

South and West Fife Area Committee

Please note this meeting will be held remotely

Wednesday, 28th September, 2022 - 9.30 a.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 in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of South and West Fife Area Committee of 10th August, 2022. 3 - 5
4. **RADIATION MONITORING AT DALGETY BAY**
 - Verbal update from Dr. Paul Dale/Ms. Nina Patton, Scottish Environmental Protection Agency
 - Update report by Mr. Stephen Ritchie, Ministry of Defence (Defence Infrastructure Organisation). 6 - 7
5. **COST OF LIVING UPDATE** – Verbal update from Alastair Mutch, Community Manager (South and West Fife), Communities and Neighbourhoods Service.
6. **SAFER COMMUNITIES TEAM UPDATE REPORT** – Report by the Head of Housing Services. 8 - 20
7. **OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN SOUTH AND WEST FIFE AREA** – Report by Chief Inspector Joanne McEwan, Police Scotland. 21 – 25
8. **SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT 2021/22** – Report by the Station Commander, Scottish Fire and Rescue Service. 26 – 45
9. **PROPOSED 30MPH EXTENSION AND 20MPH ZONE – HILLEN ROAD, INVERKEITING** – Report by the Executive Director (Enterprise and Environment). 46 – 49
10. **PROPOSED 20MPH ZONE AND RAISED TABLE – A921 MAIN STREET, ABERDOUR** – Report by the Executive Director (Enterprise and Environment). 50 – 53
11. **AREA CAPITAL BUDGET REQUEST - THE CAIRNS, CHARLESTOWN** – Report by the Head of Communities and Neighbourhoods Service. 54 - 56
12. **AREA ROADS PROGRAMME 2021-2022 - FINAL REPORT** – Report by the Executive Director (Enterprise and Environment). 57 – 63
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13. COMPLAINTS UPDATE – Report by the Executive Director (Communities).	64 – 87
14. PROPERTY TRANSACTIONS – Report by the Senior Manager - Property Services.	88 – 89
15. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2022-23	90 - 92

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
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Finance and Corporate Services
Fife House
North Street
Glenrothes
Fife, KY7 5LT

21st September, 2022.

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THE FIFE COUNCIL - SOUTH AND WEST FIFE AREA COMMITTEE – REMOTE MEETING

10th August, 2022.

9.30 a.m. – 9.50 a.m.

PRESENT: Councillors David Barratt (Convener), Patrick Browne, Graeme Downie, Brian Goodall, Andy Jackson, Sarah Neal, Sam Steele, Andrew Verrecchia and Conner Young.

ATTENDING: Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services; and Alastair Mutch, Community Manager (South West Fife), Communities Directorate.

APOLOGY FOR ABSENCE: Councillor Dave Dempsey.

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 South and West Fife Area Committee meeting of 27th May, 2022.

Decision

The Committee agreed to approve the minute.

6. APPOINTMENTS TO EXTERNAL ORGANISATIONS

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

Decision

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

7. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2022-2023

The Committee:-

- (1) noted the South and West Fife Area Forward Work Programme;
- (2) requested an update report on the flooding issues in Rosyth for consideration at a future meeting;
- (3)/

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- (3) requested a report on the Bike Park Strategy for consideration at a future meeting; and
- (4) requested an update on the availability of Café Inc. within other Ward areas.

8. NOTICE OF MOTION

In terms of Standing Order No. 8.1(1), the following Notice of Motion was submitted:-

Councillor David Barratt, seconded by Councillor Sam Steele, moved that:-

"Committee notes that factors currently outwith the control of the Committee and Community Manager, including total staffing resource, powers in relation other directorates and overall budgets have a significant impact on the ability to deliver for the communities we represent. Committee agrees to establish a working group to explore better ways of working as a Committee".

Decision

The motion was unanimously agreed.

APPOINTMENTS TO EXTERNAL ORGANISATIONS

SOUTH AND WEST FIFE AREA COMMITTEE

Organisation	No. of Reps	Ward(s)	Councillor(s) Appointed
Carnegie Dunfermline and Hero Fund Trusts	2	1 & 5	Brian Goodall Sam Steele
Comrie Colliery Environmental Trust and Liaison Committee	3	1	Graeme Downie Sam Steele Conner Young
Dunfermline and West Fife Sports Council	1	1,5,&6	Brian Goodall
Dunfermline and West Fife Local Tourist Association	1	1,5,&6	Graeme Downie
Longannet Power Station and Valleyfield Ash Lagoons Liaison Committee	3	1	Graeme Downie Sam Steele Conner Young
Mossmorran and Braefoot Bay Community and Safety Committee	1	6	David Barratt
North Queensferry Community Trust	1	6	David Barratt
Rosyth Local Liaison Committee	3	5	Brian Goodall Andy Jackson Andrew Verrecchia

Defence Infrastructure Organisation
Forthview House
Hilton Road
Rosyth
Fife
KY11 2BL

19th August 2022

Dalgety Bay Remediation Project – Programme update

Background

The Ministry of Defence {MOD} continue to work alongside SEPA in carrying out the decontamination of the foreshore at Dalgety Bay. This involves the negotiated access to land owned by others and is subject to specific agreements developed with each of the landowners. Work is constrained through the planning consent to a limited working period [April to September]. This is primarily due to concerns around over wintering birds in the area.

The contract for the decontamination of the foreshore at Dalgety Bay was awarded in early 2020, however due difference in view over the liabilities in the tender documents work did not commence until November 2020. The first elements of the decontamination team and their associated equipment arrived on site in Spring of 2021 and by May 2021 the decontamination work had commenced.

During the first working window [1st April – 30th September] work progressed but not as quickly as anticipated resulting in less work being completed. This was primarily due to the contractors agreeing new working methodologies with SEPA and some tidal/weather issues. Work concluded on the 30th September and the contractor demobilised.

The Defence infrastructure Project Manager [DIO PM] has been reporting the committee for some time undertook to review the progress and the commencement of the second working window and advise the committee of the future programme.

Update

During the second working window [1st April – 30th September 2022] the contractor has advanced the works, gaining an impetus gained from experiences in the first working window. However, the delays occurring in the first working window are such that the work will not be completed by the end of the second working window and a 3rd session [2023] will be required. Based on the current scheduling this is likely to take until June for the decontamination & associated construction to be completed.

Whilst this is not ideal, the nature of the work requires the time to complete the work to the satisfaction of SEPA. The MOD commitment to address the public health situation as agreed in the Management Strategy remains and will do until the work is complete.

Monitoring of the foreshore area within the construction site is carried out by the contractor on a regular basis to ensure the safety of the operatives on the site. Areas out with the construction site continue to be monitored by our specialist consultants [Wood Group]. The MOD have undertaken to carry on monitoring the entire area after completion of the works to make sure the decontamination exercise has been successful.

Information on the findings identified our monitoring team can be made available to the Council should they so wish. Information on the construction site monitoring can be viewed by appointment with the contractor [please let me know if you want this access and I will arrange it.]

Note – There are discussions [supported by evidence] being held with the Fife Council Planning cell over a reduction in the constraints to allow work to progress beyond the end of September. This is with a view to reduce the amount of time needed next year and carry out as much of the work that requires heavy lifting equipment this year so as to minimise the impact in the next working window. Nothing has yet been confirmed.

S. Ritchie

Stephen Ritchie

Assistant Head MPP5 [Air]

MSc MAPM

28th September, 2022.

Agenda Item No. 6

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: South and West Fife area (Wards 1, 5 and 6)

Purpose

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

Recommendation(s)

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

Consultation

Consultation has taken place with community safety partner agencies.

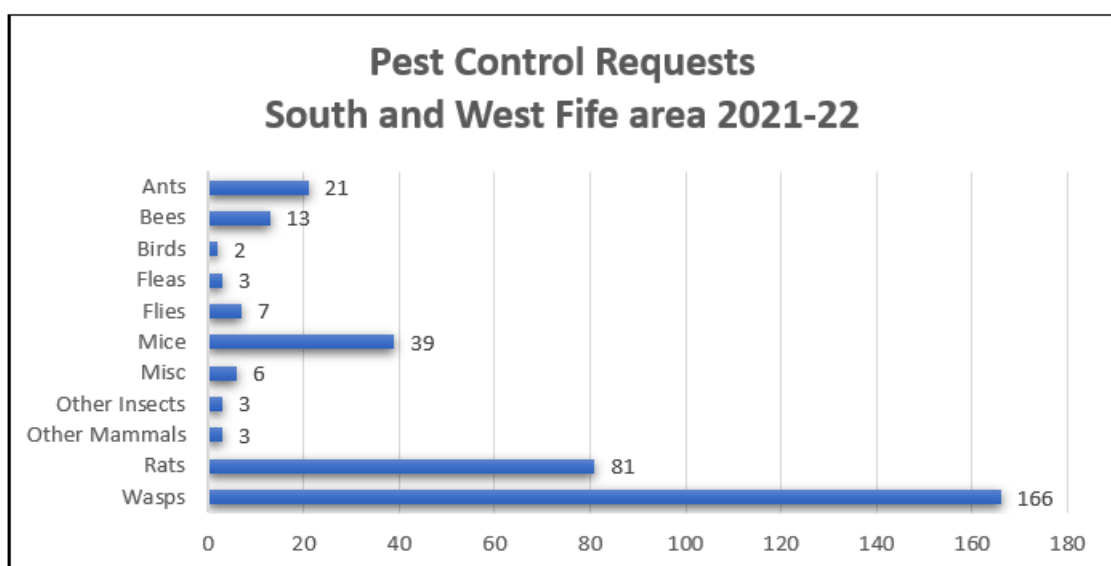
1.0 Background

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

2.0 People Focussed Activity

- 2.1. Our Fife Cares service received 64 referrals during 2021-22. This was an increase on the number received in the previous year (29 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 (97%) 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 (51 compared with 36). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.

- 2.4. Of the 37 referrals to **Fife Community Safety Support Service (FCSSS)**, 21 resulted in the provision of emotional or practical support whilst the remaining 16 involved some form of mediation between the parties 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 128 **antisocial behaviour** cases in the South and West Fife Area area, compared to 106 in the previous year.
- 2.8. Our **Pest Control** officers responded to 344 requests for service during 2021-22, compared to 391 in the previous year (during the first year of the pandemic the pest control service was restricted to council tenancies). The number and type of pests dealt with are depicted in the following chart:

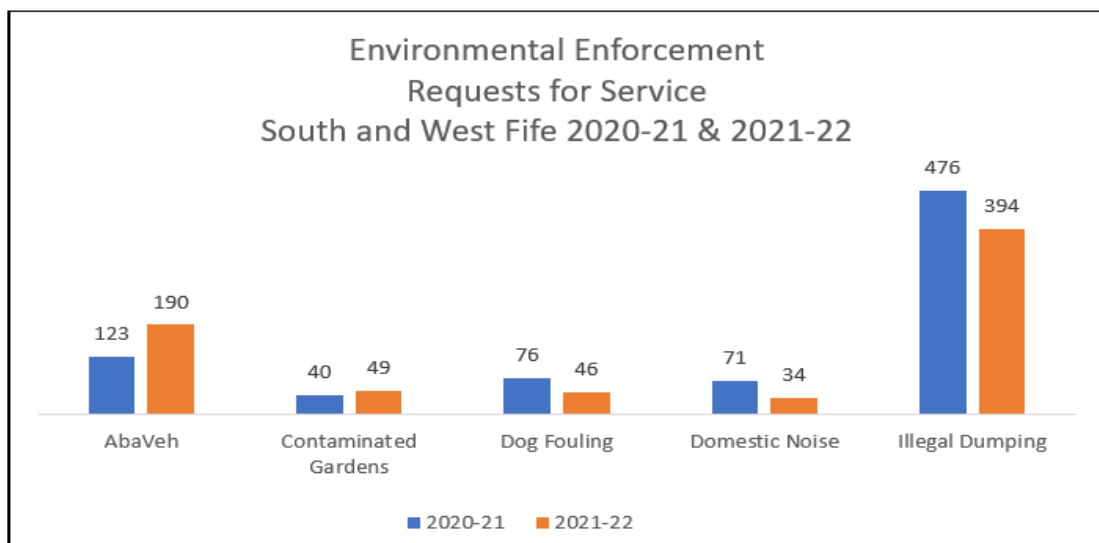


- 2.9. Nine **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (8). Five dogs were microchipped but only one of these reflected the correct details of their owners. Five dogs were subsequently claimed/returned to their owner and the remaining four were passed to an animal charity for assessment prior to being rehomed. Officers continue to raise awareness of the importance of microchipping and the legislation in force.

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

3.0 Place Focussed Activity

- 3.1 In terms of **environmental enforcement** issues, 713 requests for service were received for this area during 2021-22, a decrease on the previous year (786 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 1156 **patrols** in this area over the reporting period, a decrease on the previous year (1748 patrols).

4.0 Campaigns and events

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

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

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

5.0 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

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Fife Cares Service

Example of feedback from referring agencies

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

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

Fife Community Safety Support Service (FCSSS)

Examples of customer feedback.

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

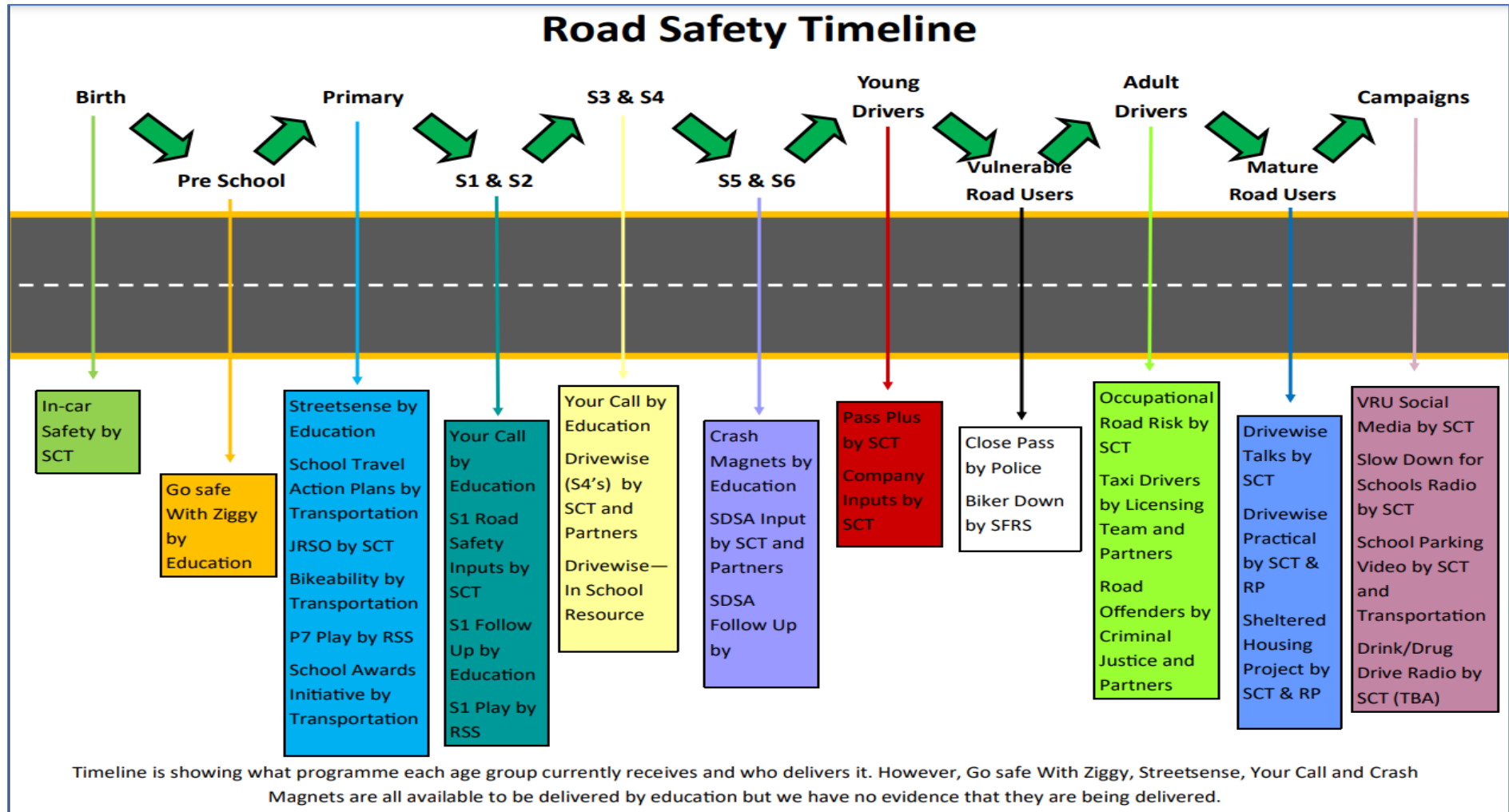
- *"I would like to say thank you to you and your organisation for assisting us and mediating a case which I know won't have been easy."*
- **Comment from Landlord** *"I totally support the findings of the Mediation Service and would appreciate it if you contact John and pass on my thanks for all the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

What did FCSSS do well?

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

What could FCSSS do better?

- *(No responses).*



Road Safety Initiatives

Pre-school

Car Seat Checks – officers 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 – six meetings were held in this area during 2021-22.

Secondary School

S1 inputs - 11 inputs were delivered to S1 pupils in South and West Fife.

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

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

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 South West Fife for the benefit of 15 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

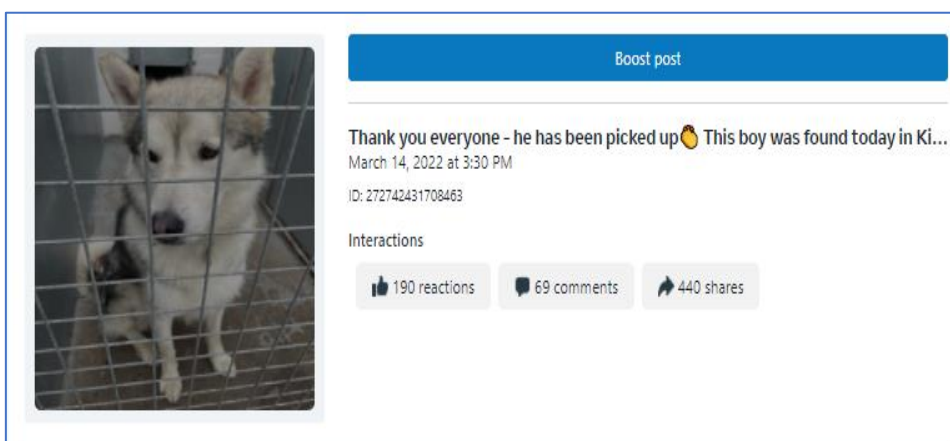
Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

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

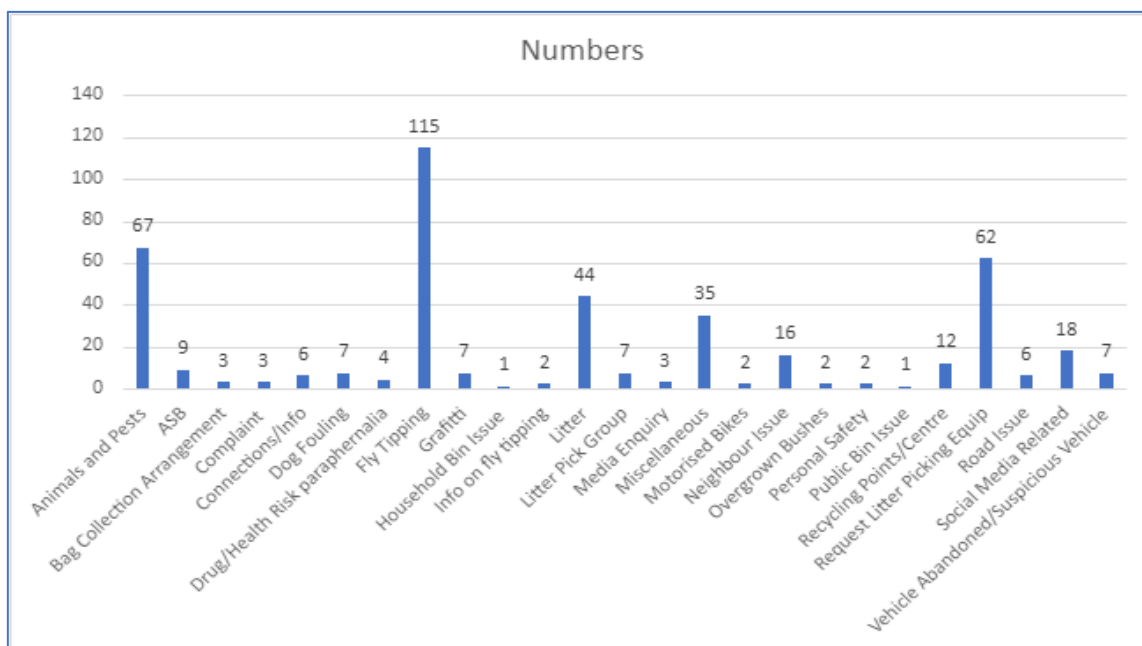
- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
 - Consent and dangers of pornography
 - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice 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 aged between 35-54.
- The top 5 towns our followers reside in are Dunfermline, Kirkcaldy, Glenrothes, Leven and Cupar. Although we also have followers in the US, Canada, Australia, Cyprus, and Ireland, amongst others.
- Our highest reaching post (over 33,000) during 2021-22 related to seagulls and fly tipping.
- Posts about stray/lost dogs are always popular. The following was our single highest reaching (31k) and also highest shared (440) post. The dog was eventually returned to its 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:



28th September, 2022.

Agenda Item No. 7

Supporting the Local Community Plan – Operational Briefing on Policing Activities within South and West Fife

Report by: Chief Inspector Joanne McEwan

Wards Affected: 1, 5 and 6

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

There are no legal or current risk implications.

Impact Assessment

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

Consultation

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

1.0 Background

- 1.1 This report provides members with an update on the activities of Police Scotland staff within the South and West Fife area during the period 1st April 2021 – 31st March 2022.

2.0 Issues and options

- 2.1 Full multi-member ward data in relation to an overview of crime is not available at this time. Contained within this report is some context in relation to performance based upon local performance data analysis. This provides some comparison for the same period against the previous year.

3.0 Police Community Activity April 2020 to March 2021

- 3.1 The South and West Fife area continues to be served by a Community Inspector, Sergeant and six Ward Officers. There have been several changes in the team in recent months. The most current staffing list is as follows:
- Community Inspector – Tony Rogers
 - Community Sergeant – Kate Blackwell
 - Ward 1 – PCs Martin Cooper (Seconded) & Tina Paton (currently restricted duties)
 - Ward 5 – PCs Louis McGuire & Jim Bell
 - Ward 6 – PCs Simon Large & Leroy Wishart (Seconded)
 - Inspector Tony Rogers continues to be the Community Inspector for the area.
 - Sergeant Kate Blackwell continues to be the Community Sergeant for the area.

Since the last report, Ward 1 Officers, PC Sandy Thomson and Kevin Chandler have moved on to different roles. PC Tina Paton and PC Martin Cooper have joined the team although it must be noted that PC Tina Paton is currently office based.

PC Jim Bell has returned to Ward 5 following a secondment within a specialist division. He joins PC McGuire in the Rosyth area.

PC Simon Large has moved over to the Ward 6 area and is joined by PC Leroy Wishart who is on secondment.

- 3.2 Due to the Covid 19 Pandemic, a number of community meetings were carried out online. Since the restrictions have eased, Officers have been able to attend a number of meetings in person whilst a number remain online. Efforts are underway for Ward Officers to attend Community Council meetings where operational commitments allow, or in the absence of attendance, a report is to be submitted.
- 3.3 During the reporting period, P Division has had divisional and local focus on specific crime categories as outlined below. These action plans are known as the 5 Ps and are branded as follows :

- Operation Paramount Road Policing
- Operation Path – Violence
- Operation Prevail – Anti-social Behaviour
- Operation Principle – Acquisitive Crime.

Ward Officers play an essential role in this work.

4.0 Antisocial Behaviour, Violence and Disorder (Operation Prevail and Operation Path)

- 4.1 The area in the main continues to be subject to sporadic episodes of anti-social behaviour (ASB), mainly featuring young people. In response, local Community Officers seek to identify and patrol any known ‘hot spots’ with a view to tackling ASB. Notable ‘hot spots’ in recent months have included ASB throughout Inverkeithing, Aberdour, Dalgety Bay, Oakley and High Valleyfield and several other areas which vary in magnitude depending on a number of factors. The quarry at Inverkeithing had been attracting a large number of young people, however, through working with Forth Countryside and Coastal Trust, a barrier has been erected preventing vehicular access to the quarry which has assisted in dispersing groups.
- 4.2 In response to issues of anti-social behaviour of young people in the last reporting period, a sub-group was set up to ensure a partnership approach to any issues. This group remains in existence with partners including Police, CLD, Safer Communities, Clued Up, Social Work and NHS. The group have been key in identifying diversionary options one of which is working alongside Kingdom Off Road. Joint patrols have also been carried out during “Nights of Action” with Clued Up.
- 4.3 Work with partners in British Transport Police, Stagecoach and Network Rail continues to ensure that anti-social behaviour on the travel network is addressed. Ward Officers have recently attended at a number of local schools to deliver presentations with colleagues from British Transport Police. This presentation covered the dangers of the rail network and the implications of anti-social behaviour.
- 4.4 In response to a spike in vandalisms and general anti-social behaviour in the Blairhall and Oakley area, Officers carried out patrols on the bus service accessing the area. This provided reassurance to both the drivers and passengers who had been victim of some of this behaviour. Local Community groups were also engaged in an attempt to identify persons responsible. This work is ongoing alongside engagement with Social Work.
- 4.5 The use of social media and, in particular, Twitter continues to be a valuable tool in deterring antisocial behaviour. Changes in personnel have led to limited social media trained officers locally, however, training is underway for permanent community officers to ensure a continued relevant presence online.
- 4.6 Community Officers maintain strong links with Inverkeithing High School. Officers have assisted in delivering workshops on the following topics: Drugs and Alcohol, Water Safety, Risk Taking Behaviour, Violence, No Knives Better Lives and Organised Crime. These presentations have also been delivered in the Bridges Educational Establishment with future discussions being had to secure dates at Forthcraig Residential Unit, Inverkeithing and Hillside School, Aberdour. Officers have also recently attended diversionary course, “Diversifire” along with colleagues from Scottish Fire and Rescue Service and Safer Communities. This week long activity covered a number of topics with a small group of young people resulting in an award being presented to the young people.

- 4.7 Officers remain an integral part of planning and managing young persons who are accommodated within the area. Often these young people are from outwith the area. Regular meetings are attended by Ward Officers to ensure the needs of the young person are met and all risks identified. Joint protocol is compiled to ensure an effective response to any offending/absconding by the young persons and allow accurate information sharing between areas. Visits from Ward Officers and other diversion is also explored.

5.0 Road Safety and Road Crime (Operation Paramount)

- 5.1 Road Safety continues to be a large area of work undertaken by Community Officers under the banner of **Operation Paramount**. Officers continue to patrol primary schools at the beginning and end of the day to address irresponsible parking and driving. Community Officers regularly deploy 'Pop Up Jim' along with undertaking hand held speed detection deployments. The idea of Pop Up Jim being purchased for individual villages is currently being discussed. These would be deployed by a member of the local Community, most likely from the Community Council. Community Speedwatch has now been approved to recommence. Throughout the winter months, Ward Officers will actively recruit and have volunteers trained to start in Spring 2023.
- 5.2 We continue to proactively target those who are committing offences on the road network within the South and West Fife area. We conduct frequent patrols with a vehicle based at Dalgety Bay which is equipped with Automatic Number Plate Recognition (ANPR), enabling us to disrupt Travelling Criminals and detect traffic offences.
- 5.3 Social media and, in particular, Twitter continues to be a valuable tool in promoting road safety and the work of the team. Speeding deployments are regularly posted along with detections of Road Traffic Offences. There is also emphasis on general road safety advice, vehicle maintenance and driver habits.
- 5.4 Local officers supported the annual Summer Drink Drive Campaign, Get Ready For Winter and Festive Drink Driving campaign. A number of stop points are also carried out in the local area during the hours of darkness and drivers engaged with.

6.0 Drug and Alcohol Misuse (Operation Prospect)

- 6.1 Local response and community officers continue to work alongside colleagues from the Community Investigation Unit to proactively tackle drug dealing.
- 6.2 Community Officers continue to work alongside local licensed premises and have been proactive in their approach to ensuring conditions are adhered to in an effort to keep people safe. As was the case last year, no premises within the area require escalation under the Police Scotland red/amber/green (RAG) system of monitoring.
- 6.3 As part of the **Operation Prospect** and **Prevail** banners, and as part of tackling ASB, engagement with off licence stores continues to form an important part of local officers' work. Following reports of youths accessing alcohol from premises in Inverkeithing, officers engaged with licensees and refreshed guidance in relation to their responsibilities.

7.0 Moving Forward/On the Horizon

- 7.1 As the Community Team returns to some stability regarding Officers, below are some of the plans for the future.

Youth Diversion at Fordell Firs

Officers continue to work in partnership with various agencies to identify suitable youths for a project involving days of activity at Fordell Firs. This has previously been successful and is designed to support team working, problem solving, developing self-confidence and having fun. Activity in this area has been halted during Covid and steps are underway to reinvigorate the project.

Open Water Safety

South and West Fife officers have long been involved with partners in the delivery of the open water safety message. This involves school visits and impressing on young people, usually 1st year pupils, the importance of being safe around, and the dangers associated with, open water.

Walk and Talk

Moving away from traditional meeting sessions, we are looking to establish walk and talk sessions where we can meet with key partners and members of our communities, in the community.

Community Councils

Officers will maintain contact with the local Community Councils with the intention of attending in person where operational commitments allow. All Community Councils to be provided with a police report prior to the date of the meeting. This will allow a police input should an officer be unable to attend.

Kingdom Off Road

Having set up an initial working relationship with Kingdom Off Road, Community Officers will continue to explore any diversionary projects or referrals to Kingdom Off Road in an attempt to tackle the anti-social use of off road bikes.

Social Media

Newly appointed Officers to be trained in the use of social media to allow us to communicate efficiently with our local community.

8.0 Conclusions

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

Report Contact

Joanne McEwan

Chief Inspector

Local Area Commander

West Fife Area, P Division

Police Scotland

Telephone: 01383 318710 - Email: joanne.mcewan@scotland.pnn.police.uk

28th September, 2022.
Agenda Item No. 8

Scottish Fire and Rescue Service - South and West Fife Area Annual Performance Report

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

Wards Affected: All South and West Fife 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 – South and West Fife Area - against its key performance indicators (KPIs).

Recommendation(s)

The committee is asked to consider and comment on the progress across a range of KPIs within this report.

Resource Implications

None.

Legal & Risk Implications

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

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

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

Impact Assessment

An Equality Impact Assessment has not been completed and is not necessary for the following reasons - An Equality Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices

Consultation

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



SOUTH AND WEST FIFE AREA COMMITTEE PERFORMANCE REPORT

April 2021 – March 2022

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



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together
for a safer Scotland**

1.0 Background

1.1 ABOUT THE STATISTICS IN THIS REPORT

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

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

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

2.0 Performance

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2.1 DEFINITIONS

Accidental Dwelling Fire

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

Fire Fatality

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

Fire Casualty

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

Deliberate Fire

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

Non-Domestic Fires

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

False Alarms

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

Unwanted Fire Alarm Signal

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

Primary Fires:

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

Secondary Fires

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











3.0 Introduction

- 3.1 This 2021/22 performance report for the period April 1st, 2021 to March 31st, 2022 inclusive provides comparative data across the previous 3 years for the same period. The KPI's detailed below are drawn from the SFRS Fife Local Fire and Rescue Plan 2017 priorities and are shown in bold text;
- **Domestic Fire Safety**
Continuously monitor the number of accidental dwelling fires
Continuously monitor the severity and cause of accidental dwelling fires
Continuously monitor the number and severity of fire related injuries
 - **Deliberate Fire Setting**
Monitor the number, type and cause of deliberate fire setting incidents in the South West Fife Area
 - **Built Environment**
Monitor the number and severity of fire related incidents in our relevant premises
 - **Unwanted Fire Alarm Signals**
Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across the South West Fife Area
 - **Transport and Environment**
Monitor the amount of water related incidents
Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

4.0 Performance Summary

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

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

<p>Accident Dwelling Fires</p>  <p>2020/21: 17 2021/22: 16</p>	<p>ADF Fatal Casualties</p>  <p>2020/21: 0 2021/22: 0</p>	<p>ADF Non-Fatal Casualties</p>  <p>2020/21: 1 2021/22: 6</p>
<p>Deliberate Primary Fires</p>  <p>2020/21: 15 2021/22: 17</p>	<p>Deliberate Secondary Fires</p>  <p>2020/21: 79 2021/22: 55</p>	<p>Non-domestic Building Fires</p>  <p>2020/21: 12 2021/22: 12</p>
<p>Unwanted Fire Alarm Signals</p>  <p>2020/21: 103 2021/22: 134</p>	<p>Road Traffic Collision (RTC) Incidents</p>  <p>2020/21: 14 2021/22: 19</p>	<p>Fatal RTC Casualties</p>  <p>2020/21: 1 2021/22: 0</p>
<p>Non-Fatal RTC Casualties</p>  <p>2020/21: 6 2021/22: 12</p>		

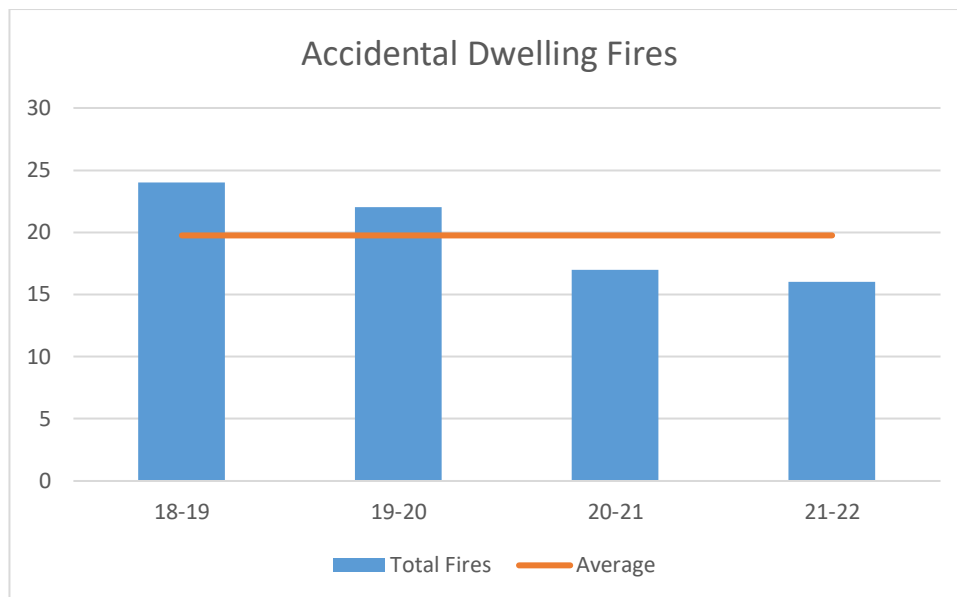
PERFORMANCE SUMMARY

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 3 years for the same period.

- The number of **Accidental Dwelling Fires** is 18% below the four-year average.
- There were no **Accidental Dwelling Fire Fatalities** during this period. The number of **Accidental Dwelling Fire Casualties** was 6, an increase of 5 on the previous year.
- The number of **Deliberate Primary Fires** during this period was 17, up from 15 the preceding year.
- The number of **Deliberate Secondary Fires** during this period was 55. This is a decrease from the 79 incidents last year, and is 73% of the 4 year average.
- The number of **Non-Domestic Building Fires** recorded was 12, the same figure as the previous year. 83% of these incidents resulted in damage to the item ignited first, or was contained to the room of origin.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 134. This is a significant increase from the 2019-2020 total, but brings levels back to the 4 year average and pre-pandemic levels. Schools were responsible for 38% of UFAS.
- The number of **Road Traffic Collisions** during 2021/22 was 19. This is an increase of 5 on the previous reporting year 2021/21, but indicated a return to pre-pandemic traffic habits, and on par with the 4 year average.
- There were no **Fatal RTC Casualties** during this period.

5.0 Domestic Fire Safety

5.1 Accidental Dwelling Fires have decreased by four incidents across the South West Fife area when compared to the previous year's figures.



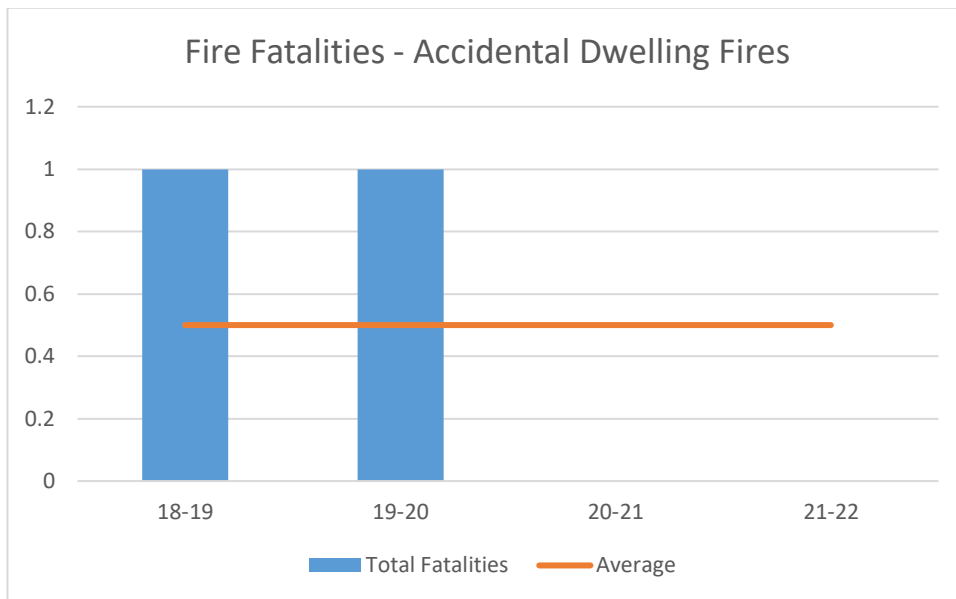
Graph 1 Accidental Dwelling Fires –2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	7	10	4	3
Rosyth	6	4	5	6
West Fife & Coastal Villages	11	8	8	7
Total	24	22	17	16

Table 1 Accidental Dwelling Fires by South West Fife Ward Areas April – March 2018-2022

- 5.2 This reporting period has seen the continual decrease in Accidental Dwelling Fires, bringing down the four-year average.
- 5.3 56% of Accidental Dwelling Fires were caused by cooking, with the kitchen being the room of origin in 63% of cases. 63% of incidents were restricted to either no fire damage or limited to the item first ignited.
- 5.4 75% of those addresses had a detection system and of that, 58% of those operated and raised the alarm.
- 5.5 50% of the incidents were resolved without Scottish Fire and Rescue Service intervention.
- 5.6 The information above describes a trend of reduction in accidental dwelling fires. However, it should be noted that 25% of accidental fires locations did not have any detection. The SFRS Continue to work with community partners with well-established HFSV referral pathways.

5.7 Fire Fatalities – Accidental Dwelling Fires

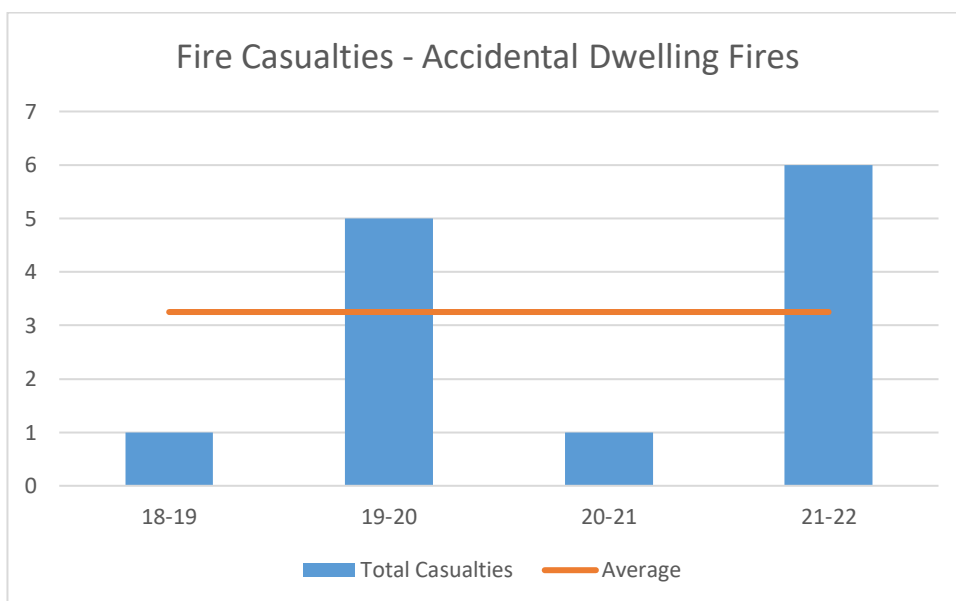


Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	0	0	0	0
Rosyth	0	0	0	0
West Fife & Coastal Villages	1	1	0	0
Total	1	1	0	0

Table 2 Accidental Dwelling Fires Fatal Casualties South West Fife Ward Areas April – March 2018-2022

5.8 Fire Casualties – Accidental Dwelling Fires



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

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	0	0	0	1
Rosyth	0	2	1	1
West Fife & Coastal Villages	1	3	0	4
Total	1	5	1	6

Table 3 Accidental Dwelling Fires Casualties South West Fife Ward Areas April – March 2018-2022

- 5.9 No fire fatalities have been recorded during this reporting period.
- 5.10 All but one recorded injuries were a consequence of cooking.
- 5.11 Only one casualty incurred injuries that required a hospital visit. First aid given by SFRS/Scottish Ambulance Service for all others.
- 5.12 Of the casualties recorded, being distracted/asleep at the time of ignition was a factor in 66% of cases. Of the casualties, 5 were male and one was female.

5.13 Domestic Fire Reduction Strategy

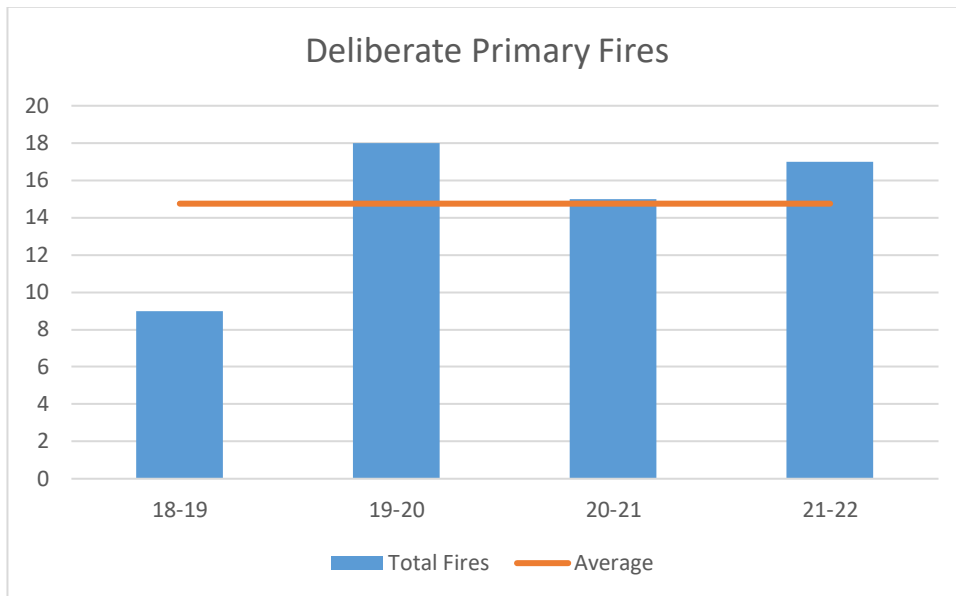
Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. SFRS personnel completed **90** visits in the reporting period, which was significantly below our target visits for the period. This was primarily due to Covid 19 restrictions prohibiting access to domestic dwellings, apart from those deemed VERY HIGH RISK of fire. These visits are used to deliver vital fire safety messages and install detection systems, as well as trip, slip and falls messages and safety equipment for our elderly and very young population.

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

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

6.0 Deliberate Fire Setting

6.1 Deliberate Primary Fires

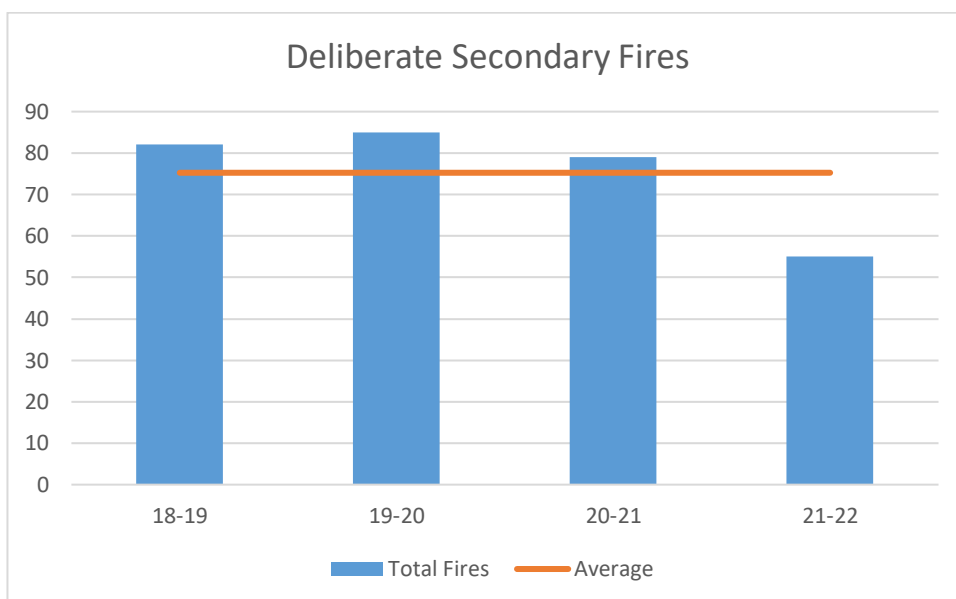


Graph 4 Deliberate Primary Fires– April – March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	4	3	5	1
Rosyth	2	3	7	6
West Fife & Coastal Villages	3	12	3	10
Total	9	18	15	17

Table 4 Deliberate Primary Fires South West Fife Ward Areas April – March 2018-2028

6.2 Deliberate Secondary Fires



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

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	37	29	32	10
Rosyth	20	19	12	18
West Fife & Coastal Villages	25	37	35	27
Total	82	85	79	55

Table 5 Deliberate Secondary Fires South West Fife Ward Areas April – March 2018-2022

- 6.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict properties.
- 6.4 Only four of the deliberate primary fires in the reporting period involved properties such as houses, cars or workplaces. 41% involved outdoor structures or vegetation. 59% of deliberate primary fires and 49% of deliberate secondary fires were in the West Fife and Coastal Villages ward. Inverkeithing and Dalgety Bay has seen a decrease to 31% of last year's total of deliberate secondary fires. This is largely due to a reduction in beach, grassland and scrub fires.

6.5 Deliberate Fire Reduction Strategy

Our normal youth engagement strategy has been impacted by Covid 19 restrictions, which has meant there have been no school visits in the year 2020-2021.

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

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

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

7.0 Built Environment

7.1 Built Environment – Non- Domestic Fires

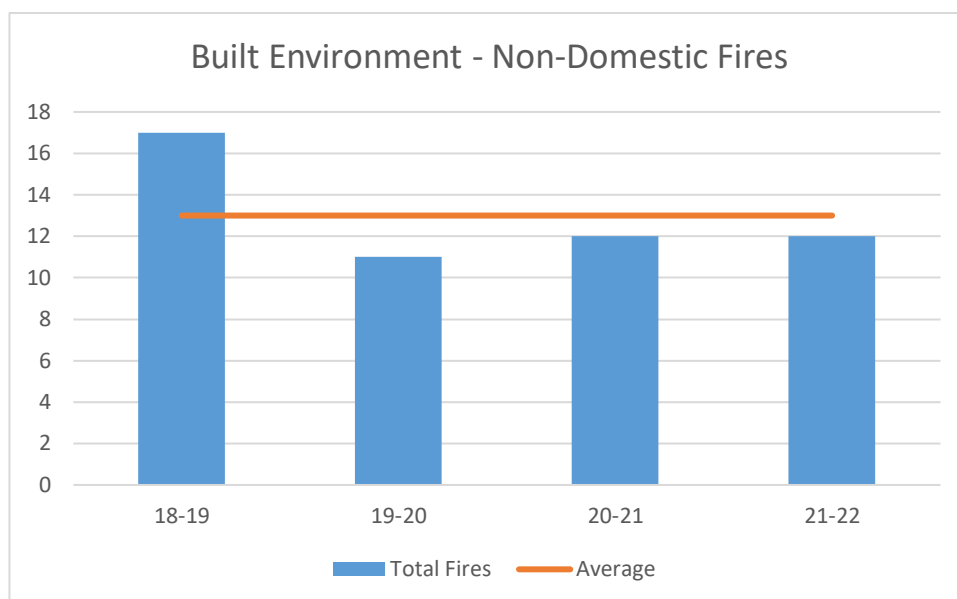


Table 6 Built Environment Non - Domestic Fires– April – March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	4	4	5	3
Rosyth	8	5	4	2
West Fife & Coastal Villages	5	2	3	7
Total	17	11	12	12

Table 6 Built Environment Non - Domestic Fires South West Fife Ward Areas April – March 2018-2022

7.2 58% of all non-domestic fires were started accidentally, with only 2 deliberate ignitions. 83% of non-domestic fires either resulted in no appreciable damage, or damage was limited to the first item ignited.

7.3 Built Environment Fire Reduction Strategy

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

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

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

8.0 Unwanted Fire Alarm Signals

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

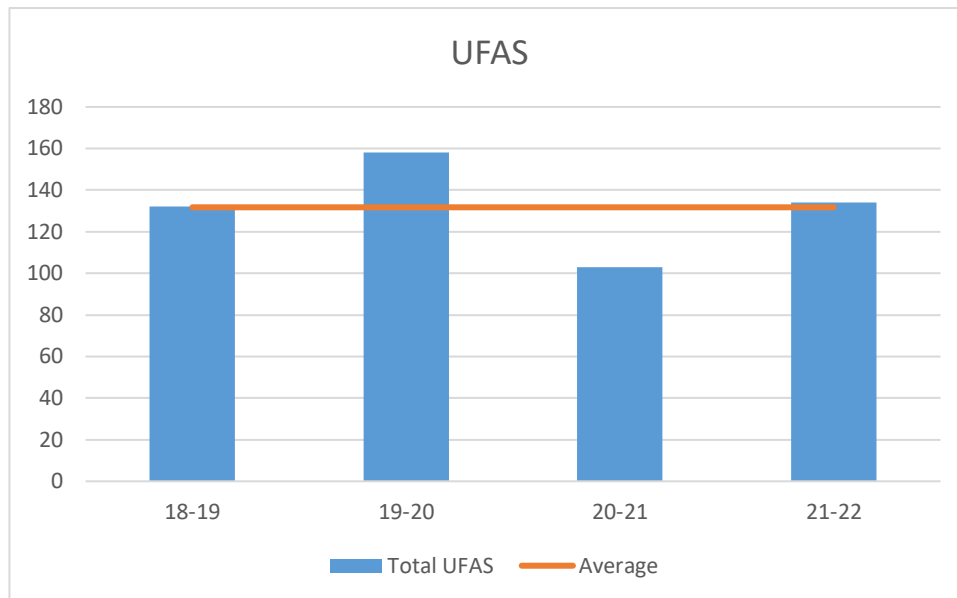


Table 7 Unwanted Fire Alarm Signals – April – March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	34	61	33	43
Rosyth	37	43	34	42
West Fife & Coastal Villages	61	54	36	49
Total	132	158	103	134

Table 7 Unwanted Fire Alarm Signals South West Fife Ward Areas

April - March 2018-2022

8.2 This period has seen the level of UFAS broadly maintain the four-year average. 38% of all UFAS were from Education (infant/primary/secondary) establishments.

8.3 Reduction in Unwanted Fire Alarm Signals Strategy

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

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

9.0 Transport and Environment

9.1 These will be monitored alongside Police Scotland RTC incidence information

9.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. 10 flooding incidents were received during this period. 3 were from a recurring issue at one particular address.

9.3 Road Traffic Collisions

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

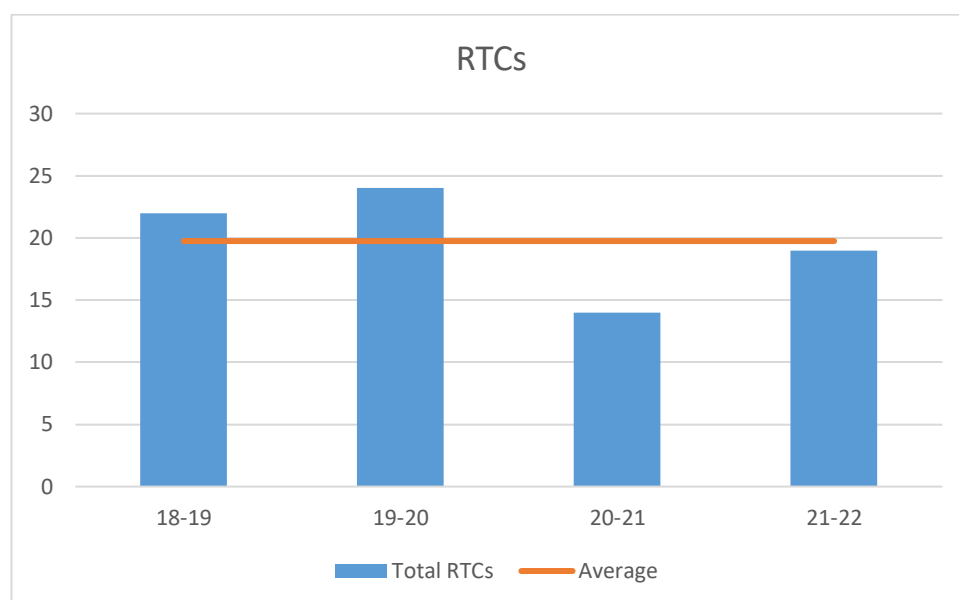


Table 8 Road Traffic Collisions – April – March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	7	5	2	6
Rosyth	5	4	5	3
West Fife & Coastal Villages	10	15	7	10
Total	22	24	14	19

Table 8 Road Traffic Collisions South West Fife Ward Areas

April - March 2018-2022

9.4 RTCs have broadly returned to the four-year average. This is a 35% increase on the previous year, which was unusually low due to traffic activity during the pandemic.

9.5 RTC Fatal Casualties

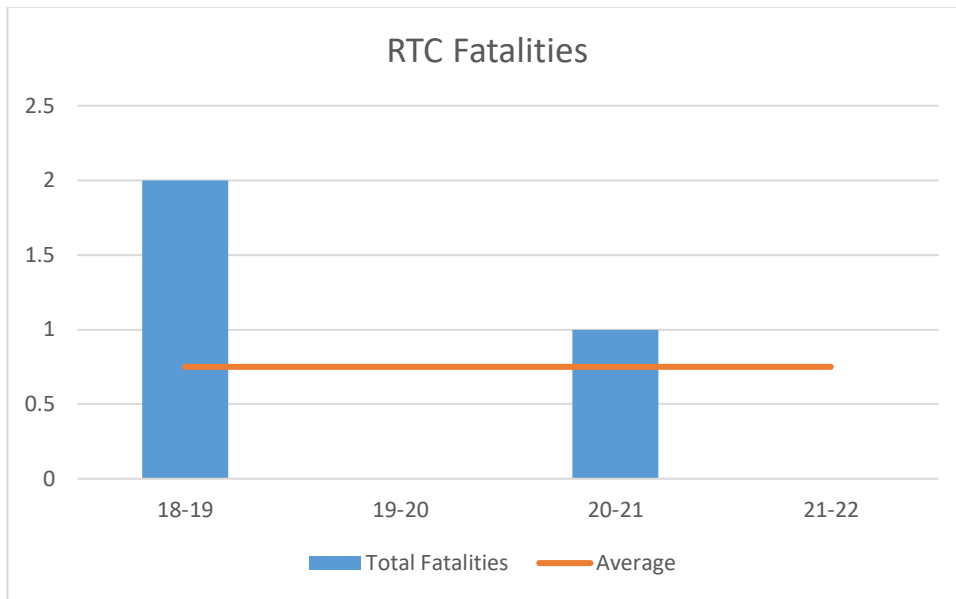


Table 9 Road Traffic Collision Fatal Casualties – April – March 2018-2021

South West Fife Area Wards	18-19	19-20	20-21	21-21
Inverkeithing & Dalgety Bay	0	0	0	0
Rosyth	0	0	0	0
West Fife & Coastal Villages	2	0	1	0
Total	2	0	1	0

Table 9 Road Traffic Collision Fatal Casualties South West Fife Ward Areas

April - March 2018 - 2022

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

9.7 RTC Casualties

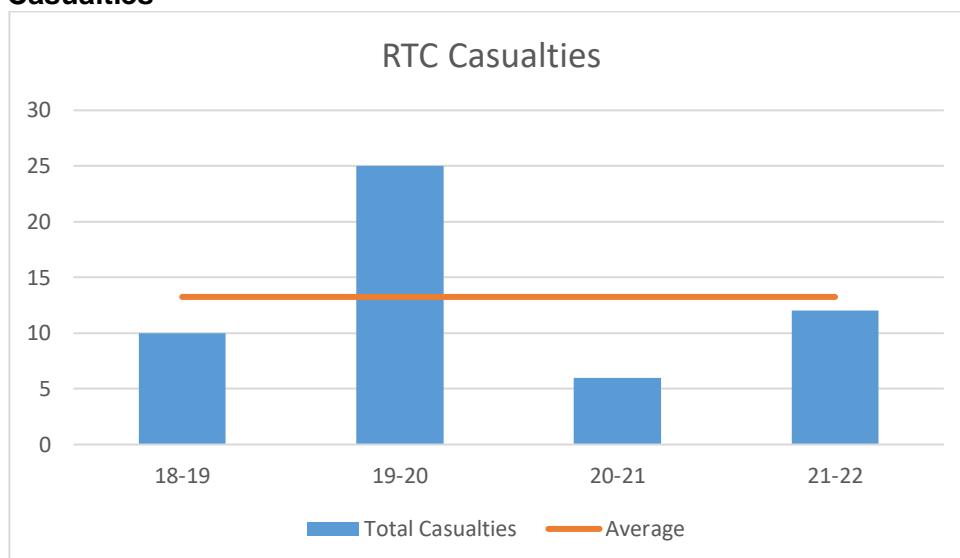


Table 10 Road Traffic Collision Casualties – April – March 2018-2022

South West Fife Area Wards	18-19	19-20	20-21	21-22
Inverkeithing & Dalgety Bay	2	2	2	0
Rosyth	2	0	1	5
West Fife & Coastal Villages	6	23	3	7
Total	10	25	6	12

Table 10 Road Traffic Collision Casualties by Committee Area – South West Fife Areas- April - March 2018-2022

9.8 RTC Casualties

The reporting period has seen a doubling in RTC related casualties when compared to the previous year, but this is below the four-year average and is in line with the increase in RTC's and traffic since the pandemic.

9.9 Transport and Environment Related Incident Reduction Strategy

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

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

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

The group will work to:

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

10. Conclusions

- 10.1 Accidental dwelling fires, Non-fatal Fire Related Casualties and Deliberate Secondary Fires have all decreased since the last reporting period. Deliberate Primary Fires have seen a marginal increase, with UFAS and RTC's increasing as society returns to normal activity levels, post-pandemic.
- 10.2 There have been no fatalities related to RTCs or fires in this reporting period.
- 10.3 Non-domestic Building fires remained static from 2019-2020.
- 10.4 The number of Home Safety Visits facilitated and community safety events held during the reporting period has significantly increased since the lockdown restrictions, although SFRS had sought to target very high-risk groups for Home Fire Safety Visits, and multi-agency liaison and referrals had continued, where appropriate.
- SFRS continue to support our multi-agency partners. In the current reporting year, there were 18 requests to effect entry. The SFRS will continue to manage demand reduction strategies, linking in with key partner agencies to create a safer place to live, work and visit.
- 10.5 The SFRS will continue to manage demand reduction strategies, linking in with key partner agencies to create a safer place to live, work and visit.

Background Papers

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

Report Contact

Russell Hammell
Station Commander
Dunfermline Community Fire Station
Service Delivery – Stirling-Clackmannanshire-Fife LSO Area
Scottish Fire and Rescue Service
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Proposed 30 mph extension and 20 mph zone - Hillend Road, Inverkeithing

Report by: Ken Gourlay, Executive Director (Enterprise and Environment)

Wards Affected: Ward No 6 – Inverkeithing and Dalgety Bay

Purpose

The purpose of this report is to allow the Area Committee to consider retrospectively a proposal to extend the 30 mph speed limit on Hillend Road, Inverkeithing, and a 20 mph zone on roads constructed within the housing development at Spencerfields.

Recommendation(s)

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

- (1) retrospectively agrees to the promotion of a Traffic Regulation Order (TRO) to extend the 30 mph speed limit and introduce a 20 mph zone as detailed in drawing no. TRO21_32 (Appendix 1); and
- (2) authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

Resource Implications

The cost to formally promote this TRO will be approximately £2,300 which covers Roads & Transportation Services' and Legal Services' staff costs and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure will be carried out by the respective developer in this area.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

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

Consultation

The local Ward Councillors and Police Scotland have been advised.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper and on the affected length of roads. In addition, details for the proposed TRO will be made available on www.fife.gov.uk.

1.0 Background

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

2.0 Issues and Options

- 2.1 Although new residential roads are constructed to a design speed of 20 mph as part of their approved planning consent, we still require a Traffic Regulation Order (TRO) for the 20 mph zone speed limit which requires Area Committee approval.
- 2.2 New roads constructed (or soon to be constructed) in the Spencerfields housing development as shown in Drawing No. TRO21_32 (Appendix 1) require a TRO for the speed limit.
- 2.3 An extension to the 30 mph speed limit on Hillend Road was proposed as part of the Road Construction Consent approved drawings and planning application (16/03554/ARC).
- 2.4 Delivery of the new infrastructure for the 30 mph extension and 20 mph zone gateways have already been completed. Additionally, a TRO has been through the legal process, and we require retrospective Area Committee approval.

3.0 Conclusions

- 3.1 These new residential roads will be constructed to a design speed of 20 mph by means of road geometry and traffic calming features.
- 3.2 It is considered, in the interests of traffic management and road safety, that this Traffic Regulation Order be approved by Committee.

List of Appendices

1. Drawing no. TRO21_36 Hillend Road, Inverkeithing

Background Papers

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

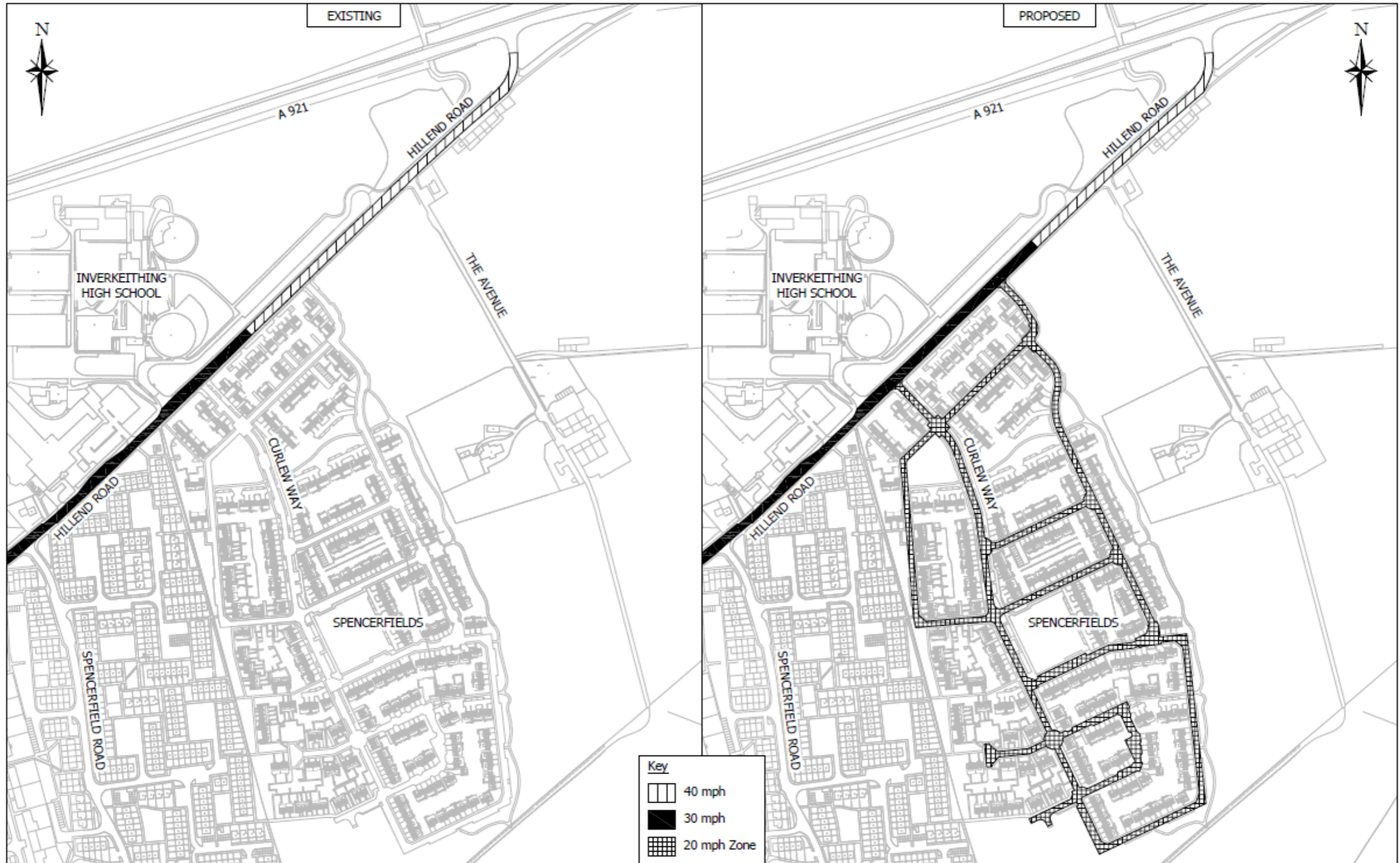
- Fife Council Transportation Development Guidelines

Report Contacts

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Appendix 1 – Drawing No. TRO21_32 Hillend Road, Inverkeithing



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

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**ASSETS,
TRANSPORTATION
and ENVIRONMENT**

**Proposed Speed Limits
Hillend Road / Spencerfields, Inverkeithing**

SCALE	NTS	DRAWING No.	TRO/21/32	REV.	_
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Proposed 20 mph zone and raised table – A921 Main Street, Aberdour

Report by: Ken Gourlay, Executive Director (Enterprise and Environment)

Wards Affected: Ward No 6 – Inverkeithing and Dalgety Bay

Purpose

The purpose of this report is to allow the Area Committee to consider a proposal to extend the 20 mph zone speed limit on A921 Main Street which includes roads constructed within the housing development, and a proposed raised table.

Recommendation(s)

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

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to extend the 20 mph zone as detailed in drawing no. TRO22_08 (Appendix 1);
- (2) agrees to the promotion of a Road Hump Order (RHO) to introduce a raised table as detailed in drawing no. TRO22_08 (Appendix 1); and
- (3) authorises officers to confirm the Traffic Regulation Order and for the raised table to be constructed within a reasonable period unless there are objections.

Resource Implications

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

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

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

Consultation

The local Ward Councillors and Police Scotland have been advised.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process and by the Roads (Scotland) Act 1984 for the RHO will be carried out through the posting of legal notices in a local newspaper and on the affected length of roads. In addition, details for the proposed TRO and RHO will be made available on www.fife.gov.uk.

1.0 Background

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

2.0 Issues and Options

- 2.1 Although new residential roads are constructed to a design speed of 20 mph as part of their approved planning consent, we still require a Traffic Regulation Order (TRO) for the 20 mph zone speed limit which requires Area Committee approval.
- 2.2 New roads constructed (or soon to be constructed) in the area to the south of A921 Main Street, Aberdour as shown in Drawing No. TRO22_08 (Appendix 1) require a TRO for the speed limit.
- 2.3 As part of the Road Construction Consent (20/03060/RCC) approved drawings and planning application (20/02623/ARC) an extension to the 20 mph speed limit on A921 Main Street is proposed which includes a raised junction at the new development access. A TRO and RHO is required so the developer can fulfil their obligations.
- 2.4 These new residential roads will be constructed to a design speed of 20 mph by means of road geometry and traffic calming features.

3.0 Conclusions

- 3.1 It is considered, in the interests of traffic management and road safety, that this Traffic Regulation Order and Road Hump Order be promoted.

List of Appendices

1. Drawing no. TRO22_08 A921 Main Street, Aberdour

Background Papers

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

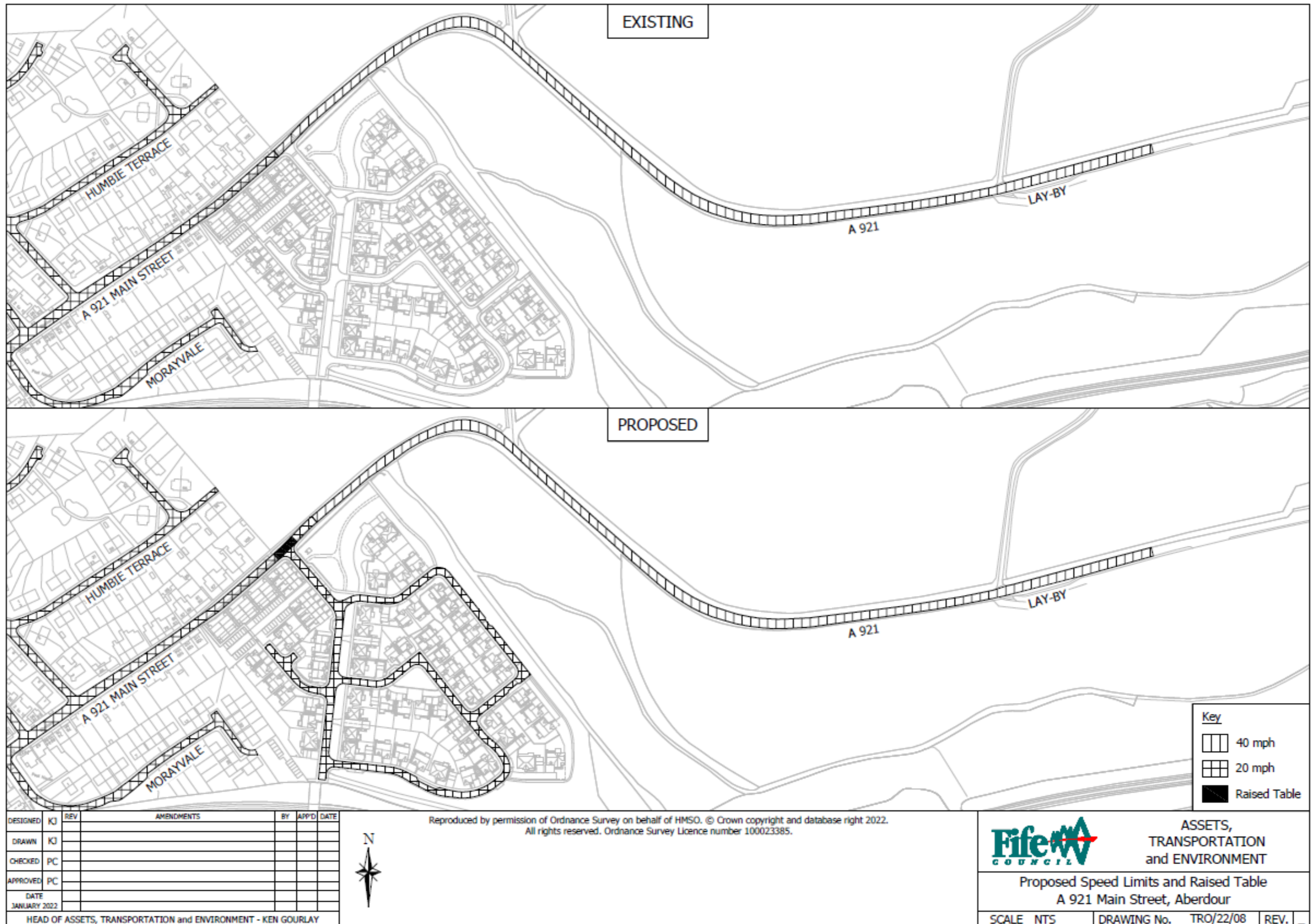
- Fife Council Transportation Development Guidelines

Report Contacts

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Keith Johnston
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Appendix 1 – Drawing No. TRO22_08 A921 Main Street, Aberdour



DESIGNED	KJ	REV	AMENDMENTS	BY	APPD	DATE
DRAWN	KJ					
CHECKED	PC					
APPROVED	PC					
DATE						
JANUARY 2022						
HEAD OF ASSETS, TRANSPORTATION and ENVIRONMENT - KEN GOURLAY						



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	ASSETS, TRANSPORTATION and ENVIRONMENT		
	Proposed Speed Limits and Raised Table A 921 Main Street, Aberdour		
SCALE	NTS	DRAWING No.	TRO/22/08
		REV.	_

28th September, 2022.

Agenda Item No. 11

Area Capital Budget Request – The Cairns, Charlestown

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

Wards Affected: Ward 5

Purpose:

To seek agreement from the Area Committee to allocate funds from the Area Capital Budget 2021-2023

Recommendation(s)

The Committee is asked to agree to a contribution of £36,000 from the Area Capital Budget for additional parking to an adoptable standard at The Cairns, Charlestown.

Resource Implications

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

Legal & Risk Implications

There is a risk that the final costs of this project exceed the allocation identified from the Area Capital budget. If this is the case, then any shortfall will be met from the Local Community Planning budget 2022-23, Ward 5 allocation.

Impact Assessment

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

Consultation

Elected members in Ward 5 have agreed the recommended work and funding proposal. South and West Fife Area Committee were consulted on the 2nd February 2022 where 2 design options were presented with estimated costs. Previous Ward 5 Councillors have engaged with local residents.

1.0 Background

- 1.1 The criteria for spend from the Area Capital Budget requires approval from the Area Committee.
- 1.2 The process also requires a capital project proposal and business case to be produced for this project and submitted to Finance. Officers are presently working on this.
- 1.3 Colleagues within Finance have confirmed that the Area Capital Budget 2021 – 2023 is still available.

2.0 Project Information

- 2.1 At the South and West Fife Area Committee, 6th October 2021, the Committee considered a petition submitted Mr. Alan Yates containing 28 signatures relating to parking issues at The Cairns, Charlestown. In response to the petition a briefing paper was presented by the Area Housing Manager as the grassed area of the land within The Cairns is owned by Housing Services.
- 2.2 The Committee agreed that:-
 - detailed costings on bringing the road up to an adoptable standard be undertaken by the Transportation Service, including design costs, etc. and that, once these costings had been finalised, that a report on the position be brought back to Committee in February, 2022; and
 - consultation with the residents of The Cairns, Charlestown be undertaken once options had been identified but also to ascertain whether they had any alternative solutions to address the issues raised within the petition.
- 2.3 Options and estimated costings were produced by Asset, Transportation & Environment Services and presented to South and West Fife Area Committee on 2nd February, 2022.
 - **Option1** - This option provides an additional 18 parking spaces and footway around the proposed parking area. The design impacts on the junction areas of The Cairns to facilitate the additional spaces compared to Option 2. The estimated cost is £80,000.
 - **Option 2** - This option provides 16 spaces and is a similar layout to option 1 but does not have a footway adjacent to the proposed parking area or include work at the junction. The estimated cost is £45,000.
- 2.4 The Committee agreed that:-
 - consultation be undertaken with the residents at The Cairns, Charlestown on the two proposals, with costings, detailed in the briefing paper; and
 - that a further report be brought back to Committee following consultation with residents detailing the preferred option and providing information on the funding position.
- 2.5 Subsequent discussions took place with ward 5 Councillors. It was intimated by one Councillor following discussions he had with residents that option 2 was the preferred option. Due to this Housing Services, as landowner, subsequently agreed to meet 50% of the costs of option 2.

- 2.6 The options presented to South and West Fife Area Committee by Fife Council officers was that the work be carried out to an adoptable standard with Roads and Transportation adopting the additional area for future maintenance.

3.0 Next steps

- 3.1 Due to other workload, Roads and Transportation Services officers have been unable to re-assess the work to provide a definitive cost. They have indicated that the estimate will have increased by 20% at least. It is proposed that contingencies of 30% be added to the original cost. This will increase option 2 from £45,000 to £58,500.
- 3.2 Housing Services have agreed to fund £22,500 based on the estimated costs of option 2. This leaves a balance including the contingencies of £36,000. It is recommended that this is met from area capital funds. As the project progresses and if there any associated price increases that this be met through the Local Community Planning Budget (LCPB) Ward 5 allocation. If this is necessary, the normal decision-making process for the LCPB will be followed.
- 3.3 If the recommended funding is agreed by area committee members Officers will proceed with option 2 and instigate the required processes and work.

4.0 Conclusions

- 4.1 This project will address work that the residents of The Cairns believe is necessary and provides a positive solution following the petition presented. Whilst a funding solution has been identified it should be noted that this does not set a precedent for similar work or responses for matters raised by local communities.
- 4.2 As noted, the allocation will be used along with Local Community Planning budget if required to meet the final cost of this project.
- 4.3 This projects help support the Local Community Planning theme of Thriving Places.

Background Papers

- Briefing Note – Parking at the Cairns, Charlestown – 2nd February 2022 South and West Fife Area Committee
- Briefing Paper – Parking at the Cairns, Charlestown – 6th October, 2021 South and West Fife Area Committee

Report Contact

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28th September, 2022.
Agenda Item No. 12

Area Roads Programme 2021-2022 – Final Report

Report by: Ken Gourlay, Executive Director (Enterprise and Environment)

Wards Affected: 1, 5, 6

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

- 1.1 Committee agreed the list of projects forming the 2021-22 ARP on 3rd March, 2021 (2021.SWFAC.249 para. 262 refers).

2.0 Issues and Options

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

3.0 Conclusions

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

List of Appendices

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

Report Contact

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Area Roads Programme 2021-22

Carriageway Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
6	Inverkeithing	Preston Crescent		£ 119,000	£ 115,838	£ 115,189	Completed	Carry-over from 2020-21
1	Rural Road	U005 (formerly D5) Craigencaat Road	Feasibility Study	£ 2,000		£ 7,323	Completed	
1	Oakley	James Hog Crecent		£ 21,389	£ 12,389	£ 12,178	Completed	
1	Culross	C5 Low Causeway		£ 98,842	£ 98,842	£ 110,547	Completed	
1	Rural Road	B914	Steelend to Dunnygask House access	£ 65,520	£ 51,157	£ 142	Postponed	Staff fees only - Contractor Availability
1	Culross	Kirk Street / Tanhouse Brae		£ 76,506	£ 82,257	£ 2,919	Postponed	Delayed due to drainage Issue - works reprogrammed for August 2022
1	Rural Road	B9037 Ph2 & Ph3	Adia Road to West of Cemetery	£ 323,382	£ 277,000	£ 261,775	Completed	
1	Kincardine	Broomknowe Drive / Windyhill Avneue / Kilduthie Place		£ 101,283	£ 131,202	£ 140,539	Completed	
1	Oakley	Sir George Bruce Road		£ 44,915	£ 53,501	£ 48,885	Completed	
6	Aberdour	A921 High Street		£ 27,179	£ 72,000	£ 75,276	Completed	works extended due to deterioration
1	High Valleyfield	B9037	Newmills to Valleyfield Avenue	£ 97,912	£ 151,940	£ 175,201	Completed	additional works required
6	N Queensferry	Ferry Road		£ 47,202	£ 47,202	£ 47,962	Completed	
6	N Queensferry	B981 Main Street	The Brae to Pierhead	£ 53,870	£ 53,870	£ 49,958	Completed	Promoted to Cat 1, additional funding available
1	Oakley	A907 Carnock Road		£ 241,613	£ 218,345	£ 5,005	In Progress	Promoted to Cat 1 - completed mid April 2022
TOTAL				£ 1,320,613	£ 1,365,543	£ 1,052,899		

Area Roads Programme 2021-22

Footway Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
1	Carnock	Hawthorn Bank Ph 2 of 3		£ 83,718	£ 53,944	£ 52,062	Completed	
5	Rosyth	McGrigor Road Ph 2 of 2		£ 60,644	£ 87,912	£ 114,043	Completed	additional work required
6	Inverkeithing	Deas Road Ph 1 of 2		£ 30,629	£ 45,407	£ 49,729	Completed	
1	Oakley	Sir George Bruce Road		£ 56,005	£ 34,219	£ 28,753	Completed	promoted to Cat 1
TOTAL				£ 230,996	£ 221,482	£ 244,587		

Area Roads Programme 2021-22

Road Safety & Traffic Management Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
5	Rosyth	Castlandhill Road	Changes to Pedestrian Crossing at Coop	£ 25,000	£ 25,000	£ 114	Postponed	Delayed due to Contractor availability
1	Carnock	A907 Main Street	Repalce Give and Take Shuttle Signals	£ 60,000	£ 60,000	£ 2,595	Postponed	Design complete, delayed due to Contractor availability
1	Low Valleyfield	Main Street	Speed Limit reduction	£ 10,000	£ 5,000	£ 4,844	Completed	
TOTAL				£ 95,000	£ 90,000	£ 7,553		

Area Roads Programme 2021-22

Lighting Schemes Outturn

Ward	Town	Street	Location	Original Estimate	Design Estimate	Outturn Cost	Progress at 31st March 2022	Comments
6	Dalgety Bay	Moray Way, Meadowfield & Otterston Grove		£ 184,000	£ 280,000	£ 106,286	In Progress	
1	Kincardine	Ph 1 & 2		£ 107,500	£ 160,000	£ 144,679	Completed	
1	Kincardine	Ph 3		£ 72,500	£ -	£ 2,319	Designed	Planning Permission Required
1	Kincardine	Ph 4		£ 87,500	£ -	£ -	Designed	Planning Permission Required
1	Oakley	Wardlaw Way		£ 30,000		£ 8,180	Designed	Promoted to Cat 1 - design only
TOTAL				£ 481,500	£ 440,000	£ 261,464		

Area Roads Programme 2021-22

Structures Schemes Outturn

Ward	Town	Street	Location	Description	Outturn Cost	Progress at 31st March 2022	Comments
6	Aberdour		Harbour	Replacement Footbridge	£ 53,666	Ongoing	Design nearing completion, environmental licences and planning consents are being progressed.
TOTAL					£ 53,666		

28th September, 2022.

Agenda Item No: 13

Complaints Update

Report by: Mike Enston, Executive Director (Communities)

Wards Affected: All South & West Fife Wards

Purpose

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

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

An 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 South and West Fife Committee area.
- 1.3 Any feedback on local issues gathered from the individual Area Committees will be taken into account when finalising the update report to Standards and 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 – South & West Fife Area

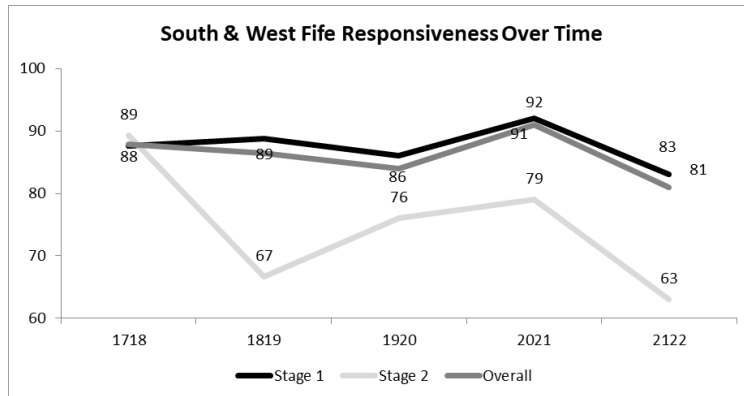
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	198	160	81% (91% in 20-21)
Stage 1 (5 days)	174 (88%)	145	83% (92% in 20-21)
Stage 2 (20 days)	24 (12%)	15	63% (81% in 20-21)

- 202 complaints were received relating to the South & West Fife area in 21/22 of which 198 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason, channel, root cause etc.) after complaints are closed.
- In line with the procedure, we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness has declined when compared against last year to both complaint stages and overall, in timescale. The average time to close all complaints remained as **5.9** working days over last year and is the same as the Council average. See 2.4 for performance accounting for agreed extensions.

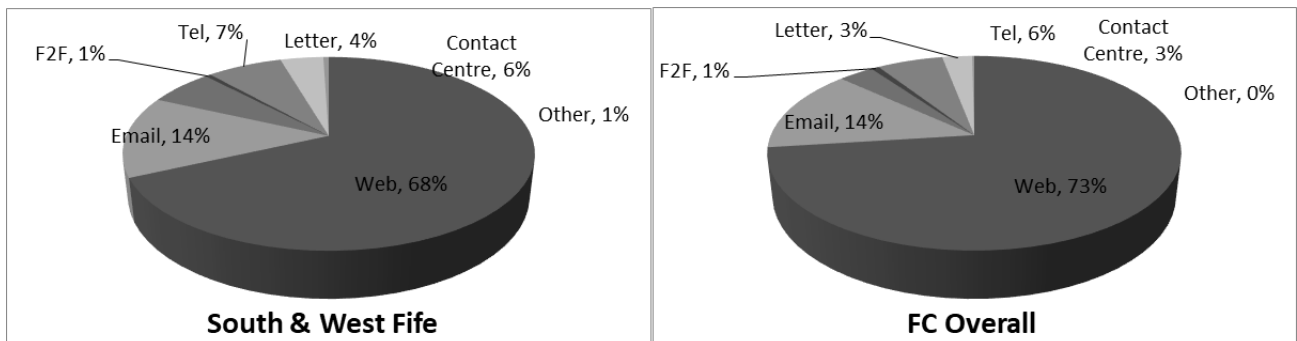
Volume & responsiveness - Fife Council overall

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

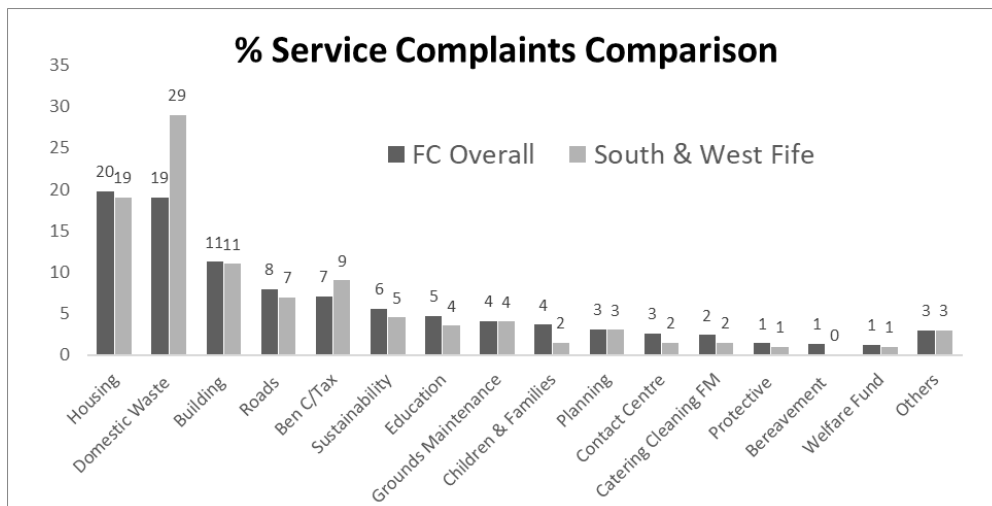
2.1 The graph shows a decline in performance this year with a particular decline in stage 2 cases being responded to in timescale.



2.2 The contact channel used for complaints can be seen in the following graph. There has been decrease in the use of the web (84% in 2020/21) this reduction is likely a result of normal business resuming post pandemic.



Reason for complaint (upheld and not upheld)



2.3 Differences of note include that there are proportionally more complaints concerning Domestic Waste (dissatisfaction with collection arrangements and multiple failure to collect and empty bins).

2.4 The following table shows complaint responsiveness by Services. Ordered by percentage all in timescale worst to best. Please note that from the 38 cases that ran over timescale 42% of those cases (16 from 38) had extensions agreed with customers. This means that, overall, 89% of all cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
Legal	0	0%	1	100%	1	0%
Protective	0	0%	2	50%	2	50%
Education	3	67%	4	50%	7	57%
Roads	14	57%	0	0%	14	57%
Children Families	2	50%	1	100%	3	67%
Planning	4	75%	2	50%	6	67%
Housing	31	74%	6	67%	37	73%
Building	19	84%	3	33%	22	77%
Sustainability	9	78%	0	0%	9	78%
Ben C/Tax	16	81%	2	100%	18	83%
Grounds	8	88%	0	0%	8	88%
Domestic Waste	55	95%	2	100%	57	95%
Area Services	1	100%	0	0%	1	100%
Assessors	0	0%	1	100%	1	100%
Catering FM	3	100%	0	0%	3	100%
CLD	1	100%	0	0%	1	100%
Contact Centre	3	100%	0	0%	3	100%
CSI	1	100%	0	0%	1	100%
Criminal Justice	1	100%	0	0%	1	100%
Local Office	2	100%	0	0%	2	100%
Welfare Fund	1	100%	0	0%	1	100%
Total	174	83%	24	63%	198	81%

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

Service	Category	2018/19	2019/20	2020/21	2021/22
Building Services	Anything else that doesn't fit above categories	0	1	2	0
	Card left when tenant in property	0	1	0	0
	Council vehicle - driving behaviour / standards	0	2	1	1
	Council vehicle - parking	0	1	1	0
	Delay in start / completion of work	0	0	0	0
	Failure to attend at time advised / agreed	1	0	2	0
	Failure to fix first time	1	2	1	3
	Failure to meet timescales for job	1	1	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Health & safety / dangerous occurrence	2	2	1	0
	Inappropriate staff attitude / behaviour	1	1	5	6
	Poor communications - advance notice of work not given	0	2	2	1
	Poor communications - internal breakdown Building Services	0	1	0	2
	Poor communications - internal breakdown with other council areas	0	0	0	0
Poor communications - poor regarding work being/to be undertaken	0	3	1	2	

Service	Category	2018/19	2019/20	2020/21	2021/22
	Standard of workmanship - damage	3	3	0	1
	Standard of workmanship - mess	2	1	1	1
	Standard of workmanship - tenant unhappy with work	2	4	0	0
	Unplanned additional work required following repair/installation	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	3
	Total	13	26	19	22
Catering & Facilities	Anything that doesn't fit within other categories.	0	0	0	0
	Facilities available in canteen	0	0	0	0
	Inappropriate staff attitude / behaviour	1	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	4	0
	Meal options	0	0	0	1
	Meals on wheels service not correct	0	0	1	1
	Quality of meals	0	0	0	1
	Quality of the service provided	0	1	0	0
	Standard of service cleanliness, damage etc.	4	0	0	0
	Total	5	1	5	3

Service	Category	2018/19	2019/20	2020/21	2021/22
Contact Centre	Anything that doesn't fit within other categories.	0	0	0	0
	Inappropriate staff attitude / behaviour	4	2	1	2
	Incorrect information given	0	1	0	0
	Incorrect timescales given	0	0	0	0
	Lack of information	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0
	Time taken to answer call	20	2	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	0	0
	Total	25	6	2	3
Customer Service	Anything that doesn't fit within other categories.	0	4	0	0
	Content of web page	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0
	Inappropriate staff attitude / behaviour	0	1	0	0
	System Failure	0	0	1	0
	Total	0	6	1	1
	Anything that doesn't fit within other categories.	0	1	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22
Children & Families	Dissatisfaction with assessment outcome	0	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	1	0	1	0
	Dissatisfaction with assessment outcome - Parent/Carer	2	2	5	1
	Dissatisfaction with policy / current delivery arrangements	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	2	0	0	0
	Inappropriate staff attitude / behaviour	1	2	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	3	1
	Unacceptable standard of care / support (families) - Child or Young Person	0	0	0	0
	Unacceptable standard of care / support (families) - Parent/Carer	3	2	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	1
	Unacceptable standard of care looked-after children	0	0	0	0
Total		9	7	11	3
Education	Anything that doesn't fit within other categories.	3	5	0	1
	Access to facility	0	0	0	0
	Accidents Injuries e.g., physical education fights etc	0	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case. POLICY FAILURE	0	0	1	0
	Bulling by Staff	0	0	0	1
	Bullying by Pupil	2	1	2	0
	Disputed exclusions exclusion decisions	0	0	0	0
	Dissatisfaction with policy current arrangements	4	6	0	2
	Inappropriate staff attitude behaviour	3	0	1	1
	Inconsiderate inappropriate use of council vehicle	0	0	0	0
	Placement request decisions	0	0	2	2
	Poor communications including lack of notice consultation engagement	0	2	0	0
	Standard of supervision	0	0	1	0
	Withdrawal of Subject	0	0	0	0
	Total	12	14	7	7
Domestic Waste	Anything that doesn't fit within other categories.	3	4	1	1
	Bin not returned properly / bin is missing	1	1	3	0
	Bulky not collected / only part collected	3	2	12	7
	Collection has left spilt waste in street / at property	1	1	1	1

Service	Category	2018/19	2019/20	2020/21	2021/22
	Customer turned away / refused entry	1	0	2	0
	Damage to vehicles / property during bin collection	0	3	4	3
	Dissatisfaction with location of recycling point	0	0	1	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	18	9	45	19
	Dissatisfaction with policy / organisational arrangements including charging policy	1	0	1	0
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	4	3	6	0
	Dissatisfaction with Take Out & Return TOR service	3	6	6	2
	Failure to collect / empty bin	4	6	14	13
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	3	6	7
	Inappropriate staff attitude / behaviour	1	1	2	2
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	2	1	0
	Rodent / insect infestation	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	1	1

Service	Category	2018/19	2019/20	2020/21	2021/22
	Total	44	42	107	57
Housing	Anything that doesn't fit within other categories.	2	3	1	1
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	0	1	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	2	2
	Assessment of FHR - Dissatisfaction with time taken	1	0	0	0
	Debt management arrangements	0	0	1	0
	Delays in Start / Completion	2	0	0	1
	Dispute with Neighbours	2	2	3	3
	Dissatisfaction with policy / current arrangements including allocations criteria	1	6	3	2
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	1	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	1	2	2	6
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	1	4	2
	Fencing	0	0	0	1
	FHR process – Dissatisfied as process not meeting applicants needs	1	2	2	1
Fixed penalty notice	0	0	0	1	

Service	Category	2018/19	2019/20	2020/21	2021/22
	Garden maintenance service	0	1	0	0
	Inappropriate staff attitude / behaviour	3	3	2	1
	Maintenance of garages / lock-ups	1	0	1	0
	Management of communal areas inc grass cutting, overgrown trees & bushes	0	1	0	1
	Noise	0	0	2	0
	Pets & animals	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	4	2	1	4
	Poor condition / standard of housing	0	0	1	1
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	0	1	0	1
	Redecoration allowance	0	0	0	1
	Rubbish	0	0	0	1
	Snagging issues	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2	0	4
	Waiting times	0	0	0	0
	Total	21	28	26	37
	Anything that doesn't fit within other categories.	1	0	2	0

Service	Category	2018/19	2019/20	2020/21	2021/22
Grounds Maintenance	Change of designation of area	0	0	1	0
	Damage to private property	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	1
	Grass cutting	2	0	0	3
	Grounds maintenance policy	1	1	0	1
	Inappropriate staff attitude / behaviour	1	1	0	0
	Inconsiderate / inappropriate use of council vehicle	2	0	0	0
	Overhanging / damaged trees & shrubs	1	0	1	2
	Poor communications including lack of notice, consultation & engagement	1	0	0	0
	Quality of park area	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Untidy / overgrown vegetation	0	0	0	0
	Weed killing areas	0	0	1	0
Total		9	2	8	8
Planning	Anything that doesn't fit within other categories.	1	2	0	1
	Dissatisfaction with policy / delivery arrangements	0	1	1	0

Service	Category	2018/19	2019/20	2020/21	2021/22
	Delays in decisions / non-compliance with timescales	0	0	0	1
	Failure to follow process	0	1	0	0
	Failure to respond	0	0	0	1
	Inadequate consideration of objections	0	0	1	2
	Lack of public information	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	2	0
	Poor quality of assessment	0	0	0	1
	Total	2	4	4	6
Protective Services	Anything that doesn't fit within other categories.	0	0	1	0
	Dangerous products / premises including tattoo parlours	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	2
	Total	0	1	2	2
Benefits C/Tax	Admin error	4	2	6	4
	Anything that doesn't fit within other categories.	1	1	0	1
	Availability of advisor	0	0	1	0

Service	Category	2018/19	2019/20	2020/21	2021/22
	Disagree with legislation	1	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2	0	0
	Inappropriate staff attitude / behaviour	0	1	0	1
	Lack of / incorrect information	2	3	2	1
	Poor communications including lack of notice, consultation & engagement	0	1	1	3
	Procedures / policy	3	7	5	2
	System failure	0	0	0	0
	Time taken to process enquiry	1	1	3	5
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	1
	Total	12	19	19	18
Roads & Transportation	Anything that doesn't fit within other categories.	0	4	0	0
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	0	1	2
	Card not received by customer	0	0	0	1
	Commercial and subsidised bus service issues lack of provision, timetable changes, driver conduct, accessibility	0	2	0	0
	Complaint about blue badge application	0	1	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with emergency response to flooding	0	2	2	0
	Dissatisfaction with car parking provision / charging policy	0	0	0	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	5	0
	Inappropriate staff attitude / behaviour	0	0	1	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	1	0	0
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc.	0	1	4	0
	Localised flooding due to damaged drains / water mains	0	0	1	0
	Localised flooding due to run-off from fields / land	0	1	0	0
	Major flood prevention schemes related issues	0	1	0	0
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	2	0	0
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	1	0	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	1	1

Service	Category	2018/19	2019/20	2020/21	2021/22
	Poor standard of road repairs / maintenance work including incomplete work	0	4	1	1
	Potholes / poor condition of road surface	0	5	5	4
	Street light repairs	0	0	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	1
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	0	1
	Total	13	26	23	14
Sustainability	Anything that doesn't fit within other categories.	0	0	1	0
	Customer turned away / refused entry	0	0	0	1
	Dissatisfaction with booking policy	0	0	0	2
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	4	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	1

Service	Category	2018/19	2019/20	2020/21	2021/22
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Total	0	0	5	9

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

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>My brown bin was missed by your operative, "as seen on my CCTV" I used your webchat service and explained to the assistant that the lorry had been round and emptied next door but completely missed ours, never even looked at it. I said this had just happened and if she contacted the driver, they could pop back and correct this situation. She told me to contact yourselves after 9 pm. I said in this net zero climate it would be more cost and environmental to catch them and have them return! I was told that the lorry could not be contacted! In this day and age of mobile phones etc I find it hard to believe that no contact can be made. As a taxpayer and concerned climate person I would like to make this an official complaint, I feel the online assistant could not be bothered to contact the office who deals with the bin collection and generally fobbed me of. As a retired manager of a business, I understand that all cost effective and environmental considerations should be taken into account, but I feel this is not the case from Fife Council.</p> <p>Outcome: <i>Complaint upheld. Apology offered to customer, returned and serviced the bin with address on close monitor.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>Tenant has been waiting 15 weeks to get his solar panels fixed and has been phoning constantly to get this resolved on a mobile phone which has been costing him money to call in also due to panels not working he has been having to heat his hot water again costing money</p> <p>Outcome: <i>Complaint upheld. Apology offered to tenant, and repair expedited with contractor.</i></p>
Building	Inappropriate staff attitude / behaviour	<p>Refused to give ID - "I drive a council van". Then advised 1st name. Appeared to be in a foul mood. The tenant actually felt uncomfortable around him as his mood and attitude were terrible. Took over an hour to fix flush on toilet, whilst swearing and cussing to himself and banging around much more so than ever before. Tenant asked rough idea of time as going to work. Was told "It's not a 5 min job like you think". She asked him then to leave the house multiple times, but he just ignored her. He used one of her mats and a towel to clean up a flood he created he did not mention this to the tenant. She found the mess once he left, the floor is soaked. The tenant isn't so much bothered about the time, but his attitude is terrible.</p>

Service Area	Category	Complaint (summarised / redacted)
		Outcome: <i>Complaint upheld. Apology offered, and provision of alternative plumber provided. Original tradesperson spoken to about attitudes and behaviours.</i>

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 listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- Following a complaint about a school meal paid for by the complainant, Catering Cleaning & Facilities Management reviewed portion sizes and provided clarity to staff serving meals within a local primary school.
 - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.), the complaint has been addressed directly with employees so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date, the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
 - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given when the Council did not uphold their substantive matter. see section 4 Customer Satisfaction.
- 3.8 The following tables provide the details of complaint decisions in the South and West Fife area compared with the Fife Council overall results.

South & West Fife	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	40%	17%	5%	37%
Stage 1	40%	15%	6%	40%
Stage 2	46%	33%	0%	21%

Comparison to the Fife Council overall results.

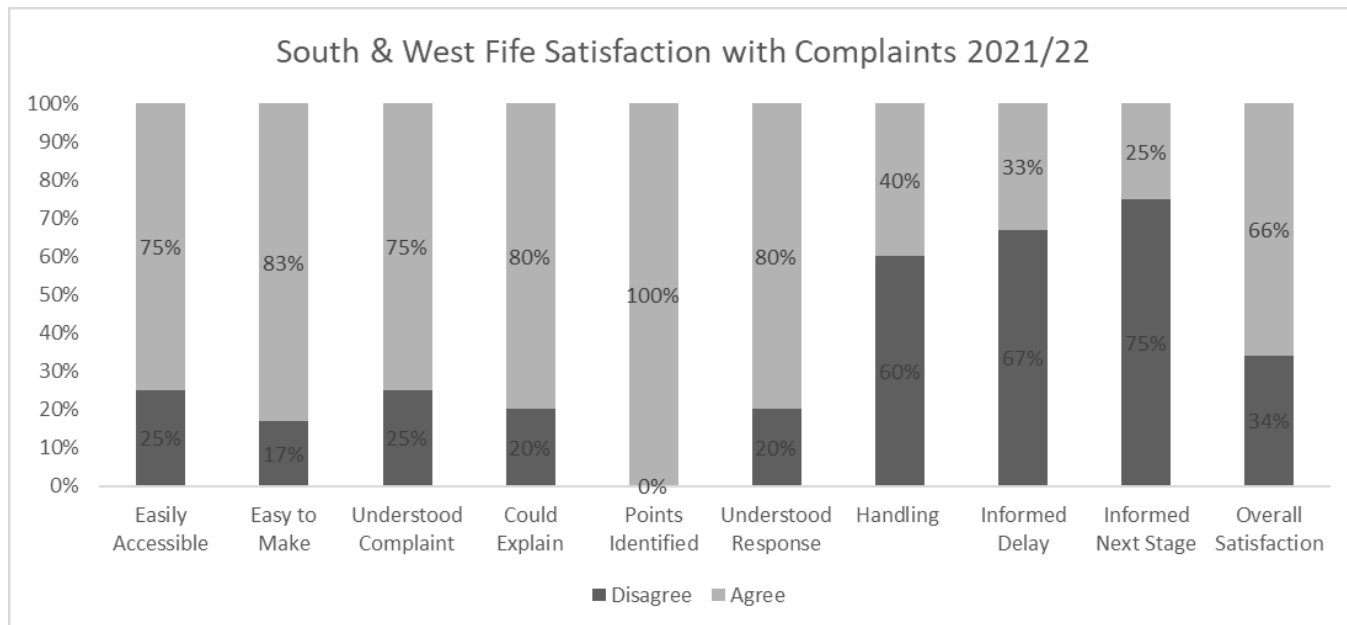
FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	43%	17%	3%	36%
Stage 1	42%	16%	4%	38%
Stage 2	52%	28%	0%	20%

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 7 replies from complainants claiming residency in the South and West Fife Committee area. Comments included:

- Everyone tried very hard to resolve my complaint, however, I was passed to a number of individuals. When I got to the right person my issue was resolved immediately.
- The complaint process itself was adequate but the outcome of the complaint was highly unsatisfactory. Felt like a decision was made on the complaint response before the process was even concluded.

Overall, satisfaction was 66% and is improved upon last year's figure of 32%. 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 providing regular updates in the event of delays and informing complainants at stage 1 of the next stages should they remain dissatisfied.

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

Service	Complaint Summary	SPSO Decision
Building Services	Inadequate repair / maintenance	Not taken forward for investigation
Protective Services	Private water supply	Not taken forward for investigation
Planning	Private water supply	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	1201	1155	1387	1211	Includes missed bulky (x121)
Illegal Dumping	139	117	64	73	Includes mess in gardens (x8)
Street Cleaning	151	133	93	80	Untidy street reports
Dog Fouling	33	24	12	18	
Aggressive Dogs	21	26	21	32	
Abandoned Cars	34	38	15	10	
Litter Bin Issues	30	51	27	17	Request new / overflowing
Needles	14	5	2	2	Either made safe or require removal
Fallen Trees	14	4	6	2	

- 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 and 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 28 compliments received from customers in the South and West Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Benefits	1	Fiona was very helpful making sure I understood all the questions helping me apply for benefits that I didn't know about was really good and spoke to me with empathy about my mum who Has recently passed away
Bereavement	2	Douglas Bank Cemetery - would like to highly praise the cemetery staff looking after this cemetery. Looks wonderful
Building Services	4	Very happy and satisfied at speed of response and workmanship from building services blacksmith. Now have external handrails installed.
Contact Centre	4	I am very happy with the effective and efficient service i have received from Fife Council today.
Environment	5	Would like to compliment Joe that rides the mechanical sweeper. He comes each week to clear the leaves and what a difference to what it was over the past few years when it wasn't swept up at all. He really does a thorough job.
Grounds Maintenance	1	Would like to tanks the Grounds maintenance staff and Darren Pierce in particular for their rapid and helpful responses to requests from the group in assisting with them with manging areas in Saline for amenity and biodiversity. Their actions helped to support the group to resume work on areas which had been neglected during COVID. without their input these sites may have been lost.
Housing	1	Friendly and efficient service supporting me through the homelessness process
Local Office	5	I was delighted with the help I received at Inverkeithing Civic Centre in early August. I was late in re-applying for my blue badge due to health issues and I wanted to thank the customer advisor for her help with this
Property Services	1	Would like to compliment the glazier who attended my repair today. His name is John. Excellent services and excellent tradesman. Done job to a very high standard
Sustainability	2	Just attended Dalgety Bay Waste Disposal Centre today. Both attendants very polite and helpful. Very attentive to what was happening and offering advice and guidance without delay.
Transportation	2	Customer called to compliment the Blue Badge team for the speedy delivery of her blue badge. She is very dependant on this and is extremely happy that she has received this after being advised that there was a glitch in the system and she would like to say thank you very much.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was poorer than last year impacted by the responsiveness of a small number of Services. Responsiveness does however improve when adjusted for the extensions (valid under the procedure) that are sometimes necessary due to mitigating factors such as absences. The average working days to respond to all complaints did however remain the same as last year and is the same as the Council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the South and West Fife area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste. The main root cause categories of these complaints were directly related to issues arising from bin collections in the Committee area. These issues are however reduced in volume from last year.

Background Papers

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

Report Contacts

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28th September, 2022.

Agenda Item No. 14

Property Transactions

Report by: Alan Paul, Senior Manager, Property Services

Wards Affected: 1, 5 and 6

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Disposals

2.1.1 Sub Station, Spittalfield Road, Inverkeithing

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

2.1.2 Servitude (Water), Morayvale, Aberdour

Date of Sale: 16 May 2022
Price: £10,000
Purchaser: Cala Management Ltd

2.2 Acquisitions

2.2.1 3 Primrose Court, Rosyth

Date of Acquisition: 28 January 2022
Price: £128,500
Seller: Kelly Thomson

2.2.2 28 Priory Square, Kincardine

Date of Acquisition: 27 May 2022
Price: £77,500
Seller: Vincent Gerard Ezzi

2.3 Leases by the Council – New Leases

2.3.1 Units 5 and 6 Oakley Industrial Park, Main Street, Oakley

Term: Lease Assignment and Extension from 15 February 2021
Rent: £19,000 pa
Tenant: SES Renovations Ltd

2.3.2 Unit 7 Forthview Industrial Estate, Low Valleyfield

Term: 1 year from 27 September 2021
Rent: £959 pa
Tenant: Lesley Brown t/a Lesley Brown Books

2.3.3 Office 8 Forthview Industrial Estate, Low Valleyfield

Term: 1 year from 25 May 2021
Rent: £1,400 pa
Tenant: Enviro Technology Services Ltd

3.0 Conclusions

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

Report Contact

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Lead Professional

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23rd November, 2022			
Title	Service(s)	Contact(s)	Comments
Transport Scotland Update	Transport Scotland / BEAR Scotland	Scott Lees / Andy Thompson	Agreed would provide update in a year's time - October, 2021
Criminal Justice Social Work Service – Community Payback Unpaid Work Scheme	Education and Children's Services	Stuart MacArthur	Annual report
South East Inverkeithing Regeneration – Progress Report	Housing Service / Communities and Neighbourhoods Service	Deborah Stevens / Alastair Mutch	Six monthly update
Area Housing Plan Update	Housing Service	Claire MacKinlay	Six monthly update
Common Good Funds Annual Report	Finance and Corporate Services	Eleanor Hodgson	Annual report
Settlement Trust – Annual Update on Expenditure and Funds Held – 2021/22	Communities and Neighbourhoods / Finance and Corporate Services	Alastair Mutch / Eleanor Hodgson	Annual report
Non-Settlement Trust – Annual Update on Expenditure and Funds Held –	Communities and Neighbourhoods / Finance and	Alastair Mutch / Eleanor Hodgson	Annual report
Area Capital Update Report 2021/22	Finance and Corporate Services	Eleanor Hodgson	Annual report
Annual Report on Outcomes of Care Inspectorate Inspection and Grading	Health and Social Care	Alan Adamson	Annual report
Summer Provision Activities	Communities and Neighbourhoods	Mandy MacEwan	
Local Community Plan Refresh	Communities and Neighbourhoods	Alastair Mutch	
<i>Consultation Session – Area Roads Programme 2023-24 following conclusion of Committee meeting</i>	<i>Assets, Transportation and Environment</i>	<i>Neil Watson</i>	

1st March, 2023			
Title	Service(s)	Contact(s)	Comments
Radiation Monitoring at Dalgety Bay	SEPA / MoD	Nina Patton / Stephen Ritchie	Six monthly update
Local Area Economic Profile	Business and Employability	Peter Corbett	Annual update
Grounds Maintenance Service / Domestic Waste and Street Cleansing Service Annual Review	Assets, Transportation and Environment	John O'Neil	Annual report
Area Roads Programme 2023/24	Assets, Transportation and	Neil Watson	
Pupil Equity Fund	Education and Children's Services	Zoe Thomson	Annual report
Local Community Plan and South and West Fife Community Learning Development Partnership Update	Communities and Neighbourhoods	Mandy McEwan	Annual report

26th April, 2023			
Title	Service(s)	Contact(s)	Comments
School Attainment and Achievement Report	Education and Children's Services	Deborah Davidson	Annual report

21st June, 2023			
Title	Service(s)	Contact(s)	Comments
Area Housing Plan Update	Housing Service	Claire MacKinlay	Six monthly update
Area Capital Update Report	Finance and Corporate Services	Eleanor Hodgson	Six monthly update

21st June, 2023			
Title	Service(s)	Contact(s)	Comments
South East Inverkeithing Regeneration – Progress Report	Housing Service / Communities and Neighbourhoods	Deborah Stevens / Alastair Mutch	Six monthly update

Unallocated			
Title	Service(s)	Contact(s)	Comments
Trauma Informed Services			
Flooding Issues in Rosyth	Transportation		
Bike Park Strategy	Communities and Neighbourhoods	Kevin O’Kane	
Additional Nursery Hours Update	Education and Children’s Services	Shelagh McLean	
Maintenance of Private Land by Private Landowners	Assets, Transportation and Environment	John Rodigan	
<i>Report of the Pupilwise and Parentwise Surveys</i>	<i>Education and Children’s Services</i>	<i>Deborah Davidson</i>	
<i>Children’s Services Report</i>	<i>Education and Children’s Services</i>	<i>Deborah Davidson</i>	
<i>Early Learning and Childcare</i>	<i>Education and Children’s Services</i>	<i>Jacqueline Price</i>	
Future of Inverkeithing High School Site	Assets and Corporate Services / Education and Children’s Services		
Annual Report on Outcomes of Care Inspectorate Inspection and Grading Process	Health and Social Care	Alan Adamson	Annual report