

- 1.1 In April 2022, the Policy and Co-ordination Committee considered a report on Common Good Policy and Procedures.
- 1.2 Common Good funds are made up of the heritable property (land and buildings) and moveable assets (paintings, furniture, etc.) that belonged to the former burghs of Scotland. On local government reorganisation in 1975, the burghs were abolished and Common Good assets and funds passed to the district and regional councils. The Community Empowerment Act 2015 includes a legal obligation to maintain, and publish, a register of Common Good property (both heritable and moveable).
- 1.3 As at 1st April, 2022, there were 282 assets with Common Good elements, 105 of these assets had buildings. The total area of land covered by Common Good titles was 662 hectares. The Common Good has investments totalling £3.829m as at 31st March, 2022, which are invested and generate income then used to support the Common Good and local community initiatives.
- 1.4 Further to presentation of the April 2022 report, there was agreement to bring all information on Common Good into one draft Policy Statement which would then follow a consultation process beginning with presentation of the document at all Area Committees across Fife prior to public consultation.

2.0 Draft Common Good Policy Statement

- 2.1 Appendix 1 contains the draft Common Good Policy Statement.
- 2.2 The draft Policy Statement contents cover:
 - a) What is Common Good?
 - b) Investment of Common Good funds
 - c) The use of Common Good funds for the maintenance of Common Good assets
 - d) Common Good Grants
 - e) Other uses of Common Good Funds
 - f) Common Good Assets and the Common Good Register
 - g) The role of Committees
 - h) Key principles for Common Good

3.0 Next Steps/Proposals

- 3.1 The draft Common Good Policy Statement contains clarifications and changes to the way the Council manages the Common Good. Under the Community Empowerment (Scotland) Act 2015, such changes will require public consultation. Following agreement of the Common Good Policy Statement by Area Committees, a public consultation will be undertaken that will conform to the needs of the Act and guidance around the use of the Common Good. It is intended that the public consultation will start in March and run for at least 8 weeks. The engagement process will include both an online consultation and options for online and in-person workshops. Key stakeholders such as Community Councils will also be specifically invited to take part in the consultation.

- 3.2 Once the consultation process is complete, the revised Policy Statement will be presented at a meeting of the Cabinet in early 2023 for final approval.

4.0 Conclusions

- 4.1 The draft Common Good Policy Statement responds to feedback from community groups, the council and external audit and helps to provide improved clarity as to the role and management of Common Good in Fife.

List of Appendices

1. Common Good Policy Statement (draft)

Background Papers

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

- Common Good Policy and Procedures – Policy and Coordination Committee 14th April 2022

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Common Good Policy Statement

1.0 Purpose of Policy Statement

1.1 To explain what Common Good is, what the Council can do with it and how.

2.0 What is Common Good?

- 2.1 Common Good is made up of the heritable land, buildings and structures, along with moveable items (paintings, furniture, etc.) that belonged to the former burghs of Scotland. Through Local Government reorganisation the Common Good has been passed down to the local authorities. Almost all former burghs have Common Good.
- 2.2 The Local Government (Scotland) Act 1973 abolished the Burghs and Common Good was transferred to the district councils by way of The Local Authorities (Property etc) (Scotland) Order 1975. The 1973 Act and the Community Empowerment (Scotland) Act 2015 provide a statutory framework for the appropriation and disposal of Common Good and also provide requirements for consultation. The main legal restrictions on Common Good assets and funds are set out below:
- * Some Common Good land and buildings can only be appropriated or disposed of with the consent of either the Sheriff Court or the Court of Session. These are known as “inalienable” Common Good assets.
 - * If the Council is considering whether to sell, lease or change the use of any Common Good asset, it requires to follow a statutory consultation process including consulting with the Community Council and other interested bodies and advertising the proposals in line with Section 104 of the 2015 Act.
 - * There is a general obligation to maintain Common Good property and not let it fall into disrepair. The first call on the Common Good Fund is to maintain the property.
 - * When spending money out of the Fund, regard is to be had to the interests of the inhabitants of the former burgh. This is generally taken to mean that the spend is to be for the public benefit of the former burgh.
 - * There is now a legal obligation, in terms of Section 102 of the 2015 Act, to maintain and publish a register of Common Good land, buildings and moveable assets. The Common Good Asset Register, Common Good land map and list of disposals can be accessed at www.fife.gov.uk/kb/docs/articles/council-and-democracy/land-and-property/common-good
- 2.3 It is worth noting that, due to the time which has passed since property was first acquired by a burgh, it can be difficult to establish whether property is Common Good.
- 2.4 As well as property and other assets, there are a number of towns in Fife that have a Common Good Fund which is administered by Fife Council:
- Levenmouth Area – Buckhaven & Methil, Leven
 - Glenrothes Area – Leslie and Markinch
 - Kirkcaldy Area – Kirkcaldy including Dysart, Burntisland and Kinghorn
 - North East Fife Area – Auchtermuchty; Crail; Cupar; Elie & Earlsferry; Falkland; Anstruther; Newburgh; Newport; Pittenweem; St Andrews; St Monans; and Tayport
 - South and West Area – Consolidated Fund covering Dunfermline, Culross, Inverkeithing, Cowdenbeath
 - Lochgelly

- 2.5 The level of funds available varies significantly between the different Common Good Funds.
- 2.6 These Common Good funds, although held by the Council, are legally distinct from the Council's other funds and any money held within these funds, including the income from any assets which make up these funds, are to be used solely for the public benefit of the former burgh.
- 2.7 Common Good funds generate income annually from rental agreements, interest on investments held and interest on revenue balances. This income is used to support local projects and any surplus income is held to invest to ensure the Funds future ability to support the local area. Revenue balances should be accumulated over a 3-year period. The Council is obliged to maintain Common Good assets along with the rest of the Council's assets therefore the first call on the relevant Common Good Fund is to maintain the asset. Thereafter, the balances accumulated within the Common Good Funds should be used 50% to purchase additional investments, 25% retained to finance the maintenance of the heritable property associated with the Fund and 25% remaining as revenue balances to fund any additional projects the area would like to support. Where the Common Good Fund has no heritable property, 70% of the accumulated funds should be invested and 30% remains as revenue balances.

3.0 Use of Common Good Funds for Maintenance

- 3.1 As noted above, the Council is obliged to maintain Common Good assets. The Council cannot be expected to maintain the properties to a higher standard, but will be mindful the significance in historical, archaeological, architectural or landscape terms.
- 3.2 In relation to the above, key principles about maintenance of Common Good assets were agreed by the Executive Committee in March 2014:
- * Where properties are leased to external organisations with no Council Service being involved in the management of the property, that income should be credited to the Common Good account if it has not been already.
 - * If a Common Good asset is occupied and actively managed by a Council Service then that Service is required to fund any repairs or maintenance from their own budgets.

4.0 Common Good Grants

- 4.1 These are currently administered by Communities and Neighbourhood Area Teams. Applications can be submitted from external bodies, individuals and from internal Council Services. Submitted applications go through an initial assessment by the Area Team to check that the proposal is eligible. If applications meet the basic criteria of providing public benefit in the former burgh, consultation is carried out with the relevant Community Council(s) and the Ward elected members. Thereafter, applications under £5,000 are determined by Officers. Above that level, they are reported to and considered by the appropriate Area Committee.
- 4.2 The Common Good Application Form can be found under the relevant section at www.fife.gov.uk/kb/docs/articles/council-and-democracy/community-group-support-and-funding/fife-grants

5.0 Other Uses of Common Good Funds

- 5.1 Common Good funds could be put to other uses, e.g. temporary employment of staff, however, any decision would have to be in the best interest of the inhabitants of the former burgh(s).
- 5.2 It is permitted by the legislation for the local authority to borrow funds to advance to the Common Good and the Common Good to repay this to the loans fund. The repayment would include principal and interest. Please note that the Common Good can only do this through the Council – they cannot borrow directly from an external lender. This can only be done for Common Good assets that are not on the Council balance sheet and the borrowing can only be for capital expenditure. A Common Good Fund could only seek to borrow in this way if it has enough funds to repay principal and interest.

6.0 How do we know if something is a Common Good Asset?

- 6.1 Fife Council is required to establish and maintain a Register of Property which is held by the local authority as part of the Common Good. The aim of this is to provide transparency about the existence of Common Good assets and to ensure that there is community involvement in the decisions taken about their identification, use and disposal.
- 6.2 The register is a living document and any additional assets which are identified as Common Good will be added to the register and any assets, which are deemed after investigation not to form part of the Common Good, will be removed.
- 6.3 Fife Council has published the register so that it is publicly accessible and will undertake to carry out a full review of the register at least every 5 years. Amendments to the register can be requested and investigated at any time. If there are amendments, new iterations of the register will be published on an annual basis.
- 6.4 If you think the register needs to be updated in any way, please send details and supporting evidence to commongoodenquiries@fife.gov.uk. Such evidence might include charters/minutes/other documents pertaining to the burgh. A small group of Council officers will consider all requests. This small group will include representation from Legal Services, Estates and Communities & Neighbourhoods Policy Support. Ultimate decision will rest with the Head of Communities & Neighbourhoods.

7.0 Where do Committees come into this?

- 7.1 Head of Communities and Neighbourhoods has responsibility for overall budgetary control and scrutiny of the Council's Common Good funds, including decisions relating to repair and maintenance.

Cabinet Committee

- 7.2 To discharge all of the Council's functions except those reserved to the Council and those matters specifically delegated to other committees or sub-committees, in particular the following matters:
- * Overseeing the management and use of all Council (including Common Good) assets and resources, and the development and implementation of the plans therefor including:-
 - finance;
 - physical assets (including land, buildings and other property) including a Corporate Asset Management Plan.

Area Committees:

- 7.3 Take decisions on matters within their local area insofar as these have been remitted by Council or other Committees including:-
- Considering all matters relating to expenditure from Common Good funds insofar as not delegated to officers
 - To consider an annual report on the management of the Common Good
 - To provide a view on proposed changes of use and disposal of Common Good assets within the boundary of the Area Committee and not covered by other policy

8.0 Key Principles for Common Good

- 8.1 Land forming part of the Common Good of a former burgh is owned by Fife Council. Fife Council is obliged to administer it in accordance with the normal principles of best value associated with local authority land holdings; it is also obliged to administer assets having regard to the best interests of the inhabitants of the former burgh.
- 8.2 It is important to recognise at the outset that Common Good assets are owned by Fife Council. In administering the Common Good, the Council will have regard to the interests of the inhabitants of the burgh and one of the means by which these interests can be established is consultation with the community, including the Community Council. Any decision making (after taking representation into account) ultimately rests with Fife Council.

8.3 Common Good property should be treated consistently across Fife

This principle is largely self-explanatory. Due to historical differences between the district councils who administered Common Good property after 1975, and indeed previous practices of the burghs, Common Good property was not always administered consistently throughout the County. Fife Council will strive to achieve consistency wherever possible, having regard to local differences where these are material.

8.4 Common Good property should be managed and disposed of as efficiently and effectively as the Council's remaining landholdings.

Many Common Good assets - whether land or buildings - have a clear community purpose. Common Good assets can be disposed of or appropriated for another use. Where there is greater benefit to the community in disposing of the asset rather than holding onto it, then the authority is entitled to do so. The disposal income will be credited to the relevant Common Good Fund and it can then be used to benefit the community in other ways. In managing all of its assets, the Council is seeking to ensure that they are used to best value, whether that is by holding, leasing or using the asset itself or disposing of it where it is surplus to the requirements of the Council and the community as a whole.

8.5 If the Council is considering a disposal of Common Good asset permanently to a community organisation where there is clear benefit in doing so, this should be done by following the Community Asset Transfer process at:

www.fife.gov.uk/kb/docs/articles/have-your-say2/community-planning/community-asset-transfer

This will allow the Council to evaluate the community body's business case and assess whether the asset can be transferred at less than market value. In all cases of such disposal/change of use, the Council will still require to follow the community consultation procedures set down in Section 104 of the Community Empowerment (Scotland) Act 2015 and, if the property is inalienable, apply to the Sheriff or Court of Session for consent to the disposal/change of use.

- 8.6 Any "rentals" charged to a Council Service budget from the Common Good Fund should truly reflect the value of the property and the cost of its maintenance. It should also reflect any income derived from the property by the Council.**

This arrangement between a Council Service occupying a Common Good property and the Common Good Fund is designed to protect the interests of the inhabitants of the former burgh and the Common Good Fund itself. However, the true cost of maintenance is a factor which applies to the valuation of all commercial leases. Where an outside body has occupation of a Common Good asset, then similar provisions apply.

- 8.7 Where a Common Good property is unoccupied, the Council will seek to find a use for it, either within or outwith the Council. Disposal should be considered as an option to minimise costs to the Common Good. Maintenance of unoccupied Common Good properties will fall on the Common Good Fund, as will the cost of demolition. In all such instances the views of the wider community, including the Community Council, will be sought if the property is to be sold.**

If the property is unoccupied, the costs of its maintenance and holding costs, etc. should come from the Common Good Fund. However, the Council is under an obligation to ensure as rapidly as possible, that properties held on the Common Good are put to beneficial use of some sort. If there is no possible beneficial use, then demolition might have to be considered. Disposal of the cleared site should be considered as an option. This may recoup any losses from the Common Good Fund.

- 8.8 Where a common good asset is declared surplus and it is proposed that the property is to be disposed and Court approval is required, the expenses of proceeding to Court and, if successful, the costs of sale, should be taken from the sale proceeds. If the proposed disposal is initiated by a third party then the third party would bear these costs. The net sale proceeds would be put back into the Common Good Fund for the benefit of the inhabitants.**

Kirkcaldy Area Committee
22 November 2022
Agenda Item No. 12

| Kirkcaldy Area Committee of 7 February 2023 | | | |
|--|--|--------------------------------|---|
| Title | Service(s) | Contact(s) | Comments |
| Area Roads programme 2023-24 | Assets, Transportation and Environment | Neil Watson, Frances Ratcliffe | Annual report due prior to April 2023 |
| Local Area Economic Profiles Annual Report | Business and Employability | Peter Corbett | Annual report. Last presented Jan 22. |
| Plan 4 Kirkcaldy Area 2019-2022 Review | Communities and Neighbourhoods Service | Julie Dickson | Moved to February per J Dickson |
| Revised Plan 4 Kirkcaldy Area 2022-2025 | Communities and Neighbourhoods Service | Julie Dickson | Moved to February per J Dickson. |
| Feasibility Study on car parking | Assets, Transportation and Environment | David Grove | CLlr Cameron asked for update report on the motion request that asked for a feasibility study report on future of the two multi-storey car parking to come back to area committee in 2022/2023last discussed at Committee in Jan 2022 - 2022 KAC para 292.Moved to Feb 2023 as per D Grove. |

| Kirkcaldy Area Committee of 25 April 2023 | | | |
|---|--|--|--|
| Title | Service(s) | Contact(s) | Comments |
| Pedestrian Zone - High Street, Kirkcaldy | Assets, Transportation and Environment | Keith Johnston, Martin Kingham, Lesley Craig | ETRO approved 22.3.22 for 6 months. Follow up report required. |
| Experimental School Exclusion Zone - MacIndoe Crescent, Kirkcaldy Progress Update | Assets, Transportation and Environment | Keith Johnston | Agreed at KAC meeting on 20.9.22 |
| Putting People First: Kirkcaldy Test of Change | Communities and Neighbourhoods Service | Julie Dickson | Follow up report as agreed at meeting 20.9.22. |

Kirkcaldy Area Committee
22 November 2022
Agenda Item No. 12

| Kirkcaldy Area Committee of 6 June 2023 | | | |
|--|--|-------------------|--|
| Title | Service(s) | Contact(s) | Comments |
| Area Roads Programme 2022-23 Final Report | Assets, Transportation and Environment | Vicki Connor | Annual report. Due to be presented after April 2023. |

| Unallocated | | | |
|---|--|-------------------|--|
| Title | Service(s) | Contact(s) | Comments |
| Pupilwise and Parentwise Survey | Education and Children's Services | Deborah Davidson | Report to be presented 2022 |
| Mid-Fife Economic Action Plan Update | Economy, Planning and Employability | Peter Corbett | Update report required for KAC. |
| Member Update on Skills Development Scotland reporting of Positive Destinations | Economy, Planning and Employability | Gordon Mole | As per meeting of KAC 19.1.21 |
| School Attainment and Achievement Annual Report | Education and Children's Services | Maria Lloyd | Annual report - last presented April 2021 |
| Area Housing Plan Annual Update | Housing Services | Joan Lamie | Annual Update - last presented June 21. |
| Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2022/23 | Communities and Neighbourhoods Service | Julie Dickson | Annual Report - due to be presented after April 2022 |
| Common Good and Settlement Trust Funds Annual Report 2021-22 | Communities and Neighbourhoods Service | Eleanor Hodgson | Annual report. Last presented Jan 22 |
| Pupil Equity Fund Update | Education and Children's Services | Zoe Thomson | |