

## South and West Fife Area Committee

Civic Centre, Inverkeithing / Blended Meeting

Wednesday, 4 September 2024 - 9.30 am

---



### 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. **MINUTES**
  - (a) Minute of meeting of the South and West Fife Area Committee of 12 June 2024. 3 - 8
  - (b) Minute of meeting of the West Fife Area Common Good Sub-Committee of 3 June 2024. 9 - 10
4. **RECYCLING CENTRE BOOKING SYSTEM: VERBAL UPDATE** - Verbal update by the Head of Environment and Building Services and Spokesperson for Environment and Climate Change.
5. **AREA CAPITAL BUDGET REQUEST - HIGH VALLEYFIELD COMMUNITY CENTRE** – Report by the Head of Communities and Neighbourhoods Service. 11 - 12
6. **SUPPORTING THE LOCAL COMMUNITY PLAN - LOCAL COMMUNITY PLANNING BUDGET REQUEST - WHINNY/BRANKHOLM BURN RIVER RESTORATION PROJECT** – Report by the Head of Communities and Neighbourhoods Service. 13 - 17
7. **20MPH B913 MAIN STREET AND WEST ROAD, SALINE** – Report by the Head of Roads and Transportation Services. 18 - 21
8. **30MPH B914 MAIN ROAD, STEELEND** – Report by the Head of Roads and Transportation Services. 22 - 24
9. **AREA ROADS PROGRAMME 2023-24 - FINAL REPORT** – Report by the Head of Roads and Transportation Services. 25 - 31
10. **EDUCATION - PUPILWISE AND PARENTWISE SURVEYS** - Report by the Head of Education. 32 - 41
11. **COMPLAINTS UPDATE** – Report by the Executive Director (Communities). 42 - 62
12. **PLAY STRATEGY IMPLEMENTATION - SOUTH AND WEST FIFE AREA** - Report by the Head of Communities and Neighbourhoods Service. 63 - 68
13. **SUPPORTING THE SOUTH AND WEST FIFE LOCAL COMMUNITY PLAN - ANTI-POVERTY PROGRESS UPDATE** – Report by the Head of Communities and Neighbourhoods Service. 69 - 92

- |     |   |          |
|-----|---|----------|
| 14. | <b>PROPERTY TRANSACTIONS</b> - Report by the Head of Property Services.   | 93 - 94  |
| 15. | <b>SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2024-25</b> – Report by the Executive Director (Finance and Corporate Services). | 95 - 100 |

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

Lindsay Thomson  
Head of Legal and Democratic Services  
Finance and Corporate Services  
Fife House  
North Street  
Glenrothes  
Fife, KY7 5LT

28 August 2024

If telephoning, please ask for:

Michelle McDermott, Committee Officer, Fife House, North Street, Glenrothes  
Telephone: 03451 555555, ext. 442238; email: [Michelle.McDermott@fife.gov.uk](mailto:Michelle.McDermott@fife.gov.uk)

Agendas and papers for all Committee meetings can be accessed on [www.fife.gov.uk/committees](http://www.fife.gov.uk/committees)

### **BLENDED MEETING NOTICE**

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to have cameras switched on during meetings and mute microphones when not speaking. During any breaks or adjournments please switch cameras off.

## 2024 SWFAC 60

### THE FIFE COUNCIL - SOUTH AND WEST FIFE AREA COMMITTEE - BLENDED MEETING

Civic Centre, Inverkeithing

12 June 2024

9.30 am - 12.25 pm

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

**ATTENDING:** Patricia Spacey, Safer Communities Team Manager and Mike Collins, Safer Communities Lead Officer, Housing Services; Community Inspector Cheryl Young, Police Scotland; Craig Robertson, Station Commander, Scottish Fire and Rescue Service; Katherine Pollock, Lead Professional and Gordon Henderson, Lead Consultant, Roads and Transportation Service; Alastair Mutch, Community Manager (South and West Fife) and Mandy MacEwan, Team Manager, Communities and Neighbourhoods Service; Rob Bowditch, Service Manager, Protective Services; and Eleanor Hodgson, Accountant and Michelle McDermott, Legal and Democratic Services, Finance and Corporate Services.

**ALSO IN ATTENDANCE:** Ms. Nina Patton, Scottish Environment Protection Agency (SEPA) for para. 142 only.

**APOLOGY FOR ABSENCE:** Councillor Sarah Neal.

In terms of Standing Order No. 10.11, the Convener agreed to accept an Urgent Motion in relation to flooding in Rosyth which he considered was competent and urgent due to the timings of the flooding events which had ended on the motion submission deadline and that meetings with key council personnel had only taken place last week to discuss proposals for the multi-location site visit. The motion would be considered after item 16 on the agenda (para. 154).

#### 140. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 22.

#### 141. MINUTE

The committee considered the minute of meeting of the South and West Fife Area Committee of 17 April 2024.

#### Decision

The committee agreed to approve the minute.

**142. RADIATION MONITORING AT DALGETY BAY**

Ms. Nina Patton, Scottish Environment Protection Agency advised that SEPA were still awaiting information they had requested from the Ministry of Defence's (DIO) contractor prior to the remediation works commencing, this included the Close-out Survey, Health Physics Plan and Works Summary Report. Once this documentation had been received, this would allow SEPA to confirm that remediation had been carried out to the correct standard which would then allow verification monitoring to commence.

Once SEPA had deemed the reports from the DIO's contractors to be satisfactory, SEPA would be able to advise when the remaining fencing could be removed from the site which would allow the DIO to surrender their environmental authorisation permit.

**Decision**

The committee:-

- (1) thanked Ms. Patton for her update; and
- (2) noted the written update provided by Mr. Richard Harker, Ministry of Defence (DIO).

**143. SAFER COMMUNITIES TEAM UPDATE REPORT**

The committee considered a report by the Head of Housing Services providing an update on the operational activity of the Safer Communities Team within the South and West Fife committee area during the twelve month period from 1 April 2023 to 31 March 2024.

**Decision**

The committee noted the activity to date as detailed in the report.

**144. OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN SOUTH AND WEST FIFE AREA**

The committee considered a report by the Community Inspector, South and West Fife Area, Police Scotland providing information on matters impacting on or involving Police Scotland which had relevance to community safety in the South and West Fife policing area.

**Decision**

The committee noted the update provided.

**145. SCOTTISH FIRE AND RESCUE SERVICE - SOUTH AND WEST FIFE ANNUAL PERFORMANCE REPORT**

The committee considered a report by the Station Commander, Scottish Fire and Rescue Service providing incident information for the period 1 April 2023 to 31 March 2024. The incident information enabled the committee to scrutinise the Scottish Fire and Rescue Service (SFRS) Clackmannanshire-Fife - Stirling South West Fife area against its key performance indicators (KPIs).

**Decision**

The committee noted the progress across a range of KPIs detailed in the report.

*The meeting adjourned at 11.10 am and reconvened at 11.15 am.*

**146. STOPPING UP OF FOOTWAY AND ROAD UNDER SECTIONS 207 AND 208 OF THE TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 - ADMIRALTY PARK, ROSYTH**

The committee considered a report by the Head of Planning Services requesting approval for the stopping up of a section of adopted road and footpaths on land at Admiralty Park, Rosyth.

**Decision**

The committee:-

- (1) approved the proposed stopping up of the road and footpaths to allow for planning permission 23/01942/FULL to be realised on site; and
- (2) using sections 207 and 208 of the Town and Country Planning (Scotland) Act 1997, as amended, delegated its confirmation to officers if no objections were received and otherwise submission to the Scottish Government for confirmation.

**147. SUPPORTING THE LOCAL COMMUNITY PLAN - LOCAL COMMUNITY PLANNING BUDGET REQUEST - QUEEN'S HALL, CHARLESTOWN**

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement for a contribution from the local community planning budget for electrical works and upgrade in the Queen's Hall, Charlestown.

**Decision**

The committee agreed an award of £8,000 from the local community planning budget 2024-25 - Ward 5 allocation.

**148. SUPPORTING THE LOCAL COMMUNITY PLAN - LOCAL COMMUNITY PLANNING BUDGET REQUEST - SUMMER PROGRAMME**

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement for a contribution from the local community planning budget towards the Summer Programme of activities for children, young people and families.

**Decision**

The committee agreed to an allocation of £36,000 to support the programme of activities as follows:-

- (1) £18,000 from the local community planning area budget; and

## 2024 SWFAC 63

- (2) an allocation of £18,000 split equally across Wards 1, 5 and 6, amounting to £6,000 each from the local community planning budget.

### 149. **ROADS AND TRANSPORTATION - CARRIAGEWAY REPAIRS**

The committee considered a briefing note prepared by the Head of Roads and Transportation Services updating members on carriageway repairs for financial year 2023/24.

#### **Decision**

The committee:-

- (1) noted the terms of the briefing paper; and
- (2) agreed that a patching performance report would be provided on an annual basis.

### 150. **REVIEW OF MOSSMORRAN AND BRAEFOOT BAY COMMUNITY AND SAFETY COMMITTEE - GENERAL ANNUAL REPORT 2022**

The committee considered a report by the Head of Protective Services providing findings of the latest 2022 general annual report for the operations at the Mossmorran and Braefoot Bay facilities in accordance with the agreed recommendation of the Environment, Transportation and Climate Change Scrutiny Committee of 19 March 2024.

#### **Decision**

The committee noted:-

- (1) the contents of the general report and, in particular, the large reduction in complaints following investment in improvement technologies at the complex;
- (2) the new noise and air quality monitoring arrangements introduced around the complex; and
- (3) the steps taken to improve communications between appropriate parties.

### 151. **AREA CAPITAL UPDATE REPORT 2023/24**

The committee considered a report by the Executive Director (Finance and Corporate Services) advising members of the current status of the additional capital investment awarded to South and West Fife Area in the 2017-20 budget and the subsequent 2021-31 Capital Investment Plan.

#### **Decision**

The committee noted the information contained within the report and relevant Appendices for the capital funding allocations.

**152. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2024-25**

The committee considered a report by the Executive Director (Finance and Corporate Services) relating to the committee's Forward Work Programme for future meetings of the committee.

**Decision**

The committee:-

- (1) reviewed and noted the South and West Fife Area Forward Work Programme 2024-25;
- (2) agreed that a performance patching report be submitted to committee on an annual basis;
- (3) agreed that an update report in relation to the funding of Kingdom Off Road be submitted to the October meeting.

**153. NOTICE OF MOTION - REDUCTION OF SPEED LIMIT IN STEELEND AND SALINE**

In terms of Standing Order No. 10, the following Notice of Motion was submitted:-

Councillor Graeme Downie, seconded by Councillor Sam Steele, moved the following:-

"Committee notes the ongoing concerns of the residents of Saline and Steelend over speeding traffic entering and passing through both villages; is aware of the proximity of Main Street, Saline to local amenities and Saline Primary School; highlights recent crashes and near misses at approaching and leaving Saline from Steelend and West Road; believes this rural part of Fife requires additional measures to reduce speeding and improve safety for local people; requests a report be brought to the next Area Committee on 4 September 2024 outlining a plan to reduce the speed limit through Steelend from 40mph to 30mph and on Main Street, Saline, from 30mph to 20mph; and thanks the work of local people and Saline & Steelend Community Council in highlighting these concerns".

**Decision**

The terms of the motion were unanimously agreed.

**154. URGENT MOTION - FLOODING IN ROSYTH**

In terms of Standing Order No. 10.11, the following Notice of Motion was submitted:-

Councillor Brian Goodall, seconded by Councillor Andy Jackson, moved the following:-

"Fife Council's South and West Fife Area Committee recognises the considerable impact on residents, at a number of locations in Rosyth, from high rainfall and flooding between the 26 and 31 May 2024.

## **2024 SWFAC 65**

The committee also notes that flooding incidents in Rosyth have become much more frequent over recent years and that areas of the town that have not previously been impacted are now also experiencing flooding events.

Committee calls for a multi service, multi location, site visit to be arranged within at least two months, bringing together representatives from the key Council Services, local Councillors and local residents, to identify any possible additional flood mitigation actions that can be delivered within the existing budget and to help build the case for further action to address Flooding in Rosyth".

### **Decision**

The terms of the motion were unanimously agreed subject to removing the words "at least" from paragraph three.



## 2024 WFACG 3

### THE FIFE COUNCIL - WEST FIFE AREA COMMON GOOD SUB-COMMITTEE - REMOTE MEETING

3 June, 2024

10.00 am - 10.30 am

**PRESENT:** Councillors Gordon Pryde (Convener), Aude Boubaker-Calder, Patrick Browne and Conner Young.

**ATTENDING:** Eleanor Hodgson, Accountant and Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services; and Tessa Ramsay, Local Community Planning Support Officer, Communities and Neighbourhoods Service.

#### 7. DECLARATIONS OF INTEREST

No Declarations of Interest were submitted in terms of Standing Order No. 22.

#### 8. MINUTE

The minute of the meeting of the West Fife Common Good Sub-Committee of 7 February 2023 was submitted.

##### Decision

The Sub-Committee approved the minute.

#### 9. COMMON GOOD FUNDS UPDATE REPORT 2023-2024

The sub-committee considered a report by the Executive Director (Finance and Corporate Services) advising members of the current status of the Common Good Funds in the area to assist with the decision making process for new applications.

##### Decision

The sub-committee noted:-

- (1) the contents of the report;
- (2) that a review was currently underway on the Common Good Funds annual report to ensure that a consistent approach was undertaken across the areas in allocating funds and reviewing awards that were outstanding; and
- (3) that a formal process would be finalised in due course.

*Councillor Conner Young joined the meeting during discussion of the above item.*

#### 10. WEST FIFE AREA COMMON GOOD FUND - APPLICATION FOR ASSISTANCE - W030 SCOBIE PARK RENOVATION, DUNFERMLINE

The sub-committee considered a report by the Head of Communities and Neighbourhoods Service seeking approval for an award of £20,000 from the West Fife Area Common Good Fund to assist with the costs of the renovation of Scobie Park, Dunfermline.

## 2024 WFACG 4

### **Decision**

The sub-committee:-

- (1) approved an award of £20,000 to Garvock Community Group from the West Fife Area Common Good Fund to assist with the costs of the renovation of Scobie Park, Dunfermline; and
- (2) agreed that future applications being submitted to the West Fife Area Common Good Sub-Committee for funding should be circulated to all members of the sub-committee to provide them with more detailed information on the project.

4 September 2024  
Agenda Item No. 5

---

## Area Capital Budget Request – High Valleyfield Community Centre

---

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

---

**Wards Affected:** Ward 1

---

### **Purpose:**

---

To seek agreement from the Area Committee to allocate funds from the Area Capital Budget 2024-25.

### **Recommendation(s)**

---

The Area Committee is asked to agree to a contribution of £25,000 from the Area Capital Budget towards the overall cost of £45,000 to replace and upgrade the games hall floor within High Valleyfield Community Centre.

### **Resource Implications**

---

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

### **Legal & Risk Implications**

---

There is a risk that the final costs of this project exceed the allocation identified. If this is the case, the project will be delayed until additional funding is identified.

### **Impact Assessment**

---

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

### **Consultation**

---

Elected members in Ward 1 have agreed the recommended work and funding proposal.

## 1.0 Background

---

- 1.1 The criteria for spend from the Area Capital Budget requires approval from the Area Committee.
- 1.2 The process also requires a capital project proposal to be produced for this project and submitted to Finance. Officers have produced and submitted this.

## 2.0 Project Information

---

- 2.1 The request for area capital funding is to replace and upgrade the specialist games flooring within High Valleyfield Community Centre.
- 2.2 The current flooring in the three court sports hall is now beyond repair and has been patched up over a number of years to extend its life span. The vinyl is splitting and the underfloor below has become porous and is letting moisture through. To continue without replacing the flooring would lead to this area being closed for public use.
- 2.3 The planned work will uplift, remove and dispose of the existing flooring, then prepare and prime the sub-floor and lay levelling screed. Finally, the sub-floor will be topped with sports vinyl flooring with the outside edges feathered and aluminium trim added for the final finish. This will be an upgrade to the floor currently in place.
- 2.4 Additional court markings will be added for 'Pickleball and Boccia' to complement the traditional games hall markings of badminton, basketball, netball and football. This will provide two extra sport options for the local community to enjoy.
- 2.5 The project cost at this time is £45,000. Property Services and High Valleyfield Community Centre Management Committee have agreed to contribute £10,000 each to the overall cost.
- 2.6 If the cost increases in any way, this will delay the project end date until funding for the shortfall is identified.

## 3.0 Conclusion

---

- 3.1 The work to upgrade and replace the existing flooring is necessary as it can no longer be repaired. Additional court markings will enhance the sport options on offer and will help to increase usage. The games hall is the largest within the west Fife villages and is used by groups from outwith High Valleyfield.
- 3.2 This projects help support the South and West Fife Local Community Planning theme of:-  
  
'Work with partners to improve the quality of life and wellbeing of residents - Maximise the opportunities of physical and outdoor activities by making use of local open spaces, leisure and recreational facilities and ensure greater community leisure opportunities for people and use of all our facilities and assets, consider co-benefits of carbon sequestration, active travel, energy generation and water management for open spaces.'

### Report Contact

Alastair Mutch  
Community Manager, South and West Fife  
Telephone: 03451 55 55 55 + VOIP Number **473005**  
Email: [Alastair.Mutch@fife.gov.uk](mailto:Alastair.Mutch@fife.gov.uk)

4 September 2024

Agenda Item No. 6

---

## Supporting the Local Community Plan – Local Community Planning Budget Request – Whinny/Brankholm Burn River Restoration Project

---

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

---

**Wards Affected:** Ward 5

---

### Purpose

---

To seek agreement from the area committee for a contribution from the Local Community Planning Budget for Whinny/Brankholm Burn River Restoration Project.

### Recommendation(s)

---

The committee is asked to agree an award of £16,250 from the Local Community Planning Budget 2024-25 equally divided between the Ward 5 and Area allocation as a contribution towards the initial feasibility study.

### Resource Implications

---

There is sufficient funding available in the South and West Fife Local Community Planning budget should the contribution be agreed.

### Legal & Risk Implications

---

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

### Impact Assessment

---

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

### Consultation

---

Ward 5 councillors have been consulted on this project as well as discussing the strategic brief, initial business case at ward meetings in May and August 2024.

## 1.0 Background

---

- 1.1 The criteria for spend from Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed.
- 1.2 Ward 5 councillors have received and reviewed the submitted application and are fully supportive of LCP Budget application. The application was tabled at the Ward 5 meeting on 20 August 2024.

## 2.0 Project Information

---

- 2.1 The project vision is to create a climate resilient catchment whilst delivering significant ecological improvements, enhanced biodiversity as well as expanding the natural habitat of the Whinny/Brankholm Burn.
- 2.2 This initial stage of the project is to undertake a feasibility study to provide a clear justification for initiating a project on the Brankholm/Whinny Burn in Rosyth. The project aims to restore river processes, build climate resilience and create a wide variety of habitats to benefit wildlife.
- 2.3 The project will be led by Fife Council in partnership with Fife Coast and Countryside Trust (SCIO) with the support of the Scottish Environmental Protection Agency (SEPA).
- 2.4 The project aims to restore the physical condition of 3km of downgraded urban river. This could potentially include two stage channels, backwaters, reconnecting floodplains, wetlands and developing riverwoods. The river is currently not functioning well nor adding value to the landscape in its current state. Appendix 1 details the three management reaches for potential restoration.
- 2.5 **Project objectives**
  - Improve the ecological status of the waterbody from MODERATE Ecological Potential to GOOD Ecological Potential for physical condition.
  - Align the river restoration with Fife Council targets to create a nature based multi-use space for the community and improve connect the river to the wider environment.
  - Adapting to and improving the catchments resilience to climate change, including reducing flood risk by improving drainage infrastructure within the catchment and delivering natural flood management.
  - Align with partners objectives to improve the green network by creating and enhancing community green space, path and travel networks and visual amenity.
  - Improving mental and physical health and wellbeing benefits for the local community by providing improved access to blue and green spaces.
  - Contribute to the regeneration of the town to create a great place to live.
- 2.6 The project will provide educational opportunities with the two schools that have grounds adjacent to the river, create better connected communities and improve amenity space along the river corridor working with the local community and groups.
- 2.7 There are potentially opportunities to align with Scottish Water and Fife Council's ambitions to significantly improve surface water drainage across the catchment improving climate resilience for the local community.

- 2.8 This is an ambitious project that will require significant development and delivery time to meet its aims.
- Project Brief/Feasibility Report development: Phase 18 months - Starting Summer 2024 Ending Winter 2026.
  - Design development: Two years - Starting Winter 2026.
- 2.9 It will also require multiple funding streams to be identified and secured to deliver the project. FCCT and SEPA colleagues are exploring options. As the project progresses, the initial business case will be enhanced and more robust financial detail added highlighting full project costs and potential funding sources.

### **3.0 Conclusion**

---

- 3.1 The river restoration project is a unique opportunity to improve and enhance parts of the Whinny and Brankholm Burn catchment. Creating a climate resilient catchment area along specific parts of both burns whilst involving the local community and schools will improve the biodiversity, natural habitat and potentially reduce the flood risk.
- 3.2 Co-ordination between agencies is vital for the success of this project. It will build upon the relationships already in place through the Rosyth Multi-Agency Flood Group.
- 3.3 This project provides significant opportunities for the targeted community and will contribute to the following Plan4Fife and South and West Fife Area Local Community Plan actions.
- Work with relevant services and agencies to improve biodiversity in the area.
  - Support the infrastructure which will maximise the potential of key tourism assets including world heritage site, the Coastal Path, Pilgrims Way and other local trails and woodland walks.

#### **List of Appendices**

Appendix 1 - River Restoration Management Reach Maps

#### **Report Contact**

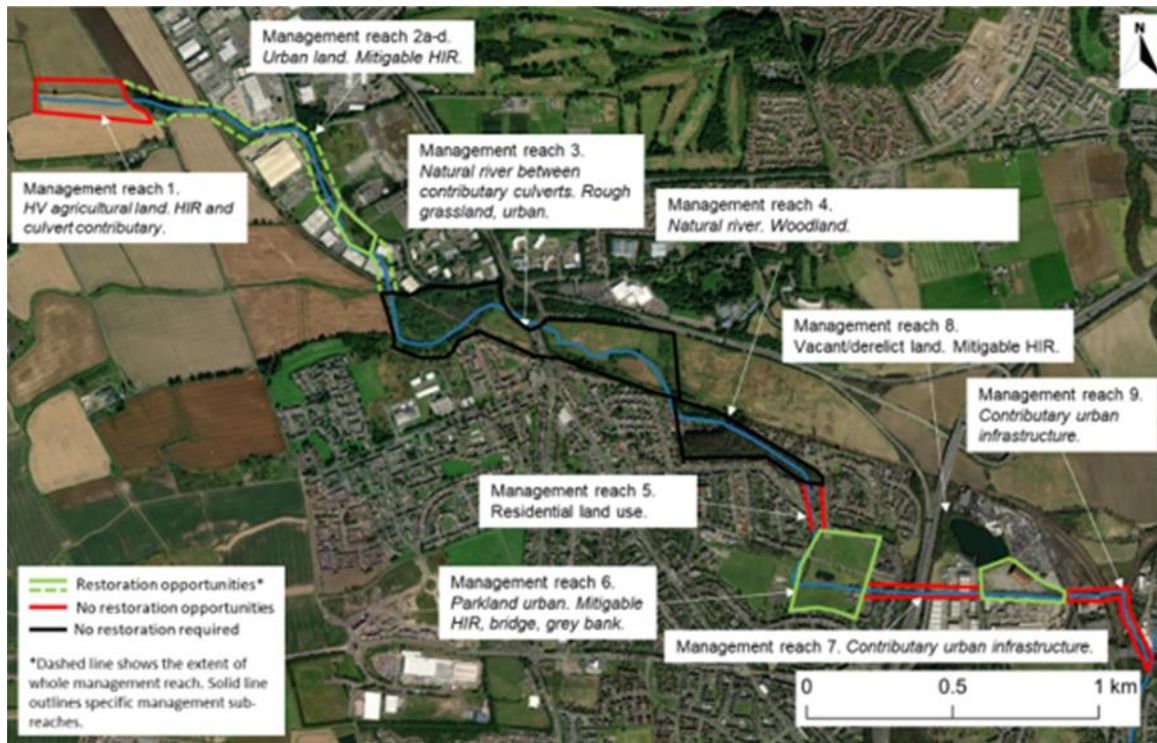
Alastair Mutch  
Community Manager, South and West Fife  
Inverkeithing Civic Centre  
Telephone: 03451 55 55 55 + VOIP Number 473005  
Email: [alastair.mutch@fife.gov.uk](mailto:alastair.mutch@fife.gov.uk)

## River Restoration

### Proposed locations

There are potentially 3 management reaches for restoration, covering approximately 3km of the baseline waterbody that is called the Whinny Burn on OS mapping. There is another excellent site for potential river restoration on the Brankholm burn small waterbody a tributary that flows in from west to east.

**Map 1 Whinny/Brankholm Baseline Waterbody – 3 potential management reaches.**



**Map 2 Whinny Burn Management Reach 2**





**Map 3 Management Reach 6 Whinny burn and Brankholm burn confluence**



**Map 4 Management Reach 8 Brankholm Burn at the Industrial estate.**



---

## 20mph B913 Main Street and West Road, Saline

---

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

---

**Wards Affected:** Ward 1 – West Fife & Coastal Villages

---

### Purpose

---

The purpose of this report is to allow the South and West Fife Area Committee to consider a proposal to introduce a 20mph speed limit on the B913 Main Street and West Road, Saline and on various residential roads constructed, or soon to be constructed within housing developments in Saline.

### Recommendation(s)

---

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

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce a 20mph speed limit as detailed in drawing TRO24\_40 (Appendix 1) with all ancillary procedures; and
- (2) authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

### Resource Implications

---

The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £5,000 which covers Roads and Transportation Services' and Legal Services' staff costs and advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

### Legal & Risk Implications

---

There are no known legal or risk implications.

### Impact Assessment

---

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

### Consultation

---

The local Ward Councillors, Saline Community Council and Police Scotland have been advised.

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

## 1.0 Background

---

- 1.1 A Members' Briefing was issued to all council members in June 2024 detailing the assessment work carried out by Roads and Transportation Services to assist Transport Scotland achieve a National Strategy for 20mph.
- 1.2 Taking into account the Scottish Minister's and partners' views, Transport Scotland's decision was to support local authorities to expand 20 mph speed limits across Scotland where appropriate, by 2025.
- 1.3 A motion was raised on 12 June 2024 (2024.SWFAC.64 - para. 153 refers) asking officers to outline a plan to reduce the speed limit through Steelend from 40mph to 30mph and on Main Street, Saline from 30mph to 20mph.

### **New Housing Development**

- 1.4 A new housing development has begun construction in the land adjacent to Main Street car park and south of West Road, Saline (planning application 22/02717/FULL). New roads constructed (or soon to be constructed) in this site and the larger allocated housing site SAL 003 require a TRO for the speed limit as shown on drawing TRO24\_40 (Appendix 1).
- 1.5 A road hierarchy has been developed for Fife in the Transportation Development Guidelines which helps developers design new housing development roads with a design speed appropriate for its function. These guidelines complement other national standards and advice documents where residential roads are constructed to a design speed of 20 mph.
- 1.6 Residential roads in new housing developments should be reasonably self-enforcing with regards to vehicles speeds, through the road layout and traffic calming measures. As far as possible, geometry and natural features should be used to encourage speed reduction and provide the most environmentally friendly layout.

## 2.0 Issues and Options

---

- 2.1 In line with the Scottish Government's "place criteria" identifying roads which are appropriate for proposed reduction to 20mph and to meet the terms of the motion and the wishes of the Community Council, it is proposed to start the 20mph at the existing gateway near Upper Kinneddar in the east and to end at the boundary of the new development site in the west. This is shown in Appendix 1, drawing TRO24\_40.
- 2.2 The cost to implement this 20mph speed limit includes the removal of existing "30/20mph Zone Ends" gateway signage within the village.
- 2.3 This is a 20mph limit and no vertical speed reduction measures (road humps) are proposed on the B913.
- 2.4 **New Housing Development** - Although new residential roads are constructed to a design speed of 20 mph as part of their approved planning consent, we still require a TRO for the 20 mph speed limit which requires Area Committee approval. These new residential roads will be constructed to a design speed of 20 mph by means of road geometry and traffic calming features.

## 3.0 Conclusions

---

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

### List of Appendices

1. Drawing TRO24\_40 – West Road & Main Street, Saline 20mph Speed Limit Proposal

### Background Papers

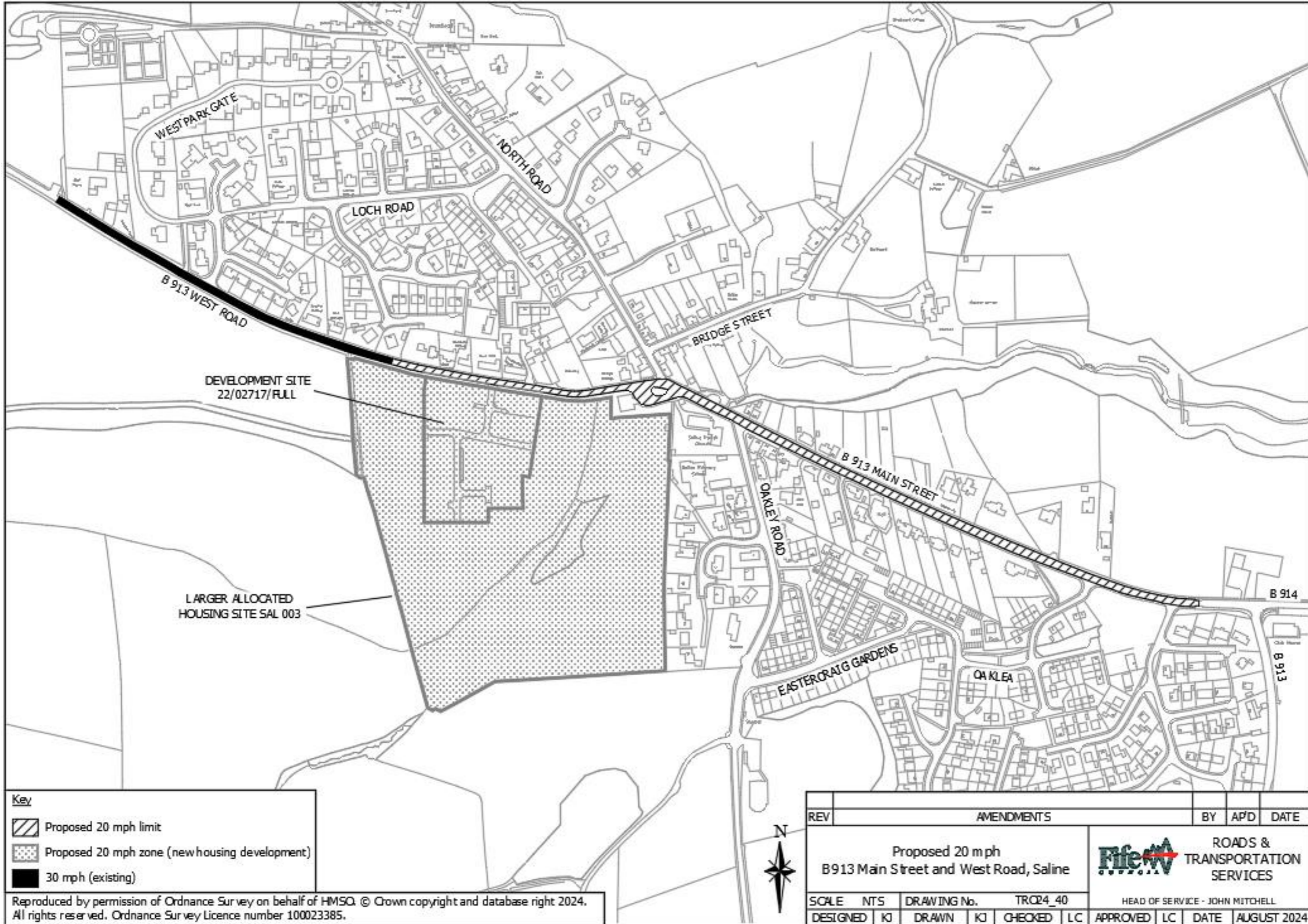
The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

1. Members' Briefing issued June 2024

### Report Contacts

Lesley Craig  
Lead Consultant, Traffic Management  
Roads and Transportation Services  
Bankhead Central  
03451 55 55 55 Ext No 480082  
[Lesley.Craig@fife.gov.uk](mailto:Lesley.Craig@fife.gov.uk)

Sara Wilson  
Service Manager, Roads Network Management  
Roads & Transportation Services  
Bankhead Central, Glenrothes  
Tel: 03451 55 55 55 Ext 453348  
Email: [Sara.Wilson@fife.gov.uk](mailto:Sara.Wilson@fife.gov.uk)



Key	
	Proposed 20 mph limit
	Proposed 20 mph zone (new housing development)
	30 mph (existing)

Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2024. All rights reserved. Ordnance Survey Licence number 100023385.



REV	AMENDMENTS	BY	AP'D	DATE
	Proposed 20 mph B913 Main Street and West Road, Saline			
		HEAD OF SERVICE - JOHN MITCHELL		
SCALE	NTS	DRAWING No.	TRO24_40	
DESIGNED	KJ	DRAWN	KJ	CHECKED LC
APPROVED	LC	DATE	AUGUST 2024	

---

## 30mph B914 Main Road, Steelend

---

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

---

**Wards Affected:** Ward 1 – West Fife & Coastal Villages

---

### Purpose

---

The purpose of this report is to allow the South and West Fife Area Committee to consider a proposal to introduce a 30mph speed limit on the B914 Main Road and associated side roads in Steelend.

### Recommendation(s)

---

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

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce a 30mph speed limit as detailed in drawing TRO24\_41 (Appendix 1) with all ancillary procedures; and
- (2) authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

### Resource Implications

---

The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £3,500 which covers Roads and Transportation Services' and Legal Services' staff costs and advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

### Legal & Risk Implications

---

There are no known legal or risk implications.

### Impact Assessment

---

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

### Consultation

---

The local Ward Councillors, Saline Community Council and Police Scotland have been advised.

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

## 1.0 Background

---

- 1.1 A motion was raised on 12 June 2024 (2024.SWFAC.64 - para. 153 refers) asking officers to outline a plan to reduce the speed limit through Steelend from 40mph to 30mph and on Main Street, Saline from 30mph to 20mph.

## 2.0 Issues and Options

---

- 2.1 To meet the terms of the motion and the wishes of the Community Council, it is proposed to reduce the current 40mph to 30mph on the B914 Main Road including Ravenscraig Terrace, Knockhill View and the junction with the B913 to the existing gateway in Saline. This is shown in Appendix 1, drawing TRO24\_41.

## 3.0 Conclusions

---

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

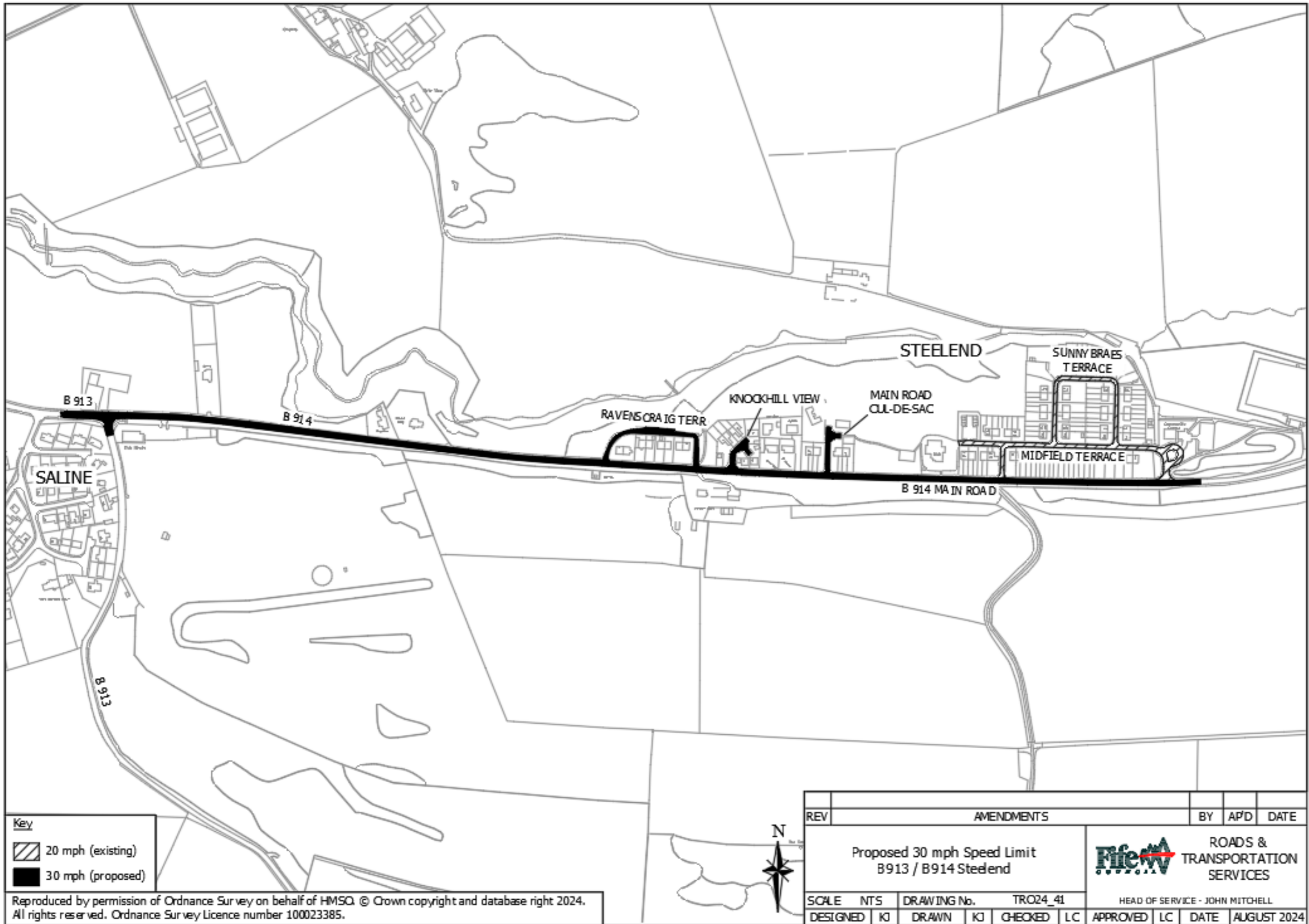
### List of Appendices

1. Drawing TRO24\_41 – B914 Main Road Steelend 30mph Speed Limit Proposal

### Report Contacts

Lesley Craig  
Lead Consultant, Traffic Management  
Roads and Transportation Services  
Bankhead Central  
03451 55 55 55 Ext No 480082  
[Lesley.Craig@fife.gov.uk](mailto:Lesley.Craig@fife.gov.uk)

Sara Wilson  
Service Manager, Roads Network Management  
Roads & Transportation Services  
Bankhead Central, Glenrothes  
Tel: 03451 55 55 55 Ext 453348  
Email: [Sara.Wilson@fife.gov.uk](mailto:Sara.Wilson@fife.gov.uk)





---

## Area Roads Programme 2023/24 – Final Report

---

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

---

**Ward Affected:** Ward 1, 5 & 6 – West Fife and Coastal Villages

---

### Purpose

---

The purpose of this report is to advise the committee on the delivery of the 2023-24 Area Roads Programme (ARP).

### Recommendation(s)

---

The committee is asked to note the contents of the report and Appendices.

### Resource Implications

---

The 2023-24 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure expenditure remained within the Service budget.

### Legal & Risk Implications

---

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

### Impact Assessment

---

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

### Consultation

---

Members were consulted on the list of projects forming the 2023-24 ARP.

## 1.0 Background

---

- 1.1 Committee agreed the list of projects forming the 2023-24 ARP on 1st March 2023 (2023 SWFAC 24, Para 49 refers).

## 2.0 Issues and Options

---

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

## 3.0 Conclusions

---

- 3.1 The attached appendices show the South & West Fife Area Programme for 2023-24. The type of works, work location and expenditure are provided for each project. Any underspend or overspend is carried through to the following years allocation for the committee area.

### List of Appendices

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

### Report Contact

Vicki Storrar  
Lead Consultant (Roads & Lighting Asset Management)  
Bankhead Central, Glenrothes  
Telephone: 03451 55 55 55 (VOIP Number 475144)  
Email: [vicki.storrar@fife.gov.uk](mailto:vicki.storrar@fife.gov.uk)

Alistair Donald  
Service Manager (Roads Design & Build)  
Bankhead Central, Glenrothes  
Email – [Alistair.donald@fife.gov.uk](mailto:Alistair.donald@fife.gov.uk)

## South & West Fife Area Committee

Appendix 1

### Area Roads Programme 2023-24

#### Carriageway Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
1	Saline	C51 West of A823	A823 to U006	£182,896	£0	Postponed	Delayed due to contractor availability – completed April 2024
1	Rural	C5 Near Blair Castle	East Lodge to West Lodge	£85,950	£124,004	Complete	
5	Rosyth	St Margaret Way Phases 1& 2	King Malcolm Drive R/A to St Margarets Way R/A East	£483,000	£572,692	Complete	
1	Oakley	Sir George Bruce Road	Sligo Street to Station Road including patching on Sligo Street.	£48,725	£33,443	Complete	Sligo Street completed August 2024
1	Oakley	James Hog Crescent	Stanley Terrace to Boswell Drive	£39,720	£24,520	Complete	
1	Rural	U005 Craigencaat Road	B914 East of Gask Toll to Fife Boundary	£203,141	£225,334	Complete	
6	Dalgety Bay	St Bridgets Brae	Full length	£53,450	£205	Postponed	Postponed by SWF Committee, replaced with Moray Way. To be delivered as part of thin surfacing programme - Sept 2024
1	Rural	C5 Culross to Longannet	Blairburn Cottage to Longannet junction full with resurfacing over three sections	£343,690	£328,494	Complete	
1	Saline	C19 Oakley Road Saline to Primary School	B913 Main Street south for 190m	£62,615	£69,931	Complete	
6	Dalgety Bay	C89 Moray Way	Sections of Steeple Crescent to Lumsdaine Crescent	£99,284	£101,727	Complete	
<b>TOTAL</b>				<b>£1,602,471</b>	<b>£1,480,350</b>		

## South & West Fife Area Committee

Appendix 2

### Area Roads Programme 2023-24

#### Footway Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
5	Rosyth	Hilton Road		£49,170		Postponed	Engineering difficulties
6	Inverkeithing	Deas Road Phase 2 of 2		£46,000	£40,461	Complete	
1	Oakley	Sir George Bruce Road Ph 2	Sligo Street to Station Road	£29,546	£0	Postponed	Delayed due to contractor availability – completed May 2024
6	Dalgety Bay	Lade Braes Phase 1 of 3	West side of Lade Braes south to Carraig Place plus Carraig Place	£115,556	£121,855	Complete	
1	Carnock	Camps Road	Property No.5 to Property No.15	£29,000	£34,183	Complete	
5	Rosyth	Torridon Lane	Whole Road	£42,811	£62,959	Complete	
5	Rosyth	Primrose Avenue Ph1	Gill Way to Booth Avenue and Sub Station to property 112	£53,482	£53,482	Complete	
<b>TOTAL</b>				<b>£365,565</b>	<b>£312,940</b>		

## South & West Fife Area Committee

Appendix 3

### Area Roads Programme 2023-24

#### Road Safety & Traffic Management Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Outturn Cost	Progress at 31st March 2024	Comments
1	Carnock	A907 Main Street/bridge	Signal upgrade	£98,070	£99,509	Complete	
6	Inverkeithing	Church Street	Bus Boarder	£10,000	£0	Postponed	Delayed due to contractor availability
6	Inverkeithing	A921	Replace Map -type ADS signs	£17,000	£14,499	Complete	
6	Aberdour	Development site to Aberdour PS/Hawkcraig Rd	Shared use path	£50,000	£671	In Progress	To be delivered as part of the shared use path project in 2024/25
<b>TOTAL</b>				<b>£175,070</b>	<b>£114,679</b>		

## South & West Fife Area Committee

Appendix 4

### Area Roads Programme 2023-24

#### Lighting Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
6	Dalgety Bay	Lade Braes Phase 1	West side to & inc Carraig Pl	£24,000	£27,806	Complete	
1	Kincardine	Phase 4 - Kilbagie Rd & side streets	Ash Brae, Station Rd, Forth St, John St, Keith St, Bank St, Elphinstone St, Excise Lane, Paradise Lane, Coopers Lane	£50,000	£7,184	Postponed	Awaiting Planning Approval. Materials and Fees only Completed July 2024
6	Dalgety Bay	Fordell Bank area		£60,000	£126,151	Complete	
1	Pattiesmuir	All columns		£24,000	£18,140	Complete	
1	Rural	C19 Saline Rd & Kinnedar Village		£56,000	£52,313	Complete	
1	Culross	Low Causeway & West Car Park		£110,000	£3,872	Postponed	Delays due to Planning Approval. Materials and Fees only Programmed for Sept - Nov 2024
1	Kincardine	Phase 3 - Old yer code 8PL12572		£15,000	£13,286	Complete	
<b>TOTAL</b>				<b>£339,000</b>	<b>£248,752</b>		

South & West Fife Area Committee

Appendix 5

Area Roads Programme 2023-24

Structures Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
6	Aberdour	Shore Road	Dour burn Footbridge – Bridge Replacement	£325,000	£304,442	Complete	
TOTAL				£325,000	£304.422		

---

## Education - Pupilwise and Parentwise Surveys

---

**Report by:** Angela Logue, Head of Service, Education Directorate

---

**Wards Affected:** All

---

### Purpose

---

This report presents a summary of the Parentwise and Pupilwise survey process undertaken across Fife in academic session 2023/24, with a focus on the South and West area results.

### Recommendation(s)

---

- (1) Provide comment on the findings and consideration of next steps; and
- (2) Find out more about pupil and parental participation activities. Schools would welcome elected member contact to talk about the different ways they listen to pupils and parents/carers and how they use this information.

### Resource Implications

---

N/A

### Legal & Risk Implications

---

There are no legal or risk implications identified at this stage.

### Impact Assessment

---

An EqIA has not been completed and is not necessary for the following reasons: no change or revision to existing policies is proposed by this report.

### Consultation

---

Work to develop the surveys has involved consultation with a range of pupils, parents/carers and staff from across sectors, including strategic leads working to evidence progress on the Education Directorate Plan. These surveys represent the largest scale consultation activities undertaken by the Education Directorate.



# 1.0 Background

- 1.1 The United Nations Convention on the Rights of the Child (UNCRC) has now been enacted into law in Scotland. This legislation emphasises seeking pupils' views on their needs, involving relevant parties in discussions, and understanding how children wish to be treated. Additionally, the act acknowledges the rights and responsibilities of parents, offering support to empower them in fulfilling their roles as duty bearers within the convention.
- 1.2 As a directorate, Education is committed to ensuring that children, young people and parents/carers have their say about Fife nurseries and schools and that their views are listened to and acted upon. This paper provides information about work in Fife to gather views on a large scale using the Pupilwise and Parentwise online surveys, implemented this session for the fourth time.
- 1.3 The surveys were first introduced in session 2011/12. These were designed to complement the range of methods where views are gathered locally and nationally and as a way of encouraging pupil and parental participation to inform service evaluation and improvement planning. This approach allows schools to compare their individual profiles with the profile for their sector and cluster schools in Fife. The survey results provide data that supports the continual cycle of improvement which, in turn, helps to raise standards and expectations of service provision across Fife.
- 1.4 The surveys normally take place every third school session, however, due to the global pandemic there was no Parentwise or Pupilwise survey completed in session 2020/21. Instead, schools sought views within their own establishments during this period. Gathering the information now is especially important to help to form an accurate picture across Fife of parents and pupils' views as society recovers post pandemic.
- 1.5 The surveys have taken place four times since development, with the number of respondents increasing over time:
  - Session 2011/12: 14,249 pupils + 4,609 parents = 18,858
  - Session 2014/15: 23,047 pupils + 3,162 parents = 26,209
  - Session 2017/18: 23,440 pupils + 9,913 parents = 33,353
  - Session 2023/24: 27,418 pupils + 13,463 parents = 40,881

<b>Pupilwise</b>	<b>2011/12</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2023/24</b>
No of responses	14,249	22,962	23,440	27,418
Total Fife Pupil Roll	35,158	54,400	55,386	54,816
Response Rate	41%	42%	42%	50%

<b>Parentwise</b>	<b>2011/12</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2023/24</b>
No of responses	4,261	3,159	9,913	13,463
Total Fife Pupil Roll	35,281	54,400	55,386	54,816
Response Rate	12%	6%	18%	25%

Figure 1: Pupilwise and Parentwise surveys - Overall Fife Response rates

During this time, and in response to feedback, the surveys have been further developed and improved to adapt to changing contexts and to enable and encourage as many people as possible to take part. This aims to help make them more inclusive and accessible to younger children and pupils with additional support needs, as well as to ensure the questions remain relevant and worthwhile. Most recently, guidance has been devised for practitioners to support younger pupils to complete the process. Parentwise Surveys have been promoted through posters, Groupcall messages and the sharing of surveys via QR codes to promote and increase the number of parental respondents.

- 1.6 Gathering parental views is only an initial step in the parental involvement process, what happens next is what makes the difference. Parents should not only feel their views are listened to but that these are taken account of and, further, it is essential that parents feel informed of what happens as a result of them sharing their views. This process can be simply described as: you said, we listened, we did, we let you know.

## 2.0 Response Rates

---

### 2.1 Pupilwise Response:

- During the period January 2024 to March 2024, 27,418 children and young people took part in the Pupilwise survey. This is a 50% response rate which is an 8% increase in responses compared to the 2017/18 Pupilwise survey.
- The number of respondents to Pupilwise can be broken down further, as follows:  
1,901 children in nursery (33% response rate); 17,769 children in P1-7 (66% response rate) and 7,748 young people in S1-6 (35% response rate)
- With the majority of primary pupils responding to the survey and less than half responding in nursery and secondary, it is important to consider this when interpreting the results.

### 2.2 Parentwise Response:

- During the period January 2024 to March 2024, 13,463 parents/carers across Fife responded to the Parentwise survey, a 25% response rate which is a 7% increase in the number of responses from the 2017/18 Parentwise survey.
- The number of respondents to Parentwise can be broken down further as follows:  
1331 parents of children at nursery (23% response rate); 7872 parents of P1-7 children (29% response rate); 4,215 parents of young people in S1-6 (19% response rate); 45 parents of young people in Special Schools (28% response rate).
- While there was an overall increase in response since the last Parentwise survey, the response rate was less than half in all sectors. It is important to consider this when interpreting the results. Going forward, schools must continue to engage parents and carers to gather views using a variety of approaches in their parent engagement strategy.

- 2.3 **Parent/Carer responses** - This session, of the 13,463 responses, 86 identified themselves as being foster carers, 132 identified as Kinship Carers and 50 as Carer (which includes all other forms of care). There were 746 Fife looked after children at the time of the survey, as well as a further group of looked after pupils from outwith Fife, therefore an approx. 36% response rate. Work will continue to be done to look at these numbers closely and to notice patterns relating to area, individual establishment and age-group, so that follow-up work can take place.

- 2.4 The results from both surveys were shared with schools/nurseries in May 2024 to enable them to reflect on feedback and to consider next steps in their individual improvement plans for the coming session. Results will now be shared more widely, at cluster, local area level, authority and partnership levels, to ensure that the pupil and parental views influence wider self-evaluation processes and improvement planning.

## 3.0 Pupilwise Survey Findings

---

- 3.1 The Pupilwise survey poses a series of statements to children and young people relating to the Wellbeing Indicators (safe, healthy, active, nurtured, achieving, responsible, respected and included). The percentages shown below relate to the combined positive responses made to these statements from across the sectors in the South and West Fife area. The percentages are shown in italics with the Fife-wide results shown in brackets.

- 3.2 Schools will feed back their results on surveys via their individual Parent Councils and wider parent forums and with pupils appropriate to age and stage. They will consider the data from their survey, alongside people views, direct observation and other data to inform their improvement planning.

### 3.3 Safe and Nurtured

- 70% (73%) of pupils report that they feel safe at nursery/school.
- 46% (47%) feel that at least one adult knows them well in school/nursery.
- 70% (74%) say that they know who they can talk to in school/nursery if they are upset or worried about something.
- 75% (78%) report that they learn in school how to stay safe when using technology online to communicate with others (e.g. internet, social networking, mobile phones and email).
- 47% (51%) say that their school listens to their concerns about bullying.
- 51% (53%) say that their school takes action following reports of bullying.

### 3.4 Healthy and Active

- 80% (82%) of pupils report that their school encourages them to be healthy and to take part in physical activity (e.g. Physical Education, outdoor learning, extra-curricular taster sessions/events)
- 65% (67%) report that in school they learn about healthy life choices (such as healthy eating).
- 79% (81%) feel they have friends they can go to if they have a worry.
- 43% (47%) believe that school helps them to become more confident.
- 50% (58%) feel that school is helping them to make healthy life choices – sexual health.
- 75% (77%) feel school is helping them to make healthy life choices – the dangers of drugs, alcohol and smoking.

- 54% (61%) feel their school is helping them to become more resilient and to cope with challenges.
- 39% (42%) say that they like being at their school most of the time.

### 3.5 **Achieving and Responsible**

- 59% (64%) of pupils say that staff talk to them about how they can improve their learning.
- 70% (71%) think that they are making good progress in their learning.
- 65% (68%) report that people in school help them with their learning when they need it.
- 59% (66%) say that they can access support to enable them to achieve progress in their learning.
- 43% (49%) say that there is a positive behaviour ethos in their school which allows them to learn.
- 55% (61%) say that school has helped them know what skills they might need for a range of different careers.
- 47% (53%) believe that their school knows about the things they are good at.
- 25% (29%) believe that their school knows what they like doing when they are not in school.
- 64% (67%) report that their parents/carers talk to them about their learning at home.
- 43% (55%) feel that their school and parents /carers work together to support them (S1 to S6 only).

### 3.6 **Respected and Included**

- 60% (63%) of Fife pupils think that school treats them fairly and with respect.
- 64% (66%) report that staff listen to them and pay attention to what they say.
- 54% (61%) report that they feel welcome in their school.
- 65% (74%) think that school makes sure they know about their rights and responsibilities.
- 42% (45%) feel that they are treated with respect by other pupils in school.
- 43% (50%) say they get the chance to share their ideas about what they like most and least about school and how to make school better.
- 58% (63%) feel they were given help by school to feel prepared for their move from Primary to Secondary school.

- 53% (56 %) feel that when they started Secondary school that their lessons were at the right level at them in most of their classes
- 36% (64%) feel that they have been given support to think about what they want to do when they leave school.
- 28% (61%) feel that they have been given help to find out about possible next steps in preparation for leaving school.
- 19% (47%) feel that their school has helped to prepare them for the world of work.
- 89% (87%) say that they are happy.
- 88% (86%) say that they enjoy learning.
- 81% (78%) say they get the chance to share their ideas and choose to do things they like to do in school.

### **NEXT STEPS in response to Pupilwise results**

3.7 Overall, in Fife, the majority of pupil responses to the survey are positive, averaging 63% positive responses across the three sectors. This suggests that pupils feel they have a good quality of wellbeing experience in Fife schools. In the South and West Fife Area, the majority of pupils' responses are positive (averaging 59% across the sectors) and with sector responses as follows:

- Nursery: 89% (Fife Wide 82%)
- Primary: 68% (Fife Wide 69%)
- Secondary: 40% (Fife Wide 52%)

### **Pupilwise Survey 23/24: South and West Area responses by sector are as follows:**

- Nursery: 89.44% positive and 7.85% negative.
- Primary: 67.82% positive and 8.86% negative.
- Secondary: 40.44% positive and 23.04% negative.

3.8 Analysis of the data shows that most pupils (75% or above) responded positively about the following themes. These are therefore identified as **overall strengths**:

- **Safe and Healthy Environment:** Pupils feel they know who they can talk if they are upset or worried and that school teaches them effectively about how to stay safe when using technology to communicate online.
- **Promoting Healthy Life choices:** School encourages healthy living and participation in physical activities and guidance to make healthy lifestyle choices.
- **Learning and Engagement:** Pupils report feeling happy and enjoying their learning experiences. Pupils get opportunities to share ideas and engage in activities they like.

3.9 Analysis of the data shows that less than half of pupils (49% or below) responded positively about the following themes, these are therefore identified as **aspects for focused attention**:

- **Behaviour & Relationships:** There is a need to continue to promote positive relationships and learning environments. This will include awareness raising around approaches used by schools (e.g. around bullying and managing children's behaviour).
- **Achievements:** Work will be undertaken to improve recognition and celebration of both in-school and out of school achievements. This will give feedback to pupils on skills development, supporting their self-awareness and contributing to building resilience, self-esteem and confidence.
- **Positive Destinations:** We will work to support pupils' development and awareness of transferable skills to support their decision making and preparations for life, learning and the world of work.

## 4.0 Parentwise Survey Findings

---

4.1 The Parentwise survey poses a series of statements relating to the Wellbeing Indicators (safe, healthy, active, nurtured, achieving, responsible, respected and included). The percentages shown below relate to the combined positive responses of parents with children from across all sectors in the South and West area. The percentages are shown in *Italics* with the brackets show the Fife-wide results.

### 4.2 Safe and Nurtured

- *71%* (*78%*) of parents report that their child feels safe at school/nursery.
- *60%* (*69%*) feel staff really know their child as an individual.
- *78%* (*87%*) know who to contact if they are upset or worried about something that is affecting their child.
- *52%* (*60%*) of parents across all sectors feel that their child's school teaches their child how they can stay safe when using technology online to communicate with others (internet, social networking, mobile phones, and email).
- *40%* (*50%*) of parents feel that their child's school/nursery listens to concerns on bullying.
- *35%* (*44%*) of parents feel that their child's school/nursery takes action following reports on bullying concerns.

### 4.3 Healthy and Active

- *77%* (*82%*) of parents feel that the school encourages their child to be healthy and to take part in physical activity (e.g. Physical Education, Outdoor Learning, Extra-curricular, Taster Sessions/Events)
- *57%* (*65%*) feel that the school/nursery encourages their child to make healthy life choices – food and health.
- *55%* (*65%*) feel that the school/nursery supports their child's emotional wellbeing.
- *49%* (*60%*) feel that the school/nursery helps their child to learn how to make friends and develop good relationships

- 40% (45%) feel that the school/nursery encourages their child to make healthy life choices – relationships, sexual health and parenthood.
- 40% (46%) feel that the school/nursery encourages their child to make healthy life choices – substance misuse (i.e. The dangers of drugs, alcohol and/or smoking).
- 63% (71%) of parents who took part in the survey feel that their child likes being at school/nursery most of the time.

#### 4.4 **Achieving and responsible**

- 66% (78%) of parents report that their school/nursery keeps them informed about their child's progress (e.g. reports cards, parents' nights).
- 67% (75%) feel that their child is making progress in school/nursery.
- 56% (64%) know what their child needs to do next to make progress in their learning.
- 52% (63%) feel that their child has access to the relevant support to enable them to achieve at school/nursery
- 48% (60%) feel that there is a positive behaviour ethos in the school/nursery which allows for effective learning to take place.
- 44% (53%) feel that the school/nursery is teaching their child resilience skills and strategies to cope with challenges.
- 47% (54%) think that the school/nursery plans/offers opportunities for wider achievement.
- 52% (61%) agree that the school/nursery recognises and values their child's achievements within and outwith school.
- 55% (64%) think that the school/nursery provides opportunities for their child to develop their personal and social skills through a wide range of activities.
- 49% (58%) think that the school/nursery provides information about how they can engage with supporting their child's learning at home.
- 42% (49%) say that the school/nursery gives opportunities for family learning, which focuses on children and parents learning together.

#### 4.5 **Respected and included**

- 64% (71%) of parents report that the staff in the school/nursery treat their child fairly and with respect.
- 46% (56%) of parents report that the school/nursery asks for, and considers, their views.
- 49% (56%) of parents report that the school/nursery provides opportunities for their child to progress and achieve from outdoor learning experiences.

- 57% (64%) of parents say that their child is able to participate in all school activities and the school has measures in place to minimise the cost of the school day.
- 42% (54%) of parents say that the school has clear guidance and supports in place to ensure that no child is disadvantaged by personal circumstances.
- 63% (73%) of parents say that they feel welcome in the school/nursery.
- 66% (79%) say that the school provides regular information about the life of the school/nursery (e.g. information letters, newsletters, email, school/nursery websites etc.).
- 39% (48%) report that they know about the school/nursery priorities for improvement.
- 53% (59%) say that the school helps to prepare their child for all transitions (e.g. from nursery to primary, primary to secondary, for leaving school or for when moving school).
- 60% (67%) say that they are given opportunities to participate in the school/nursery community.

### **Next steps in response to Parentwise Feedback**

- 4.6 Overall in Fife, the majority (63%) of parental responses to the survey are positive and indicate a good level of confidence in Fife schools and nurseries. In the South and West Fife Area, the majority (54%) of parental responses are positive, 5% lower than Fife overall.

The overall positive responses can be broken down further by sector (see Figure 3 above). For the South and West Fife area, the data is as follows with percentages shown in italics with the Fife-wide results in brackets. For the South and West Fife area, 74% nursery, 68% primary and 31% secondary.

- Nursery: 74% (74%)
- Primary: 68% (69%)
- Secondary: 31% (47%)

### **Parentwise Survey 23/24: South and West Area responses by sector are as follows:**

- Nursery: 74.14% positive and 2.28% negative
- Primary: 67.62% positive and 9.19% negative
- Secondary: 31.32% positive and 35.16% negative

- 4.7 Analysis of the data shows that most (75% or more) parents responded positively about the following themes, these are therefore identified as **overall strengths**:

**Safe and Healthy Environment:** Parents/Carers feel that their child is safe in school and know who to contact if they are upset or worried about something that is affecting their child and that the school encourages their child to be healthy and take part in physical activity.

**Parental Engagement:** Parents report that they are kept informed about their child's progress through report cards, parents' nights and that their child is making progress. Parents feel suitably informed about the life of the school through information letters, newsletters, email and websites.



4. 8 Analysis of the data shows that less than half of parents (49% or below) responded positively about the following themes, these are therefore identified as **aspects for focused attention**:

**Healthy Life Choices:** Further consideration needs to be given as to how the school/nursery promotes learning about healthy life choices appropriate to age and stage, for a) relationships, sexual health and parenthood, and b) substance misuse.

**Communication, Relationships and Behaviour:** Continued reflection is needed on how to improve communication, parental awareness and confidence in nurseries/schools' approaches to managing behaviour and building positive relationships (to include reflection on communication and handling of bullying concerns).

**Parental Involvement & Family Learning:** Further consideration is needed around approaches to engaging with parents, how to promote opportunities for family learning that focus on children and parents learning together and how to improve parental engagement in schools'/nurseries' priorities for improvement.

## 5.0 Conclusions

---

- 5.1 The Pupilwise and Parentwise surveys have been effective in gathering the views of a significant number of pupils and parents/carers across Fife. The results will be used to identify strengths and areas for focused attention across all sectors, at individual educational establishment level and at Fife-wide strategic level. We seek comments and suggestions from the South and West Fife Area Committee regarding next steps and any other potential aspects for consideration.
- 5.2 To effectively recognise and realise children's rights, it is crucial for all educational establishments to integrate the principles of the UNCRC into their parental engagement strategies and approaches to pupil participation and engagement. Fostering a collaborative environment that prioritises the well-being and development of every child.
- 5.3 Educational establishments will build on their successes and continue to work hard to enhance parental partnership and engagement further. It is essential for all sectors to improve their approaches to parental engagement, which incorporates parental involvement and family learning, by working together, we can ensure that our children and young people in Fife thrive and flourish, supporting their learning and achievements.

### Report Contacts

Mary McKay, Education Manager  
Email: [mary.mckay-gr@fife.gov.uk](mailto:mary.mckay-gr@fife.gov.uk)

Rona Weir, Education Manager  
Email: [rona.weir@fife.gov.uk](mailto:rona.weir@fife.gov.uk)

4 September 2024  
Agenda Item No: 11

## Complaints Update

---

Report by: Mike Enston, Executive Director (Communities)

---

Wards Affected: All

---

### Purpose

---

To provide an overview of complaints received relating to the South and West Fife area for the year from 1 April 2023 to 31 March 2024.

### 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 and 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 eleventh annual report to Area Committees, this report covering complaints relevant to the South and West Fife Committee area.
- 1.3 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
- 1.4 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.
- 1.5 The council responds to over seven 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

---

- 2.1 The following table provides the volume of complaints and the responsiveness to target timescales for the South & West Fife Area Committee.

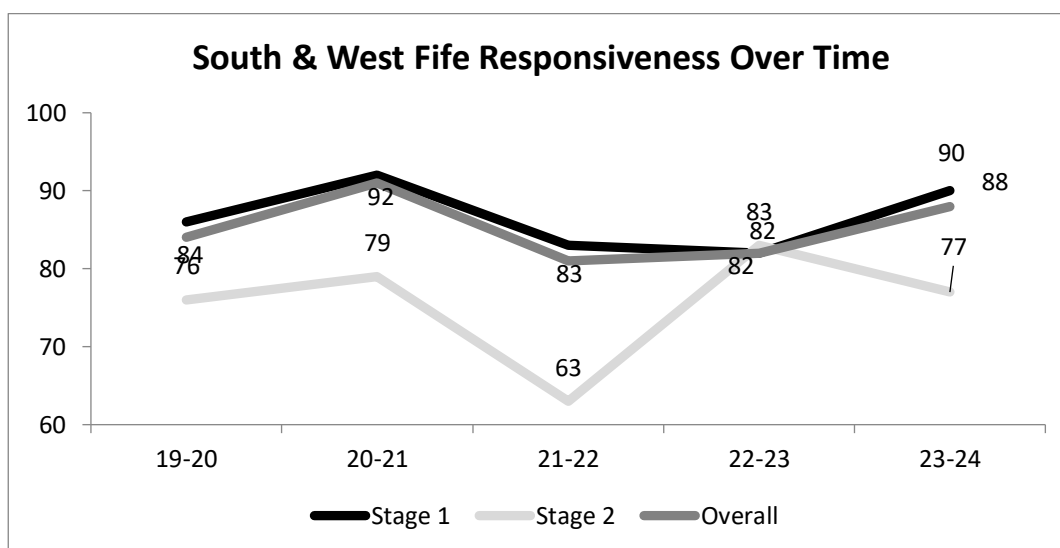
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	256	225	88% (82% 22-23)
Stage 1 (5 days)	208	188	90% (82% 22-23)
Stage 2 (20 days)	48	37	77% (83% 22-23)

- 2.2 260 complaints were received relating to the South and West Fife area in 2023-24 of which 256 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are categorised in the system upon closure. We aim to deal with stage 1 complaints immediately if we can but at least within five working days. Stage 2 should be dealt with in 20 working days, with updates if investigations will take longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.
- 2.3 Responsiveness has generally improved when compared against last year to stage 2 cases and overall, in timescale. The average time to close all complaints was 6.1 working days worse than last year's 5.5 working days yet better than the council average of 6.5 working days.

2.4 The following table provides the volume of complaints and responsiveness to target timescales for Fife Council overall for comparison purposes.

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,836	2,385	84% (84% in 22-23)
Stage 1 (5 days)	2,301 (81%)	1,984	86% (86% in 22-23)
Stage 2 (20 days)	535 (19%)	401	75% (76% in 22-23)

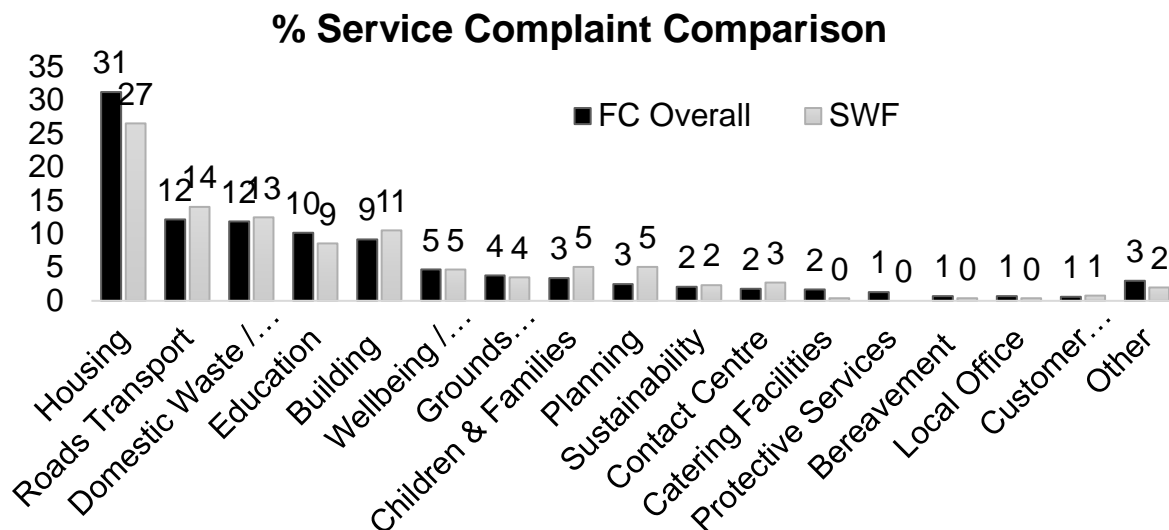
2.5 The graph shows a general improvement in responsiveness to target timescales following the pandemic (generally improving responsiveness from 2021).



2.6 The contact channel used for complaints can be seen in the following table. There has been a decrease in the use of the web this year (86% in 22-23) generally replaced by an increase in complaints by email.

Receipt Channel	South & West Fife	FC Overall
Web	66%	65%
Email	11%	16%
Contact Centre	10%	8%
F2F	4%	4%
Tel	3%	4%
Letter / Form	5%	3%

2.7 The following graph provides the proportionality of complaints arising per Service (includes all complaints made, regardless of whether the decision by the investigator was upheld or not upheld) when compared with Fife Council as a whole.



2.8 From the graph for accessibility purposes the proportionality differences between this Committee area and Fife Council overall are as follows where the Fife Council overall figure of percentage of Service's complaints is given first. Housing 31 and 27, Roads 12 and 14, Domestic Waste 12 and 13, Education 10 and 9, Building Services 9 and 11, Wellbeing 5 and 5, Grounds Maintenance 4 and 4, Children Families 3 and 5, Planning 3 and 5, Sustainability 2 and 2, Contact Centre 2 and 3, Catering 2 and 0, Protective 1 and 0, Bereavement 1 and 0, , Local Office 1 and 0, Customer Improvement 1 and 1 then other 3 and 2.

2.9 Differences of note include that there are proportionally less complaints for Housing Services (expected that this is a likely due to the proportionality of council houses in the committee area). There were proportionally more complaints concerning Roads and Transportation where the largest category concerned potholes and the poor condition of the road surface and Domestic Waste where the main complaint category was a failure to collect or empty bins. It should be noted that both services have however received lower volumes when compared with last year.

2.10 The following table shows complaint responsiveness by Services. Ordered by the percentage of all in timescale from worst to best.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
Children Families	8	87.5%	5	20.0%	13	61.5%
Education	11	81.8%	11	81.8%	22	81.8%
Housing	58	81.0%	10	90.0%	68	82.4%
Roads	33	87.9%	3	33.3%	36	83.3%
Planning	2	100.0%	11	81.8%	13	84.6%
Building	27	92.6%	0	100.0%	27	92.6%
Audit & Risk	0	100.0%	1	100.0%	1	100.0%
Bereavement	1	100.0%	0	100.0%	1	100.0%
Catering	1	100.0%	0	100.0%	1	100.0%
CLD	2	100.0%	0	100.0%	2	100.0%
Contact Centre	7	100.0%	0	100.0%	7	100.0%
Customer Service	1	100.0%	1	100.0%	2	100.0%
Domestic Waste	31	100.0%	1	100.0%	32	100.0%

	<b>Vol Stage 1</b>	<b>% Stage 1 In Time</b>	<b>Vol Stage 2</b>	<b>% Stage 2 In Time</b>	<b>Total Vol</b>	<b>% All in Time</b>
Financial Wellbeing	9	100.0%	3	100.0%	12	100.0%
Grounds	9	100.0%	0	100.0%	9	100.0%
Legal Services	0	100.0%	1	100.0%	1	100.0%
Local Office	1	100.0%	0	100.0%	1	100.0%
Procurement	1	100.0%	0	100.0%	1	100.0%
Property	1	100.0%	0	100.0%	1	100.0%
Sustainability	5	100.0%	1	100.0%	6	100.0%
<b>Grand Total</b>	<b>208</b>	<b>90.4%</b>	<b>48</b>	<b>77.1%</b>	<b>256</b>	<b>87.9%</b>

- 2.11 Please note that from the 31 cases that ran over timescale, 21 of those cases had extensions agreed with customers (68%). This means that 96% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).
- 2.12 Taking account of the valid extension greatly improves the tabled results e.g. Children & Families, adjusting for the extension, would then have 92% of complaints in agreed timescale and Education would have 95%.

2.13 Table showing the “root cause” category of main complaints received to the top x7 Services (by volume) and compared with previous year (ordered alphabetically).

<b>Service</b>	<b>Complaint Category</b>	<b>2022-23</b>	<b>2023-24</b>
Building Services	Council vehicle - driving behaviour/standards	1	0
	Council vehicle - parking	0	1
	Failure to attend at time advised / agreed	1	1
	Failure to fix first time	5	3
	Inappropriate staff attitude / behaviour	3	2
	Noise levels from work activities	0	1
	Poor communications - advance notice of work not given	1	0
	Poor communications - internal breakdown with other council areas	1	0
	Poor communications - poor regarding work being/to be undertaken	5	9
	Standard of workmanship - damage	1	1
	Standard of workmanship - mess	3	2
	Standard of workmanship - tenant unhappy with work	3	5
<b>Building Services Total</b>		<b>26</b>	<b>27</b>
	Bin not returned properly / bin is missing	0	5

Service	Complaint Category	2022-23	2023-24
Domestic Waste and Street Cleansing	Bulky not collected / only part collected	6	1
	Collection has left spilt waste in street / at property	0	1
	Damage to vehicles / property during bin collection	2	1
	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc	29	5
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning, routes, methods etc)	0	1
	Dissatisfaction with policy / organisational arrangements including charging policy	1	5
	Dissatisfaction with standard of street cleanliness	0	1
	Dissatisfaction with Take Out & Return TOR service	2	1
	Failure to collect / empty bin	5	6
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0
	Inappropriate staff attitude / behaviour	0	1
	Inconsiderate / inappropriate use of council vehicle	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	4
<b>Domestic Waste and Street Cleansing Total</b>		<b>49</b>	<b>32</b>
Children & Families	Dissatisfaction with assessment outcome - Child or Young Person	0	1
	Dissatisfaction with assessment outcome - Parent/Carer	0	6



Service	Complaint Category	2022-23	2023-24
	Inappropriate staff attitude / behaviour	5	3
	Poor communications including lack of notice, consultation & engagement	1	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1
<b>Children &amp; Families Total</b>		<b>6</b>	<b>13</b>
Education	Accidents Injuries e.g., Physical education fights etc	0	1
	Anything that doesn't fit within other categories.	0	1
	Behaviour/actions of a pupil impacting on the safety/ emotional wellbeing/ educational provision of others.	0	1
	Bullying By Pupil	1	3
	Discrimination race gender religion etc	1	0
	Dissatisfaction with closure following industrial action	1	0
	Dissatisfaction with policy current arrangements	3	1
	Inappropriate parent behaviour	0	1
	Inappropriate staff attitude behaviour	0	2
	Poor communications including lack of notice consultation engagement	1	7
	Poor Condition of Toilet Area?	0	2
	Standard of supervision	1	2
Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	

Service	Complaint Category	2022-23	2023-24
<b>Education Total</b>		<b>9</b>	<b>22</b>
Financial Wellbeing and Revenues	Admin Error	0	2
	Disagree with Council policy	0	1
	Disagree with legislation	0	1
	Inappropriate staff attitude / behaviour	0	3
	Lack of/Incorrect information	1	2
	Procedures/Policy	1	3
<b>Financial Wellbeing and Revenues Total</b>		<b>2</b>	<b>12</b>
Housing	ASB neighbour dispute	1	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	1	1
	Assessment of FHR - Dissatisfaction with time taken	1	1
	Damp Team	0	2
	Delays in Start / Completion	1	6
	Discrimination race, gender, religion etc	0	1
	Dispute with Neighbours	0	3
	Dissatisfaction with policy / current arrangements including allocations criteria	1	2
	Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria	8	10

Service	Complaint Category	2022-23	2023-24
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	1
	Dog Issues	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	6	2
	Fencing	1	0
	FHR process – Dissatisfied as process not meeting applicants needs	1	1
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	0	2
	Housing Technical Officer	0	1
	Inappropriate staff attitude / behaviour	5	8
	Management of Communal Areas inc grass cutting, overgrown trees & bushes	0	2
	Mutual repairs	1	0
	Pest control issues	0	1
	Poor communications (including lack of notice, consultation & engagement)	0	1
	Poor communications including lack of notice, consultation & engagement	2	8
	Poor Condition / Standard of Housing	4	1
	Poor standard/condition of property at start of tenancy	0	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	2	3

Service	Complaint Category	2022-23	2023-24
	Resettlement Programme	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	4	7
	Waiting Times	1	1
<b>Housing Total</b>		<b>42</b>	<b>68</b>
Planning	Delays in decisions / non-compliance with timescales	1	1
	Dissatisfaction with policy / delivery arrangements	2	10
	Failure to respond	1	0
	Inadequate consideration of objections	1	1
	Poor quality of assessment	0	1
<b>Planning Total</b>		<b>5</b>	<b>13</b>
Roads & Transportation	Anything that doesn't fit within other categories.	0	3
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	2
	Bad attitude of Drivers	0	1
	Card not received by customer	1	1
	Commercial and Subsidised Bus Service issues lack of provision, timetable changes, driver conduct, accessibility	1	0

Service	Complaint Category	2022-23	2023-24
	Compensation claims	1	0
	Damage to vehicles / property	0	1
	Dissatisfaction with car parking provision / charging policy	5	1
	Dissatisfaction with emergency response to flooding	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	1	0
	Dissatisfaction with service provided	1	0
	Dissatisfaction with service provision	1	0
	Escalated to stage 2 based on timescale	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2
	Grit bin damaged / displaced / not replaced	2	0
	Inadequate notice of road and footpath works including road closures	0	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	2
	Insufficient number of grit bins provided	1	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	1	1
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	3	0

Service	Complaint Category	2022-23	2023-24
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	2	0
	Poor communications including lack of notice, consultation & engagement	1	2
	Poor condition of footpath / cycle path	2	0
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	1	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	1	0
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	1
	Poor standard of road repairs / maintenance work including incomplete work	0	2
	Potholes / poor condition of road surface	9	10
	Scheme of Eligibility criteria	0	1
	School transport operation of Service i.e. late / did not arrive/condition of vehicle/driver conduct/behaviour of other passenger/route issues/timetable issues	0	2
	Structures damaged and not repaired promptly resulting in extended Road Closure	1	0
	Traffic concerns including traffic noise / volume / speed	2	0
	Traffic Signals/Controlled Crossing Not Working Correctly	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2

Service	Complaint Category	2022-23	2023-24
	Use / provision of disabled parking including on-street and off-street disabled parking bays	1	0
<b>Roads &amp; Transportation Total</b>		<b>41</b>	<b>36</b>

## Complaint examples

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

Service	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>Our bins are constantly being missed to be emptied - I always put them kerbside outside my gate the night before due to be emptied. I have lived here a few months and have had to fill in 'missed bin' form on several occasions - all other bins in the street get emptied but mine doesn't.</p> <p><b>Outcome:</b> <i>Complaint upheld.</i></p> <p><i>Apology offered to customer. Have spoken to the Supervisor who is responsible for the Waste Collection Service in the area regarding this matter and he currently investigating what's gone wrong. Waste Operations will take any necessary action to resolve this issue. An RCV had returned, and the bin should now be serviced.</i></p>
Roads & Transportation	Potholes / poor condition of road surface.	<p>I was driving my car on <i>location, location</i> at approx. <i>time date</i> when I drove into and through two significant potholes whilst heading northwards to the <i>location</i> and was unable to avoid them due to oncoming traffic on the other side of what is a narrow road. The potholes caused immediate damage to my nearside front wheel and tyre, to the extent the warning light on the dashboard came on within a minute warning of tyre defect, and tyre was completely flat and damaged. My husband had to leave work to come and recover me and car and get car back to house in Low Valleyfield. My car is now booked in <i>date</i> to get tyre replaced and checked for other damage. I wish to complain and seek recovery of the costs incurred to get me back on the road. That road is a disgrace and dangerous and will become more so in the winter. I have also logged and reported a road fault online with pictures, and in doing so I note that there seems to have been fault reported previously as long ago as <i>date</i> My Fife Council Road and Pavement Defects Case: <i>reference</i>.</p> <p><b>Outcome:</b> <i>Complaint upheld.</i></p> <p><i>Repairs for this section of road awaiting completion from operations department.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria.	<p>Tenant complaining that <i>name</i> is not carrying out inspection to his loft installation that was damaged due to tradesmen carrying out repairs to gas. This has been reported several occasions and nothing is being done. The house is freezing and breaching regulations. Tenant disabled and has requested contact prior to visit which is on notes and not being carried out.</p> <p><b>Outcome.</b> <i>Complaint upheld.</i></p>



		<i>Visited the tenant on the date and have agreed for his loft insulation to be looked at and put on a program to renew. I have also agreed to fit a larger radiator in his porch for more heat in the property.</i>
--	--	--

## 3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this committee have described gaps in the volume and quality of corrective actions.
- 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.
- 3.4 There are good examples when the council listens to customer feedback and makes improvements to future service provision. Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed, etc.), the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date, the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
  - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Escalation & Resolution continue to support elected members, MPs and MSPs to resolve issues for constituents when the 'business as usual' process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area elected members on constituents' cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.
- 3.8 The following tables provide the details of complaint decisions in the South and West Fife area compared with the Fife Council overall results.

South & West Fife	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	34%	17%	23%	26%
Stage 1	28%	16%	28%	28%
Stage 2	60%	21%	2%	17%

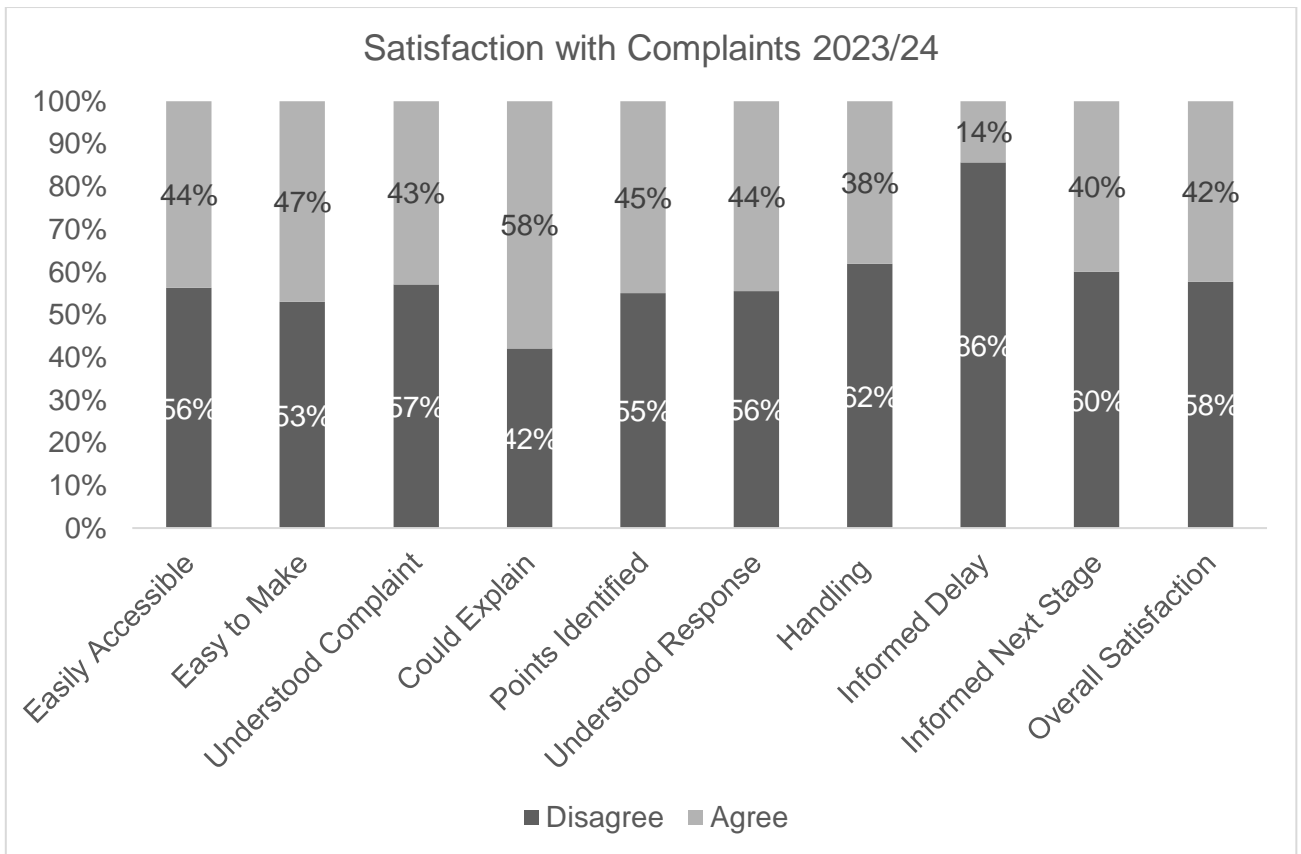
**Comparison to the Fife Council overall results.**

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	35%	17%	17%	30%
Stage 1	32%	15%	20%	33%
Stage 2	50%	27%	4%	19%

## 4.0 Complaint Satisfaction

- 4.1 In historic reports to this committee, the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the council's website and the customer management system, this transactional survey became obsolete.
- 4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.
- 4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally four weeks after their complaint has closed.
- Information about the complaint procedure was easily accessible.
  - I found it easy to make my complaint.
  - I was happy that the person considering the matter fully understood my complaint.
  - I was given the opportunity to fully explain my complaint.
  - The points of my complaint were identified and responded to.
  - The response to my complaint was easy to understand.
  - Overall, I was satisfied with the handling of my complaint.
  - I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
  - I was clearly told what the next stage of the complaints process was for me.
- 4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed.
- 4.5 There were 23 replies from complainants claiming residency in the South & West Fife Committee area. Comments included:
- No one responded to my complaint.
  - Fife Council are not interested and did not act on my complaint.
  - I do not feel my complaint was handled the correct way; I still have not heard back in regard to anything I complained about.
  - They have made no change and no explanation.
  - Answered fully.

Overall satisfaction was 42% and below last year's figure of 51%. The result is below the council average of 50%. Satisfaction with each question is as shown on the following graph.



- 4.6 From the graph for accessibility purposes disagreement with the questionnaire statements percentages are as follows. Easily accessible 56, easy to make 53, understood complaint 57, could explain 42, points identified 55, understood response 56, handling 62, informed of delay 86, informed next stage 60 which equates to a disagreement with overall satisfaction of 58.
- 4.7 It would appear from the graph that improvement is required in the overall handling of complaints by carefully considering the issues to be addressed and keeping complainants informed of any delay.

## 5.0 Scottish Public Services Ombudsman Cases

- 5.1 The SPSO are the last part of the procedure for all council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 5.2 In 2023-24, there were six cases for the South and West Fife area that reached this final stage of the procedure.
- 5.3 The following table provides a list of services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	Complaint Summary	SPSO Decision
Education	Noise levels from a nursery	Not taken forward for investigation
Housing	Tenancy application points	Not taken forward for investigation

Service	Complaint Summary	SPSO Decision
Roads & Transportation	Tree roots damage to pavement	Not taken forward for investigation
Financial Wellbeing & Revenues	Small business bonus relief	Not taken forward for investigation
Children & Families	Inappropriate behaviour	Not taken forward for investigation
Roads & Transportation	Speed restrictions on road	Not taken forward for investigation

## 6.0 Other Customer Issues

- 6.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 6.2 Historically, the following table included data on street cleaning requests, reports of illegal dumping, dog issues and abandoned vehicles amongst others. Data provided has always come with the caveat that this was a very simple database extract and likely different data from what would be expressed by owning services. The only data now available to the author is the volume of missed bins.

Enquiry Type	20/21	21/22	22/23	23/24	Note
Missed bins	1387	1211	1077	836	Actual complaints around missed bins will overlap with service requests.

- 6.3 Annual figures for customer issues such as illegal dumping, abandoned vehicles, dog issues, etc. are available and likely to be included in this committee's diet, many provided by Safer Communities.

## 7.0 Compliments

- 7.1 By adding a database marker we can now report compliments by area committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the service being complimented. From the examples obtained, it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 17 compliments received from customers in the South and West Fife area, the service areas complimented and some typical (redacted) examples of the type of compliments received.

Service	Vol	Example
Bereavement	1	I'd just like to say a massive thank to the guy and partner who did the groundwork for my dad's ashes to be laid to rest at Hillend cemetery today they were amazing and very respectful.

Service	Vol	Example
		They even pulled the stones down from my mum's grave to make it look tidy and nice. The ground didn't even look like it had been dug and our wreath was beautiful placed just amazing. If you could let them know how grateful I am to them just above and beyond as far as I'm concerned. Thank you.
Building Services	2	Blacksmith attended very promptly (same day) to my lock-up in Inverkeithing he did a great job and gave the door a full mot (it wouldn't close originally).
Contact Centre	2	I wish to compliment the lady whom I phoned regarding fly tipping at my flats. She discussed the case in detail and ensured that later that very day yellow stickers were placed on the items, and they were kindly, efficiently, removed this morning. This was exceptional service!
Domestic Waste	9	I messaged in about wheel broken on my grey bin and needing another brown bin as we have a lot of garden waste, would like to say thanks very much as the man was out this morning 1st thing
Education	1	I would like to compliment the new temporary head teacher at Limekilns primary school. They have taken the time to get to know the pupils in the school and made own changes to how things are done in the school which I think have led to some positive impacts on pupils. It really is refreshing to see a head teacher with the level of passion and commitment that they have shown to not only my son, but lots of other pupils.
Housing	1	Would like to say thanks very much for the cementing work carried out this week at garage near Woods Road
Local Office	1	Staff member was really helpful and informative when I recently visited Inverkeithing Library.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was generally better than last year however stage 2 cases in target timescales worsened when compared with last year's performance. The average time to close all complaints was 6.1 working days which was worse than last year yet better than the Council average of 6.2 working days. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the South and West Fife area are broadly similar to those made across Fife as a whole, however, there were proportionally less complaints for Housing Services. There were proportionally more complaints concerning Roads & Transportation where the largest category was potholes / poor condition of road surface and Domestic Waste where the main complaint category a failure to collect or empty bins yet both of these Services received fewer complaints than the previous year.

## **Background Papers**

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

## **Report Contacts**

Diarmuid Cotter  
Head of Customer & Online Services  
New City House, Dunfermline  
Telephone: 03451 55 55 55 Ext. 480050  
Email [Diarmuid.cotter@fife.gov.uk](mailto:Diarmuid.cotter@fife.gov.uk)

Dave Thomson  
Customer Experience Lead Officer / SPSO Liaison Officer  
Fife House, Glenrothes  
Email: [david.thomson-crm@fife.gov.uk](mailto:david.thomson-crm@fife.gov.uk)

---

# Play Strategy Implementation – South and West Fife Area

---

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

---

**Wards Affected:** 1,5,6

---

## Purpose

---

To share proposed implementation programme for South and West Fife area and to ask committee members to approve the approach adopted and take cognisance of the issues noted.

## Recommendation(s)

---

The committee is asked to:-

- (1) agree the suggested approach to delivery;
- (2) delegate to officers to consult with ward members to agree a play park improvement programme for 2024/25 - 2025/26 and to progress the natural/open spaces listed; and
- (3) agree the approach to allocating investment identified for the programmed sites.

## Resource Implications

---

Following approval of the South and West Fife Play Space Strategy in November 2023, there are two new play parks required, 16 sites identified for improvement, 23 sites to be maintained and 12 sites for repurposing to green/natural open space for play where appropriate.

Variables that impact on the programme for delivery include, but are not limited to, contractor market availability, procurement method, external funding, time sensitive funding, resources, land ownership, site viability, ground conditions, availability of community group partnerships and inclement weather impact.

## Legal & Risk Implications

---

It may become apparent in some cases that Fife Council are not the landowner of all play sites and/or ground conditions may not allow construction under current regulations. This information may not be discovered until site investigations are complete which may affect deliverability of play if a solution cannot be found.

Depending on value of works may require planning permissions.

There is insufficient capital funding available to deliver the Fife Wide ten year play park programme in full.

## Impact Assessment

---

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

Public consultation has concluded for the Play Space Strategy. Further consultation will be required with communities and local groups when concept designs are produced.

## 1.0 Background

---

- 1.1 The Play Space Strategy was approved at committee in 2021, devolving decisions to local area for agreement. South and West Fife Play Space Strategy was approved at the 23 November Area Committee. Members requested that an implementation plan be brought to area committee.

## 2.0 Proposed Implementation Plan

---

- 2.1 The following criteria will be applied to each site to assist project prioritisation:
- Lifespan of equipment
  - Health and Safety of equipment
  - Availability of community group for partnership working
- 2.2 The 2023 annual independent inspection will assist somewhat in identifying remaining lifespan of equipment, combined with frontline knowledge from the play inspectorate team in Grounds Maintenance Service (GMS) who report reactive health and safety issues. Applying these criteria and subsequent recommendation is denoted in the comments' column in the tables below.
- 2.3 Support is required from the Community Manager and Community Development Team to identify potential community groups available to assist with external fundraising, consultation on concept designs and to ensure we provide play equipment appropriate for the local community.
- 2.4 With current resources and implications noted, we expect circa 14 “Improvement sites” is achievable **per annum** across Fife. This approximates to 2-3 sites per committee area. It should be noted that pre-construction phase, which includes concept design and community consultation, can take around 6-12 months, therefore, the projects noted in the proposed implementation plan will not likely be delivered until 2025.
- 2.5 Consideration will be given to each “natural/green open space” individually as each site is unique. We will work with members, area team and local communities to agree the future of each site. Depending on ground conditions, some sites will be naturally green, others will become open space with picnic tables/benches for all to use. Community Projects team, greenspace officers, Biodiversity Co-ordinator and GMS will be integrated into this partnership to ensure we provide the best possible space for our community. GMS colleagues will provide costs for repurposing each site.
- 2.6 Local Play Parks currently cost between £120,000 and £150,000 depending on the size of the site and the number of pieces of equipment. South and West Fife has 16 sites currently identified for improvement, therefore, approximately £2.000m investment is required to deliver the current programme over ten years.



2.7 **Ward 1 Implementation** - Members are asked to note the improvement of Wilson Street and Clune Road is programmed over the next 12 months and agree the simultaneous repurposing of Sandeman Court and Main Street, Newmill.

Name	Ward	Current categorisation	Play strategy approved	Comments	Suggestion
Wilson Street	1	local play park	Improve	Fully funded. Design prepared. Public Consultation required	24/25
Clune Road	1	local play park	Improve	Fully funded. Design prepared. Public Consultation required	Early 25/26
Burn Brae Park	1	town play park	Improve		
Standalane	1	local play park	Improve		
Bowl Park	1	local play park	Improve		
Station Road	1	local play park	Improve	Updated design required	
Oaklea	1	local play park	Improve	Awaiting concept design	
Sandeman Court	1	local play park	Natural/Green Open space	Swings/Multi unit reaching end of life. Full site to be repurposed	Repurpose at end of life
Village Green	1	local play park	Natural/Green Open space	Lifespan remaining	Repurpose at end of life
Main Street, Newmill	1	local play park	Natural/Green Open space	All equipment reaching end of life. Quality reducing and safety/maintenance action increasing	Repurpose at end of life
Kinnedar Park	1	local play park	Natural/Green Open space	Lifespan remaining	Repurpose at end of life

2.8 **Ward 5 Implementation** – Current programme of work below, note that Camdean installation completed March 24. There are no sites identified for natural/open space in Ward 5.

Name	Ward	Current categorisation	Play strategy approved	Comments	Suggestion / Info
Limekilns Play Park	5	town play park	Improve	Design prepared. Public consultation ongoing,	Progress in 25/26 when all funding secured
Charlestown	5	local play park	Improve		

2.9 **Ward 6 Implementation** - Members are asked to note Brock Street improvement is programmed for delivery in the next 6-12 months. Members are asked to agree the simultaneous repurposing of Central Way, Meadowfield and Morlich Grove as these sites have low play value equipment at end of life or require urgent attention.

Name	Ward	Current categorisation	Play strategy approved	Comments	Suggestion / Info
Silver Sands	6	local play park	Improve		
Letham/Chandlers rise	6	local play park	Improve		
Inchmickery Avenue	6	local play park	Improve		
Morlich Park	6	local play park	Improve		
Moubray Road	6	local play park	Improve		
Friary Gardens	6	town play park	Improve		
Brock Street	6	local play park	Improve	Current project. Design prepared, fully funded. Fully consulted	Delivery 24/25
Harbour Drive (Tyre Park)	6	local play park	New	Future Programme tbc	
The Bridges	6	local play park	New	Future Programme tbc	
Central Way	6	local play park	Natural/Green play space	Slides presenting H&S concern.	Repurpose site
Meadowfield	6	local play park	Natural/Green play space	Multi unit near end of life. One rocker already removed. Low play value	Repurpose
Morlich Grove	6	local play park	Natural/Green play space	Ref 2.2 GMS recommend action	Repurpose site
Roseberry View	6	local play park	Natural/Green play space	Low play value. Only 2 items. Remove at end of life	
Seton Place	6	local play park	Natural/Green play space	Low play value. Only 2 items. Remove at end of life	
The Haven	6	local play park	Natural/Green play space	Low play value. 2 cradle swings. Remove at end of life	
Whites Quay	6	local play park	Natural/Green play space	Low play value. 2 cradle swings. Remove at end of life	
Waggon Road	6	local play park	Natural/Green play space	All equipment in good condition. No action for now.	

## 3.0 Funding and Investment

- 3.1 The Scottish Government awarded Fife Council just over £4.000m in 2021, to be awarded in Tranches until 2025. Each committee area has £584,571 equal share and South and West Fife spend profile to date is illustrated in the table below.

	Scottish Govt Tranche 1 (21/22)	Scottish Govt Tranche 2 (22/23)	Scottish Govt Tranche 3 (23/24)	Scottish Govt Tranche 4 (24/25)	Scottish Govt Tranche 5 (25/26)	Total (7th of Fife allocation)
<b>Allocated</b>	<b>20,769</b>	<b>60,000</b>	<b>20,000</b>	<b>358,378</b>	<b>125,000</b>	<b>584,147</b>
Swing Replacement	20,769					
Fife Wide Health & Safety Allocation			20,000			
Hillend		40,000		1,498		
Camdean Play area		20,000		8,101		
Clune Road				50,000		
Wilson Street				30,000		
Oakley Station Road				60,000		
Brock Street				60,000		
Limekilns				65,000		
Oaklea Saline				40,000		
Tyre Park				40,000		
Ongoing H&S allocation				10,000		
Rosyth Public Park					25,000	
Inchmickery					50,000	
Silver Sands					50,000	
Spend to date	20,769	60,000	20,000	364,599	125,000	590,368
Budget remaining	0	0	0	-6,221	0	-6,221

## 4.0 Conclusions

- 4.1 This approach provides a structure to prioritisation of the delivery of improvement to play parks in the South and West Fife area.
- 4.2 The programme of repurposing play spaces to natural/green open space is based on the criteria set out in 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:-

- South & West Fife Play Space Strategy – South & West Fife Area Committee 1.11.2023.
- Play spaces strategy - Housing & Communities Committee August 2021

## **Report Contact**

Louise Whyte

Capital Project Manager

[Louise.whyte@fife.gov.uk](mailto:Louise.whyte@fife.gov.uk)

4 September 2024  
Agenda Item No. 13

---

## Supporting the South and West Fife Local Community Plan – Anti-Poverty Progress Update

---

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

---

**Wards Affected:** Ward Nos.1, 5 and 6

---

### Purpose

---

The purpose of this report is to update members on the activity and outcomes related to the anti-poverty work undertaken in South and West Fife in year 2023-24, in alignment with the key priorities for the area contained in the 2022 - 2025 S&WF Local Community Plan.

### Recommendation(s)

---

Members are asked to:-

- (i) note and make comment on progress made in terms of activity and outcomes in relation to ongoing anti-poverty work making recommendations where appropriate; and
- (ii) agree and approve that officers will now provide quarterly anti-poverty updates at Ward meetings while still committing to provide an annual progress report to Area Committee.

### Resource Implications

---

There are no specific resource implications within this report that require agreement. The level of expenditure related to anti-poverty work for financial year 2023-24 can be found in Appendix 1.

### Legal & Risk Implications

---

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

### Impact Assessment

---

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

### Consultation

---

The work noted in this approach is directly aligned to the core priorities found in the South and West Fife Local Community Plan. Ongoing discussions at the People, Place and Poverty Action Group meetings assisted to refine approaches to tackling poverty in the area during 2023/24.

## 1.0 Background

---

- 1.1 Local areas have been tasked with creating anti-poverty mitigations that specifically meet the needs of the local area. On that basis, there will be variations to the approaches across Fife which are due to the rurality of an area or demographic pressures, etc.
- 1.2 The approach to anti-poverty work in South and West Fife has adapted since the worst impacts of the pandemic have receded. To better address the challenges faced by people post-pandemic, four main Community Assistance Hubs were established where a wide range of advice, support, activities are available either in the Hub or nearby. Communities and Neighbourhoods' staff act as an 'anchor' for each of the Hubs where the public are welcomed to drop-in and (usually) Welfare Support Assistants (WSAs) will co-ordinate advice, support as required, signposting and referring where appropriate.
- 1.3 In addressing poverty at a local level, it's important to note the strategic objectives that exist both Fife-wide and nationally. The 'Plan4Fife' sets clear objectives around prevention and long-term planning for tackling poverty. The approach mentioned in 1.2 aims to move our response to the issue of poverty away from crisis management, short-term approaches, to a more co-ordinated preventative approach. This can be achieved by using local resources to build resilience and to avoid future crisis situations for individuals and families. Through increased usage and enhanced profiling of the Hubs, communities will know that support from Fife Council or partner organisations is available at a venue close to them.
- 1.4 Delivering services in this joined-up manner widens access to appropriate support with food, fuel and other household expenses, including: targeted financial support, energy advice, benefit maximisation checks, legal advice, physical and emotional support; all of which assist in reducing the direct and indirect impacts of the cost-of-living increases over the past two years. The approach promotes choice and dignity for the recipient as part of a successful path to resilience.

## 2.0 Issues and Options

---

- 2.1 The multi-agency People Leadership Group in S&WF works collaboratively to address the people-based objectives contained in the wider Local Community Plan. However, the bulk of the work in addressing poverty in S&WF is co-ordinated through the South and West Fife Anti-Poverty Group (SWPAG). The SWPAG has become a de facto 'subgroup' of the People Leadership with progress reported frequently. Subsequently, strong people-based approaches to tackling poverty exist in S&WF. See Appendix 1 for more information on projects delivered during 2023/24.
- 2.2 It is important to note though that poverty of 'place' is also a factor in dealing with the sub optimal outcomes being experienced by residents in S&WF. There is an opportunity, at this time, to combine a strong place-based agenda that will directly feed into the people focused anti-poverty framework. The Place Leadership Group continues to address local issues relating to specific communities in S&WF. Work continues to strengthen links between the People & Place Leadership Groups, the SWPAG and to the anti-poverty actions in the S&WF Local Community Plan.
- 2.3 The multi-agency SWPAG works collaboratively to address the key priorities and actions contained within the S&WF Local Community Plan. The priority is to:  
  
*"Develop additional local preventative responses to support people through the ongoing cost-of-living crisis, working to move people out of poverty where possible."*

The areas of focus and actions contained within this priority include:

- Estimates show that 60-70% of households in Scotland will be in fuel poverty by winter 2022/23. For S&WF, this means up to 16,440 households spending more than 10% of their total income on fuel.
- As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.
- To improve income maximisation in the area for people to effectively plan their expenditure and to have greater control of their financial situation.
- Develop preventative, community wealth building approaches to tackling poverty through the implementation of advice hubs, which bring together key support services under one roof, so that people get the support they need quickly. Although designed to target the families/individuals in most need, these services are open and available to everyone.
- Develop and maintain energy advice sessions and events and by targeting specific data zones/neighbourhoods in S&WF.
- Train up energy champions to build a solid knowledge base amongst staff and volunteers in the area, with a view to making onward referrals to appropriate agencies/services as required.
- Support and develop post-pandemic community food provision and continue to support community food providers individually and collectively, while promoting zero waste approaches, affordable and sustainable food. Explore ideas for collaboration and co-operative models through local partnership groups e.g. Food Resilience Group.
- Promote the benefits of credit union membership and secure a credit union presence in S&WF either in a physical building or a satellite presence in advice hubs and in the community.

2.4 An important part of the operational approach to tackling poverty in the area is the Welfare Support offering through the Communities Directorate. Funded through both core and Community Recovery monies, staff are aligned with Community Assistance Hubs and provide a 'triage' type of role to support residents. Data on the Welfare Support activity throughout the year is available on page 20 of Appendix 1.

2.5 In S&WF, evidence-based approaches are utilised in ensuring the best outcomes are achieved for local people. The data shown in pages 1-8 of Appendix 1 highlights the challenges faced in S&WF and the subsequent pages detail how these issues have been addressed during the year 2023/24.

## **3.0 Conclusions**

---

- 3.1 The key activities noted in the appendix to this report represent a robust and tailored approach to the needs of our local communities.
- 3.2 The advantages of taking a local approach to tackling poverty is an ability to develop and implement new and innovative initiatives quickly, by working with local communities and the partner agencies involved in supporting people.
- 3.3 The work highlighted in the appendices to this report highlights the level of creativity and commitment to tackling poverty in S&WF and shows the strength of the local partnerships as well.

- 3.4 Officers/partners will continue to respond to the most pressing issues faced by those experiencing or at risk of poverty, while continuing to work collaboratively to achieve the aims set out in the Plan4Fife and as directed by the Tackling Poverty and Preventing Crisis Board.

### **List of Appendices**

1. Annual Anti-Poverty Report – S&WF Actions and Outcomes document

### **Background Reports**

South and West Fife Local Community Plan

### **Report Contact**

Stephen Adamson

Project Manager, Anti-poverty and Community Wealth Building  
Communities and Neighbourhoods

Email: [Stephen.adamson@fife.gov.uk](mailto:Stephen.adamson@fife.gov.uk)



## Annual Anti-Poverty Report

### South and West Fife Area Committee

#### AREA CONTEXT

The South and West Fife area borders the major conurbation of Dunfermline to the west and south. It stretches from Kincardine at the Clackmannanshire/Falkirk borders in the west, to Aberdour in the east. In the south of the area are the main towns of Inverkeithing, Rosyth, and Dalgety Bay, while the West Fife villages make up the main settlements in the west. The area is characteristic of a history of declining heavy industry, such as coal mining and the dockyard at Rosyth, with the Kincardine and Forth Bridgeheads providing links to opportunities outwith the area.

#### POPULATION

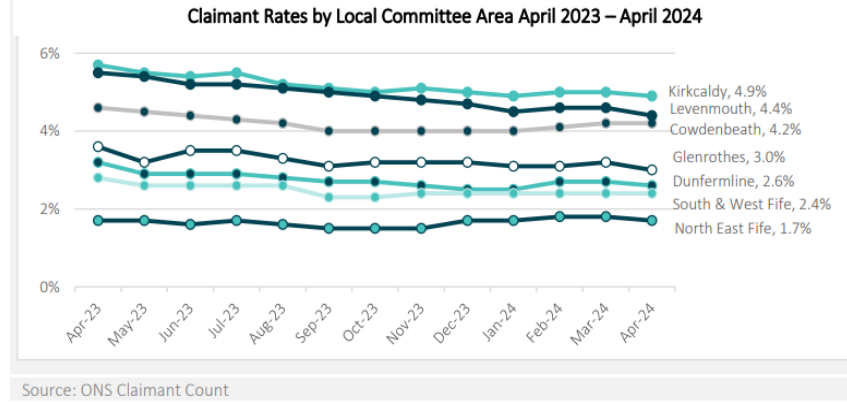
	Inverkeithing and Dalgety Bay	Rosyth	West Fife and Coastal Villages	South and West Fife Area	Fife
<b>Total population</b>	17,678	15,723	17,109	50,510	374,730
<b>Children (0-15 years)</b>	2,706	2,700	2,936	8,342	63,680
<b>Working age (16-64 years)</b>	10,846	10,120	10,433	31,399	231,635
<b>Older adults (65+ years)</b>	4,126	2,903	3,740	10,769	79,4915

NRS 2021 Population estimates. For further information see South and West Fife area profile [South-West-Fife-Area-Profile.pdf](#)

## LABOUR MARKET

April 2024	Claimant Rate	Monthly change	Annual change	Claimant Count	Monthly change	Annual change
Cowdenbeath	4.2%	0.0 <span style="color: yellow;">▬</span>	-0.5 <span style="color: green;">↓</span>	1,080	-5 <span style="color: green;">↓</span>	-110 <span style="color: green;">↓</span>
Dunfermline	2.6%	-0.1 <span style="color: green;">↓</span>	-0.5 <span style="color: green;">↓</span>	995	-35 <span style="color: green;">↓</span>	-190 <span style="color: green;">↓</span>
Glenrothes	3.0%	-0.2 <span style="color: green;">↓</span>	-0.6 <span style="color: green;">↓</span>	910	-55 <span style="color: green;">↓</span>	-180 <span style="color: green;">↓</span>
Kirkcaldy	4.9%	-0.1 <span style="color: green;">↓</span>	-0.8 <span style="color: green;">↓</span>	1,785	-45 <span style="color: green;">↓</span>	-315 <span style="color: green;">↓</span>
Levenmouth	4.4%	-0.2 <span style="color: green;">↓</span>	-1.1 <span style="color: green;">↓</span>	1,000	-40 <span style="color: green;">↓</span>	-245 <span style="color: green;">↓</span>
North East Fife	1.7%	-0.1 <span style="color: green;">↓</span>	-0.1 <span style="color: green;">↓</span>	835	-10 <span style="color: green;">↓</span>	-25 <span style="color: green;">↓</span>
South & West Fife	2.4%	0.0 <span style="color: yellow;">▬</span>	-0.4 <span style="color: green;">↓</span>	735	+10 <span style="color: red;">↑</span>	-125 <span style="color: green;">↓</span>

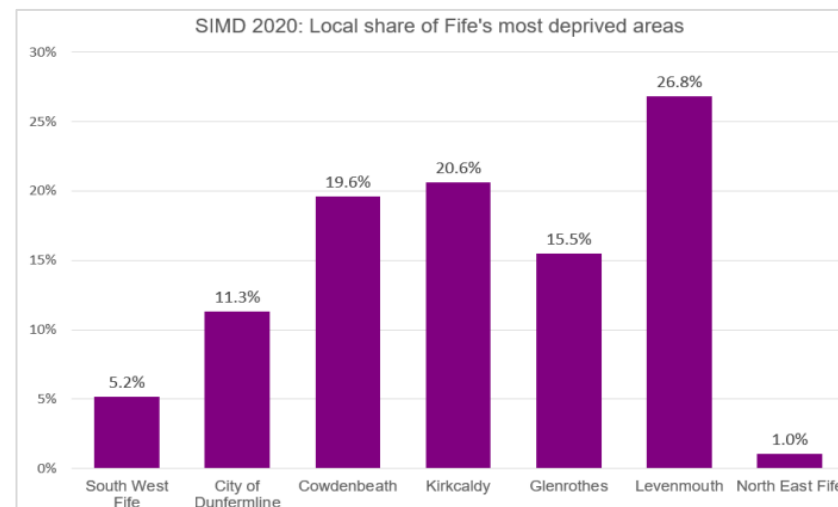
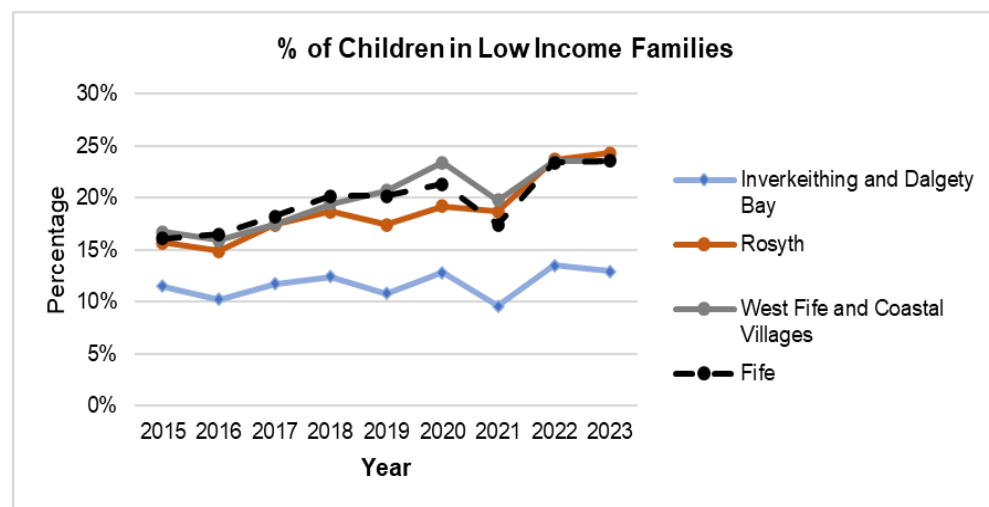
Source: ONS Claimant Count



	South and West Fife Area	Fife
<b>Claimant rate</b>	2.4%	3.2%
<b>Female claimants</b>	2.2% (330)	2.5% (2,905)
<b>Male claimants</b>	2.6% (400)	3.9% (4,430)

ONS Claimant Rate. For further information see monthly economic updates [Economy | InvestFife](#)

## POVERTY AND DEPRIVATION

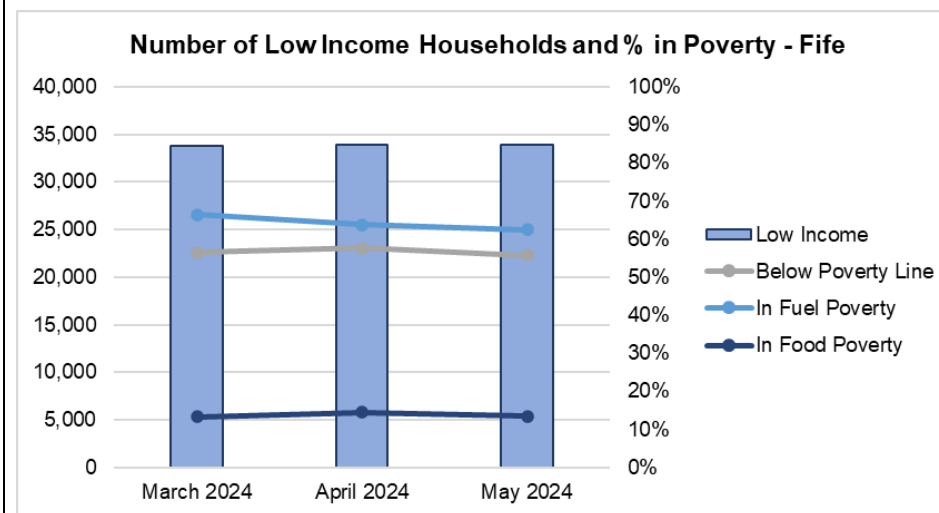
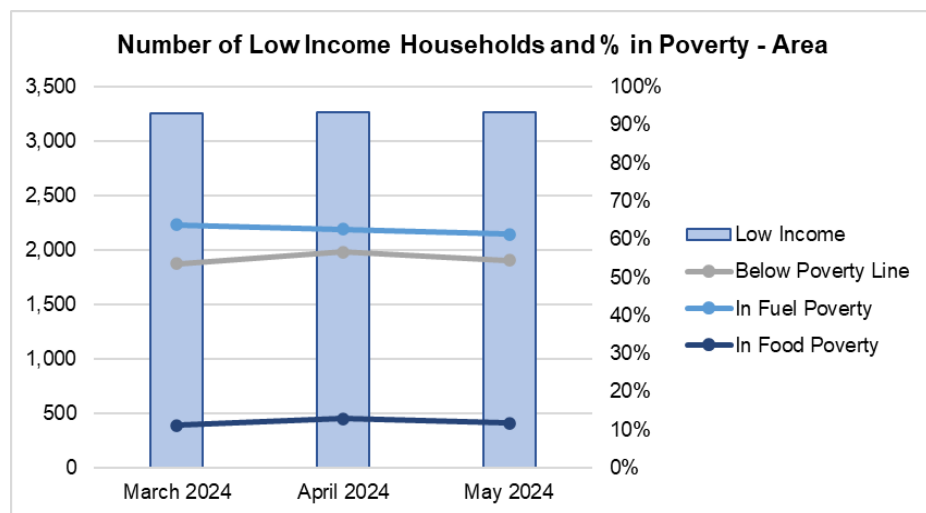


	Inverkeithing and Dalgety Bay	Rosyth	West Fife and Coastal Villages	South and West Fife Area	Fife
<b>Children in low income families (relative poverty)</b>	12.9%	24.3%	23.6%	20.2%	23.6%
<b>% of working age employment deprived</b>	5.0%	7.8%	8.6%	7.1%	9.4%
<b>% of total population income deprived</b>	5.9%	9.6%	10.0%	8.4%	11.9%

DWP Children in Low Income Families: local areas statistics: [Children in low income families: local area statistics 2014 to 2023 - GOV.UK](#)

SIMD data: [SIMD-2020v2-KnowFife-Quick-Brief.pdf](#)

## LOW INCOME FAMILY TRACKER

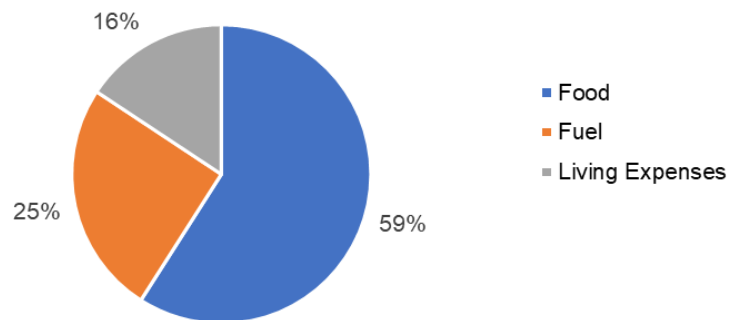


May 2024	Inverkeithing and Dalgety Bay	Rosyth	West Fife and Coastal Villages	South and West Fife Area	Fife
No of low income households	892	1,090	1,283	3,265	33,843
No of households below poverty line	483	597	697	1,777	18,890
No of households in fuel poverty	554	659	790	2,003	21,122
No of households in food poverty	117	121	146	384	4,562

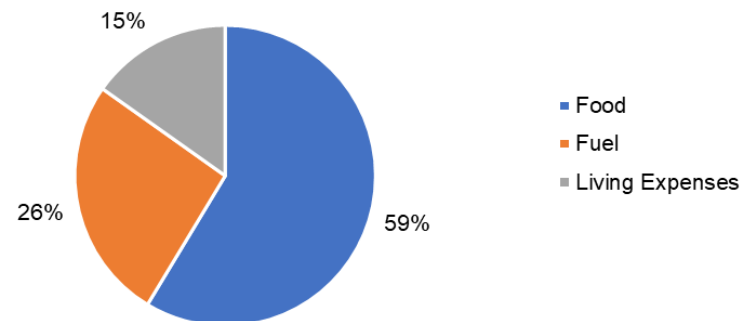
Data taken from the Low Income Family Tracker (LIFT)

## SCOTTISH WELFARE FUND

Percentage of Awards - Area  
(April 2023 - March 2024)



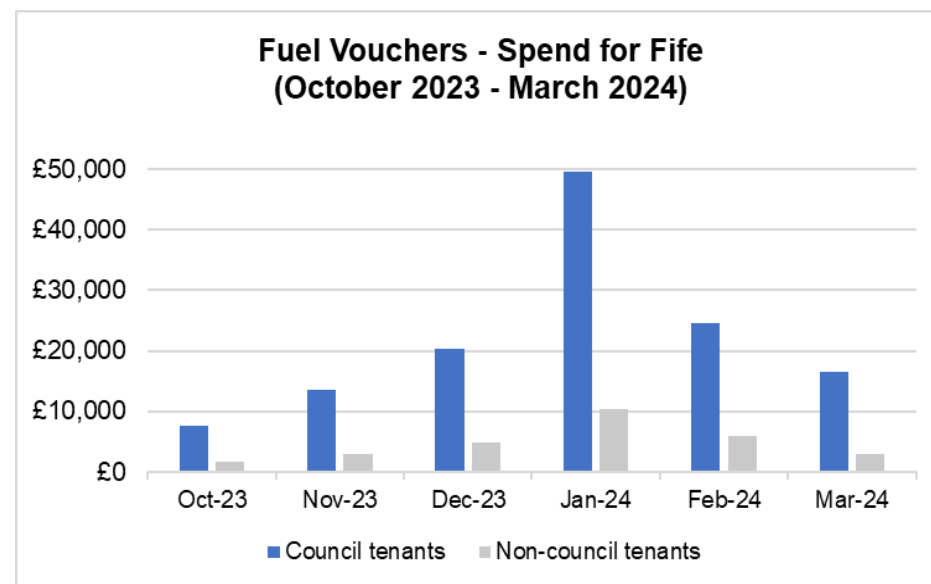
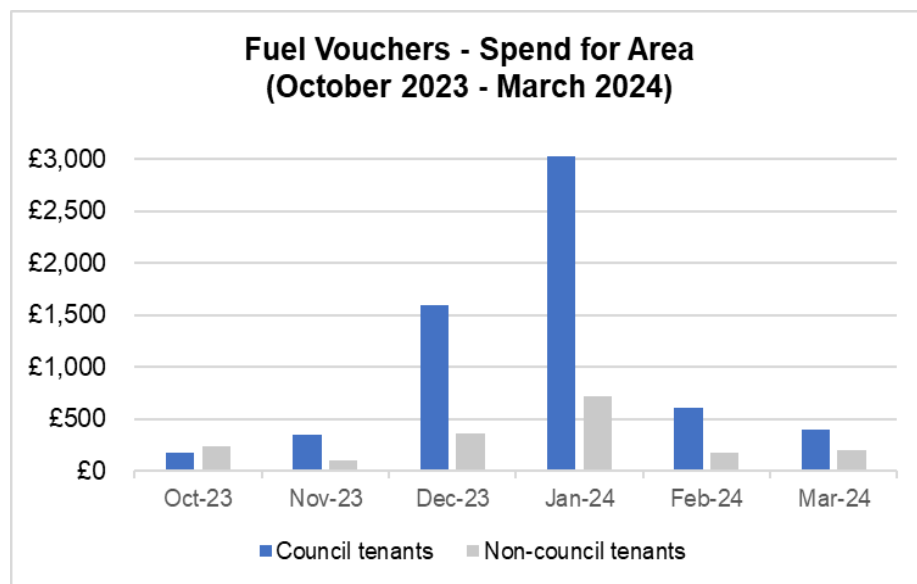
Percentage of Awards - Fife  
(April 2023 - March 2024)



### SCOTTISH WELFARE FUND (April 2023 to March 2024)

	South and West Fife Area	Fife
Crisis Grants – Total Amount Awarded	£299,130	£2,280,048
Crisis Grants – Amount Awarded for Food	£176,609	£1,337,194
Crisis Grants – Amount Awarded for Fuel	£74,872	£596,482
Crisis Grants – Amount Awarded for Living Expenses	£46,956	£346,372

## FUEL BANK REFERRALS

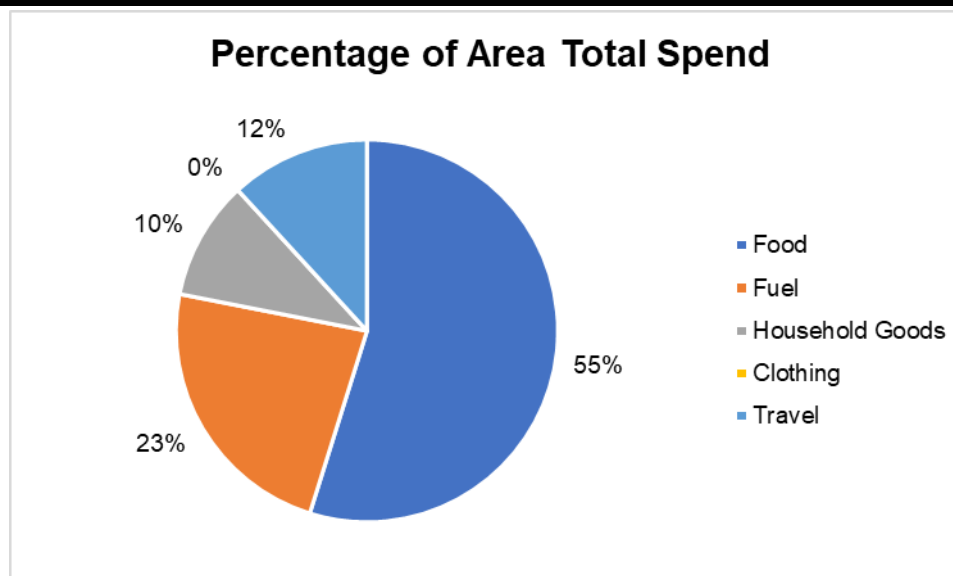


### REFERRALS AND SPEND (October 2023 to March 2024)

### South and West Fife Area

<b>Total Amount of Referrals Council Tenants</b>	87
<b>Total Amount of Spend Council Tenants</b>	£6,140
<b>Total Amount of Referrals Non-Council Tenants</b>	28
<b>Total Amount of Spend Non-Council Tenants</b>	£1,771

## HOUSEHOLD SUPPORT

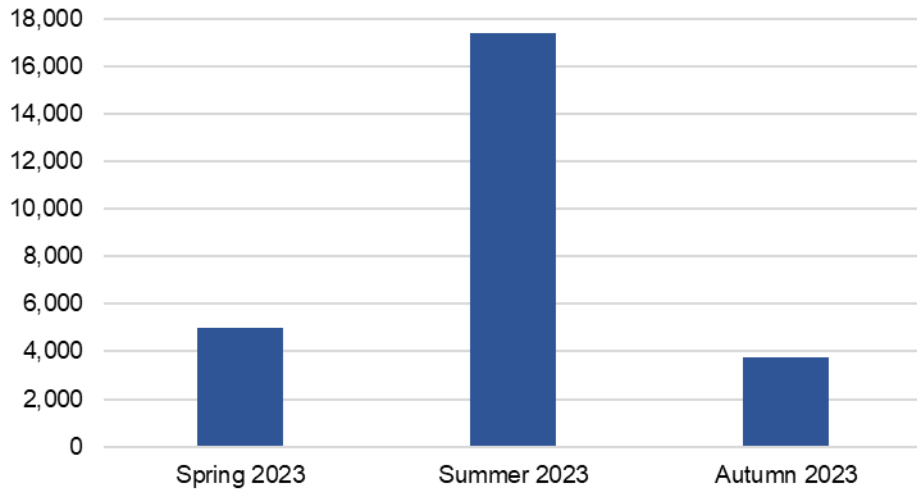


<b>HARDSHIP GRANTS – SPEND (2023-2024)</b>	<b>South and West Fife Area</b>	<b>% of Total Area Spend</b>
<b>Area Hardship Discretionary Fund - Food</b>	£1,675	55%
<b>Area Hardship Discretionary Fund – Fuel</b>	£710	23%
<b>Area Hardship Discretionary Fund – Household Goods</b>	£308	10%
<b>Area Hardship Discretionary Fund – Clothing</b>	£0	0%
<b>Area Hardship Discretionary Fund - Travel</b>	£361	12%

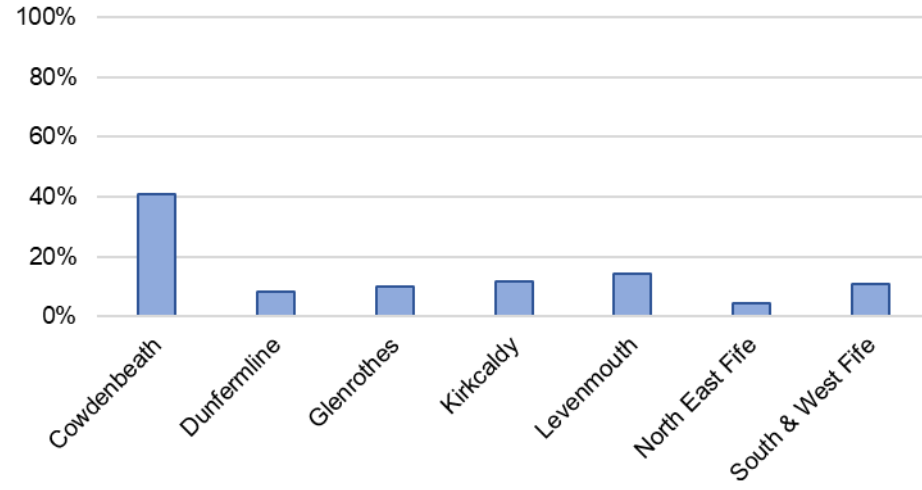
## CAFÉ INC

Café Inc is a free lunch club for children, young people and families in Fife. It is free for anyone to use, no referrals are needed.

**Number of Meals for Area per Season - 2023**



**Percentage of Meals Provided per Area - 2023**



CAFÉ INC (Spring – Summer 2023)	South and West Fife Area	Fife
<b>Number of Meals Provided</b>	26,175	245,596
<b>% of Total Meals Provided</b>	11%	



## AREA ANTI-POVERTY ACTIVITY / PROJECTS MONITOR

Budget	Allocation	Spend	Balance
£255,601.98 (including 116,204.98 carry forward from 22/23)		£185,703.05	£69,898.93

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
Hard to Reach Households in S&WF	Greener Kirkcaldy (Cosy Kingdom)	Develop and maintain energy advice sessions and events and by targeting specific data zones/neighbourhoods in S&WF.	£30,000	<p>Reduce no. of households in fuel poverty</p> <p>Increase no. of households receiving energy advice</p> <p>Reduce burden on H&amp;SC system</p>	<p>50 telephone advice sessions</p> <p>65 'unique' home visits</p> <p>21 households visited more than once</p> <p>17 events, talks and workshops</p> <p>13 frontline works trained</p> <p>1,347 leaflets delivered to households</p> <p>121 referrals for crisis support</p> <p>42 households supported with handyperson services</p> <p>£50,432 in estimated savings brought to area</p>	Bruce McCall
The Well S&WF Outreach (Oct 2023 – Sept 2024)	Fife Health and Social Care Partnership	Develop preventative, community wealth building approaches to tackling poverty through the implementation of advice hubs, which bring together key support services under one roof, so that people get the support they need quickly. Although designed to target the families/individuals in most	£38,042	<p>Work with community planning partners to identify additional venues for The Well</p> <p>Raise awareness of The Wells/Community Hubs to stakeholders throughout S&amp;WF</p>	<p>107% increase in attendances at The Wells in S&amp;WF from same period the previous year.</p> <p>They've also seen a 15% increase in referrals into The Well compared to the same time the previous year.</p>	Louise Andree

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
		need, these services are open and available to everyone.		<p>Link and establish partnerships with the Welfare Support Assistants/Community Workers to provide a more holistic approach for people living in poverty.</p> <p>Link with the foodbank/food pantries in SWF to provide health and social care help to those engaging with them.</p>	<p>130 out of 189 attendees provided their address. Breakdown of attendances across Ward areas is:</p> <p>Ward 1: 50 Ward 5: 57 Ward 6: 23</p> <p>The support offered to the 189 individuals is as follows:</p> <p>Face to Face: 78 Telephone: 110 Near Me: 1</p> <p>Top 5 reasons for contacting the Well:</p> <ol style="list-style-type: none"> <li>1. Financial support</li> <li>2. Mental Health</li> <li>3. Community support, for example local groups</li> <li>4. Housing support</li> <li>5. Social care</li> </ol> <p>Only 50 of 189 attendees provided their age, however, 64% of them were aged 55+</p>	
Subsidised Pantry/Find a Fiver Challenge	Kingdom Community Bank	Promote the benefits of credit union membership and secure a credit union presence in S&WF either in a physical building or a satellite presence in advice hubs and in the community.	£12,000	Encourage local people to join Kingdom Community Bank and kickstart their savings journeys with matched deposits for a fixed period as part of a financial incentive scheme.	<p>c. £8,000 of additional savings made by S&amp;WF residents (project carried into 2024/25, so ongoing).</p> <p>Individuals who previously faced hardship now have some savings to boost their financial resilience.</p>	Sofia Dogan / Iryna Mackie

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
S&WF Minibuses x2	FC Communities and Neighbourhoods	To promote the newly refreshed CLD plan, which prioritises the most disadvantaged learners living in the most deprived areas for adult learning opportunities. The CLD plan also has flexibility to adapt and change depending on community need.	£39,000	<p>With many learners living in rural areas their ability to access key services is significantly impacted. Additionally, the increased cost of staffing reduces the likelihood of being able to hire transport to meet their needs.</p> <p>The purchase of two minibuses has allowed the following key groups in S&amp;WF to benefit:</p> <p>Youth work groups, including 16+, EASYP and MSYP's Youth Forums/groups</p> <p>Adult Learning classes, enabling learners from across Southwest Fife to access Fife College and Adult Learning Planning Group courses</p> <p>Welfare support to ensure all community Pantries were stocked with food and Welfare Support Resources (emergency food boxes). This became a major piece of work for the Community Development Team and ensured 7 community</p>	<p><b>Buses only purchased in March 2024, so no full update received. However expected usage and savings compared to similar period in 2022 below:</b></p> <p>Recorded Use of 8 seater from April -December 2022 for CLD work</p> <p>155 recorded days of use out of a potential 197 days (Mon-Fri)</p> <p>Cost of hire from Fleets for 9-seater @ £50 per day, same period would have been = £7,750</p> <p>Anticipated Jan- March use based on current use – 65 days</p> <p>Anticipated cost of hire form Fleets for 9 Seater @ £50 per day, same period would be - £3250</p> <p>Total anticipated spend on 9 seater hire for financial year April- March 23 would be £11,000</p>	Dave Manderson / Corinne McGinley

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
				<p>Pantries were established and sustained over the Covid Pandemic and beyond.</p> <p>Recycled furniture and Welfare Support Resources were also transported using the Kombi 8-seater as the seats can be removed to have a multi-purpose minibus.</p>		
Welfare Support Discretionary Spend	FC Communities and Neighbourhoods	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£5,320.05	This funding met miscellaneous expenditure requirements, allowing the Welfare staff and the Community Development team in S&WF to support those individuals in severe hardship, where support was not available through existing provision or from partners in the area e.g. supermarket vouchers, purchase of household goods, travel costs and additional associated operational costs for frontline staff.	See the bottom section for a summary of WSAs activity throughout the year 2023/24.	Mike Payne
Summer Programme	FC Communities and Neighbourhoods	Increase the number of individuals engaging in community-based adult learning (CBAL) programmes who are supported or referred by	£24,897.24	The Summer Programme in 2023 consisted of:	Young people took part in planned trips/activities and most importantly had fun engaging in the programme.	Leanne Bower

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
		<p>other agencies from the People Leadership Group. Use community wealth building approaches to improve the pathways from these local learning/training opportunities to employment, further education, both for adults and school leavers.</p> <p>Maximise the opportunities of physical and outdoor activities by making use of local open spaces, leisure and recreational facilities and ensure greater community leisure opportunities for people and use of all our facilities and assets, consider co-benefits of carbon sequestration, active travel, energy generation and water management for open spaces.</p>		<p>Family Fun Days hosted at each of the Community Assistance Hubs and Kincardine and Blairhall.</p> <p>A residential trip for adults to Lagganlia for a '7 Habits' summer trip.</p> <p>Also in the programme were: Subsidised swimming sessions for families, trips to laser tag, Aberdour Silver Sands, Lochore Meadows, Xtreme Karting, Safari Park.</p> <p>Funding helped to cover the travel/food/activity costs for the above, all of which was delivered in partnership with Coalfields Regeneration Trust, Active Schools, Community Use, Includem and Community Development Team.</p>	<p>The groups worked well together and developed and managed their relationships.</p> <p>They took part in various activities that benefitted their health and well-being. In some activities they had to work together, problem solve and show leadership skills which they did very well.</p> <p>All young people taking part benefitted, many had never visited the cinema, safari park or Lochore meadows before. Young people worked together on team building activities, tried new experiences and took part in outdoor learning and learned new things about themselves.</p>	
Cost of Living Support	FC Communities and Neighbourhoods	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£1,800	The organising and running of open days at the four Community Assistance Hubs and a Bacon Butty and Blether social café in High Valleyfield to run for a period of 3 months.	c. 400 people attended the Open Days, leading to the creation of various groups and courses in the area.	Erman Maglalang

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
				These events encouraged more people to come in to the 4 CAHs – initially for social purposes but also to see the broad range of support available.	Social café in High Valleyfield was very well attended and strengthened links to wider support in the area e.g. The Well.	
Hot Drinks Provision	FC Community Use	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£2,500	The initiative was centred on promoting community cohesion and well-being through the provision of easily accessible and complimentary hot drink vending machines strategically placed in key locations across South & West Fife, mainly our Community Assistance Hubs. This project aligned with Fife Council's Warm Welcome campaign and helped to foster a sense of belonging and support within the community, particularly during colder months when individuals faced additional challenges as the cost-of-living crises continued.	The free hot drinks were well received and enabled local residents to pop into their local community centre, enjoy a hot drink and snack and socialise with other people. In addition, this provided a warm and safe place for those experiencing financial difficulty during the winter period.	Brian Cashman
Fun in Sports	FC Community Use	Maximise the opportunities of physical and outdoor activities by making use of local open spaces, leisure and recreational facilities and ensure greater community leisure opportunities for people	£401.23	Run free 'Fun in Sport' classes for P1-P3 children in Inverkeithing, with a focus on accessibility and removing cost as a barrier to sport, while teaching the fundamentals of physical	45-minute sessions were delivered for up to 16 children by Active Schools instructors at Inverkeithing High School Community Use. Out of a maximum possible 150 attendances over the 10 weeks	Ethan Daish

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
		and use of all our facilities and assets, consider co-benefits of carbon sequestration, active travel, energy generation and water management for open spaces.		literacy through core elements of various sports.	<p>of the second block of these classes (after one child dropped out initially), there were 88 attendances.</p> <p>Most of the attendees were local to Inverkeithing and most were also from the 50% most deprived areas according to SIMD.</p>	
ActivEat	FC Active Schools	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£1,567.80	<p>ActivEat was a targeted programme which incorporated free physical activity and free food provision for targeted primary pupils P4-P7 who are inactive, accessing FSM and live in low SIMD areas. Sessions took place on a Friday evening between 4pm-5.30pm. Participants engaged in 60 mins worth of physical activity provided by a Fife Council coach and supported by Active Schools Young Ambassadors. The participants socialised and ate a hot meal together for the remaining 30 mins.</p> <p>The programme could accommodate up to 16 young people from the Oakley area.</p>	<b>Monitoring Return not Received</b>	Neil Haldane

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
Inverkeithing Gala	FC Communities (on behalf of Inverkeithing Gala Committee)	To ensure that services are community-led; working with local people to establish what priorities are, ensuring that S&WF residents feel empowered, safe and consulted in local processes.	£1,200	The money that was applied for was to fund Gala lunch bags for the young people who were attending Inverkeithing Gala	<p>The money that was secured was used by the Inverkeithing Gala committee to fund the lunch bags for the young people attending the Gala, the committee used a local supplier, (The Burgh) who supplied the catering for the bags. They were handed out at the Gala itself.</p> <p>The Gala was once again a huge success in Inverkeithing, with the community engaging in all the activities on the day and the bags benefitted young people and families who may have been struggling with the cost-of-living crisis. Gala bags also have the historical aspect something that happens and is a tradition. The funding secured help keep the legacy aspect going for this.</p>	Scott Meikle
Community Food Resilience Fund	FC Communities (on behalf of Food Resilience Group)	Support and develop post-pandemic community food provision and continue to support community food providers individually and collectively, while promoting zero waste approaches, affordable and sustainable food. Explore ideas for collaboration and co-operative models through	£5,000	The SWF Food Resilience Group brings together local community food providers and community growing orgs to discuss common themes, issues, opportunities to work collaboratively and to develop and enhance their provisions.	<p>The following Food Resilience Group members were given small grants to do the following:</p> <p>EATS Rosyth were funded to boost their stock for their community larder which is offered on a 'pay what you can' basis, allowing people to access low cost/free dry food stores</p>	Mike Payne



Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
		local partnership groups e.g. Food Resilience Group.		The money was used to assist the organisations to purchase consumables which aided them to provide a community resource that had dignity and respect for users at its core.	Kincardine Food Hub accessed some of the allocation to purchase storage containers.  Grow West Fife rolled out 'Repair Cafes' across S&WF with their allocation.	
Family Connections	Treetops Family Nurture Centre	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£2600	Planned to provide activities to families through the summer and Oct school holiday periods. Offering family interactive play sessions that would strengthen family bonds, provide a lunch in a relaxed social setting and relieve the financial burden placed on some families during this time.	Sessions were very well attended with a total of 45 families joining, they were able to offer money to cover transport costs which in particular helped a family from North Queensferry attend daily. Being able to come together helped parents to feel less isolated and feel their children were also getting a different experience through the holidays without the financial pressure to provide.	Shona Wilson
Grinchmas Party	FC Community Use	As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.	£178.88	Run a Grinchmas-themed Christmas party in South & West Fife, following high levels of interest in the same parties being run in Dunfermline during December 2023.  We said we would provide a variety of fun Christmas activities for families,	Welcomed about 60 family members in total to the party, which was fully subscribed. Attendees played a variety of party games and had a dance to Christmas music, and of course, met The Grinch! Everyone had the chance to go away with a selection box and dinner was served during a half-time interval.	Ethan Daish

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
					<p>The party was a big hit, with everyone engaging well and visibly having a good time. Those attending included many from the Inverkeithing area who regularly use the facilities at The Wing (Inverkeithing High School Community Use).</p> <p>This party and others run by Community Use during Christmas 2023 have provided a blueprint for similar future activities.</p>	
Next Steps	FC Communities and Neighbourhoods	Increase the number of individuals engaging in community-based adult learning (CBAL) programmes who are supported or referred by other agencies from the People Leadership Group. Use community wealth building approaches to improve the pathways from these local learning/training opportunities to employment, further education, both for adults and school leavers.	£20,827.19	<p>This project provides a training programme that has been identified as a gap in existing provision for young people aged between 17-24 years. Course content includes access to level 5 qualifications in Communication; ICT, Employability, Personal Development, Introduction to Tourism and Introduction to Customer Care as well as the opportunity to complete a Silver SQA (Nat 5) Youth Achievement Award. The programme was delivered jointly with C&amp;N Service</p>	<p>The following results were achieved as a direct result of the programme:</p> <p>Level 4 ICT – 1 achieved  Level 5 Numeracy – 2 achieved (5 working towards)  Level 5 Literacy – 1 achieved (2 working towards)  Level 5 ICT – 1 achieved  Intro to Customer Care – 5 achieved (9 working towards)  Open University – 1 started  Employment – 4 started work  Princes' Trust – 1 started  7 Habits (Teens) – 14 achieved  12 SQA qualifications</p>	

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
				Senior youth workers and tutors. Need was identified through contact with this age group in SWF who struggle to find a next stage programme that is not based in Kirkcaldy or Glenrothes.		
Inverkeithing Community BBQ	Clued-Up	<p>Work collaboratively (including with local residents) to ensure the most pressing community safety issues are addressed and resolved.</p> <p>Work with communities and involve young people to help shape our places developing healthy streets with community hubs, cafes and gardens, graffiti art and places to connect and enjoy.</p>	£550	<p>Engagement evening at Inverkeithing high school on the 15th March 5pm-10pm. This was supported by community partner agencies with the aim to engage with 20-30 young people aged between 13-16 with various activities. The focus was on substance use, anti-social behaviour, social and school issues. This specific group of young people were identified by Clued Up's 'oot and about' provision which runs one Friday night per month. This group of young people have engaged for a year.</p>	<p>The young people who attended the event and staff who helped as it helped build relationships with the young people, In turn due to attending the event the young people reduced their substance use for that evening.</p> <p>Funding was left over to run a similar event in the summer holidays in 2024.</p>	Laura Anderson

Project	Partners	LCP Action	Amount	Outcomes	Update	Lead
Welfare Support Activity	FC Communities and Neighbourhoods	<p>Develop preventative, community wealth building approaches to tackling poverty through the implementation of advice hubs, which bring together key support services under one roof, so that people get the support they need quickly. Although designed to target the families/individuals in most need, these services are open and available to everyone.</p> <p>Increase the number of individuals engaging in community-based adult learning (CBAL) programmes who are supported or referred by other agencies from the People Leadership Group. Use community wealth building approaches to improve the pathways from these local learning/training opportunities to employment, further education, both for adults and school leavers.</p>	<b>Not funded through Anti-Poverty Budget</b>	<b>See next column</b>	<p>Over the course of the year 2023/24 the WSAs engaged with a total of 558 individuals</p> <p>Ward 1 – 255 Ward 5 – 132 Ward 6 – 171</p> <p>55 people were supported with benefit maximisation checks</p> <p>7 people were referred for advocacy support</p> <p>158 were supported with completing paperwork (including online forms) 34 were issued with supermarket vouchers 66 were issued with foodbank vouchers 17 were referred to the Fuel Bank 49 were referred to the Scottish Welfare Fund 64 were signposted/referred to other agencies for support</p>	Mike Payne / Stephen Adamson

4 September 2024  
Agenda Item No. 14

---

## Property Transactions

---

Report by: Alan Paul, Head of Property Services

---

Wards Affected: 1 & 5

---

### 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 Leases by the Council – New Leases

#### 2.1.1 32sqm, or there by, of ground at Rosyth Railway Station, Queensferry Road, Rosyth

Term: 5 years from 1 April 2024  
Rent: £0 – in return for installation of Cycle Shelter Facilities at nil cost to the Council  
Tenant: ScotRail Trains Ltd

#### 2.1.2 Unit 4 Oakley Industrial Estate, Oakley

Term: 5 years  
Rent: £5,050 per annum  
Tenant: Bennett Carpets Ltd

## 3.0 Conclusions

---

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

### Report Contact

Michael O’Gorman  
Service Manager  
Property Services – Estates  
Bankhead Central  
Bankhead Park  
Glenrothes, KY7 6GH  
Telephone: 03451 555555 Ext. 440498  
Email: [Michael.Ogorman@fife.gov.uk](mailto:Michael.Ogorman@fife.gov.uk)

4 September 2024  
Agenda Item No. 15

---

## South and West Fife Area Committee Forward Work Programme

---

**Report by:** Eileen Rowand, Executive Director (Finance and Corporate Services)

---

**Wards Affected:** All

---

### Purpose

---

This report supports the committee's consideration of the work programme for future meetings of the committee.

### Recommendation(s)

---

It is recommended that the committee review the work programme and that members come forward with suggestions for specific areas they would like to see covered in any of the reports.

### Resource Implications

---

Committee should consider the resource implication for council staff of any request for future reports.

### Legal & Risk Implications

---

Committee should consider seeking inclusion of future items on the Work Programme by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

### Impact Assessment

---

None required for this paper.

### Consultation

---

The purpose of the paper is to support the committee's discussion and therefore no consultation is necessary.

## 1.0 Background

---

- 1.1 Each Area Committee operates a work programme which contains items which fall under three broad headings: items for decision, supporting the Local Community Plan and scrutiny/monitoring. These items will often lead to reactive rather than proactive scrutiny. Discussion on the Work Programme agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

## 2.0 Conclusions

---

- 2.1 The current Work Programme is included as Appendix 1 and should be reviewed by the committee to help inform scrutiny activity.

### List of Appendices

1. South and West Fife Area Committee Forward Work Programme

### Report Contact

Helena Couperwhite  
Committee Services Manager  
Telephone: 03451 55555 Ext. No. 441096  
Email - [helena.couperwhite@fife.gov.uk](mailto:helena.couperwhite@fife.gov.uk)



South and West Fife Area Committee

<b>30th October, 2024</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Annual Report on Outcomes of Care Inspectorate Inspection and Grading Process	Health and Social Care	Alan Adamson / Fiona McKay	<b>Annual report – last update 1st November, 2023</b>
Area Housing Update	Housing Service	Claire MacKinlay	<b>Last update 1st November, 2023</b>
Area Lettings Plan	Housing Service	Claire MacKinlay	
Street Naming and Numbering Consultation	Property Services	Ryan McQuade	
Summer Provision Activities	Communities and Neighbourhoods	Mandy MacEwan	<b>Annual report – last update 1st November, 2023</b>
Inverkeithing Heritage Regeneration - Inverkeithing Design Guide	Communities and Neighbourhoods	Alastair Mutch	
South and West Fife Area Local Community Plan and CLD Plan	Communities and Neighbourhoods	Alastair Mutch / Stephen Adamson / Mandy MacEwan	<b>Six monthly update</b>
Forward West Fife Evaluation	Communities and Neighbourhoods Service	Alastair Mutch / Stephen Adamson	
Report on Road Safety particularly in relation to speeding	Roads and Transportation	John Mitchell	As requested by Councillor Patrick Brown at SWFAC 17th April, 2024

<b>11th December, 2024</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Radiation Monitoring at Dalgety Bay	SEPA / MoD	Paul Dale/Nina Patton / Dick Harker	<b>Six monthly update – last update 12th June, 2024</b>

**South and West Fife Area Committee**

<b>11th December, 2024</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Common Good and Settlement Trust Funds Annual Report 2023-2024	Finance and Corporate Services	Eleanor Hodgson	<b>Annual report - last update 13th December, 2023</b>
Community Recovery Fund Update	Communities and Neighbourhoods Service	Alastair Mutch	

<b>5th February, 2025</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Local Area Economic Profile	Business and Employability	Peter Corbett	<b>Annual report – last update 14th February, 2024</b>
Grounds Maintenance Service / Domestic Waste and Street Cleansing Service Annual Review	Environment and Building Services	John Rodigan / Scott Clelland	<b>Annual report – last update 14th February, 2024</b>
Area Roads Programme 2025-26	Roads and Transportation Services	Vicki Connor	<b>Annual Report - last update 14th February, 2024</b>
Patching Performance Report (Carriageway Repairs)	Roads and Transportation	Gordon Henderson	<b>As agreed at 12th June, 2024 meeting - annual report to be submitted (to coincide with ARP)</b>
Health and Social Care Partnership Locality Planning – South and West Fife	Health and Social Care	Audrey Valente / Jacquie Stringer	<b>Annual report – last update 14th February, 2024</b>

<b>30th April, 2025</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
School Attainment and Achievement Report	Education and Children’s Services	Sarah Else	<b>Annual report – last update 17th April, 2024</b>

### South and West Fife Area Committee

<b>30th April, 2025</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Area Capital Update Report 2024/25	Finance and Corporate Services	Eleanor Hodgson	<b>Annual report - last update 12th June 2024</b>
Area Housing Update	Housing Service	Claire MacKinlay	<b>Six monthly update - Last update 30th October, 2024</b>
South and West Fife Area Local Community and CLD Plan	Communities and Neighbourhoods	Alastair Mutch / Stephen Adamson / Mandy MacEwan	<b>Annual report - last update 17th April, 2024</b>
Justice Social Work Service – Community Payback: Unpaid Work Scheme	Children and Families	Joan Gallo	<b>Annual report – last update 17th April, 2024</b>

<b>11th June, 2025</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Radiation Monitoring at Dalgety Bay	SEPA / MoD	Paul Dale/Nina Patton / Dick Harker	<b>Six monthly update – last update 11th December, 2024</b>
Safer Communities Team Update Report	Communities and Neighbourhoods Service	Michael Collins	<b>Annual report – last update 12th June, 2024</b>
Operational Briefing on Policing Activities within South and West Fife Area	Police Scotland	Chief Inspector Kathryn Fairfield / Inspector Cheryl Young	<b>Annual report – last update 12th June, 2024</b>
Scottish Fire and Rescue Service Annual Performance Report 2023/24	Scottish Fire and Rescue Service	Station Commander Craig Robertson	<b>Annual report – last update 12th June, 2024</b>
OnFife Update Report	Fife Cultural Trust	Michelle Sweeney	<b>Annual update – last update 21st June 2023</b>

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Building Fife's Future: Naming of Replacement Inverkeithing High School	Education / Property	Shelagh McLean / Alan Paul / Louise Playford	As agreed at SWFAC 17th April, 2024 - report to be brought back to Area Committee on decision of the school name - para. 132 of 2024.SWFAC.56 refers.
Housing Service – Allocations Process Update	Housing Services	TBC	To be invited to a meeting of the Committee to provide an update on the allocations process undertaken in relation to new builds as agreed at 1st March, 2023 meeting
Water Environment Fund (WEF) Project Update	SEPA	TBC	As agreed at 23rd November, 2022 Committee (para. 30 of 2022.SWFAC.16 refers)
Trauma Informed Practice		TBC	Report request from Councillor Neale at 10th August, 2022 Committee
Bike Park Strategy	Communities and Neighbourhoods	Kevin O'Kane	Report request from Councillor Goodall at 10th August, 2022 Committee
Additional Nursery Hours Update	Education and Children's Services	Shelagh McLean	As agreed at 4th March, 2020 meeting
Flooding Update within South and West Fife Area	Roads and Transportation	TBC	As requested by Councillor Goodall at 14th February, 2024 committee meeting
Place Sufficiency Assessment and Play Parks Implementation Plan Update	Communities and Neighbourhoods Service	Kevin O'Kane / Louise Whyte / Andy MacLellan	As requested by Councillor Goodall at 14th February, 2024 committee meeting
<i>Children's Services Report</i>	<i>Education and Children's Services</i>	<i>Deborah Davidson</i>	<i>No report submitted in 2020 – Agile Action Plan for Children's Services in Fife was emailed to Conveners and Community Managers in September, 2020. Deborah will advise on new date for submission (2021)</i>
<i>Early Learning and Childcare</i>	<i>Education and Children's Services</i>	<i>Jacqueline Price</i>	<i>Last update 2nd October, 2019. No report submitted in 2020. Jacqueline will advise on new date for submission.</i>
<i>WORKSHOP – Educational Outcomes</i>	<i>Education and Children's Services</i>	<i>Shelagh McLean</i>	<i>Date to be confirmed</i>
<i>WORKSHOP – Pupil Equity Fund (PEF)</i>	<i>Education and Children's Services</i>	<i>Zoe Thomson</i>	<i>Date to be confirmed</i>