

Tuesday, 5 October, 2021 - 2.00 p.m.

AGENDA

Page Nos.

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – minute of the meeting of Kirkcaldy Area Committee of 24 August, 2021. 3 - 6
4. **SUPPORTING THE LOCAL COMMUNITY PLAN - KIRKCALDY AREA LOCAL BUDGETS ADDITIONAL ALLOCATIONS** – Report by the Head of Communities & Neighbourhoods 7 - 10
5. **KIRKCALDY CHARRETTE PROGRESS REPORT** – Report by the Head of Business and Employability 11 - 15
6. **COMPLAINTS ANNUAL UPDATE REPORT** – Report by the Executive Director - Communities 16 - 44
7. **PROPERTY TRANSACTIONS** – Report by the Head of Assets, Transportation and Environment 45 - 46
8. **KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME** 47 - 48

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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28 September, 2021

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THE FIFE COUNCIL - KIRKCALDY AREA COMMITTEE – REMOTE MEETING

24 August, 2021

2.05 pm – 2.45 pm

PRESENT: Councillors Neil Crooks (Convener), Lesley Backhouse, Alistair Cameron, Ian Cameron, Rod Cavanagh, Judy Hamilton, Zoe Hisbent, Gordon Langlands, Kathleen Leslie and David Ross.

ATTENDING: Derek Crowe, Senior Manager (Roads & Transportation Services), Vicki Connor, Co-ordinator (Programme & Financial Management), Assets, Transportation and Environment; Julie Dickson, Community Manager (Kirkcaldy Area), Communities and Neighbourhoods; Lesley Robb, Lead Officer (Committee Services), Legal & Democratic Services.

APOLOGY FOR ABSENCE: Councillor Carol Lindsay.

274. DECLARATIONS OF INTEREST

No declarations were submitted in terms of Standing Order 7.1.

275. MINUTE

The Committee considered the minute of the meeting of Kirkcaldy Area Committee of 8 June 2021.

Decision

The Committee approved the minute.

276. AREA ROADS PROGRAMME 2020/21 - FINAL REPORT

The Committee considered a report by the Head of Assets, Transportation and Environment advising on the delivery of the 2020-21 Area Roads Programme.

Decision

The Committee noted the contents of the report and associated appendices.

277. SUPPORTING THE LOCAL COMMUNITY PLAN - KIRKCALDY AREA LOCAL BUDGETS 2021/22

The Committee considered a report by the Head of Communities and Neighbourhoods informing Members of the availability of local funding and to agree allocation of spending for the following Kirkcaldy Area Budgets:

(1) Local Community Planning Budget 2021/22;

(2)/

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- (2) Anti-Poverty Fund 2021/22; and
- (3) LCP and Anti-Poverty Carry Forward 2020/21.

Decision

The Committee agreed to the following proposed notional allocations, as detailed in sections 2, 3 and 4 of the report:

(1) 2021/22 Local Community Planning Budget

- £39,000 - Community Grants and Discretionary Rates Relief
- £167,000 - Significant Area Projects
- £60,000 - budget allocated to the ward areas.

(2) 2021/22 Anti-Poverty Budget

- £100,000 - Anti-Poverty work (including £20k for Link Up Gallatown)
- £30,000 - to be allocated at a future meeting.

(3) 2020/21 Local Community Planning and Anti-Poverty Carry Forward

- £20,000 - Adam Smith Global Foundation (3 year reducing allocation)
- £3,500 - Kirkcaldy Garden at the Landes GartenSchau
- £17,500 - Nourish (Funding until 23 August 2022)
- £10,000 - The Hive
- £17,500 - to be allocated at a future meeting.

278. NOTICE OF MOTION

Councillor Crooks, seconded by Councillor Alistair Cameron, moved as follows:-

“Car Parking & Placemaking Review

Kirkcaldy Area Committee have benefitted from many months of engagement with various Council officers on the subject of Town Centre Placemaking and car parking options. We have also seen feedback from public consultations both council led and media led. In response, the Area Committee supports the following actions to address these matters:-

- (1) Simplification of the complex charging for car parking in the Town Centre to encourage longer stays. We believe a single all day charge of £2 at identified car parks should be introduced to encourage longer dwell times;
- (2) Continued support for the reduced fixed price season ticket with a review against income and demand figures within 12 months of introduction of the single £2 all day charge for the identified car parks;
- (3) Demolition of the two multi-storey car parks named “Esplanade” and “Thistle Street” would create a substantial development site alongside the current former swimming pool site. We note that there is currently a significant/

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significant over capacity of town centre parking space and look forward to the feasibility report on the options for the future of the two car parks;

- (4) Removal of charging at both Coal Wynd car parks supporting the call for affordable free parking;
- (5) Timing of on street charges and controlled parking restrictions to be universal across the Town Centre;
- (6) Reinforcement of improved pedestrian safety on High Street through the introduction of a permanent control facility at the west end of High Street at Burtons; and
- (7) Preventing vehicles exiting at the east end of High Street at Kirk Wynd, all traffic entering the High Street at Burtons to exit via Tolbooth Street only. This would discourage the current practice of drivers using the High Street as a thoroughfare and will encourage local businesses to use the open space created for commercial purposes like outdoor catering. The current access times and disabled access to High Street should remain as per the current Covid pilot.

The Committee requests that Officers prepare reports in respect of the implications, both operational and financial, of these measures for further consideration by the Area Committee. These reports should set out the governance route for implementation of all of these measures, including a note of any Traffic regulation Orders that may be required as a consequence.

Finally, we want to thank the Council officers, members of the public, town centre businesses and local media for their input on these issues over the years and believe this motion represents delivery of a wide range of opinions for the betterment of our Town Centre and look forward to further initiatives being delivered as part of the emerging Kirkcaldy Town Centre Strategy.”

Councillor Leslie requested her dissent be recorded for the motion.

Decision

The Committee:

- (1) agreed in terms of the motion; and
- (2) noted a further report would be submitted to the meeting of Kirkcaldy Area Committee on 30 November 2021 detailing Officer responses to the points and actions raised in the motion.

279. PROPERTY TRANSACTIONS

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

Decision

The/

2021 KAC 123

The Committee noted the contents of the report.

280. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME

Decision

The Committee noted the contents of the Kirkcaldy Area Committee forward work programme.

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Agenda Item No. 04

Supporting the Local Community Plan – Kirkcaldy Area Local Budgets additional allocations

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 9,10,11, and 12

Purpose

To allocate further spending for the following Kirkcaldy Area Budgets:

- Local Community Planning Budget (LCPB) 2021/22
 - Under the Plan 4 Kirkcaldy Area Change Fund budget allocation
- Anti-Poverty Carry Forward 2020/21 and Anti-Poverty Budget 2021/22

Recommendation

Members are asked to agree the proposed allocations outlined in Sections 2 and 3 of this report:

Section 2: Local Community Planning Budget (LCPB) 2021/22 - Plan 4 Kirkcaldy Area Change Fund budget line

- £7230 to Linton Lane Centre for IT and fundraising support

Section 3: From remaining 2020/21 anti-poverty carry forward and the 2021/22 Anti-Poverty Budget

- £25.5K for a Welfare Support Worker to work alongside the Test of Change Team to strengthen the anti-poverty work of the team – October 2021- September 2022.

Resource Implications

This proposal is contingent on the confirmation of area budgets for 2021/22 and the carry forward of remaining budgets from 2020/21.

Legal & Risk Implications

There are no legal or risk implications arising from this report

Impact Assessment

An Equality Impact Assessment is not required as this report seeks approval to notionally allocate funding and has no immediate impact on service delivery or policy.

Consultation

Consultation with elected members via members workshops and meetings with Area and Vice Convenor. Projects and initiatives delivered in communities will be subject to community engagement.

1.0 Background

- 1.1 Kirkcaldy Area Local Budget was approved at the 24 August 2021 Kirkcaldy Area Committee Meeting. It was agreed that further proposed allocations would be brought to area committee for approval as appropriate.
- 1.2 This report proposes:
 - Local Community Planning Budget (LCPB) 2021/22 (Under the Plan 4 Kirkcaldy Area Change Fund budget strand) an allocation of £7230 to Linton Lane Centre for IT infrastructure support and fundraising support to allow for succession planning.
 - From remaining 2020/21 anti-poverty carry forward and the 2021/22 anti-poverty Budget an allocation of £25.5K for a Welfare Support Worker to work alongside the Test of Change Team to strengthen the anti-poverty work of the team from October 2021- September 2022.

2.0 Linton Lane Centre Allocation

- 2.1 The Centre has a history dating back almost 100 years to 1926. For decades the Linton Lane Centre has been at the heart of events in the Templehall area and beyond. The Centre is a thriving hub of activity which provides a home for services such as nursery play group, child health clinics, advice on addiction support as well as a Monday to Friday venue for the Kirkcaldy Foodbank. There are also numerous recreational groups which operate at the Centre such as Stages Dance School, The Grey Panthers Senior Citizen Group, craft groups, and karate classes. The Centre also hosts a weekly Polish school for children from the local Polish Community and provides a quality venue for birthday parties, bands, community lunch events and even weddings.
- 2.2 As with many other local organisations Linton lane Centre stood alongside others to support those most at need during the pandemic. The Board are working to recover the loss of income over the last 15 months, on top of this loss of income the Board upgraded Centre Electrics to comply with regulations at a cost of £6000, endured a major roof repair £18,883 (funding support of £5000 from FC), installed Portacabins and full CCTV thanks to funding from Morrison's and a local businessman. All positive and helping the centre reopen but further costs are difficult to meet until the full programme is running.
- 2.3 The day to day work of the centre supports a number of the stands of the areas of focus in the Plan 4 Kirkcaldy Area, this allocation specifically focuses on:
Strengthening the capacity of community organisations to tackle local issues and develop solution focussed projects.

There are 2 parts to this request:

- The Board have identified through the pandemic that the current IT equipment was not fit for purpose and it could not provide the security level required for Admin staff to work from home. Due to highly confidential material being stored on the equipment there must be a higher level of business security. This package will enable staff members to work from home when required, share information, and comply with all regulations for GDPR. This service will be supplied by a local company in line with the Community Wealth Building principles. The allocation requested for this is £3330.
- The Board wish to employ a Grant Officer to source funding for a Deputy Centre Manager to support the work of the Centre Manager. This will also address the planning for succession when the present centre manager of 25 years decreases hours. This will ensure the smooth running of the day-to-day activities and continuity to the users of the centre. The post holder will also seek funds to replace funding which ceases in September 2022. This supports 7 members of staff and five community groups of various ages and interests. The loss of these groups would have a huge impact on the centre programme, income, and loss of jobs for local people.

Due to groups slowly returning to the centre after the pandemic the Centre Managers workload has increased to ensure all safety procedures are in place and to spend time with group users helping them feel safe and secure in the centre. The Board and Centre Manager are working to increase the programme to increase the income to the centre to help support the 75% of income lost during the Lock Down. The allocation requested for this proposal from October to April is £3390.

3.0 Tackling Poverty and Preventing Crisis – Supporting the Test of Change

- 3.1 Kirkcaldy Area elected members took part in a workshop introducing the Test of Change on 9 March 2021 and received and approved a committee report on 8 June 2021. Recruitment is almost complete, and services have resourced backfill for the associated posts as well as identification of an operational budget.
- 3.2 Through the process of identifying those with the characteristics that the new team will strive to connect with it quickly became apparent that poverty was at the root of several of the challenges people faced. It was identified that having a dedicated welfare reform worker for the team would assist to get to the route cause of the issue and provide the best support to tackling poverty and preventing crisis.
- 3.3 It is proposed that the new post be created to work alongside the team from October 2021 until September 2022. It is suggested that the remaining £17.5K antipoverty budget be allocated alongside £8K of the remaining 2021/22 anti-poverty budget.

4.0 Conclusions

- 4.1 Agreeing allocations for the Kirkcaldy Area Local Community Planning Budget and the Anti-Poverty Fund ensures that we have pre-allocated the budget for area-significant activities. This does not impact on discretionary funds for Ward projects that may arise over the coming year.

Background Papers

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

- *Budget Decentralisation to Area Committees*, Executive Committee, 24 March 2015
- *Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2021/22*, KAC 24 August 2021

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5 October 2021

Agenda Item No. 05

Kirkcaldy Charrette Progress Report

Report by: Gordon Mole, Head of Business and Employability

Wards Affected: Ward 12

Purpose

The purpose of this report is to provide Members with an update on implementation of the recommendations of the Kirkcaldy Charrette which took place in early 2014.

Recommendation(s)

It is recommended that Members:

1. comment on the ongoing progress made against objectives of the 2014 Kirkcaldy Charrette;
2. agree that the ambition to regenerate the area remains consistent with the objectives of recently published Fife Council documents such as the Mid-Fife Economic Investment Prospectus (April 2021) and the Leading Economic Recovery (LER) Action Plan (March 2021); and
3. acknowledge that this report builds on the annual Economic Profile Report (December 2020) presented to the Area Committee in January 2021 outlining a wide range of challenges and opportunities for the local economy.

Resource Implications

There are no resource implications directly associated with this report. In Section 2.1 the feasibility and design costs related to the proposed Denfield Park project will be fully funded by Sustrans. The costs related to acquisition and any required remediation of the Former Waste Transfer Station at Smeaton Industrial Estate will be met from the approved Fife Council allocation of Scottish Government 'Vacant and Derelict Land Fund (VDLF)' monies. It is also proposed, at this time, that any council contribution toward a potential Community Renewables Project feasibility study will also be met by the VDLF.

Legal & Risk Implications

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

Impact Assessment

An Equalities Impact Assessment has not been completed and is not necessary as it does not represent a change to policy.

Consultation

Officers from within Business & Employability, Communities and Neighbourhoods, Planning Services, Legal Services and Finance Services have been consulted in the preparation of this report.

1.0 Background

- 1.1 The Kirkcaldy Charrette covers an area including Victoria Road, Nairn Street, Commercial Street and Smeaton Industrial Estate. The need to deliver a regeneration strategy for the area was defined within the FIFEplan Main Issues Report (2013) and the charrette provided an effective process of engagement to deliver on this mandate. It sought to identify solutions to address the complex problems facing one of the largest concentrations of urban brownfield land in Fife and to regenerate an area suffering from long-term industrial decline.
- 1.2 Charrettes involve a series of interactive design workshops and presentations most often held over a number of days where the public, local design professionals and project consultants work together on developing a detailed masterplan for an area. A key benefit of this approach is that local residents, businesses and other key stakeholders are involved throughout the duration of the design process, helping to formulate the vision and informing subsequent decisions on the future of their community.
- 1.3 The charrette was delivered with the support of the Scottish Government who provided 50% of the £34,500 project cost. The launch event in December 2013 was attended by the then Planning Minister. The charrette main events took place in late February/early March 2014 and were hosted in the Pathhead Halls. A number of mini-charrette events with local primary and secondary school pupils were held in advance with outputs being fed into the main events. These engagements were intended to instil town planning concepts and ways of working in the minds of the school pupils.
- 1.4 The Charrette, at the time of publication, created a shared vision and a deliverable land-use strategy intended to shape investment and community decision-making into the long-term. It was intended to revitalise and breathe new life into this part of Kirkcaldy.
- 1.5 In the initial three years a Fife Council cross-Service Implementation Group was in place to ensure that momentum was built across all of the Charrette Report's key themes. Beyond this the focus on regeneration within the Charrette area, as evidenced in this report, has been maintained though it was deemed that less formal monitoring was required. This will remain the case moving forward.

2.0 Issues and Options

- 2.1 The following outlines a selection of key developments within the charrette area since publication of the report in 2014.
 - The Kirkcaldy Charrette is contained as an exemplar on the Fife Council website page devoted to Development Briefs, Frameworks and Charrettes.
 - In 2018, and as a direct result of the Charrette, a Green Infrastructure Masterplan for the area was produced by Urban Pioneers and Calum Duncan Architects. The plan built on the vision set out in the charrette: to improve connections; provide an attractive public realm; and to improve links to the coast. It was 'Highly Commended' in the Placemaking/Masterplanning category at the 2018 Scottish

Design Awards. It was also a finalist in the 'Plans' category for the 2018 Scottish Awards for Quality in Planning.

- Tied to the above £5k from Sustrans' Places for Everyone Programme (PfE) has been secured for 2021/22 to progress stages 1&2 (feasibility and concept) of Sustrans' 7 stage PfE process with regard to Denfield Park.
 - Roads & Transportation design team colleagues are working with Communities & Neighbourhood Services and NHS Fife facilities management to discuss opportunities to make the park more accessible and inviting and to incorporate new elements such as allotments, a community orchard and wildflower planting to enhance the greenspace. Concept designs for active travel routes to connect the park to the town's existing cycle network are also being progressed, these would link the park to Dunnikier Road, Hayfield Road and Factory Road.
 - The Stage 1 feasibility report has been submitted to Sustrans along with an Ecological statement and EqIA report. Once these are approved, Stage 2 concept designs can be finalised.
 - A funding bid for PfE stages 3&4 (technical and detailed design) cannot progress until the feasibility and concept designs are approved by Sustrans.
- The 2014 Charrette Report stated that “Regeneration needs an active community. Growing the community (Facilitating housing investment/securing investment/expanding businesses) will involve initiatives led by public and private sector partners”. Key to this, in 2017, was completion by Robertson Homes working with Fife Council Housing Services, of the 161 new affordable homes development in the heart of the area at Overton Road/Maltings Road.
- Planning consent was secured in 2016 for construction of over 60 residential units on the site of the former Curtis Motors on Victoria Road which resulted in significant visual uplift of the area.
- On 2nd September 2021 Planning consent was issued for a Miller Homes development of 105 residential units on the ‘Victoria Fields’ site to the east of the hospital. The Planning ‘Report of Handling’ makes significant reference to the Kirkcaldy Charrette and the Green Infrastructure Masterplan stating that since Spring 2014 “....there has been considerable progress and change within the charrette area.”
- An application (21/02034/FULL) is also currently under consideration for “Change of use from education facility (Class 10) to 39 flatted units (Sui Generis) with ancillary gym including external alterations and associated parking and bin and cycle storage areas and landscaping | Nairn Building Training Centre Adam Smith College Priory Campus Victoria Road Kirkcaldy Fife KY1 2QT”
- Nairn Street Development Site - mainly in the ownership of Scottish Enterprise, in joint venture with Fife Council, this 8.4 acre site is currently being marketed and architects have been appointed to produce a Development Brief outlining the potential mixed-use development options. The site brochure states that it will only be sold "with an obligation to undertake immediate development".
- Former Waste Transfer Station, Smeaton Industrial Estate - This site occupies a prominent location at the junction of Smeaton Road and Junction Road in close proximity to the above-mentioned 161-unit affordable housing development. It

contains a derelict steel frame building which is in very poor condition with missing sections of wall and roof cladding. Whilst approval was secured at Assets, Property and Facilities Committee in 2018 that the Council could pursue an acquisition through CPO, a purchase price has now been agreed with the site owner without recourse to the CPO. The Heads of Terms agreed with the owner contain conditions that they will demolish the current structures on site and remove the historic stockpiles of aggregate.

This will then, in advance of confirming acquisition, enable the council to undertake final ground investigations (to build on those already done on other previously accessible parts of the site) and establish the final extent/design of remediation works. The Council's Economic Development team will shortly be separately briefing senior council officials and local elected members on the proposed acquisition; elements of this remain commercially confidential. The acquisition and clearance of this site is a priority project within the 'Mid-Fife Economic Investment Prospectus' published by Fife Council in April 2021.

- Community Renewables Potential - Council Officers led by staff from Business and Employability and Planning Services (Climate Change and Zero Waste Team), have recently engaged with representatives of the Fife Communities Climate Action Network (FCCAN) including Greener Kirkcaldy to discuss the potential for community renewables schemes in Fife. These discussions are at an early stage and it is hoped that a proposal leading to a feasibility study can be approved within this calendar year. Key to this will be identification of potentially suitable locations and key sites within the Kirkcaldy Charrette area are being actively considered in this context.
- The Pathhead Halls were used in early 2014 to host the main charrette consultation events. Shortly afterwards the building fell out of use but has recently been acquired from the Council by local company Pathhead Studios Ltd.
- The derelict former Power Station on Victoria Road was demolished in 2018 after having been out of use since 1932. The site is currently being marketed by the owner as part of a broader 2.8 acre mixed-use development opportunity extending toward Dunnikier Road for offers in the region of £1m.

3.0 Conclusions

- 3.1 Since the Kirkcaldy Charrette in 2014 there is evidence, even in light of the Covid-19 pandemic, of progress against the associated regeneration objectives. This report outlines that initiatives which were without traction in 2014 are now being progressed. The original charrette reports acknowledged that to see demonstrable progress on the ground would, in many instances, require focus on the long-term vision for the area. This remains the case and while there are no longer formal charrette delivery structures in place it is deemed that sufficient momentum has now been built to ensure that the focus will remain.
- 3.2 Moving forward reference to charrettes in Scotland will, in many instances, effectively be replaced by the concept of Local Place Plans which has recently been introduced by the Scottish Government to encourage communities to be active participants in planning for their futures. It is hoped that recent [changes to the planning system in](#)

[Scotland](#) will empower communities and strengthen links between individuals, communities and the planning system.

These plans, to be developed by local communities, will have a focus on land use and 'place-making' (an all-inclusive approach to the design, development, regeneration and management of the built environment). Although focused on the development and use of land, they may also include content that's wider in scope.

Fife Council will be required to keep a register of Local Place Plans as they are prepared and make information about them available so that members of the public can see if there is a Local Place Plan in their area.

The Scottish Government has published a draft '[How to Guide](#)' for communities considering preparing a Local Place Plan. A final version is likely to be published later this year to accompany detailed legislation.

List of Appendices

No appendices are attached to this report.

Background Papers

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

- The Kirkcaldy (Victoria Road) Charrette Reports (2014):
 - Consultation Report
 - Regeneration Strategy
 - Regeneration Action Plan

The above reports can be accessed at:

<https://www.fife.gov.uk/kb/docs/articles/planning-and-building2/planning/development-plan-and-planning-guidance/development-briefs,-frameworks-and-charrettes>

- The Mid-Fife Economic Investment Prospectus (April 2021)
- Leading Economic Recovery (LER) Action Plan (March 2021)
- Fife Council webpage related to emergent 'Local Place Plans' - <https://www.fife.gov.uk/kb/docs/articles/have-your-say2/community-planning/local-place-plans>

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5 October 2021
Agenda Item No: 06

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Kirkcaldy Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Kirkcaldy area for the period 1 April 2020 to 31 March 2021.

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

An EqIA has not been completed and is not necessary for the following reasons:
It is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the eighth annual report to area Committees, this report covering complaints relevant to the Kirkcaldy Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees may be used when finalising the update report to Standards & Audit Committee later in the year.
- 1.4 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. A revised version of the procedure with minor changes was launched in April 2021.
- 1.5 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g., complaints concerning beaches in Dunfermline.
- 1.6 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

2.0 Area Complaints

Volume & responsiveness – Kirkcaldy Area

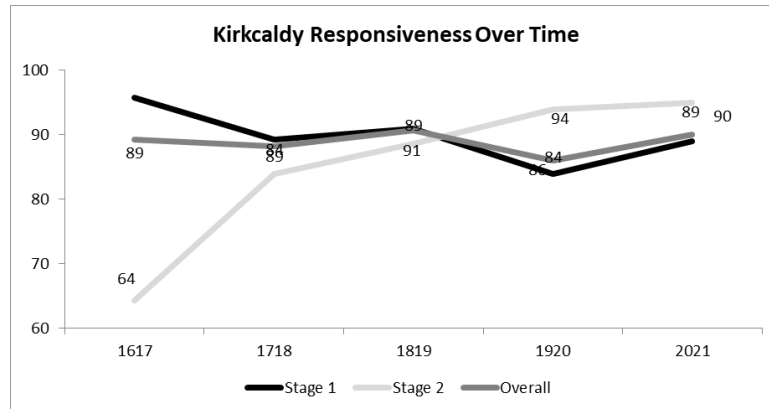
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	439	394	90% 86% 1920
Stage 1 (5 days)	397	354	89% 84% 1920
Stage 2 (20 days)	42	40	95% 94% 1920

- 479 complaints were received relating to the Kirkcaldy area in 20/21 of which 439 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.
- In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Overall responsiveness has decreased over last year where the percentage of all complaints closed in target timescales has fallen from 91% yet remains above the Council average. Similarly stage 1 has decreased from 91% however stage 2 cases improved from 89%. The average time to close all complaints worsened from 5.2 to 6.1 working days, yet better than the Council average of 6.6 w days.

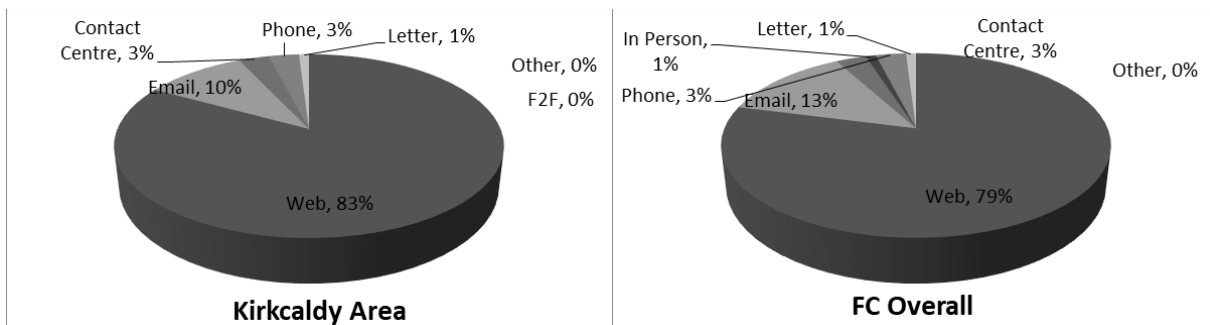
Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,903	2,562	88.3% (85.4 in 19-20)
Stage 1 (5 days)	2,522 (87%)	2,256	89.5% (85.6 in 19-20)
Stage 2 (20 days)	381 (13%)	306	80.3% (84.2 in 19-20)

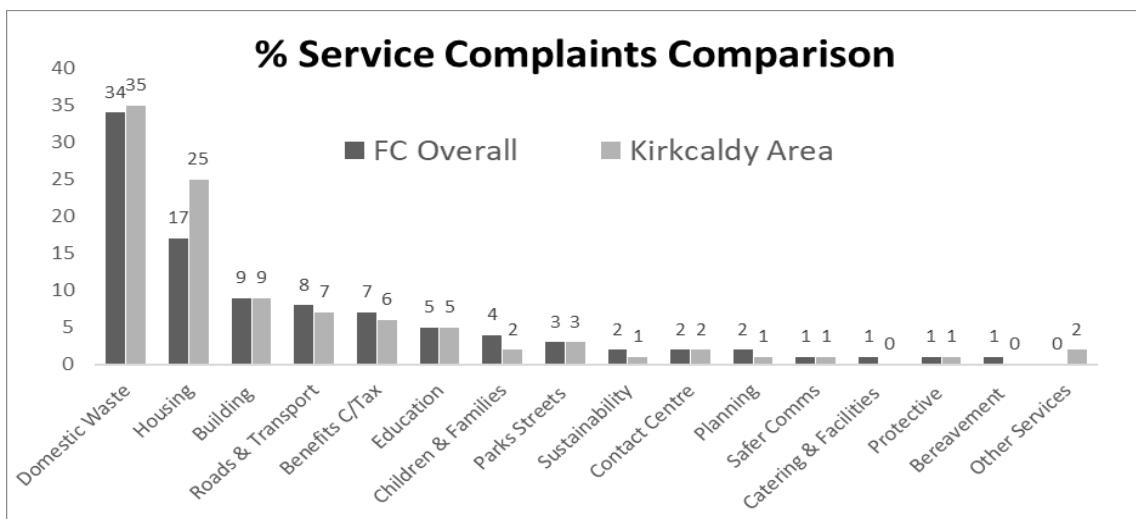
2.1 With the exception of stage 2 complaints in timescale the general overall trend in time to respond to all letscomplaints in timescale is declining – see graph



2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of Fife Direct (60% in 19/20) for the Kirkcaldy area, clearly this increase is attributed to the pandemic and the main channel available to customers.



Reason for complaint (upheld and not upheld)



2.3 Differences of note include that there are proportionally more complaints concerning Housing as per previous years where the largest category for complaints was poor communications including lack of notice, consultation & engagement.

2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Note that from the complaint cases that ran over timescale 42% (19 from 45) were in an agreed (just not target) timescale as extensions are valid within the procedure. Meaning 94% of all complaints were responded to in a procedurally valid timescale.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All In Time
Safer Comms	4	75%	0	100%	4	75%
Protective	1	0%	3	100%	4	75%
Education	15	80%	8	75%	23	78%
Transportation	30	80%	1	100%	31	81%
Housing	93	86%	16	100%	109	88%
Children Families	5	80%	4	100%	9	89%
Parks Streets	11	91%	0	100%	11	91%
Domestic Waste	146	92%	3	100%	149	92%
Building	40	93%	0	100%	40	93%
Benefits C/Tax	25	92%	2	100%	27	93%
Audit & Risk	1	100%	0	100%	1	100%
Bereavement	2	100%	0	100%	2	100%
Catering Facilities	2	100%	0	100%	2	100%
Contact Centre	9	100%	1	100%	10	100%
Customer Service	1	100%	0	100%	1	100%
Democratic	1	100%	0	100%	1	100%
Local Office	2	100%	0	100%	2	100%
Planning	2	100%	2	100%	4	100%
Sustainability	5	100%	0	100%	5	100%
Welfare Fund	2	100%	2	100%	4	100%
Total	397	89%	42	95%	439	90%

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

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Area Services	Anything that doesn't fit within other categories.	1	2	1	0	1
	ASB neighbour dispute	0	1	0	1	0
	Dog issues	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	0	0
	Fixed Penalty Notice	0	1	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Pest control issues	2	0	1	2	1
	Poor communications (including lack of notice consultation and engagement)	0	0	0	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Total		4	6	4	4
Bereavement Services	Anything that doesn't fit within other categories.	0	0	0	1	1
	Damage / vandalism to property e.g., headstones	1	1	0	1	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Footpath clearance	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	2	0	0	0
	Restoration works e.g., fallen headstones	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Untidy /overgrown vegetation	1	1	2	2	0
	Total	3	5	4	4	2
Building Services	Anything else that doesn't fit above categories	1	1	0	0	2
	Card left when tenant in property	1	1	1	0	3
	Council vehicle - driving behaviour/standards	0	2	3	1	2
	Council vehicle - parking	3	1	2	0	1
	Delay in start / completion of work	2	5	1	3	2
	Failure to attend at time advised / agreed	2	4	4	6	3
	Failure to fix first time	2	1	4	7	5
	Failure to meet timescales for job	2	1	3	2	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1	0	5	2
	Health & safety / dangerous occurrence	1	2	1	0	3
	Inappropriate staff attitude / behaviour	5	13	10	5	4
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Noise levels from work activities	1	1	1	0	2
	Poor communications - advance notice of work not given	0	0	1	1	0
	Poor communications - internal breakdown Building Services	2	1	2	2	0
	Poor communications - internal breakdown with other council areas	0	2	2	0	1
	Poor communications - poor regarding work being/to be undertaken	1	0	4	7	4
	Standard of workmanship - damage	2	5	3	8	2
	Standard of workmanship - mess	5	6	8	5	1
	Standard of workmanship - tenant unhappy with work	12	8	4	8	1
	Unplanned additional work required following repair/installation	9	0	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	0	1
	Total	52	55	56	61	40
Catering Cleaning & Facilities Management	Car parking	0	0	1	0	0
	Facilities available in Canteen	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	2	1	1	0
	Meal options	0	1	0	1	1
	Quality of the Service provided	0	0	0	0	0
	Standard / condition of council buildings includes toilets	0	1	0	0	0
	Standard of service cleanliness, damage etc.	1	1	2	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	1	0
	Anything that doesn't fit within other categories.	0	0	0	0	1
	Disagree with Council policy	0	0	0	0	1
Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	0	3	

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	2	6	4	4	3
	Incorrect information given	0	0	3	0	0
	Lack of information	0	1	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	3	0	0
	Time taken to answer call	0	2	25	5	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	2	2
	Wrong information given	2	1	0	0	0
	Total	6	16	41	16	12
Customer Service	Anything that doesn't fit within other categories.	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	2	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	System failure	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	0	1	0
	Total	1	3	0	3	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Children & Families	Anything that doesn't fit within other categories.	0	1	0	1	0
	Delays in completion of assessment - Child or Young Person	0	0	1	1	0
	Delays in completion of assessment - Parent/Carer	0	1	0	5	1
	Dissatisfaction with assessment outcome	0	1	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	0	2	0	0	0
	Dissatisfaction with assessment outcome - Parent/Carer	0	0	1	0	2
	Dissatisfaction with policy / current delivery arrangements	4	0	0	2	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	3	3	3	3
	Poor communications including lack of notice, consultation & engagement	0	4	1	0	1
	Unacceptable standard of care / support families	5	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	2
Total		9	14	6	12	9

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Education	Access to facility	0	1	0	0	0
	Accidents Injuries e.g., physical education fights etc	0	2	3	0	0
	Anything that doesn't fit within other categories.	6	7	1	2	9
	Bullying by Pupil	4	2	2	1	0
	Bullying by Staff	0	0	0	0	1
	Discrimination race gender religion etc.	1	0	0	0	0
	Dissatisfaction with policy current arrangements	12	11	5	7	5
	Failure to respond to previous complaint / request for service enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude behaviour	2	3	2	4	3
	Overgrown dangerous overhanging trees bushes	0	0	1	1	0
	Placement request decisions	0	0	0	0	3
	Poor communications including lack of notice consultation engagement	4	1	0	7	2
	Standard of supervision	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service enquiry / reported fault	0	1	0	0	0
Vandalism graffiti	1	0	0	0	0	

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Total	32	28	14	22	23
Domestic Waste	Anything that doesn't fit within other categories.	2	1	1	2	6
	Bin not returned properly / bin is missing	5	2	3	0	2
	Bulky not collected / only part collected	1	1	1	5	13
	Collection has left spilt waste in street / at property	2	0	2	1	4
	Customer turned away / refused entry	0	0	3	2	3
	Damage to vehicles / property during bin collection	2	2	2	0	3
	Dissatisfaction with location of recycling point	0	0	0	0	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	5	5	6	3	15
	Dissatisfaction with policy / organisational arrangements including charging policy	0	1	0	1	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	3	6	2	7
	Dissatisfaction with standard of street cleanliness	0	0	0	0	4
	Dissatisfaction with Take Out & Return TOR service	10	9	5	5	19
	Dog waste bin broken / missing / not replaced / not emptied	0	0	0	0	2
Failure to collect / empty bin	9	26	22	22	56	

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	1	1	3
	Inappropriate staff attitude / behaviour	3	5	3	5	9
	Inconsiderate / inappropriate use of council vehicle	2	1	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	1	0
	Total		42	56	58	51
Housing	Anything that doesn't fit within other categories.	7	4	0	3	1
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	1	2
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	0	0	1
	Debt management arrangements	1	2	0	1	0
	Delays in start / completion	15	7	5	4	3
	Discrimination race, gender, religion etc	1	2	0	0	0
	Dispute with neighbours	7	4	4	6	5
	Disputed service charges	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / current arrangements	10	16	12	13	9
	Dissatisfaction with policy / current arrangements including allocations criteria	7	12	7	1	5
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	10	8	9	10	8
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	0	1	0	0
	Drugs	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	4	14	10	12
	Fencing	1	0	1	1	1
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	2	1	1
	Garden maintenance service	0	1	0	0	1
	Inappropriate staff attitude / behaviour	0	6	7	8	11
	Internal communal areas include cleanliness, lighting etc	2	4	2	0	4
	Maintenance of garages / lockups	1	0	0	0	2
	Management of communal Areas includes grass cutting, overgrown trees & bushes	2	4	1	3	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Missed from programme	1	0	0	0	0
	Mutual repairs	2	3	2	2	3
	Noise	3	2	1	0	3
	Pets & animals	2	0	0	2	0
	Poor communications including lack of notice, consultation & engagement	2	16	22	15	14
	Poor condition / standard of housing	3	5	3	4	4
	Poor standard/condition of property at start of tenancy	0	1	1	2	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	13	4	8	3	2
	Rent Discrepancies includes delays in refund of credits	0	1	1	0	0
	Risk management	0	0	0	1	0
	Rubbish	4	4	5	5	10
	Snagging issues	1	3	4	3	0
	Staff behaviour	0	0	1	0	0
	Transfers inc mutual exchanges	1	1	0	0	4
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	5	12	8	6

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Waiting Times	2	3	2	3	1
	Total	100	117	120	101	110
Local Office	Anything that doesn't fit within other categories.	0	0	0	0	1
	Disagree with Council policy	1	0	0	0	0
	Facilities available	0	1	0	0	0
	Failure to provide a service	1	2	1	1	0
	Inappropriate staff attitude / behaviour	1	2	1	1	1
	Incorrect timescales given	1	0	0	0	0
	Lack of / incorrect information	0	2	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	0	0	0
	Wrong information input to system	1	0	0	0	0
	Total	7	8	2	2	2
	Anything that doesn't fit within other categories.	4	0	2	1	0
	Damage to private property	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Parks Streets & Open Spaces	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	1	0	0	1	0
	Dissatisfaction with standard of street cleanliness	1	0	1	0	0
	Grass cutting	2	5	1	1	3
	Grounds maintenance Policy	1	0	1	0	1
	Inappropriate staff attitude / behaviour	1	0	1	3	0
	Inconsiderate / inappropriate use of council vehicle	2	1	0	0	1
	Overhanging / damaged trees & shrubs	1	1	1	2	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Quality of footpath	0	0	0	1	1
	Quality of park area	1	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Untidy / Overgrown vegetation	0	0	1	0	2
	Total		14	8	8	9
Planning	Anything that doesn't fit within other categories.	2	0	0	0	1
	Delays in decisions / non-compliance with timescales	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / delivery arrangements	0	0	1	0	1
	Failure to follow process	0	0	0	0	1
	Failure to respond	0	0	0	1	0
	Inadequate consideration of objections	0	4	3	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Poor quality of assessment	0	0	0	1	0
	Total	3	4	4	2	4
Protective Services	Anything that doesn't fit within other categories.	1	0	1	1	0
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	2
	Total	1	1	2	2	4
Benefits & C/Tax	Admin Error	4	3	6	2	4
	Anything that doesn't fit within other categories.	2	2	0	0	1
	Availability of advisor	0	0	1	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Disagree with legislation	0	1	0	3	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	3	0	0	0
	Lack of / incorrect information	5	5	9	1	4
	Poor communications including lack of notice, consultation & engagement	1	2	1	0	3
	Procedures / policy	4	5	6	8	8
	System failure	1	0	2	0	0
	Time taken to process enquiry	4	0	2	0	7
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Total	22	21	28	15	27
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	0	2	5
	Application process such as timescale/proofs/photographs/Mobility Assessment	0	0	0	1	0
	Damage to vehicles / property	0	0	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	0	1	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with emergency response to flooding	0	0	0	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	2	2
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	0	0	0	0	1
	Dissatisfaction with management rules and level of harbour charges etc.	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inadequate notification or consultation about installation of new street lighting	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	0	1	1
	Insufficient number of grit bins provided	0	0	0	0	1
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc	0	0	0	1	4
	Localised flooding due to damaged drains / water mains	0	0	0	0	1
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	0	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	0	1
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	2	0
	Potholes / poor condition of road surface	0	0	0	2	6
	Street light repairs	0	0	0	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total		15	16	21	15
Sustainability	Anything that doesn't fit within other categories.	0	2	0	0	0
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	0	0	5
	Inappropriate staff attitude / behaviour	2	0	0	0	0
	Total	2	2	0	0	5

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

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>Today I have just witnessed for the second time this year that the bin men have failed to empty our two paper and cardboard recycling bins that are used by the residents. I cannot for the life of me understand why only one of our bins is being emptied and we are now faced with one bin empty and the other now overflowing with paper and cardboard. This is absolutely appalling and needs looking into. With 4 weeks until these bins are next emptied, we now face the prospect of more overflowing bins and this is now becoming a nuisance and a health and safety issue. I look forward to your prompt response and the rectifying of the situation.</p> <p>Outcome: <i>Complaint upheld. Bins emptied and supervisor has arranged to monitor the bin collections to ensure the Service improves.</i></p>
Housing	Poor communications including lack of notice, consultation & engagement	<p>We have had to deal with numerous actions by our neighbour at no, Inc having her charged with threatening behaviour and assault. I have reported recent events and do not even get a reply in any shape or form. This tenant is dangerous, and my wife is terrified in alone. The council don't seem to care less. But not even having the common courtesy to reply is disgusting. I would be more than happy to discuss this more if anyone is interested. Luckily the police and local councillor/ MSP have helped. No doubt I will hear nothing, but rest assured I will not let this lie.</p> <p>Outcome: <i>Complaint upheld. Apology offered to customer, staff member advised to ensure responses are carried out within timescale and have arrange for a Housing Management Officer to visit the customer.</i></p>
Building Services	Failure to fix first time	<p>Tenant son has raised the same issue multiple times, each time someone comes out and marks the repair as complete but has not addressed the issue at all.</p> <p>This has required the issue to be raised repeatedly and this has occurred over several weeks. Prior to the son's involvement this has been raised over several years. There have been trip incidents and falls on the stairs.</p>

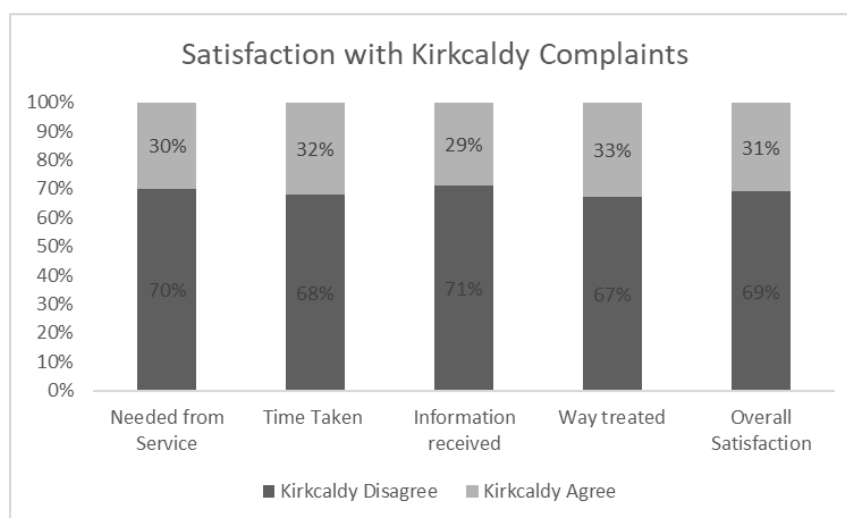
		Outcome: <i>Complaint upheld. Supervisor called customer and offered apology, joiner attended property and put ply down on floor.</i>
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3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council responds to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- The letter templates used with planning enforcement were updated to provide additional clarity. This ensures that developers are aware of their responsibility in the initial letter that planning permission should have been obtained where an unauthorised development conflicts with a land use policy of Fife Council’s development plan.
 - Following a complaint that a street light essential to a customer was not repaired within the target timescale and was still out some ten working days later saw the straightforward corrective action of new replacement lanterns to be carried in the specialist vehicle to allow first time repair rather than simply inspection and then return.
 - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
 - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Calling customers to assess the quality of complaint handling has now concluded and this was replaced in 2018 with a new approach to satisfaction, see section 6 Customer Satisfaction. The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given where the Council did not uphold their substantive matter.
- 3.8 The following table provides the details of complaint decisions in the Kirkcaldy area:

	Upheld	Not Upheld	Partially Upheld
Overall Complaints	40% (35% FC overall)	49% (48% FC overall)	11% (17% FC overall)
Stage 1 Complaints	42% (36% FC overall)	47% (48% FC overall)	11% (16% FC overall)
Stage 2 Complaints	18% (27% FC overall)	66% (49% FC overall)	16% (25% FC overall)

3.9 There were 71 complaint surveys completed by Kirkcaldy area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction). For comparison the Council overall satisfaction with complaints was 37%.



3.10 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the 'business as usual' process has not worked effectively and there have been 562 enquiries across all Committee areas in Fife during 2020/21. Support in the main is to the local MP and MSP colleagues that represent Fife.

4.0 Scottish Public Services Ombudsman Cases

- 4.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 4.2 In 2020/21 there were 8 cases for the Kirkcaldy area that reached this final stage of the procedure.
- 4.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Withdrawn by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	SPSO Decision
Planning (planning assessment)	Partially upheld 201904682
Housing (neighbour management)	Withdrawn
Welfare Fund (grant application)	Withdrawn

Housing (lockups)	Withdrawn
Education (placements)	Withdrawn
Education (exam results)	Withdrawn
Housing (tenancy management)	Withdrawn
Social Work (child protection order)	Withdrawn

5.0 Other Customer Issues

- 5.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 5.2 These "softer" complaints that are considered outside of the definition include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table.

Enquiry Type	17/18	18/19	19/20	20/21	Note
Missed bins	2228	1382	1578	1471	
Illegal Dumping	417	325	306	215	Includes mess in gardens
Street Cleaning	311	201	238	205	Untidy street reports
Dog Fouling	126	68	73	49	
Aggressive Dogs	49	57	53	34	
Abandoned Cars	70	48	63	30	
Litter Bin Issues	62	51	50	44	
Needles	55	70	32	37	Either made safe or require removal
Fallen Trees	6	23	9	10	
Emergency Pothole Carriageway	-	-	-	79	Added as data following Committee's comments last year (=10% of all reports of this type)
Routine Pothole Carriageway	-	-	-	32	Added as data following Committee's comments last year (=7% of all reports of this type)

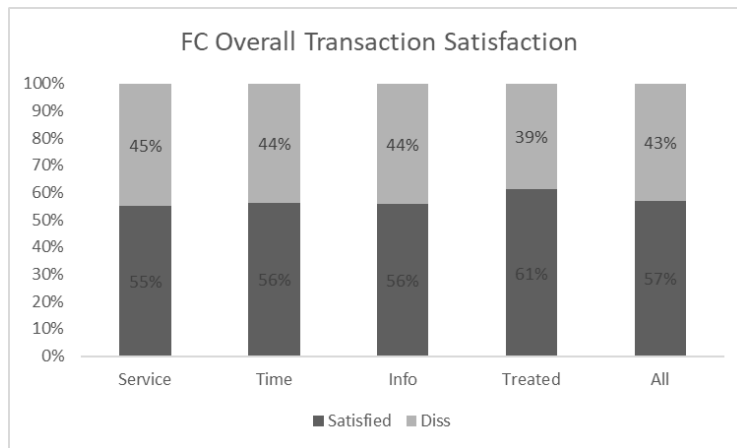
- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based

upon the address of customers where an address has been recorded. The Committee should note that there were approximately 10,000 more pothole reports made over and above the data presented, completed using the fife.gov.uk website however these cannot be split into Committee area reports as the author cannot extract any element of address from these online forms.

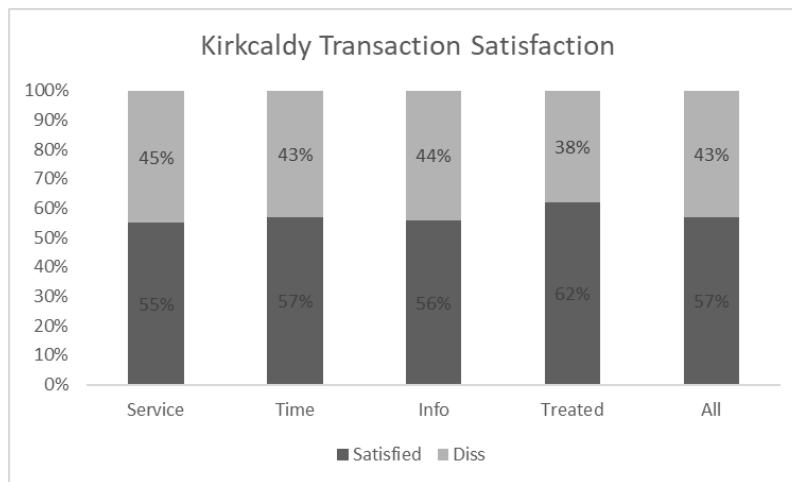
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's 2020/21 diet. Additional information is also available from the Enterprise and Environment Directorate Section/Service Performance Reports that formed part of the Environment and Protective Services Sub Committee meeting of 2 September. Annual figures for all of Fife Council (all areas and wards) such as illegal dumping, grounds maintenance requests etc. are available. See the link within Background Papers.

6.0 Customer Satisfaction

- 6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:
- Repairs i.e., housing
 - Reporting faults i.e., potholes, street lighting
 - Environmental i.e., domestic waste
- 6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:
- I got everything I needed from the service
 - I was happy with the time taken to deal with my request or enquiry
 - I got all the information I needed
 - I was happy with the way I was treated
- 6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer satisfaction with the transaction undertaken.
- 6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. There are no resource implications for Services in the gathering of this feedback. They are simply asked to consider the content of quarterly reports with the aim of improving service delivery or introducing corrective action to mitigate repeat circumstances that cause dissatisfaction.
- 6.5 The Fife Council overall results for 2020/21 has 57% of those surveyed (58% 2019/20) agree with the satisfaction statements (see 6.2), graph as shown (6904 surveys returned):



6.6 By comparison respondents from the Kirkcaldy area also had 57% (55% in 2019/20) agreeing with the satisfaction statements (see 6.2), graph as shown:



6.7 The breakdown by transaction type is as shown in the following table, it is worth noting that not every transaction has an address recorded that would allow analysis by the local area.

Transaction Family	Overall Satisfaction 20/21	No of Surveys
Bins/Waste	49%	198
Blue Badge	100%	3
Comments/Enquiries	25%	1
Community Alarms	91%	11
Complaint	31%	71
Environmental Complaint	50%	2
Housing	76%	82
Meals on Wheels	100%	4
MyFife Card	90%	46
Payment Receipt	89%	26
Pest Issue	100%	11
Road or Street Fault	35%	58
Traffic or Streetlight Fault	0%	1
Grand Total	57%	514

7.0 Compliments

- 7.1 Improved database access now allows reporting of compliments by area Committee level. This analysis is based upon the address rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 41 compliments received from customers in the Kirkcaldy area, the Service areas complimented with typical examples

Service	Volume	Example
Benefits C/Tax	4	I had such a pleasant experience with Fiona Matthew today. She went through everything with me and was so nice and patient. Had a good laugh but she still remained professional. You definitely need more staff like Fiona.
Building Services	8	Had an Electrician called Connor come to fix my shower and small problems with my electrics. He was a very polite , courteous and efficient. He got the problem sorted out in a short while, didn't leave any mess and was professional throughout. He is a credit to Fife council. I hope that this can be passed on to his manager.
Contact Centre	6	Customer would like to thank all the people on the COVID helpline for their assistance and also to the people who deliver her prescription. She asked me to thank everyone on her behalf.
Customer Service Centres	8	O.m.g. thank you so much again for our groceries package, may i say! the efforts, & thoughtfulness, of your staff has blown us away! We are so humbled for your services in these trying times, Thank you so much again
Education	1	I am writing to highlight the outstanding teaching my son has received from the language department at St Andrews RC High Kirkcaldy. My son received excellent teaching and support by Mrs Lindsay and Miss Doherty over his 6 years at the school. I felt these teachers really got to know my son and helped him to develop as a learner. These teachers have shown enthusiasm, skill and commitment. I feel they are a credit to their profession and worthy of recognition.
Environment	7	I would like to thank your bin collection staff for emptying our bins so well in these difficult times. Also your wonderful team of grass cutters for keeping our area in excellent condition.
Housing	1	I had different reasons to contact Fife Council on both sad occasions and without exception, every member of staff has been respectful, supportive, and helpful. In particular, the staff at registrars and my aunt's housing officer and Craig Balfour.
Parks Streets Countryside	5	Good Afternoon, great cleaning job carried out this morning at Pathhead Village. Please pass on my thanks to your staff.
Property Services	1	just to advise that the service i have received from your teams has been excellent, from the initial customer service to the plumbing supervisor Jimmy, the joiner who responded quickly to sort the kick plate and your guy from environment health who removed the glass bottles littered in the area of the Nisa shop, I hope the level of service experienced continues once 'normal' service resumes

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year and is better than the Council average despite the increased volume over last year (up 32%) and the challenges faced by the organisation during the pandemic. The average working days to respond was also improved compared to 2019/20. Responsiveness is recognised as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the Kirkcaldy area are broadly like those made across Fife as a whole, however, there were proportionally more complaints for Housing. The main root cause category of these complaints were poor communications including lack of notice, consultation & engagement with 64% upheld. These were generally related to service provision during the pandemic and typically referred to not hearing back from the Service following enquiries being raised.

List of Appendices

None

Background Papers

1. SPSO revised model complaint handling procedure –
<https://www.spsso.org.uk/sites/spso/files/csa/LAMCHPPart3.pdf>
2. Enterprise and Environment Directorate Section/Service Performance Reports
[Performance Report](#)

Report Contacts

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5 October 2021

Agenda Item No. 07

PROPERTY TRANSACTIONS

Report by: Ken Gourlay, Head of Assets, Transportation and Environment

Wards Affected: 9, 10, 11 and 12

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Disposals

2.1.1 Pathhead Hall, 134 Commercial Street, Kirkcaldy

Date of Sale: 30 July 2021
Price: £120,000
Purchaser: Pathhead Studios Ltd

2.1.2 110/112 Rosslyn Street, Kirkcaldy and adjoining land

Date of Sale: 16 August 2021
Price: £79,101
Purchaser: Rosslyn Properties Ltd

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

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Kirkcaldy Area Committee Forward Work Programme
05 October 2021
Agenda Item No. 08

Kirkcaldy Area Committee of 30 November 2021			
Title	Service(s)	Contact(s)	Comments
Settlement Trust Annual Investment Report	Communities and Neighbourhoods Service	Julie Dickson	Annual Report
Neighbourhood Development Areas - Update Report	Communities and Neighbourhoods Service	Julie Dickson	
Options for Automatic Barrier, High Street, Kirkcaldy	Assets, Transportation and Environment	Phil Clarke	Moved to Nov 21 per email M Kingham.

Kirkcaldy Area Committee of 22 March 2022			
Title	Service(s)	Contact(s)	Comments
People Leadership - Test of Change for Greater Collaboration of Local Services to Focus on Poverty - Update Report	Housing Services, Communities and Neighbourhoods Service, Education and Children's Services	John Mills, Paul Vaughan, Kathy Henwood	Update report as agreed at KAC 8.6.21
Area Roads Programme 2022-2023	Assets, Transportation and Environment	Vicki Connor	Annual Report

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupilwise and Parentwise Survey	Education and Children's Services	Deborah Davidson	Reported 3 yearly - last reported 30 October 2018. Update - survey due to be carried out late 2021 (delayed due to Covid). Report will be presented in 2022.
Common Good Funds Annual Report 2020-21	Finance and Corporate Services	Eleanor Hodgson	Annual report - last presented Dec 2020
Mid-Fife Economic Action Plan Update	Economy, Planning and Employability	Peter Corbett, Sandra Montador-Stewart	Update required for KAC Members once report is presented at P&C

Kirkcaldy Area Committee Forward Work Programme
05 October 2021
Agenda Item No. 08

Unallocated			
Title	Service(s)	Contact(s)	Comments
			meeting early 2021. Per Cllr Crooks
Member Update on Skills Development Scotland reporting of Positive Destinations	Economy, Planning and Employability	Gordon Mole	As per action points from 19.1.21 meeting.
School Attainment and Achievement Annual Report		Lynn Porter	Annual report - last presented April 2021
Area Housing Plan Annual Update	Housing Services	Joan Lamie	Annual report - last presented June 2021
Safer Communities Team Annual Update Report	Housing Services	Patricia Spacey	Annual report - last presented June 2021
Scottish Fire and Rescue Service - Kirkcaldy Area Annual Update	Scottish Fire & Rescue Service		Annual report - last presented June 2021
Operational Briefing on Policing Activities Within Kirkcaldy Area	Police Scotland		Annual report - last presented June 2021
Area Roads Programme 2021/22 Final Report	Assets, Transportation and Environment	Vicki Connor	Annual report - to be presented after April 2022.
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2022/23	Communities and Neighbourhoods Service	Julie Dickson	Annual Report - due to be presented after April 2022
Grounds Maintenance Service, Domestic Waste and Street Cleansing Service Annual Review 2021	Assets, Transportation and Environment	John Rodigan	Annual report - last presented Dec 2020
Complaints Annual Update	Communities	David Thomson-CRM	Annual report - last presented Oct 2021