

Community and Housing Services Sub-Committee

Due to the Scottish Government Guidance relating to Covid-19, the meeting will be held remotely.



Friday, 29th October, 2021 - 10.00 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 the Community and Housing Services Sub-Committee meeting of 26th August, 2021. 5 – 9
4. **CITIZENS ADVICE AND RIGHTS FIFE - PERFORMANCE REPORT 2020/21** – Report by the Head of Communities & Neighbourhoods. 10 – 27
5. **FIFE COAST AND COUNTRYSIDE TRUST - ANNUAL REVIEW 2020/21** – Report by the Head of Communities and Neighbourhoods. 28 – 39
6. **FIFE COMMUNITY SAFETY PARTNERSHIP UPDATE** – Report by the Head of Housing Services. 40 – 59
7. **HOUSING SERVICES ANNUAL PERFORMANCE REPORT 2020/21 AND 'PATHWAY TO IMPROVEMENT' 2019-22** – Report by the Head of Housing Services. 60 – 75
8. **ANNUAL ASSURANCE STATEMENT 2021** – Report by the Head of Housing Services. 76 – 88
9. **STRATEGIC HOUSING INVESTMENT PLAN 2022-27** – Report by the Head of Housing Services. 89 – 127
10. **ENERGY EFFICIENCY STANDARDS FOR SOCIAL HOUSING 2** – Report by the Head of Housing Services. 128 – 132
11. **NEW BUILD TRANSITIONAL AFFORDABLE HOUSING PROGRAMME (TAHP) (2022-24)** – Report by the Head of Housing Services. 133 – 139
12. **TACKLING POVERTY AND PREVENTING CRISIS UPDATE** – Report by the Executive Director - Communities 140 – 148
13. **LOCHORE MEADOWS COUNTRY PARK -PLAY PARK EXPERIENCE PROJECT** – Report by the Head of Communities & Neighbourhoods. 149 – 157
- 14./

	<u>Page Nos.</u>
14. COMMUNITY LEARNING AND DEVELOPMENT PLAN 2021-24 – Report by the Head of Communities and Neighbourhoods.	158 – 189
15. COMMUNITIES AND NEIGHBOURHOODS SERVICE PERFORMANCE REPORT – Report by the Head of Communities and Neighbourhoods.	190 – 224
16. COMMUNITY AND HOUSING SERVICES SUB-COMMITTEE FORWARD WORK PROGRAMME	225 – 226
17. AFFORDABLE HOUSING PROGRAMME (PUBLIC REPORT) - 8 NEW HOUSES - WESTWOOD PARK, GLENROTHES – Joint Report by the Head of Housing Services, the Head of Assets, Transportation and Environment, the Head of Legal and Democratic Services and the Procurement Service Manager.	227 – 229
18. AFFORDABLE HOUSING PROGRAMME (PUBLIC REPORT) - 97 NEW HOUSES - LUMPHINNANS ROAD, COWDENBEATH – Joint Report by the Head of Housing Services, the Head of Assets, Transportation and Environment, the Head of Legal and Democratic Services and the Procurement Service Manager.	230 – 233
19. ACQUISITION BY FIFE COUNCIL OF AFFORDABLE HOUSING PROGRAMME SITE (PUBLIC REPORT) - ACQUISITION OF 43 UNITS - CARDEN CRESCENT, CARDENDEN - Report by the Head of Housing Services.	234 – 237

ITEM LIKELY TO BE CONSIDERED IN PRIVATE

The Committee is asked to resolve, under Section 50(a)(4) of the Local Government (Scotland) Act 1973, as amended, to exclude the public and press from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph(s) 8 and 9 of part 1 of schedule 7a of the Act.

20. AFFORDABLE HOUSING PROGRAMME (PRIVATE REPORT) - 8 NEW HOUSES - WESTWOOD PARK, GLENROTHES – Joint Report by the Head of Housing Services, the Head of Assets, Transportation and Environment, the Head of Legal & Democratic Services and the Procurement Service Manager.	238 – 246
21. AFFORDABLE HOUSING PROGRAMME (PRIVATE REPORT) - 97 NEW HOUSES - LUMPHINNANS ROAD, COWDENBEATH – Joint Report by the Head of Housing Services, the Head of Assets, Transportation and Environment, the Head of Legal & Democratic Services and the Procurement Service Manager.	247 – 255
22. AFFORDABLE HOUSING PROGRAMME (PRIVATE REPORT) - ACQUISITION OF 43 UNITS - CARDEN CRESCENT, CARDENDEN - Report by the Head of Housing Services.	256 – 258

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

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22nd October, 2021

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THE FIFE COUNCIL - COMMUNITY AND HOUSING SERVICES SUB-COMMITTEE – REMOTE MEETING

26th August, 2021

10.00 a.m. – 13.10 p.m.

PRESENT: Councillors Judy Hamilton (Convener), Lesley Backhouse, John Beare, Ken Caldwell, Alistair Cameron, Neil Crooks, Linda Erskine, Julie Ford, Helen Law, Donald Lothian, Alice McGarry, David J Ross and Darren Watt.

ATTENDING: Michael Enston, Executive Director – Communities, Paul Vaughan, Head of Communities and Neighbourhoods, Diarmuid Cotter, Head of Customer and Online Services, Andy MacLellan, Team Manager (Community Projects), Kevin O’Kane, Greenspace Officer, Communities and Neighbourhoods; John Mills, Head of Housing Services, Gavin Smith, Service Manager – Housing Access and Homelessness, Housing Services; Lesley Kenworthy, Business Partner, Emma Richards, Accountant, Finance and Wendy MacGregor, Committee Officer, Legal and Democratic Services.

ALSO IN ATTENDANCE: Bill Campbell, Fife Federation of Tenants and Residents Association (FFOTRA).

Prior to the start of formal Sub-Committee business, Councillor Judy Hamilton, Convener, welcomed everyone to the meeting and expressed her thanks and appreciation to local Businesses and the communities of Fife for their offers of support and assistance to refugee families from Afghanistan, who would be welcomed to Fife in the near future.

223. DECLARATIONS OF INTEREST

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

224. MINUTE

The Sub-Committee considered the minute of the meeting of the Community and Housing Services Sub-Committee of 26th May, 2021.

Decision

The Sub-Committee agreed to approve the minute.

225. PLAY SPACES STRATEGY (2021-2026)

The Sub-Committee considered a report by the Head of Communities and Neighbourhoods Service on the adoption of the Play Spaces Strategy following a period of public consultation. The Strategy aimed to reshape Fife's future play park provision by providing good play value for children of different ages and needs, varied opportunities for outdoor play and ensuring the financial sustainability of play park provision in Fife.

Decision/

Decision

The Sub-Committee agreed to approve the Play Spaces Strategy (2021-26) subject to the following amendments:-

- (1) engagement at local level to implement the Strategy to ensure that areas most in need are identified as a priority;
- (2) Section 1.0 – Introduction, reflect that £3.5 million has been allocated for the use of Sports and Leisure purposes in Fife rather than Play Parks;
- (3) the removal of section 2.3 Inclusive Play, and
- (4) throughout the Strategy, reference to the ‘Parks, Streets and Open Spaces Service’ to be replaced with ‘Grounds Maintenance Service’.

Following consideration of the above item, Councillor Julie Ford left the meeting at 10.45 a.m. and re-joined the meeting at 11.05 a.m.

226. PHYSICAL ACTIVITY AND SPORT STRATEGY 2021 - 2024

The Sub-Committee considered a report by the Executive Director - Communities on the Physical Activity and Sport Strategy 2021-2024 developed in collaboration and consultation with key stakeholders and partners, including the ‘Future of Community Facilities and Leisure’ Elected Member Working Group. The Strategy aimed to provide stronger collaborative leadership and working arrangements for physical activity and sport between the Trusts, at strategic and operational level.

Decision

The Sub-Committee:-

- (1) approved the Physical Activity and Sport Strategy 2021-2024, detailed in Appendix 1 of the report; and
- (2) agreed that a report would be submitted to the relevant Committee on an annual basis providing an update on progress following the implementation of the Physical Activity and Sport Strategy 2021-2024.

The Sub-Committee adjourned at 11.45 a.m.

The Sub-Committee reconvened at 11.55 a.m.

227. RAPID REHOUSING TRANSITION PLAN (RRTP) 2020/21 UPDATE AND PRIORITIES FOR 2021/22

The Sub-Committee considered a report by the Head of Housing Services providing an insight into the impact of the Covid-19 Pandemic on housing access and homelessness services, setting out the specific challenges facing homelessness services and seeking agreement from members of this Sub-Committee on the RRTP priorities for 2021/22 as proposed by the RRTP Programme Board.

Decision

The Sub-Committee:

- (1) noted the current pressures and demand on homelessness services;
- (2) agreed the RRTP priorities for 2021/2022 recommended by the RRTP Programme Board; and
- (3) agreed plans to ensure the Council continued to meet statutory duties toward homeless and potentially homeless households.

228. REVIEW OF THE HOUSING SUPPORT AND HOMELESSNESS PUBLIC SOCIAL PARTNERSHIP (PSP)

The Sub-Committee considered a report summarising the findings of the formal independent review of Fife's PSP arrangements commissioned by Community and Housing Services Committee in November 2019. The research, combined with other strands of work, formed an overall assessment of the capacity to progress Fife's Rapid Rehousing Transition Plan (RRTP) objectives.

Decision

The Sub-Committee agreed:-

- (1) to revised commissioning service arrangements between Fife Council and the PSP, and that a report would be submitted to this Sub-Committee by February, 2022; and
- (2) to re-align Women's Aid Grant funding arrangements from the PSP to the Woman's Health Institute Research (WHIR) partnership, supported by appropriate service level agreement arrangements by October 2021.

229. CUSTOMER AND ONLINE SERVICES PERFORMANCE REPORT

The Sub-Committee considered a report by the Head of Customer and Online Services, Communities, presenting the performance scorecard for Customer and Online Services for 2020/21.

Decision

The Sub-Committee:-

- (1) considered and acknowledged the Customer and Online Services performance information as detailed in the report and appendix 1; and
- (2) acknowledged the challenges that Contact Centre Staff had faced during the Covid-19 pandemic and noted that there had been a significant increase in the collection of rent and council tax during this period.
- (3) The Convener, on behalf of the Sub-Committee, acknowledged the efforts of Contact Centre staff during this challenging period.

230./

230. 2020/21 REVENUE MONITORING

The Sub-Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director, Communities providing and update on the provisional outturn position for the 2020/21 financial year for the areas in the scope of the Community and Housing Services Sub-Committee.

Decision

The Sub-Committee noted the current financial performance and activity for the 2020/21 Revenue Monitoring as detailed in the report.

231. 2020/21 CAPITAL MONITORING

The Sub-Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director, Communities, providing an update on the Capital Investment Plan and advising on the provisional financial position for the 2020/21 financial year.

Decision

The Sub-Committee noted the current performance and activity for the 2020/21 Capital Monitoring as detailed in the report.

232. 2021/22 REVENUE MONITORING

The Sub-Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director, Communities providing an update on the provisional outturn position for the 2021/22 financial year for the areas in the scope of the Community and Housing Services Sub-Committee.

Decision

The Sub-Committee noted the current financial performance and activity for the 2021/22 Revenue Monitoring as detailed in the report.

233. 2021/22 CAPITAL MONITORING

The Sub-Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director, Communities, updating members on the Capital Investment Plan and advising on the provisional financial position for the 2021/22 financial year.

Decision

The Sub-Committee noted the current performance and activity for the 2021/22 Capital Monitoring as detailed in the report.

234./

234. COMMUNITY AND HOUSING SERVICES SUB-COMMITTEE FORWARD WORK PROGRAMME

The Sub-Committee noted the Community and Housing Services Sub-Committee Forward Work Programme; which would be updated accordingly.

29th October, 2021
Agenda Item No. 4

Citizens Advice & Rights Fife – Performance Report 2020/21

Report by: Paul Vaughan, Head of Communities & Neighbourhoods
Wards Affected: All Wards

Purpose

This paper and its appendices provide information on the performance of Citizens Advice & Rights Fife (CARF) during 2020/21.

Recommendation(s)

It is recommended that the Community & Housing Services Committee:

- (a) Consider this paper and its appendices and comment as necessary;
- (b) Comment on the performance and development of the organisation, as appropriate;
- (c) Consider the changes in service delivery due to the pandemic and comment as necessary;
- (d) Recognise the likely changes in demand as CARF emerges from the pandemic.

Resource Implication(s)

No resource implications at this stage.

Legal & Risk Implications

CARF is monitored in line with the Council's Monitoring & Evaluation Framework therefore legal and risk implications are minimal.

Impact Assessment

An EqIA has not been completed and is not necessary as this report does not propose any change or revision to existing policies and practices.

Consultation

No formal consultation was carried out or is required, however the report has been developed alongside CARF's Chief Executive Officer David Redpath, who will be in attendance at Committee alongside CARF's Business Development Manager, Sarah Somerville.

1.0 Background

- 1.1 CARF is a voluntary organisation with charitable status providing advice and support across a wide spectrum of advice areas including welfare benefits, money advice and tribunal representation, amongst many others. Following close collaboration with the Council Link Officer, a further Service Level Agreement has been agreed for the period 2021-24.
- 1.2 CARF was awarded £1,862,087 core grant support in 2020/21, including previous welfare reform mitigation funding which has been mainstreamed.

2.0 Recovery and Renewal

- 2.1 Although working in a changed environment as a result of the Covid pandemic, CARF continues to mirror the Council's vision for a fairer Fife with their own vision of "a better life for the people of Fife" driving organisational change and aligning closely with the Recovery and Renewal agenda within the Council.
- 2.2 The impact of Covid has widened geographical inequalities, health inequalities and negatively impacted on employment and labour markets. CARF's advice and support has a positive impact on those accessing their services helping to mitigate against widening inequality, in general.
- 2.3 CARF will directly contribute to the "Tackling Poverty and Preventing Crisis" stream of the Council's Strategy for Change, assisting those who need crisis intervention while developing its service to focus on preventative measures in the longer term.
- 2.4 CARF is involved in the emerging "People and Place" agenda and will play an important part in community wealth building as CARF seeks to further strengthen its partnership work.
- 2.5 CARF's general work in the area of income maximisation, debt advice and tribunal representation is supported by specific projects aimed at the most vulnerable in Fife's communities including pregnant women, veterans, carers and those experiencing fuel poverty, resulting in targeted intervention and quicker access.
- 2.6 The SLA between Fife Council and CARF does not specifically state exactly how core funds should be spent but instead funds the organisation to deliver services over 15 areas of advice including, but not limited to, benefit advice, debt advice and tribunal representation as well as employment, consumer and healthcare issues.
- 2.7 CARF has historically been well represented on the 7 local WRAP groups and will continue to attend as Areas begin the re-alignment of local plans with the Plan for Fife. This will be key to the Council's ongoing agenda to "deliver integrated benefits maximisation at key service points".
- 2.8 In addition to local WRAP groups, CARF attend various other groups including the Fife Child Poverty Group, Welfare Reform Delivery Group, Affordable Credit Group, Food Insecurity Steering Group and the Third Sector Strategy group amongst others.

3.0 CARF's development through Covid

- 3.1 On 10th March 2020, CARF issued an update to staff and volunteers giving plans on how the organisation intended on dealing with the threat posed by Covid-19. During this "containment" phase, CARF undertook a contingency planning exercise to identify an individual's capacity to work from home including their IT position in terms of available kit.
- 3.2 On 23rd March 2020, CARF in line with government guidance, closed frontline offices moving resource to the telephony service and made arrangements for the delivery of appointments over the phone. An official statement was made on social media channels and to partner agencies including the Council on these plans and a press release regarding closure was issued. Both updates provided information on how to contact the service by telephone.
- 3.3 Throughout April 2020, CARF increased their IT capabilities and resource through the acquisition of laptops from the Council, from Citizens Advice Scotland and by re-purposing existing IT equipment.
- 3.4 While available resource was reduced at the outset of lockdown, CARF services continued to be available from day one and became more readily accessible as resource increased.
- 3.5 On 24th August 2020, the Scottish Government provided notice of special dispensation to Citizen's Advice Bureaux advising they could re-open for face to face service where "alternative methods were unsuitable or not possible".
- 3.6 CARF mobilised resource to re-open Kirkcaldy and Glenrothes offices on 7th September on an appointment only basis followed by Leven on the 28th September. Cupar office was re-opened as a volunteer "hub" to deliver telephone advice only.
- 3.7 CARF face to face services returned in Dunfermline in November 2020. These appointments took place in the Dunfermline Advice Hub due to building issues within CARF's normal frontline office.
- 3.8 Due to the limited space in Cowdenbeath office, CARF were unable to provide face to face appointments from this location.
- 3.9 During this time, CARF also supported the introduction of the Scottish Citizens Advice Helpline, part of Citizens Advice Scotland's national response to the pandemic.
- 3.10 On January 4th 2021, Scotland re-entered a lockdown phase and CARF offices closed for a second time while they sought guidance from the Scottish Government on face-to-face services.
- 3.11 CARF re-mobilised additional resource to cover telephony and introduced a triage system to more readily manage the demand on the service. In addition, other staff in the organisation, including the money advice team, were redeployed to assist in answering the telephony service.
- 3.12 CARF re-opened offices in Glenrothes, Kirkcaldy, Leven, Cupar and Dunfermline between late March and mid-May. CARF also took on the operational delivery of the Dunfermline Advice Hub at this stage following the departure of the Hub Co-

ordinator. This ensured other agencies also had access, albeit on a more limited basis, to the hub.

- 3.13 Cowdenbeath office has been operating as a volunteer hub as volunteers return and assist with the triage telephony lines.
- 3.14 As a result of the pandemic, CARF has moved to an appointment only basis as well as introducing a triage telephony model in line with the strategic objective to “improve client experience whilst managing demand on the services”.
- 3.15 CARF’s triage telephony model continues to allow for the identification of emergency situations and a duty adviser is available to assist with foodbank vouchers, debt issues etc while the model also ensures more basic enquiries can be dealt with quickly.
- 3.16 Given the makeup of CARF’s funding and the nature of its work, no staff were furloughed.
- 3.17 To support staff and volunteers, CARF communicated weekly with appropriate updates provided to both recognised unions (Unison and Unite). Risk Registers for all offices are in place along with appropriate physical measures relating to sanitisation.
- 3.18 CARF also introduced new HR policies, as well as updating existing policies, to assist paid staff and give clarity on processes to be followed in offices.
- 3.19 On August 9th 2021, CARF re-opened its administrative offices at Craig Mitchell House having introduced “FlexSpace zones” and an associated desk booking system.

4.0 CARF’s performance through Covid

- 4.1 It is perhaps best to look at the past year in periods of 6 months, reflecting the initial period of lockdown where delivery of services was severely compromised and the second period where the organisation was better equipped to deliver services both in terms of resource and through changes in service delivery.
- 4.2 During the first 6 months of 2020/2021, the number of issues handled by CARF reduced by 35% due to the lockdown and the lack of available equipment restricted how staff and volunteers could work from home. As a result of the work undertaken in this period to equip staff and change services, the last 6 months of the year saw a far smaller drop of 8% in issues being handled by CARF in comparison to the same time period the previous year.
- 4.3 Whilst it is always disappointing to report a decrease, it should be recognised that this was a year where volunteer hours fell by over 94% or 28,000 hours, equivalent to losing 17 full time members of staff.
- 4.4 Client Financial Gain (CFG) for the year was a healthy £9.2m which continues to demonstrate the significant value the CAB service brings to Fife communities. This is a decrease of 25% on the previous year, largely due to the postponements of tribunals and the freeze on creditor action in debt enforcement. Indeed, multiple debt cases handled fell by 56% during the year and new money advice enquiries decreased by 44%.

4.5 Finally, at a time when volunteering became incredibly difficult, CARF were still able to run 2 virtual Adviser Training Programmes (ATP) throughout the year, recruiting 27 new volunteers in the process. Few bureaux across Scotland have been able to run the ATP programme during 2020/21.

5.0 Frontline Delivery

5.1 During 2020/21, CARF assisted almost 17,000 active clients through their frontline offices, pop-up clinics and telephone advice unit. Active clients are defined as work associated with new *and* existing clients of the service.

5.2 CARF's website received over 67,000 visits from over 42,000 unique visitors. The website continues to be a source of information for those wishing to self-help and provides access to the "Adviceguide" database as well as videos providing information on its services.

5.3 In keeping with CARF's aim to improve customer experience there remain a number of channels available to access advice including telephone, face to face, webchat, video conferencing, FORT referrals and the website. Due to Covid, face to face drop-in sessions, pop-ups and home visits have not been possible.

5.4 As with most agencies, CARF moved quickly to improve resource on the telephone line, promoting both the general advice line number and debt advice lines. Appendix 1 provides the current details relating to the availability of telephone lines as well as the appointment times in frontline offices. CARF is regularly reviewing its service provision with a view to responsibly increasing access in line with relevant guidance.

5.5 CARF continues to work alongside Fife Council, Fife Community Interpreting Services and The Big Word, to make services as accessible as possible. A textphone is also available for those hard of hearing.

5.6 In 2020/21, CARF dealt with almost 39,000 issues on behalf of clients. As has historically been the case, the top 3 issues relate to benefits, debt and financial support. These 3 areas accounted for 73% of the total issues raised to the service.

5.7 The top 3 issues dealt with by CARF are detailed below:

Analysis of Issues raised	2019/20	2020/21
	%	%
Benefits, tax credits and NI	46	46
Debt	20	19
Financial products and services	9	10

5.8 In 2020/21, CARF completed over 1,530 forms on behalf of clients including 274 Mandatory Reconsiderations and 96 appeal papers for tribunal. A majority of these forms will have been completed over the phone with clients or through video conferencing.

5.9 Universal Credit accounted for 3,438 issues raised in 2020/21, over 19% of the total benefits issues raised with CARF. CARF continues to have a dedicated Help2Claim

team to assist clients through the process from application to receipt of their first payment.

- 5.10 In 2020/21, CARF Pop up workers dealt with over 1,600 clients. The Pop up role was significantly altered due to restrictions with almost all their time spent on telephony or supporting frontline offices. As CARF emerges from the pandemic the Pop up role will resume its more traditional partnership work.
- 5.11 CARF's Client Representation Unit represented 200 individuals at tribunal during 2020/21 with a success rate of 74%. A member of this team has been trialling video appointments on the "Attend Anywhere" platform. The team now attend tribunal hearings by video or by telephone.
- 5.12 As reported last year, CARF has seen greater success with decisions being overturned at mandatory reconsideration stage. In 2020/21, a trial ran for 6 months with CRU advisers taking responsibility for the completion of mandatory reconsiderations. During this time 88% of Mandatory Reconsiderations were successful thus minimising the need to represent at tribunal as well as the lengthy preparation this requires. This practice has now been embedded within the CRU.
- 5.13 Due to the ongoing effect of the pandemic, there are a low number of tribunals scheduled at present and subsequently a minimal wait time for an appointment for the CRU. This is in stark contrast to previous years where waiting times of several months were not uncommon.
- 5.14 CARF's IT infrastructure continues to ensure an uptime in excess of 99% and has enabled frontline services to seamlessly shift between telephony and face to face advice provision.
- 5.15 CARF's property portfolio consists of rented premises from Fife Council, private landlords and Fife Voluntary Action. In May 2021, CARF sold the premises they owned in Dunfermline and are currently operating from the Dunfermline Advice Hub. CARF will be revisiting their accommodation requirements as a result of the pandemic and in light of existing leases expiring.
- 5.16 Prior to the pandemic, CARF delivered services in St Andrews using the council office in St Marys Place. This building remains the subject of a community asset transfer and CARF continue to monitor the situation regarding this.
- 5.17 Due to the need to ensure that CARF "mainstream" offices were functioning as soon as possible, the outreach offices in Buckhaven and St Andrews are yet to recommence. CARF continues to review this position taking into consideration premises and volunteer resource.
- 5.18 Where possible, CARF provided assistance to Scotland's Citizens Advice Helpline, set up as part of Citizens Advice Scotland's response to the pandemic.

6.0 Specialist money advice in CARF

- 6.1 Money Advice accounted for 19% of all issues dealt with by CARF in 2020/21 although there has been a marked decrease in the number of multiple debt cases it

deals with. This is a direct result of the forbearance measures in place due to Covid-19 and the non-pursuit of debt over the year.

- 6.2 The table below shows the number of enquiries, cases handled and the level of debt when compared with last year.

Enquiries	2019/20	2020/21
Number of new multiple debt cases	1,333	494
Number of new one-off enquiries	1,938	1,082
Number of DAS cases	69	42
Total amount of debt involved	£13.2m	£5.4m

- 6.3 Although the figures for new enquiries dropped, during the initial months of lockdown, the Money Advisers had a significant number of returning clients particularly those who were on Debt Arrangements Schemes. Due to changes in employment, these clients required changes to their DAS which needed to be completed by an accredited adviser. 109 DAS cases required some form of variation.
- 6.4 The Money Advice Team also took this opportunity to undertake benefit checks for these clients to ensure that those on furlough or with other changed employment circumstances were receiving all applicable entitlements.
- 6.5 In 2020/21, CARF rescheduled almost £2.4m of debt via the DAS Scheme and through approved bankruptcies.
- 6.6 In 2020/21, 42 DAS applications were made, and 166 bankruptcies were approved.
- 6.7 To ensure clients receive immediate advice where an emergency situation has been identified, for example, eviction, CARF has a Duty Adviser available every day. In 2020/21, the Duty Adviser assisted with 214 calls.
- 6.8 In December 2020, through membership of Money Advice Scotland, CARF were able to secure 15 trial licences for the video conferencing system, Attend Anywhere. This is the same platform utilised by the NHS under the “Near Me” banner. These licences were allocated to 7 of our Money Advisers with the remainder being shared with the Financial Inclusion and Client Representation Unit.
- 6.9 In December 2020 CARF began using Affordability Passports with their clients. These allow clients, who have online banking, a means of gathering income and expenditure information along with an Experian credit report in a matter of minutes. This reduces some of the burden on the client in relation to gathering verification whilst allowing an adviser almost immediate access to a report outlining a client’s financial situation.
- 6.10 CARF’s Money Advice Unit also redeployed staff on a temporary basis, to frontline services to assist with frontline telephone triage support.
- 6.11 Advice Infrastructure has been working with members of CARF’s Management Team and Money Advice Team to develop a Client Self-Service Portal (CSSP) which is hoped to be available by the end of November 2021. This is the first part of a significant piece of work to improve access to money advice and reduce the administrative burden on the Unit.

- 6.12 The CSSP will allow clients to submit a money advice form giving their details, debts, assets, income and expenditure. This will automatically pre-populate CARF's system meaning staff will not be required to input data. Appointments can then be made with a Money Adviser.
- 6.13 The second phase will be the pre-population of the Accountant in Bankruptcy system for DAS applications meaning a saving of several hours in terms of data input.
- 6.14 As part of their commitment to social policy activity, CARF's Money Advice Unit also contributed to the "Woolard Review – A review of change and innovation in the unsecured credit market" in February 2021.
- 6.15 The unit submitted the required information to the Common Advice Performance Management Reporting Framework requested annually by the Improvement Service.

7.0 CARF and the local economy

- 7.1 Financial gain for CARF is noted in the table below along with the corresponding 2019/20 figures for comparison.

Client Financial Gain (CFG)	2019/20 £ ,000	2020/21 £ ,000
Benefits, tax credits and NI	7,792	6,478
Debt Remedies (Bankruptcy, Trust Deeds etc.)	4,136	2,482
Tax	88	124
Financial products and services	173	91
Other	79	50
Total	12,268	9,225

- 7.2 In 2020/21, the financial return for every £1 of council investment equals £4.95
- 7.3 The financial contribution made by CARF is likely to be far higher as a result of associated improvements in health and wellbeing linked to increased incomes including increased choice of goods and services available to clients.
- 7.4 CARF recognises the reduction in overall CFG compared against previous years although the decrease is largely attributable to postponements of tribunals and, most significantly, a freeze on creditor action in debt enforcement.

8.0 Health Specific Projects in CARF

- 8.1 In 2020/21 CARF attracted additional funding totalling £941,518. Additional funding comes from a variety of sources and allows a more targeted approach working alongside local and national partners assisting some of the most vulnerable individuals in our communities. Details of all CARF's partnerships can be found in Appendix 2.
- 8.2 Throughout 2020/21, CARF had 17 individual projects complementing and providing additionality to their core work, three of which are health specific.

- 8.3 CARF has continued to develop emerging partnerships within health services and has embedded income maximisation work within maternity services in NHS Fife. The Money Talk Team has delivered over £200k in financial gain on behalf of 243 pregnant women and new mums.
- 8.4 The Macmillan Fife Welfare Benefits Partnership project has increased its focus on developing relationships with the Fife Improving Cancer Journey (ICJ) team with work being undertaken by management and frontline staff in both organisations to build and improve understanding to avoid service delivery duplication for the benefit of clients. This has resulted in a data sharing agreement and sharing of a case management system between CARF and ICJ.

Real life Outcome 1

Cancer diagnosis. Terminal. Extremely distressed client. Client wanted to take control of affairs before becoming too ill. Personal Independence Payment applied for under Special Rules. To enable client to remain mobile, Blue Badge was obtained as well as free road tax. Power of Attorney and Will information provided. ICJ supported client's emotional wellbeing. End of Life Careplan and Care Needs Assessment completed with ICJ. Call with CARF Adviser described as "the best call I've had in weeks and it was really nice to get some good news for a change". Financial gain to client £7,872 lump sum and extra £151 per week. More importantly, client had peace of mind.

- 8.5 In 2020/21, the Macmillan adviser had client financial gains totalling over £1m across 329 clients. The majority of the monetary gains were secured through Attendance Allowance, payable to those over the age of 65. Furthermore, the adviser completed 270 benefit applications, either online or in paper form. This is in addition to the 95 Blue badge applications and 104 charitable assistance applications.
- 8.6 In its second year of operation, CARF's Carers Income Maximisation project engaged with over 380 clients with a financial gain of almost £820k.

Real life Outcome 2

Nil award on PIP application. Single mother. Overwhelming anxiety and depression. Supported by an unpaid carer. Client reluctant to discuss personal issues. Trust built between adviser and client. Client opened up. Disclosed Adverse Childhood Experiences. Mandatory reconsideration discussed and completed. Mandatory Reconsideration successful. Client financial gain £12,372. Client commented, "I would have had none of this if it hadn't been for your project. I would never have questioned their decision".

- 8.7 CARF was also involved in the Mums Matter project alongside NHS Fife and Council colleagues. The project aimed to engage pregnant women in Gypsy/Traveller families living in Fife Council run travelling sites. Through this project CARF provided evidence to show that Gypsy/Traveller women generally don't identify as such when engaging with health, care and income maximisation services, primarily due to a fear of stigma and discrimination.

9.0 CARF's contribution to alleviating child poverty

- 9.1 While it could be argued that most, if not all, CARF's work has an indirect impact on alleviating child poverty, CARF has specific targeted projects that work with families and specifically alleviate child poverty.
- 9.2 CARF, alongside partners Clued Up, Fife Gingerbread and Fife Intensive Rehabilitation and Substance Misuse Team, were delighted to relaunch the previous Making it Work for Families model under Intensive Family Support funding from the City Deal. This project provides intensive support for the whole family unit to improve relationships, money management, and employment opportunities.
- 9.3 CARF continues to deliver the Making it Work for Lone Parents alongside Fife Gingerbread. This project again works intensively with a small number of lone parents with a view to eliminating debt as a barrier to progression into employment. Working with 50 parents, the Caseworker was able to claim over £72k in financial gains with 88% of parents reporting improved money management skills.

Real life Outcome 3

Lone parent of 3 young children. 2 with disabilities. Significant council tax arrears. Poor financial literacy. Income maximisation worker identified Council Tax Reduction and Warm Home Discount. Negotiated suspension to debt collection. Time taken to improve money management skills. Budget planner completed. Repayment plan negotiated and accepted. Ongoing liabilities maintained. DLA renewal for child completed. Financial gain to client £5,467.

- 9.4 The Money Talk Team as previously indicated play a significant role in providing the best start for children in Fife.
- 9.5 In late March 2021, Barnardo's confirmed funding to CARF for an income maximisation post to become part of Barnardo's existing Stronger Families project. This project receives referrals exclusively from Fife Council Social Work and works with families whose children are aged from 0-12.
- 9.6 Having received funding to deliver income maximisation advice as part of the Boosting Budgets project, within identified schools, the pandemic meant a suspension to its delivery. CARF are looking to restart this project at the earliest, most appropriate, opportunity.
- 9.7 A test of change in relation to how best to access an appropriate level of income maximisation support for families with children on the Child Protection Register in Fife has been delayed again as a result of the pandemic, with CARF's Financial Inclusion Co-ordinator liaising with contacts in Social Work to kickstart the proposal.

10.0 Additional CARF projects and services

- 10.1 Making Justice Work, in partnership with Frontline Fife and Fife Law Centre, assists households threatened with eviction or repossession to make sustainable decisions to allow them to stay in their homes and is funded by the Scottish Legal Aid Board. This project saw a steep decline in numbers during 2020/21 as a result of the forbearance measures although the Adviser continued to act on behalf of those already engaged in legal proceedings. It is highly probable this project will see a spike in demand as forbearance measures relating to eviction and repossession are removed.
- 10.2 CARF continues to deliver the highly successful Cosy Kingdom project, in partnership with Greener Kirkcaldy, and in 2020/21, 337 households benefitted from income maximisation work contributing to financial gains of over £221k.
- 10.3 CARF continues delivery of the Pension Wise project through funding from the Money and Pensions Service. This project provides free, impartial guidance for people regarding pension freedoms and aims to mitigate against pension scammers. In 2020/21, the project provided guidance to over 650 individuals.
- 10.4 CARF continues to deliver the Patient Advice and Support Service which supports patients and their families through the National Health Service (NHS) complaints process. Understandably, in 2020/21, the service supported less individuals with complaints against the NHS and associated services due to the goodwill and support being shown to the NHS during the pandemic. The project still assisted 157 individuals over the 12 months.
- 10.5 As part of the Fife Employability and Training Consortium, CARF delivers the Transition to Employment project. 111 individuals received advice on how moving into employment affects benefit entitlement.
- 10.6 CARF delivers the Help to Claim project which is designed to assist individuals apply for Universal Credit and provides support through to receipt of first payment. The project dealt with 714 clients in 2020/21. Future funding for the project will be subject to a tender exercise taking place in Autumn 2021.
- 10.7 CARF deliver the national Armed Services Advice Project on behalf of a variety of funders, supporting veterans and their families across a range of advice areas, including benefits, debt, employment, relationships and housing. In 2020/21, the Adviser assisted almost 300 clients achieve a financial gain of over £750k. The Unforgotten Forces Project which complemented the ASAP project ended during 2020/21 with the member of staff retained in the Patient Adviser Support Service.
- 10.8 The EU Settlement Status project ended during 2020/21 due to a restructure of the funding although CARF continued to support those seeking settled and pre-settled status as part of their core work as well as alongside Fife Migrants Forum, Fife Centre for Equalities and Fife Council.
- 10.9 As reported last year, discussions between NHS Fife and CARF were paused to consider the appropriate procurement process. Following a successful tender submitted in 2020/21, CARF attracted funding for an income maximisation post specifically to work with NHS workers. The recruitment for the post was delayed due

to the pandemic and its effect on the NHS. However, this post commenced in September 2021.

- 10.10 The Fife Online Referral and Tracking system (FORT) provides electronic referral access to a number of organisations in Fife. In 2020/21 almost 1,000 referrals were made to CARF through the system.
- 10.11 CARF uses the information and data at its disposal to responsibly influence social policy both locally and nationally. In 2020/21, the organisation sent 307 issues to CAS highlighting unfairness. The internal Social Policy Working Group in CARF has been revamped with a revised action plan created and increased membership.
- 10.12 As reported in last year's paper, the most common social policy issues raised continue to relate to Universal Credit and Personal Independence Payment.
- 10.13 CARF contributed towards a rapid research study looking at the impact of Covid-19 on Foodbanks by providing some qualitative context, based on local experiences, which will be published alongside a statistical model of the impacts on Foodbank demand, of furlough and job losses alongside changes to Universal Credit and other welfare benefit entitlements.
- 10.14 In addition to the above, CARF was involved in promoting Carers Week, Challenge Poverty Week, Financial Capability Week and Big Energy Saving Week as well as being active in raising awareness of scams and EU Citizen support.
- 10.15 CARF's Financial Inclusion Team delivered 32 presentations to 876 members of partner agency staff on 27 different topics.

11.0 Volunteering in CARF

- 11.1 As with most Third Sector organisations, CARF suffered a significant loss of volunteer hours across the year as a direct result of Covid. Volunteer hours in 2020/21 were only 6% of the previous year. This was due to the need for CARF to prioritise IT equipment for staff, the closure of offices and limited volunteering taking place from home.
- 11.2 As offices began to re-open on a limited basis, volunteers returned to assist with face to face appointments, triage telephony and call backs. As of 31st March 2021, CARF had 115 volunteers although this has declined since. CARF's most recent KPI's of August 2021, state the organisation has 92 volunteers at present, a decrease of 24% on last year.
- 11.3 In 2020/21, CARF recruited 27 new volunteers despite the restrictions placed on the organisation. The organisation delivered 2 revamped Adviser Training Programmes online.
- 11.4 Volunteers have been surveyed in the wake of Covid to ascertain opinion and needs in terms of concerns about returning to volunteering, training and future intentions in order for appropriate measures to be introduced. A handbook to assist volunteers returning to practice was produced for those that could return in September of 2020, this was still relevant for advisers that came back after the second lockdown in January.

- 11.5 The internal Volunteer and Staff Development Group, chaired by the Service Delivery Manager, met quarterly via TEAMS during the year to progress matters in terms of volunteer mentoring, development, support and recognition. Specifically, the group have discussed and put in place measures to recognise the input and valuable contributions made by volunteers to the organisation. A more formal recognition process will be trialled over the coming year.
- 11.6 CARF continues to maintain its “Volunteer Friendly” status.
- 11.7 CARF is proactively looking to increase volunteer numbers, recognising the need for the organisation to increase resource in this area to help manage future demand. CARF is working with Fife College to identify college courses where volunteering contributes to coursework.
- 11.8 In addition, CARF is in discussion with colleagues in the Fife Employability and Training Consortium (Fife-ETC) where they may be able to offer volunteering opportunities to those who are registered in their employability courses.
- 11.9 Recognising the new role triage plays in service delivery, a triage specific training programme is being designed as an alternative to a full Adviser Training Programme (ATP), serving as a “taster” to those who may be reluctant to go directly to a full ATP.

12.0 Internal achievements

- 12.1 By September 2020, a new management team was in place following an ongoing restructure. The number of employees in the senior management team was reduced to allow a new post to be recruited in the extended management team providing closer support to frontline staff. This move also helped CARF reduce staffing costs in the management team.
- 12.2 Following the retirement of the previous Chief Executive Officer, an internal recruitment exercise identified a suitable replacement, with David Redpath taking up post on 1st September 2020. David has worked with CARF for 12 years, most recently as the organisation’s Business Development Manager.
- 12.3 CARF’s IT team worked throughout the pandemic, sourcing and deploying hardware and software across the organisation and taking the opportunity to upgrade and modernise as they went. Fife Council provided 20 laptops to the organisation to aid CARF’s response at the outset of the pandemic.
- 12.4 CARF implemented a programme of multi-factor authentication to improve security and protect access to their Microsoft 365 environment.
- 12.5 The organisation took the opportunity to invest in smart technology providing over 50 smartphones to staff to give flexible access to email, TEAMS, Zoom as well as mobile document scanning. In addition, a mobile device management solution was purchased to ensure the devices were secure and managed appropriately. By default, the Protect Scotland application was installed and activated.

- 12.6 Mobile update deployment software was purchased to ensure that operating updates were made to all devices without needing to be connected to CARF's Wi-Fi meaning CARF can update and deploy applications without the user attending a CARF office.
- 12.7 In 2020/21, CARF replaced their existing telephony contract, adding a fully functional contact centre facility. The new system removes the need for a physical phone, operating over the internet and minimising any downtime associated with phone lines. The system has allowed an easier transition for advisers working from home and provides real-time information on numbers of calls waiting, average wait time, average call time and adviser availability.
- 12.8 As part of the move to a new style of hybrid working, the IT team re-purposed existing parts of CARF's administrative office and introduced "FlexSpaces". These spaces host touchdown spaces which can be booked via CARF's existing HR system providing options to staff and volunteers wishing to work outwith their homes. CARF re-opened the administrative office on August 9th 2021.
- 12.9 CARF continues to meet all the necessary criteria for full membership of Citizens Advice Scotland.
- 12.10 CARF continue to be accredited to Scottish National Standards for Advice and Information Providers although the re-accreditation process was delayed as a result of Covid. CARF undertook the re-accreditation in May 2021 and await the result of this which is expected in October 2021.
- 12.11 CARF became a Career Ready employer in January 2021. Career Ready is a scheme which runs alongside local schools to help students, with CARF providing a mentor and a paid 4 week internship giving the student an authentic workplace experience. CARF's costs for Career Ready were covered by Technip FMC. The same arrangement has been agreed for 2021/22.
- 12.12 Following feedback from the volunteer survey, specific training material was created and deployed across the organisation's volunteers to help volunteers back into advising.
- 12.13 CARF is a long-time holder of the Gold Award for Healthy Working Lives and the internal group issues a weekly Healthy Working Lives update with information on healthy initiatives, mental health support and recreational activities. The organisation remains wholly committed to healthy working lives recognising the significant role it can play in staff and employee health and wellbeing.
- 12.14 Work continues to embed the CARF STARS Values based framework with an internal working group of 10 individuals focusing on revisions to the recruitment process, induction, training staff support and team meetings.
- 12.15 As at 31st March 2020, CARF had 10 Directors with a wide and appropriate range of skills and expertise in line with good governance practice.
- 12.16 CARF has moved to strengthen its governance arrangements undertaking an SCVO Good Governance Check, introducing a Scheme of Delegation and a new format to Board papers.

12.17 The organisation has also commenced a review cycle of internal HR policies and procedures to reflect Covid and a change in the working environment, working alongside the two recognised unions, Unite and Unison.

12.18 CARF continues to support the Living Wage and remains a Living Wage employer.

12.19 CARF also continues to be recognised as a Carer Positive employer.

13.0 Covid-19 and future plans for CARF

13.1 As CARF adapts to the current environment, the organisation is also looking to the future with several developments under consideration at present.

13.2 Key to CARF's ongoing success will be the ability to manage client expectation and, in keeping with the People and Place agenda, CARF's first community engagement strategy is being drafted with input from Clued Up and Fife Gingerbread with identified actions on how to incorporate people's views in future service developments.

13.3 An appointment-based system has been embedded improving client experience whilst, importantly, continuing to be accessible for the most vulnerable in our community. This is being further enhanced with video conferencing, with plans to trial virtual drop-in clinics using video conferencing software.

13.4 CARF is in the process of a data migration exercise which will allow staff and volunteer access to the data previously held on physical servers via the Cloud.

13.5 Two new internal working groups have been identified. Firstly, a Digital Readiness Group which will focus on increasing the digital capability of staff and volunteers. Secondly, at Board level, a Governance group has been established to ensure the ongoing compliance with modern governance.

13.6 With an eye on improving services and efficiency savings, CARF is looking at existing leases with a view to rationalising premises, where possible.

13.7 CARF, as most employers are, is in the process of establishing hybrid working arrangements with paid staff. This should ensure a degree of workforce mobility and improved work life balance without compromising the high quality services the organisation offers.

13.8 CARF intends to launch the Client Self Service Portal for money advice in late 2021 and will continue to identify cost-effective measures to help reduce administrative processes and increase client contact time.

13.9 CARF has improved the self-service material available on its website and video channel and also ran an innovative social media campaign entitled the "A-Z of Advice" over several months. Current guides include Universal Credit and Personal Independence Payment with more planned.

13.10 CARF has undertaken the most significant changes to its service delivery model since the organisation was established in 1997. Over the coming 12 months, the organisation will be further tested as forbearance measures are relaxed, furlough

schemes end and household bills rise as benefit income reduces. The organisation has evolved and has the flexibility to adapt to these challenges and continue delivering “a better life for the people of Fife”.

CARF Frontline Offices – Appointment Only session as at September 2021

Dunfermline Office – 31 Chapel Street,, Dunfermline, KY12 7AW APPOINTMENTS AVAILABLE	Monday AM	Tuesday AM		Thursday AM	
Cowdenbeath Office - 322 High Street, Cowdenbeath, KY4 9NT VOLUNTEER HUB OPERATING	Monday AM and Monday PM		Wednesday AM	Thursday AM	Friday AM
Glenrothes Office – 10-12 Pentland Court, Saltire Centre, Glenrothes, KY6 2DA APPOINTMENTS AVAILABLE		Tuesday AM		Thursday AM	Friday AM
Kirkcaldy Office – New Volunteer House, 16 East Fergus Place, KY1 1XT APPOINTMENTS AVAILABLE	Monday AM and Monday PM		Wednesday AM and Wednesday PM		Friday AM and Friday PM
Cupar Office - County Buildings, St Catherine Street, Cupar, KY15 4TA APPOINTMENTS AVAILABLE		Tuesday AM and Tuesday PM	Wednesday AM	Thursday AM	Friday AM
Leven – Greig Institute, Forth Street, Leven, Fife KY8 4PF APPOINTMENTS AVAILABLE	Monday AM	Tuesday AM			

Complementing face to face appointments on a daily basis are a team of staff and volunteers providing a triage telephony service between the hours of 1000-1500, Monday to Friday. The team can be reached on the following numbers:

General Advice	0345 1400 095	Macmillan Service, for people affected by Cancer	0345 1400 091
Debt and Money Advice	0345 1400 094	Welfare Benefits	0345 1400 092
Text Service for the Deaf Community	0787 2677 904		

Complementing the telephony triage, a team of advisers call back clients identified as in an emergency situation **the same day** between the hours of 0900 and 1700, Monday to Friday. Non-urgent call backs are placed on a call back list with advisers contacting clients between the hours of 0900 and 1700, Monday to Friday.

Full details of CARF locations as well as access to a large advice database for those able to self-help can be found at <http://www.CABFife.org.uk>

Partnerships 20/21

Pensionwise	(Citizens Advice Scotland)
Making it Work for Lone Parents	(Fife Gingerbread)
Transition 2 Employment	(Fife-ETC)
Armed Services Advice Project	(Citizens Advice Scotland on behalf of Poppy Scotland & Partners)
Unforgotten Forces	(Citizens Advice Scotland)
MacMillan Welfare Benefits Project	(Fife Council, Macmillan)
Patient Advice and Support Service	(Citizens Advice Scotland on behalf of NHS)
Pop-Up Clinics	(Citizens Advice Scotland & Fife Council)
Cosy Kingdom	(Greener Kirkcaldy & St Andrews Energy Network)
Making Justice Work	(Fife Advice Partnership)
Money Talk Team	Citizens Advice Scotland and NHS Fife
EU Settlement Scheme	Citizens Advice Scotland
Carers Income Maximisation Project	Fife HSCP
Help to Claim	Citizens Advice Scotland
Making It Work for Families	Fife Gingerbread, Clued Up and FIRST
Tackling Inequalities	NHS Fife

For further information on the work of CARF please contact:

David Redpath, CARF Chief Executive on 01592 765401

email: dredpath@carfonline.org.uk

29th October 2021
Agenda Item No. 5

Fife Coast & Countryside Trust - Annual Review 2020/21

Report by: Paul Vaughan, Head of Communities & Neighbourhoods

Wards Affected: All Wards

Purpose of Report

The purpose of this report is to monitor and review the activities and performance of the Fife Coast and Countryside Trust (FCCT) for 2020/2021.

Recommendation

Members are asked to consider and comment on the continued development and performance of the Fife Coast & Countryside Trust in 2020/2021.

Resource Implications

There are no specific resource implications at this time.

Legal & Risk Implications

There are no specific legal and/or risk implications.

Impact Assessment

An Equalities Impact Assessment is not required as this is a retrospective annual review of the performance of the Fife Coast and Countryside Trust.

Consultation

The Annual Report and Audited Financial Accounts for 2020/2021 were considered and approved by the Board of the Fife Coast & Countryside Trust on 17th September 2021.

1.0 Background Information

- 1.1 The Fife Coast & Countryside Trust was registered as a Company Limited by Guarantee with charitable status in March 2001. Fife Council is the sole member of the company. FCCT was initially responsible for the marketing and promotion of the Fife Coastal Path (FCP). However, in June 2009, after a successful two-year pilot, FCCT also took on responsibility for the management of several countryside and coastal locations including Fife's award-winning beaches and maintenance of both the Lomond Hills Regional Park (East) and FCP. Management of the Beaches, Litter Maintenance (specific locations and circa 300 bins) and Public Toilets began in 2011.
- 1.2 FCCT now manages and maintains more than 60 coast and countryside sites for the Council, including most of Fife's Local Nature Reserves (LNRs), various access

routes and core paths (including FCP and Fife Pilgrim Way), as well as routes and facilities within the Lomond Hills Regional Park (East). FCCT's key objectives include making outdoor recreational facilities and activities available to members of the public, promoting and improving access to the countryside, developing and supporting access to the countryside, and promoting biodiversity, wildlife and environmental conservation. This is complemented by advancing education, environmental protection, heritage and culture, citizenship and community development.

- 1.3 FCCT operates with a Board of Directors who meet quarterly and are responsible for the strategic direction and overall management of the Trust. The day-to-day business is managed by the Chief Executive and supported by the Board through three Board Committees: the HR and Remuneration, Audit and Finance, and Communications and Fundraising Committees.
- 1.4 FCCT's performance is formally reviewed with the Council on a quarterly basis but close partnership working is maintained and fostered by the Fife Council link officer, Head of Communities & Neighbourhoods, other Fife Council staff, and Elected Members including the Convener of this Committee. Various aspects of the business are assessed against the Services Agreement, including visitor usage, quality assurance, operational activity, financial performance, investment programmes, and health and safety. Use is also made of a range of performance indicators to monitor service quality.

2.0 Performance Indicators 2020/2021

- 2.1 As mentioned in para. 1.4, a range of indicators are monitored and assessed at the quarterly performance review meetings with FCCT. These allow for remedial action to be discussed and agreed if an improvement in performance is required.
- 2.2 Key Performance Indicators (KPIs) are currently under review due to the changing landscape brought about by the Global Pandemic and revision to FCCT's structure and strategy. A key requirement is alignment of these with the revised Plan for Fife and Council service priorities. A variety of data are gathered to support the development of KPIs such as service activities by time, location and number of staff, the cumulative number of volunteer days, Human Resource information (absences, incidents, etc.), Quality Assurance Awards, and visitor statistics for attractions, such as Lomond Hills Regional Park, the Coastal Path, Fife Pilgrim Way, and inland areas. The KPIs also continue to include social media and website statistics. (**Appendix 1** – illustrative KPIs for 20/21)

3.0 Achievements in 2020/2021

- 3.1 This report highlights the achievements and challenges faced by the Board and the management team to deliver their charitable objectives throughout the 2020/21 financial year. The organisation has been flexible & adaptable and pursued its core objectives with purpose and direction, despite the significant challenges faced by all through the global pandemic, greatly increased visitor pressure, and continued essential adjustments to the organisational structure. FCCT is an organisation built around a team of individuals passionately dedicated to Fife's communities and our natural environment which is reflected in the organisation's recent achievements and plans. Whether you are on the Coastal Path or the Pilgrim Way, In the Lomond Hills or on any one of Fife's award-winning beaches, you are among a community of users, human and other, each playing their part in a complex ecosystem.

- 3.2 FCCT's careful decision making around the COVID pandemic ensured that Fife's countryside locations were as ready as they possibly could have been (accepting limited resources) for the never-before-seen levels of visitors using Fife's wonderful outdoors as the year unfolded. FCCT was able to respond rapidly to the advance of Covid-19. We produced our Covid-19 Policy on the 13th of March 2020 and implemented home working where possible three days later on the 16th of March. This decision was taken by the Board of Directors in considering a comprehensive risk assessment produced by FCCT's management team.
- 3.3 FCCT worked within available resources throughout, did not make use of the furlough scheme, and has not sought additional emergency financial resources from Fife Council. Our team members repeatedly went above and beyond to ensure that as far as was possible, Fife's countryside and essential facilities were safe and available to visitors throughout.
- 3.4 FCCT's senior team engaged in a full review of organizational responsibilities and committed to ongoing management of our sites within the ever-changing guidelines and in view of the risks associated with the pandemic. We established a new partnership with Police Scotland which enabled us to continually monitor and manage our countryside sites while supporting Police Scotland to focus their attentions and resources on urban areas.
- 3.5 FCCT's achievements are categorised within separate work streams at the coast and the countryside built around a team of individuals dedicated to Fife's communities and its natural environment to ensure that all activity is focused first and foremost to serve the whole community of Fife; human and other; resident and visitor. Key achievements are considered under three themes "**coastal**" "**countryside**" and "**engagement with human communities**"
- 3.6 **COAST:** Fife's coast has 14 award winning beaches and 117 miles of coastal path that was recently voted number 15 of the top 20 photogenic walks in the entire world ([Courier Article](#)). It is enjoyed by both coastal and in-land resident communities. In addition, many hundreds of thousands of tourists travel here each year, contributing significantly to the economy of Fife. FCCT works hard to ensure that a visit to Fife's coast is a memorable one for all the right reasons. This section of the of the Annual Report touches on the activities that FCCT continued to deliver over the last year despite the extraordinary number of users and ever-changing guidelines and restrictions.
- 3.6.1 **Fife Outdoor Tourism Infrastructure Programme.** In partnership with Fife Council, FCCT has secured circa £1.1m to deliver the first phase of the Fife Outdoor Tourism Infrastructure Programme (FOTIP). A sharp increase in visitor numbers to many of Fife's outdoor attractions, along with a shift in visitor needs and expectations, has presented many challenges and opportunities. This rolling programme of prioritised works, designed in consultation with communities, aims to tackle these challenges whilst realising the economic opportunities presented. Over the next 3 years, the programme will improve the visitor experience by addressing pressures on infrastructure, communities, site managers, and the environment. Fife Council has committed £650,000 to compliment the £375,000 secured through the Rural Tourism Infrastructure Fund. In addition to this, Transportation Services have pledged £45,000 to support the programme, the Crown Estate has contributed £20,000 and FCCT have put in £50,000 in cash along with a significant in-kind contribution in delivering the programme

- 3.6.2 **Freedom camping:** The term 'Freedom Camping' or "informal camping' relates to discrete informal parking with a motorhome or campervan overnight at non-designated camp sites as historically advocated by the Campervan & Motor Home Professional Association (CAMPA). With ever increasing numbers of motorhome users opting to use car parks and other locations for overnight stays in Fife, signs of tension are now growing as 'Freedom Camping' has become unsustainable in some key areas. In turn this is placing operational and environmental pressure on visitor attractions originally designed for daytime recreational use only. In response, FCCT put together an options paper to identify ways to operate Unregulated Public Car Parks safely and sustainably within the current legislation. While meeting the realistic expectations for all users, communities, landowners, land managers, Fife Council, and other stakeholders in relation to freedom camping. The report identified alternative options for future operations and made recommendations in relation to freedom camping. It also highlighted the consequences if the status quo remained and nothing was done. The safe provision for motorhomes is not just a challenge unique to Fife, but something that affects the whole of the UK and therefore we have received enquiries, comment and feedback from the Scottish Government, other Scottish Local Authorities, charities, publicly funded organisations, and many private individuals. FCCT has begun work on three pilot schemes that make provisions for motorhomes in an environmentally and financially sustainable manner that also examines the opportunities that visiting motorhomes bring to communities.
- 3.6.3 **Coastal safety markers:** The Fife Coastal Path has become an increasingly popular resource for locals and tourists alike. This increase in visitors has led to an increase in callouts for emergency services. To make the Fife Coastal Path safer for all, a partnership project was established between FCCT, Anstruther RNLI Community Safety Team, Police Scotland, and geography students from Waid Academy. This project, which is now nearing completion, has involved identifying locations for numbered safety markers which are to be installed on the coastal path. These markers mean that in an emergency, people can quote their nearest post number as well as other essential information when contacting emergency services. Each post has an assigned access point nearby, all emergency services will be aware of the nearest access points. This will facilitate swifter response and recovery times on this often remote and rocky corner of the Fife coastline. As well as providing a safer destination for walkers, this project has allowed for excellent community engagement across the East Neuk. All 38 posts have been sponsored by members of the community, providing vital funding for the project, and allowing people to be actively involved in a project which will make the Fife Coastal Path a safer place for years to come.
- 3.6.4 **Eden Estuary Nature Reserve Landslip:** A sizeable landslip buried part of the Kincapple path on the River Eden near Guardbridge on the 10th February 2021. The slip took with it a large amount of vegetation, burying important saltmarsh habitat. The path was closed off, but the FCCT Maintenance Team carried out repair works to ensure the path could reopen as quickly as possible.
- 3.6.5 **Adverse Weather.** FCCT Maintenance Team have faced some unprecedented weather challenges in the past year. The severe electrical storms of 12th August 2020 which wreaked havoc across much of Scotland, saw considerable damage caused to paths, bridges and infrastructure at sites managed by FCCT. The Fife Coastal Path was particularly severely affected, 2 bridges in the Aberdour area suffered extensive damage. The Bridge at Starley Hall, had its surrounding infrastructure badly damaged, while the bridge at Aberdour Harbour was also severely damaged, and a diversion is currently in place. Several small landslides and flooding caused some issues on the Fife Coastal Path. While the Fife Pilgrim Way was particularly badly

flooded at Loch Fitty. The team also had to respond to an incident in the Lomond Hills Regional Park, where the Glenvale to Harperleas Path was damaged by a landslide, causing the path to be closed for a brief period. October's Storm Alex caused damage to the Fife Coastal Path, near West Wemyss, where a combination of high tides and easterly winds damaged several sections of the path. This was widely reported in the local and national press. After significant repair works, the path has reopened. Winter brought little relief with avalanche warnings issued in the Lomond Hills Regional Park in February, which is believed to be a first in the history of the park!

3.6.6 The Fife Coastal Path at Kinkell Braes outside St Andrews had a diversion in place for much of the year, where a large sewage pipe within the Castle Course ruptured and washed out the Fife Coastal Path. The volume of effluent was such that it removed a significant part of the golf course and induced a landslip which created a steep and hazardous drop along a stretch of the coastal path. At the time of writing (September 2021) the Coastal Path has reopened and FCCT are regularly monitoring for any sign of further erosion. Scottish Water have committed to undertake further stabilisation works and have submitted various plans as part of their consultation with stakeholders.

3.7 **COUNTRYSIDE: Lomond Hills Regional Park:** Constraints on travel due to lockdown restrictions have encouraged many more people to engage with Fife's outdoor spaces. Visitor numbers in the Lomond Hills Regional Park increased by almost 500% in some areas during early summer 2020. The Regional Park continues to have consistently higher foot fall than previous years. The increased visitor numbers have brought challenges to residents, landowners, and farmers with sheep worrying, stock disturbance, litter issues, and inconsiderate vehicle parking being the most commonly cited. An updated information leaflet has been created with a section focusing on access issues. The presence of FCCT staff at pressure points, providing guidance to the public has helped to control the impact of this and forged positive links with the land managers in the Regional Park. Two awareness days have been held in partnership with Police Scotland and Fife Council Safer Communities personnel. The Ochils Mountain rescue team volunteers have been called out on several occasions in the last year, often in conjunction with paramedics, the air ambulance and on one occasion the Coastguard helicopter.

3.7.1 **Fife Pilgrim Way:** The Fife Pilgrim Way celebrated its first birthday in muted fashion thanks to the recent lockdown on 5th July 2020. Gateway panels have now been installed at North Queensferry and Dunfermline and the final gateway panel will be installed in the grounds of Holy Trinity Church, St Andrews in 2021. The Kirk Session and congregation are excited to have a gateway panel sited in their grounds and look forward to it becoming a focal point for many thousands of Fife Pilgrim Way walkers. The Scottish Pilgrim Routes Forum has developed an accreditation scheme identifying Scottish Pilgrim Ways. The Fife Pilgrim Way is expected to become the first Gold Standard Route. This compliments FCCT securing a Trademark for the logo of The Fife Pilgrim Way, offering opportunity to realise the potential of the brand.

3.7.2 **Lyne Burn Green Network:** FCCT are working in partnership with Fife Council and the Scottish Environment Protection Agency (SEPA) on the Lyne Burn Green Network Project. The project's vision is to connect and improve the greenspaces of Rex Park, Lyne Burn Park and Touch in central Dunfermline. The section of Lyne Burn which runs through Rex Park needs significant restoration. The project (now started) will return the straightened channels of the burn to their natural meanders, thereby improving the habitat for wildlife, assisting with flood prevention, and improving water quality. The project will look to improve the quality of the greenspaces within the three areas to create rich, attractive spaces for local people along the river corridor. This will include tree planting and wildflower meadow and orchard creation. Whilst the key aim of this project is connecting the greenspaces of Touch, Lyne Burn and Rex Parks to create a green corridor through central Dunfermline, alongside this FC and FCCT

are looking to connect the communities around them. Through a series of events, wildlife surveys, workshops, and community meetings FCCT will be working with local groups and schools through activities such as habitat creation and litter picks.

3.7.3 Wild Camping: The Summer and Autumn of 2020 saw unprecedented levels of wild camping across Scotland, much of which was done within the spirit of the “Scottish Outdoor Access Code - Leave no Trace”. However, there were several incidents of what became known as ‘Dirty Camping’ where litter, abandoned camping gear and human waste were left on site causing significant problems for landowners, land managers, and rural communities. Working in partnership with Police Scotland and Safer Communities Fife, FCCT have developed a wild camping leaflet to inform potential wild campers of their access rights and the effects that their actions can have on others and on the environment. This leaflet is being backed up by a media campaign involving both traditional media channels and social media, which will promote responsible access to Fife’s amazing outdoor spaces. FCCT also carried out several joint visits to problem areas with Police Scotland and FC Safer Communities team members.

3.8 COMMUNITIES: Volunteering: Despite the many challenges and restrictions FCCT faced this year, they have engaged a fantastic volunteer base who have continued to support FCCT throughout the Pandemic. The lockdown restrictions have limited the trusts’ ability to engage with volunteers in the same way as before, however some smaller groups have managed to get out with the trust team and their enthusiasm made up for the smaller groups that were permitted. FCCT faced the challenges of ensuring they kept volunteers safe as per the Government Guidelines. Volunteers joined FCCT staff on West Sands to help carry out beach cleans, while many community groups across Fife got involved in cleaning up their local areas. These groups included Square Start at Leven, Plastic Free Dalgety Bay at Dalgety Bay, Kilrymont Rotary Club at West Sands and Fife Street Champions at many locations. Limited numbers of FCCT Volunteers joined trust staff at many sites – Coul Den, Birnie and Gaddon Loch, Dumbarnie Wildlife Reserve, Craig Hartle and Eden Estuary. Although these groups were smaller in number, they achieved a great deal, and the council and FCCT are incredibly grateful to all the Volunteers’ continued support over the past 12 months. Despite the many months of lockdown and the restrictions placed upon FCCT, they **have recorded 1,100 volunteer hours between 1st April 2020 to 31st March 2021.**

3.8.1 Fife Street Champions: FCCT work with many community and volunteer groups across Fife. These groups make a positive impact on the quality of lives in their area and providing support to them is a priority for us. Recently FCCT have donated litter pickers to Fife Street Champions, the litter pickers will be utilised to help maintain locations including the Fife Pilgrim Way. Fife Street Champions have many volunteers who collect rubbish from many areas in Fife and they do this in their own time. Last year volunteers collected over 10,000 bags of rubbish disposed of by FCCT and the hope is that donated litter pickers will help support the fantastic work they do.

3.8.2 Education: Supporting the development of future generations of countryside managers and conservationists is a growing part of FCCT’s ambitions. As part of the innovative programme between SRUC Elmwood and FCCT this academic year, some ingenuity had to be employed to provide online lectures in support of students on the HNC Countryside Management programme. FCCT staff delivered lectures on Visitor Management and as students were unable to make physical site visits, a short film providing practical examples was created allowing students to have a greater understanding of the challenges of site management. Additional videos were created showing various scenarios which FCCT staff encounter whilst working in the field, these included a first aid incident in a remote location, sheep worrying, and dealing with an access issue between 2 different user groups. The FCCT team also led practical education session as part of a Beach Kindergarten training day, run by Fife Council’s Early Years team. This took place at Lower Largo and is aimed at nursery

teaching staff and community education leaders who are planning seashore trips with organised groups of young children. The session included coastal wildlife identification, understanding tides, and exploring rockpools in safety. These training days are usually carried out at least twice per year but, on this occasion, due to COVID restrictions, the day's activities were filmed and will be used as a digital training resource.

- 3.9 **ENVIRONMENTAL CONSERVATION:** By adjusting FCCT's organizational structure, a greater emphasis has been placed on environmental conservation, and the challenge of addressing the climate and biodiversity loss crises. This structural change only reached completion in February 2021. FCCT is now well positioned to support Fife Council in driving the delivery of projects and strategic objectives in these areas aligned to the Plan for Fife and Council Service priorities.

4.0 Financial Performance 2020/2021

- 4.1 The net assets of the FCCT were recorded on 31st March 2021 as £794,666. The loss for the year is detailed in the Statement of Financial Activities available on page 35 of the Annual Report (see [2021 Annual Report](#)). It should be noted that the actuarial loss of £545,000 on FCCT's pension liability this year had the effect of significantly worsening the deficit for the year.
- 4.2 Members may be interested in the breakdown of staffing cost related to the service fee. At present, FCCT receive £1,373,575 from Fife Council. With this, FCCT have a small senior leadership team supported by 37 permanent posts. With a full contingent of seasonal workers, FCCT delivered all services in 2020/21 with fewer than 60 employees on the payroll and fewer still paid for through the Fife Council Service Fee (agreements with St Andrews Links Trust and others support elements of FCCT staffing).

5.0 Future Challenges, Developments & Opportunities

- 5.1 As FCCT approach the end of the final year of the 3-year management fee arrangement of a 1% reduction to the Service Fee received from Fife Council, FCCT are well positioned to play a key role in Fife's recovery from the Covid-19 pandemic. As demonstrated in this report, FCCT adapted to changing circumstances and made great efforts to care for Fife's countryside. By doing so, they ensured that the cost of recovery in terms of unaddressed issues was minimised.
- 5.2 FCCT also continued to seek support from external sources and was successful in generating significant funding through the year. FCCT progressed strategic adjustments to the structure ensuring that as they emerge from Covid, they have the best possible organisation to address not only the multiple issues relating to outdoor access and responsible use of outdoor spaces but also the challenges of biodiversity loss and climate change. As reported last year, FCCT have found ways of amending work patterns to make limited funds stretch further – offering the public more than 1000 additional days of open toilets over the year. FCCT also increased the regularity of emptying bins at several key sites through the year ensuring visitors were given the best impression possible whilst mitigating pest and public health issues.
- 5.3 The increase in users has created pressure on infrastructure and management of sites not experienced previously. While covid contributed to far greater user numbers, the awareness gained of the value of the outdoors will continue to drive higher

numbers making use of Fife's countryside for years to come. In light of this, FCCT are urging Fife Council to consider an uplift to FCCT's Service Fee. Additional funding will enable FCCT to move away from an inefficient model reliant on seasonal recruitment to a more focussed dedicated team of permanent staff employed on varied tasks year-round. Additional funding will assist the structured sustainable planning and programs of work that will see continual improvement to Fife's outdoors as well as excellent management at peak periods and progress against key objectives set out in the Plan for Fife.

- 5.4 FCCT have demonstrated their ability to be focussed, adaptable, and highly effective in the spaces that we manage. We have also proven that investment by Fife Council yields significant additional finances from other sources generated by FCCT that allow Fife to be recognised for our exceptional outdoors.
- 5.5 FCCT have implemented small-scale revenue generating initiatives as part of this drive to diversify funding and achieve sustainability in their operations. The motorhome pilot is one of these areas where income generated on-site will transparently support management and improvements. A further example is the model employed at our headquarters in Harbourmasters House where the provision of a café will generate funds that can be reinvested in the locality. While the trust recognises and fully support the value of free access to all to excellent countryside facilities, they are also keen to explore opportunities for generating financial support from these where appropriate and have begun taking steps in that direction.
- 5.6 The organisational restructure of FCCT presents opportunities to support not only greater use of the countryside across Fife, but also to support the Council in addressing biodiversity and climate change priorities.
- 5.7 FCCT are engaged in a process to update and refine their strategic vision document produced in 2019. Central to the development of this new strategy are three aspirations: The first is to grow as an organisation – not necessarily in size although this is likely, but more importantly in coverage within Fife, ensuring that Central and South West Fife receives more focus. Strategically FCCT have more responsibilities in-line with our Articles of Association, leaning into areas of environmental conservation and environmental and outdoor education and recreation. Secondly, FCCT are keen to diversify which relates to their belief that diversity yields stability, and stability is essential for effective development and reliable delivery. Thirdly a need to specialise. Several of the areas where FCCT is engaged are complex and technical. From project management to environmental conservation, FCCT see value in building knowledge and capacity to provide well-informed leadership where required.
- 5.8 FCCT close partnership with Fife Council is essential to achieving all they aspire to and are well supported by Council Officers and Elected Members alike and excited that the value of the outdoors and its contribution to a healthy, stable, and thriving society is increasingly recognised. FCCT are given the independence to retain their focus on those matters for which they are charged to be responsible for – even in exceptional times during the global pandemic. FCCT are eager to further develop partnership working and welcome engagement from Fife Council on other areas of work and planning.

6.0 Conclusions

- 6.1 Through this year, FCCT has proven its ability to respond to dramatic changes as illustrated by the select examples above. More detail exists in the publicly accessible Annual Report that can be viewed with other corporate information here:

<https://fifecoastandcountryside.co.uk/about-us/corporate-information/>.

Thanks to close partnership working, FCCT have been able to focus service delivery in 2020/21 on priorities shared with Fife Council. They have been creative and resourceful in their business activities and managed to go above and beyond the basic requirements of the Service Level Agreement without seeking additional financial support from Fife Council. The reality is that it is not sustainable in the long-term however careful consideration needs to be given to resourcing acceptable levels of service in a countryside now far busier than ever before.

- 6.2 FCCT have repeatedly demonstrated their passionate commitment to Fife's outdoors through these challenging months. They have been quick to engage and adapt, flexible in their approach, and dedicated to delivering to high standards throughout. Similarly, FCCT Board of Directors have given a great deal of time to considering many complex and important decisions in this period and their engagement and support is hugely appreciated.

List of Appendices

1. Illustrative KPIs 2021/22

Background Papers

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

- Fife Coast & Countryside Trust: Directors' Annual Report and Financial Statements for the year-ended 31st March 2021
- Articles of Association of Fife Coast and Countryside Trust

<https://fifecoastandcountryside.co.uk/about-us/corporate-information/>

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Example of an FCCT Power BI Report



FIFE COAST & COUNTRYSIDE TRUST



6.86K
Total (hrs)



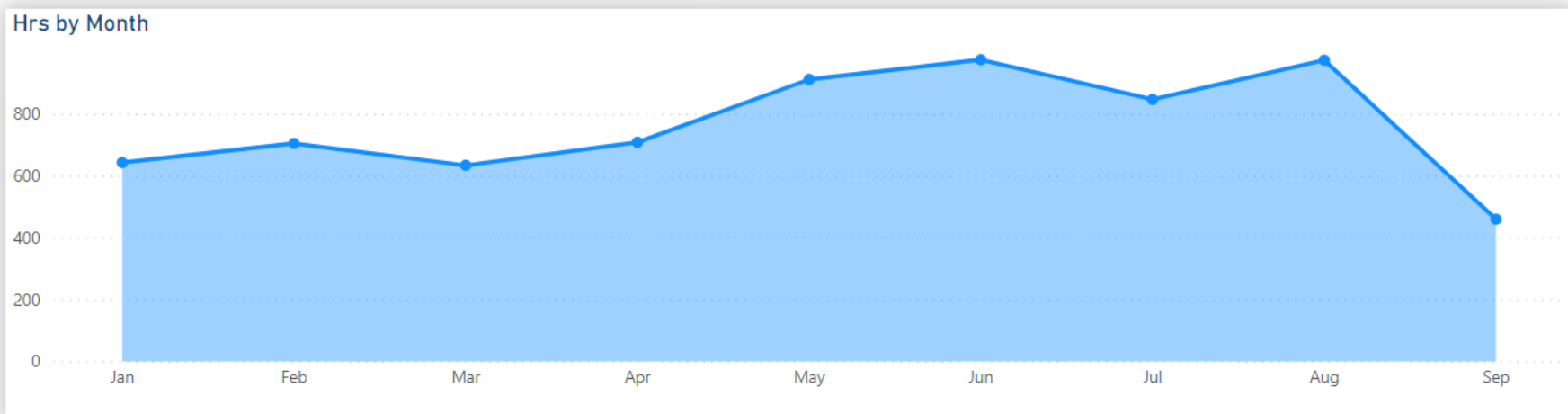
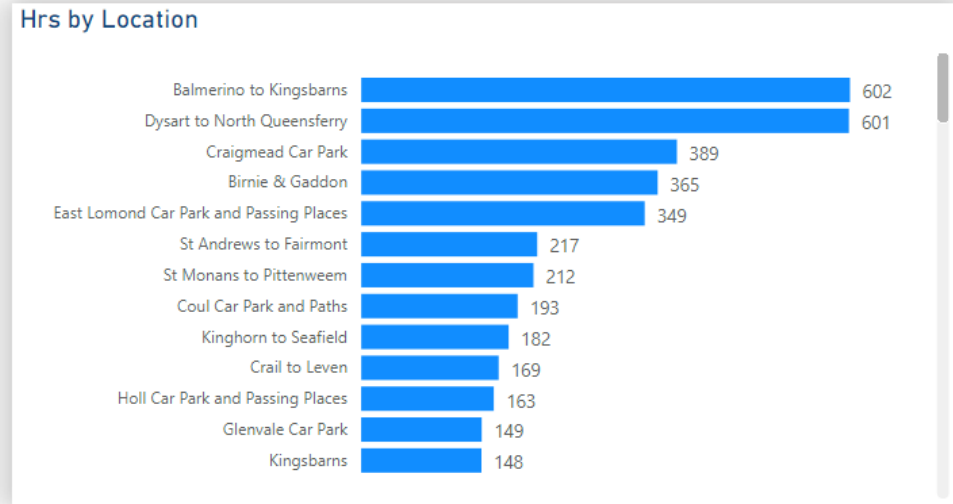
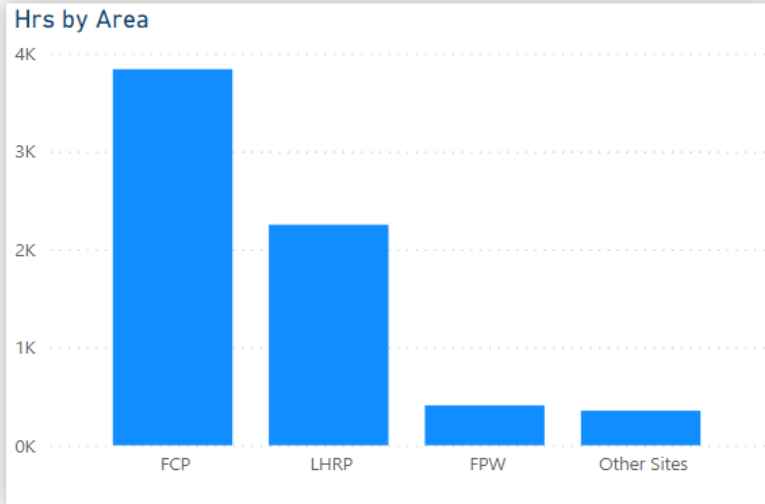
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Total (days)

Reset Filters

View Filters



FCCT Maintenance Duties Report





Task Details

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Total (hrs)

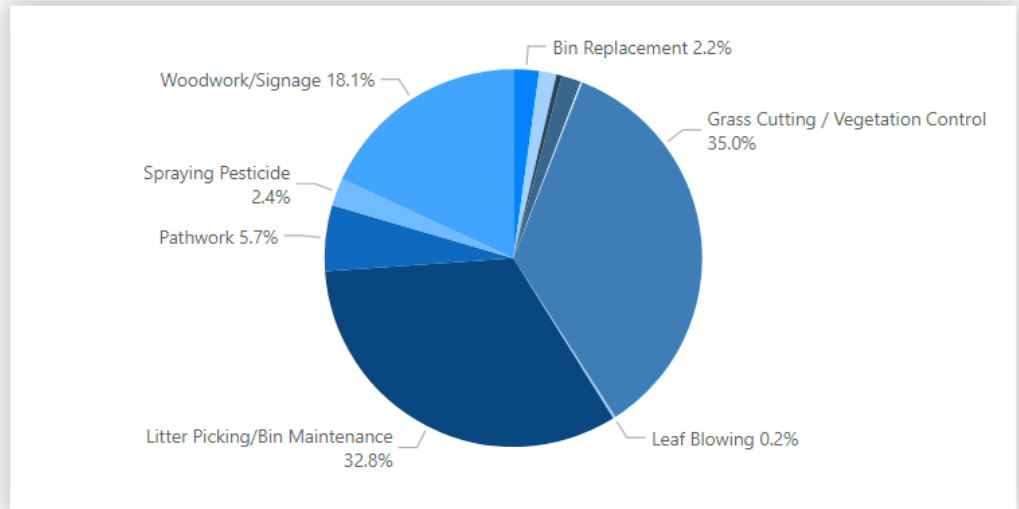
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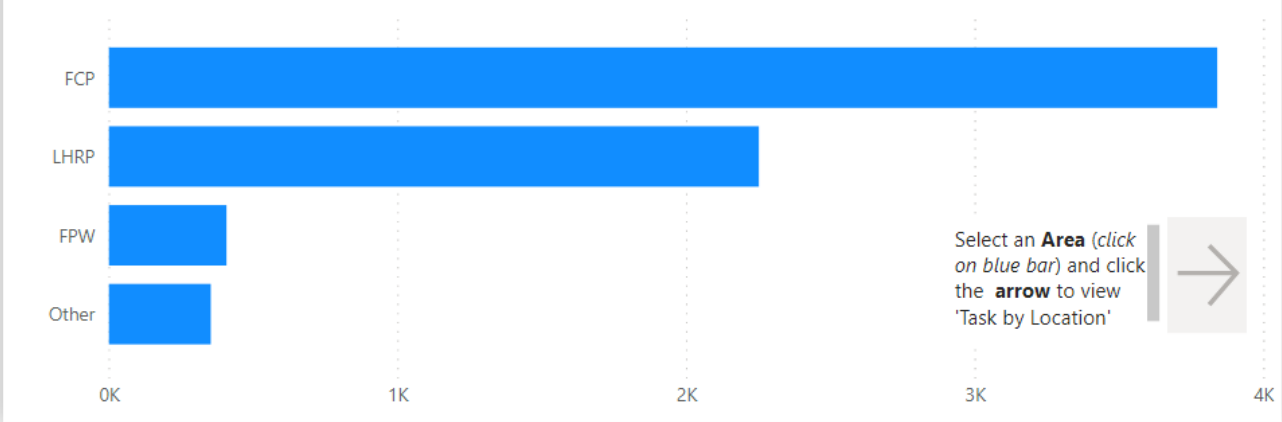
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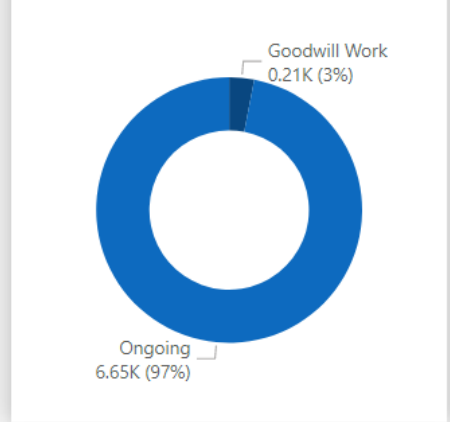
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Grass Cutting / Vegetation Control	2,396.6	333.1
Litter Picking/Bin Maintenance	2,245.4	312.2
Woodwork/Signage	1,241.6	172.5
Pathwork	387.8	53.9
Spraying Pesticide	161.7	22.5
Bin Replacement	150.3	20.9
Drainage	115.5	16.1
Building Work	102.0	14.2
Car Park Work	30.8	4.3
Leaf Blowing	14.0	1.9
Filling Water Tanks	10.0	1.4
Total	6,855.7	952.9



Task Hrs by Area



Task by Type



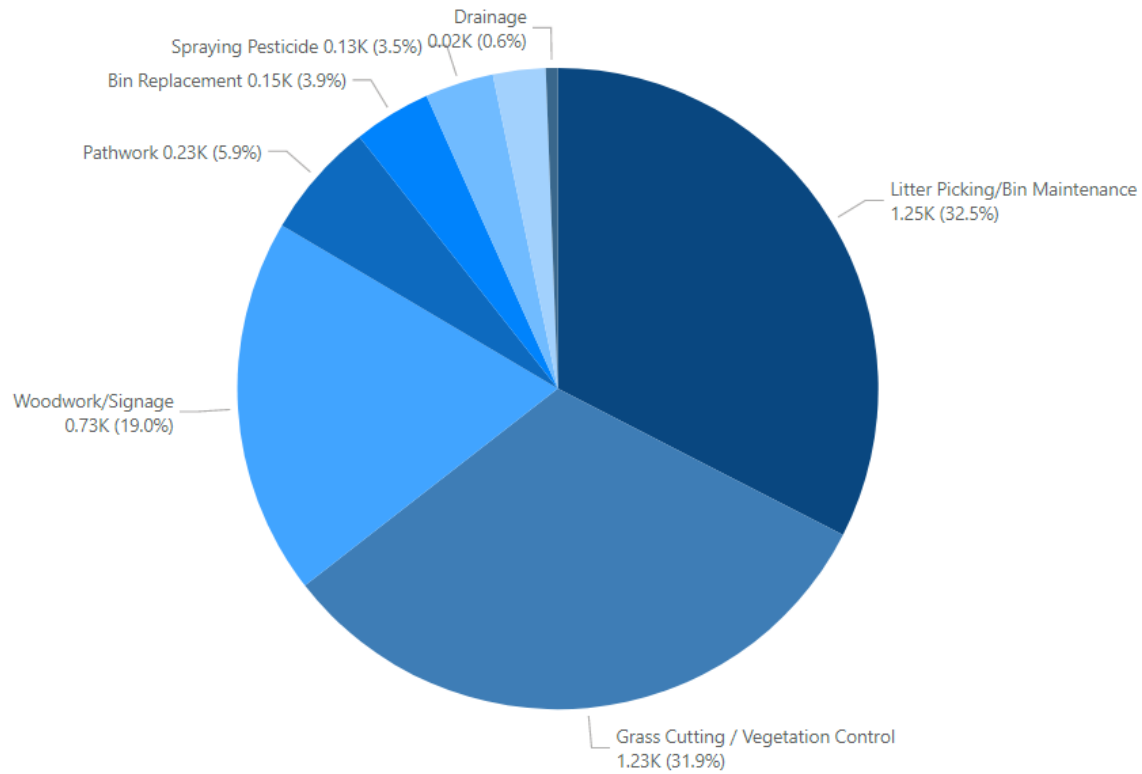


05 January 2021

Earliest Date

23 September 2021

Latest Date



FCP

3.84K

Hrs

Location

All

Type

All

Date

01/01/2021 31/12/2021



29th October, 2021

Agenda Item No. 6

Fife Community Safety Partnership Update

Report by: John Mills, Heading of Housing Services

Wards Affected: All wards

Purpose

The report will update on the progress of Fife Community Safety Partnership (FCSP) in delivering against the Safer Communities Vision during the period February 2020 to September 2021. This will include:

- Update on changes in membership, role, and remit
- Detail of the FCSP Delivery Plan

Recommendation(s)

It is recommended that the Sub-Committee:

1. Considers and comments on progress to date.
2. Approves the FCSP Delivery Plan.
3. Approves the proposal to establish a subgroup to develop and deliver Fife's Community Justice Outcome Improvement Plan (CJOIP).

Resource Implications

Delivery of the Safer Communities function in Fife relies on the continued commitment and resources of all existing partner agencies across statutory and voluntary sectors, in particular Fife Council, Police Scotland, Scottish Fire and Rescue Service and NHS Fife.

Legal & Risk Implications

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

Impact Assessment

An EqIA has not been completed and is not necessary at this time as no new policies or policy changes are proposed.

Consultation

The FCSP Delivery Plan, Community Justice Outcome Improvement Plan, and the proposal to establish a Community Justice Sub-Group have all been discussed at the Community Safety Partnership. Wider consultation around the community justice has taken place with community justice partners.

1.0 Background

- 1.1 Following the decision to reinvigorate community safety partnership activity by the Fife Partnership, the FCSP has met six times (from March 2020 to June 2021).
- 1.2 The commitment from core group members (Fife Council Safer Communities Service, Criminal Justice Social Work, Police Scotland, Scottish Fire and Rescue Service, NHS Fife Public Health, Fife Violence against Women Partnership, and Fife Alcohol and Drug Partnership) to delivering safer communities is visible with meeting attendance consistent.
- 1.3 The partnership continues to work to the agreed definition:

‘A safe community is a liveable community, where people can go about their daily activities in an environment without fear, risk, harm or injury. Community safety is about building strong cohesive, vibrant, participatory communities, where homes, the roads, public spaces and the workplace are safe and feel safe for everyone to enjoy’
- 1.4 FCSP core group members provide a strategic lead for each of the three safer communities priorities as follows:
 - **Tackling offending** – strategic lead: Police Scotland
 - **Unintentional injury** - strategic lead: Scottish Fire and Rescue Service
 - **Antisocial behaviour** - strategic lead: Fife Council
- 1.5 Membership of the FCSP is discussed regularly and is continually evolving. Fife Centre for Equalities, Fife Council Education Service and Families Outside have all recently joined meetings of the FCSP.
- 1.6 The ongoing coronavirus (Covid-19) pandemic has had an unprecedented and all-encompassing effect on all aspects of community safety and there remain several unknowns within frontline services in terms of recovery. The FCSP continued to meet throughout the height of the pandemic. For the first six months the priorities around Covid superseded the planned work to develop delivery and action plans. The FCSP structure and the relationships built around it proved invaluable in a time when services had to show innovation, compassion, and work together to develop and deliver services, often in tight timescales. As the shift has moved to recovery and renewal, theme leads have able to begin work to develop action plans.
- 1.7 This report will provide some examples of community safety Covid activity as well as provide detail of delivery plans.

2.0 Current Landscape – Challenges and Opportunities

- 2.1 The FCSP delivers the community safety element of ‘Thriving Places’ theme in the Plan4Fife, and work to fulfil the ambition ‘All our communities’ benefit from low levels of crime and antisocial behaviour’. In February 2021, this Sub-Committee agreed a revised policy on the landlord function to tackle anti-social behaviour more effectively. The policy development had an input from the FCSP. The full implementation of the ASB policy is due to be completed by January 2022.

2.2 Revised Plan4Fife

- 2.2.1 At the end of 2019, work began to review the Plan for Fife's three-year actions. Experience from the Covid-19 pandemic resulted in the decision to undertake a review focused on a small number of priority areas that are key to post-Covid recovery.

The priority areas identified are:

- Tackling poverty and crisis prevention
- Leading economic recovery
- Sustaining services through new ways of working
- Addressing the climate emergency

- 2.2.2 Work to deliver safer communities will have a positive impact on all four of these priority areas, however like all strategic partnerships the FCSP has been asked to review membership and ways of working to maximise opportunities for more focused discussion and challenge around the key policy priorities.

2.3 Developing the FCSP Delivery Plan

- 2.3.1 In order to identify any gaps or duplication in community safety provision throughout Fife, a mapping exercise was conducted in respect of the three main priorities and their underlying themes. FCSP members were asked to provide details of the activity they either provide or were aware was being provided by another agency within Fife. The subsequent report is a live document and continues to be updated with information. The mapping exercise also provided opportunities to develop further partnership working activity, and these are included within the delivery plans soon to be implemented.

- 2.3.2 The FCSP Delivery Plan is attached as Appendix 2. The Delivery Plan identifies activities, other than those which are regarded as normal day to day areas of business, which will be completed over the next financial year, 2022-23. It incorporates work to be carried out under each of the three priorities and their associated themes, whilst acknowledging the impact across all three areas of themes such as poverty, substance misuse, mental health, homelessness, and inequality. An annual report will be provided to FCSP members and this Sub-Committee detailing the delivery of these activities and identifying work to be carried out in subsequent delivery plans.

2.4 Community Justice

- 2.4.1 The Community Justice (Scotland) Act 2016 defines community justice as:

'The collection of individuals, agencies and services that work together to support, manage and supervise people who have committed offences from the point of arrest, through prosecution, community disposal or custody and alternatives to these, until they are reintegrated into the community. Local communities and the third sector are a vital part of this process which aims to prevent and reduce further offending and the harm that it causes, promote desistance, social inclusion, and citizenship.'

- 2.4.2 The statutory partners for community justice, as outlined in the act are:

- Chief Constable of Police Scotland
- Health Boards
- Integration Joint Boards for Health and Social Care

- Local Authorities
- Scottish Courts and Tribunals Service
- Scottish Fire and Rescue Service
- Scottish Ministers (i.e. Scottish Prison Service, Crown Office and Procurator Fiscal Service)
- Skills Development Scotland

2.4.3 The act includes a ‘Duty of Cooperation’ which states that:

One of the key building blocks of the new model is collaborative working. The statutory partners must work together to prepare, publish, and annually report on the plan for the local authority area in relation to the OPI framework and national strategy for community justice. Specifically, co-operation on community justice matters by the statutory partners in respect of a local authority area must include, but is not limited to, the following: sharing information, providing advice and assistance, co-ordinating activities funding activities together

2.4.4 From 2015 to 2019, community justice activity in Fife was co-ordinated through the Reducing Offending and Reoffending (ROAR) Group. The original intention to have Fife’s Reducing Offending and Reoffending Group report to the FCSP, has been revised leading to the agreement to amalgamate the work of the ROAR Group, fully into the FCSP. Co-ordination of the delivery of the Community Justice Outcome Improvement Plan remains the responsibility of the local Community Justice Lead.

2.4.5 The existing membership of the FCSP is not fit for purpose in terms of fulfilling Fife’s statutory obligations and it is recognised that for some CJ partners attending the full meeting may not be appropriate. It is proposed to establish a Community Justice Sub-Group which will have responsibility for development and delivery of the Community Justice Outcome Improvement Plan.

2.4.6 The Reducing Offending and Reoffending Group included a named Elected Member Community Justice Champion. This role supported the then Community Justice Coordinator in raising awareness and encouraging others to think ‘with community justice in mind’ and attended national Community Justice events, including Community Justice Scotland’s Chairs Events. This role has not been revisited since the amalgamation of the CSP and ROAR.

2.5 **Water Safety**

2.5.1 Water safety has historically been a priority for community safety partners in Fife. What has been missing is an oversight group to lead and coordinate activity. Recent water safety incidents in Fife and across Scotland brought this issue to the forefront again and it was noted that the CSP provided an ideal starting place to discuss partnership water safety activity, aligning directly to the priority theme of ‘Unintentional Injury’.

2.5.2 Under the umbrella of this priority a ‘Fife Water Safety Group’ was established earlier this year. The full Terms of Reference are attached as appendix 2, but in summary:

This multi-agency group comprising of key local water safety partners will allow a consistency of approach in delivering water safety across Fife.

The group will work to:

- *Share and pool resources, best practice, 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*

The group will be members of Water Safety Scotland and work towards the aims of Scotland's Drowning Prevention Strategy.

2.5.3 This group is currently chaired by the Scottish Fire and Rescue Service with policy and strategy support provided by Safer Communities Team staff. It reports to the Community Safety Partnership via the Unintentional Injury priority lead.

2.6 Covid Activity

2.6.1 As noted earlier as the pandemic evolved and the implications for services, communities and individuals became apparent, the existing relationships between community safety partners helped facilitate quick and effective partnership activity

2.6.2 Some examples of this activity include:

- Fife Council Safety Communities Team and Police Scotland carried out joint visits in relation to social distancing and worked together to manage behaviour at pharmacies
- Fife Council Housing Service, Community Justice Social Work, SACRO, Alcohol and Drug Partnership and Safer Communities Team worked together to facilitate the early release from prison for several individuals.
- Staff from across all partners were redeployed to support food and prescription delivery, to work within Sheltered and Very Sheltered Housing complexes.
- As complaints around antisocial behaviour and fly tipping increased, Safer Communities staff worked closely with partners to ensure a quick response, wherever possible providing reassurance patrols and facilitating the removal of rubbish.

2.6.3 During the pandemic and especially in the times of lockdown, what made people feel safe/unsafe was very different from what we had seen before. Community safety partners recognised and adapted to this.

2.7 Partner Updates

2.7.1 In addition to the topics noted earlier in this report, the CSP has received reports and updates on the following:

- Criminal Justice Social Work – Enhanced Bail Supervision Service
- Fife Violence against Women Partnership – Annual Report and Covid Recovery
- Child Protection Committee Annual Report
- Families Outside
- Safer Communities Team - Antisocial Behaviour Review
- Safer Communities Team – Road Safety Education

3.0 Conclusions

- 3.1 The Committee is asked to consider the progress to date in taking forward work to deliver safer communities in Fife and provide comment and feedback as per the recommendations.

John Mills

Head of Housing Services

List of Appendices

1. Plan for Fife Template
2. FCSP Delivery Plan

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973: None

Report Contact:

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Author's Job Title: Safer Communities Manager

Workplace: Rothesay House, Glenrothes

Email: patricia.spacey@fife.gov.uk

Appendix 1

Ambitions / Priorities / Themes		PREVENTION DELIVERY			UNINTENTIONAL HARM				TACKLING OFFENDING				ANTISOCIAL BEHAVIOUR		
		Collaboration & information sharing	Harm Prevention	Community Justice	Home Safety	Fire Safety	Road Safety	Water Safety	Violence Prevention	CONTEST	Serious and Organised Crime	Hate Crime	Cyber Crime	Public Space ASB	Private Space ASB
Plan for Life	Opportunities for all														
	Thriving places														
	Inclusive jobs & growth														
	Community led services														
	Community wealth building:	Leading economic recovery													
		Tackling poverty and preventing crises													
Addressing the climate emergency															
FC-SP DELIVERY PLAN 2022-2023	FCSP Themes for 2022-23	Collaboration & information sharing	Prevention campaigns	Community Justice	Home Safety	Fire Safety	Road Safety	Water Safety	Violence Prevention	CONTEST	Serious and Organised Crime	Hate Crime	Cyber Crime	Public Space ASB	Private Space ASB
		ISP	Targeted communication	CJ Outcome Improvement Plan	Home accidents	Dwelling fires	Casualties & fatalities	Accidental drowning & suicide	Violence against women & girls	PREVENT strategg	Human trafficking	3rd party reporting	Emerging threats	Local initiatives	Support services
		Engagement, education & awareness													
	Prevention & early intervention														
	Identify individuals & populations most at risk														
	Crosscutting themes	Social Isolation													
		Mental Health & Wellbeing													
		Poverty													
		Substance Misuse													
		Homelessness													
Inequality															

Fife Community Safety Partnership Delivery Plan 2022-23



COMMUNITY SAFETY PARTNERSHIP

Following a re-establishment of the Local Community Safety Partnership, there was recognition in recent years of fragmentation in joint working arrangements across stakeholders in this important area.

Due to the partnership not meeting on a regular basis and reduced governance, this resulted in less effective partnership arrangements which required, and were subject to, review. In addition to this, the resulting impact of the Covid-19 pandemic brought with it new challenges. This required members of the partnership to establish new ways of working and engage in a Fife-wide consultation process to establish priorities for recovery.

The Community Safety Partnership will aim to deliver on shared outcomes in Fife, with particular focus on reducing offending, antisocial behaviour, unintentional harm and public health and wellbeing.

There are three established priorities in addition to an overarching ethos of Prevention Delivery in Partnership, with an associated lead agency for each:

Overarching theme- Prevention Delivery in Partnership (All partners)

Priority 1 – Unintentional Harm (Scottish Fire and Rescue Service)

Priority 2 – Tackling Offending (Police Scotland)

Priority 3 – Antisocial Behaviour (Fife Council)

The delivery plan will also address the requirement to develop and deliver a Community Justice Outcome Improvement Plan for Fife.

By taking a public health approach, all services will review, engage and focus resources on individuals that create most demand on services and agree a joint approach to prevention.

All services will engage and identify individuals at an earlier stage to take action and apply appropriate intervention whilst being trauma informed (for both offenders and repeat victims).

Themes where harm can affect people in our communities will be explored and agreement made on initiatives and preventative measures to tackle trends that have emerged or grown following the Covid-19 pandemic. This includes the areas of acquisitive crime, rural crime, substance harm and violence.

In order to reduce vulnerabilities, a joined up approach will be taken to engage with young people, fulfil service responsibilities as corporate parents and address matters relating to Equality and Diversity, Mental Health/Wellbeing, Substance Misuse, Homelessness and Poverty.

Community Safety Priority - Prevention Delivery in Partnership

Objectives	Key actions / Task Description	Activity	Lead agency (post)
Promote collaboration and information sharing at a local level to innovate local solutions	Finalise Information sharing protocols	<i>Progress the ISP for the CSP. IA have confirmed that until the application has been assessed the legacy Fife arrangement is to stand.</i>	All agencies.
	CSP leads to ensure Operational Managers are working towards early intervention and prevention	<i>Information sharing in respect of crime trends to be driven at local level.</i>	All agencies.
		<i>Information pertinent to specific campaigns will be co-ordinated and provided in line with the events calendar.</i>	All agencies.
		<i>Consultation between leads to consider benefits of monthly meeting.</i>	All agencies.
Increase awareness of key community safety issues through the delivery and promotion of local and national 'whole population' campaigns	Develop a partnership communication strategy to maximise the audience for general advice and target hard to reach communities.	<i>Clear objectives and expected outcomes should be in place for each campaign/operation. Lead organisations to be listed.</i>	All agencies.
Reduce the risk to those most at harm through targeted campaigns and awareness raising	Develop and deliver targeted campaigns either in response to local incidents/trends or towards to those who are most at risk from harm	<i>Development of community safety partnership calendar which details key themes/promotional weeks/events for highlighting and sharing.</i> <i>Ensure community safety presence at local People and Place meetings/ strategic partnership meetings to ensure an understanding of local issues/trends, to help identify those most vulnerable and to facilitate working towards shared objectives.</i>	All agencies.

Objectives	Key actions / Task Description	Activity	Lead agency (post)
	Substance Harm	<p><i>Rural Crime - Rural Watch (supported by P Division CSO's) working with Fife Countryside Trust.</i></p> <p><i>SPARC meetings to be held quarterly to ensure a fully coordinated approach to all prevention and intervention works</i></p>	All agencies.
		<p><i>ASB and Substance Misuse. Explore the links between antisocial behaviour and substance misuse and develop strategies to mitigate the impact that the anticipated correlation has on communities.</i></p>	All agencies
<p>Support effective delivery of the Community Justice Model and promote effective partnership engagement to reduce reoffending</p> <p>(PARTNERSHIP AND PREVENTION DELIVERY)</p>	<p>Development of CJOIP through establishment of a core group of statutory and affiliated partners with TOR and Governance</p>	<p><i>The communications strategy to include dissemination around the preventions calendar.</i></p>	<p><i>FCSP Co-ordinated by Safer Communities Manager (CJ Lead) and includes consultation with key partners within the Community Safety Partnership. Draft document has been circulated and is still to be agreed by partners.</i></p>
	<p>Promote and enable the involvement of Voluntary Sector</p>	<p><i>Identify and introduce referral processes for voluntary support services – i.e., Curnie Clubs.</i></p>	<p>Police Scotland / Safer Communities</p>

Community Safety Priority 1 – Unintentional Harm



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Representative Joe Fitzpatrick, Scottish Fire and Rescue Service

Unintentional Harm: *Unintentional Harm and Injury has been defined as predictable and preventable unintentional physical and psychological harm and injury.*

Objectives	Key tasks / descriptions	Activity	Lead Agency (post)
<p>To ensure people are safe from fire and unintentional harm</p> <p>To reduce the social and economic cost of injuries relating to home and fire safety</p>	<p>Develop and deliver targeted interventions to individuals and communities identified as being at heightened risk of fire</p>	<ul style="list-style-type: none"> • <i>Develop partnership approach to help identify those most at risk of fire in Fife</i> • <i>Deliver awareness education to prevent incidents</i> • <i>Provide equipment designed to provide early warning and mitigate the damage caused by fire, where an incident does occur</i> • <i>Offer experiential training to care providers across Fife to help reduce the risk of our most vulnerable residents being involved in dwelling fires</i> • <i>Work with partners to support the provision of assistive technology within the home to increase occupant safety.</i> 	<p>Scottish Fire and Rescue Service</p>
	<p>Develop and deliver targeted interventions to individuals and communities identified as being at heightened risk of injury within the home</p>	<ul style="list-style-type: none"> • <i>Promote information and knowledge sharing between services about the most vulnerable people in our communities</i> • <i>Delivery of Safer Communities Fife Cares Home Safety Service, targeting vulnerable adults and families with children aged 5 and under</i> 	<p>Safer Communities (Manager)</p>
		<ul style="list-style-type: none"> • <i>Use partnership Community Safety Calendar to plan themed activities and community events throughout the year</i> 	<p>Scottish Fire and Rescue Service</p>

Objectives	Key tasks / descriptions	Activity	Lead Agency (post)
		<ul style="list-style-type: none"> • Create awareness raising opportunities to understand the signs and causes of unintentional harm in the home • Use social media, press and community events to support campaigns. 	
<p>To reduce the number of people killed or seriously injured on the roads in Fife</p>	<p>Led by the Road Safety Casualty Reduction Group partners will develop and deliver a range of road safety interventions for drivers, passengers, cyclists, motorcyclists and pedestrians (based on the Road Safety Timeline created by Safer Communities Project Officers)</p>	<ul style="list-style-type: none"> • Work in partnership to raise awareness of the Scottish Government Framework for Road Safety up to 2030 <p>Develop and promote community safety resources to raise awareness of road safety among children and young people - including:</p> <ul style="list-style-type: none"> • Junior Road Safety Officers • Safe Drive Stay Alive • Drivewise <ul style="list-style-type: none"> • Use crash, casualty and traffic speed data, along with partner intelligence to identify trends/groups most at risk and development interventions appropriately <p>Safer Communities Project Officers will continue to research and develop new and innovative projects to respond to emerging road safety issues</p>	<p>Road Casualty Reduction Group</p>

Reduce accidental drowning deaths in Fife by 50 per cent by 2026 and reduce risk among the highest-risk populations, groups and communities		<ul style="list-style-type: none"> • <i>Develop multi-agency water safety group</i> • <i>Expand water safety education initiatives aimed at primary and secondary school pupils throughout Fife.</i> 	Scottish Fire and Rescue Service
	Contribute to the reduction of water-related suicide in Fife.	<ul style="list-style-type: none"> • <i>Promote the work of Fife Suicide Prevention Core Group</i> • <i>Develop opportunities to contribute to the action plan created by Fife Suicide</i> 	Scottish Fire and Rescue Service
Objectives	Key tasks / descriptions	Activity	Lead Agency (post)
		<i>Prevention Group designed to reduce suicides in Fife by 20% by 2022.</i>	
Contribute to awareness raising regarding the links between social isolation and community safety.	<ul style="list-style-type: none"> • <i>Develop communication with partner agencies and partnerships about connections between social isolation and community safety</i> 	<ul style="list-style-type: none"> • <i>Establish how social isolation links with other priorities and themes (for example, home safety, cyber crime, private space antisocial behaviour)</i> • <i>Identify gaps in activity or opportunities for joint working</i> • 	TBC

Community Safety Priority 2 – Tackling Offending Adam Smith, Police Scotland



Objectives	Key actions / Task Description	Activity	Lead agency (post)
Work in partnership to prevent violence (HARM PREVENTION)	Address Violence Against Women through intervention with offenders.	<ul style="list-style-type: none"> <i>The CSP will support the FVAWP Action Plan.</i> 	FVAWP
	Address the link between ASB and violence (early intervention).	<p>Licensed premises / night time economy:</p> <ul style="list-style-type: none"> <i>Joined up working between P Division's Licensing department, LSO's, local area community teams and Safer Communities to form joint campaigns.</i> <i>Patrols to be carried out with a consistent approach taken around engagement, education and enforcement.</i> 	Police Scotland
	<p>Deliver campaigns designed to reduce violence.</p> <p>Include National Campaigns and Local Campaigns, created in response to emerging trends/issues.</p>	<p><i>Suggested Campaigns / Resources:</i></p> <p><i>Consider Fearless Campaigns. Significant resources are available, covering an array of topics/crimes. County Lines/Cuckooing Materials - previously utilised.</i></p> <p><i>No Knives Better Lives.</i></p> <p><i>Bystander.</i></p> <p><i>Get Consent.</i></p> <p><i>Women's safety</i></p>	<p>FVAWP</p> <p><u>CROSS REFER WITH OBJECTIVE 1 IN COMMUNITY SAFETY OBJECTIVE 3.</u></p>

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Objectives	Key actions / Task Description	Activity	Lead agency (post)
Support prevention and education activities concerning Counter Terrorism	Delivered through PREVENT theme of the CONTEST strategy. Community engagement, in support of local and national campaigns, in tandem with Fife Multi-Agency CONTEST Group.	<i>Provide briefings regarding the PREVENT referral process and introduction of the Scottish Government PREVENT referral form.</i>	Police Scotland
		<i>Future inputs to be delivered to the voluntary sector. Progress plans to discuss PREVENT within Fife Schools and have the PREVENT material available for both Primary and high school aged children.</i>	Police Scotland
		<i>Engage in multi-agency consultation for any and all PREVENT referrals. Implement agreed interventions and any follow-up partnership involvement.</i>	Police Scotland

Support prevention and education activities concerning Serious and Organised Crime Groups and human trafficking.	Raise awareness of human trafficking, county lines and Cuckooing.	<i>Cuckooing/County Lines Awareness Inputs to be delivered to partners.</i> <i>Relevance to Safer Communities Teams/Housing/SFRS/SACRO/NHS etc. due to the likelihood of their attendance at vulnerable persons homes.</i>	Police Scotland
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Objectives	Key actions / Task Description	Activity	Lead agency (post)
(HARM PREVENTION)	Share relevant information and intelligence.	<i>Relevant information to be assessed and shared among partners to identify trends and inform a joined up preventative approach.</i> <i>i.e. – Links between Missing People and County Lines activity to be shared with relevant partners.</i>	Police Scotland
Tackle and prevent Hate crime and support those affected by it.	Maximise opportunities for members of the public to report hate crimes and receive appropriate support.	<i>Increase the amount of third-party reporting centres so organisations are better equipped to support staff, service users and the wider community in identifying and reporting hate crime and provide support through the police investigation.</i>	Police Scotland
	Increase awareness and understanding of Hate Crimes.	<i>Hate crime awareness training to be delivered with a view to assist people in understanding their rights when they have been a victim and how to get help.</i>	Police Scotland

	Work with partners/schools who work with youth groups (stats highlight the majority of suspects are aged between 11-15 years) to educate young people on the impact their actions have and encourage supportive and inclusive environments for youths - intergeneration working inter-racial working etc. (prevent).	<i>Delivery/co-ordinated by Schools Officers / CSO's with input from Partners. Uniformity across Fife so that each school is receiving similar levels of information.</i>	Police Scotland
Objectives	Key actions / Task Description	Activity	Lead agency (post)
Develop and deliver preventative measures to address Cyber related crime.	Monitor emerging and evolving threat in respect of cybercrime.	<i>Police Scotland now have unit dedicated to cyber prevention activities. Share with CSP to deliver any relevant products generated.</i>	Police Scotland
		<i>Preventions packages to be delivered by CSO's covering all age ranges.</i>	
		<i>Consideration of video inputs to be recorded and made available online.</i>	

Community Safety Priority 3 – Anti-Social Behaviour Kirstie Freeman, Fife Council



Objectives	Key actions	Activity	Lead agency (post)
Increased use of early intervention and prevention to tackle ASB, deliberate fire-setting and off-road vehicle nuisance	Use local knowledge and data systems to identify those areas of Fife most affected by public space ASB.	<ul style="list-style-type: none"> Identify data collection sources across all partners in local areas Develop local information sharing and intelligence led analysis 	Safer Communities (Manager)
	Develop opportunities for early intervention and prevention designed to educate people about the risks and consequences of public space ASB.	<ul style="list-style-type: none"> Identify current opportunities and gaps around public space ASB being used by partners in each local area Develop appropriate diversions tailored to the specific issues in local areas 	Safer Communities (Manager)
	Improve and promote local and Fife-wide joint working between agencies and communities involved in addressing public space ASB.	<ul style="list-style-type: none"> Identify effective routes for community engagement Develop local responses to public space ASB (e.g., plan a partnership response for the period leading up to and including Bonfire Night) Expand proven local initiatives (such as Improving Levenmouth Together) 	Safer Communities (Manager) SFRS Police Scotland
	Promote pro-social behaviour via variety of social media platforms	<ul style="list-style-type: none"> Scope current use of social media across all relevant partners 	Safer Communities (Manager)

	Develop a youth justice strategy.	<ul style="list-style-type: none"> • <i>TBC</i> 	Safer Communities (Manager)
Objectives	Key actions	Activity	Lead agency (post)
	Develop and monitor the effectiveness of strategies and associated activity.	<ul style="list-style-type: none"> • <i>Monitor, analyse, and evaluate trends to determine effectiveness of strategies and policies.</i> 	Safer Communities (Manager)
Deliver improved outcomes for customers experiencing antisocial behaviour in a private space setting	Create single point of contact for all ASB cases investigated by Fife Council	<ul style="list-style-type: none"> • <i>Review/rewrite Fife Council ASB processes in consultation with partners and communities</i> • <i>Recruit additional Safer Communities Team staff</i> 	Safer Communities (Manager)
	Identify opportunities for community engagement in each of the 7 local areas	<ul style="list-style-type: none"> • <i>Develop discussions at 'people and place' groups</i> • <i>Establish better working relationships with private landlords</i> 	Safer Communities (Manager)
	Facilitate opportunities for community-based solutions to private space antisocial behaviour	<ul style="list-style-type: none"> • <i>Promote support services within local areas</i> 	Safer Communities (Manager)

29th October 2021

Agenda Item No. 7

Housing Services Annual Performance Report 2020/21 and 'Pathway to Improvement' 2019-22

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

The report presents the annual performance scorecard for Housing Services in 2020-21 and details the outcomes of the annual update of the 'Pathway to Improvement' 2019-22.

Recommendation(s)

Members are asked to:

1. Consider the Housing Services' performance information detailed in the report (Appendix 1)
2. Consider performance in year two of the Pathway to Improvement for 2019-22 (Section 2.0 and Appendix 1)

Resource Implications

None

Legal & Risk Implications

There are legal requirements highlighted within this report, linked to a risk of regulatory intervention if the Council does not adhere to the standards and expectations set by Audit Scotland and the Scottish Housing Regulator.

Impact Assessment

An EqIA has not been completed and is not necessary as the report does not propose a change to existing housing policies or programmes.

Consultation

Annual performance information will be reported to Council tenants at the end of October 2021, to meet the requirements of the Scottish Housing Regulator.

1.0 Background

- 1.1 In recognition of the similarities between the annual Pathway to Improvement and Housing Services Performance reports submitted to Community and Housing Services Sub-Committee, a decision was taken to combine both reports to remove duplication in performance reporting.
- 1.2 **Audit Scotland** published the Statutory Performance Direction in December 2018, and 2020-21 is the second year in which that direction applies. The Council is required to report a range of information setting out:
 - i. Its performance in improving local public services, provided by both (i) the council itself and (ii) by the council in conjunction with its partners and communities.
 - ii. Its progress against the desired outcomes agreed with its partners and communities.
 - iii. Its performance in comparison to (i) over time and (ii) with other similar bodies including information drawn down from LGBF and from other benchmarking activities.
 - iv. Its assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment.
- 1.3 This is the first performance report submitted following the implementation of Oracle Cloud. This system has sophisticated reporting tools and better reporting functionality but some of these reports are still in development, particularly those relating to sickness absence. Members should therefore be aware that the numbers in that section are different due to the system change. Previously, absence was reported as WDL per FTE. Currently, the output data being produced is for WDL per employee and as a result, there is likely to be a slight but immaterial difference in the figures. (Appendix 2)
- 1.4 **The Scottish Housing Regulator** published a revised regulatory framework based on powers available through the Housing (Scotland) Act 2010. This focussed on key regulatory priorities to meet the standards and outcomes of the Scottish Social Housing Charter, which specifies outcomes for tenants and other customers in the delivery of housing and homelessness services. Progress is assessed annually through the 'Annual Return on the Charter', submitted to the Regulator in May for publication in August each year.
- 1.5 A housing performance approach was first introduced through the 'Pathway to Improvement 2015-18'. The 'pathway' provided three-year targets for improvement based on the Council's ambition for top quartile performance. This was monitored annually through Committee with almost two-thirds of indicators improving over three years. In November 2018, the Community and Housing Services Committee agreed to the production of a new a 'Pathway to Improvement' for 2019-22 following publication of a revised regulatory framework.
- 1.6 The Pathway is a performance improvement plan based on the Annual Return on the Charter and now focuses on 30+ key performance indicators. The second-year performance figures and improvement actions in the Pathway to Improvement 2019-22 are provided in Appendix 1.

2.0 General Performance

- 2.1 The Covid-19 pandemic and subsequent restrictions have significantly impacted on the delivery of housing services during 2020-21. Our Annual Return on the Charter has shown a decline in performance across several key indicators, a summary of which is included below.
- 2.2 Customer satisfaction has reduced in: the overall service provided by the landlord (-0.76%), opportunities to participate in landlords' decisions (-16.57%), quality of the home (-6.28%), management of the neighbourhood (-2.61%) and management of Gypsy/Travellers sites (-14.91%). Decline in these areas can be partly attributed to an unplanned change in satisfaction survey methodology from face-to-face to telephone surveys, which typically yield lower satisfaction ratings. There have been fewer opportunities for face-to-face interactions with tenants and local tenants' and residents' associations. Suspensions to the repairs service (including improvement works at the Gypsy/Travellers sites), and grounds maintenance service, are also contributing factors to declining performance.
- 2.3 The adaptations service has seen an increase in the number of households waiting for adaptations to be completed from 113 to 487 households, and the average time to complete adaptations from 18.76 days to 28.71 days. These have been impacted by an increase in demand for adaptations, and work being completed more slowly due to Covid-19 restrictions/shielding.
- 2.4 Covid-19 restrictions have resulted in a marked increase in anti-social behaviour reporting due to people living closely to each other more of the time. Dealing with complaints of anti-social behaviour has been exceptionally difficult, particularly due to officers being unable to speak to customers face-to-face. This has impacted on the overall number of cases being resolved, although this has led to only a marginal decline in performance from 99.55% to 98.51%.
- 2.5 Despite a reduction of performance in the areas highlighted above, Housing Services has seen improvements in other areas of the Charter. The percentage of tenancies sustained for more than a year has increased from 91.4% to 92.6%. The number of abandoned properties has reduced this year by 33 properties. This could be attributed to Covid-19 restrictions and tenants more inclined to remain in their home.
- 2.6 Tenants believe that their rent represents good value for money, an increase of 1.78% from the previous year. Fife Council's average weekly rent remains below the average for Scotland's local authorities. The percentage of gross rent arrears has reduced by 0.9%. The Council implemented a supportive approach with financial assistance being made available to tenants whose income was affected by furlough or unemployment resulting from Covid-19. New 'RentSense' software has also been introduced to allow early identification of rent arrears and timely contact with tenants.

3.0 Repairs Performance

- 3.1 Housing Services must meet the statutory requirement to carry out an annual gas safety check in all Council dwellings within the 12-month anniversary date. During 2020-21, there were 197 properties that did not receive the annual gas safety check within this timeframe. Most of these failures were related to Covid-19 (tenants isolating, shielding, etc.). To reduce the failures, a revised and more robust process has been put in place. Monthly gas governance meetings are held with Building Services to review failures, with a view to improving processes further.

- 3.2 Suspensions to the repairs/voids service have impacted on the average length of time taken to re-let properties (+25.18 days) and the rent lost through empty properties (+0.44%). Although services have resumed, there are issues in obtaining materials which continue to impact on the void turn-around time.
- 3.3 The average time taken to complete non-emergency repairs has decreased by 0.91 days. The number of repairs carried out during the year reduced by 17,000 due to non-emergency repairs being suspended during Covid-19 restrictions. Despite this suspension, overall satisfaction with repairs and maintenance increased by 1.33%.
- 3.4 The joint-working established over the period 2016 to date, between Housing Services, Building Services, Customer Services and Business Support Services, proved resilient to the impact of the Covid-19 pandemic. At the start of the first lockdown in March 2020, the services very quickly moved to ensure a focus was brought to business-critical services, such as gas safety and emergency repairs. A commitment to enhanced collaboration will lead to further service performance improvement and better outcomes for tenants.

4.0 Management of Risk

- 4.1 Housing Services takes a proactive approach to the management of risk, through the Local Housing Strategy, engagement with the Scottish Housing Regulator and through our performance management systems. As agreed by the Risk Management Strategy Group, Housing Services is committed to reporting risk. All risks are identified in red in Appendix 1. The principal risks that are being managed at present are:
- **Gas Safety** - the Scottish Housing Regulator has previously highlighted concerns to Fife Council around its failure to carry out annual gas safety checks in 100% of homes. The Council recognises there was non-compliance in 197 cases where gas safety checks were not carried out within timescale, thus breaching a statutory duty. Improvement actions to resolve these issues are contained in appendix 1 to the Annual Assurance Statement
 - **Energy Efficiency Standard for Scottish Social Housing (ESSH)** - performance for 2020-21 highlights that 84.70% of the Councils housing stock currently meet ESSH standards, presenting a significant risk to the Council's ability to meet ESSH by December 2020.
 - **Homelessness** - the Scottish Housing Regulator has previously highlighted concerns focussed on access to homelessness services, the assessment of homelessness applications, offers of temporary / emergency accommodation and the outcomes for people who are homeless in relation to discharge of duty. While significant provision has made to cope with service demand during the pandemic, Fife Council recognises a small number of breaches in statutory responsibility to accommodate 100% of homeless customers in 2020/21.
 - **Increased construction costs and supply chain issues** - ncreased construction costs and supply chain issues pose a risk to the new build programme and repairs service.
- 4.2 Further details, including Improvement actions to resolve these issues are contained in appendix 1 to the Annual Assurance Statement Report to this Sub-Committee.

5.0 Conclusions

5.0 The report has highlighted the performance position in 2020-21, and the impact Covid-19 has played in Housing Services' ability to maintain service provision during the pandemic. Whilst there are clear areas for improvement, there has also been some positive results during the year. Looking forward, the Council is committed to further mitigate the impact of the pandemic during this recovery and renewal phase, and to improve service outcomes for tenants and other housing customers.

John Mills
Head of Housing Services

List of Appendices

Appendix 1: Housing Performance Report

Appendix 2: Housing & Community Safety – Workforce Profile 2020/21

Background Papers

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

Scottish Housing Regulator (2019) Regulation of Social Housing in Scotland

<https://scottishhousingregulator.gov.uk/publications/regulatory-framework-1-april-2019>

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Appendix 1

Housing Performance Report






PI Status	
	Alert - 5% & over
	Warning - 0-5%
	OK
	Unknown
	Data Only

Indicator	2018/19	2019/20	2020/21				Q1 2021/22		Pathway to Improvement
	Value	Value	Value	Target	Status	Note	Value	Note	Action Points
Satisfied with opportunities to participate in landlord's decisions (%)	83.19%	83.19%	66.62%	85%		Disappointing reduction of 16.57% previous year's outturn, despite the Council's strong track record in tenant participation. Outturn will in part be affected by Covid-19 lockdown and changed methodology for surveying customers from face-to-face survey to telephone survey. There have been fewer opportunities for face to face interaction with tenants and local tenants and residents associations.	Not measured for Quarters		Seek new and innovative ways to give tenants opportunities to participate in our decisions, for example, online meetings, webinars, etc.
Council dwellings that meet the SHQS (%)	86.01%	93.01%	93.04%	99.8%		Fife's current SHQS compliance figures do not take into account works completed during the 2019/20 or 2020/21 financial years. A large proportion of failings relate to adequate lighting and secure common entrance doors in blocks where we have no majority in ownership to enable works to progress. These failings are recorded	Not measured for Quarters		Work with our system supplier to resolve issues around elements of the system that are not functioning correctly

						against individual properties and not the common area.			
No. of failures to complete statutory gas safety checks in last year		35	197	0		The majority of failures are Covid-19 related. A new process was put in place to contact the tenant at the second appointment stage to confirm access and check for symptoms. Monthly gas governance meetings are held to discuss the previous months failures and look for ways to improve procedures to reduce the number of failures	12	Reasons for failures; 2 Access Issues 1 Covid-19 related 7 System Issues - Orders not raised on time (new build properties) 2 Other - LPG Heating System, delay in passing to contractor	Work with the Area Teams to avoid any failures due to access issues in the future Agree new process to avoid the system issues for new build properties Building Services Gas will carry out the servicing for LPG heating systems
Satisfied with repairs and maintenance (%)	82.72%	82.72%	84.05%	93%		The indicator shows improved performance of 1.33% over last year's outturn despite pressures on service during the Covid-19 lockdown.	Not measured for Quarters		Continue to monitor performance and highlight issues through the Repair Improvement Management Group
Satisfied with management of neighbourhood (%)	81.21%	81.21%	78.6%	90%		The outturn for 2020-21 represents a reduction of 2.61% on the previous year which will be in part affected by the Covid-19 lockdown and a change in the methodology from telephone survey to face-to-face survey	Not measured for Quarters		Work with partner services to improve neighbourhoods/estates through local area budgets
Lettable houses that became vacant in the last year (%)	7.67%	8.18%	6.46%	9%		Turnover has been significantly affected by the Pandemic and restricted allocations practice. In September, Housing Services adopted a transfer led approach to housing allocations as a deliberate measure to increase housing opportunities to meet the needs of tenants and generate more vacancies for other priority needs groups.	Not measured for Quarters		Continue to promote a transfer led approach to allocations to generate turnover to meet a range of needs Promote the use of the Transfer Incentive Scheme to make best use of housing stock
Number of households currently waiting for adaptations to be completed at the end of the reporting year		113	487	300		The number of households awaiting adaptations is higher due to slower progress of works being completed due to Covid 19 regulations combined with higher levels of demand for adaptations this year. There are higher numbers of people waiting for adaptations due to less jobs	Not measured for Quarters	The figures have dropped this quarter due to the Covid 19 pandemic. Staff were unable to carry out visits to tenant's as in previous years due to the pandemic. Moving forward staff can visit tenant's	Review the Adaptations Waiting List to identify full reasons for backlog Develop action plan to reduce the waiting list Work with Community OT Teams to provide additional advice to individuals on the waiting list

						being progressed this year due to Covid 19 restrictions. Demand has also increased this financial year.		again and they will be able to offer the Tenancy Assistance to tenants as in previous years.	
The average time to complete adaptations (days)	23.37	18.76	28.71	18	●	The average time taken to complete adaptations has increased significantly increased due to Covid 19. Protocols undertaken to comply with Covid regulations have increased the amount of time taken to complete adaptations.	Not measured for Quarters	The figures have dropped this quarter due to the Covid 19 pandemic. Staff were unable to carry out visits to tenant's as in previous years due to the pandemic. Moving forward staff can visit tenant's again and they will be able to offer the Tenancy Assistance to tenants as in previous years.	Review the Adaptations process to ensure efficient flow of work Work with key partners / contractors to look at increased capacity to undertake additional adaptations work
Homeless households referred to RSLs (%)		38%	4.31%	5%	●	The Fife Housing Register (FHR) system provides RSL partners with direct access to statutory homeless households and diminishes the need for formal S.5 Referral arrangements. Performance targets are collectively set by the FHR Executive and performance is monitored on a regular basis. This collaborative approach has enabled a more sophisticated discussion around homelessness therefore this figure only includes referrals made to non-FHR partner landlords operating in Fife in line with SHR Technical Guidance.	Not measured for Quarters		Improve the monitoring of housing allocations by Fife Housing Register Partners and report these separately Increase the range of FHR Partnership options to non-FHR partners to increase the number of properties accessible through FHR (currently around 98%) Improve Housing Options advice to ensure homeless households are considering non-FHR partners
Factored owners satisfied with the factoring service they receive (%)	57.66%	57.66%	52.69%	65%	●	The outturn indicates a 4.97% reduction on the previous year. A project is being rolled out to formalise factoring in all blocks where the Council has a shared interest, which includes better communications around owners' rights and responsibilities for repairs. While satisfaction has increased in the last five years, it falls short of service ambitions through the project.	Not measured for Quarters		Introduce the CPL factoring information system to provide owners with detail cost breakdowns of factored works and to improve the efficiency of services

Gypsies/travellers satisfied with the landlord's management of the site (%)	31.58%	31.58%	16.67%	40%		The satisfaction levels have decreased due to delays in installing chalet provision across sites. Work is due to start at Tarvit Mill this financial year, and at Heatherywood next financial year. The delay in the work starting was due to Covid 19 restrictions.	Not measured for Quarters		Complete site improvements at Tarvit Mill site – installation of Chalets Complete environmental improvements at Heatherywood Complete site Improvements at Heatherywood – installation of Chalets (financial year 22-23)
Properties meeting the EESSH (%)		80%	84.74%	100%		Data based on full EPCs and comparison to similar archetypes for properties requiring additional surveys.	Not measured for Quarters		Continue to provide financial investment to bring properties up to EESSH standard Work with partner services to increase the number of properties meeting EESSH
Tenancy offers refused (%)	23.11%	22.01%	23.79%	22%		Housing allocations practice continues to produce low levels of refusals. A measured approach to housing allocations in line with Covid restrictions, followed by a transfer led approach to recovery planning has meant that performance has exceeded target and continues to be top quartile.	21.78%	Housing allocations practice continues to produce low levels of refusals. Performance has exceeded target and continues to be top quartile.	Allocations performance continues to be monitored but no specific actions are proposed as Fife remains in the top quartile
Average length of time taken to complete emergency repairs (hours)	3.58	4.01	4.19	3.5		During last year's lockdowns the non-emergency repairs were suspended. However over time some of these faults and repairs will have developed into emergency repairs causing the increase in the number of emergency repairs compared to last year's figures. Slight slippage this year due the pandemic.	2.91	As restrictions have the lifted the number of emergency repair requests have reduced by 3,128 compared with Q4 20/21. The target has been achieved.	Continue to monitor performance and highlight issues through the Repair Improvement Management Group Implement new monitoring process to review failures at each quarter
Existing tenants satisfied with quality of home(%)	85.88%	85.88%	79.6%	88%		This presents a reduction of 6.28% on the previous year's outturn, the decline in performance expected to have been impacted by the Covid-19 lockdown restrictions and a change in survey methodology from face-to-face to telephone survey.	Not measured for Quarters		Work with partner services to improve the quality of repairs and homes. Continue to monitor performance and highlight issues through the Repair Improvement Management Group
Rent lost through empty properties (%)	0.98%	1.09%	1.53%	1%		The implementation of Covid Safe Working practices has extended repair timescales within empty properties. There also been additional delays due to revised housing allocations procedures and demands on allocations working practices which has increased turnover timescales. Renewal	0.29%	The number of, and the time to turn around, empty properties continues to operate well above pre-Covid levels. Some work has been	Specialise the Voids Management function and review commissioned works to reduce void timescales Improve voids co-ordination and coding to accurately reflect void property status Improve access case management to ensure the


						and improvement arrangements are being put in place with a view to returning to top quartile performance in 2021/22		done to improve the average days to let and this is expected to improve performance within Quarter 2 with a positive impact on void rent loss.	efficient use of properties for a range of needs
Average annual management fee per factored property	£0	£46.3	£80.84	£97.95		Factoring fees have increased to reflect a reviewed management cost introduced in 2020-21, through the roll out of the factoring project.	Not measured for Quarters		Review management fee annually to ensure recovery of service costs
Average time taken to re-let properties in the last year (days)	26.25	28.61	53.79	40		Performance has slipped for all landlords due to the Covid pandemic as work ceased and new working arrangements had to be put in place to ensure safe working practices. Fife's Voids Partnership received the Chartered Institute of Housing's Team of the Year Award for the measures put in place to recover from lockdown and service improvement and renewal arrangements are being put in place to re-establish top quartile performance	42.52	Performance has failed to return to pre-Covid levels for a number of reasons related to revised guidance for working in properties, issues with supplies and materials as well as other technical reasons. A focus on a transfer led approach to allocations and diversion of a number of properties to temporary accommodation also negatively impacted performance. It is expected that a focus on homelessness allocations to relieve pressure on temporary accommodation and improved capacity within the Voids Team should help to improve performance in Quarter 2	Specialise the Voids Management function and review commissioned works to reduce void timescales Improve voids co-ordination and coding to accurately reflect void property status Improve access case management to ensure the efficient use of properties for a range of needs
Tenants satisfied with overall service provided by	81.64%	81.64%	80.88%	85%		Taken from telephone survey which provides poorer results than a face-to-face survey. Relatively static position compared	Not measured for Quarters		Return to face-to-face survey methodology in 2021/22, should Covid-19 restrictions allow Continue to work with tenants through the Tenant

landlord(%)						to previous year's result with -0.76% difference in outturn.			Forum and local tenant and resident associations to deliver high-quality services
The percentage of all complaints responded to in full at stage 1		99.73%	98.06%	99.73%	▲	Although there was a slight decline in performance in-year, the long-term trend indicates a high level of housing complaints being responded at stage 1, supported by corporate approaches that provide independent verification of performance.	Not measured for Quarters		Ensure access to complaints procedures, and training on processes
The percentage of all complaints responded to in full at stage 2		97.44%	95.06%	98.00%	▲	Although there was a slight decline in performance in-year, the long-term trend indicates a high level of housing complaints being responded at stage 2, supported by corporate approaches that provide independent verification of performance.	Not measured for Quarters		Ensure access to complaints procedures, and training on processes
Anti-social behaviour cases reported in the last year resolved timeously (%)	99.55%	99.55%	98.51%	99.6%	▲	Due to the pandemic during the financial year 2020-21, dealing with complaints of antisocial behaviour has been exceptionally difficult, particularly due to officers being unable to speak to people on a face to face basis. This has impacted on the overall reduction of the number of cases being resolved as quickly with this year's percentage being 98.5%. Due to people being in lockdown in close proximity, there has been a marked increase in anti-social behaviour reporting.	Not measured for Quarters		Implement an enhanced approach to tackling ASB Recruit additional staff to support 'one team' approach to dealing with antisocial behaviour complaints Review current procedures to identify gaps and areas for improvement Increase community patrols to support safer, cleaner estates
% of homeless tenant tenancies sustained for more than a year	89.17%	90.13%	90.94%	91%	▲	Due to the Covid 19 pandemic staff have also been working from home and have been unable to carry out their duties as before. Now that restrictions are easing staff will be able to engage more with tenants and offer more assistance when required Analysis has shown that of the 86 tenancies that ended within 12 months, 17 resulted in a positive move for the tenant, i.e., transfer of tenancy, bought their own property or moved in with a partner.	88.94%	The figures have dropped this quarter due to the Covid 19 pandemic. Staff were unable to carry out visits to tenant's as in previous years due to the pandemic. Moving forward staff can visit tenant's again and they will be able to offer the Tenancy Assistance	Continue localised working with housing management and smaller patches to work directly with tenants Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage Use the 4DX homeless project to target single under 35-year-olds and put in place any required intensive support

						We believe there is an issue of under recording of Tenancy Assistance hours and managers will be reminded of the importance of this.		to tenants as in previous years.	
Reactive repairs completed right first time in the last year (%)	98.17%	97.79%	97.5%	98.17%	⚠	Although the percentage is similar to the previous year, the number of repairs carried out this year has dropped by over 17,000. This was due to non-emergency repairs being suspended during the lockdowns. We will continue monitor the performance and seek improvements over the forthcoming year.	98.48%	We continue to seek improvement, The repairs performance is monitored and discussed at the Repair Improvement Management Group	Continue to monitor performance and highlight issues through the Repair Improvement Management Group
Tenants whose landlord keeps them informed (%)	79.94%	79.94%	84.17%	87%	⚠	Taken from telephone survey of 701 households which provides poorer results than a face-to-face survey. Improved position on previous year by 4.23%	Not measured for Quarters		Continue to provide up-to-date and relevant information to our tenants through our tenant magazine, social media, websites, Tenant Forum and local tenant and resident associations Continue to seek innovative ways to keep our tenants informed of our services and performance
Avg time taken to complete non-emergency repairs (days)	6	6	5.1	6	✅	The number of repairs carried out this year has dropped by over 17,000. This was due to non-emergency repairs being suspended during the lockdowns. We will continue monitor the performance and seek improvements over the forthcoming year.	5.6	As restrictions have lifted there has been an increase of 2405 non emergency repair request compared to Q4 20/21. This has increased the average time to complete the repairs to 5,63 days.	Continue to monitor performance and highlight issues through the Repair Improvement Management Group
The cost of adaptations completed in the year by source of funding		£1,701,551	£1,200,692	£1,601	✅	Figure should have been combined in to landlord data. Works stopped in Council properties due to lockdown – this slowed down or halted the spend for some months. Spend would normally be higher.	Not measured for Quarters		Review the Adaptations Budget Work with key partners / contractors to manage price rises in adaptations work due to increased material costs
Court actions that resulted in eviction and their reasons (%)	19.86%	19.38%	0%	0%	✅	As a result of the COVID19 pandemic, the Scottish Government brought in emergency legislation that prohibited the eviction of tenants with rent arrears. This resulted in Fife's recovery procedures being put on hold. Hence the zero figure for this financial year.	Not measured for Quarters		Target of zero being set at present while discussions underway with the administration around the use of evictions as part of the corporate debt policy

Number of properties recovered for non payment of rent	114	93	0	0	✔	At the start of the Covid-19 pandemic a £2m rent support fund was put in place to assist tenants with rent payments where they become unemployed or furloughed. New software has been introduced for early identification of arrears which is followed up with a direct tenant contact and additional staff have been appointed to provide specialist advice around rents, benefits, and income maximisation.	Not measured for Quarters		Target of zero being set at present while discussions underway with the administration around the use of evictions as part of the corporate debt policy
% of properties recovered for non payment of rent	19.86%	19.38%	.00%	.00%	✔	At the start of the Covid-19 pandemic a £2m rent support fund was put in place to assist tenants with rent payments where they become unemployed or furloughed. New software has been introduced for early identification of arrears which is followed up with a direct tenant contact and additional staff have been appointed to provide specialist advice around rents, benefits, and income maximisation.	Not measured for Quarters		Target of zero being set at present while discussions underway with the administration around the use of evictions as part of the corporate debt policy
Rent represents good value for money (%)	80.65%	80.65%	82.43%	82%	✔	The outturn represents a 1.78% increase in performance from the previous year, with FC's average weekly rent remaining below the average for Scotland's local authorities.	Not measured for Quarters		Communicate with tenants around the need for rent income to support investment in services Undertake a 'living rent' analysis to inform decisions around the rent increase for 2022-23 Benchmark FC rents with other Scottish LAs
Rent collected as % of total due in the reporting year	97.94%	99.96%	99.48%	95%	✔	Our rent collection rate of 99.48%, is an excellent performance and exceeds our target for this financial year. The uncertainty of the pandemic made predicting performance tricky. We expected a decline in collection and an increase in arrears, but this not happened.	92.65%	Figures are down on the Q1 figure from last financial year. This is the only realistic comparison point we can make. This is potentially no cause for concern, as quarters throughout the year, dont marry up neatly. Further consideration will be given after Q2, as to performance issues	Provide specialist UC advice and support to tenants. Provide £2m support funds to eligible unemployed tenants and those whose employment is impacted by Covid-19 Use the Rentsense debt system to prioritise tenants in arrears
Gross rent arrears (%) Fife (LGBF)	9%	7.8%	6.9%	9%	✔	At the start of the Covid-19 pandemic a £2m rent support fund was put in place to assist tenants with rent payments where they become unemployed or furloughed.	6.4%	There has been a decline in Gross Rents Arrears from Q4 figure which is	Provide specialist UC advice and support to tenants. Provide £2m support funds to eligible unemployed tenants and those whose employment is impacted

						New software has been introduced for early identification of arrears which is followed up with a direct tenant contact and additional staff have been appointed to provide specialist advice around rents, benefits, and income maximisation.		positive	by Covid-19 Use the Rentsense debt system to prioritise tenants in arrears
% of existing tenant tenancies sustained for more than a year	94.51%	95.47%	96.65%	90.00%	✔	Sustained performance in this area, localised working with housing management and smaller patches facilitates closer working directly with tenants. Existing tenants were not moving due to lockdown. A decision was taken to focus on homeless households where we could provide furniture etc. Guidance was taken from the Scottish Government on this.	92.11%	The figures have dropped this quarter due to the Covid 19 pandemic. Staff were unable to carry out visits to tenant's as in previous years due to the pandemic. Moving forward staff can visit tenant's again and they will be able to offer the Tenancy Assistance to tenants as in previous years.	Continue localised working with housing management and smaller patches to work directly with tenants Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage Use the 4DX homeless project to target single under 35-year-olds and put in place any required intensive support
The total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year		451	1,249		📊	This year the demand for adaptations has been significantly higher. There has also been slower progress in carrying out repairs this year due to Covid 19 restrictions slowing the amount of work being done.	Not measured for Quarters		Review the Adaptations Waiting List and Budget to identify full reasons for backlog Develop action plan to reduce the waiting list Work with Community OT Teams to provide additional advice to individuals on the waiting list
Number of approved applications completed between start and end of the reporting year		338	762		📊	There was increased demand this year for adaptations and the Covid 19 pandemic has led to an increased level of customers requiring adaptations to be completed. A greater number of adaptations were approved this year as work has been on-going to improve and streamline the adaptations process.	Not measured for Quarters		Review the Adaptations process to ensure efficient flow of work Work with key partners / contractors to look at increased capacity to undertake additional adaptations work
Total value (£) of gross rent arrears as at the end of	£10,337,754.23	£9,190,762.77	£8,477,991.49		📊	At the start of the Covid-19 pandemic a £2m rent support fund was put in place to assist tenants with rent payments where	£7,923,798.79	Our Q1 figures have shown a reduction in gross rent arrears of	Provide specialist UC advice and support to tenants. Provide £2m support funds to eligible unemployed

the reporting year						they become unemployed or furloughed. New software has been introduced for early identification of arrears which is followed up with a direct tenant contact and additional staff have been appointed to provide specialist advice around rents, benefits, and income maximisation.		£1.5million from last year's Q1 figures. This is an optimistic performance but too early to draw full conclusions from these figures	tenants and those whose employment is impacted by Covid-19 Use the Rentsense debt system to prioritise tenants in arrears
The number of mutual exchanges	155	149	99			Reduction experienced due to impact of Covid-19 due to guidance around over the threshold visits and inspections. Mutual Exchanges have been suspended during the lockdown periods.	27	Mutual Exchanges now progressing following significant restrictions as a result of Covid-19	Monitor the impact of the new Mutual Exchange system and review as required Continue to promote mutual exchanges as a potential housing option through effective case work

Appendix 2:

HOUSING & COMMUNITY SAFETY – WORKFORCE PROFILE 2020/2021 FINANCIAL YEAR (01 APRIL 2020 – MARCH 2021)

Service	Budgeted (FTE) April 2018	Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Difference in FTE 2020-2021
Housing & Community Safety	522	406	500	468.63	-31.37
Total	522	406	500	468.63	-31.37

29th October, 2021

Agenda Item No. 8

Annual Assurance Statement 2021

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

The report presents recommendations for submission of the Annual Assurance Statement to the Scottish Housing Regulator, based on regulatory guidance established in 2019.

Recommendation(s)

Members are asked to:

1. Note the revisions to the housing regulatory framework in 2019, requiring the preparation of an Annual Assurance Statement (Section 2.0 and 3.0)
2. Agree the wording of the draft Annual Assurance Statement 2021 based on the compliance position at March 2021 (Section 4.0 and Appendix 1).
3. Agree submission of the final draft Annual Assurance Statement 2021 to the Scottish Housing Regulator by the deadline of the 31st October 2021.

Resource Implications

There are no additional resource implications identified through this report as Committee has previously agreed to support the preparation of an Annual Assurance Statement for submission to the Scottish Housing Regulator.

Legal & Risk Implications

There are on-going legal requirements for Committee highlighted within this report, linked to a significant risk of regulatory intervention if the Council does not adhere to the standards and expectations set through the Scottish housing regulatory framework.

Impact Assessment

An EqIA has not been completed and is not necessary as the report does not propose a change to existing housing policies or programmes.

Consultation

The report outlines consultation requirements set within the housing regulatory framework.

1.0 Background

- 1.1 **Regulatory review** - in April 2019 the Scottish Housing Regulator published a revised regulatory framework for social landlords based on powers available through the Housing (Scotland) Act 2010. This focuses on key regulatory priorities to meet the standards and outcomes of the Scottish Social Housing Charter, including to help people who are homeless, ensure safety within tenants' homes, and promote equality and human rights.
- 1.2 **Scottish Social Housing Charter** – the Scottish Social Housing Charter specifies outcomes for tenants and other customers in the delivery of housing and homelessness services. Progress is assessed annually through 'Annual Return on the Charter' indicators submitted to the Regulator in May for publication in August each year.
- 1.3 **Member / tenant scrutiny** – local developments in member / tenant scrutiny over the last six years have renewed focus on housing performance. For example, tenant representatives have been regularly involved in housing discussions at Committee; a Tenants' Scrutiny Panel has been established; tenants have been trained in scrutiny; and local scrutiny activities have been promoted (e.g., neighbourhood walkabouts). Scrutiny activities were suspended due to Covid-19 lockdown restrictions; however, these are now resuming as restrictions ease.
- 1.4 **Pathway to Improvement** – a housing performance approach was introduced through the 'Pathway to Improvement 2015-18'. The 'pathway' provided three-year targets for improvement based on the Council's ambition for top quartile performance. This was monitored annually through Committee with almost two-thirds of indicators improving over three years. In November 2018, the Community and Housing Services Committee agreed to the production of a new a 'Pathway to Improvement' for 2019-22 following publication of the revised regulatory framework.
- 1.5 **Fife Engagement Plan** – in March 2019 the Scottish Housing Regulator outlined its proposals for engaging with social landlords based on performance outcomes for 2017-18. The proposals for Fife Council included a requirement to demonstrate compliance with homelessness duties, specifically in relation to offers of temporary or emergency accommodation linked to the preparation of the Fife Rapid Rehousing Transition Plan (2019-24). The Regulator has continued to identify concerns with homelessness duties, specifically in relation to offers of temporary or emergency accommodation in our Engagement Plan for 2021-22.

2.0 Regulatory Requirements

- 2.1 Section 3 of the regulatory requirements introduced in April 2019 reinforces social landlords' responsibilities to meet legal duties and adhere to statutory guidance, including to:
 - **Annual Assurance Statement** – provide an annual assurance statement (discussed in Section 3.0).

- **Annual Return on the Charter** – agree an approach with tenants and service users to give them real and demonstrable involvement in the preparation and scrutiny of performance information; and report annually on progress in achieving outcomes and standards to the Regulator, tenants, and service users.
- **Performance failures** - provide information for tenants and service users on significant performance failures; their rights to complain and seek redress in accordance with the standards expected by the Scottish Public Services Ombudsman; and develop mechanisms for the Council to learn / improve from such complaints.
- **Whistleblowing** - establish effective arrangements and promote a policy for whistleblowing by staff, governing bodies and/or elected members.
- **Equalities and human rights** - collect data on the protected characteristics of existing tenants, new tenants, homeless people, people on waiting lists, Gypsy Travellers, and staff, and be able to evidence that equalities and human rights issues are considered when making policy and service delivery decisions.

3.0 Annual Assurance Statements & Approach

- 3.1 From 2019, social landlords must submit between April and October of each year an Annual Assurance Statement providing assurance that their organisation complies with all parts of the regulatory framework. In terms of local authorities, the statement must be submitted by the relevant committee, in the context of the Council this being the Community and Housing Services Sub-Committee (C&HSS-C). The Council's first Annual Assurance Statement was submitted to the Scottish Housing Regulator in October 2019, after being agreed by Committee.
- 3.2 Where the Council does not fully comply, the C&HSS-C should set out how and when it will make the necessary improvements to achieve compliance. A judgement is to be taken on the materiality and significance of any issues of non-compliance, including whether it would affect the interests and safety of tenants and service users, threaten service delivery, or bring the Council into disrepute.
- 3.3 The C&HSS-C must determine the assurance approach and provide an objective and evidence-based judgement on compliance, where necessary including independent assurance. Importantly, feedback from tenants and other service users must be considered as part of the assurance approach.
- 3.4 The Annual Assurance Statement is expected to be succinct, confirm compliance/non-compliance with the regulatory requirements, Scottish Social Housing Charter, and any relevant legislative duties. In situations of non-compliance, improvements must be identified with relevant timescales. The statement must be agreed by the C&HSS-C with confirmation that appropriate evidence has been considered as part of the assurance approach. All statements will be published and will form part of the regulatory view of the organisation.
- 3.5 In September 2019, Committee agreed to an assurance approach involving an annual cycle of review with annual reporting of housing performance to members through the established Pathway to Improvement. Key stages throughout the year include the collation of customer satisfaction information, the Annual Return on the Charter submission to the Scottish Housing Regulator, benchmarking against other local authorities, external scrutiny by tenants and the Scottish Housing Network, and annual performance reporting.

4.0 Annual Assurance Statement 2021

- 4.1 The Scottish Housing Regulator has indicated that issues of non-compliance with the regulatory standards need only to be reported if they are material and significant, a judgement to be made by this Committee. Based on the outturns of the Annual Return on the Charter and concerns expressed by the Regulator through the Five Engagement Plan, wording for the draft Annual Assurance Statement 2021 is proposed in Appendix 1 for Committee consideration.
- 4.2 The Council's Annual Return on the Charter suggests material non-compliance with the regulatory standards in 2020-21 through Indicator 11: Number of times in the reporting year statutory obligations to complete a gas safety check have not been met. The outturn for 2020-21 was 197 properties, which means the Council did not meet the statutory requirement to carry out gas safety checks in all Council dwellings within 12 months. The Scottish Housing Regulator has previously highlighted concerns regarding performance relating to gas safety in a letter to the Council on the 16th July 2019. It is anticipated that the 2020-21 outturn will highlight similar concerns. Appendix 2 details the Council's requirement to have a gas safety management system in place.
- 4.3 The Scottish Housing Regulator's Engagement Plan continues to identify homelessness services as an area for detailed scrutiny across all local authorities. The revised Engagement Plan is less specific than the previous plan but, due to the fact the Council breached statutory duty to provide temporary accommodation in the early days of the pandemic and will breach the requirements of the Unsuitable Accommodation Order during 2021-22, the duty to provide temporary accommodation is likely to be considered as an area of non-compliance.
- 4.4 In terms of significant risk areas arising from Covid-19;
- Members are aware of the Council's statutory duty as landlord to meet the Energy Efficiency Standard for Scottish Social Housing (ESSH) by December 2020. Performance for 2020-21 highlights that 84.70% of the Council's housing stock currently meets ESSH standards. Covid-19 has impacted on the Council's ability to meet ESSH by the statutory deadline.
 - Construction costs and supply chain issues may pose a future risk to the new build programme and repairs service. Construction costs are expected to increase significantly over the next 2-3 years, potentially impacting on the number of new build affordable homes. Supply chain issues may impact on the ability to complete repairs within timescale, by not having the goods to replace faulty items, e.g., replacement of internal pass doors.
- 4.5 Other areas of risk reflect some decline in performance over the last year, including voids, repairs, and adaptations, all impacted by Covid-19 restrictions. The lockdown prevented Housing Services from carrying out face-to-face satisfaction surveys with tenants, resulting in a telephone survey, which typically yields lower satisfaction results. Customer satisfaction levels for overall performance, opportunities to participate in decision-making, quality of the home and management of the neighbourhood declined over the last year. Despite the Covid-19 emergency, an increase in satisfaction levels can be seen in rent providing good value for money, repairs being carried out right first time and keeping tenants informed about services and decisions.

- 4.6 The areas highlighted in paragraph 4.5 are considered immaterial for the purposes of the Annual Assurance Statement although will also be subject to on-going monitoring and review.

5.0 Conclusions

- 5.1 The report has outlined the revised housing regulatory framework from April 2019, including a specific requirement for Committee to submit an Annual Assurance Statement to the Scottish Housing Regulator. Wording for the draft Annual Assurance Statement 2021 is proposed based on the 2020-21 performance position.

John Mills
Head of Housing Services

List of Appendices

Appendix 1: Draft Annual Assurance Statement

Appendix 2: Scottish Housing Regulator – Gas Safety letter to all landlords

Background Papers

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

Scottish Housing Regulator (2019) Regulation of Social Housing in Scotland

<https://scottishhousingregulator.gov.uk/publications/regulatory-framework-1-april-2019>

Scottish Housing Regulator (2019) Annual Assurance Statement – Statutory Guidance

<https://www.scottishhousingregulator.gov.uk/publications/annual-assurance-statement-statutory-guidance-february-2019>

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Appendix 1: Fife Council Draft Assurance Statement 2021

The Community and Housing Services Sub-Committee at a meeting on the 29th October 2021 sought appropriate assurance that Council housing services comply with all relevant requirements of the Scottish Housing Regulatory Framework; all relevant standards and outcomes in the Scottish Social Housing Charter; and all relevant legislative duties. Evidence has been considered through a regular cycle of performance reporting and liaison with tenant organisations to support the required level of assurance.

On review of the evidence provided principally through the Annual Return on the Charter 2020-21, it can be confirmed the Council recognises material non-compliance in the following standards and outcomes of the Scottish Social Housing Charter for tenants, people who are homeless and other service users. These areas are a focus for performance improvement throughout 2021-22:

Areas of Non-Compliance: General Reasons

Gas Safety

The Scottish Housing Regulator has previously highlighted concerns to Fife Council around its failure to carry out annual gas safety checks in 100% of homes. The Council recognises there was non-compliance in 197 cases where gas safety checks were not carried out within timescale, thus breaching a statutory duty.

In terms of preventing future failures, the improvement actions identified for delivery in 2021-22 are to:

- Establish weekly meetings of the Gas Safety Governance Group with representation from area teams, including weekly monitoring and reporting of gas safety cases below 12 weeks.
- Provide the Affordable Housing Team with responsibility for inputting new Council properties directly into Genero for inclusion in the gas safety programme.
- Reset the role of Area Teams to communicate to, and support tenants, in arranging gas safety inspections.
- Establish a Gas Safety Team within Housing Services for the administration of gas safety work.
- Reset the timeline to 'red flag' cases at 4 weeks, allowing earlier action to access properties for gas safety inspections.

Energy Efficiency Standard for Scottish Social Housing (ESSH)

Performance for 2020-21 highlights that 84.70% of the Council's housing stock currently meets ESSH standards, highlighting the Council's inability to deliver ESSH by the original deadline of December 2020.

The improvement actions identified for delivery in 2021-22 are to:

- Frequently monitor and update the Orchard Asset system.
- Conduct additional property surveys.

- Improve access to properties by using area staff with localised knowledge to contact tenants to confirm appointments e.g., texting, telephoning, etc.
- Target the capital investment programme to maximise EESSH compliance rates.
- Review options for achieving higher EESSH2 standards.
- Undertake costed options appraisal with support from the Energy Savings Trust modelling software to ensure most cost-effective improvements to achieve the required standards.

Homelessness

The Scottish Housing Regulator has previously highlighted concerns around access to homelessness services, the assessment of homelessness applications, offers of temporary / emergency accommodation and the outcomes for people who are homeless in relation to discharge of duty. In 2021-22 there is likely to be a further focus on accommodation that is deemed as unsuitable, which includes most of the Council's hostel type accommodation and the use of B&B / hotel type accommodation. The Regulator is also likely to be interested in of the Council's approach to reducing the number of families with children in temporary accommodation. While temporary accommodation continues to operate under significant pressure, the Council will continue to make all homeless households an offer of temporary accommodation where this is required.

The improvement actions identified for delivery in 2021-22 are to:

- Provide enhanced monitoring, reporting and escalation arrangements for temporary accommodation allocations to ensure 100% compliance.
- Expand temporary accommodation using Fife Council, Fife Housing Register partner and private sector properties to reduce pressure on mainstream tenancies.
- Implement an Unsuitable Accommodation Mitigation Plan to drive faster transitions through emergency accommodation, re-purposing buildings and developing different models of accommodation with support.
- Establish a revised frontline housing service focussed on homelessness prevention with a specific focus on young single people and planned housing access pathways taking a '4DX' approach supported by consultants Franklin Covey.
- Proactively redevelop the housing advice framework to focus on housing options and homelessness prevention to reduce the pressure on temporary accommodation.
- Redevelop front line Council and online services to promote informed housing choices and pathways.
- Deliver 2021-22 Rapid Rehousing Transition Plan commitments to:
 - Modernise temporary accommodation and enhance the range of accommodation with support options.
 - Increase the use of Housing First tenancies in partnership with the Rock Trust for young people and develop further Housing First pathways with the Health and Social Care Partnership to meet the needs of those with specialist or complex needs.
 - Continue to 'flip' 100 temporary tenancies to permanent homes per year to reduce transitions and improve outcomes for those experiencing homelessness.
 - Review and recommission homelessness and housing support services in line with the recommendations of the independent review.

- Increase allocations to statutory homeless households across the Fife Housing Register Partnership.
- Complete the Housing Access Integration Managing Change to focus on homelessness prevention.
- Re-design temporary and supported accommodation staff structures linked to a modernised temporary accommodation service.
- Enhance private and private rented sector interventions to raise standards and prevent homelessness.

Areas of Non-Compliance: Covid-19 Reasons

Voids Turnover

Following a period of significant and sustained improvement, the direct and indirect impacts of the pandemic and wider environmental factors have had a negative impact on voids. Voids management was a particular positive during the pandemic with the a cross-service partnership being awarded Housing Team of the Year at the Chartered Institute of Housing Scotland Awards. The team worked collaboratively to ensure all properties remained available for allocation or were directed to meet other priority needs, including enhancing temporary accommodation. A combination of factors which include revised arrangements for working in homes, different requirements in managing void properties, promoting transfers to generate turnover and general allocations practice have combined to extend the time properties are empty and negatively impact void rent loss. Return to top quartile performance is an organisational priority to maximise use of the housing stock and support the HRA Business Plan.

The improvement actions identified for delivery in 2021-22 are to:

- Specialise the Voids Management Team within Housing Services with a direct line of accountability to the Head of Service.
- Renew procurement contracts to achieve a systematic reduction within the voids process.
- Refocus allocations to reduce pressures on allocating officers and improve outcomes for priority groups.
- Improve performance management systems across the partnership and implement a new Housing Management Information System to enhance workflow and process management.
- Review the Letting Standard with a revised focus on customer engagement and programmed post-let works.

Routine Repairs

Covid-19 restrictions had an immediate and widespread impact on the ability to deliver repairs. Health & Safety Executive and Scottish Government guidance set parameters for safe working and identified categories of work which could still go ahead. Restrictions on close working along with the number of staff self-isolating with symptoms also had a marked impact on resources available to carry out works.

Emergency repairs, health & safety and annual gas safety checks continued as far as possible. There were instances where access was not available due to Covid concerns and shielding by tenants and their families. Official Covid-19 guidance identified that non-emergency repairs should not be carried out.

Therefore, whilst routine repairs reports were accepted, customers were advised that their request would be added to a holding list until the position regarding restrictions changed. As the pandemic eased, and working practices were adjusted, resources were directed to addressing the holding list.

Future Risks

The Committee also considered future risk areas for 2021-22, particularly arising through the Covid-19 emergency.

Increased construction costs and supply chain issues

Supply chain issues and high demand across the residential sector are driving widespread increases in construction costs which pose a risk to the new build programme and repairs service. Both labour and materials are being affected and getting contractors to hold pricing for any length of time is extremely challenging. This poses a risk to both newbuild and component replacement programmes.

The improvement actions identified for delivery in 2021-22 are:

- Existing strong partnerships with suppliers & developers will be used to agree supply & delivery options. Support from Procurement Services will be accessed as required.

Equalities / Human Rights

Fife Council recognises that it has responsibilities under the Equality Act 2010 and the Human Rights Act 1998. It is committed to promoting equality, addressing discrimination and providing housing as a human right. Examples of how we achieve this are through:

- Promoting customer and tenant participation in decision making working collaboratively with our Tenant and Resident Associations and Tenant Forum, achieving Gold Accreditation by the Tenant Participation Advisory Service (TPAS) for excellence in tenant participation.
- Collecting equalities data on our staff, tenants, service users and being clear on how we use that data.
- Completing equality impact assessments for all new strategies, policies and programmes prior to approval through Committee.
- Providing accessible information on performance through our website, dedicated publications, and the tenant magazine, Down Your Street.
- Understanding the needs of tenants and service users through housing need and demand assessment, customer surveys, workshops, etc.
- Safeguarding people with protected characteristics – through the provision of gypsy travellers' sites, temporary accommodation, older persons housing and refuge provision through Public Social Partnership arrangements.
- Providing housing as a human right through our work in the resettlement schemes.
- Eliminating discrimination and promoting diversity through an extensive staff training programme, including equality and diversity, equality in recruitment, mental health, gender equality, etc.

Community and Housing Services Sub-Committee Date: 29th October 2021

Signed: _____

Date: _____

Councillor Judy Hamilton

Convenor of the Community and Housing Services Sub-Committee

Signed: _____

Date: _____

Councillor Lesley Backhouse

Vice-Convenor of the Community and Housing Services Sub-Committee

Appendix 2: Scottish Housing Regulator – Gas Safety letter to all landlords



To: The Senior Officers of Registered Social Landlords
The Chief Housing Officers or Heads of Housing for
Local Authorities

3 September 2021

Dear colleague

Advice for Social Landlords – Tenant and Resident Safety – Gas Safety Management Systems

Background

Following a recent review, we and the HSE are keen to highlight the importance for social landlords of an effective management system for gas safety, and in particular, the critical role of the appropriate handling of initial reports of potential problems with gas appliances or flues.

Social landlords have a duty under Section 3 of Health & Safety at Work etc Act 1974 to ensure that they act in a way which does not put tenants or others at risk. They must ensure that they meet all of their duties on tenant and resident safety; obtain appropriate assurance about their compliance with all relevant safety requirements and ensure that they take prompt action to address any non-compliance.

This note provides advice on the actions social landlords are expected to take, with regard to gas safety management systems, in order to ensure the safety of their tenants and residents.

What is a gas safety management system?

Regulation 36 of The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) requires landlords to ensure gas appliances and flues in their tenants' homes are safe to use. Alongside the requirement for an annual check and any maintenance resulting from this check, **landlords should also have an effective management system in place** to deal with any emergency issues raised about this gas equipment by their tenants or others.

A gas safety management system describes the management arrangements which are in place to control the risks associated with gas appliances and flues in tenants' homes.

Where issues are raised by tenants, these will mostly be communicated via the social landlord themselves or via a call centre operator in a contact centre appointed by the social landlord.

Failure to appropriately triage and correctly identify the nature of the problem reported by the tenant could result in a tenant being injured or killed in their home as well as putting neighbours and members of the public at risk. Front-line call handlers have a vital role to play in keeping tenants, and others, safe.

The management system should be robust and lead to appropriate action to ensure the gas appliances and flues in tenants homes continue to be safe to use and that persons are not put at risk.

The social landlord (or appointed organisation) should therefore have the necessary training, skills, experience and knowledge in place within the management system to recognise danger and take appropriate action to ensure safety when tenants contact them to raise issues.

Staff should be provided with suitable and sufficient information, instruction and training to enable them to understand the risks in regard to gas appliance faults, to make suitable and sufficient enquiries during call handling and to enable them to take the correct remedial action.

The social landlord also has a responsibility to assure themselves that staff, including those employed by a third party to handle initial contact from tenants, have appropriate understanding of these instructions, training and procedures.

HSE has provided some guidelines for social landlords (or their appointed organisation) to consider when designing an effective gas management system. The list, in the Annex, is illustrative rather than exhaustive, and should not be considered as a prescriptive document.

Using an appointed organisation to operate your gas safety management system

Social landlords cannot delegate their Regulation 36 GSIUR duties, even if they contract out the running of the management system to an appointed organisation.

This duty includes any further outsourcing or sub-contracting of this service to a third party by the appointed organisation running a management system on behalf of the social landlord.

Social landlords are therefore ultimately responsible for ensuring safe and appropriate call handling and must assure themselves of this.

If you have any questions on any of these matters please contact the lead regulator for your organisation or contact us.

Yours sincerely,



Ian Brennan
Director of Regulation

Annex

Guidelines when designing an effective gas management system

Social landlords should consider the need for the following:

- clear, robust procedures for a call handler to follow in order to triage calls correctly;
- clear emergency procedures for call handlers to follow;
- an escalation system in place where a call handler can escalate calls that are beyond their level of knowledge and training to suitably qualified persons who can make informed decisions about prioritisation and the appropriate course of action;
- training which includes familiarity with gas terminology for call handlers. This might include, for example, appliance types, flues, chimneys, pilot lights, flame picture, etc.;
- some practical training for call handlers on a range of domestic gas appliances to gain better understanding of their operation and safety issues. This might include the use of a training centre with appliances and mock-up faults; or shadowing an engineer for example; and
- an independent and suitably qualified third party to audit for competence and effectiveness of instructions, training and procedures.

Call handlers should be able to recognise and understand the risks associated with gas fittings (appliances, pipework and meters). They should know the appropriate response action to take when made aware of certain triggers. Such triggers might include:

- reports of a smell of gas or fumes. Call handlers should know that a report must be made to the gas transporter emergency service (SGN) immediately - before local engineers are notified;
- physical damage to fittings (this is not just appliances, but also pipework and meters). Any report of instability, sagging or movement should generate a priority response;
- gas warning notices and do not use labels; and
- staining above or near an appliance.

Please note: This appendix is illustrative, and is not intended as an exhaustive list of issues to consider in designing an effective gas management system.

29th October, 2021

Agenda Item No. 9

Strategic Housing Investment Plan 2022-2027

Report by: John Mills, Head of Housing Services

Wards Affected: ALL

Purpose

This report is to seek authority for the submission of Fife's Strategic Housing Investment Plan (SHIP) 2022/23 – 2026/27 to the Scottish Government. The plan is revised and updated annually for a rolling 5-year period.

Recommendation(s)

Members are asked to:

- Agree the Strategic Housing Investment Plan (SHIP) 2022/23 – 2026/27 based on the priorities and principles outlined in this report.
- Authorise the Head of Housing Services in consultation with the Sub-Committee Convener and Vice-Convener to amend / substitute projects within the SHIP if required.

Resource Implications

The Council has already approved £120.435m of borrowing to support Phase 3 of the Affordable Housing Programme to 2022. Funding is dependent on meeting Housing Revenue Account Business Plan assumptions, especially around rent setting and rent collection. Additional borrowing to support the delivery of affordable houses beyond Phase 3 is yet to be approved and a report on the additional investment capacity to fund a Transitional Programme is due to be made at Policy & Coordination Committee on 9th December 2021.

The Fife Housing Association Alliance (FHAA) partners have all confirmed they have secured capital borrowing capacity to continue to invest in the delivery of the SHIP.

The Scottish Government has confirmed Resource Planning Assumptions on grant availability for the first 4 years of the SHIP and has advised that the final year should be assumed as the same as year 4.

Legal & Risk Implications

Development risks and other constraints for projects have been assessed and considered in the prioritisation of projects.

Funding risks include the need to maintain the HRA Business Plan rent assumptions over the life of the SHIP and effective management of the consequences of rising construction costs.

During September 2010, the Scottish Government announced £3.5 billion in Affordable Housing Investment over the parliamentary term to support the delivery of affordable homes and to progress their commitment to deliver 110,000 affordable homes across Scotland by 2032. The long-term impacts of the COVID-19 pandemic are yet to be quantified, however as the costs of construction increases, this will have an impact on the number of affordable homes that can be delivered over a set timescale.

Impact Assessment

An Equalities Impact Assessment and summary form have been completed. The summary form is attached to this report. No negative impacts have been identified and there will be access to new affordable housing and subsequent housing through chain of let properties for those with protected characteristics.

An Environmental Assessment has been carried out using the Fife Environmental Assessment Tool (FEAT) for the SHIP and the Transitional Affordable Housing Programme 2022-24. No negative environmental impacts were assessed. A range of beneficial and mixed impacts were identified. There is a potential short-term impact due to construction process and activities. Long term benefits resulting from the provision of high quality, energy efficient affordable homes result in lower carbon emissions and increased health & wellbeing of tenants.

Consultation

Consultation has been carried out in respect of the SHIP with:

- Scottish Government,
- Fife Housing Association Alliance,
- Housing Services - Housing, Health & Social Care & Older Persons Team
- Education & Children's Services,
- Economy, Planning & Employability Services,
- Assets, Transportation and Environment Services,
- Finance Services,
- Scottish Water

Fife Councillors, Fife Tenants Forum and Fife Federation of Tenants and Residents Associations were sent a draft copy of the SHIP and invited to provide any feedback or comments. A virtual information session was also held on 7th October 2021.

1.0 Background

- 1.1 The SHIP, which is submitted annually, covers a 5-year period, in this case April 2022 to March 2027, and sets out how investment in affordable housing should be directed over the next 5 years to achieve the outcomes set out in the Local Housing Strategy (LHS).
- 1.2 Fife Council, Fife Housing Association Alliance (FHAA) & Fife Housing Group conduct a joint working exercise to ensure the successful planning and development of the SHIP each year.
- 1.3 Phase 3 of the Affordable Housing Programme (2017-22) was approved by the Council in December 2016. The target is to deliver 3,500 new affordable homes across Fife by May 2022, with Fife Council committed to deliver 1,500 new affordable homes and FHAA

committed to deliver the balance of 2,000. Fife Council has committed a total of £120.435m to complete Phase 3 of the Affordable Housing Programme. An initial budget of £40m was approved in December 2015 and this was increased in March 2019 to £114m. Recently an additional £6.435m was approved in February 2021.

- 1.4 The proposals for the delivery of a Transitional Affordable Housing Programme (TAHP) 2022-2024 were agreed in principle at the Policy & Coordination Committee on 24th June. It was agreed that up to 1,200 new affordable homes would be delivered to support the delivery of the TAHP, the proposal includes 500 homes delivered by Fife Council and 700 homes by FHAA. Further detail on the TAHP is the subject of a separate report at this Committee meeting. The priorities for the future Phase 4 Affordable Housing programme will be determined once the new administration is in place post May 2022.
- 1.5 The draft SHIP is to be submitted to the Scottish Government by Friday 29th October 2021.

2.0 Issues and Options

- 2.1 The SHIP is a bid proposal to the Scottish Government for funding through the Affordable Housing Supply Programme (AHSP). The SHIP includes an average over provision of 27.5% across the 5-year period in line with the Scottish Government's guidance which is to accommodate unforeseen slippage of the programme. Members should note this means that projects listed in the SHIP Projects Table are not at this stage guaranteed to go ahead.
- 2.2 The SHIP identifies the potential to deliver 4,011 affordable units between 2022- 2027. Available funding levels are assumed at £174.392m through the AHSP and £5.5m through Second Homes Council Tax (2HCT) monies totalling £179.892m for Fife. Based on current grant benchmark levels, which are under review, this level of funding could potentially deliver an estimated 2,845 units.
- 2.3 It is considered that the proposed level of potential projects puts Fife in a strong position to ensure spend of its own grant allocation. It also prepares us to take advantage of any additional funding that may arise across the AHSP nationally if other Local Authorities fail to spend their allocations.
- 2.4 The projects included within the Fife SHIP have the potential to deliver 4,011 affordable units over the 5-year SHIP period. This exceeds the need identified through the combined TAYplan and SESplan HNDAs by 1,041 units and it exceeds the proposed Affordable Housing Supply Target (AHST) by 2,331 units. A further 200 units are estimated to be delivered through the Scottish Government's Open Market Shared Equity scheme, taking the potential total to 4,211 units between 2022/23 – 2026/27. Fife Council has the potential to deliver 2,045 affordable units through the proposed SHIP. This would require Scottish Government subsidy of around £114m which is in line with that currently identified.
- 2.5 The breakdown of the potential affordable units that can be delivered between different tenures and house types is shown in table 1 below:

Table 1: Tenure Breakdown of Units Proposed in SHIP

	General Needs	Specific Needs*	Total
Social Rented (All providers)	2,520	1,331	3,851 (96% of total)
Mid-Market Rent (MMR)	150	10	160 (4% of total)
Total	2,670 (67% total)	1,341 (33% total)	4,011 (100%)

*All specific needs units including wheelchair units

- 2.6 The SHIP demonstrates the council’s commitment to provide 30% of all new affordable housing as Specific Needs properties and 5% as wheelchair properties. It also reflects the current priority of social rented units, with 96% of the units to be provided as social rented units and 4% identified for Mid-Market Rent. MMR properties will be delivered by our housing association partners.
- 2.7 The Council will continue to work with the members of the Fife Housing Association Alliance (FHAA) to deliver the housing association component of the SHIP. As part of the development of the Fife Transitional Affordable Housing Programme (TAHP) during 2022-2024, and following a review of their business plans, to determine their capacity to respond in both financial and development capacity, the Council recently signed a revised preferred developer agreement with FHAA for the delivery of 700 units within the Council’s 1,200 affordable homes target for the TAHP.

3.0 Conclusions

- 3.1 Fife’s SHIP 2022/23 – 2026/27 sets out the investment priorities for affordable housing over a 5-year period to achieve the housing outcomes set within Fife’s LHS and shows the possibility to deliver 4,011 units, thus ensuring that Fife has a robust delivery plan to meet housing needs in line with LHS priorities.

John Mills
Head of Housing Services

List of Appendices

1. Appendix 1 - Fife Strategic Housing Investment Plan 2022/23– 2026/27
2. Appendix 2 - EqIA Summary Form

Report Contact

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Strategic Housing Investment Plan 2022/23 – 2026/27



CONTENTS

	Page
FOREWORD	2
SECTION 1: INTRODUCTION, PURPOSE AND SUMMARY	3
SECTION 2: STRATEGY AND CONSULTATION	4
SECTION 3: IDENTIFYING AND MEETING HOUSING NEEDS	7
SECTION 4: PRIORITISING PROJECTS	15
SECTION 5: AVAILABLE RESOURCES	16
SECTION 6: DELIVERY OUTCOMES & REQUIRED RESOURCES	22
SECTION 7: DEVELOPMENT CONSTRAINTS & LAND AVAILABILITY	24
SECTION 8: DELIVERY VEHICLES	26
SECTION 9: CONCLUSIONS	28
SECTION 10: CONTACT	29
APPENDIX 1: SCORING METHODOLOGY	30

FOREWORD

I am pleased to present Fife's Strategic Housing Investment Plan (SHIP) 2022/23–2026/27 on behalf of the Fife Housing Partnership, setting out how the Local Housing Strategy's priorities for affordable housing investment will be delivered across Fife.

This Strategic Housing Investment Plan is brought forward at a time of significant change. Our leading strategic 'Plan4Fife' has been revised in 2021 providing key renewal priorities, along with actions needed to kick start Fife's recovery from the Covid-19 pandemic. A new five-year Local Housing Strategy will be brought forward in 2022, supporting our community planning ambitions and priorities. This will be informed by updated housing need and demand assessments for Fife, estimating the annual requirement for new housing to 2040.

The Strategic Housing Investment Plan reflects that we are in a period of transition, with partners in Fife continuing to be committed to the delivery of new housing to meet a range of community needs. Our plan focuses on the delivery of programmes for affordable and some mixed tenure housing by Fife Council the Fife Housing Association Alliance, the Scottish Government and private developers.

Our existing priorities for affordable housing will continue until our investment strategies are reconsidered through the updated Local Housing Strategy in 2022. Our strength and history of partnership working will support us through this transitional period and ensure we can be responsive to any change in Fife's housing requirements.

I remain absolutely committed to providing high quality, affordable housing for people in Fife. The Strategic Housing Investment Plan details a mix of potential development projects, providing Fife with a realistic and practical plan to deliver against our aim for improving housing choices.

I thank all our partners for their continued commitment to this programme.



Cllr Judy Hamilton
Chair of the Fife Housing Partnership

SECTION ONE: INTRODUCTION, PURPOSE AND SUMMARY

Introduction

- 1.1 Fife Housing Partnership (FHP) has developed the Strategic Housing Investment Plan (SHIP) for 2022/23 - 2026/27 to set out how investment in affordable housing should be directed to achieve the outcomes set out in the two-year Local Housing Strategy (LHS) 2020-2022. A revised LHS is expected to be put in place from 2022 which will inform future revisions of the SHIP.
- 1.2 The partnership has established a robust strategic planning framework through the LHS, 'Fifeplan' Local Development Plan and the SHIP, which directly support delivery of housing outcomes within the 'Plan for Fife' local outcome improvement plan.

Purpose

- 1.3 The SHIP is a working tool produced each year to support longer-term strategic planning. It provides a practical plan detailing how LHS investment priorities can be delivered, forms the basis for more detailed programme planning and provides a focus for partnership working. The SHIP is used by the Scottish Government to inform the allocation of resources from a national to a local level.

Summary

- 1.4 The combined TAYplan and SESplan Housing Needs and Demand Assessment (HNDA) concludes that there is a requirement for an additional affordable supply of 594 affordable homes per annum over 12 years – a total of 2,970 over the five-year period of the SHIP.
- 1.5 The 2022/23 – 2026/27 SHIP shows the potential to deliver 4,011 affordable homes equating to around 802 units per annum. A further 200 units are estimated through other Scottish Government affordable housing options, taking the total to 4,211 units, an average of around 842 units per annum.

SECTION TWO: STRATEGY AND CONSULTATION

Local Housing Strategy (LHS)

- 2.1 Fife’s Local Housing Strategy 2020-22 was approved by the Fife Housing Partnership on the 27th August 2020. A revised five-year Local Housing Strategy is expected to be in place by April 2022, informed by updated housing need and demand assessments for the Edinburgh and Dundee city regions. A key role of the LHS will be to support recovery from the Covid-19 emergency, particularly to mitigate any increase in homelessness in Fife.
- 2.2 The high-level aim of the current LHS is ‘to provide housing choices for people in Fife’. Table 1 shows the eight leading housing priorities that have been agreed for the current LHS.

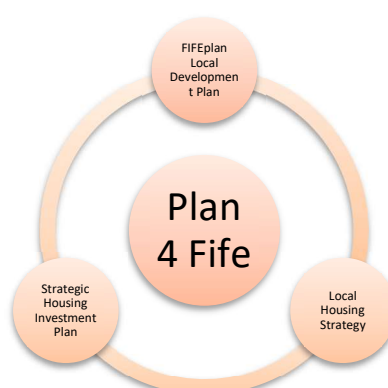
Table 1 – LHS Priorities

1. Prevention of homelessness	5. New housing supply
2. Access to housing	6. Private sector housing condition
3. Healthy heating and poverty	7. Place making and communities
4. Housing, health and social care	8. Home energy

- 2.3 The Fife Housing Partnership has carefully considered the priorities for affordable housing delivery by type and tenure. Prioritising investment is dependent upon on a range of factors including relative need, land availability and development constraints. The approach has evolved through close working between regional and local partners, particularly through strong relationships with the development sector. The priorities of the LHS are translated into the SHIP scoring methodology (see Appendix 1) which considers these factors.

Strategic Links

- 2.4 The figure below indicates the relationship between the SHIP and key strategic planning frameworks such as the LHS, ‘FIFEplan’ Local Development Plan and the ten-year ‘Plan4Fife’ Local Outcome Improvement Plan agreed in 2017.



Plan4Fife

- 2.5 The Plan 4 Fife 2017-2027 through the ‘Thriving Places’ theme identifies the challenge of a rapidly changing population with around 20,000 new homes needed over ten years. A Recovery and Renewal Plan for Fife has been agreed for 2021-24 to provide a short-term focus to recover from the pandemic and to contribute to longer ambitions, with priorities for leading economic recovery, tackling poverty and preventing crisis, reducing the impact of the climate emergency and building community wealth and well-being.

Development Plan

- 2.6 The FIFEplan was adopted in September 2017 to replace Fife’s three Local Plans. It complements and supports the Plan for Fife in supporting the Council’s aims of providing more high-quality affordable homes to build on the success of the programme to deliver 2,700 affordable homes from 2012 to 2017. The FIFEplan’s ‘Policy 2: Homes’ shows how housing development, including affordable housing, will be supported into the future to meet strategic housing land requirements and to provide a continuous five-year housing land supply. The FIFEplan will be revised following publication of the new National Planning Framework (NPF4) for Scotland.

Consultation

- 2.7 The Fife Housing Partnership has delegated responsibility on behalf of Fife Council for progressing work to address housing need, demand and conditions across all tenures. The partnership has been operational since 2002, successfully delivering three Fife LHSs and now implementing the fourth two-year strategy for recovery from the Covid-19 emergency.
- 2.8 The range of interests represented within the partnership are Fife Council, NHS Fife, the Scottish Government, the Fife Housing Association Alliance, Scottish Association of Landlords, Fife Tenants’ Forum and Scottish Land and Estates. The delivery groups supporting the partnership include representatives from statutory and third sector organisations.
- 2.9 Fife Council’s Housing Services, the Scottish Government and the Fife Housing Association Alliance have coordinated affordable housing consultations on behalf of the Fife Housing Partnership and led in the development of the annual SHIP updates.

Equalities

- 2.10 An equalities impact assessment has been conducted to inform proposals in the SHIP and no negative impacts have been identified. The delivery of new housing is expected to deliver positive impacts for people with protected characteristics under the Equalities Act 2010, for example in providing specialist housing for older people or people with a physical disability.
- 2.11 Another positive impact will be that the affordability of the new housing provided will benefit people on low / limited incomes. This ties in with the Child Poverty (Scotland) Act 2017- Local Child Poverty Action Report which aims to reduce housing costs for families in Scotland. New housing will be targeted to reduce the number of children in situations of homelessness, offering stability and contributing to improved health, educational and social outcomes.

SECTION THREE: IDENTIFYING AND MEETING HOUSING NEED

Housing Need

- 3.1 Two separate housing need and demand assessments (HNDAs) were carried out to inform the current LHS and SHIP, both following the methodology set within Scottish Government guidance:
- TAYplan HNDA – assesses housing need and demand for North East Fife, Angus, Dundee and Perth and Kinross, this being concluded in February 2014 when the Scottish Government confirmed it a ‘robust and credible’ assessment. Work is underway to update the HNDA for the Dundee city region authorities by the end of 2021.
 - SESplan HNDA – assesses housing need and demand for Central and West Fife, Edinburgh, the Lothians and Scottish Borders, this being concluded in March 2015 when the Scottish Government confirmed it a ‘robust and credible’ assessment. Work is underway to update the HNDA for the Edinburgh city region authorities by the end of 2021.
- 3.2 The current HNDAs estimate total housing need through a count of the number of homeless households, concealed households, overcrowded households, households requiring adaptations, households requiring specialist forms of housing and households living in poor quality housing.
- 3.3 The methodology assumes that a proportion of those households will be able to afford to resolve their housing needs based on a comparison of local household incomes against housing costs. After netting off these households, a combined total of **19,361 households** in Fife were assessed as being in housing need through the HNDAs. These households will require some form of housing assistance, although not necessarily through the provision of a new home.
- 3.4 The TAYplan and SESplan authorities also calculated the amount of new housing required annually over 20 years based on scenarios for Fife’s households, economy and housing affordability. Figures are produced by category of affordable housing (social rented and below market rented housing) and market housing (private rented and market purchase). The combined HNDAs show a requirement for 1,146 homes in Fife per annum based on an assumption of steady economic improvement, a breakdown is shown in table 2 overleaf.

Table 2: Annual Housing Need and Demand 2018-2030**Affordable Housing**

Area	Social Rented	Below Market Rent	Total
TAYplan	92	35	127
SESplan	376	91	467
Fife	468	126	594

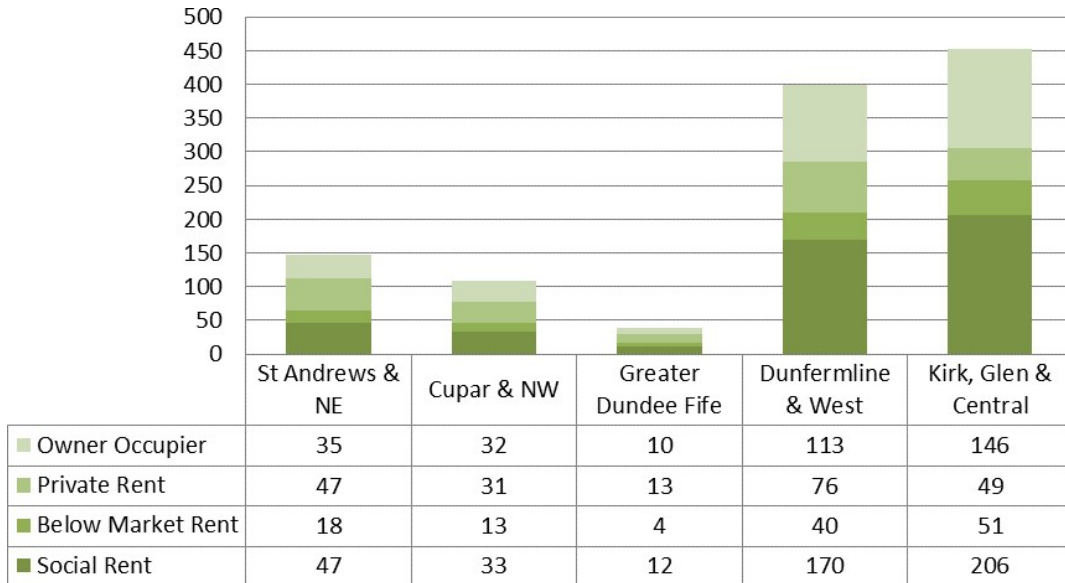
Market Housing

Area	Private Rented	Owner Occupied	Total
TAYplan	91	77	168
SESplan	125	259	384
Fife	216	336	552

Source: TAYplan HNSA (2014) and SESplan HNSA (2015) / Averaged across years

- 3.5 The scenarios for steady economic improvement are being retested through the updated HNDAs, particularly to reflect the economic impacts of Covid-19 and increasing levels of homelessness. However, the current HNDAs assess a need for 594 affordable homes per annum from 2018-30 (468 social rented plus 126 Below Market Rented homes). The demand for market housing is assessed at 552 homes per annum from 2018-30. The combined total housing demand is assessed as 1,146 per annum.
- 3.6 The combined HNDAs thus indicate a requirement for 52% affordable / 48% market housing. This compares to a requirement of 32% affordable / 68% market housing shown in previous assessments, indicating an increasing need for affordable housing as a proportion of global housing need and demand.
- 3.7 The combined HNDAs show how the annual housing requirement is distributed by tenure across the four housing market areas (5 including greater Dundee) see table 3 overleaf.

Table 3: Annual Housing Requirement by HMA - Estimates from Combined HNDAs (2018-2030)

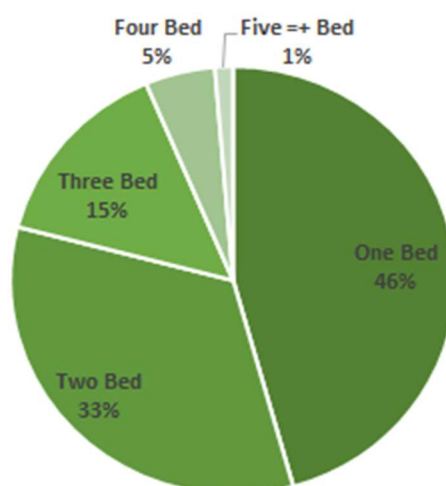


Source: TAYplan Housing Need and Demand Assessment (2014) and SESplan Housing Need and Demand Assessment (2015) / Based on assumptions of steady economic growth and including analysis for Fife's proportion of the Greater Dundee HMA

- The Kirkcaldy, Glenrothes & Central Fife HMA requires the highest number of new homes each year, this being 452 homes per annum or 39% of the overall requirement for Fife.
- The combined TAYplan HMAs (Cupar & North-West Fife, St Andrews & North-East Fife and Greater Dundee Fife) require 26% of Fife's overall annual housing requirement which is greater than the 20% of households located within the area suggesting a higher-level of housing pressure within these areas.
- The Kirkcaldy, Glenrothes & Central Fife HMA requires the highest number of social rented homes at 206 (44%) social rented homes each year and the Dunfermline & West Fife HMA 170 (36%) social rented homes each year.
- Demand for additional private rented homes is highest in the Dunfermline & West Fife HMA (76 per annum), although pressure of demand is most acute in the St Andrews & North-East Fife HMA which requires 22% of all new private rented homes each year.
- While the Kirkcaldy, Glenrothes & Central Fife HMA and the Dunfermline & West Fife HMA demonstrate need for the highest number of below market rented homes each year, proportionally the combined TAYplan HMAs (Cupar & North-West Fife, St Andrews & North-East Fife and Greater Dundee Fife) require 27% of provision, compared to the 20% of households in the area.

3.8 Household projections show that Fife's average household size is reducing; the proportion of single adult and single parent households is increasing against a reducing proportion of family households containing three or more adults, or two or more adults with children. This has been resulting in a general requirement for smaller-sized homes, a trend identified within previous LHSs. This can be evidenced through the bedroom entitlement for applicants on the Fife Housing Register with 79% of 16,083 households requiring one- or two-bedroom homes, table 4 below shows a breakdown of applicants.

Table 4 Fife Housing Register Applicants by Bedroom Entitlement



Source: Fife Housing Register 2021 / Applicants by bedroom entitlement

3.9 The continuing need for accessible housing shown through the HNDAs led to a revised target of 30% specific needs homes to be included in the LHS, for delivery through the SHIP and affordable housing programmes after 2017. This target is continuing to be delivered through the Local Housing Strategy 2020-22. Research has also been commissioned to review the requirement for specialist and wheelchair housing for the revised LHS 2022-27.

Housing Supply Targets

3.10 The outputs of the HNDAs do not automatically translate into housing supply targets as a broader range of factors are considered in determining the level of new housing required. The respective TAYplan and SESplan authorities in 2015 provided housing supply targets for 2018-30:

- The TAYplan authorities agreed a housing supply target of 295 homes per annum in the Cupar and NW and St Andrews and NE Housing Market Areas to fully meet the global HNDA outputs, 74 homes per annum (25%) being provided as affordable housing.
- The SESplan authorities agreed a housing supply target of 868 homes per annum in the Glenrothes, Kirkcaldy and Central and Dunfermline and West Housing Market Areas, 262 homes per annum (30%) being provided as affordable housing.

- 3.11 A summary of the proposed affordable housing supply targets for Fife is shown in table 5 below. These targets will be reviewed following the update of the respective HNDAs for the Dundee and Edinburgh city regions.

Table 5: Affordable Housing Supply Targets / Per Annum 2018-30

	Proposed Affordable Housing Supply Targets / Per Annum
TAYplan	74
SESplan	262
Fife Total	336

Source: TAYplan and SESplan

Future Delivery

- 3.12 The LHS 2020-22 has outlined priorities for affordable housing tenure by Housing Market Area through the TAYplan and SESplan HNDAs, as detailed in section 3.7 above (approximately 87% social rent and 13% below market rent).
- 3.13 The high proportion of social rented properties currently reflected within the SHIP (see table 6 below) is indicative as every site will be subject to further design work and refinement. It may not always be possible to deliver the exact housing mix and tenure currently specified, until full consideration of project viability, land availability, funding, etc. has been given.

Table 6: Tenure Mix of Proposed SHIP Projects

Housing Market Area	Social Rented Units		MMR Units		Total in HMA
	FC	HA	FC	HA	
Fife Wide	250	0	0	0	250
Kirkcaldy, Glenrothes & Central	565	508	0	70	1,143
Dunfermline and West	821	770	0	25	1,616
St Andrews & North East	194	278	0	34	506
Cupar & North West	167	170	0	31	368
Greater Dundee	48	80	0	0	128
Totals	2,045	1,806	0	160	4,011

Source: SHIP Projects Table

- 3.14 The projects selected for inclusion in the SHIP Projects Table show what could be delivered in Fife over the next 5 years. Their inclusion is a result of the assessment of housing need within the area and consideration of the deliverability of the projects. There is an over provision of around 27.5% included to prepare for any slippage in the programme and to take advantage of any additional funding that may be available. The ability to take advantage of any investment opportunities arising from slippage elsewhere is part of managing the programme. This has been successful in the past and provides some flexibility.
- 3.15 The LHS has identified a need for 87% social rented housing and 13% below market rent. The projects within the SHIP propose 96% for social rent and 4% for MMR reflecting both the Scottish Government's and Fife Council's priority for social rented housing.
- 3.16 Whilst the projects within the SHIP provide a target for meeting housing need, further analysis is required to agree the exact housing mix for size and tenure. This will be based on information from the combined HNDAs, analysis of Fife Housing Register housing applications, and consultation with the Housing Associations, the Health & Social Care Partnership, the Specific Needs Team and other groups as appropriate, ensuring the best strategic and local solutions to meet Fife's housing needs.

Specific Needs and Wheelchair Accessible Targets

- 3.17 The FHP has set a target to achieve 30% specific needs housing through the SHIP, normally provided through amenity and wheelchair units, although this can also include larger family houses with a specific need catered for on the ground floor. In addition, Fife Council has set an aspiration to build 5% of their new council homes as wheelchair properties. It is estimated that the projects within the SHIP will provide 33% of the properties to meet specific needs and 5% of the properties to wheelchair standard. Research has been commissioned to review the requirement for specialist and wheelchair housing for the revised LHS 2022-27.

Rapid Rehousing Transition Plan

- 3.18 Fife's first Rapid Rehousing Transition Plan (RRTP) was submitted in December 2018 in collaboration with a range of local partners across the Council, Health, RSLs and voluntary sector through Fife's Housing Support and Homelessness Public Social Partnership (PSP). The Plan is housing led and embedded within Fife's Health and Social Care strategic planning framework. Further work is planned to integrate service commissioning arrangements to promote seamless services for those with housing and wider support needs.
- 3.19 The RRTP was positively evaluated by Scottish Government as the basis for positive transformational change affecting one of the largest homelessness populations and services in the country. The RRTP is subject to an annual funding and monitoring framework and sets out a

range of actions to improve outcomes for households that are homeless or potentially homeless to establish default rapid rehousing by:

- Increasing focus on prevention and early intervention.
- Establishing Housing First in accordance with the national model and enabling Rapid Rehousing approaches for households in temporary accommodation.
- Remodeling and reconfiguring temporary accommodation to provide more supportive accommodation options, repurposing existing buildings and a redistribution of resources.
- Enabling access to a wider range of housing and accommodation options based around more person-centered customer journeys.
- Improving access to services as part of a 'no wrong door' approach.
- Improving housing support and outreach services for the most vulnerable customers to promote tenancy sustainment across the sectors.

3.20 The Plan is based on promoting a rapid rehousing approach as a default position, however, improvements in services will rely on cross-government and sector commitment to:

- Provide long term investment in new affordable housing supply beyond 2021 linked to the Housing to 2040 Vision.
- Improve standards, security and affordability within the private rented sector where this is an appropriate housing option.
- Improve outcomes for households facing all forms of poverty, exclusion and disadvantage.
- Respond to the needs of those households adversely affected by welfare reform, economic austerity and other forms of financial hardship.
- Close the gap for households with complex and challenging support and care needs that fall between housing support and wider statutory service provision.

3.21 The RRTP Programme Board have committed to rewriting the Plan by the end of 2021 in recognition of the impact of Covid-19 on the factors driving homelessness and the impact on homelessness services.

Empty Homes Services

3.22 Fife Council's Empty Homes service has been in place since 2014. Primarily the service offers advice and assistance to owners in bringing their long-term empty properties back into use, but also attempts to apply pressure to those owners who may be reluctant to do this. It offers advice on renting, selling and the refurbishment of properties. Since 2014 the service has helped owners to bring back 430 properties into residential use.

3.23 An Empty Homes Matchmaker scheme is in operation which puts owners in touch with potential buyers. There is also an Empty Homes Loan scheme (funded by the Scottish Government), offering the funding for

the purchase or sale of an empty property. Collaboration with the Property Acquisitions team has resulted in identification of potential empty properties for purchase by the Council. There has also been success working with the YMCA Glenrothes on a project which assists them in identifying long term empty properties for purchase.

3.24 In addition, a pilot scheme has recently been undertaken to take an in-depth look at private sector residential properties in one town with the aim of assessing the value in focusing efforts by area. Findings will be analysed and used to develop the service. A project is also being piloted working with a genealogist company to track down missing owners.

3.25 Additional future initiatives could include: -

- Using Compulsory Sale orders where necessary and as a last resort (when / if passed by parliament).
- Working with temporary accommodation schemes, such as Leasing schemes to assist owners in bringing properties back into use.
- Tying in with Town Centre Redevelopment and regeneration projects.

Gypsy / Traveller Sites

3.26 Fife Council is committed to raising standards across all 3 of its Gypsy Traveller sites. Funding is in place for the next 2 years to create new pitches and establish chalet style accommodation at 2 sites - Tarvit Mill and Heatherwood. We plan to work with the tenants at our other site Thorntonwood to understand what their needs and aspirations are.

3.27 The Council has allocated £2.4 million of HRA capital to undertake this work. An application has been made to the Scottish Government capital funding programme for Gypsy / Traveller accommodation to supplement the Council funding to provide communal meeting spaces, digital infrastructure and environmental improvements. It is hoped that work on Tarvit Mill and Heatherwood will be completed by spring 2023.

SECTION FOUR: PRIORITISING PROJECTS

- 4.1 It is important that the SHIP provides a robust framework for prioritising projects so that the funding is utilised efficiently and in the areas of need.
- 4.2 Representatives from Housing Services and the Fife Housing Association Alliance reviewed and updated the scoring methodology used for the previous SHIP to ensure the priorities of the LHS 2020 – 2022 are reflected in the scoring. The Scottish Government has previously recognised that the on-going use of the scoring methodology has enhanced the SHIP process.
- 4.3 A summary of the scoring methodology is provided in table 7 below. More detail on the scoring process is included in Appendix 1.

Table 7: Scoring Summary

Item	Score Range
Housing Need	10 - 100
Development Deliverability	0 - 160
Strategic Fit	10 - 50
Minimum to maximum points range	20 - 310

- 4.4 All the projects in the SHIP Projects Table have been scored under this system and were given a high, medium or low (H/M/L) priority, depending on their score.
- 4.5 It is important to note that the prioritisation reflects the current position of the status of projects for the SHIP. Projects will continue to be progressed and their priority will be reviewed on an ongoing basis.

SECTION FIVE: AVAILABLE RESOURCES

5.1 The optimal management of available resources is essential for maximising the delivery of affordable housing. The main funding resources and delivery mechanisms now available in Fife are as follows:

- Affordable Housing Supply Programme (AHSP)
- Second Homes Council Tax (2HCT)
- Private Developer Contributions through affordable housing policy
- Private finance through Fife Housing Association Alliance (FHAA)
- Prudential borrowing through Fife Council
- Fife Council and Housing Association Land
- Vacant and Derelict land Fund
- Housing Infrastructure Fund.

Affordable Housing Supply Programme

5.2 The Scottish Government has confirmed the Resource Planning Assumptions (RPAs) on grant availability for the first 4 years of the SHIP with the final year to be assumed as the same as year 4. The RPAs are detailed in table 8 below.

Table 8: Resource Planning Assumptions

Year	RPA (£m)
2022/23	£34.655
2023/24	£34.556
2024/25	£34.677
2025/26	£35.252
2026/27	£35.252
Total	£174.392

5.3 The Scottish Government has recommended that the SHIP should include a substantial over provision (at least 25%) to allow for slippage and or additional capacity. This will ensure the Council and partners can spend the base allocation and allow advantage to be taken of any additional funding should it become available. This SHIP provides an average over provision of 27.5% across the 5-year period.

5.4 Currently, grant funding is available to Councils at a flat rate benchmark of £59,000 per unit, to qualify for this the homes must meet Section 7, Silver Level, of the 2019 Building Regulations in respect of Energy for Space Heating i.e. Full Bronze Level plus Aspect 2 of Silver Level. The Council will also be looking to maximise grant subsidies and where applicable will seek to request above benchmark grant, this will usually be on non-standard or specific needs projects. Full details on increased grant subsidy levels and project cost information will be included at

tender approval stage of each individual project, however, we will be looking to request approximately £20,000 above the benchmark.

- 5.5 A review of Affordable Housing Investment Benchmarks is currently being undertaken and although revised benchmarks assumptions are currently being considered they have not been finalised and agreed by Scottish Ministers. It is anticipated that an updated 'Affordable Housing Supply Programme: Process and Procedures' Guidance Note will be available during Autumn 2021. For the purposes of this SHIP the benchmark assumptions detailed in the 2020 Guidance Note have been used.
- 5.6 In addition, it is estimated that around 200 passports for Open Market Shared Equity (OMSE) will be delivered in Fife over the next 5 years. The funding to support these purchases is in addition to Fife's RPA allocation.

Second Homes Council Tax (2HCT)

- 5.7 Funding received from 2HCT has been committed to affordable housing projects to further enhance Scottish Government funding programmes. Since this was introduced in 2005/06, £22.1m has been collected, with a further estimated £1.1m expected to be generated each year from 2021/22 – 2026/27. Much of this has been and will continue to be allocated to support affordable housing projects.
- 5.8 Table 9 below details the amount of 2HCT that has been collected and how it has contributed to the provision of affordable housing in Fife.

Table 9 – Second Homes Council Tax

Year	Tax Raised	Tax Spent	Units Assisted
Pre 2019/20	£18.841m	£14.077	1,145
2019/20	£1.289m	£0.900m	146
2020/21	£1.935m	£1.100m	178

- 5.9 There is around £6m unspent 2HCT monies which will be carried on into future years, much of this has already been allocated to specific projects but cannot be drawn down fully until all Scottish Government grant has been claimed on the project. The SHIP assumes a 2HCT contribution of £1.1m over the five-year timeframe totaling £5.5m. Use of 2HCT monies will assist the affordable housing programme in allowing more projects to be delivered than would otherwise be possible. In 2018, the Council decided to allocate future 2HCT to council social rented projects only.
- 5.10 The estimated number of units that could be delivered based on the funding available from the combined AHSP and 2HCT funding is shown in table 10 overleaf.

Table 10: No. of Units Deliverable through Funding Available

Tenure	Funding Available RPAs & 2HCT	Benchmark Grant Per Unit	Units Deliverable	% of total units
FC SR	£71.980	£59,000	1,220	43%
HA SR	£91.800	£72,000	1,275	45%
HA MMR	£16.100	£46,000	350	12%
Totals	£179.880	-	2,845	100%

Assumptions:-

1. Proportionate split of the funding (60% – HAs; 40% – FC)
2. Benchmark grant at 3-person equivalent for RSL's as detailed in the MHDGN 2020/02
3. Target of 13% MMR as per LHS identified need (section 3.15)

Private Developer Contributions (Affordable Housing Policy)

- 5.11 Developer Contributions are negotiated on Affordable Housing Policy sites where an on-site provision is not required or practical to deliver. Once agreed through the planning application process, the requirement for a commuted sum is detailed within the associated Section 75 Agreement. Fife Council can allocate funds once Developer Contributions are received. These accumulated funds should be spent in the same Local Housing Strategy Area or Housing Market Area in which they are collected.
- 5.12 Table 11 below details the amount of Commuted Sums that have been collected and how they have contributed to the provision of affordable housing in Fife.

Table 11 – Commuted Sums

	Sums Raised	Sums Spent	Units Assisted
Pre 2019/20	£2.017m	£0.708m	510
2019/20	£0.029m	£0.190m	109
2020/21	£0.082m	£0.106m	38

- 5.13 There is £1.148m in Commuted Sums unspent and this will be carried on into future years, most of this has been allocated to specific projects. Monies received through Developer Contributions will continue to be allocated to projects and approved by Fife Council and the Scottish Government. Commuted sums are not included in funding assumptions due to not being able to predict how much may be available in future years.

- 5.14 The Affordable Housing Supplementary Guidance requires that housing sites should contribute the relevant number of affordable units based on the local percentage and site threshold. In Fife, the preference and first priority is to provide social rented units in conjunction with the Council or a Housing Association. It continues to be recognised that engagement with the private sector to deliver affordable housing is necessary. Fife Council and the FHAA have successfully delivered projects with private developer partners and discussions will continue with developers who hold sites in areas of housing need.

Private Finance through the Housing Associations

- 5.15 Kingdom Housing Association, the lead developer within the Fife Housing Association Alliance (FHAA), continues to access a private placement fund of £85m in addition to a growing range of complementary and flexible finance options. The other RSL partners within FHAA, Fife Housing Group, Ore Valley HA and Glen HA, have all secured financing commitments to continue to invest in the delivery of new affordable housing that meets the needs of their local communities. The FHAA, Fife Council and the Scottish Government working together will leverage well in excess of £250 million for the local economy during the period of this Plan.

Prudential Borrowing through Fife Council's Housing Revenue Account (HRA)

- 5.16 Since December 2015 Fife Council has committed a total of £120.435m capital borrowing to complete phase 3 of the Affordable Housing Programme. Up to the end of 2020/21 £30.760m has been spent on delivering phase 3 and the remaining £89.675m is available from 2021/22 onwards for the completion of phase 3.
- 5.17 There is an additional £10m budget included within the HRA Investment Plan to support the acquisition of privately owned properties on the open market over the next 2 years. This will fund the acquisition of an estimated 100 units and will contribute towards the 250 Fife wide units included in the SHIP Projects Table. The current Investment Plan covers the period 2021/22 to 2023/24. A review of the HRA Investment Plan is in progress to inform HRA Capital Budget discussions for the future.
- 5.18 The proposals for the delivery of a Transitional Affordable Housing Programme TAHP 2022-2024 were agreed in principle at the Policy and Coordination Committee on 24th June. Additional borrowing to support the delivery of affordable houses beyond phase 3 is yet to be agreed and a report on the additional investment capacity to fund a Transitional Programme is due to be made at Policy and Coordination Committee on 4th November 2021.

Fife Council and Housing Association Land

- 5.19 Fife Council land has contributed greatly towards the delivery of new affordable housing in previous years, largely from the Housing Revenue Account and at Residual Land Value (RLV). This has helped substantially in the delivery of affordable housing. Fife Council continues to support the investment programme through the supply of sites both on the Housing Revenue Account and the Council's General Account. Housing Associations also maximise use of land in their ownership to deliver affordable housing. Many of the more deliverable sites have now been utilised for affordable housing but efforts continue to look for solutions to overcome any constraints.

Vacant and Derelict Land Investment Programme Funding

- 5.20 Currently Fife Council do not intend to seek any Scottish Government Vacant and Derelict Land Investment Programme (VDLIP) funding in relation to any potential affordable housing projects.
- 5.21 Fife Council has secured funding from the Vacant and Derelict Land Fund (VDLF) and approvals are in place to support the delivery of 3 affordable housing projects included in the SHIP. These are High Street, Cowdenbeath, Inner Court, Cupar and Hall Street (Fab-tek phase 1), Lochgelly.

Housing Infrastructure Funding

- 5.22 A Business Case to part fund the Dunfermline Strategic Growth Transportation Infrastructure Programme, as part of the Edinburgh and South East Scotland (ESES) Region City Deal was approved by Fife Council's Policy & Co-ordination Committee in May 2021 and the ESES City Region Deal Joint Committee in June 2021. This proposal, through the Housing Infrastructure Fund (HIF), will provide a means to unlock and accelerate investment in essential new strategic transportation infrastructure in the Dunfermline Strategic Growth Area. This will facilitate large-scale mixed-use development and investment in the Dunfermline and wider Edinburgh City Region economy including unlocking up to 2,000 affordable and 6,000 private homes.
- 5.23 The delivery of the entire Dunfermline Strategic Development Area goes beyond the plan period of this SHIP. The strategic transportation infrastructure will be delivered over a 15-year period while the build out of the proposed 8,000 units will be delivered over an approximate 40-year period. Whilst the business case has been approved, Fife Council is awaiting the launch of the new HIF Programme to apply for the first phase of grant funding outlined in the business case. In summary, the business case seeks to secure £16.5m of HIF towards strategic transportation infrastructure. The grant would cover 25% of construction costs to align with the 25% affordable housing provision.

5.24 The Scottish Government has advised that the City Region Deal HIF funding shall not affect the amount of potential HIF funding Fife Council could access through its affordable housing programme. Funding will be applied for, and phased, over three, five-year grant periods to align with the Scottish Parliament parliamentary periods (a requirement of HIF funding). An initial phase 1 grant application of £4.85m, covering 2021/22 - 2025/26 will be submitted in autumn 2021 when the new HIF Programme is launched. The table below outlines the proposed grant over the 15-year infrastructure delivery period.

Table 12 – Housing Infrastructure Fund Phasing

Grant Period	Phase 1 2021/22 - 2025/26	Phase 2 2026/27 - 2030/31	Phase 3 2031/32 - 2035/36	Total
Grant	£4.85m	£6.1m	£5.58m	£16.538m

SECTION SIX: DELIVERY OUTCOMES & REQUIRED RESOURCES

- 6.1 Fife’s SHIP has the potential to deliver 4,011 affordable units over the 5-year SHIP period. The individual projects are detailed within the SHIP Projects Table. The breakdown of the number of units that can potentially be provided by both Fife Council and the FHAA and the grant required to deliver the units is shown in table 13 & 14 below.

Table 13 – Breakdown of Potential Affordable Units by Provider

Completion Year	FC Units	FHAA Units	Total Units
2022/23	398	705	1,103
2023/24	370	267	637
2024/25	497	305	802
2025/26	431	399	830
2026/27	349	290	639
Totals	2,045	1,966	4,011

Table 14 – Breakdown of Potential Grant Required by Provider

Year	FC Grant Required	FHAA Grant Required	Total Grant Required
2022/23	21.837	20.720	42.557
2023/24	22.093	21.314	43.407
2024/25	25.394	20.250	45.644
2025/26	22.225	25.650	47.875
2026/27	22.494	20.435	42.929
Totals	114.043	108.369	222.412

- 6.2 A further 200 units are estimated to be delivered through OMSE, taking the potential total to 4,211 units between 2022/23 – 2026/27. It should also be noted that the SHIP contains an average 27.5% over-provision which prepares for any slippage that may occur. The final output is therefore likely to be less than the number of units proposed. The over-provision also allows any further investment to be utilised.
- 6.3 The potential for the SHIP to deliver 4,011 affordable units exceeds the affordable need identified through the combined TAYplan and SESplan HNDAs (2,970 units over 5 years) by 1,041 units and it exceeds the proposed Affordable Housing Supply Target (1,680 units over 5 years) by 2,331 units.

- 6.4 Based on the number of potential affordable units that can be delivered through the SHIP, Table 15 below shows the potential to meet the affordable housing need identified in the combined HNDAs within the HMAs in Fife.

Table 15: Potential to Meet Housing Need through SHIP Projects

HMA	5 Year Need - Combined HNDAs	Potential SHIP units	Shortfall against HNDA	% need met
Kirkcaldy, Glenrothes & Central	1,285	1,143	-142	89%
Dunfermline & West	1,050	1,616	+566	154%
St Andrews and North East	325	506	+181	156%
Cupar & North West	230	368	+138	160%
Greater Dundee	80	128	+48	160%
Fife Wide	n/a	250	n/a	n/a
Total	2,970	4,011	n/a	n/a

- 6.5 If we assume that only the grant detailed in the RPAs will be available, it is estimated that Fife Council will require around £141.52m to provide the 1,220 Fife Council units as detailed in table 10 above (based on an average new build cost of £175k per unit).
- 6.6 Assuming grant is available and awarded to all Fife Council projects detailed in the SHIP Projects Table and should all 2,045 Fife Council units be developed (see table 13), this would mean a cost of around £237.220m to Fife Council. Both are in excess of the current funding commitments to support the delivery of the affordable housing programme in the HRA Investment Plan up to 2023/24. The Private Finance capacity of the FHAA, is enough to deliver on all the FHAA projects in the SHIP.

SECTION SEVEN: DEVELOPMENT CONSTRAINTS & LAND AVAILABILITY

Development Constraints

- 7.1 There are various development constraints that could affect new build delivery. These include:
- Planning issues
 - Availability of land
 - Education capacity issues
 - Drainage capacity issues and embargos
 - Unknown ground conditions
 - Title complications
 - Little control over private developer timescales on mixed tenure developments.
- 7.2 The following are consulted to identify and eliminate development constraints:
- Economy, Planning & Employability Services
 - Assets, Transportation & Environment Services
 - Housing Services
 - Legal & Democratic Services
 - Education Services
 - Parks, Streets and Open Spaces Services
 - Scottish Water
 - Fife Housing Association Alliance.
- 7.3 Sites listed in the SHIP Projects Table have been assessed for priority. As part of this exercise development deliverability is assessed and this is reflected in the relative scoring and subsequent prioritisation.

Education Contributions

- 7.4 There is no commuted sum requirement from Education Services on affordable housing developments provided by Housing Associations and Fife Council. As these payments are not eligible for grant funding there is no facility to provide any commuted sums toward education provision. However, where a proposed development would create a critical infrastructure capacity issue, particularly in terms of the primary school estate, contributions may still be required.
- 7.5 The Affordable Housing Board, charged with delivering the Council's Affordable Housing target, is aware of the shortfall in capacity for school places and GP practices. The board is tied into work to develop capacity through the Health & Social Care Partnership and City Deal.

Other Public Sector Land

7.6 The Fife Housing Partnership continues to be interested in opportunities to deliver housing on surplus land owned by other public sector agencies such as:

- National Health Service
- Ministry of Defence
- Scottish Enterprise Fife
- Forestry Commission.

Open Market Land Sales

7.7 In keeping with the Fairer Fife Plan, the Council is continuing to undertake a systematic examination of the 7 administrative areas, looking for potential land. Fife Council has appointed a dedicated member of staff to identify Council owned land and investigate the potential for this to be developed as affordable housing. The process undertaken and described in 7.2 above is applied to this wider examination of the Council's land holdings. A site register has been developed of potential sites, which can be incorporated into the wider Programme to meet demand where land supply is an issue. Since beginning this process, over 5 ha of Council land has been identified and included in the Programme. This approach has therefore proven to be beneficial and will continue moving forward.

7.8 Fife Council and the Housing Associations are continually seeking discussions with private developers and landowners regarding the development of their sites for affordable housing.

SECTION EIGHT: DELIVERY VEHICLES

Developer Arrangements

- 8.1 The Council will continue to work with the members of the Fife Housing Association Alliance (FHAA), comprising of Kingdom, Glen, Ore Valley Housing Associations, and the Fife Housing Group (FHG) to deliver the housing association component of the SHIP. As part of the development of the Fife Transitional Affordable Housing Programme (TAHP) during 2022-2024, and following a review of their business plans, to determine their capacity to respond in both financial and development capacity, the Council recently signed a revised preferred developer agreement with FHAA for the delivery of 700 units within the Council's 1,200 affordable homes target for the TAHP.
- 8.2 The main revision to the long-standing Partnership Agreement is the new commitment to ensure that on affordable housing sites or private developer sites with an affordable housing contribution of 50+ properties, there will be a joint tenure approach adopted to provide new council housing and housing association housing on the same site. This policy change promotes tenant choice in housing options for these larger sites. This provision will be reviewed by June 2024.
- 8.3 Flexibility remains with this arrangement, if issues arise in delivery by the FHAA this will be kept under review through regular programme meetings.
- 8.4 As such, all the Housing Association projects within this SHIP are promoted by FHAA partners which brings the following benefits:
- Access to a demonstrated track record in affordable housing development experience, ensuring projects are delivered on time and within budget.
 - Knowledge transfer and sharing between the participating organisations.
 - Access to a streamlined developed process, procedures and standards, optimising delivery.
 - The potential to further develop the partnership arrangements through joint working and joint projects.
 - Achieving wider benefits through training and apprenticeships.

Contracting with Private Developers

- 8.5 Due mainly to scarce land resources, it continues to be recognised that engagement with the private sector to deliver affordable housing is necessary. Fife Council and the FHAA have successfully delivered projects with private developer partners and discussions are continuing with developers who hold sites in areas of housing need for both 100% Affordable Housing & Affordable Housing Policy (Section 75) sites.

Open Market Transactions

- 8.6 Fife Council successfully acquired 83 properties from the open market in 2020/2021. Fife Council intends to enhance its current investment in the acquisition of privately-owned properties to bring them into social rented use, the target for the 5-year period of this SHIP is 250 (50 per year).
- 8.7 This intention is closely linked to the Fife Rapid Rehousing Transition Plan to increase the flow of statutory homeless households from temporary to permanent accommodation. Fife Council have also expanded this project to benefit tenants who are overcrowded or are under-occupying properties.

SECTION NINE: CONCLUSIONS

Conclusions

- 9.1 The SHIP sets out the investment priorities for affordable housing over the next 5 years (2022/23 – 2026/27) and how it will achieve the outcomes set out in the LHS and meet the affordable housing need as identified in the HNDA. The SHIP Projects Table details projects which have the potential to deliver 4,011 units throughout the 5-year period which would meet a range of identified housing needs. In addition to this, there are a further 200 Open Market Shared Equity (OMSE) units out with the AHSP expected to be delivered within this timescale.
- 9.2 Prioritisation of projects has been carried out to ensure the resources are carefully allocated and details of the scoring methodology are provided along with details of current project priorities. This provides a snapshot in time which will be subject to change as projects are developed. The over provision detailed within the programme has been provided to take account of potential slippage from the proposed programme. It also prepares us to take advantage of any additional funding opportunities that may arise from elsewhere across the AHSP nationally.
- 9.3 The Council and the FHAA, alongside private developers will continue to work within the current funding environment and deliver units in more innovative ways while still seeking to meet the spectrum of housing needs. This will be based on what is deliverable for organisations.

SECTION TEN: CONTACTS

If you require further information about Fife's SHIP, please contact:

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Appendix 1 - SHIP Scoring Methodology

OVERVIEW

The scoring and prioritisation will be completed by Fife Council Housing Services for all projects in the SHIP Table. This will be done in consultation with the Fife Housing Association Alliance. The scoring methodology can be summarised as follows: -

Scoring Summary

Item	Points Range
Housing Need	10 - 100
Development Deliverability	0 - 160
Strategic Fit	10 - 50
Minimum to maximum points range	20 - 310

All the projects in the SHIP have been scored under this system and were given a High, Medium or Low priority, depending on their score.

The priorities in the SHIP are expected to change to reflect updated scores when project's circumstances change. For example, the development status may increase from 10 to 70 points once a planning application has received approval. The scores and priority of projects will be reviewed on an ongoing basis.

HOUSING NEED

The Housing Need points are separated into 2 categories.

Firstly, points are awarded based on the annual affordable housing requirement across the 5 Housing Market Areas, as identified through the combined Housing Need and Demand Assessments 2018 -2030 (HNDAs).

Housing Market Area Need

HMA	Annual Affordable Housing Need	Points
Kirkcaldy, Glenrothes & Central	257	50
Dunfermline & West	210	40
St Andrews & North East	65	30
Cupar & North West	46	20
Greater Dundee	16	10
Fife Total	594	

Secondly, points are awarded based on the 10-year need disaggregated across the 10 Local Housing Strategy Areas (LHSAs) and the percentage of this need met through the delivery of the Affordable Housing Programme phase 2 and 3 to date.

Local Housing Strategy Area 10 Year Need (2017-2027)

LHSA	% of need met	Points
1. St Andrews	10%	50
2. Dunfermline & Coast	18%	45
3. Kirkcaldy	19%	40
4. Levenmouth	25%	35
5. Cupar & Howe of Fife	27%	30
6. Tay Coast	29%	25
7. Largo & East Neuk	32%	20
8. Cowdenbeath	37%	15
9. Glenrothes	38%	10
10. West Fife Villages	113%	0

DEVELOPMENT DELIVERABILITY

The emphasis on deliverability needs to be strong and the Programme must contain sites that can be delivered within required timescales. The Development Deliverability points are separated into 2 categories.

Firstly, points are awarded based on the current development status of a project in terms of land ownership and progress through the planning system to reflect the deliverability of a project. Points under this category are awarded when each stage has been met.

Land Ownership and Planning Progress

Development Status	Points
Land Acquired	50
Planning Permission Granted (Full)	30
Delivery Timescale to be agreed through Section 75 Agreements	10
Minimum to maximum points range	0 to 90

Secondly, each project is allocated a Red Amber Green (RAG) status in terms of development deliverability. Further details on each category are detailed in the following table.

RAG Categories

Category	Reason	Points
Green	Confidence the project can proceed within required timescale as indicated in the SHIP Table (planning permission granted & no significant issues)	70
Amber	Confidence the project will start, but there is some risk it may develop later than the planned timescale as indicated in the SHIP Table, or that unknown costs may jeopardise its development (no planning permission & no significant issues)	30
Red	A number of factors cause more than 50% uncertainty over the project being delivered within the required timescale as indicated in the SHIP (no planning permission and significant issues)	10

STRATEGIC FIT

Projects that are of strategic importance and meet wider council objectives will be awarded additional points.

Firstly, points are awarded to projects that have been prioritised as having a strategic importance by the Council. Examples include: - projects that contribute to town centre regeneration, projects where the site includes a prominent landmark; projects that are part of a Strategic Development Area; projects within development areas associated with Housing Infrastructure Fund applications; projects located within a Housing Regeneration or Estate Management Area.

Wider Objectives

Strategic Importance	Points
Projects with wider council objectives	20

Secondly, points are awarded where a project meets additional Local Housing Strategy priorities as well as meeting identified housing need. Examples include: - specialist projects that meet strategic needs and address specialist equality issues such as extra care housing for specific client groups, hospital re-provisioning, new homeless centres and refuge accommodation. These points are awarded by the SHIP working group based on a low, medium or high priority.

Equalities Priorities

Development Status	Reason	Points
High	There is an urgent need for this project to meet identified high priority specialist needs because a high demand for clients has been identified.	30
Medium	The project would be of benefit in meeting specialist needs and is a medium priority because some client need has been identified.	20
Low	The project would be of benefit in meeting specialist needs, but this is a low priority because no client need has been identified.	10

Appendix 2 - Equality Impact Assessment Summary Report

Which Committee report does this IA relate to (specify meeting date)?

Strategic Housing Investment Plan (SHIP) 2022/23 – 2026/27
Communities & Housing Services Sub-Committee Friday 29th October 2021

What are the main impacts on equality?

There are no negative impacts on equality. There will be access to new Affordable Housing and subsequent Housing from chain of lets for those with protected characteristics

What are the main recommendations to enhance or mitigate the impacts identified?

The main recommendation is to ensure the appropriate mix of housing for those in need is included in new build developments and that these are allocated appropriately.

If there are no equality impacts on any of the protected characteristics, please explain.

The provision of affordable housing will enhance the housing options for everyone on the Fife Housing Register. The positive impact increases as the council and housing association partners keep building new homes over an extended time period.

Further information is available from: Name / position / contact details:

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29th October, 2021
Agenda Item No. 10

Energy Efficiency Standards for Social Housing 2

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

This report provides initial scoping of the requirements & challenges of achieving the Energy Efficiency Standard for Social Housing (ESSH) 2 by 2032. The report will confirm the need to develop a multi-year Delivery Plan for the council to meet the standard and to contribute positively to reducing fuel poverty and to the climate emergency.

Recommendations

Members are asked to:

1. Note the standards which require to be met to achieve ESSH 2.
2. Agree to the full development of a ESSH 2 Delivery Plan (2023-32) by establishing a ESSH2 Delivery Board as outlined in Section 3.9 of this report.
3. Agree that a report be brought back to Committee by the end of 2022-23.

Resource Implications

Based on the analysis done by the Scottish Federations of Housing Associations (SFHA), at this early stage of assessment, indications are that costs will be circa. £300m to 2032. This figure assumes that a full package of measures is applied to each property. This figure needs to be fully analysed and challenged by specific and independent consultancy support. There is the potential for this level of required investment to increase significantly without further detailed analysis.

The Portfolio Energy Analysis Tool (PEAT) assessment of the archetypes will provide more certainty.

Close working with the Fife Environmental Partnership (FEP) will enable the input of industry experts to assist the council.

This ESSH 2 investment will supplement the existing component replacement programmes such as heating upgrades and window and door replacements to improve the energy efficiency of council properties.

Legal & Risk Implications

There is a legal requirement to achieve ESSH 2 by 2032. Failure to meet this target would be result in reputational damage for Fife Council as Landlord and the increased risk of regulatory intervention by the Scottish Housing Regulator.

Impact Assessment

There is no requirement for an EQIA at this point, however this will be developed in advance of the EESSH2 Delivery Plan being provided.

An initial Environmental Assessment has been carried out using the Fife Environmental Assessment Tool (FEAT). No negative environmental impacts were assessed. A range of beneficial and mixed impacts were identified. There is a potential short-term impact due to construction process and activities. Long term benefits resulting from the provision of high quality, energy efficient affordable homes result in lower carbon emissions and increased health & wellbeing of tenants. This will be further tested when the EESSH2 Delivery Plan is provided.

Consultation

The Community & Housing Services Convener and Vice-Convener have been consulted in the development of this report. Meetings and discussions have been held with the Fife Environmental Partnership. As part of the development of the EESSH2 Delivery Plan, we will continue to consult closely with the Fife Tenant Forum, Scottish Government, CoSLA, and the Association of Local Authority Chief Housing Officers in Scotland (ALACHO).

1.0 Background

- 1.1 The Energy Efficiency Standard for Social Housing was introduced in March 2014. This required landlords to improve the energy efficiency of social housing in Scotland. EESSH set a first milestone for social landlords to meet by 31 December 2020. To date, Fife Council has delivered full compliance in 83% of the domestic stock. the Scottish average compliance rate is currently 87%.
- 1.2 Landlords were required to develop an in-depth understanding of their stock and to tailor measures to best meet the needs of their tenants and legislative requirements. Fife Council did this through a robust stock condition survey regime. The results formed the basis of the HRA Capital Component Replacement programme, with a focus on improvements to heating, windows, doors, loft insulation & wall cavity fill. The HRA Revenue and Capital Budgets each year make a significant contribution on behalf of tenants to meet the Scottish Housing Quality Standard and EESSH.
- 1.3 A second phase of EESSH measures was confirmed in June 2019. This required landlords to achieve enhanced standards in social rented housing by 31 December 2032.

2.0 Plan4Fife & Addressing Climate Change

- 2.1 The revised Plan4Fife was approved by the Fife Partnership Board in September 2021. The Plan in the context of addressing climate change commits to:

Plan4Fife Outcomes: Reducing the impact of the climate emergency

1. Reduce Carbon Emissions
2. Greater resilience to climate change
3. Increased community capacity to tackle climate change
4. Community Wealth Building

- 2.2 The Plan4Fife outcomes and priorities are to be led by delivery boards providing senior officer leadership and oversight for the delivery of Plan for Fife priorities. They ensure that key dependencies are identified, partners are sufficiently involved, and that sufficient progress is being made. The Addressing Climate Change Board has started to meet, and the Head of Housing Services is the lead for:

Revise policy and investment in new approaches to new and retrofit buildings to meet net zero carbon standards: Housing.

- 2.3 The Scottish Government has recently published a Heat in Building Strategy which includes a 2045 Pathway for Scotland's Homes and Buildings. The Strategy outlines the steps the Government will take to reduce greenhouse gas emissions from Scotland's homes, workplaces, and community buildings and to ensure that we remove poor energy performance as a driver of fuel poverty. The council will be involved in discussions with Scottish Government, CoSLA, ALACHO and expert groups to feed-in to our EESSH2 Delivery Plan to 2032.

3.0 Delivery of EESSH 2

- 3.1 EESSH 2 was introduced by the Scottish Government to drive the overall efficiency standard of social housing even higher, to meet an energy performance rating of Band B EPC (Energy Performance Certificate). The aim was to remove energy inefficiencies where possible to support the eradication of fuel poverty in households.
- 3.2 Provided that landlords have a good grasp of the construction and condition of their stock, a clear understanding of what is possible and what is cost effective, they should be able to demonstrate that all houses can either meet EPC band B, can be treated as meeting EPC band B, or are as energy efficient as practically possible.
- 3.3 In addition, no social housing is to be re-let below EPC Band D from December 2025, subject to temporary specified exemptions. Currently less than 3% of Fife Council properties fall below this standard. It is expected that targeted additional investment and further evaluation will reduce this number further over the next 3 years.
- 3.4 The Council's domestic property stock profile has been aggregated into a range of archetypes.
- Bungalow
 - Ground Floor 4 in a block
 - Upper Floor 4 in a block
 - Ground Floor Flats
 - Upper Flats
 - Terraced House
 - Semi or End Terraced House
 - Maisonette
 - Multi-storey flats
- 3.5 A review of the council stock has confirmed up to 20 different construction types across the existing council housing stock. Whilst this consists mainly of standard construction types, it also includes approximately 2,000 properties of non-traditional construction, such as BISF, Stewart steel framed construction, Cruden brick, and Orlitts. Each of these construction types will require bespoke solutions at associated enhanced costs.

- 3.6 A specific draft programme of works to non-traditional housing stock will be brought forward by December 2021 to inform the level of investment requirement and improvement options to be included in the HRA Capital Budget for 2023/24 onwards. This will be included as part of the EESSH 2 Delivery Plan.
- 3.7 The EESSH2 guidance for the 2032 milestone recognises the challenges that some construction types present and acknowledges that for some non-traditional stock a longer- term strategy will be required. Therefore, improvements have been grouped into 3 categories:
- **Reasonable/Standard Measures** – Installation of insulation, heating systems and controls and boiler replacement. These elements are already included in Capital Component Replacement Programmes and formed an extensive part of the drive to achieve the Scottish Housing Quality Standard.
 - **Further Measures** – Additional insulation, External Wall Insulation (EWI) to non-traditional property types, triple glazing, use of battery storage products. These components will directly contribute to the strategy to eradicate fuel poverty by allowing tenants to benefit from optimum levels of low-cost energy from the national grid to maintain a high level of heat and comfort in their home.
 - **Renewable Energy/Carbon Reduction Measures** - EESSH2 is a core element of the Scottish Government's carbon reduction strategy to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest.
- 3.8 The implementation of EESSH2 is not yet fully understood. There is ongoing discussion with a range of national organisations, including the Scottish Government, CoSLA, and the Association of Chief Housing Officers in Scotland (ALACHO). Collaborative work is required to enable local authorities and housing associations to effectively plan for and implement work. Fife Council is a full participant in the discussions and will gather intelligence on what needs to go into the Delivery Plan. There have been initial discussions between the Fife Housing Partnership and the Fife Environmental Partnership which will be continued.
- 3.9 Due to the scale of the programme of works required to meet EESSH 2, the Head of Housing Service is proposing to constitute a Functional Board of senior managers and experts to develop the Delivery Plan. The Board would meet for 12 months with the task of pulling together the Plan and presenting it to Committee by the end of 2022-23.
- 3.10 The council will need to procure additional expertise from specialist consultants to assist the Board to develop the Delivery Plan to enable existing staff to focus on our existing HRA capital priorities and their delivery.
- 3.11 The Plan would be fully costed to inform the 2023 HRA Business Plan Review. Current high-level estimates indicate are that costs will be circa £300m to 2032. Given the significance of these potential costs, it is important that they are fully investigated and tested in future business plans to assess the financial risks and pressures involved in meeting EESSH2.
- 3.12 As noted in para 3.4, the costs of meeting EESSH2 may vary by property type with some requiring bespoke solutions. The delivery of EESSH 2 will also shape the future delivery of the SHQS Component Replacement Programme and potentially the unit costs for future Affordable Housing Programmes. The proposed Board and the procurement of consultancy support will ensure costs are ready to be assessed as part of the 2023 HRA Business Plan Review.

- 3.13 In relation to Scottish Government funding support, as part of the SNP/Scottish Greens Partnership Agreement, an investment of £1.8billion has been announced. The detail of the funding has yet to be provided to CoSLA. However, there needs to be adequate financial support to local authorities if we are to seek to maintain council rents as affordable for tenants. Without this support, the council would need to reappraise its HRA capital investment priorities and potentially choose between retrofitting to EESSH 2 standard for our existing stock and continuing to build new council houses.

4.0 Conclusions

- 4.1 The council faces challenges on several fronts, ranging from the alternatives and costs of zero-carbon fuel emission heating systems, to creating an effective strategy to critically look at non-traditional housing types and to improve or potentially remove them and rebuild on the same foundation. We need to work closely with our tenants, colleagues in Housing Function Services (Housing, Building, Property, Customer Service, Legal and Finance Services) to bring together a cohesive and fully financed programme to meet the EESSH 2 standard.
- 4.2 Meeting EESSH 2 will be a significant enterprise for the council, involving a range of collaborative pieces of work to successfully create houses for tenants to live in comfort and at an affordable rent. It will also provide opportunities for Community Wealth Building through material supplies both nationally and locally.

John Mills
Head of Housing

Background Papers

Scottish Government Heat & Building Strategy

<https://www.gov.scot/publications/heat-buildings-strategy-achieving-net-zero-emissions-scotlands-buildings/>

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29th October, 2021
Agenda Item No. 11

New Build Transitional Affordable Housing Programme (TAHP) (2022-24)

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

This report provides further detail of the Transitional Affordable Housing Programme (2022-24) to be delivered between the end of the Phase 3 Affordable Housing Programme (AHP) in May 2022 and the proposed start of the future Phase 4 AHP in June 2024.

Recommendations

Members are asked to:

1. Note the agreement in principle of Policy & Co-ordination Committee on 24 June 2021 to the delivery of up to 1200 affordable houses between the council and the Fife Housing Association Alliance through the implementation of a 2-year Transitional Affordable Housing Programme 2022-24.
2. Note that a report will be made to Policy & Co-ordination Committee on 9th December 2021 to seek agreement on the additional borrowing requirement to support the Transitional Affordable Housing Programme.
3. Agree the programme of sites included in the Transitional Affordable Housing Programme to achieve delivery of the desired number of houses by June 2024, subject to approval by the Policy & Co-Ordination Committee on 9th December 2021.
4. Confirm that the housing mix on site should be founded on the existing council policy criteria.

Resource Implications

The 2021 HRA Business Plan Review has been completed. A key part of the Review is to test if there is any additional investment capacity to fund a transitional programme. The proposed option of 500 new council houses constructed at £200k per house requires additional capital investment of £100m. The subsidy received from the Scottish Government has recently been revised and could be in the region of £37.5m, resulting in a potential borrowing requirement of up to £62.5m.

A consideration of rent increases going forward, taking account of the financial pressure that households will be under post Covid-19, is also a significant factor in the HRA's ability to continue to fund additional borrowing to build council houses. The proposed rent options for 2022/23 will be reported to P&C Committee on 4th November 2021.

Members of the Fife Housing Association Alliance (FHAA) have reviewed their business plans to confirm capital borrowing capacity to build housing association properties. Kingdom HA as lead developer for the FHAA has updated its rolling 5-year Development Strategy. The Scottish Government has recently announced revised housing subsidy benchmarks for Local Authorities and RSLs to work to in submitting their housing grant applications.

Legal & Risk Implications

The council has taken a positive attitude to managing legal and risk issues arising from working with private housing developers to deliver affordable housing. Legal risks are not a key concern in the delivery of the TAHP.

However, recent construction cost increases will have an impact on the number of affordable homes that can be delivered. Costs have increased to £200k per house from the Phase 3 costs of £175k per house.

Procurement compliance is a requirement that needs recognised as part of delivery.

Development risks and other constraints for projects have been assessed and considered in the inclusion of projects.

Impact Assessment

There will be equalities impacts arising from the TAHP. A summary of the EQIA is appended to this report. (appendix 1)

An Environmental Assessment has been carried out using the Fife Environmental Assessment Tool (FEAT) for the Strategic Housing Investment Plan and the TAHP 2022-24. No negative environmental impacts were assessed. A range of beneficial and mixed impacts were identified. There is a potential short-term impact due to construction process and activities. Long term benefits resulting from the provision of high quality, energy efficient affordable homes result in lower carbon emissions and increased health & wellbeing of tenants.

Consultation

The TAHP was approved in principle by Policy & Co-ordination Committee on 24 June 2021. Tenants and Partners' views were sought through the Strategic Housing Investment Plan (2021-26) discussion and consultation through the Fife Housing Partnership.

The Council Co-Leaders and the Community & Housing Services Convener and Vice-Convener have been consulted in the development of this report, as have the Fife Housing Partnership, Fife Environmental Partnership, the Affordable Housing Board and the Scottish Government.

1.0 Background

- 1.1 There is a recognised need for a 2-year transitional programme to bridge the end of the Phase 3 and the start of a future Phase 4 Affordable Housing Programme from 2024-27. The new political Administration post May 2022 will determine its priorities for a future Phase 4 Affordable Housing Programme.
- 1.2 A report outlining proposals for the delivery of a TAHP 2022-24 was approved in principle by Policy & Co-ordination Committee on 24 June 2021. The agreement to the TAHP also included a continuation of the current housing type mix from Phase 3. This includes an emphasis on building larger family homes and specific needs housing.
- 1.3 It was agreed that up to 1,200 new affordable houses would be built to support the delivery of the TAHP by the council and the Fife Housing Association Alliance (FHAA). An overview of sites included in the programme is the main subject of this report to Community & Housing Services Sub-Committee.

2.0 Delivery of TAHP

- 2.1 One of the main lessons learned from the transition from Phase 2 to Phase 3 was a drop-off in new housing starts during 2017/18. We need to ensure that the transition is smooth and effective. To do this, we must have regard to the following key issues:
 - Maintaining the stability of staff resources within the Council's Affordable Housing Team and the FHAA Team.
 - Ensuring that there is a significant pipeline of deliverable housing projects with planning consent agreed by December 2021.
 - Ensuring that there is adequate additional HRA capital borrowing and FHAA private finance capacity in place to support the 2-year transitional programme.
 - Ensuring that there is an adequate supply of land to support the TAHP made available by the Council and other community planning partners. Kingdom HA as lead developer for the FHAA has a successful landbank strategy, and it is important to recognise the higher level of risk and uncertainty as well as the longer development timescales inherent with a landbank strategy.
 - Driving collaborative working with Developers and Landowners to maximise development opportunities.
 - Maintaining programme and project allocation efficiencies through agreed robust working practices between the Council and FHAA.
- 2.2 The Fife Housing Partnership continues to prioritise investment in line with several factors e.g. identified need by property type and tenure, land availability, development constraints, education, and G.P capacity. Scottish Water infrastructure constraints are a major issue. Close working with Scottish Water is required to ensure that solutions can be secured to proceed with affordable housing developments.
- 2.3 Taking account of the above, a programme of potential sites for inclusion in the transitional programme has been developed by the Council's Affordable Housing Team. (Appendix 2).

- 2.4 As standard practice, the total number of intended houses included exceeds the target of 500 properties. This allows for any development difficulties or projects which do not proceed as part of the Strategic Housing Investment Plan 2022-27, separately reported to this Sub-Committee.
- 2.5 It is considered that the proposed level of potential projects puts Fife in a strong position to ensure spend of its own grant allocation from the Scottish Government. It also prepares us to take advantage of any additional funding that may arise across the Affordable Housing Supply Programme nationally if other Local Authorities fail to spend their allocations.
- 2.6 The council borrows money to build new housing from the Public Sector Loans Board and pays back the borrowing over a 40-year term. The proposed option of 500 new council houses constructed at £200k per house requires additional capital investment of £100m. The subsidy received from the Scottish Government has recently been revised and could be in the region of £37.5m, resulting in a potential borrowing requirement of £62.5m.
- 2.7 The cost of a continuing Affordable Housing Programme has been tested as part of the 2021 HRA Business Plan Review. As a result of this, the TAHP is considered affordable, however, careful management of TAHP costs will be needed at this time of increasing costs within the construction industry. Close monitoring of the average unit cost of £200k will be required throughout the TAHP to ensure the continuing affordability of the programme.
- 2.8 Officers have determined that the benefits of proceeding with the TAHP justifies the continuation of the programme within the climate of rising costs. This is based on the lessons learned from previous phases including the importance of maintaining momentum and consistency as detailed in para 2.1. With good management and maintenance standards being adhered to by the council, there will be a net rental return benefit to the council and to our tenants.

3.0 Conclusions

- 3.1 It is vital for Fife to maintain momentum through the end of the Phase 3 Affordable Housing Programme and into a potential Phase 4 programme. The 2-year TAHP will act as a bridge between the two phases and ensure the continued success of Fife's new build programme.
- 3.2 The proposed sites at Appendix 2 will support the delivery of the TAHP 2022-24, ensuring that Fife has a robust delivery plan to meet housing needs in line with Local Housing Strategy priorities.

John Mills, Head of Housing Services

List of Appendices

1. Appendix 1 – Equality Impact assessment Summary Form
2. New Build Affordable Housing Transitional Programme 2022-24. Table of Potential Units by Settlement.

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Appendix 1 – Equality Impact Assessment Summary Form

<p>Which Committee report does this IA relate to (specify meeting date)?</p> <p>Policy & Co-ordination Committee 24 June 2021</p>
<p>What are the main impacts on equality?</p> <p>Positive impacts on the basis that the enhancement in the supply of new affordable housing will increase opportunities for more people and families to access housing.</p> <p>By continuing with the current transfer-led allocations approach to general needs new builds, allocations chains are created that will maximise the number of housing options to reduce homelessness in Fife as part of the Rapid Rehousing Transition Plan.</p> <p>By continuing with a 30% quota for specific needs housing, older people and people with physical and sensory impairment will benefit. For larger families, we will continue to build larger family housing as a priority to assist with severe overcrowding and enabling children to have their own space for study.</p>
<p>What are the main recommendations to enhance or mitigate the impacts identified?</p> <p>The approval of the Transitional Housing Programme 2022-24 (TAHP) will positively impact on a range of tenants and other citizens' housing needs and requirements. The TAHP will begin to respond to the Climate Fife Plan as we move forward to future phases of the Fife Affordable Housing Programme. The completion of the EESSH 2 Delivery Plan is an important contribution to a housing-led green recovery out of the Covid-19 Pandemic.</p> <p>The delivery of the HNDA 3 will assist with the quantification of wheelchair-user new build housing to meet this need.</p>
<p>If there are no equality impacts on any of the protected characteristics, please explain.</p> <p>N/A.</p>
<p>Further information is available from: Name / position / contact details:</p> <p>John Mills, Head of Housing Services</p>

Appendix 2

New Build Affordable Housing Transitional Programme 2022-24

Potential Units by Settlement

Settlement	Type	Potential units
Dunfermline	Fife Council Land	56
Rosyth	Fife Council Land	30
Inverkeithing	Fife Council Land	30
Leven	Fife Council Land	25
Elie	Fife Council Land	25
Strathmiglo	Fife Council Land	19
Gateside	Fife Council Land	22
Methil	Fife Council Land	35
Anstruther	Fife Council Land	14
Dunfermline	Fife Council Land	35
Halbeath	Fife Council Private Sector (FC)	70
Dysart	Fife Council Private Sector (FC)	34
Strathkinness	Fife Council Private Sector (FC)	30
Kirkcaldy	Fife Council Private Sector (FC)	60
Methil	Fife Council Private Sector (FC)	8
Gauldry	Fife Council Private Sector (FC)	22
Tayport	Fife Council Private Sector (FC)	24
Blairhall	Fife Council Private Sector (FC)	48
Lumphinnans	Fife Council Private Sector (FC)	40
Thornton	Fife Council Private Sector (FC)	50
Leuchars	Fife Council Private Sector (FC)	60

Dunfermline	Fife Council Private Sector (FC)	20
Freuchie	Fife Council Private Sector (FC)	30
Cardenden	Fife Council Private Sector (FC)	12
Springfield	Fife Council Private Sector (FC)	25
Newport on Tay	Fife Council Private Sector (FC)	35
St Andrews	Fife Council Private Sector (FC)	30
Aberdour	FHAA Development Opportunity	21
Ballmullo	FHAA Development Opportunity	19
Buckhaven	FHAA Development Opportunity	9
Cairneyhill	FHAA Development Opportunity	25
Carnock	FHAA Development Opportunity	30
Cowdenbeath	FHAA Development Opportunity	29
Colinsburgh	FHAA Development Opportunity	16
Crossford	FHAA Development Opportunity	53
Cupar	FHAA Development Opportunity	62
Dunfermline	FHAA Development Opportunity	102
Inverkeithing	FHAA Development Opportunity	47
Kirkcaldy	FHAA Development Opportunity	40
Kennoway	FHAA Development Opportunity	19
Leslie	FHAA Development Opportunity	45
Leuchars	FHAA Development Opportunity	49
Lochgelly	FHAA Development Opportunity	34
Lower Largo	FHAA Development Opportunity	17
Pittenweem	FHAA Development Opportunity	49
St Andrews	FHAA Development Opportunity	34

29th October, 2021

Agenda Item No. 12

Tackling Poverty and Preventing Crisis Update

Report by: Michael Enston, Executive Director - Communities

Wards Affected: All Wards

Purpose

The purpose of this report is to provide an update on progress following the Tackling Poverty and Crisis Prevention report submitted to the Policy & Co-ordination Committee in March 2021.

Recommendation(s)

The Sub-Committee is asked to consider the progress outlined in this report.

Resource Implications

There are no immediate resource implications associated with this report.

Legal & Risk Implications

There are no specific legal and risk implications associated with this report.

Impact Assessment

An Equalities Impact Assessment is not required for this report.

Consultation

This report is based on discussions undertaken by the Elected Member Working Group for the Tackling Poverty and Crisis Prevention reform work programme.

1.0 Background

- 1.1 Over a period of several months, an Elected Member Working Group participated in a work programme aimed at reforming Fife Council's approach to tackling poverty and preventing crisis. This reform work programme resulted in a set of recommendations to Fife Partnership Board and Policy & Co-ordination Committee in March 2021. These recommendations were:
- Agree the proposed People and Place local arrangements as the building block of a stronger community led approach.
 - Adopt the ethos of no wrong door in the redesign of relevant service, contact and referral arrangements and agree the adoption of a test of change in one area of Fife.
 - Bring forward a Fife Food and Welfare Support Plan to the Communities and Housing Services Sub Committee by May 2021.
 - Agree the principle of coordinating funding through the proposed area and strategic leadership arrangements.
 - Agree the development of a full concessions and cost reduction scheme.
 - Agree the need for revised leadership arrangements to improve local support, strategic overview and profile of anti-poverty and crisis prevention work.
- 1.2 These changes to policy laid the groundwork for a revised Plan for Fife recovery and renewal plan of which tackling poverty was made a key priority. The *Recovery and Renewal Plan for Fife 2021-2024 update* was agreed by Fife Partnership Board in August 2021. Three key priorities - Tackling Poverty and Preventing Crisis; Leading Economic Recovery; and Addressing the Climate Emergency - were identified for recovery and renewal, all supported by an overarching approach of community wealth building.
- 1.3 The *Plan for Fife 2021-2024 update* includes revisions to the Fife Partnership structure to provide the focus, leadership drive and accountability that will be needed to support the recovery and renewal priorities.
- 1.4 In addition, an update will be provided in this report to the Communities and Housing Services Sub-Committee on the work outlined in a report it received in May 2021 on Food and Welfare Support. At that meeting, members agreed to the following recommendations:
- Note the actions to date made by Fife Council and partners in response to food insecurity during the pandemic.
 - Note the immediate recovery actions.
 - Agree the proposed framework for a Fife food strategy, coordinated by a partnership working group.
- 1.5 The Sub Committee agreed an additional recommendation - "that the Sub-Committee recognises and supports the Council's approach to holiday food provision in Fife; that Fife is leading the way across Scotland in providing universally accessible support to families over and above targeted support for those most in need; and is committed to continued investment and continuation of this provision".

- 1.6 Council agreed additional funding of £500k in the budget to support additional staffing resources in the areas to tackle poverty and support the People and Place Leadership groups in shifting to preventative approaches. The Community Managers have worked together to develop the role and these posts will be recruited shortly to support area teams in responding to what is a continuing challenge.

2.0 Current Situation

2.1 There are a series of risks to the challenge of shifting emphasis to prevention. The ending of Furlough or the Job Retention Scheme could affect over 6,000 individuals in Fife. It is unclear at this stage whether this will result in more demand for welfare support and increases in unemployment but presents a risk that is being prepared for by the Council and CARF.

- 2.2 Changes to Universal Credit will also impact on the current situation as will continuing and expected price rises notably in energy and food. Scottish Government has announced additional payments for low-income families to help with rising winter fuel bills and Christmas. These payments will be administered by the Council and are intended for families with children registered for Free School Meals.

3.0 Progress March to October 2021

People and Place Leadership local arrangements

- 3.1 People and Place Leadership groups have been established across each of Fife's local community planning areas, building on models established during the pandemic response. These groups will help to ensure that the delivery of ambitions is built around effective local leadership and collaboration.
- 3.2 The new leadership arrangements which are in place around the Plan for Fife will support people and place leadership arrangements and ensure that these are properly resourced and supported by all the community planning partners.

No Wrong Door service redesign

Kirkcaldy Test of Change

- 3.3 In June 2021, a report was approved at Kirkcaldy Area Committee outlining a Test of Change (ToC) in the Kirkcaldy area to promote the soft integration of three key local services; Housing Services, Community & Neighbourhood Services, and Community-based Social Work Services. The intention of the ToC is to offer a one-council service offering to work with people affected by poverty and disadvantage, and to improve their overall wellbeing in the post-pandemic period.
- 3.4 The project is running from July 2021 to June 2022 and will build on the work of the Multi-Disciplinary Teams during the pandemic. The ToC is an important learning and development piece for the Kirkcaldy People Leadership Group on how council services can work in an integrated way to work with and support vulnerable people and families.
- 3.5 The aim of the project is to lift individuals and families out of poverty so they can secure a better future. A 'stitch in time' approach will be adopted to prevent people reaching crisis point and requiring the intervention of statutory services at a later

stage. The focus will be on the person/family and helping them all work towards self-reliance so they can make informed decisions about their future for themselves.

- 3.6 An interim evaluation of the approach will be reported back to Kirkcaldy Area Committee by March 2022. This work will also inform consideration of community support arrangements and access to services through local offices, community centres and other facilities.

Food and Welfare Support

- 3.7 The report to Communities and Housing Services Sub-Committee in May 2021 provided an update on food and welfare support and outlined proposals for a long-term approach to food insecurity. This included information on immediate recovery actions – an update on these actions is available in appendix 1.
- 3.8 At the same committee meeting, Members agreed to the implementation of a proposed framework for a Fife Food Strategy, which would be co-ordinated by a partnership working group. Since then, a vision for food in Fife has been drafted, which includes the following statements relating to food insecurity:
- Fife will work to stop and **prevent food poverty** by providing a dignified, fair and just access to healthy and affordable food for all.
 - We will empower Fife's **food community and citizenship** through communication and increased access to growing spaces, food skills and education.
 - We will work in **partnership** across all parts of the food system, driving positive change through leadership and a Fife-wide food strategy.
- 3.9 The report also set out how food insecurity will fit into the food strategy framework with an approach that links food insecurity with the economy and environment and promotes healthy living, both mentally and physically. Key to this is maintaining a dignified approach to supporting vulnerable groups and supporting people to address the underlying issues of food insecurity.
- 3.10 The Food Insecurity Steering Group will drive this work forward and is currently working on updating its three-year action plan to reflect the desired outcomes and ambitions in the updated Plan for Fife.

Holiday Food Provision

- 3.11 Since the last report to committee, Fife Council has delivered Café Inc during the summer school holidays.
- 3.12 Café Inc was delivered five days a week for seven weeks with only one day where there was no service due to a public holiday. Over this period, over 21,000 meals were distributed.
- 3.13 Café Inc was delivered through a mix of direct and non-direct catering. Direct catering delivered by Fife Council Hospitality Services was provided in schools. In some of these areas, there was a mix of direct catering and non-direct catering, where the local area teams worked with third sector partners to deliver food to families.
- 3.14 During the summer holidays, an evaluation was carried out on Café Inc. The evaluation aimed to assess the need of those families accessing Café Inc and

identify if there were any areas for improvement within the provision being offered. The evaluation involved surveying two groups: users (adults - parents/ carers); and those delivering or supporting the service (Fife Council staff, partner organisations). Whilst the user survey only received responses from a small proportion of the total number of Café Inc users, the results provided an interesting insight into users of the service and their needs. A summary is provided below of the main findings from both the user survey and the staff survey.

Findings from user survey	Findings from staff survey
<ul style="list-style-type: none"> • Over half of respondents reported that they had used other forms of community or emergency food before. • Reasons for using Café Inc ranged from it being something nice to do with the kids to a way of easing financial pressures. • 90% of respondents said they planned to use or had used Café Inc at least more than once a week this summer. • Suggestions for improvement included better advertising and directions to venues and being able to sit down to socialise (which was unable to happen due to pandemic restrictions). 	<ul style="list-style-type: none"> • Providing a mixed food offering – takeaway meals, packed lunches, hot and cold food – was successful and helped to offer choice. • Making other forms of support available through the service, i.e., Welfare/money advice, couldn't be done this year due to COVID. This was identified as a big gap in the service. • Challenges included staff resource and not knowing what demand would be like. • Suggestions included planning Café Inc further in advance, providing instructions to those involved, using volunteers, involving other services and partners in the promotion of the service.

Free School Meals and School Clothing Grant

- 3.15 Free School Meal payments were made throughout the summer holidays with final payments issued on 9th August. Payments are also scheduled for October and Christmas.
- 3.16 The universal provision of FSM has been extended to children in Primary 4 from August and to Primary 5 from January 2022.
- 3.17 In terms of School Clothing Grant, the amount paid per child has increased for 2021/22 to £120 for primary age pupils and £150 for high school age pupils. Initial payments were issued 22nd July for all those who had applied at that point. The amount of the payments is based on the school roll, so pupils moving from primary school to high school have been paid £120 instead of £150. The shortfall of £30 was paid into bank accounts on 31st August.

Direct Grant Payments

- 3.18 A summer **Family Pandemic Payment** of £100 per child was made on 24th June. A winter payment will also be made in December prior to schools finishing for the Christmas holidays. Payments will be £160 per child for those entitled to FSM based

on benefit entitlement. It has also been announced that there will be an October payment of £160 per child. In 2022, four payments of £130 will be made.

- 3.19 The **Low-Income Pandemic Payment** is a payment of £130 from Scottish Government to all those entitled to Council Tax Reduction between 1st and 30th April 2021. It will also be awarded to those who do not pay Council Tax if they are exempt due to being a Care Leaver, Severally Mentally Impaired, Providing or Receiving Care (so not resident in their property) or Under 18. Those who don't pay Council Tax and are receiving support in homeless accommodation are also eligible. Work has been done to identify all those eligible (approx. 33,000 households). Everyone eligible will receive a letter advising of the payment. If Fife Council don't already hold bank details, they will be asked to complete a short online form to provide these details (alternatives will be available for those without internet access). If bank details are not provided by a cut-off date, the payment will be credited to their Council Tax account.
- 3.20 **Food Fund Crisis Grants** continue to be used as a last resort where access to other funding is not available. These are proven valuable in relieving immediate financial pressure but also as a tool to prevent increasing financial harm for individuals and families.

Funding

- 3.21 The council continues to benefit from COVID funding that is supporting the emergency food and welfare work. The funding is also allowing changes in service delivery to match needs and support community groups continuing to provide valuable support in local areas.

Concessions and cost reduction

- 3.22 Work has been carried out to map the variations in application forms, eligibility criteria, concession cards, and concession levels with proposals for tackling such variations.
- 3.23 A working group is looking at the establishment of a single concessions scheme across the council and all council supported public service providers.

Revised leadership arrangements

- 3.24 The revised Fife Partnership structure has three features:
- A leadership group with a focus on ensuring the alignment of key plans and strategies, supporting place leadership, and shaping and delivering actions on community wealth building.
 - Programme leadership boards for each recovery and renewal priority area.
 - A reporting relationship to the key areas of partnership working, providing a basis for ensuring alignment of delivery plans and strategies. This will require a few changes to existing partnership groups and reporting relationships.
- 3.25 The Tackling Poverty & Preventing Crisis Delivery Board has been established to lead and co-ordinate the delivery of the priority. Its membership includes:
- FC Executive Director, Communities (Lead); Director of Public Health; FC - Head of Education and Children's Services; Education Manager; Head of Revenue and

Commercial Services; Head of Housing Services; Head of Communities and Neighbourhoods; Community Manager; FVA; Health and Social Care Partnership.

3.26 It is responsible for the following outcomes and will report against the ambition in Plan for Fife 2017-2027: *Fife has lower levels of poverty in line with national targets.*

	Desired outcomes
Tackling poverty and preventing crises	<ul style="list-style-type: none"> • More people's incomes have been maximised • Lower cost barriers to accessing services • More sustainable access to food • Redesigned support processes and access • Improved evidence base relating to poverty and crisis

3.27 The Delivery Board had its first meeting on Tuesday 21st September 2021. Each of the leadership groups and delivery boards will have dedicated support, which collectively will provide a programme management office (PMO) function with overall leadership from a programme manager. The Tackling Poverty and Preventing Crisis Delivery Board will have a dedicated programme manager who will work alongside the lead officer to progress the delivery plan.

3.28 Progress reports will be made to the Fife Partnership and to elected members and committees.

List of Appendices

- Appendix 1 – Update for Committee on Immediate Recovery Actions from Food and Welfare Support paper, C&S Sub-Committee, 26th May, 2021.

Background Papers

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

- *Tackling Poverty & Crisis Prevention, Policy & Co-ordination Committee (4 March 2021).* [Available here.](#)
- *Food and Welfare Support, Communities & Housing Services Sub-Committee (26 May 2021).* [Available here.](#)
- *People Leadership – Test of Change for Greater Collaboration of Local Services to Focus on Poverty, Kirkcaldy Area Committee (8 June 2021).* [Available here.](#)

Report Contact

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Appendix 1

Update for committee on Immediate Recovery Actions from Food & Welfare Support paper, C&HS Sub-Committee, 26 May 2021

Action Area	Project Description	Update for Committee as at 29 October 2021
Income Maximisation	Support has been made available to CARF to increase their staffing capacity to respond more quickly to referrals from food providers for income maximisation services.	Officers now in post, working within food provider settings to engage and support people when they are accessing food banks.
Debt Management	Fife Council's Welfare Support Assistants have been working with colleagues in CARF to increase capacity and take up of debt advice.	A working group on debt has been established with council colleagues who work in welfare support and CARF Money Advice officers to identify and address barriers to people accessing money advice and debt services.
Re-establishing Community Job Clubs	Community Job Clubs have started to re-open by appointment only. Over the coming months there will be a phased re-opening with the expectation that the telephone service will remain to provide extra support to individuals in crisis.	Community Job Clubs are now open across all seven areas in Fife. The telephone service is continuing to be used. The Benefits and Money Advice page on www.fife.gov.uk is being updated to reflect new opening hours and to promote the welfare support telephone number.
Befriending Support Programme	Fife Voluntary Action has been supported to expand their programme to enable them to work with more individuals, as well as to bring befrienders together in a support network so they can share challenges, develop solutions and amplify learning.	A support network has been established – the Mental Health Peer Support Network Gathering. The network is for anyone to connect and contribute to growing peer support in Fife.
Promotion of food and welfare support	A welfare support communications campaign titled "Help with..." to raise awareness about the help Fife Council and partners can provide. The first phase of this "Help with... Money & Benefits" went live in April with another phase covering Food due to be launched later in 2021.	Reported increase in the take up of services such as welfare and job support. A campaign on food has been delayed but will tie in with the Food4Fife work to promote what is available.

Community Food Network	The work of the Community Food Development Team has been refreshed to better align the resource with supporting existing community food providers to come together to plan and coordinate provision across Fife, as well as share practice, ideas and identify potential areas for joint activity. Initial invites to community food providers to explore the development of a Good Food Network for Fife will be sent after the Easter break.	Community food providers have been informed of the plans for developing a network and the added value and benefits this will bring to the community food sector in Fife.
Food Learning	The review of the service offering from the Community Food Development Team has also identified the need to strengthen work around food learning as a means of supporting households and families to cook meals from scratch, budget their household income to maximise their food purchases and learn how to minimise food waste. This requires further development before launching from October this year.	Three priority areas have now been identified for action: <ol style="list-style-type: none"> 1. Strengthening the use of the REHIS training programmes to offer a more varied accredited learning programme. This will include increasing the number of verified REHIS tutors in Fife across the Council and voluntary sector partners. 2. Developing entry and exit pathways for low-income households around food and food skills. Moving learners from short non-accredited courses to considering employment within the food and hospitality sector. This will involve working with the college to identify suitable progression pathways. 3. Increasing use of the Community Food Champions programme in communities, allowing local activists and community leaders to champion and deliver food related activity.

Lochore Meadows Country Park- Play Park Experience Project

Report by Paul Vaughan, Head of Communities & Neighbourhoods

Wards Affected: 8

Purpose of Report

The purpose of this report is to provide members with an update on progress to develop a new destination play park facility located within Lochore Meadows Country Park (LMCP)

Recommendation

The Sub-Committee is asked to

- (1) approve the Council's funding of £500,000 allocated in the 2017-2027 Capital Plan and
- (2) endorse up to £200,000 allocated in the 2021-2031 Capital Plan.

Resource Implications

£500,000 one-off investment has been allocated from £750,000 for phase 2 development of LMCP. This funding is part of the £10m allocated in the 2017-2027 Capital Plan for "Improving Health through Leisure & Sport" agreed at full Council on 16th February 2017. The procedures and governance arrangements for the criteria and prioritising projects, monitoring and approval has been agreed between the service and financial services. £500,000 of the £750,000 has been allocated towards developing the play park project.

Up to £200,000 one off investment has been allocated from the £2.1 m in the 2021-2031 capital plan from the "Tourism and Community Asset" fund.

Legal & Risk Implications

There is a risk that construction costs could increase if delays are incurred in awarding the contract for the programmed works for the project. There would be minimal operational risks since the council have a proactive operational and management team managing all aspects of LMCP

Impact Assessment

An Equality Impact Assessment is not required as the report is not proposing any changes to existing policies and practices. The designs proposed for the layout of the play park comply with the requirements of the Building (Scotland) Regulations 2004 and the aims of the Disability Discrimination Act (DDA) 2005.

Consultation

The initial outline concept and further detail design has been developed in partnership with key stakeholders with particular focus of integrating inclusive play equipment into the project scope. On the latter, this included consultation with schools. Further consultation has been undertaken with users of the park in the lead up to works commencing on site. The project is a joint venture with NHS Fife Health and Social Care Partnership who are a key partner throughout the development of the project. Consultation has also taken place with “play at one” who, along with the NHS, are promoting the facility as an inclusive play venue

1.0 Background

- 1.1 Lochore Meadows Country Park (LMCP) has developed into a very popular destination venue since the completion of the visitor centre, golf centre and mountain bike trails and is Fife’s busiest free tourist attraction. It is noted that LMCP has attracted increased visitor number (circa 900,000 visits) over the last few years which also highlights the importance of having high quality outdoor destination venues.
- 1.2 There is now an opportunity to replace and enhance the existing play park to meet increasing demand from a wider customer base from across Fife and beyond. The park has always had a first-class children's play area and the current facility is used by several hundred kids every day from March to November with numbers taper off for the winter. This footfall takes a heavy toll on play equipment and the time has now come to refresh the area for the benefit of the next generation of children with a greater emphasis on inclusive play allowing all children to play as one.
- 1.3 The new play park experience will incorporate inclusive play equipment to enhance the offer as a state-of-the-art destination facility. This will complement the visitor centre which already has an extensive café offer and high-quality toilet facilities servicing the customer experience at LMCP. The design and development of the facility must meet this aspiration incorporating inclusive play equipment for children with specific complex needs. The development is a priority to ensure the sustainability of the facility and will have a positive impact on the mental, physical health & wellbeing of children and contribute to the local economy by attracting more visitors from a wider geographical area.
- 1.4 Improved facilities for physical activity and sport are a key priority for the council and, as part of this ongoing commitment, a one-off investment of £750,000 from the 2017-2027 Capital Plan for “Improving Health through Leisure and Sport” has been allocated towards LMCP. The first phase is to use £500,000 from this funding for the play park experience whilst the balance of £250,000 will be reinvested in smaller capital projects in LMCP after further locality consultation. Lochore Meadows Country Park has become a wider tourist attraction, as such up to 200,000 has been allocated from the “tourism and community asset” fund in the 2021-2031 capital plan.
- 1.5 The council has been working closely with the NHS & play park designers to develop an enhanced play park which is accessible and inclusive with specific equipment included as part of the wider offer. The proposed design of the project has been shared on-line and via on-site consultation at LMCP to allow for community and customer feedback on the scheme before finalising the scheme with key stakeholders. The consensus from the public feedback has been positive with constructive feedback. Nevertheless, any specific consultation queries about the design/layout will still be considered for a short period after approval from C&H

committee. In the interim the design team have completed technical works to assess the ground conditions i.e., topographical survey.

- 1.6 It is likely that the project cost will be higher than the budget currently in place. As such the NHS and partners are progressing match funding requests to meet estimated budget cost for the delivery of the project and have a few funding applications pending.

2.0 Project Update and Progress

- 2.1 The Council will finalise the design, procure and commission the works and manage the construction works on site when all the funding is in place to progress the project. Several options were considered on the configuration, type & number of pieces of equipment to include. Also positioning of inclusive play equipment has been carefully planned. The play park design will be accessible to all children & maximise the potential for the play park as a destination venue.
- 2.2 The final design for the play park has been agreed which consists of a range of dynamic play equipment and specific inclusive play equipment surrounded by perimeter fencing at key locations near the loch and through the wooded area. The facility will have a good connecting pathway to the Visitor Centre which will also include CCTV coverage of the area. **Appendix 1** – Play park location block plan. **Appendix 2**- play equipment list for the park
- 2.3 A link to review a full range 3D layout illustrating the types/location of equipment will be available for members to view by early November 2021.





2.4 Based on the agreed specification, the project is scheduled to go out to tender in the November 2021 with appointment of a contractor expected in December 2021. Assuming the funding package is secured to cover the cost of the project, on-site construction works will commence in January 2022 with completion expected by April 2022. **Appendix 3** -Play Park programme. Works will also include the removal of old equipment followed by extensive ground works to level the site before installing the new play equipment.

2.5 The funding breakdown for the project includes

- £500,000 (one off investment from Fife Council as highlighted in section 1.4)
- £50,000 (Application to Fife Health Charity award up to 100k decision pending)
- £50,000 Fife Environment Trust (FET) (pending).
- Up to £200,000 (one-off investment from Fife Council as highlighted in section 1.4)

2.6 The cost estimate for the construction of the play park including ground works, CCTV, pathways, and perimeter fencing could be in the region of £800,000. As highlighted in para. 2.3, the tender report should be available in December 2021 which will confirm the final costings for the project.

3.0 Operational

- 3.1 The play park will be operated by the councils' locality team who manage the visitor centre. The team are reviewing and updating their management, operational, policies and procedures for the new enhanced play experience to anticipate increased usage of the facility including the additional scope to accommodate specific user groups. The team are currently finalising their maintenance programme for the facility in preparation for the operation of the new play experience after handover by the end of April 2022.

4.0 Conclusion

- 4.1 The construction of the new play park will provide much needed enhanced play experience with access opportunities for all children to use the play park. The facility will add value to the LMCP visitor experience and attract visitors from across Fife and beyond. The facility will increase the opportunities to promote mental, physical health & wellbeing of children & opportunities alongside the many other facilities and activities on offer at LMCP

List of Appendices

- 1 – Play park location block plan.
- 2- Play equipment list for the park
- 3 - Play Park programme.

Background Papers

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

- Executive Committee Report 28/03/2017 “Capital Investment Plan 2017-27 Governance Arrangements”
- Council Capital Investment Plan 2021-31 agreed in February 2021


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HAZARDS AND RISKS WARNING
The items listed below indicate known hazards or areas of significant risk.

This is a "new build" construction. No Asbestos Containing Materials have been specified.
Prior to commencing any ground works, refer to the site investigation report for information on any known hazardous materials present.

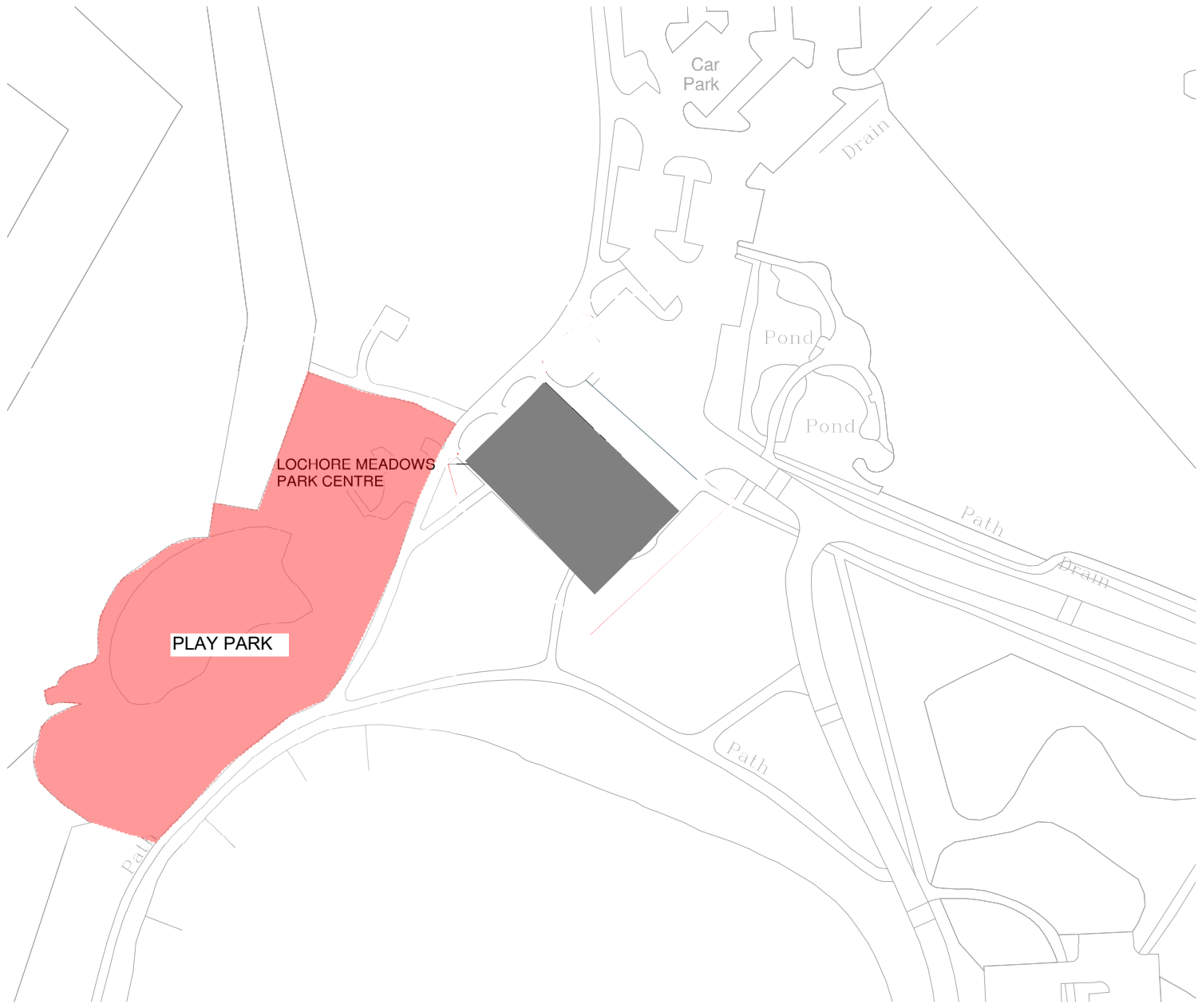
KEY



NORTH NORTH ARROW



SITE DEVELOPMENT



REV	DATE	DESCRIPTION	BY
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ASSETS, TRANSPORTATION & ENVIRONMENT
Senior Manager (Property Services): ALAN PAUL
Bankhead Central, 1 Bankhead Park, Glenrothes, Fife, KY7 6GH
Tel: 03451 555 555 E-mail: Property.Clientgroup1@fife.gov.uk

CONSTRUCTION

Contract Administrator:
GAVINT TURNER
Drawn By: Date: 11/17/15 Scale: As indicated Checked By: G.T.
Property Address:
Lochore Meadows Country Park, Lochore, Lochgelly, KY5 8BA



Project Title:
New Build Park Centre Including Demolition Of Old Building

Drawing Title:
BLOCK PLAN

Works Order Number: **CS7601434** UPRN: **00138600**
Drawing Number: **L(2-)-003** **154**

Block Plan
1 : 500

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SCALE 1:100

LOCHORE MEADOWS PLAY EXPERIENCE EQUIPMENT LIST

Job CS7601828



Quantity	Equipment
1	Sensory Tunnel
1	1413 Mobius Climber
1	Inclusive Custom Play Booster Unit 1154169-02-03
1	EN 3850 ZipKrooz with Assisted Bay
1	Custom Nets Access & Net Climber on existing Volcano Mound
2	Climbing Rock Pointe 156067A
1	Inclusive Hedra Scout 2-5yrs
1	Double Swing Hedra Friendship Swing Seat & 2No Cradle Seats EN
1	Double Swing Hedra EN 2No Flat Seats
1	3040 Oodle Swing
1	4345 Arch Swings Moulded Bucket with - 1No Moulded Bucket Seat 5-12yrs & 1No Moulded Bucket Seat 2-5yrs
1	Inclusive We-Go Swing
1	Hanging Swing Titan 5
1	3295 LSI Sensory Roller Table
1	Sensory Play Rhapsody Zone 5162 (6No individual musical play items)
2	Cascata Bells
2	152179 Saddle Spinner
3	158105 Wobble Pod
1	Custom Embankment Roller Slide
8	111640 Poly Bench
1	Welcome Sign
1	Chatter Noodle Talking Tubes Free Standing

1	Free Standing Braille Learning Panel
1	E Pod Seat Resting Seats
1	193176 Boogie Board Shade Zone
1	Spinning Infinity Bowl
1	Surfboard
1	SunShade Structure 12f x 12f
1	Embankment Tube Slide 3.65m
1	Embankment Open slide 3.65m
2No	Telescopes
Total =44	
Existing features and equipment reused/retained	
	Wheelspin Roundabout
	Drivedeck
	Climbing/Seating feature reused
	Volcano

LOCHORE MEADOWS PLAY EXPERIENCE PROGRAMME

Job CS7601828



ACTION	ACTIVITY	PERIOD	DATES
1	Competition of working drawings		17 September 2021
2	Completion of Tender documents	4No weeks	14 October 2021
3	Issue Advert to Public Contracts Scotland		18 October 2021
4	Tender return date	4No weeks	12 November 2021
5	Tender review	2No weeks	26 November 2021
6	Tender report	8No days	1 December 2021
7	Contractor Appointment		3 December 202
8	Lead in time	4No weeks	14 January 2022
9	Site Start		17 January 2022
10	Completion date	11No weeks	1 April 2022

29th October, 2021

Agenda Item No. 14

Community Learning and Development Plan 2021-2024

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: All

Purpose

This report presents an overview of the CLD Planning arrangements for the development of the refreshed plan for the period 2021-2024.

Recommendation(s)

- (1) Note the progress areas made with the 2018 – 2021 CLD Plan.
- (2) Support the work being done by the CLD Partnership around the delivery and scrutiny of the CLD Plan for the period 2021 - 2024.
- (3) Agree that an annual report will be submitted to the Sub-Committee commencing October 2022, highlighting progress of the CLD Plan ambitions

Resource Implications

There are no immediate resource implications associated with this report.

Legal & Risk Implications

Publication of the CLD Plan by 1st September is a statutory requirement as part of the Education Scotland Act.

Impact Assessment*

A completed EqIA is attached to the report.

Consultation

Development of the plan has been based on a number of national and regional research activities that have taken place during the COVID-19 pandemic period, as well as direct engagement with partner organisations, staff teams, young people and learners.

An appendix to the plan details the background research and consultations that have been used to shape, inform and influence the plan content.

1.0 Background

- 1.1 The requirements for Community Learning & Development (Scotland) Regulations 2013 are subordinate legislation made under section 2 of the Education (Scotland) Act 1980 (“the 1980 Act”). Section 1 of the 1980 Act requires each education authority to secure adequate and efficient provision in their area of both school education and further education, which in this context includes Community Learning & Development and is not age limited. Section 2 of the 1980 Act allows the Scottish Ministers to prescribe requirements to which every local authority must conform when discharging its obligations under the 1980 Act.
- 1.2 The Requirements for Community Learning and Development (Scotland) Regulations 2013 place a requirement on education authorities to identify the Community Learning and Development needs of target individuals and groups within their local authority area.
- 1.3 Regulation 2 sets requirements in relation to the steps being taken by the education authority in securing community learning and development. The education authority is obliged to involve and consult certain representative persons in carrying out that process (Regulation 3).
- 1.4 Regulation 4 requires that education authorities publish plans every 3 years containing information about the provision of community learning and development. All plans are to be published on the local authority website, by 1 September on a 3-yearly cycle.
- 1.5 The current CLD plan for Fife was published in October 2018 and is now due for renewal. The updates below provide a summary overview of the plan achievements as well as the areas for further consideration within the refreshed plan for the period 2021 – 2024.

2.0 CLD Plan 2018 – 2021

- 2.1 The current CLD Plan is now at an end and we have noted the following areas of progress.
- 2.2 **Opportunities for All:** Overall this area has been progressing at a mixed pace and hampered by both reduction in available funding to voluntary sector partners as well as the COVID response from March 2020 to the present. The proposed development of an adult literacy consortium to attract external funding to support new developments in literacy work has not been able to proceed. Work is progressing through the Council to develop a landing page within the Community Portal to enable adults interested in participating in literacy, ESOL or CBAL opportunities to find out more and register their interest.
- 2.3 In relation to welfare support activity the COVID pandemic has seen an increased demand in support requests and the teams have been able to respond appropriately. CARF Money Advice, Revenues and Benefits, Welfare Support Assistants and Food Bank representatives have been working collectively to map user journeys and identify ways to improve access to debt support and advice.
- 2.4 Fife’s multi-agency Food Insecurity Steering Group has supported the development of more effective and dignified mechanisms for alleviating food insecurity, while working towards the longer-term goal of there being no need for emergency food aid in Fife. Work is now under way to bring together a wider range of partners representing different parts of the food system to develop a food strategy for Fife, which will encompass issues of food insecurity, health and wellbeing and environmental sustainability

- 2.5** Finally the pandemic has also brought about changes to the delivery model for 'The Well' with the offering quickly moving from a community based provision to being offered through an online and telephone contact basis, this utilises 'Near Me' as a secure and confidential platform. The H&SCP have also now recruited 'Public Engagement Officers' to lead on their public engagement strategy as a means of gathering views on the services offered through the H&SCP.
- 2.6 **Thriving Places:**** Throughout the pandemic Youth 1st have switched to an online delivery model and as a result have continued to build on the success of the Voluntary Youth Network. Switching to digital and online events has meant volunteers who are involved in delivering local youth groups and projects are now more able to participate.
- 2.7** ESOL services have continued throughout the pandemic and switched to a 100% online offering. This has been both advantageous and challenging. Online sessions have meant that learners have been able to attend additional sessions as they are not restricted to attending their local venue to participate. Work has also continued in partnership with Housing and Employment Services to explore options for supporting the Syrian learners into programmes beyond their required learning commitment.
- 2.8 **Community Led Services:**** Participatory budgeting allows for engagement with communities on service delivery. To explore the approach a corporate framework was developed, and a pilot progressed on the £22m subsidised passenger transport budget (2019/20). In October 2020, the public engagement (which had taken place over the period September 2019 to March 2020) was aligned with and used to inform the Passenger Transport Reform Action Plan which identifies a range of actions that Fife Council can take now, and in the future, to make the most of its investment in passenger transport services to ensure that this will best meet local transport needs.
- 2.9** One of the key developments in supporting our communities has been the launch of a new Community Portal in March 2021. This was developed in consultation with and tailored for Fife's communities and provides a new online 'community' platform where individuals and community groups/organisations can access a range of digital support.
- 2.10** Fife Funding Community is more than just a page where communities can find out about funding opportunities, it is building to become an online space where networking amongst like-minded organisation is possible and encouraged. The page is growing in terms of the number of 'followers' and 'likers' and it will be interesting to see how the page develops in the weeks and months ahead as communities are given more opportunities to comment and share their thoughts.
- 2.11** The following actions have not been met during the plan period 2018 – 2021 and will be continued into the refreshed plan for 2021 – 2024:
- Young people's learning achievements are fully recognised – this is now an explicit priority for Scottish Government within the CLD guidance for the 2021 – 2024 plan.
 - Communities across Fife influence and inform the priorities for future Fife Council youth work – this will be linked directly to learning and understanding the impacts of COVID-19 and the resulting support and learning requirements at a community level for young people aged 11 – 21.
 - Increased community engagement and the use of a range of models of community engagement – this is being addressed through a refreshed approach by the Council and strengthened links with Fife Voluntary Action.

- Young people have a strong voice and demonstrate social commitment – this is now an explicit priority within the CLD guidance for the 2021 – 2024 plan and links directly to the incorporation of the UNCRC.

3.0 CLD Plan 2021 – 2024

- 3.1 A new CLD Partnership has been formed and meets monthly. The co-chairs of the partnership are Helen Rorrison, Community Development Manager, Fife Voluntary Action and Andrew Gallacher, Community Manager (Dunfermline), Fife Council.
- 3.2 The CLD Plan for 2021 – 2024 now better aligns with the ambitions of Plan for Fife and the Local Community Plans, this is something that has not been evident in previous plan documents.
- 3.3 The planning process has involved regular engagement with area teams and partner organisations to determine relevance and ensure connectivity with local community planning arrangements. This was an area for improvement identified through the evaluation of the previous plan.
- 3.4 An extensive resource of neighbourhood, regional and national intelligence, data and research has been used to inform the CLD plan's statements of intent and ensure that the unique contribution of the CLD sector to the Plan for Fife is evident throughout the CLD plan.
- 3.5 The CLD Plan has a requirement to engage with communities and key target groups to understand the impacts of COVID-19, with the learning used to review the plan ambitions for the period 2022 – 2024. This includes young people aged 11 – 25, low income households, literacy and ESOL learners. This is reflected in the year 1 ambitions of the refreshed CLD plan.
- 3.6 A key focus for year 1 of the Plan is to work closely with the People and Place Leadership groups, community organisations and groups, young people, families and other stakeholders to shape a local CLD plan that reflects community priorities and builds community ownership of the solutions and actions.
- 3.7 An 18-month research project with young people, in partnership with the University of Dundee and Youth 1st will allow the CLD Partnership, as well as the People and Place Leadership groups, to gain a detailed insight into the views and hopes of young people for their communities and how services aimed at young people in the community can be better shaped to support their personal, social and emotional development. Young people will be actively involved in leading and directing this research work and will engage with their peers, decision makers and key community influencers to present their findings and recommendations.
- 3.8 Throughout year 1 area teams and partnerships will engage with communities, families, volunteers and community leaders through a series of dialogue and deliberation exercises that will develop an understanding of the impacts of COVID on the community and the support the community need to recover, grow and flourish in the years ahead. This information will be central to the shaping of the local area based CLD plans.
- 3.9 A strengthened regional CLD planning approach has been developed through the Tayside and Fife CLD Professional Learning Alliance allowing for a shared workforce development programme, shared research approaches around the lessons of COVID and an annual cross-authority peer review of plan progress to assist in identifying achievements and areas for improved focus.

List of Appendices

1. CLD Plan 2021 – 2024
2. EqIA

Background Papers

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

Bulleted list

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Community Learning & Development Plan 2021-24

Recovery, Renewal and Re-align

September 2021

The CLD Plan 2021-2024

Community learning and development in Fife is characterised by strong partnership working across public sector agencies, third sector providers and with communities. It is a vehicle for change in our communities and uses a distinct form of educational practice that is collaborative, anti-discriminatory and equalities-focused. It is concerned with the empowerment of individuals, families and communities to identify their individual and collective goals, to take part in learning and take action to bring about positive change.

Our practitioners and volunteers are guided by a professional practice framework based on competencies and values supported by a code of ethics and a critically reflective responsibility to how they approach their work. Its key priorities are to deliver:

- Improved life chances for people of all ages through learning, personal development and active citizenship.
- Create stronger, more resilient and inclusive communities.

Over the next three years the CLD Partnership will be prioritising work with disadvantaged communities, families and households to improve their capacity to participate in a broad range of learning-based programmes designed to overcome barriers to participation at personal, community and institutional levels. The CLD Partnership will work with and through the People and Place Leadership groups to plan, deliver and review the effectiveness of the interventions and alongside communities will continue to identify further areas for collaborative action.

The CLD plan is one of the key delivery vehicles for the Plan for Fife. It outlines how community learning and development activity will contribute to the Plan for Fife outcomes over the next three years. The plan identifies the needs and gaps in our current delivery around how we address poverty and inequality in Fife and sets out how we are going to collectively work to tackle these gaps and will report on progress through measurable impacts at a local and regional level.

Our plan uses local and national research to help us to understand different aspects of life in Fife. This has identified:

- Mid Fife presents a number of challenges. It has some of the poorest outcomes in Scotland in areas like jobs, health and deprivation.
- Population groups that aren't doing as well as expected include people living in rural areas and people in hard pressed circumstances.
- Inequality continues to increase and this is a major risk for Fife.
- COVID recovery is having a major impact on many people in Fife and on the local economy.
- Making better use of assets provides an important opportunity to improve outcomes.

Plan for Fife: Recover, Renew and Re-align

The three-year review of the Plan for Fife coincided with the Covid emergency. This has resulted in specific consideration being given to how we recover from the pandemic and renew our public services. Some of the most significant examples of Fife's response to the pandemic were characterised by people and services tackling problems locally, finding ways to overcome red-tape and working to a common purpose. We want to continue to build on this community action through a greater focus on place and to involve communities more.

Going forward, we will put community wealth building at the heart of all we do to:

- Recover from the pandemic: taking immediate action to support our children and young people, those people who have been most affected, and our business community.
- Renew our public services through a new commitment to work in partnership with our communities, with a focus on place.
- Re-align our strategies, plans and ways of working to make this happen and deliver our ambitions

We will use these themes to inform our CLD priorities over the next three years to help our communities become not just wealthier but healthier and greener too. We hope it will stimulate conversations locally about what needs to change next and how we can all play our part in informing local decisions and shaping future services.

Figure 1:
Our Journey Towards a Fairer Fife



Our Partnership Actions

The revised Fife Partnership structure is designed to provide the focus, leadership drive and accountability that will be needed to support the renewal of our public services, through our commitment to community wealth building.

People and Place Leadership groups have been established across Fife's seven local community planning areas, building on models established during the pandemic response. These groups will have a key role to play in ensuring that the delivery of agreed priorities and ambitions is built around effective local leadership and collaboration. Supporting this work will be a key responsibility of the Recovery and Renewal Leadership Group. This will also ensure that local community planning informs the priorities going forward.

The work of the CLD Partnership will be reported through the Health & Wellbeing Partnership, providing a strengthened opportunity to align public health and community learning & development activity placing an emphasis on tackling poverty and crisis prevention.

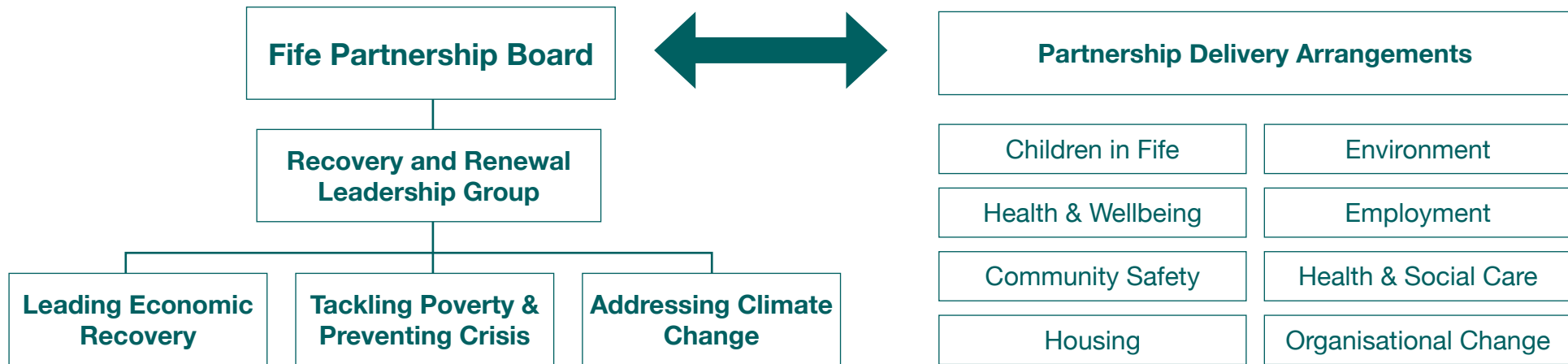


Figure 2: Leadership structure

Our Partnership Actions

Through strengthening our work with the People and Place Leadership groups we will capture and report on specific and measurable actions that our practitioners and volunteers are leading in local communities. In addition to these the CLD partnership are committed to:

- working directly with area partnerships and staff teams to create local CLD delivery plans that support the local community planning approach,
- working with education, colleges and youth work providers to develop a mechanism to track and report on young people's achievements,
- undertaking research with young people aged 11 – 21 years to understand the effects of COVID on their learning, emotional and social development and how best we respond,
- establishing learner pathways with recognised points of entry into our community learning programmes and onwards to college, training or employment,
- developing volunteering roles that offer meaningful, appropriate and learning based opportunities to support individuals to make a real and sustained difference to their personal situations and to the wider community,
- Improving community voice structures at local and regional level ensuring direct connectivity to decision makers,
- implementing a workforce development plan to support practitioners and volunteers respond to the expressed needs of local communities.

Our Partnership Actions

Reporting and Scrutiny Arrangements

The partnership members will monitor progress against the agreed actions through:

- developing service and partnership planning arrangements for the local delivery of CLD activities
- improving outcome focused planning and evaluation approaches in the sector
- gathering evidence and measuring Impact
- exploring management information and performance improvement
- establishing a process of peer review with the Tayside & Fife Alliance around reporting progress against the plan outcomes
- improving our workforce development planning

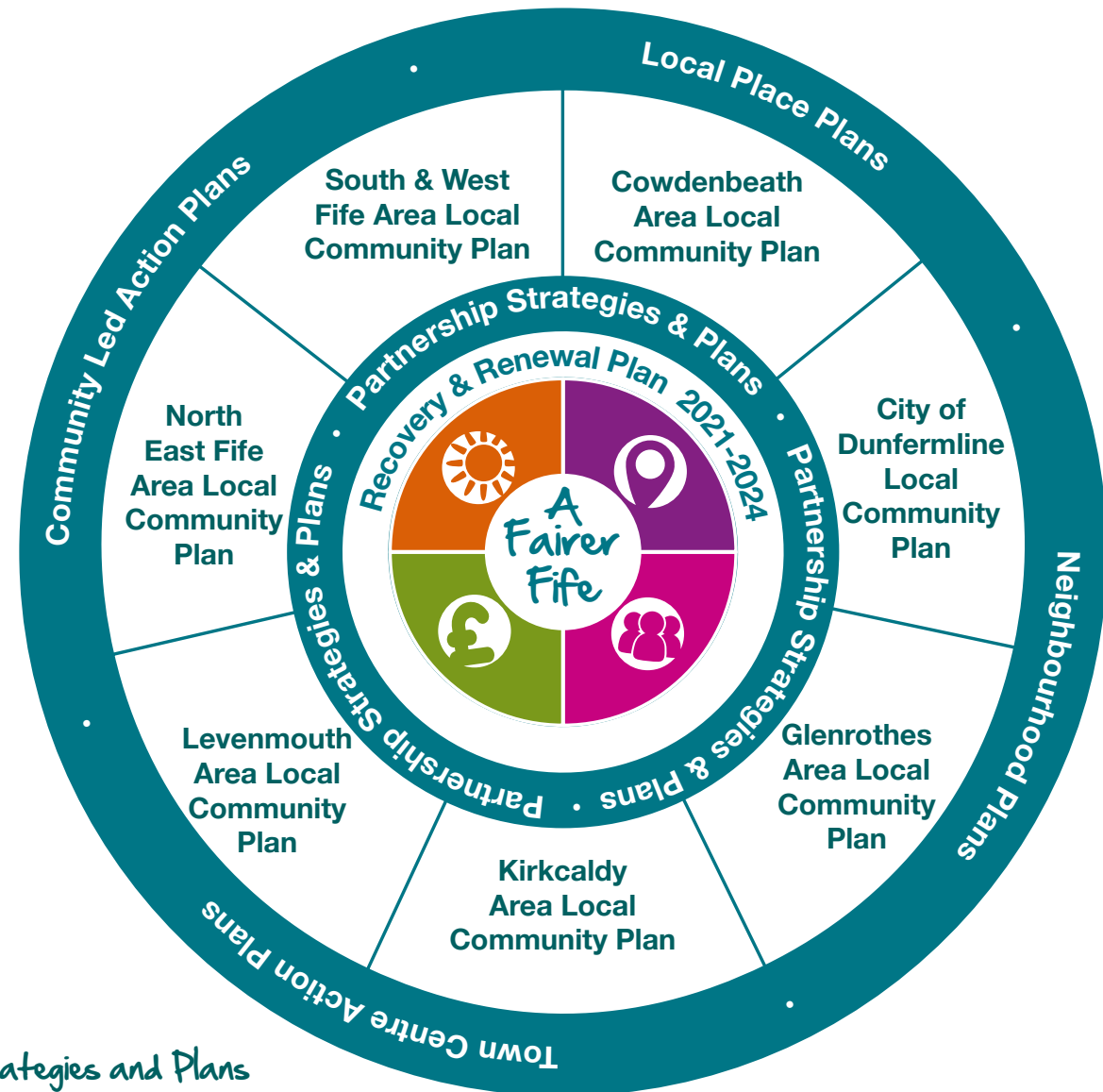


Figure 3: Aligning Strategies and Plans

Our contribution to the Plan for Fife

Opportunities for All

Ensuring that no-one is left behind. We aim to ensure that every Fifer can access opportunities in education, training, jobs and wider society, and that all Fifers have equal access to the support and advice they might need to support a fulfilling and decent life.

CLD activity will include:

- CLD practitioners and volunteers are focused on tackling poverty and providing earlier crisis prevention support. To achieve this CLD practitioners will be supported to work collaboratively to develop community programmes designed to
- enable households to better manage their household budgets through literacy and numeracy interventions,
- increase local opportunities to build confidence in the use of digital platforms to access benefits and provide job search support,
- build community ownership around access to low cost, high quality food products
- provide online access and support/advice to ensure income maximisation
- ensure a no wrong door approach is adopted to hardship and emergency payments and debt management

We will develop programmes in partnership with schools and others, targeting pupils in the Senior Phase to develop and transition to a positive destination using youth work approaches building on relationships and trust. We will support young people with tailor made social development experiences including volunteering and community-based youth work opportunities.

We aim to refresh our community learning programmes by better recognising, recording and celebrating learning success. We will achieve this through increased use of nationally accredited frameworks, by encouraging greater levels of participation by marginalised groups and by continuing to have community learning and development staff and volunteers visible in local communities as local champions for community-based learning and development opportunities.

We acknowledge that COVID-19 had an increased detrimental impact on our most disadvantaged communities. Many areas of high poverty have a higher-than-average instance of people struggling with mental health issues and issues associated with substance and alcohol use. Through our local partnerships we will direct resources to improve engagement and support in the areas of

- mental wellbeing
- tackling social isolation and loneliness

We will work together to gain a better understanding of the learning, emotional and social support needs of our communities. This will help us to increase the number of local opportunities for people to access help and support in their own communities.

Our contribution to the Plan for Fife

Thriving Places

Safe, well designed and maintained places that promote wellbeing, where people are proud to be, and where they have access to the services and facilities they need at different stages of their lives.

CLD activity will include:

Over the past 6 months feedback received from communities and partner agencies indicates that as a result of the COVID pandemic CLD practitioners have had a significant role in supporting local people and places across Fife. This was deemed particularly important during periods of enhanced social restrictions and the isolation from family and friends as a result. Consequently as we emerge from the pandemic CLD activities and resources will be directed to support people to

- reconnect with their local community
- rebuild their sense of community ownership
- increase their sense of place within community structures
- Increase opportunities to build community wealth

We will work with communities and partner organisations to develop and improve local places for all residents. To achieve this, we will support local campaign groups to secure the changes they want to see. In this respect we will

- provide direct support for political literacy
- raise awareness of the Community Empowerment Act
- support community groups to apply for external funding to cover the costs of improvement work
- work with communities to establish community gatherings to bring local residents together with a common area of interest

We see real scope to improve participation rates in our outdoor, leisure, culture and community-based youth work services through the active involvement of young people and families in how we design and deliver our offer. Equally, we recognise that for marginalised groupings such as migrant families or families experiencing significant levels of financial stress there are opportunities to work with them to explore how we can support their participation in local community delivered opportunities that allow them to experience new things, learn in new ways and reconnect with themselves as a family unit, or make new connections with the local community.

Our contribution to the Plan for Fife

Thriving places also presents new opportunities for the sector over the next three years as we begin to engage communities more with the environmental action agenda and explore how we adapt our lifestyles to reduce environmental impacts. Research from the pandemic shows

- an increased interest in families and communities growing their own food and supporting neighbours with excess produce
- a greater awareness of the benefits of buying local seasonal produce
- protecting local green spaces, woodlands and coastal trails for the future.

Communities have also been active in local community clean-ups to address the littering and low-level vandalism. This has indicated a renewed focus on communities coming together to identify how best to reduce instances of anti-social behaviour that affect local areas, neighbourhoods and particular groups of residents. As a partnership we recognise the important role we have in encouraging communities, families and young people to come together to address these concern areas through shared actions and collaborative approaches.

Our contribution to the Plan for Fife

Inclusive Growth and Jobs

Growth in the local economy should benefit everyone and shouldn't pass people and places by. We will therefore focus on improving investment, growth and participation by businesses, people and communities, particularly in the Mid-Fife area. We aim to support businesses to grow and to make sure that communities benefit from new business invest.

CLD activity will include:

We recognise that as we move beyond the COVID pandemic and look to renew our work with communities we need to begin to re-imagine how our CLD practitioners can best support the creation of new opportunities for local economic activity that is environmentally sustainable, delivers a fair society and led by community groups and individuals. As a first step to achieving this we will start with the re-introduction of our community-based learning programme and increase our delivery presence in disadvantaged communities and with key communities of interest such as migrant and refugee families. We will also focus on long-term unemployed adults and families living with low level literacy skills. In doing so we will provide support to people and communities to overcome challenges with lower levels of core skills in the areas of:

- literacy
- numeracy
- ICT
- problem-solving
- working with others

We will work as equal partners with Fife college and community-based training providers to develop supportive pathways for learners to progress from foundation building learning programmes into full or part time college or vocational learning programmes. Our sector will work with the college, the CLD Standards Council and others where appropriate, to accredit community-based programmes and to develop short courses in response to identified community needs.

We will support local community wealth building by working alongside organisations who are keen to develop into social enterprises offering local employment opportunities. Through our partnerships we will support them to utilise employment related funding to develop opportunities for young people and adults to participate in Modern Apprenticeship programmes, the Youth Guarantee and the Kick-Start schemes.

We will continue to develop partnerships with organisations and services in the culture, tourism and heritage sectors to strengthen opportunities for communities and individuals to develop skills, knowledge and experiences that will lead to increased employment and volunteering roles and contribute to new and innovative approaches to maximising local assets as economic drivers.

Our contribution to the Plan for Fife

Community Led Services

Putting communities and service users at the heart of how we design services and building on the strengths and assets we have in our workforce and in our communities in order to deliver valued services.

CLD activity will include:

We will create safe spaces for dialogue and deliberation with communities and continue to undertake social practice-based research. We will put in place the necessary support to enable the active involvement of communities in analysing the feedback and preparing recommendations for the community to take forward. This will help us to understand more about what has been learned from the COVID pandemic in terms of community readiness to respond, what groups within their community were most affected by the pandemic and what future responses the community want to have in place to minimise impacts and ensure a shared sense of community belonging. This will assist us to create new and innovative approaches to community engagement and community participation.

We will continue to build on the use of Participatory Budgeting approaches so that we begin to transition public spending away from reactionary spend, to a position where public spend can be used to address at an earlier stage, many of the community issues that lower the quality of life for residents in our neighbourhoods, towns and villages.

Through our connections with community groups and community forums, we will work to promote and support community leadership, community activism and volunteer roles ensuring that communities who have been hardest hit by the pandemic have champions who can convert community ideas to community action. This will involve the sector in developing a culture of upskilling, knowledge sharing and collaborative practice with communities to ensure that resources can be maximised to support the ambitions and goals of their community.

Acknowledging Areas of Unmet Need

The development of the CLD Plan has been undertaken with the backdrop of the COVID pandemic and a desire to rebuild, re-imagine and re-establish the learning and development offer that we make to our communities, families and individuals. In developing the plan we have developed a shared understanding of the complex needs and vulnerabilities that many in our communities face on a day-to-day basis. Our evidence base at present is highlighting a widening gap between the needs that the most vulnerable in our communities have and the availability of resource to enable the CLD sector to respond. We anticipate that as we engage and explore these community needs further over year 1 of the plan period we will highlight that growing gap and divide further.

As we continue to transition from the pandemic and slowly re-introduce our learning and development programmes we recognise that we will be unable to meet all the needs and demands of our communities. In particular a continued focus on targeting services at the most marginalised communities and households will mean that the pre-COVID universal offer may no longer be as readily available as we grapple with reduced community spaces and venues, lower numbers of volunteers and lower numbers of learners willing to engage. A focus in year one of the plan on exploring with communities the impacts of the pandemic and their hopes for the future will also mean that staff and volunteers have less time available during that period to re-introduce aspects of the community programmes that were in place before. A drive to support young people's recovery in school and in the transition stages of the 16 – 19 years, as well as a focus on supporting families affected by low-incomes and in-work poverty will require those delivering CLD services and programmes to review their offer to older people.

Workforce Development and Practitioner Upskilling

It is important that CLD practitioners and volunteers across the Tayside and Fife regions are able to access high quality, relevant and role appropriate training and development opportunities. We are committed to encouraging and nurturing a learning culture and we will do this with support from the members of the Fife CLD Partnership, the Tayside and Fife CLD Professional Learning Alliance (the Alliance) and the CLD Standards Council for Scotland. These will reflect the ambitions in Growing the Learning Culture in CLD: A Strategy Statement and Framework for Action published by CLD Standards Council for Scotland.

The Tayside and Fife CLD professional Learning Alliance commissioned research from Dundee University to identify future professional learning needs in the sector, combined with the learning from the COVID pandemic. This will be used to plan continuing learning opportunities for staff and volunteers.

The research identified six priority themes:

CPD Theme	Areas for Development
Information Technology	Social Media, digital media, digital engagement tools & approaches, online facilitation skills
Community Empowerment	Participatory Budgeting, participation requests, asset transfer, community resilience, community engagement (methods and tools), political literacy
Team/Service Based	Strategic planning, team management/ leadership, working smarter, performance and scrutiny, critical writing
Awareness	Mental health awareness, risk assessments, child and adult protection, impacts of poverty, dignity principles in action, UNCRC and the Equality Act duties.
Specialism	Dealing with challenging behaviour, dealing with difficult conversations, improving our communication skills, family learning
Professional	Entry level pathways into CLD qualification programmes, early career coaching, mid-career CPD and support, support for professional registration requirements, revisiting theory and practice, support for reflective learning

Appendix 1 • Action Plan

Description	Year 1 Milestones
<p>Work directly with area partnerships and staff teams to create local CLD delivery plans that support the local community planning approach and provide specific, measurable actions demonstrating the contribution the CLD sector is making to the Plan for Fife outcomes.</p>	<ul style="list-style-type: none"> ● 7 area CLD actions plans published by 31 August 2022 detailing specific, measurable actions for years 2 and 3 of the plan.
<p>Work with education, colleges and youth work providers to develop a mechanism to track and report on young people’s achievements.</p>	<ul style="list-style-type: none"> ● Short-life working group in place to explore the challenges and make recommendations in June 2022 on how best to capture and report.
<p>Undertake research with young people aged 11 – 21 years to understand the effects of COVID on their learning, emotional and social development and how best the CLD sector can respond.</p>	<ul style="list-style-type: none"> ● Research framework and methodology agreed. ● Stakeholders panel established led by young people. ● Initial 6-month report provide in June 2022. ● Final recommendations presented to decision makers from March 2023.
<p>Establish learner pathways with recognised points of entry into our community learning programmes and onwards to college, training or employment.</p>	<ul style="list-style-type: none"> ● College and CLD partnership group established to explore strengthened links and roles around progression routes from community-based programmes into college and training providers. ● Renewed agreement on delivery of ESOL programmes using College credits to address gaps in community based ESOL provision to be agreed and ready for implementation for the 2022 academic year.

Appendix 1 • Action Plan

Description	Year 1 Milestones
Develop volunteering roles that offer meaningful, appropriate and learning based opportunities to support individuals to make a real and sustained difference to their personal situations and to the wider community.	<ul style="list-style-type: none">● Short-life working group to be established to explore the volunteering strategy for Fife and the role of CLD providers in achieving this.
Improve community voice structures at local and regional level ensuring direct connectivity to decision makers.	<ul style="list-style-type: none">● Strengthen work with the National Standards for Community Engagement network and work with community groups and organisations to build opportunities for community influence.
Implement a workforce development plan to support practitioners and volunteers respond to the expressed needs of local communities.	<ul style="list-style-type: none">● Joint workforce development plan agreed through the Tayside & Fife professional CLD Alliance.● Financial support secured through CLD Standards Council for delivery of workforce action plan.

Community Learning & Development Plan 2021-2024



Alternative Formats

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Equality Impact Assessment

Part 1: Background and information

Title of proposal	CLD Plan 2021 - 2024
Brief description of proposal (including intended outcomes & purpose)	<p>The plan is one of the key delivery vehicles for the Plan for Fife. It outlines how community learning and development activity will contribute to the Plan for Fife outcomes over the next three years. The plan identifies the needs and gaps in our current delivery around how we address poverty and inequality in Fife and sets out how we are going to collectively work to tackle these gaps and will report on progress through measurable impacts at a local and regional level.</p> <p>Community learning and development in Fife is characterised by strong partnership working across public sector agencies, third sector providers and with communities. It is a vehicle for change in our communities and uses a distinct form of educational practice that is collaborative, anti-discriminatory and equalities-focused. It is concerned with the empowerment of individuals, families and communities to identify their individual and collective goals, to take part in learning and take action to bring about positive change.</p> <p>Our practitioners and volunteers are guided by a professional practice framework based on competencies and values supported by a code of ethics and a critically reflective responsibility to how they approach their work. Its key priorities are to deliver:</p> <ul style="list-style-type: none"> • Improved life chances for people of all ages through learning, personal development and active citizenship. • Create stronger, more resilient and inclusive communities. <p>The CLD plan provides a guide for practitioners and volunteers across the CLD sector in Fife to inform and shape their thinking and planning in response to community issues and aspirations, as such it should be viewed as a supportive tool to support how we address issues associated with the active engagement and participation of marginalised communities and improving cross-community interactions.</p>
Lead Directorate / Service / Partnership	CLD Partnership
EqIA lead person	Ross Martin
EqIA contributors	Andrew Gallacher and Helen Rorrison, co-chairs of the partnership, Nina Munday (FCE).
Date of EqIA	17 August 2021

How does the proposal meet one or more of the general duties under the Equality Act 2010? (Consider proportionality and relevance on p.12 and see p.13 for more information on what the general duties mean). If the decision is of a strategic nature, how does the proposal address socio-economic disadvantage or inequalities of outcome?)

General duties	Please Explain
Eliminating discrimination, harassment and victimisation	<p>The CLD practice approach is non-discriminatory and challenging of inequalities, following a set of professional values and ethics. Staff and volunteers working in the sector are also offered regular workforce development opportunities and this includes an overview of the Equality Act and how we put this into practice.</p> <p>Our sector is guided by national outcomes and as such is required to provide regular updates on the participation rates of young people. Families and adults. This includes reporting on the protected characteristics of participants.</p>
Advancing equality of opportunity	<p>The CLD sector will work in partnership to support our young people (and in particular those who need more chances to achieve their full potential) to become confident individuals, effective contributors, responsible citizens and successful learners.</p> <p>Beyond this, the CLD sector will continue to seek to improve levels of engagement and learning based activity, with marginalised communities.</p>
Fostering good relations	<p>The CLD plan seeks to work with communities and individuals in an empowering way so that the community as a whole work together to achieve lasting change in their communities.</p> <p>A focus of the CLD sector is being able to engage in dialogue and deliberation around community decisions, how these were reached and what the potential impacts and outcomes will be.</p>
Socio-economic disadvantage	<p>Over the next three years the CLD sector will be prioritising work with disadvantaged communities, families and households to improve their capacity to participate in a broad range of learning-based programmes designed to overcome barriers to participation at personal, community and institutional levels.</p>
Inequalities of outcome	

Having considered the general duties above, if there is likely to be no impact on any of the equality groups, parts 2 and 3 of the impact assessment may not need to be completed. Please provide an explanation (based on evidence) if this is the case.

The plan will have both positive and negative impacts for different protected characteristics. It is anticipated that as we undertake further community engagement to identify learning from the COVID pandemic, we will identify areas for further consideration and action. This may lead to different resource allocations at key points in the plan delivery, resulting in changes to the characteristics being impacted at that time.

Part 2: Evidence and Impact Assessment

Explain what the positive and / or negative impact of the policy change is on any of the protected characteristics

Protected characteristic	Positive impact	Negative impact	No impact
Disabled people	<p>Encouraging greater involvement in community activity.</p> <p>Greater levels of community engagement will lead to strengthened voice of disabled communities in CLD activity.</p>	<p>Accessibility of the CLD plan and learning materials</p> <p>Project planning to include disabled communities.</p>	
Sexual orientation	<p>Our CLD sector has a broad range of services and opportunities targeted at the LGBTQ+ community to support greater levels of visibility, integration and to address issues associated with discrimination and community safety.</p>	<p>Addressing readiness of all activities and programmes being LGBTQ+ friendly.</p>	
Women	<p>Increased opportunities in local communities to develop peer support and engage in learning and leisure opportunities.</p> <p>Increased participation in community structures and decision making</p>		
Men	<p>Increased opportunities in local communities to develop peer support and engage in learning and leisure opportunities.</p> <p>Increased participation in community structures and decision making.</p>		
Transgendered	<p>Our CLD sector has a</p>	<p>Addressing readiness</p>	

people	broad range of services and opportunities targeted at the LGBTQ+ community to support greater levels of visibility, integration and to address issues associated with discrimination and community safety.	of all activities and programmes being LGBTQ+ friendly.	
Race (includes gypsy travellers)	CLD activity and programmes enable individuals and communities tackle discrimination, and support the promotion of rights, equalities and equity, increase community integration and acceptance and build learning and understanding of cultural practices and heritage. The CLD sector also support families and individuals whose first language is not English, to develop their language and literacy skills.	Addressing readiness of all activities and programmes being friendly and welcoming to minority ethnic communities.	
Age (including older people aged 60+)	Increased opportunities to share and influence how they want their communities to develop and the support they would like to see in place locally.	Work with older adults is identified as an area of unmet need within the plan. This is due to resource allocation being primarily focused on education recovery with young people and younger adults.	

Children and young people	CLD activity with children and young people is primarily aimed at children aged 8 – 11 years and young people aged 12 – 21 years. Typical activity areas include traditional youth clubs, work in a schools context, supporting young people transitioning from school into jobs, training or further learning and support for marginalised thematic communities of young people.		
Religion or belief	CLD activity and programmes enable individuals and communities tackle discrimination, and support the promotion of rights, equalities and equity, increase community integration and acceptance and build learning and understanding of religious practice.	Addressing readiness of all activities and programmes being friendly and welcoming to families and individuals from all religious backgrounds.	
Pregnancy & maternity	Increased opportunities to share and influence how they want their communities to develop and the support they would like to see in place locally.	Existing limitations around supporting new and expectant mums to attend CLD activity.	
Marriage & civil partnership			There will be no anticipated, or planned for, impacts on families or individuals with these protected characteristics.

Please also consider the impact of the policy change in relation to:

	Positive impact	Negative impact	No impact
Looked after children and care leavers	Encouraging greater involvement in community activity. Greater levels of community engagement will lead to strengthened voice of disabled communities in CLD activity.	Recording of attendance/participation is variable across the CLD sector. Limited data and intelligence around this community in a CLD context.	
Privacy (e.g. information security & data protection)			No impact
Economy	Over the next three years the CLD sector will be prioritising work with disadvantaged communities, families and households to improve their capacity to participate in a broad range of learning-based programmes designed to overcome barriers to participation at personal, community and institutional levels.		

- Please record the evidence used to support the impact assessment. This could include officer knowledge and experience, research, customer surveys, service user engagement.
- Any evidence gaps can also be highlighted below.

Evidence used	Source of evidence
1. See attached evidence list.	
2.	
3.	
Evidence gaps	Planned action to address evidence gaps
1. Localised learning from COVID	Year 1 of the plan is focused on community engagement,

	consultation and dialogue.
2. Voices of young people	Planned research project with young people aged 11 – 21 years.
3.	

Part 3: Recommendations and Sign Off

(Recommendations should be based on evidence available at the time and aim to mitigate negative impacts or enhance positive impacts on any or all of the protected characteristics).

Recommendation	Lead person	Timescale
1. Accessibility guidance for CLD practitioners	Ross Martin / Nina Munday	TBC
2. Standardised monitoring system across CLD partner organisations to demonstrate demographics of participants.	Lesley Pringle	March 2023
3. Workforce development plan for the sector to be established. To include CPD sessions around the Equality Act and understanding protected characteristics	Vicky Wilson / Lesley Pringle	March 2022
4. Further research around barriers preventing access to CLD activity and programmes.	Ross Martin	March 2023
5.		

Sign off

(By signing off the EqIA, you are agreeing that the EqIA represents a thorough and proportionate analysis of the policy based on evidence listed above and there is no indication of unlawful practice and the recommendations are proportionate.

Date completed:	Date sent to Community Investment Team: Enquiry.equalities@fife.gov.uk
Senior Officer: name	Designation:

FOR COMMUNITY INVESTMENT TEAM ONLY

EqIA Ref No.	
Date checked and initials	

Equality Impact Assessment Summary Report

(to be attached as an Appendix to the committee report or for consideration by any other partnership forum, board or advisory group as appropriate)

Which Committee report does this IA relate to (specify meeting date)?

Community & Housing Services Committee – 26 August 2021.

What are the main impacts on equality?

Overall the main impacts are determined to be positive, focusing on increased levels of community engagement with marginalised and at risk community members and a focus on ensuring that their voices are heard in the local community planning arrangements.

Where there are negative impacts identified, in the main these relate to issues associated with how our workforce development programmes are preparing staff and volunteers to consider the support requirements of the BME and other marginalised communities.

In relation to a strategic decision, how will inequalities of outcome caused by economic disadvantage be reduced?

Over the next three years the CLD sector will be prioritising work with disadvantaged communities, families and households to improve their capacity to participate in a broad range of learning-based programmes designed to overcome barriers to participation at personal, community and institutional levels.

What are the main recommendations to enhance or mitigate the impacts identified?

1. Accessibility guidance for practitioners and volunteers to be developed and shared.
2. Seek to standardise monitoring systems across CLD partner organisations to demonstrate demographics of participants and develop stronger awareness and understanding of successful engagement approaches and activities.
3. Ensure the workforce development plan for the sector includes CPD sessions around the Equality Act.
4. Further research around barriers preventing access to CLD activity and programmes for marginalised and at risk families, households and individuals.

If there are no equality impacts on any of the protected characteristics, please explain.

Further information is available from: Name / position / contact details:

Ross Martin, Community Development (Support) Team Manager

Ross.martin@fife.gov.uk, VOIP 480 064.

One of the following statements must be included in the “Impact Assessment” section of any committee report. Attach as an appendix the completed EqlA Summary form to the report – not required for option (a).

(a) An EqlA has not been completed and is not necessary for the following reasons:
(please write in brief description)

(b) The general duties section of the impact assessment and the summary form has been completed – the summary form is attached to the report.

(c) An EqlA and summary form have been completed – the summary form is attached to the report.

29th October 2021

Agenda Item No. 15

Communities and Neighbourhoods Service Performance Report

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: All

Purpose

To present the performance scorecard for the Communities and Neighbourhoods Service for 2020/21

Recommendation(s)

Members are asked to:

1. Consider the Communities and Neighbourhoods Service performance information presented at Appendix 1.
2. Consider if any further review work or scrutiny is required and the scope of that review.
3. Note the arrangements set out to fulfil the Council's obligation to comply with Audit Scotland's 2018 SPI Direction.
4. Note the information regarding the Area report at Appendix 2.
5. Note the information regarding the Workforce profile at Appendix 3.
6. Note the information regarding the Active Fife Way of Life at Appendix 4

Resource Implications

None

Legal & Risk Implications

None

Impact Assessment

An EqIA is not required because the report does not propose any changes or revisions to existing policies and practices.

Consultation

None required

1.0 Background

- 1.1 Audit Scotland published the Statutory Performance Direction in December 2018. 2020/21 is the second year to which that direction applies. The Council is required to report a range of information setting out:
 - i. Its performance in improving local public services, provided by both (i) the Council itself and (ii) by the Council in conjunction with its partners and communities.
 - ii. Its progress against the desired outcomes agreed with its partners and communities.
 - iii. Its performance in comparison (i) over time and (ii) with other similar bodies, including information drawn down from LGBF and from other benchmarking activities.
 - iv. Its assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment
- 1.2 This is the first performance report submitted following implementation of Oracle Cloud. This system has sophisticated reporting tools and better reporting functionality. However, some of these reports are still in development, particularly those relating to sickness absence.
- 1.3 Members should therefore be aware that the figures in that section are different due to the change of system. Previously, absence was reported as Working Days Lost (WDL) per Full Time Equivalent (FTE). The output data currently being produced is for WDL per employee and, as a result, there is likely to be a slight difference in the figures.
- 1.4 This report is part of the Council's public performance reporting covering the whole of the Council's performance against key indicators, including the Local Government Benchmarking Framework.

2.0 Policy Context

- 2.1 Fife Council and the Fife Partnership have recently completed a review of the Plan for Fife to ensure that continued progress is being made towards the Plan's twelve ten-year ambitions, while at the same time providing a recovery and renewal plan following the Covid-19 emergency. The updated Plan provides clear direction for the Council and the Partnership's work over the next three years. It sets out three recovery and renewal priorities - tackling poverty and preventing crisis, leading economic recovery, and addressing the climate emergency. These priorities will be addressed as part of an overall community wealth building approach that puts people and communities firmly at the heart of everything we do.
- 2.2 The updated Plan has been approved by the Fife Partnership Board and Fife Council and provides the basis for regular reporting to the Fife Partnership Board and relevant Fife Council committees on the delivery of the agreed priorities and ambitions. This will, in turn, drive service performance and improvement activities.

3.0 Covid Impact

- 3.1 The impact of the Covid-19 pandemic has been felt across all aspects of the service and the partner organisations and communities the service works with.
- 3.2 The detail of the support the service provided at the height of the pandemic in 2020 has been reported elsewhere. Many thousands of people across Fife received emergency food and welfare support thanks to the efforts of teams within the service. The pandemic had an impact on the delivery of core service offerings, as is shown in the performance

data within the appendices. For a large part of 2020 there was no core community learning and development service or community use delivery. Many of the community and capital projects that would have been delivered were halted in response to the restrictions and teams having been redirected to deliver emergency support. Emergency support continues to be a feature of the current service offering, although demand is less than during the spring and summer of 2020. Community Use was able to restart outdoor offerings within government and SportScotland guidelines, albeit at reduced capacities.

- 3.3 The Council's ALEOs were also impacted by the Covid restrictions, As can be seen from the performance information in the appendix relating to sports attendances, the impact of 270 days closure for Fife Sports and Leisure Trust and the closure of community use schools resulted in a significant drop in attendances. A similar impact was also experienced by the Fife Culture Trust. Both Trusts were able to provide a positive online experience during the periods of shutdown and reopened as best they could within the restrictions that were in place at the time. Fife Golf Trust and Fife Coast and Countryside Trust were affected in different ways, with the Golf Trust able to resume a degree of operation from May 2020 and Fife Coast and Countryside Trust experiencing a busy operational period with an increase in 'staycations' and visits to Fife.
- 3.4 Capital projects and greenspace work were also affected by the pandemic. Most capital projects were delayed, and greenspace work suspended because of Covid restrictions. Allotments remained open within government guidelines and the increase in visitors to the countryside led to an increase in the number of access issues being dealt with by the service.
- 3.5 Voluntary organisations supported by grants and service level agreements were also impacted by the pandemic. Their services were adapted to meet the needs of their customers using on-line and other digital methods; most staff were able to work from home and Council link officers continued to provide support and advice as required.

4.0 Service Activity

- 4.1 This section outlines keys activities that have been delivered by the service and wider directorate over the past year, along with recovery work that is ongoing.

People and Place Leadership

- 4.2 The development of multi-disciplinary teams during the summer of 2020 led to a change in the Council's area working arrangements, with the agreement of a local People and Place Leadership approach. The multi-disciplinary teams demonstrated the ability of the Council and partners to collaborate effectively to deliver support to families and individuals across different services. This approach is now being developed as part of a wider approach to tackling poverty. All seven areas have established local People and Place Groups and are now developing local processes and building relationships to make this an effective delivery mechanism.
- 4.3 The growth in online learning and video calls led to a growing recognition of the digital inequality that exists across Fife. The service worked with Connecting Scotland to provide people with laptops and access to technology through the Connecting Scotland Scheme. This was supplemented with ongoing telephone support for beneficiaries of the scheme.
- 4.4 Additional telephone and online welfare support was provided during the pandemic. The service now provides a blended service, receiving referrals from a wide range of agencies and providing a mix of face to face, telephone and online advice and support to clients.

- 4.5 The pandemic had a varying impact across Fife, and community research was undertaken to gauge this impact and hear directly from those affected. Narrative enquiry research was undertaken by area teams across Fife with support from Aberdeen University. The research reports will help to ensure that people's lived experiences of the pandemic help shape future provision and crisis/resilience planning. This work was dovetailed with community consultations carried out in summer 2021.
- 4.6 The People and Place Approach, together with learning from work to support individuals and families through the pandemic, helped to inform a successful bid to establish asymptomatic Covid test centres in Fife. Working with NHS colleagues and the Council's communications team, the service established asymptomatic testing centres across Fife, with static and mobile test centres being used to provide free testing to anyone without symptoms.
- 4.7 With the arrival of the Covid vaccines, community use teams worked with NHS colleagues to establish the vaccine centres. Staff from the service continue to support these centres, with many having been trained to administer lateral-flow tests. An important part of testing in Fife has been the ability of the service to support individuals with wrap-around support, including food and welfare advice and hardship support. This was part of a wider package of support provided by Fife Council.
- 4.8 The devolved approach to the provision of support, along with local knowledge, was important in the delivery of support during the pandemic. Community assistance hubs were established across Fife. These hubs worked with Test and Protect staff and community partners to coordinate food supplies and deliveries for people in need. This arrangement was established early in the pandemic and provided vital support. The hubs were supported by colleagues from a range of services who were redeployed to help. Many areas introduced local befriending services - a telephone service to support socially isolated people.
- 4.9 During the summers of 2020 and 2021, community development teams, alongside the Active Fife team and partners, provided an enhanced summer programme that offered children, young people and their families opportunities to engage in activities that were meaningful and enjoyable. For example, over £43,000 was secured from the 'Additional Summer Monies' made available by the Scottish Government to provide activities, including outdoor family learning sessions in the West Fife Villages and in the Orchard in Rosyth. Adult learning opportunities and youth work sessions were offered in the form of face-to-face activities, as well as online sessions, focussing on mental health and wellbeing, digital youth work and work with referred young people.
- 4.10 Area teams have continued to deliver local community plan priorities and a summary of activity in each area is provided in Appendix 2.

5.0 Fife-wide Provision

Physical Activity and Sport

- 5.1 Covid restrictions closed many indoor facilities and prevented indoor sport for much of last year. When restrictions permitted, community use teams developed robust procedures to facilitate the return of employees and customers to Council facilities. Initially supporting outdoor activity, the teams were eventually able to offer indoor sports provision for children and young people. Groups using indoor facilities were offered a 30% discount to help them recover from the loss of income due to activities being cancelled.

- 5.2 Our Active Communities team responded quickly to ensure that people still received opportunities to participate, with a new online offering developed providing weekly participation sessions to all classes, along with daily 'how to be active at home' family sessions, all linked to the '5 ways to wellbeing'. In partnership with the Council's HR Team, and to support the working population, a six-week campaign 'Active Fife 5-a-day' was developed, which encouraged staff to get moving at home or in an office. This was shared with NHS Health Promotion who used the campaign to support businesses across Fife. This initiative generated over 1400 newsfeeds through two social media platforms and three social media accounts, supporting mental health and wellbeing.
- 5.3 A new 'Active Families' outdoor programme was developed in the summer as some restrictions eased, with families able to enjoy a range of free activities, including cycling, golf, tennis, bowls, archery, handball, volleyball, all booked through a new online booking app, supported by the Council's BTS Service. The programme attracted a higher than anticipated number of participants in the first week, with 1,565 people attending across Fife. As word spread via social media, numbers rose in the second week to 1,659. A great indicator of success was the vast majority of customers having booked into more than one session. This continued throughout the rest of the year and into the October school holidays, working in partnership with area teams to link into the 'Café Inc' initiative throughout Fife, part of a targeted initiative to give those from deprived areas the chance to receive a free healthy meal, as well as taking part in physical activity opportunities for all the family.
- 5.4 With walking being one of the few physical activities still able to take place, from July the service recommenced the Walking Programme, initially with around 200 participants. From there, we continued to deliver courses across 13 locations with over 400 participants attending weekly and trained 47 new walk leaders from ESOL, Fife Carers, Sports Hubs, FSLT and community volunteers. This has supported our inclusive approach to physical activity and our aim to reduce social isolation wherever possible. The service continued to support the 78 care homes across Fife, along with the many care providers, with an online activity pack and network meetings. As we were unable to hold our flagship 'Go for Gold' event that has been held since 2012, engaging older adults in physical activity, the team held a virtual event instead, where 39 care homes and over 500 residents took part; here is a link to the video [Fife Older Adults - Go for Gold with Physical Activity \(2020\) - YouTube](#)
- 5.5 Fife Sports and Leisure Trust (FSLT) also worked to reopen facilities following the announcement from the Scottish Government in August 2020 that gyms and leisure facilities could reopen from 31st August. From September 14th, 2020, 13 facilities reopened on a phased basis, except for The Beacon Leisure Centre, which was unavoidably delayed due to the facility's layout, which presented challenges, making delivering social distancing requirements difficult. Between FSLT and community use this represented one of the most significant reopening of facilities across Scotland. However, following the announcement from the Scottish Government of Level 4 local protection measures in December 2020, facilities again closed from December 26th, 2020 and did not reopen during the financial year 2020-2021. The 13 FSLT facilities operated for up to 15 weeks in 2020/21 and many employees were furloughed.
- 5.6 Online tools were used to continue to deliver engagement. FSLT provided an on-line offering delivering ten live fitness classes per week. Participants who previously attended FSLT's Health Programme were engaged to encourage them to keep their physical activity levels up during the lockdown period.
- 5.7 Whilst at the start of the pandemic the online fitness offering provided a degree of optimism that there would be a surge in physical activity, the reopening of centres and the restarting of community sports clubs has shown that there has been a mixed re-

engagement with physical activity and sport. The recently approved Active Fife Strategy is key to increasing physical activity and sport in Fife. The Council and FSLT are working together using 4DX methodology to increase participation in sport and to target citizens who receive concessions, to raise awareness of local provision and to increase 'social connectedness' among older members of the community. Already activities like walking football and inclusive swimming sessions are being delivered with increasing attendances across all public provision.

Culture

5.8 All Fife Culture Trust services and facilities were impacted by the pandemic. Libraries innovated with the development of click and collect services followed by limited browsing as the restrictions changed. Theatres were hardest hit with all shows stopped and only a slow recovery with continued issues in accessing venues. The redevelopment of the Adam Smith Theatre was brought forward. Museums and galleries were also closed and only reopened with limited access. The impact of Covid on staffing has presented challenges across the trusts and continues to be watched closely. Cultural innovation through the pandemic saw the use of online library and book sessions as well as cultural events.

Outdoors and Greenspace

- 5.9 During 2020/21 the Covid impact significantly increased the usage of outdoor spaces. Core paths, access, biodiversity and allotment operations saw an increased level of activity and usage across Fife.
- 5.10 36 allotment sites accommodate over 1600 plot holders. Waiting lists to access plots has exceeded 1500. 19 new allotment sites are planned over the next ten years. External funding opportunities will be sought to match fund Council funding.
- 5.11 While closed at the start of the pandemic, once re-opened playparks were busy across Fife. The recently approved Play Spaces Strategy will assist in transforming play parks over the next ten years and inform spending priorities in play spaces
- 5.12 The River Leven Restoration Project is being delivered in partnership with SEPA, and involves a feasibility, concept and developed design for restoration of the lower reaches of the River Leven, from Windyates to Leven, to improve morphology and ecology, with benefits for biodiversity, greenspace, ecosystem services, access and the local community. In 2020/21 funding was secured from SEPA's Water Environment Fund to develop this work through RIBA Stage 2, with project management support provided from 2021/22 onwards. This project is part of the wider River Leven Programme.
- 5.13 Lyne Burn Green Network project (Dunfermline) commenced at the end of 2020/21. This involves river restoration works and greenspace improvements. SEPA is the major funder and expects Fife Council to secure funding from other sources for greenspace improvements. The project also creates a base in a derelict garden at Touch for a new community company Grow and Play. Grow and Play will create opportunities for food growing and outdoor education. FCCT has an extensive community engagement programme as part of project.
- 5.14 Several greenspace and biodiversity projects which were on hold due to restrictions recommenced. Initiatives included:
- In Glenrothes, Back Burn Restoration Project consultants have continued work on developing the scope for the river restoration project;
 - Bluther Wetland site works were completed to develop habitat enhancement in West Fife;
 - The grant-funded Fife's Buzzing project created over 12ha of species-rich grassland in parks and greenspaces across Fife, working with external partners.

- 5.15 Fife Council has a legal duty to produce a second Fife forestry and woodland strategy, the aims of which will include expanding the woodland resource, responding to climate change and protecting and enhancing environmental quality. Work includes:
- Creating a woodland of 65,000 trees at Minto (between Lochgelly and Cardenden). This will be completed by March 2022.
 - A three-year woodland management project with Rural Skills Scotland (RSS), a social enterprise. RSS will apply for a WIAT grant for Kennoway Den and carry out wood management works at Townhill, Calaismuir (Dunfermline), and Woodend (Cowdenbeath).
 - Work with other services to create new woods on Fife Council land and producing the second woodland strategy.
- 5.16 Fife saw increased use of its outdoor spaces. Nature Scot (2021) estimated that 80% of Scots were visiting the outdoors - up from 64% in 2019. One in five people say that access to the countryside is more important post-Covid. As a result, pressure on landowners has increased. Maintenance of core paths an ongoing challenge. The service has worked in partnership with FCCT, grounds maintenance and with communities to undertake core path works.. In 2020/21 20 access cases were dealt with, all resolved without the need for legal action.

Capital Projects

- 5.17 The value of the service capital plan for 2021-2031 is £55 million. The programme was developed with a range of partners, including other council services, Arm's Length External Organisations (ALEOs) (Fife Sports and Leisure Trust, Fife Cultural Trust, Fife Coast and Countryside Trust, Fife Golf Trust) and partnership projects with the community and third sector. The service is engaged in the delivery of over 250 projects, which cover a range of indoor, outdoor, and green infrastructure projects from small scale through to large infrastructure projects for new builds, refurbishment or enhancements to existing facilities or outdoor space.
- 5.18 Progressing capital projects in 2020/21 was curtailed by the onset of the Covid lockdown, presenting major challenges for design development with partners, procurement, appointment of contractors and suspension of onsite works for live projects. Despite these delays, during 2020/21, 21 large capital projects were completed, a further nine were at a detailed design stage and three were on site. Following the easing of Covid restrictions, other projects have been able to resume.
- 5.19 The delivery of the service capital programme is dependent on several factors. These include Covid recovery impact, people and financial resourcing, project development, access to partner external funding, tender costs being higher than expected, contractor availability, agreement between partners on the scope of the projects, operator capacity to manage new assets or outdoor space, and issues over land ownership and availability in areas of need. In the short to medium term the capital delivery programme will be reviewed to re-phase delivery over a longer period and to review the financial budget to increase the staff resource required to deliver projects

Emergency Resilience and Events

- 5.20 During 20/21 the key role of the Emergency Resilience Team was to support the co-ordination of the Council's response to Covid-19. An interim debrief of the Council's response to Covid-19 has been carried out, and lessons identified will be taken forward to make improvements to the Council's response to any incident. As the Council continues to respond to Covid-19 a further debrief will be carried out.
- 5.21 Due to the impact of Covid-19, all resilience training and exercising was put on hold. The training and exercising programme will be re-started when resources permit.

- 5.22 The level of volunteer work carried out by Fife's communities during the Covid-19 response has been widely recognised. Building on this, work continues to increase awareness of community resilience through the provision of advice and support to community groups.
- 5.23 In addition to Covid-19, during 20/21 there were two notable severe weather incidents (August 2020 and February 2021). These were responded to with partners concurrently with the Covid-19 response. Lessons have been identified for implementation
- 5.24 For the majority of 20/21 most events were not permitted due to Covid restrictions. During that time, the Council's events process was reviewed to ensure a more joined-up approach across services and to improve the experience of event organisers when planning their event. Work continues to develop this process.
- 5.25 As part of the revised process, an events officer role was created. This single point of contact for event organisers will liaise with relevant services and partners, ensuring that events are both successful and safe.

Pan-Fife and Voluntary Sector

- 5.26 Throughout the pandemic, the service worked closely with Fife Voluntary Action and local voluntary organisations to provide vital support and welfare services. Partnership working during the pandemic played a key role in supporting community-led responses. This was achieved through micro-seed funding, partnership delivery and link officer support. During the lockdown, over 70 local voluntary groups worked to support local communities across Fife, providing a range of essential services, including the delivery of shopping and prescriptions, transport and the provision of befriending services.
- 5.27 The Community Investment Team has provided ongoing support to the voluntary sector and community groups – providing funding support, supporting community asset transfers/subsidised leases and managing funding programmes. The team provides support to link officers and commissioning work across the Council and has coordinated work to ready the council for the change to new regional economic development funding from the UK Government through Levelling Up and the closure of the European programmes. The transition between the different funding regimes will require ongoing management.
- 5.28 The Community Development Support Team led on the development of Fife's new community learning and development plan, while continuing to support local CLD delivery through continuing professional development, quality assurance and professional support. YouthSpace Fife provided innovative online engagement and delivery of youth work through Instagram, Facebook and Discord.
- 5.29 The Research Team provided research and policy support across a range of work to improve outcomes and increase capacity within Fife Council directorates.

6.0 Conclusions

- 6.1 The service has responded to the challenges presented by the pandemic and has been recognised by partners and members of the community for the support and assistance provided.
- 6.2 The recovery from the pandemic will be challenging, with a need to further build relationships with communities and develop their resilience and trust in the safety of attending learning, physical activity, sport, leisure and cultural activities.

6.3 Despite the pandemic, the service has been able to bring forward key areas of reform work, notably a new physical activity and sport strategy, more integrated working with the Trusts, tackling poverty and food insecurity strategies, a playpark strategy and an updated CLD Plan. Together with the updated Plan for Fife and a new approach to local People and Place Leadership, these strategies and plans provide a firm foundation for the service's contribution to Fife's recovery and renewal.

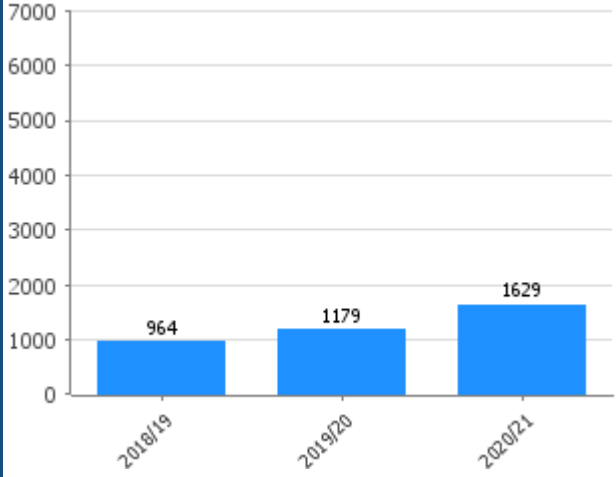
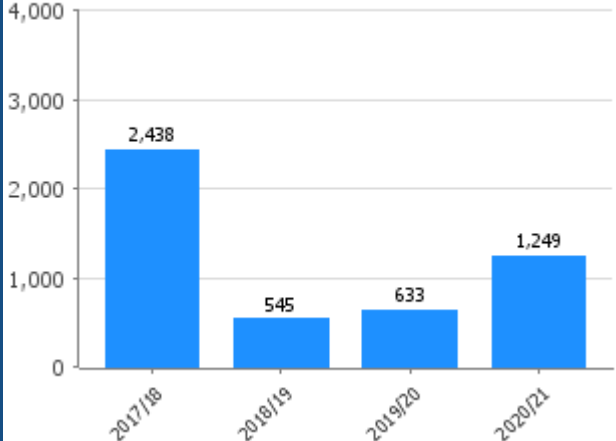
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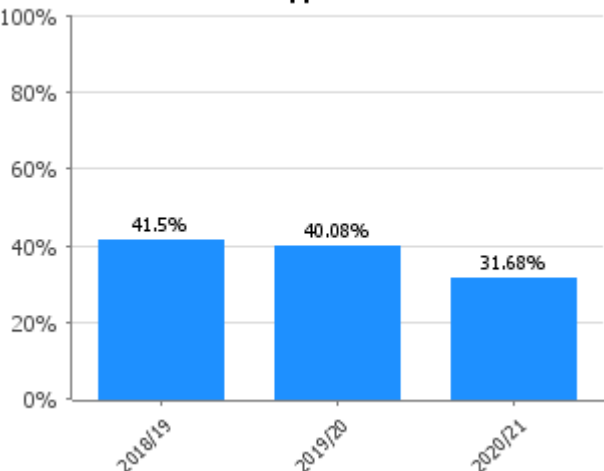
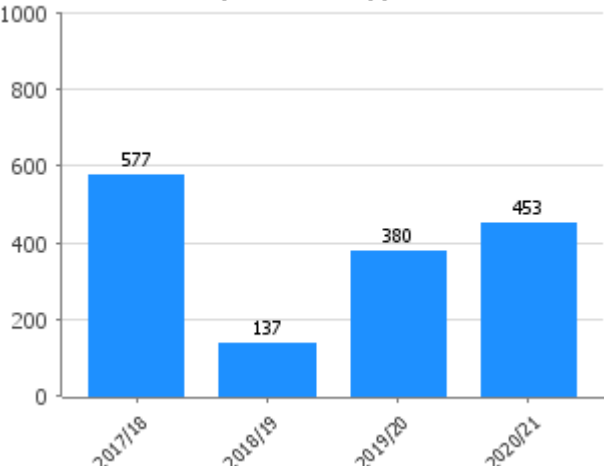
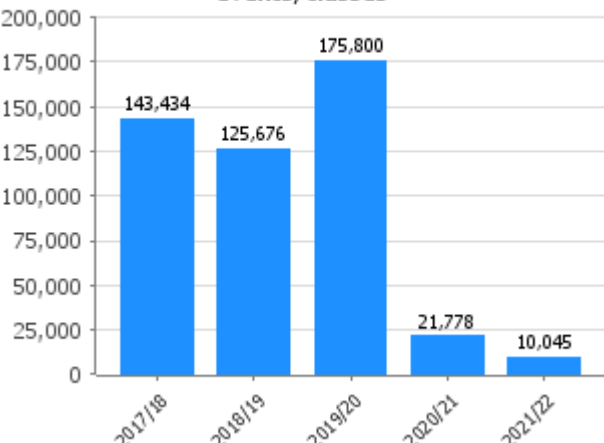
1. Performance Annual Report 20/21
2. Area reports
3. Workforce Profile Report 20/21
4. Active Fife Way of Life

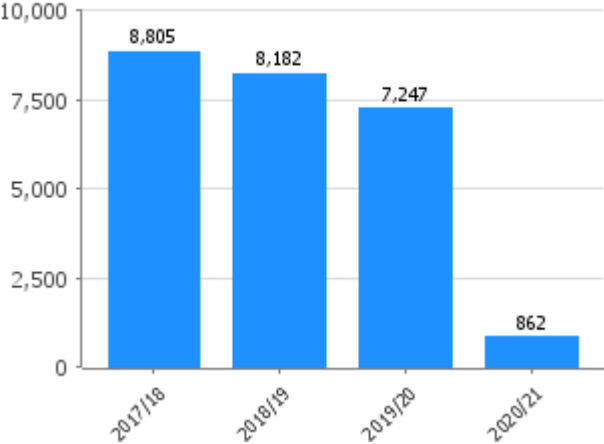
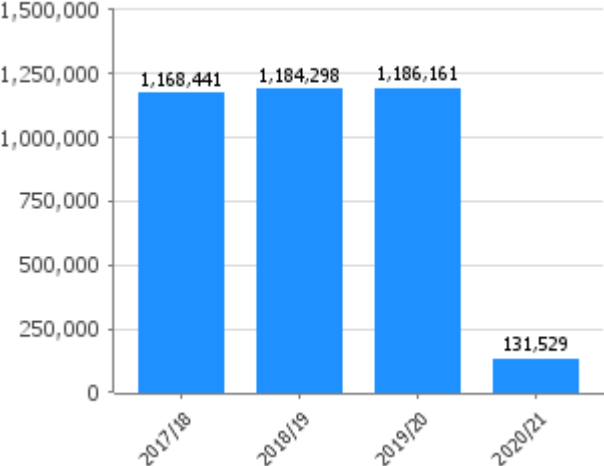
Report Contact

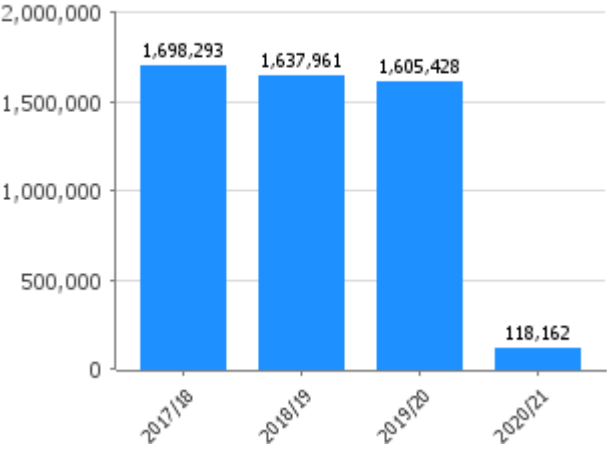
Paul Vaughan
Head of Communities and Neighbourhoods
Email: paul.vaughan@fife.gov.uk

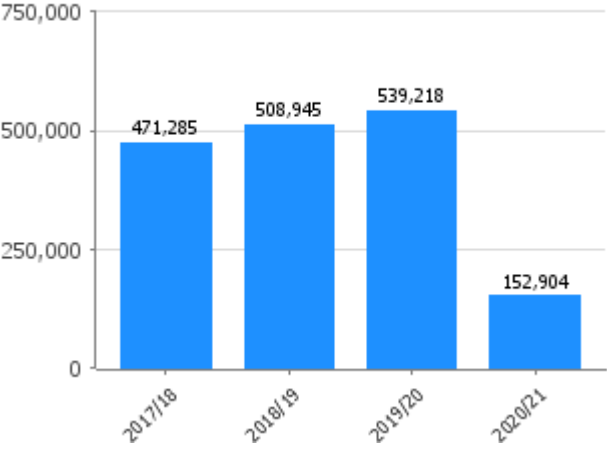
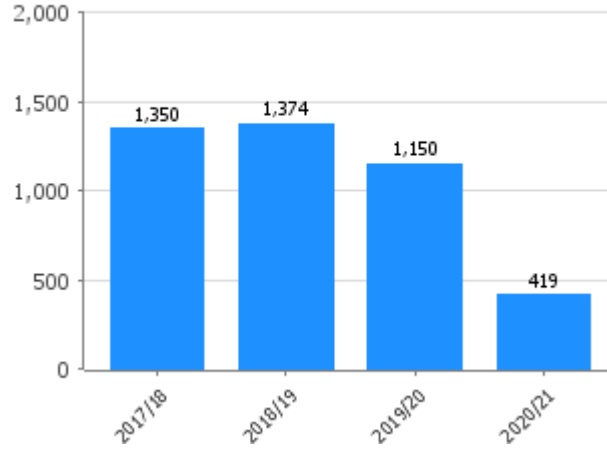
Key Business Delivery

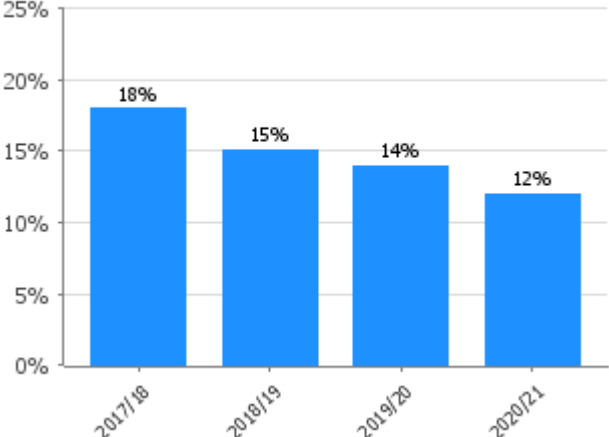
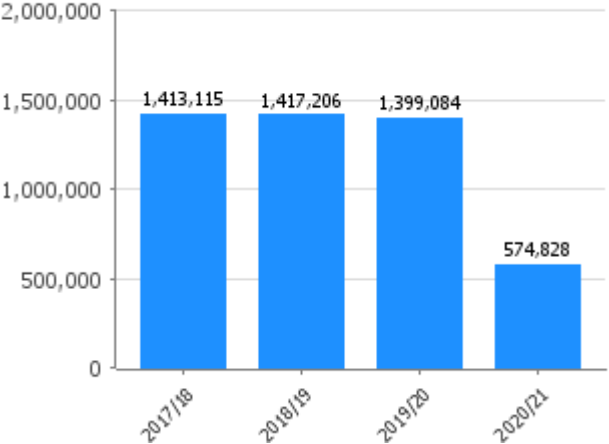
Performance	Progress										
<p data-bbox="300 322 687 349">Allotments Waiting List - Fifewide</p>  <table border="1" data-bbox="186 349 804 824"> <thead> <tr> <th>Year</th> <th>Waiting List</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>964</td> </tr> <tr> <td>2019/20</td> <td>1179</td> </tr> <tr> <td>2020/21</td> <td>1629</td> </tr> </tbody> </table>	Year	Waiting List	2018/19	964	2019/20	1179	2020/21	1629	<p data-bbox="858 322 1390 506">Waiting lists increased, during 20/21. partly due to people's desire to be outside and grow their own food. Other Councils have experienced similar increases in demand.</p> <p data-bbox="858 546 1406 763">During 2020 Covid restrictions meant that no new sites were built, and empty plots were not re-allocated. Restrictions on re-letting existing plots were lifted in spring 2021 and waiting lists have now fallen slightly.</p> <p data-bbox="858 804 1406 1312">There is a commitment in the capital plan to deliver 19 new sites over the next five years to address the demand. However, this is dependent on future funding and obtaining the necessary planning consents. It is anticipated that fewer plots will be handed back each year. The commitment to build new sites should enable the Council to meet the statutory obligation for waiting lists that comes into force in 2026- waiting lists no longer than 5 years or 51% of availability</p> <p data-bbox="858 1352 1406 1458">It is likely that demand will continue to rise due to a combination of Covid, Brexit and climate change. *</p>		
Year	Waiting List										
2018/19	964										
2019/20	1179										
2020/21	1629										
<p data-bbox="229 1476 756 1532">Welfare Reform Support Services - Number of Engagements</p>  <table border="1" data-bbox="186 1532 804 1977"> <thead> <tr> <th>Year</th> <th>Engagements</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>2,438</td> </tr> <tr> <td>2018/19</td> <td>545</td> </tr> <tr> <td>2019/20</td> <td>633</td> </tr> <tr> <td>2020/21</td> <td>1,249</td> </tr> </tbody> </table>	Year	Engagements	2017/18	2,438	2018/19	545	2019/20	633	2020/21	1,249	<p data-bbox="858 1480 1406 1957">The service reached 1249 individuals in 20/21. This is double the target set for the year. Staff have been able to offer face to face support when needed. However, for most of the year, advice and support was delivered via telephone only. From June, community job clubs are being re-opened. A small offer - 25 % of support - will continue via telephone for 2021/22. The new target will reflect the increased numbers from 2020/21 and will be set at 1,843.</p>
Year	Engagements										
2017/18	2,438										
2018/19	545										
2019/20	633										
2020/21	1,249										

Performance	Progress												
<p>Welfare Reform Support Service - SIMD</p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>41.5%</td> </tr> <tr> <td>2019/20</td> <td>40.08%</td> </tr> <tr> <td>2020/21</td> <td>31.68%</td> </tr> </tbody> </table>	Fiscal Year	Percentage	2018/19	41.5%	2019/20	40.08%	2020/21	31.68%	<p>There was an increase in the number of people who were in work who required support during the Covid pandemic, and the service has reached more women and families who have needed help during the last 18 months.</p>				
Fiscal Year	Percentage												
2018/19	41.5%												
2019/20	40.08%												
2020/21	31.68%												
<p>Referrals to Specialised Support Services</p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Number of Referrals</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>577</td> </tr> <tr> <td>2018/19</td> <td>137</td> </tr> <tr> <td>2019/20</td> <td>380</td> </tr> <tr> <td>2020/21</td> <td>453</td> </tr> </tbody> </table>	Fiscal Year	Number of Referrals	2017/18	577	2018/19	137	2019/20	380	2020/21	453	<p>Nearly all the cases dealt with in 2020/21 were complex cases, which included debt issues, with an increase in the number of people referred to specialist debt services.</p>		
Fiscal Year	Number of Referrals												
2017/18	577												
2018/19	137												
2019/20	380												
2020/21	453												
<p>Total participation in Active Communities events/classes</p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Participation</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>143,434</td> </tr> <tr> <td>2018/19</td> <td>125,676</td> </tr> <tr> <td>2019/20</td> <td>175,800</td> </tr> <tr> <td>2020/21</td> <td>21,778</td> </tr> <tr> <td>2021/22</td> <td>10,045</td> </tr> </tbody> </table>	Fiscal Year	Participation	2017/18	143,434	2018/19	125,676	2019/20	175,800	2020/21	21,778	2021/22	10,045	<p>Participation numbers were clearly significantly impacted by Covid-19 restrictions. The number recorded is for face-to-face participation and does not include online sessions delivered, as the data captured could not be compared with previous years. The Active Communities team was able to deliver sessions following Scottish Government/governing bodies guidance, which for much of the year included small number sessions/household bubbles.</p> <p>21/22 has seen the successful level-system enable the reintroduction of most activities. Through the Council's involvement in the Active Fife 4DX programme, and an increased focus on increasing participation in sport & physical activity, a significant</p>
Fiscal Year	Participation												
2017/18	143,434												
2018/19	125,676												
2019/20	175,800												
2020/21	21,778												
2021/22	10,045												

Performance	Progress										
	increase in participation is anticipated for 21/22.										
<p data-bbox="215 338 766 389">Total number of sessions of Active Communities events/classes</p>  <table border="1" data-bbox="193 389 799 831"> <thead> <tr> <th>Year</th> <th>Total number of sessions</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>8,805</td> </tr> <tr> <td>2018/19</td> <td>8,182</td> </tr> <tr> <td>2019/20</td> <td>7,247</td> </tr> <tr> <td>2020/21</td> <td>862</td> </tr> </tbody> </table>	Year	Total number of sessions	2017/18	8,805	2018/19	8,182	2019/20	7,247	2020/21	862	<p data-bbox="863 338 1382 808">During Covid-19 the Active Communities team delivered most participation sessions online due to lockdown restrictions. From July – Dec the number of face-to-face sessions was limited due to Scottish Government / governing bodies guidance. However, the team delivered many sessions using outdoor spaces and family restricted “bubbles”. A second lockdown from Jan 2021 saw face-to-face sessions revert online until the Easter break.</p> <p data-bbox="863 853 1401 1211">21/22 has seen a much quicker return to activity with limited numbers returning to face-to-face sessions following the easing of restrictions. Most sessions have now seen a safe return and, through the increased focus of increasing sport and physical activity through the 4DX programme, an increase in participation levels is projected for this year</p>
Year	Total number of sessions										
2017/18	8,805										
2018/19	8,182										
2019/20	7,247										
2020/21	862										
<p data-bbox="252 1229 735 1258">Number of attendances for ALL pools (SPI)</p>  <table border="1" data-bbox="193 1258 799 1722"> <thead> <tr> <th>Year</th> <th>Number of attendances</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>1,168,441</td> </tr> <tr> <td>2018/19</td> <td>1,184,298</td> </tr> <tr> <td>2019/20</td> <td>1,186,161</td> </tr> <tr> <td>2020/21</td> <td>131,529</td> </tr> </tbody> </table>	Year	Number of attendances	2017/18	1,168,441	2018/19	1,184,298	2019/20	1,186,161	2020/21	131,529	<p data-bbox="863 1234 1214 1263">Community Use Schools</p> <p data-bbox="863 1308 1342 1413">There were major closure periods during 20/21 due to Covid-19 restrictions.</p> <p data-bbox="863 1458 1401 1675">Substantial increases in attendance numbers are anticipated this year compared to last year. All facilities are now nearing full recovery in terms of indoor, outdoor and wetside provision.</p> <p data-bbox="863 1720 1390 1883">The number of swimming pools was reduced due to the closure of old Madras College Community Use and the move to a new site in St Andrews.</p> <p data-bbox="863 1928 1278 1957">Fife Sports and Leisure Trust</p> <p data-bbox="863 2002 1369 2031">Eight swimming pools were open to</p>
Year	Number of attendances										
2017/18	1,168,441										
2018/19	1,184,298										
2019/20	1,186,161										
2020/21	131,529										

Performance	Progress										
	<p>the public for swimming throughout Fife through the first 15 weeks that FSLT was able to open in 20/21. There was a steady increase in occupancy rates per hour for public swimming from 31% in week one to 57% in week 15.</p> <p>The Learn to Swim programme restarted on 12th October in eight venues; on average there were 6000 customers per week attending swimming lessons.</p> <p>Please note. Following the announcement from the Scottish Government regarding entering Level 4 local protection measures, FSLT closed all facilities from 26th December 2020.</p>										
<p>Number of attendances for indoor sport and leisure facilities excluding pools in a combined complex (SPI)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Number of attendances</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>1,698,293</td> </tr> <tr> <td>2018/19</td> <td>1,637,961</td> </tr> <tr> <td>2019/20</td> <td>1,605,428</td> </tr> <tr> <td>2020/21</td> <td>118,162</td> </tr> </tbody> </table>	Year	Number of attendances	2017/18	1,698,293	2018/19	1,637,961	2019/20	1,605,428	2020/21	118,162	<p>Community Use Schools</p> <p>There were major closure periods during 20/21 due to COVID 19 restrictions.</p> <p>Large increases in attendance numbers are expected this year and all facilities are now nearing full recovery in terms of indoor, outdoor and wetside provision.</p> <p>Fife Sports and Leisure Trust</p> <p>11 gym facilities were open to the public, with social distancing measures in place in all gyms. The occupancy rate for gyms remained consistent during the first 15 weeks of opening FSLT currently has an hourly average of 32% occupancy, with Mondays to Fridays 5pm to close being the most popular times for customers using gyms.</p> <p>In week 9 the fitness programme was providing over 100 classes per week, with an occupancy rate of almost</p>
Year	Number of attendances										
2017/18	1,698,293										
2018/19	1,637,961										
2019/20	1,605,428										
2020/21	118,162										

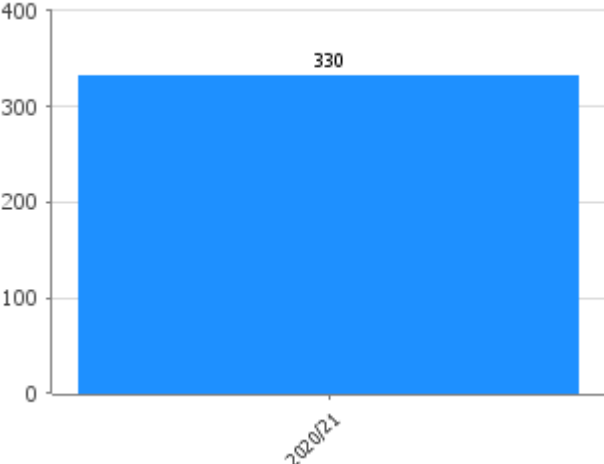
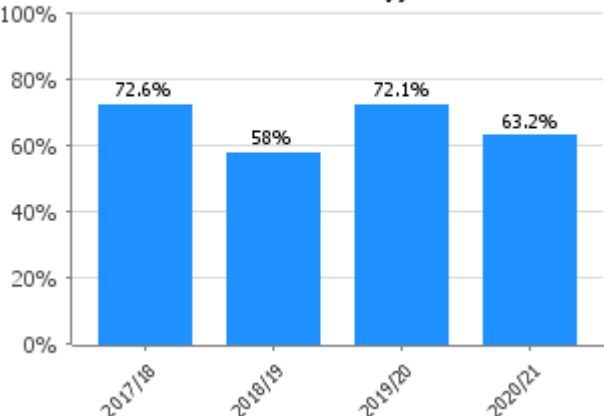
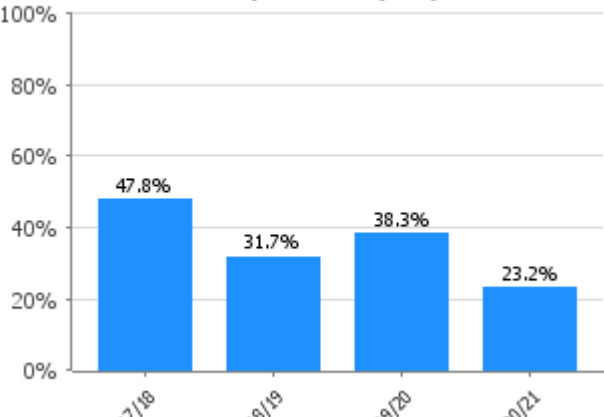
Performance	Progress										
	<p>52%. However, due to Fife entering Level 3 restrictions from 13th November, the programme in centre was placed on hold and an on-line offering was provided. The on-line offering came into place on Monday 16th November 2020, delivering around ten live classes per week.</p>										
<p>Number of attendances at ALL outdoor sport and leisure facilities (SPI)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Attendances</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>471,285</td> </tr> <tr> <td>2018/19</td> <td>508,945</td> </tr> <tr> <td>2019/20</td> <td>539,218</td> </tr> <tr> <td>2020/21</td> <td>152,904</td> </tr> </tbody> </table>	Year	Attendances	2017/18	471,285	2018/19	508,945	2019/20	539,218	2020/21	152,904	<p>Community Use Schools/ Fife Sports and Leisure Trust</p> <p>There were major closure periods during 20/21 due to Covid-19 restrictions. Outdoor facilities resumed sooner than indoor facilities, hence the improved attendances compared to indoor provision.</p> <p>Substantial increases in attendance numbers are expected this year compared to last year, and all facilities are now nearing full recovery in terms of indoor, outdoor and wetside provision.</p>
Year	Attendances										
2017/18	471,285										
2018/19	508,945										
2019/20	539,218										
2020/21	152,904										
<p>No. of community based adult learners from 20% SIMD Datazones (ABE, ESOL and CBAL)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Learners</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>1,350</td> </tr> <tr> <td>2018/19</td> <td>1,374</td> </tr> <tr> <td>2019/20</td> <td>1,150</td> </tr> <tr> <td>2020/21</td> <td>419</td> </tr> </tbody> </table>	Year	Number of Learners	2017/18	1,350	2018/19	1,374	2019/20	1,150	2020/21	419	<p>There was a substantial reduction in the number of adults engaged with in a learning context during the pandemic. The service quickly switched to an online offer but. for many learners living in SIMD communities, access to devices and/or broadband connections to allow them to continue with their learning was restricted.</p> <p>The uncertainty and confusion of the pandemic was most keenly felt by learners in SIMD communities and engagement was less concerned with learning and more with providing a friendly voice on a telephone call or a friendly face as part of a garden visit. Staff targeted regular contact opportunities with learners we knew</p>
Year	Number of Learners										
2017/18	1,350										
2018/19	1,374										
2019/20	1,150										
2020/21	419										

Performance	Progress										
	<p>who were living on their own or who were living in challenging circumstances due to mental health concerns, low incomes or strained personal relationships.</p>										
<p>Percentage of community based learners achieving a qualification</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>18%</td> </tr> <tr> <td>2018/19</td> <td>15%</td> </tr> <tr> <td>2019/20</td> <td>14%</td> </tr> <tr> <td>2020/21</td> <td>12%</td> </tr> </tbody> </table>	Year	Percentage	2017/18	18%	2018/19	15%	2019/20	14%	2020/21	12%	<p>During the 2020/21 year, as a result of the pandemic, e-learning awards were introduced for food safety for volunteers and community groups responding to the emergency situation.</p> <p>In the second part of the year short online awards were re-introduced with a limited number of English for speakers of other languages (ESOL) learners, as well as continuing to offer the 7 Habits programme with families.</p>
Year	Percentage										
2017/18	18%										
2018/19	15%										
2019/20	14%										
2020/21	12%										
<p>Number of Library visits (SPI) - Physical and Virtual Visits</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>1,413,115</td> </tr> <tr> <td>2018/19</td> <td>1,417,206</td> </tr> <tr> <td>2019/20</td> <td>1,399,084</td> </tr> <tr> <td>2020/21</td> <td>574,828</td> </tr> </tbody> </table>	Year	Number of Visits	2017/18	1,413,115	2018/19	1,417,206	2019/20	1,399,084	2020/21	574,828	<p>Library visits decreased as a result of libraries closing completely for Q1 during lockdown. As restrictions eased, libraries were re-opened as quickly as possible, firstly by providing a lending service through a Connect & Collect offer before reopening branches and the home delivery service. There was a major peak in the use of e-book, e-audio books and e-magazines during lockdown. While this is now reducing, it remains above the levels for this service in 2019-20.</p> <p>Visitors to OnFife Libraries' social media platforms and website pages were driven up by Scotland's lockdowns. In response to the first lockdown (Q1 2020), OnFife launched its ShineOn campaign which was developed to shine a spotlight on the inspiring online activities and community support programme developed throughout the Covid crisis by OnFife. Front line library staff were trained to promote the libraries' online offerings through social media. The initial phase of the</p>
Year	Number of Visits										
2017/18	1,413,115										
2018/19	1,417,206										
2019/20	1,399,084										
2020/21	574,828										

Performance	Progress										
	<p>campaign saw traffic to library pages on the website almost double between Q1 and Q2. Connect & Collect and online library services were promoted across social media.</p> <p>While visitor numbers and engagement figures across social media and website increased and decreased in line with lockdowns, between Q1 and Q4, the number of unique visitors to OnFife library website pages almost doubled. The engagement figures for social media accounts for Q1 2020 are unavailable as the method of collecting data changed in Q2 but between Q2 and Q4, engagements on Twitter and Instagram doubled and Facebook pages increased in engagements by nearly 30%.</p>										
<p>The number of visits to/usages of council funded or part funded museums Fife (LGBF)</p> <table border="1"> <thead> <tr> <th>Financial Year</th> <th>Number of Visits/Usages</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>495,637</td> </tr> <tr> <td>2018/19</td> <td>507,913</td> </tr> <tr> <td>2019/20</td> <td>474,008</td> </tr> <tr> <td>2020/21</td> <td>32,174</td> </tr> </tbody> </table>	Financial Year	Number of Visits/Usages	2017/18	495,637	2018/19	507,913	2019/20	474,008	2020/21	32,174	<p>Museum visitor numbers were impacted substantially as a result of complete closures during lockdown. While services were resumed as soon as practical, this was with a booking system to restrict the number of people allowed in the building at any one time so that Covid guidance could be fully adhered to. However, considerable work went into introducing services online, including a highly successful archive project digitising photographs and virtual exhibitions featuring works from the Fife collections.</p>
Financial Year	Number of Visits/Usages										
2017/18	495,637										
2018/19	507,913										
2019/20	474,008										
2020/21	32,174										

Customer

Performance	Progress															
<p>Comm & Neighbourhoods Stage 1 Complaints actioned < 5 days</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Communities and Neighbourhoods Stage 1 Complaints actioned</th> <th>Fife Council Stage 1 Complaints actioned < 5 days</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>77%</td> <td>88%</td> </tr> <tr> <td>2018/19</td> <td>80%</td> <td>90%</td> </tr> <tr> <td>2019/20</td> <td>71%</td> <td>86%</td> </tr> <tr> <td>2020/21</td> <td>100%</td> <td>89%</td> </tr> </tbody> </table> <p>■ Communities and Neighbourhoods Stage 1 Complaints actioned ■ Fife Council Stage 1 Complaints actioned < 5 days</p>	Year	Communities and Neighbourhoods Stage 1 Complaints actioned	Fife Council Stage 1 Complaints actioned < 5 days	2017/18	77%	88%	2018/19	80%	90%	2019/20	71%	86%	2020/21	100%	89%	<p>All Communities and Neighbourhoods Stage 1 Complaints were actioned within five days in 2020/2021.</p>
Year	Communities and Neighbourhoods Stage 1 Complaints actioned	Fife Council Stage 1 Complaints actioned < 5 days														
2017/18	77%	88%														
2018/19	80%	90%														
2019/20	71%	86%														
2020/21	100%	89%														
<p>Comm & Neighbourhoods Stage 2 Complaints actioned < 20 days</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Communities and Neighbourhoods Stage 2 Complaints actioned</th> <th>Fife Council Stage 2 Complaints actioned < 20 days</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>75%</td> <td>87%</td> </tr> <tr> <td>2018/19</td> <td>100%</td> <td>82%</td> </tr> <tr> <td>2019/20</td> <td>50%</td> <td>84%</td> </tr> <tr> <td>2020/21</td> <td>-</td> <td>80%</td> </tr> </tbody> </table> <p>■ Communities and Neighbourhoods Stage 2 Complaints actioned ■ Fife Council Stage 2 Complaints actioned < 20 days</p>	Year	Communities and Neighbourhoods Stage 2 Complaints actioned	Fife Council Stage 2 Complaints actioned < 20 days	2017/18	75%	87%	2018/19	100%	82%	2019/20	50%	84%	2020/21	-	80%	<p>There were no Stage 2 complaints reported for Communities and Neighbourhoods in 2020/2021.</p>
Year	Communities and Neighbourhoods Stage 2 Complaints actioned	Fife Council Stage 2 Complaints actioned < 20 days														
2017/18	75%	87%														
2018/19	100%	82%														
2019/20	50%	84%														
2020/21	-	80%														
<p>External Funding Portal</p> <table border="1"> <thead> <tr> <th>Year</th> <th>External Funding Portal Usage</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>981</td> </tr> <tr> <td>2018/19</td> <td>2,770</td> </tr> <tr> <td>2019/20</td> <td>6,946</td> </tr> <tr> <td>2020/21</td> <td>7,019</td> </tr> </tbody> </table>	Year	External Funding Portal Usage	2017/18	981	2018/19	2,770	2019/20	6,946	2020/21	7,019	<p>The slight increase is a result of encouraging self-help access to funding information for Council staff and community groups. This is achieved through promotion of the portal in the monthly newsletter and at funding events.</p> <p>Since March 2020 additional promotion of Covid related funding opportunities has led to sustained increase in the use of the portal</p>					
Year	External Funding Portal Usage															
2017/18	981															
2018/19	2,770															
2019/20	6,946															
2020/21	7,019															

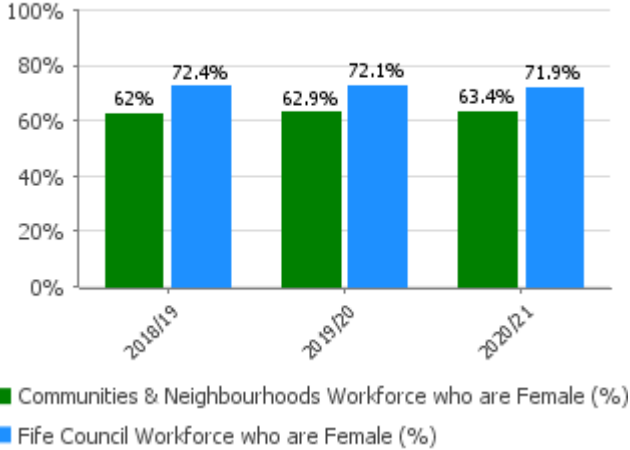
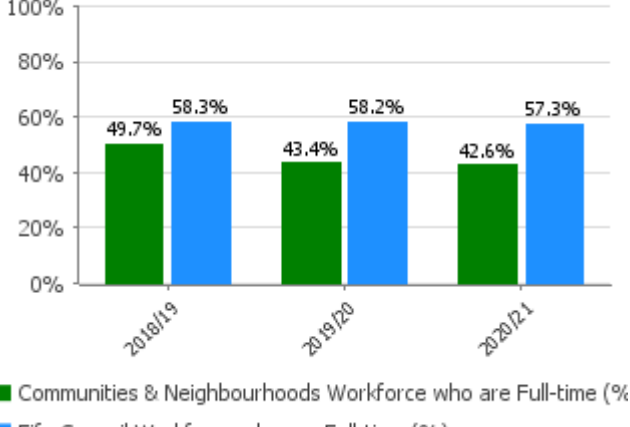
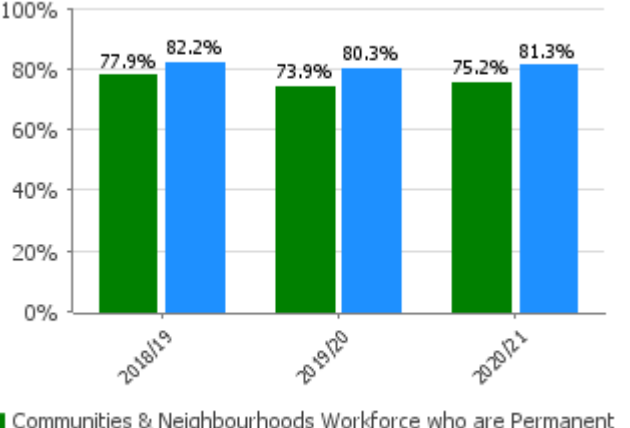
Performance	Progress										
<p>Facebook Stats - Fife Funding Community (followers)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Followers</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>330</td> </tr> </tbody> </table>	Year	Followers	2020/21	330	<p>The Fife Funding Community Facebook page was established in February 2021 to add to the ways in which funding opportunities are promoted to community groups across Fife. Up to three opportunities are posted each week and are supplemented by Tuesday Top Tips.</p> <p>* Please note that data is only available from 20/21.</p>						
Year	Followers										
2020/21	330										
<p>% agreeing Council is addressing issues affecting quality of life in local neighbourhood (Scottish Household Survey)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>% Agreeing</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>72.6%</td> </tr> <tr> <td>2018/19</td> <td>58%</td> </tr> <tr> <td>2019/20</td> <td>72.1%</td> </tr> <tr> <td>2020/21</td> <td>63.2%</td> </tr> </tbody> </table>	Year	% Agreeing	2017/18	72.6%	2018/19	58%	2019/20	72.1%	2020/21	63.2%	<p>While the % of Fifers agreeing that the council is addressing issues affecting quality of life in their local neighbourhood (63.2%) is higher than Scotland (50.1%), this represents a decrease from 72.1% for Fife in 2018. Note: data relates to 2019 Scottish Household Survey.</p>
Year	% Agreeing										
2017/18	72.6%										
2018/19	58%										
2019/20	72.1%										
2020/21	63.2%										
<p>% agreeing that they can influence decisions 20% most deprived Fife (SHS)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>% Agreeing</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>47.8%</td> </tr> <tr> <td>2018/19</td> <td>31.7%</td> </tr> <tr> <td>2019/20</td> <td>38.3%</td> </tr> <tr> <td>2020/21</td> <td>23.2%</td> </tr> </tbody> </table>	Year	% Agreeing	2017/18	47.8%	2018/19	31.7%	2019/20	38.3%	2020/21	23.2%	<p>While the % of Fifers living in the 20% most deprived areas agreeing that they can influence decisions affecting their local area (23.2%) is on a par with Scotland (23.3%), this represents a drop in the historical trend data for Fife in recent years. Note, data relates to Scottish Household Survey 2019.</p>
Year	% Agreeing										
2017/18	47.8%										
2018/19	31.7%										
2019/20	38.3%										
2020/21	23.2%										

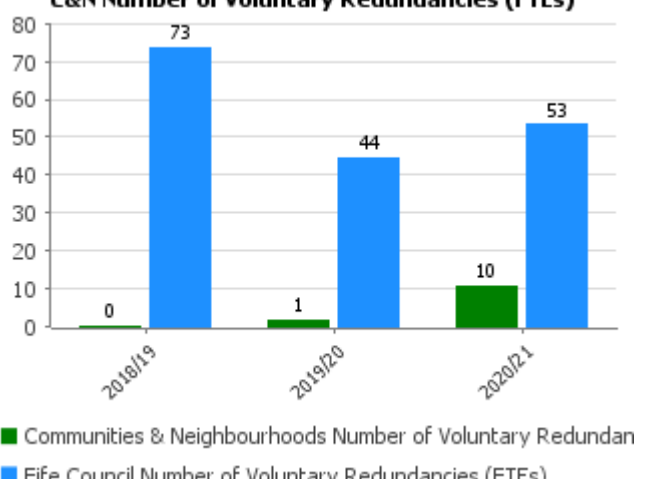
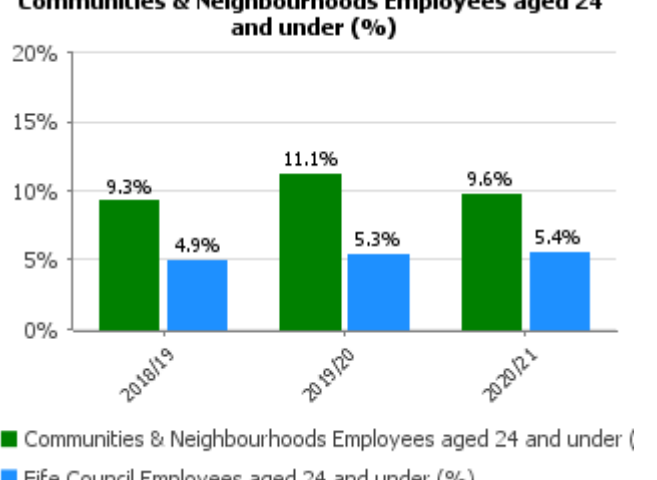
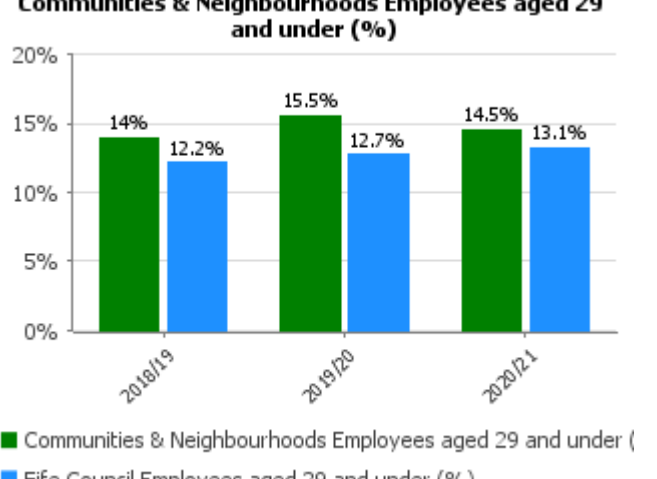
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Year	Fife (LGBF)	Top Quartile	Scotland														
2017/18	69.7%	82%	73%														
2018/19	66.8%	79.73%	72.37%														
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<p>Adults satisfied with museums and galleries (%) (LGBF)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Fife (LGBF)</th> <th>Top Quartile</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>65%</td> <td>76.33%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>63.6%</td> <td>76.23%</td> <td>69.3%</td> </tr> <tr> <td>2019/20</td> <td>63.3%</td> <td>71.8%</td> <td>69.9%</td> </tr> </tbody> </table> <p> ● Adults satisfied with museums and galleries (%) Fife (LGBF) ● Adults satisfied with museums and galleries (%) Top Quartile ● Adults satisfied with museums and galleries (%) Scotland </p>	Year	Fife (LGBF)	Top Quartile	Scotland	2017/18	65%	76.33%	70%	2018/19	63.6%	76.23%	69.3%	2019/20	63.3%	71.8%	69.9%	<p>* Please note that data for 20/21 is not available until later in the year.</p> <p>OnFife continued to work to ensure museum and gallery services inspire visitors and provide exciting experiences for Fife communities, with permanent displays and temporary exhibitions that are enjoyed by all ages. The data is collected by the Scottish Government's Scottish Household survey and as the sample of people used in the survey might not have used the services, they are rating, we are unable to comment further on the data. OnFife is part of the Museum Galleries Scotland Connecting Communities project which will enable it to improve the gathering and analysing of data from museum visitors to reflect accurately the experiences of museum visitors in Fife.</p>
Year	Fife (LGBF)	Top Quartile	Scotland														
2017/18	65%	76.33%	70%														
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Year	Fife (LGBF)	Top Quartile	Scotland																		
2017/18	75.7%	79.33%	72.67%																		
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People

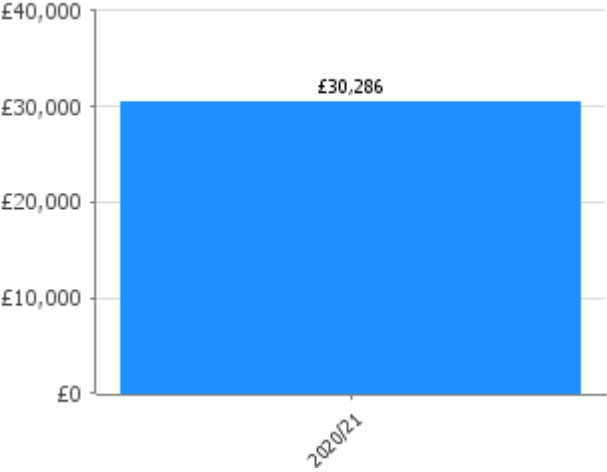
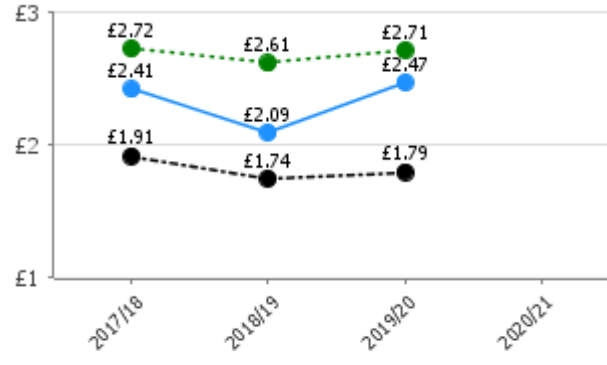
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Year	Fife Council - Average Working Days Lost per FTE	Communities & Neighbourhoods - Average WDL per FTE														
2017/18	11.78	6.90														
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Year	Fife Council - LT Working Days Lost per FTE	Communities & Neighbourhoods - LT WDL per FTE														
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Year	Fife Council - % Absence Rate	Communities and Neighbourhoods - % Absence Rate														
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Year	Communities & Neighbourhoods Workforce who are Female (%)	Fife Council Workforce who are Female (%)											
2018/19	62%	72.4%											
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<p>Communities & Neighbourhoods Workforce who are Full-time (%)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Communities & Neighbourhoods Workforce who are Full-time (%)</th> <th>Fife Council Workforce who are Full-time (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>49.7%</td> <td>58.3%</td> </tr> <tr> <td>2019/20</td> <td>43.4%</td> <td>58.2%</td> </tr> <tr> <td>2020/21</td> <td>42.6%</td> <td>57.3%</td> </tr> </tbody> </table> <p>■ Communities & Neighbourhoods Workforce who are Full-time (%) ■ Fife Council Workforce who are Full-time (%)</p>	Year	Communities & Neighbourhoods Workforce who are Full-time (%)	Fife Council Workforce who are Full-time (%)	2018/19	49.7%	58.3%	2019/20	43.4%	58.2%	2020/21	42.6%	57.3%	<p>The proportion of the Communities and Neighbourhoods workforce who are full-time remained broadly the same during 2020/2021.</p>
Year	Communities & Neighbourhoods Workforce who are Full-time (%)	Fife Council Workforce who are Full-time (%)											
2018/19	49.7%	58.3%											
2019/20	43.4%	58.2%											
2020/21	42.6%	57.3%											
<p>C&N Workforce who are Permanent Employees (%)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Communities & Neighbourhoods Workforce who are Permanent</th> <th>Fife Council Workforce who are Permanent Employees (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>77.9%</td> <td>82.2%</td> </tr> <tr> <td>2019/20</td> <td>73.9%</td> <td>80.3%</td> </tr> <tr> <td>2020/21</td> <td>75.2%</td> <td>81.3%</td> </tr> </tbody> </table> <p>■ Communities & Neighbourhoods Workforce who are Permanent ■ Fife Council Workforce who are Permanent Employees (%)</p>	Year	Communities & Neighbourhoods Workforce who are Permanent	Fife Council Workforce who are Permanent Employees (%)	2018/19	77.9%	82.2%	2019/20	73.9%	80.3%	2020/21	75.2%	81.3%	<p>The proportion of the Communities and Neighbourhoods workforce who are permanent rose slightly during 2020/2021 but remained below the Council average.</p>
Year	Communities & Neighbourhoods Workforce who are Permanent	Fife Council Workforce who are Permanent Employees (%)											
2018/19	77.9%	82.2%											
2019/20	73.9%	80.3%											
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Year	Communities & Neighbourhoods Number of Voluntary Redundancies (FTEs)	Fife Council Number of Voluntary Redundancies (FTEs)											
2018/19	0	73											
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Year	Communities & Neighbourhoods Employees aged 24 and under (%)	Fife Council Employees aged 24 and under (%)											
2018/19	9.3%	4.9%											
2019/20	11.1%	5.3%											
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Year	Communities & Neighbourhoods Employees aged 29 and under (%)	Fife Council Employees aged 29 and under (%)											
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Year	Communities & Neighbourhoods Employees aged 55 and over (%)	Fife Council Employees aged 55 and over (%)											
2018/19	30.7%	25.6%											
2019/20	34.1%	26.3%											
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<p>Communities & Neighbourhoods Number of WYI Bids</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Communities & Neighbourhoods Number of WYI Bids</th> <th>Fife Council Number of WYI Bids</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>9</td> <td>25</td> </tr> <tr> <td>2019/20</td> <td>6</td> <td>57</td> </tr> <tr> <td>2020/21</td> <td>1</td> <td>14</td> </tr> </tbody> </table> <p>■ Communities & Neighbourhoods Number of WYI Bids ■ Fife Council Number of WYI Bids</p>	Year	Communities & Neighbourhoods Number of WYI Bids	Fife Council Number of WYI Bids	2018/19	9	25	2019/20	6	57	2020/21	1	14	<p>The Covid-19 pandemic limited the opportunities for employing young people in the service as part of the WYI programme.</p>
Year	Communities & Neighbourhoods Number of WYI Bids	Fife Council Number of WYI Bids											
2018/19	9	25											
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Year	Communities & Neighbourhoods Number of WYI Programme new starts	Fife Council Number of WYI Programme new starts											
2018/19	11	51											
2019/20	6	24											
2020/21	1	11											

Financial

Performance	Progress																				
<p style="text-align: center;">Crowdfunder</p>  <p>A bar chart showing the amount raised through Crowdfunder for the 2020/21 financial year. The y-axis represents the amount in pounds (£), ranging from £0 to £40,000 in increments of £10,000. A single blue bar represents the total amount raised, which is £30,286. The x-axis is labeled '2020/21'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Amount Raised (£)</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>£30,286</td> </tr> </tbody> </table>	Year	Amount Raised (£)	2020/21	£30,286	<p>* Please note that data is only available from 20/21.</p> <p>7 projects were supported; there were 345 crowd supporters and £30,286 was raised.</p> <p>2020/21 was the first year of operation for Crowdfunder Fife. Unfortunately, campaigns were more limited during periods of lockdown with community groups unable to provide some of their intended activities. Despite this, 'the crowd' pledged £9.80 for every £1 pledged by Fife Council.</p>																
Year	Amount Raised (£)																				
2020/21	£30,286																				
<p style="text-align: center;">Cost per attendance at sports facilities (£) (LGBF)</p>  <p>A line chart comparing the cost per attendance at sports facilities (£) for Fife (LGBF), the Top Quartile, and Scotland from 2017/18 to 2020/21. The y-axis represents the cost in pounds (£), ranging from £1 to £3 in increments of £1. The x-axis represents the financial year. Three data series are shown: Fife (LGBF) (blue line with circles), Top Quartile (black line with circles), and Scotland (green line with circles). Data points are provided for 2017/18, 2018/19, and 2019/20. Data for 2020/21 is not available.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Fife (LGBF) (£)</th> <th>Top Quartile (£)</th> <th>Scotland (£)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>£2.41</td> <td>£1.91</td> <td>£2.72</td> </tr> <tr> <td>2018/19</td> <td>£2.09</td> <td>£1.74</td> <td>£2.61</td> </tr> <tr> <td>2019/20</td> <td>£2.47</td> <td>£1.79</td> <td>£2.71</td> </tr> <tr> <td>2020/21</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p> ● Cost per attendance at sports facilities (£) Fife (LGBF) ● Cost per attendance at sports facilities (£) Top Quartile ● Cost per attendance at sports facilities (£) Scotland </p>	Year	Fife (LGBF) (£)	Top Quartile (£)	Scotland (£)	2017/18	£2.41	£1.91	£2.72	2018/19	£2.09	£1.74	£2.61	2019/20	£2.47	£1.79	£2.71	2020/21	-	-	-	<p>* Please note that data for 20/21 is not available until later in the year</p> <p>Fife Sports and Leisure Trust fees and charges were not increased by the same level across the board, with a more selective charging regime being used. This is the main reason why Fife is in the middle band for average cost per visit when compared with other local authorities.</p>
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Performance	Progress																				
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Area Reports

South and West Fife

The South and West Fife staff team rose to the challenges presented by the pandemic. Community development and community use staff engaged with partners to offer support in the 'response' phase. Team members managed and supported asymptomatic test centres, vaccination facilities and temporary test centres across the area.

As well as re-opening Council premises, staff helped Carnock, Kincardine and Comrie hubs and pantries, including the local foodbank and EATs Rosyth.

Five community pantries have been established throughout South and West Fife. Volunteers are supported by management committees to re-open community run assets. The many clubs and groups who hire Council facilities also required additional support (signposting to e-learning, developing risk assessments etc) in advance of returning to facilities.

The area team has supported the development of the North Queensferry Action Plan using a questionnaire based on the Place Standard. The results contributed to focused discussions at socially distanced workshops. Information gathered is now being used to identify short, medium, and long-term goals to form the action plan.

A South and West Fife Food Resilience Group was established to provide support for food providers and delivery of Café Inc provision. The group consists of community food providers, community development officers. Several community growing spaces have been funded through the local community planning budget. This funding has enabled projects to provide locally grown food to pantry providers. Staff have also been involved with the delivery of emergency food boxes.

Several family learning initiatives have been delivered over the last 12 months. This has included an art project in an underpass in Moray Way North, Dalgety Bay. Staff worked with two primary schools, the local community, and a local artist to produce artwork with an 'under the water' theme. Funding has since been secured to revamp two further underpasses in Dalgety Bay and Inverkeithing.

Staff have been involved in several capital projects including 'Imagine Kincardine' and Renewed Rosyth'. Both projects involved improvements to public realm infrastructure in partnership with Sustrans and other Council services. The community development team facilitated community engagement sessions to capture community views and on the proposed designs.

Area staff have supported Inverkeithing Heritage Regeneration. This £4.144m project includes changes to the historical quarter public realm, a third-party grant scheme, a built heritage activity programme, modernisation, and refurbishment of the town house. As well as informing the plans for the refurbished building, staff found alternative accommodation for displaced groups. The regeneration project was slightly delayed due to the pandemic.

Dunfermline

As part of the area's People and Place Leadership approach it was agreed to create a greenspace strategy for the town. This is led by the local Greenspace Forum in partnership with the Area Committee and supported by community development staff. The forum is investigating how a community anchor organisation could be established that focuses on the benefits of

developing greenspace. During the pandemic, greenspace was integral to people's health, wellbeing and connection to community, as well its role as providing space to support heritage and tourism, help alleviate poverty and address the climate emergency, The strategy has begun to explore and coordinate how the town develops a coherent approach to support, enhance and plan the future success of its greenspace network. A conference is planned for later in 2021 using the online platform Hopin and will follow on from the successful Geddes conference held in June 2021 as part of the local Great Places Project.

A multi-disciplinary team (MDT) was established during lockdown, including members of both the local community development and community use teams. The group met virtually and frequently during the initial stages to ensure that clear and current information being circulated on support for people, including emergency food, financial support, grants, and resources. Staff teams were able to support each other and refer people for support. Directories and contacts were shared to provide local support and to ensure there was an inclusive and streamlined offer of support for people. Emergency response funding streams were also identified and accessed by local people. These included the Scottish Welfare Fund, Settlement Trusts, Food Fund Crisis Grants, and the British Red Cross Hardship Fund.

The Dunfermline Poverty Action Group also co-ordinated anti-poverty and crisis intervention work. The Community Assistance Hub was established in the Dell Farquharson Centre and from there staff and volunteers ensured emergency food and goods were distributed across Dunfermline. Collaboration amongst partners including Fife Voluntary Action, Citizens and Rights Fife, Churches, Community Councils and volunteers was quickly established. The group supported 382 helping hand requests, 4724 people through community pantries, 398 people through emergency food parcels, online vouchers and assisted shopping, as well as 465 volunteers contacted, and 598 foodbank vouchers issued.

Building on the success of the Food for Your Future and the Baldrigeburn pantry, a food resilience group was established to provide a coordinated and pro-active response to food resilience across the town. During the October break, specific and targeted support was offered by several organisations including F3 (Gillespie Church), Food for Your Future, Fife Pantry and Fife Council staff. This included a pilot project in Townhill and Kingseat working alongside eligible households connected to Townhill Primary School. During the school holidays, 524 packed lunches and 241 bags of groceries were distributed.

Cowdenbeath

To respond to Covid, services across the Cowdenbeath Area adapted their offer to support local communities. This included the formation or re-establishment of resilience groups, and local food projects adapting to provide meals and weekly essentials to families in need. As a direct response to the pandemic, a multi-disciplinary team was established and has now evolved into the local People Leadership Team. This has been invaluable for information share and being able to support those individuals and families most in need. Fife's first community testing centre was set up in the area and learning from this was shared as this service was rolled out throughout Fife. Mental health and suicide prevention remained a focus, with additional training for staff right across the area (CLD, Community Use, Safer Communities and the Police) being provided and the involvement of young people in developing an information and engagement campaign.

Visitor numbers at Lochore Meadows continued to grow, and will exceed 1 million this year, as more people visited for daily physical activity and to try new activities. The development of the park will continue to be a focus, both in terms of promotion of the existing offer, as well as identifying its potential for future use. A new capital and partner funded accessible destination playpark is due to open in 2022 and the Rockgelly climbing centre is due to open

shortly creating additional opportunities to provide adventure activities in the area. Ongoing investment in the local area will continue to be a focus going forward, in particular:

- 20-minute neighbourhoods
- Community wealth building – local investment
- Mental Health – Veteran Centre

Significant work has taken place to encourage the community to shop local and return to the Town Centre areas, in particular Cowdenbeath High Street. In conjunction with Love Cowdenbeath and Loyal free, an app has been created to promote all that is on offer from a retail and recreational perspective. Our local Place Leadership group is key to this development and further improvements to the High Street which may include repurposing the Town House.

Local community groups, in conjunction with the Coalfield Regeneration Trust, are continuing to work on community action plans across the Cowdenbeath Area. These have also attracted additional investment to help to support local development.

Kirkcaldy Area

Initially co-ordinated through the Multi-Disciplinary Teams (MDT) in the Area, staff, partner organisations and local communities worked tirelessly to respond to the multiple and complex challenges presented during a global pandemic. Boundaries were blurred and people came together during the response phase to develop and co-ordinate the distribution of food supplies, set up of community testing and vaccination centres and support was put in place to combat the severity and impact of social isolation.

In the recovery phase, the People and Place Leadership Teams reflected on the emerging needs that their teams and organisations had identified and considered the recommendations in the narrative enquiry research with Professor Karen McCardle. The groups are mapping these reflections, data and information from organisations against the current areas of focus in the Plan 4 Kirkcaldy Area which will inform a refreshed Recovery and Renewal Area Plan.

Partners from the Kirkcaldy Area WRAAP have initiated a Crisis Planning subgroup which has been created to review the area response during the pandemic and to work on the development of an off the shelf plan if faced with a similar crisis in the future.

In partnership with the Communications Team, the Community Development Team led a pilot project to make 'Our Kirkcaldy' more community led and increase the reach of the page. The team were encouraged to come up with creative ways to engage with local communities which led to teams and local people participating in the '2 metres is' campaign. One video submitted by a parent of a local 4-year-old showcasing 2metres of cookies had over 4.5K views. These approaches resulted in key campaigns, messaging and engagement which has increased likes and followers by 40%.

Staff and Partners delivered a range of online, outdoor and indoor provision. Much of the activity was delivered online or with activity packs and kits being delivered to households. Some of the activities included:

- Family learning: As well as lots of families benefitting from learning about play outdoors, 10 families progressed to achieve the John Muir award at the height of the pandemic;
- Five Ways to wellbeing challenges were set with adult learners and families participating across the area;
- A series of cooking with us videos were developed for Facebook to maximise the use of store cupboard basics and food parcels.

The Community Development Team and Kirkcaldy YMCA offered a range of online youth work activities through the pandemic to ensure young people felt connected and that support was accessible. This then extended to outdoor learning, including cycling groups, wellbeing workshops, 16-plus returning, LGBT groups and schools' work. Staff and young people returned to face-to-face activities during the summer, which included a residential programme for the Youth Forum Group and a return of some youth clubs.

A Test of Change pilot involving staff from the Kirkcaldy Community Development Team, Housing and Social Work started in August 2021. The aim is to work collaboratively to reduce poverty by offering a person-centred approach to improving outcomes for those facing multiple disadvantage. By sharing resources, knowledge and approaches the team aims to intervene early and prevent people from spiralling to statutory services and further hardship. Inspired by the success of the Participatory City model developed in Barking and Dagenham, Fife Council were invited to explore participation in the project with 5 other Local Authorities in Scotland. 3 staff went down to Barking and Dagenham to further explore the concept. There has been a considerable delay due to the pandemic, but a feasibility study has now commenced in Kirkcaldy. From the initial 6 local authorities identified in Scotland, Fife and Renfrewshire are proceeding with the feasibility phase. The process is being led by The Corra Foundation and findings will be available in January 2022.

In partnership with a range of organisations progress has been made in energising the Kirkcaldy Town Centre through the development of the Love Kirkcaldy Gift Card and Rewards Card and promotional videos featuring local people. Love Oor Langtoon (a Community Interest Company - CIC) is now in its second year and is working in partnership to develop the Town Centre and the Town is now host to a very successful weekly artisan market organised by local traders.

Levenmouth

During 2020 and 2021 the area has developed its local People and Place arrangements. The establishment of the People group as a direct reaction to the pandemic has helped to develop quick solutions during a period that required adaptation and flexibility.

The People group has now started to refine its core priorities for the area, including:

- The Promise - ensuring local compliance with the terms of the Promise,
- Levenmouth Drugs Deaths Strategy - cross service support for this ADP led initiative.
- Mental health - Initial direct support for the approach to a mental health framework for young people, led at this time by Barnardo's and Columba

The work of the local welfare reform and anti-poverty group (WRAP) has also seen a redefinition of core work around the following four themes, each led by a subgroup of the WRAP:

- Food insecurity
- Digital inclusion and connectivity
- Mental health - all ages
- Welfare reform and wider anti-poverty work

Each of these sub-groups will progress actions to increase collaborative approaches and build in efficiencies where achievable.

In terms of Place, there has been ongoing activity over 20/21 around the core projects of:

- Rail Link
- River Leven
- Town centre redevelopment
- Silverburn Park

These projects fit well with the agreed priorities for the Levenmouth Place Group which are as follows.

- Rail Link - Maximising Outcomes, Understanding Impacts - supporting the four strategic briefs. Includes climate change and adaptation approaches.
- River Leven- Maximising Outcomes. Understanding Impacts - supporting the agreed workstreams. Includes climate change and adaptation approaches.
- Town Centre Regeneration - Built environment improvements, encouraging alternative uses of for vacant space within Leven town centre.
- Housing Development - Promoting opportunities for appropriate development.
- Promoting Innovation- An ongoing focus on Energy Park Development and the opportunities it presents. H100 (hydrogen production and supply) and the decommissioning approach will be key elements in this approach.
- Local Development Plan – The Place Group to act as a local respondent on LDP consultation.
- Fife Shoreline Management Plan – The Place Group to act as a local respondent on the Shoreline management Plan review.
- Vacant and Derelict Land – Agreed aim to reduce the prevalence of VDL sites in the area which impact on SIMD outcomes.
- Local Greenspace /Play Space Strategy - reducing the maintenance burden, improving the quality of the play offer, and increasing local satisfaction.
- Improved Quality of Community Facilities – Ensuring FC facilities are fit for purpose are supportive of service delivery and provide opportunities for viable community transfer.
- Improving maintenance arrangements - reconfiguring resource allocation to ensure key outcomes are met – town centre and key gateways will be a focus.
- Local project management. The Place Group will support the delivery of capital and revenue projects which have a Place improvement focus.
- The development and Implementation of the new Levenmouth Local Community Plan and Buckhaven South Neighbourhood Plan.

The work on the rail link is progressing to a point that the exact locations of the two train stations at Leven and Windygates have been identified along with the linkages these will require to ensure good connectivity and accessibility for active travel options as well as car and bus infrastructure. The preparation of the track bed is well underway, with Network Rail developing a large compound to facilitate this work, the aim is to have the track fully operational by 2024

The River Leven Connectivity Project has been partly incorporated into the rail link path connections design, the alignment of these two large projects is important to ensure the maximum advantage from both approaches is derived. The masterplan document was completed over the last year and will now be considered for its main funding support in from the Lottery in March 2022.

Town centre work has progressed in terms of public realm and connectivity improvements at Aitken Street and Commercial Road. A focus on vacant and derelict property has also seen the demolition of and proposals coming forward for the development of a key site at Bridge Street which had three derelict units, along with an undertaking from the owner of the Threeways Inn to start redevelopment of that property in late 2021. The Cummings building which has been a cause for concern for several years now appears to have an owner willing to carry out work, and the WH Smith building, one of the largest vacant units in the High Street is currently undergoing renovations led by our third sector partners at BRAG.

North East Fife

The People and Place Leadership Teams will help to deliver the Local Community Plan. The People Leadership Team will focus on person centred approaches to GIRFEC (getting it right for every child), learning, employability, social inclusion, mental wellbeing, poverty and inequality and access to services. The three priorities identified by the team for action in the short term are:

- Mental health and social isolation
- Poverty and inequality
- Homelessness

The Place Leadership Team will undertake area work focusing on green space, play and recreation, facilities and amenities, transportation, traffic management and parking, skills development and the local economy, economic regeneration, climate change, community wealth building, community safety, housing and community-led services. The group has had three meetings to date and has identified a short-term priority - to ensure that residents benefit from new jobs created at Eden Mill.

In developing both the area anti-poverty plan and the workplan for the team, staff spoke with people across the locality, as well as within smaller targeted areas, about their situations and their recent experience of Covid-19. This highlighted the priorities that will make a real difference to the lives of the people in the area. A report recording the experiences of those was produced in partnership with Professor Karen McArdle entitled: 'Some People are Struggling in NEF – Now more than ever'. The recommendations from the report inform the priorities for the community development team and the Anti-Poverty Group. Issues of isolation, loneliness, financial hardship, and barriers to accessing help were identified. A key focus for the area is the cost of bus travel for the unemployed and fuel poverty. Work with young people and adults to support them to reach their full potential continued despite lock downs, with staff finding innovative ways to reach out and work with people online.

The community development team has been supporting many communities in Northeast Fife to rally round its more vulnerable members. Many new and vibrant community groups and community led responses have been developed from meal making and food delivery, to clothes appeals and activities to address isolation. The team is working with these new activists and groups to both develop services and to deliver services in a different way. More people in need of services are now being reached. There is a wider network of local people working alongside the team and acting as community connectors.

The clearest evidence of the impact of this is the increased community engagement in the delivery of the holiday hunger programme, Café Inc, in Northeast Fife. This summer there have been just over 2000 more meals provided for children across the area when compared with what we delivered in 2019. Area staff are working with more community partners to deliver this programme. A variety of community venues, community centres and new food banks have all stepped up and worked with area staff to grow the provision to this level, the level of provision has doubled to 4000 meals being delivered over the seven- weeks summer holiday.

Glenrothes

2020/21 was dominated by the issues relating to the pandemic and how local teams have had to adapt and respond to the challenges that this presented. Teams went into emergency mode and organised local food distribution networks and direct provision to vulnerable people. Our local Welfare Workers have dealt with unprecedented requests for emergency assistance and advice provision.

People and Place Groups were established, bringing together a range of services to identify and deal with a range of local issues. The immediate effect of this collaborative working was to ensure that solutions to many individual customer issues could be resolved by making more appropriate referrals. As lockdown eased, attention moved to long term impacts of the pandemic on local people, it was agreed that mental health was a major issue that required a multi-Service approach. This project is currently progressing in 2021/22.

The regeneration of the Glenwood area remains a key priority within the local community plan. A multi-disciplinary team was established in 2020/21 and a Compulsory Purchase Order process was commenced.

A Town Centre Masterplan was developed following local consultation. This plan provides a firm basis for the future development of the town centre.

The development of local Neighbourhood Plans is a key priority and is now supported by the local Place Group.

COMMUNITY & NEIGHBOURHOODS – WORKFORCE PROFILE 2020/2021 FINANCIAL YEAR (01 APRIL 2020 – 31 MARCH 2021)

Service	Budgeted (FTE) April 2018	Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Difference in FTE 2020-2021
Community & Neighbourhoods	321	315	330	459.54	129.54
Total	321	315	330	459.54	129.54



S-10 A-154

Changing



Lives

S-6 A-44

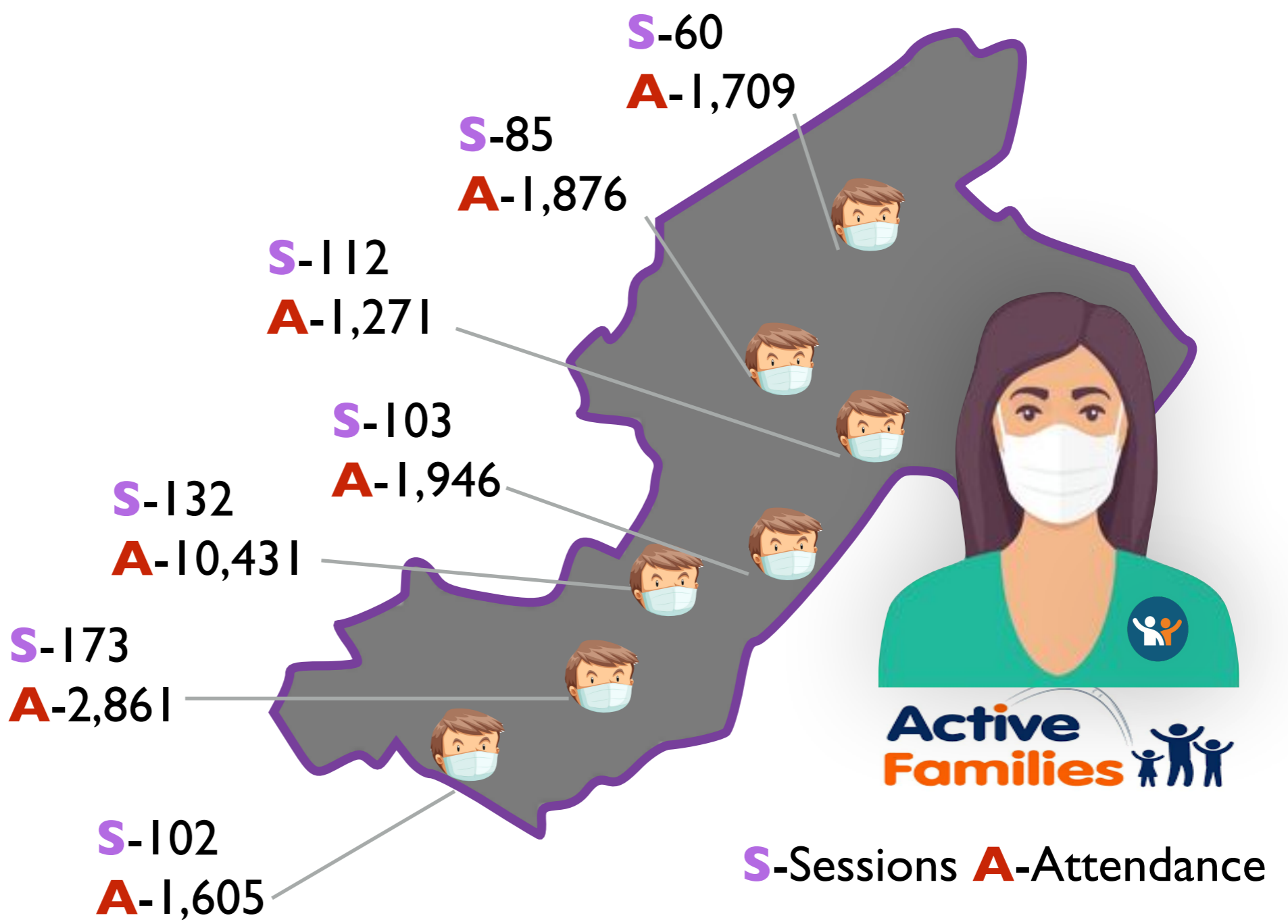


Club

Development

S-43 A-321

Activity in Numbers 20/21



Community and Housing Services Sub-Committee of 3rd February 2022			
Title	Service(s)	Contact(s)	Comments
Minute			
Garden Fencing Policy		John Mills	Finalised Garden Fencing Policy submitted for agreement by the Sub-committee.
Management of Community Halls and Centres		Andrew Stokes	2nd report, following approval at Nov 2020 meeting. Deferred due to covid, expected at meeting 02.02.21, update 03.02.22
Local Housing Strategy Jan-March 2022		John Mills	Expected February 2022
Community Assets and Services: Prices and Concessions	Communities and Neighbourhoods Service	Samantha Pairman, Daryl Keddie-cu, Andrew Stokes	Expected February 2022
Cowdenbeath Leisure Centre (LC) - Integration and Improvement of Provision	Communities and Neighbourhoods Service	Andy Maclellan, Kevin Okane	Andy MacLellan to advise if report required at later date - expected January/Feb 2022
St Andrews Skateboard Park (Pipelands)	Communities and Neighbourhoods Service	Andy Maclellan	13.08.20 - moved to unallocated as low priority due to covid-19 - expected January/February 2022
Revenue Monitoring 2021/22	Finance and Corporate Services	Emma Richards, Lesley Kenworthy	
Community Development Finance Institution (CDFI) Progress Report - Year 2	Communities and Neighbourhoods Service	Sharon Douglas	Annual progress report (year 3) - contract will need reviewed/extended. Submit to meeting on 03.02.22
Capital Monitoring 2021/22	Finance and Corporate Services	Emma Richards	
Trusts Annual Reports		Andy Maclellan, Tim Kendrick	Trusts Annual reports last at committee January 2021 - FSLT, FGT and FCT

Community and Housing Services Sub-Committee of 3rd February 2022			
Title	Service(s)	Contact(s)	Comments
Community and Housing Services Sub-Committee Forward Work Programme			
Fife Violence Against Women Partnership Annual Report 2020/21		Sheila Noble	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Trust Management & Governance	Communities and Neighbourhoods Service	Tim Kendrick	request submitted at Feb 22 meeting.
Area Lettings Plan		John Mills	meeting tbc - Area Committees agreement, early summer/autumn
CLD Annual Report/Update		Ross Martin	Annual report/update expected for submission to Sub-Committee every August (from 2022).

29th October, 2021

Agenda Item No. 17

Affordable Housing Programme (Public Report) – 8 New Houses – Westwood Park, Glenrothes

Report by: John Mills, Head of Housing Services

Consulted: Ken Gourlay, Head of Assets, Transportation & Environment

Morag Ferguson, Head of Legal & Democratic Services

Caroline MacDonald, Procurement Service Manager

Wards Affected: 13

Purpose

As part of the ongoing implementation of Phase 3 (2017-22) of the Fife Affordable Housing Programme, this report seeks authority to continue negotiations and conclude a legally binding agreement with the Developer as outlined in the relevant appendix:

- (a) To purchase newly constructed units to Housing for Varying Needs Standards.

Recommendation(s)

The Committee is asked to note the contents of this report and note that a private paper detailing the (commercial) terms are to be considered later in the agenda.

Resource Implications

The Council has identified capital borrowing capacity within the 30-year Housing Revenue Account (HRA) Business Plan for the delivery of new Council housing. In addition, the Scottish Government has allocated housing subsidy funding to assist in the delivery of new affordable housing. Hence there is adequate funding available to deliver the project.

Legal & Risk Implications

Competence & Vetting

Developers undergo technical competence and financial vetting assessments as part of the pre-award process.

Land Acquisition

The contract for the acquisition of the land will be subject to:

- (a) the Developer exhibiting a valid title to their site to the Councils satisfaction; and

- (b) the Developer obtaining full planning permission and any other necessary consents for the construction of the units.

Procurement

The Development falls within the exemption for the acquisition of land and are therefore exempt from having to comply with the Procurement Regulations.

Impact Assessment

An Equalities Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices as set out in the Strategic Housing Investment Plan.

Consultation

The Committee Convener and Members for the ward have been consulted.

Consultation has also taken place with the members of the Affordable Housing Programme Board.

1.0 Background

- 1.1 The Council and its partners are committed to delivering 3,500 new affordable homes by May 2022.
- 1.2 To achieve this goal the Council is developing or redeveloping land/buildings in Council ownership; working with key partners including the Fife Housing Association Alliance (FHAA) and the Scottish Government; and, as in this case, engaging with private sector landowners, their agents and Developers.
- 1.3 This report focuses upon proposals to deliver new council homes for social rent that has emerged from the process of private sector engagement which will continue throughout the life of the Affordable Housing Programme.
- 1.4 There is considered to be further scope to deliver additional units by similar means although the precise mechanisms and the associated risks will vary and will be assessed on a case by case basis.

2.0 Issues and Options

- 2.1 Detailed information regarding the proposed development is contained within the relevant Appendix (Private Report Only).
- 2.2 To ensure that all potential Developers are aware of, and how to access, the affordable housing programme Fife Council periodically advertises on Public Contracts Scotland to invite contact from appropriately skilled and experienced Developers who can construct housing which meets the Council's requirements on their own land within Fife. The notice was last published on 11 Jul 18 with no respondents. Previous similar notices were published in 2017, 2014, 2013 & 2010.

2.3 Inflation costs within housing construction have increased 16% since the latter developments of Phase II of the programme were approved (*source BCIS Q3 2015 to Q3 2019*). Compounding factors include:

- The ongoing recovery in the housebuilding sector in Fife (increase house completions in Fife in all sectors 805 [2013-14] to 1,923 [2017-18]. *Source Scottish Government new build completions*).
- An expansion of affordable housing construction throughout Scotland (increase in completions from 7,012 [2013-14] to 8,534 [2017-18] *Source Scottish Government, Affordable Housing Supply Programme: new affordable housing approvals: 2000-01 to 2017-18*).

3.0 Conclusions

- 3.1 This proposal offers an opportunity to deliver much needed new affordable housing within the parameters of the programme as well as supporting ongoing development.
- 3.2 Further work is required to conclude the proposed deal. Initial investigations and negotiations have assumed an ability to deliver the project, but remaining risks and issues will be managed as the projects move forward.

Background Papers

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

- Housing Needs and Demand Assessment 2014 (HNDA)
- Strategic Housing Investment Plan 2017/18-21/22 (SHIP)

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29th October, 2021

Agenda Item No. 18

Affordable Housing Programme (Public Report) – 97 New Houses – Lumphinnans Road, Cowdenbeath

Report by: John Mills, Head of Housing Services

Consulted: Ken Gourlay, Head of Assets, Transportation & Environment

Morag Ferguson, Head of Legal & Democratic Services

Caroline MacDonald, Procurement Service Manager

Wards Affected: 7

Purpose

As part of the ongoing implementation of Phase 3 (2017-22) of the Fife Affordable Housing Programme, this report seeks authority to continue negotiations and conclude legally binding agreements with the Developer as outlined in the relevant appendix:

- (a) To acquire the site for the development of new affordable council houses for rent; and
- (b) For the construction of new affordable council houses for rent (recognising the stated figures may be adjusted as the detail in the proposals is worked through).

Recommendation(s)

The Committee is asked to note the contents of this report and note that a private paper detailing the (commercial) terms are to be considered later in the agenda.

Resource Implications

The Council has identified capital borrowing capacity within the 30-year Housing Revenue Account (HRA) Business Plan for the delivery of new Council housing. In addition, the Scottish Government has allocated housing subsidy funding to assist in the delivery of new affordable housing. Hence there is adequate funding available to deliver the project.

Legal & Risk Implications

Competence & Vetting

Developers undergo technical competence and financial vetting assessments as part of the pre-award process.

Land Acquisition

The contract for the acquisition of the land will be subject to:

- (a) the Developer exhibiting a valid title to their site to the Councils satisfaction; and
- (b) the Developer obtaining full planning permission and any other necessary consents for the construction of the units

Procurement

The Development at Lumphinnans Road (Appendix A) normally require a publicly advertised, competitive procurement exercise. However, a Negotiated Without Call for Competition Procedure can be justified where the works can only be supplied by a particular economic operator as per 33(1)(b)(iii) of the Public Contract (Scotland) Regulations 2015:

A contracting authority may award a public contract following negotiated procedure without prior publication of a contract notice or prior information notice in any of the following cases (iii)the protection of exclusive rights, including intellectual property rights,

but only, in the case of paragraphs (ii) and (iii), where no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement; or

The risk of a legal challenge to the award of these contracts on the ground they will be not publicly advertised, competitive procurement is low.

The Procurement threshold for works contracts is £5.45M. One of the remedies available following a successful procurement challenge for a contract above the threshold is an Ineffectiveness Order. The risk of this remedy being granted can be mitigated by publishing a Voluntary Ex Ante Transparency Notice ("VEAT Notice"). This remedy is applicable to the Lumphinnans Road Development.

Impact Assessment

An Equalities Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices as set out in the Strategic Housing Investment Plan.

Consultation

The Committee Convener and Members for the ward have been consulted.

Consultation has also taken place with the members of the Affordable Housing Programme Board.

Information regarding the progress through the planning process for the developments is set out in the relevant appendix.

1.0 Background

- 1.1 The Council and its partners are committed to delivering 3,500 new affordable homes by May 2022.
- 1.2 To achieve this goal the Council is developing or redeveloping land/buildings in Council ownership; working with key partners including the Fife Housing Association Alliance (FHAA) and the Scottish Government; and, as in this case, engaging with private sector landowners, their agents and Developers.
- 1.3 This report focuses upon proposals to deliver new council homes for social rent that has emerged from the process of private sector engagement which will continue throughout the life of the Affordable Housing Programme.
- 1.4 There is considered to be further scope to deliver additional units by similar means although the precise mechanisms and the associated risks will vary and will be assessed on a case by case basis.

2.0 Issues and Options

- 2.1 Detailed information regarding the proposed development is contained within the relevant Appendix (Private Report Only).
- 2.2 To ensure that all potential Developers are aware of, and how to access, the affordable housing programme Fife Council periodically advertises on Public Contracts Scotland to invite contact from appropriately skilled and experienced Developers who can construct housing which meets the Council's requirements on their own land within Fife. The notice was last published on 11 Jul 18 with no respondents. Previous similar notices were published in 2017, 2014, 2013 & 2010.
- 2.3 Inflation costs within housing construction have increased 16% since the latter developments of Phase II of the programme were approved (*source BCIS Q3 2015 to Q3 2019*). Compounding factors include:
 - The ongoing recovery in the housebuilding sector in Fife (increase house completions in Fife in all sectors 805 [2013-14] to 1,923 [2017-18]. *Source Scottish Government new build completions*).
 - An expansion of affordable housing construction throughout Scotland (increase in completions from 7,012 [2013-14] to 8,534 [2017-18] *Source Scottish Government, Affordable Housing Supply Programme: new affordable housing approvals: 2000-01 to 2017-18*).

3.0 Conclusions

- 3.1 This proposal offers an opportunity to deliver much needed new affordable housing within the parameters of the programme as well as supporting ongoing development.
- 3.2 Further work is required to conclude the proposed deal. Initial investigations and negotiations have assumed an ability to deliver the project, but remaining risks and issues will be managed as the projects move forward.

Background Papers

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

- Housing Needs and Demand Assessment 2014 (HNDA)
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29th October, 2021

Agenda Item No. 19

Acquisition by Fife Council of Affordable Housing Programme Site (Public Report) – 43 Units, Carden Crescent, Cardenden.

Report by: John Mills, Head of Housing Services

Wards Affected: 8

Purpose

To update Community and Housing Services Committee on the purchase of the affordable housing site on land to the west of Carden Crescent, Cardenden Fife.

Recommendation(s)

The Committee is asked to note the contents of this report and note that a private paper detailing the (commercial) terms are to be considered later in the agenda.

The Committee is asked to note that due to the urgency to secure the site and protect the local supply chain that the Executive Director, Enterprise & Environment authorised the purchase of the Phase 3 and 4 Cardenden site (having advised the Convener and Vice-Convener of Community & Housing Services Sub-Committee, the Chief Executive and Executive Director Finance and Corporate Services).

Resource Implications

Provision exists within AHP budgets to meet the direct costs of the site purchase and the additional costs of completing the remaining 19 units.

Direct trades and site supervisor staff from Building Services will complete the builds where possible.

Legal & Risk Implications

Although the site had Committee authority for officers to arrange to purchase 43 units in 4 phases upon completion, the current arrangement is materially different to that which was presented to Committee.

There is a risk the arrangement could be challenged on the basis the selling price to Fife Council was significantly undervalued. The purchase price in the original contract is a reasonable benchmark towards establishing that the selling price represented proper value for the site. External legal advisors are of the opinion that the risk of such a challenge is therefore low.

In order to build out the remaining units the Council secured the intellectual property rights to use any relevant designs. The Council already had collateral warranties for key construction elements.

There is a risk that the costs to complete the site escalate due to the current volatile market for construction materials.

Impact Assessment

An Equalities Impact Assessment is not required because this report does not propose a change or revision to existing policies and practices as set out in the Strategic Housing Investment Plan.

Consultation

Consultation has taken place with the AHP Senior Responsible Owner, Keith Winter, Executive Director E&E; John Rodigan, Senior Manager - Environment & Building Services; Alison Marr & Philip Blair, Solicitors - Legal Services; James McMorrow, Partner and Catriona Kemp, Senior Associate - Harper Macleod; Emma Lennon, Accountant - Housing Services

1.0 Background

- 1.1 Community and Housing Services Committee of 13JUN19 approved the acquisition of 43 units in 4 phases on land to the west of Carden Crescent, Cardenden Fife.
- 1.2 Phases 1 & 2 were built out and Fife Council tenants moved into the properties in March and April 2021.
- 1.3 Towards the end of June 2021, the developer advised their estimated costs to complete Phases 3 and 4 were significantly in excess of the overall contract value and increasing due to the volatile construction market.

2.0 Issues and Options

- 2.1 Recognising that possible administration was not a good outcome for the Council's Affordable Housing Programme (significant delays to units being completed, Phase 1 and 2 tenants living adjacent to a stalled site) nor to the developer's largely Fife-based sub-contractors, Executive Director authority was sought to purchase Phases 3 and 4 as they stood and with the intent that the Council completed the build of 19 units.
- 2.2 At purchase by the Council on 30JUL21, Phase 3 units comprised 11 which were very close to handover, and Phase 4 units comprised 8 which were complete to 'wind and watertight' and 7 where no work had started. These phases cover the remainder of the site.
- 2.3 Building Services have taken control of the site and it is planned to restart construction before the end of October 2021.
- 2.4 The Developer's sub-contractors have been paid directly by Fife Council as part of the purchase process to ensure cash flow to the mainly local supply chain.

3.0 Conclusions

- 3.1 Whilst it is disappointing that this site was not completed by the developer in normal course, the purchase has ensured that the Council was able to take control of the development and do so in a manner which offered a degree of support to local sub-contractors.

Background Papers

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

- Community & Housing Services Committee 14MAY18 (Private Report)
- Community & Housing Services Committee 08NOV18 (Private Report)
- Community & Housing Services Committee 13JUN19 (Private Report)
- Planning Application 18/02900/FULL - Erection of 43 affordable dwellinghouses, including access, parking and other associated development - land to west of Carden Crescent Cardenden Fife

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