

Glenrothes Area Committee – Blended Meeting

Committee Room 2, 5th Floor, Fife House, North Street,
Glenrothes



Wednesday 1 October 2025 - 2.00 pm

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of the Glenrothes Area Committee meeting of 20 August 2025 3 – 6
4. **SAFER COMMUNITIES TEAM UPDATE REPORT** – Report by the Head of Housing Services 7 – 32
5. **SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN ANNUAL PERFORMANCE REPORT - 1 APRIL 2024 TO 31 MARCH 2025** – Report by the Station Commander for Glenrothes, St Andrews and Tayport 33 – 50
6. **OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN GLENROTHES AREA - 1 APRIL 2024 TO 31 MARCH 2025** – Report by Community Inspector (Glenrothes), Police Scotland 51 – 80
7. **GLENROTHES LINKED TOGETHER – ONGOING FUNDING REQUEST & OUTCOMES BRIEFING** – Report by Community Inspector (Glenrothes), Police Scotland 81 – 84
8. **GLENROTHES AREA TRANSPORT PLAN UPDATE** – Report by the Head of Roads & Transportation Services 85 – 106
9. **COMPLAINTS UPDATE** – Report by the Executive Director - Communities 107 – 130
10. **CHARGES FOR THE CLEANING OF COMMUNAL AREAS IN LOW/MID-RISE BLOCKS** – Report by the Head of Housing Services 131 – 135
11. **BUDGET RE-ALLOCATION OF AREA CAPITAL FUNDING FROM WILLOW CRESCENT TO CRINAN PLACE** – Report by the Head of Communities and Neighbourhoods 136 – 137
12. **SUPPORTING THE PLAN 4 GLENROTHES AREA: EMPLOYABILITY BRIEFING AND FUNDING PROPOSAL** – Report by the Head of Communities and Corporate Development 138 – 161
13. **ST ANDREWS ENVIRONMENTAL NETWORK** – Report by the Head of Communities and Neighbourhoods 162 – 176

14. **PROPERTY TRANSACTIONS** – Report by the Head of Property Services 177 – 178
15. **GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME** – 179 – 184
Report by Executive Director – Finance and Corporate Services

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

24 September, 2025

If telephoning, please ask for:
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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.

THE FIFE COUNCIL - GLENROTHES AREA COMMITTEE – BLENDED MEETING

Committee Room 2, 5th Floor, Fife House, North Street, Glenrothes

20 August 2025

2.00 pm – 3.20 pm

PRESENT: Councillors John Beare (Convener), Peter Gulline, Lynda Holton, Lynn Mowatt, Derek Noble, Craig Walker and Daniel Wilson.

ATTENDING: Norman Laird, Community Manager (Area), Chris Mieзитis, Area Community Development Team Manager, Community Development Team (Glenrothes), Louise Whyte, Capital Projects Manager, Community Projects Team, Communities and Neighbourhoods Service; Michael O’Gorman, Service Manager - Estates and Asset Management, Richard Brown, Team Manager, Alexander Anderson, Service Manager (Domestic Waste and Street Cleansing), Waste Operations, Property Services; Vivian Dyas, Co-ordinator, Roads and Transportation Services and Michelle Hyslop, Committee Officer, Legal and Democratic Services.

APOLOGIES FOR ABSENCE: Councillors Altany Craik and Jan Wincott.

The Convener, on behalf of the Committee, extended heartfelt condolences to Councillor Wincott and her family following the recent bereavement of her son.

174. DECLARATIONS OF INTEREST

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

175. MINUTE

The committee considered the minute of the Glenrothes Area Committee Meeting of 11 June 2025.

Decision

The committee agreed to approve the minute.

176. AREA ROADS PROGRAMME 2024/25 – FINAL REPORT

The committee considered a report by the Head of Roads and Transportation Services advising on the delivery of the 2024-2025 Area Roads Programme (ARP) for the Glenrothes area.

Decision

The committee noted the content of the report and appendices.

177. SUPPORTING THE PLAN 4 GLENROTHES AREA: COMMUNITY RECOVERY FUND - INVERARY PLAYPARK

The committee considered a report by the Head of Communities and Neighbourhoods Service asking members to allocate funding from the Community Recovery Fund towards the cost of upgrading the Inverary Avenue Play Park.

Decision

The committee agreed to allocate £20,000 from the Community Recovery Fund (CRF) towards the total cost of £50,000 for the upgrade of Inverary Avenue Play Park.

178. STAR OF MARKINCH PLAY PARK - AREA BUDGET REQUEST

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking approval to allocate £10,000 from the Area Capital Budget to fund the enhancement of the play equipment at the Star of Markinch play park.

Decision

The committee agreed to allocate £10,000 from the Area Capital Budget towards the play equipment at the Star of Markinch play park.

179. SUPPORTING THE PLAN 4 GLENROTHES AREA: LESLIE COMMON GOOD FUND

The committee considered a report by the Head of Communities and Neighbourhoods Service asking members to consider applications received for grant funding from the Leslie Common Good Fund.

Decision

The committee agreed to:-

- (1) approve an application from Leslie Baptist Church to contribute £50,000 towards the cost of the Church and Church Hall renovations which is situated on Common Good Land; and
- (2) approve an application from Fife Council Grounds Maintenance Service to contribute £6,750 towards the cost of path refurbishments along Camby Burn which is situated on Common Good Land.

180. DOMESTIC WASTE, STREET CLEANSING AND GROUNDS MAINTENANCE - ANNUAL REVIEW 2024/25

The committee considered a report by the Head of Property Services which provided a review of the progress and performance of the Domestic Waste, Street Cleansing and Grounds Maintenance Service for 2024/25 and the service planning objectives for 2024/25.

Decision

The committee:-

- (1) noted the continued service development and performance in Grounds Maintenance, Domestic Waste Collection and Street Cleansing Services in 2024/25 in the Glenrothes area;
- (2) noted the plans to deliver local priorities to help communities shape their environment; and
- (3) agreed that officers from Property Services would be invited to the next ward meeting scheduled for 1 October 2025.

181. DELEGATED PROPERTY TRANSACTIONS

The committee considered a report by the Head of Property Services detailing a number of property transactions that had been processed under delegated powers between 2017 to 2025.

Decision

The committee noted the contents of the report.

182. PROPERTY TRANSACTIONS

The committee considered a report by the Head of Property Services advising members of action taken using the List of Officer Powers in relation to property transactions.

Decision

The committee noted the contents of the report.

183. GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME

The committee considered a report by the Executive Director, Finance and Corporate Services relating to the workplan for future meetings of the Glenrothes Area Committee.

Decision

The committee:-

- (1) noted the draft workplan for the Glenrothes Area Committee;
- (2) agreed that committee members would advise the Convener, Depute Convener, Lead Officer and Committee Officer of any other items within the remit of the committee to be added to the workplan;
- (3) noted that a report on the charges for the cleaning of communal areas in low/mid-rise blocks would be presented at the next meeting on 1 October 2025; and

2025 GAC 76

- (4) noted that the Participatory Budgeting update report would be presented at the next meeting on 1 October 2025.

1 October 2025

Agenda Item No. 4

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: Wards 13, 14 and 15

Purpose

The purpose of this report is to provide elected members with an update on the operational activity of the Safer Communities Team within the Glenrothes committee area during the 12-month period 1st April 2024 to 31st March 2025.

Recommendation

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

Consultation

Consultation has taken place with community safety partner agencies.

1.0 Background

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

2.0 People Focussed Activity

Home Safety & Security

- 2.1 Our Fife Cares service carried out a total of 65 visits in relation to **home safety advice**, a slight increase on the previous year (58 visits).
 - 2.1.1 The majority of home safety visits (78%) related to requests for tailored home safety advice specifically for families with children under five years of age, with the remainder for home safety advice for vulnerable adults.
 - 2.1.3 Health Visitors were the main source of home safety referrals for child safety, whilst the remainder came from a variety of other sources such as Homestart, Housing colleagues, Social Work and various NHS Services.
 - 2.1.4 Home safety referrals in relation to vulnerable adults were received mainly from Mobile Emergency Care Teams and Home Care services.
 - 2.1.5 The Fife Cares service also provides **home security advice** under the Safe, Secure and Supported at Home initiative. Visits in relation to this service also increased during the reporting period (84) compared to the previous year (65).
 - 2.1.6 Following a successful pilot, the Safe and Secure at Home referral process for ASB cases identified by our Investigations Officers as requiring urgent attention, has now been rolled out across Fife. Traditionally, such referrals would have been made via Police Scotland. However, it was agreed that delivering this advice through Fife Cares would allow the Safer Communities Team to respond to residents' needs more efficiently. This approach enables Investigations Officers to provide a more holistic and timely service, while freeing up Police resources to focus on wider community demands.
 - 2.1.7 Safe Secure and Supported at Home referrals were mainly received from our own Investigation Officers, Police Scotland and Housing services but were also received from other sources such as Fife Women's Aid, Victim Support and Social Work.

Private Space Antisocial Behaviour

2.2 **Fife Community Safety Support Service (FCSSS)** is a voluntary service delivered by Sacro and funded by Fife Council, offering a range of services to enhance community safety including:

- Practical and emotional support for people experiencing hate incidents and anti-social behaviour (including support to young people)
- Mediation
- Training
- Restorative Work
- Attendance at Community events
- Witness Support (provided for those in civil proceedings).

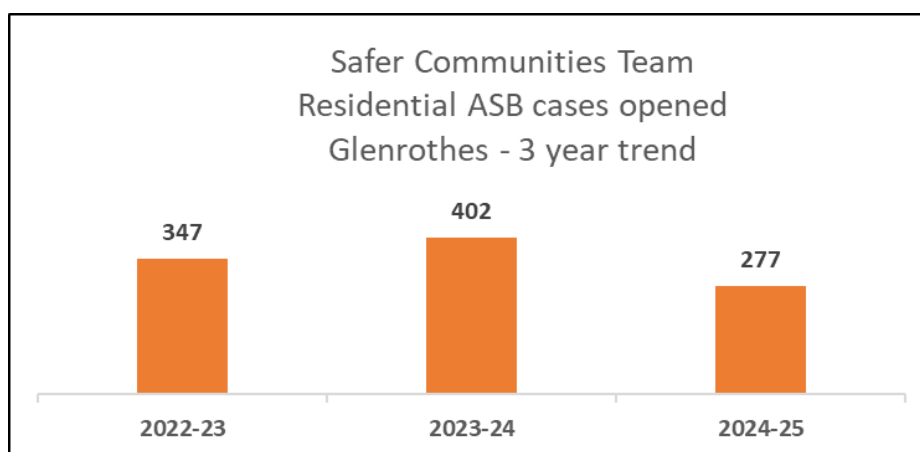
2.2.1 During 2024-25, the service received 35 referrals for this area, compared to 26 in the previous year. Of these, 23 involved some form of mediation between the parties involved (either face to face or shuttle), although all were provided emotional and/or practical support. Appendix 1 provides examples of feedback received by FCSSS plus some additional information on the service.

2.2.2 Work continues to encourage referrals to this service, and Elected Members are reminded that, where they have permission of the parties involved, they are able to refer directly to FCSSS or encourage their constituents to self-refer if they require support via the following:

- **01592 593100**
- infofifecm@sacro.org.uk

2.2.3 The Safer Communities Team is Fife Council's single point of contact for all cases of **private space (residential) antisocial behaviour (ASB)**.

2.2.4 The team opened 277 ASB cases in this area during the reporting period, compared to 418 in the previous year. The following graph shows the number of residential ASB cases opened by the Team in this committee area over the past three years:



2.2.5 Of the 277 cases opened, 267 (96.4%) were contacted within locally agreed timescales (see table 1 below):

Category	Type	Priority	Target timescale: <i>Initial contact</i>	Target timescale: <i>Resolution</i>
A	Extreme	High	1 working day	12 months
B	Serious	Medium	3 working days	6 months
C	General	Low	5 working days	2 months

Table 1 - ASB Locally Agreed Timescales

2.2.6 During the reporting period, 270 ASB cases were resolved (closed) in line with the Scottish Housing Regulator's guidelines (see Appendix 2 for definitions). 97% of these were resolved within the locally agreed timescales shown in Table 1 above.

2.2.7 Of those at 2.2.6, resolution was achieved by the following methods:

- 15 cases where appropriate advice was provided (this preceded the split in recipient following feedback received at last year's area committee meetings).
- 77 cases where appropriate advice was provided to complainer. This included cases where:
 - the perpetrator was unknown,
 - there was insufficient evidence to proceed with formal action, or
 - the complainer did not wish any further action taken.

On these occasions, advice was provided on how and when to report any further incidents, and the complainer was provided with a point of contact within the Safer Communities Team.

- 17 cases where appropriate advice was provided to the person responsible (where there was insufficient evidence to proceed with formal action, but advice was given in order to try to prevent further incidents occurring).
- 52 warnings were issued.
- 57 cases were investigated with appropriate action taken and subsequently referred to another service (such as FCSSS) for further suitable action.
- Six cases were closed following either the complainer or the perpetrator moving away.
- 46 cases were closed following investigation, appropriate action taken, and subsequently returned to the referrer for further action on their part.

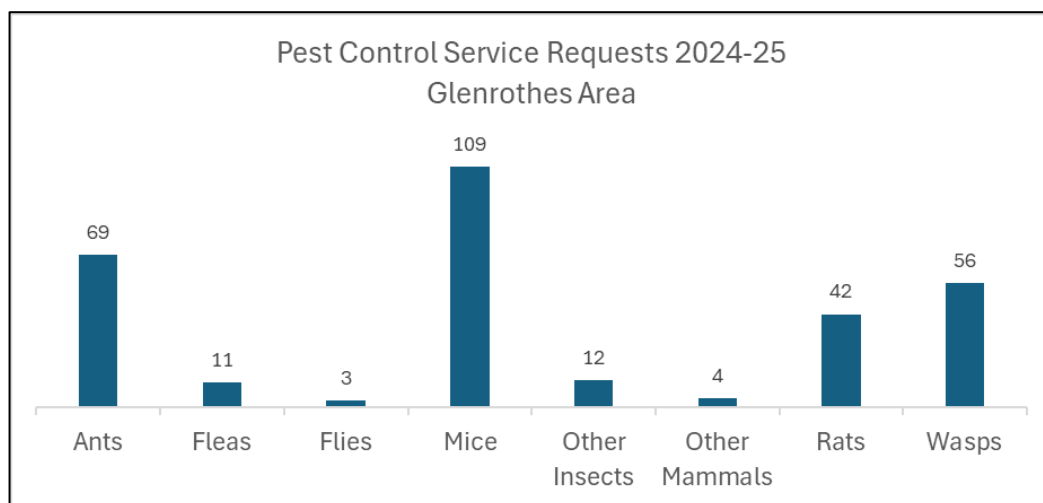
2.2.8 In addition to the above, eight cases also involved legal action as follows:

- Two notices of proceedings issued
- Three interim ASBOs granted
- Three full ASBOs granted.

2.2.9 The Safer Communities Team works in partnership with Police Scotland and Housing Service colleagues through monthly meetings focused on residential antisocial behaviour. These meetings aim to strengthen joint efforts in addressing ASB issues within communities. Key outcomes and actions from these discussions are then shared with local Together groups and People/Place meetings to support coordinated responses.

Pest Control

2.3 Our **Pest Control** officers responded to 308 requests for service during 2024-25. The full number and type of pests dealt with are depicted in the graph below:



2.3.2 The following key performance indicators provide an overview of our effectiveness in meeting service standards and achieving organisational objectives over the reporting period in this area:

- Number of requests responded to within target - 212 (69%)
(the target response time is 3 working days)
- Number of requests resolved within target – 292 (95%)
(the target resolution time is 28 working days).

Stray dogs and dog control

2.4 An increase in the number of **stray dogs** received by the Safer Communities Dog Wardens was noted on the previous year (29 in 2024-25 compared with 12 in 2023-24). Seven of the dogs were microchipped, and only three reflected the correct details of their owner. Four dogs were subsequently claimed/returned to their owners, and the remainder were passed to an animal charity for assessment prior to being rehomed. Officers continue to raise awareness of the importance of microchipping and the legislation in force.

Take the Lead

2.4.1 This initiative builds on actions started in 2023 following a tragic dog attack in South West Fife that resulted in the deaths of one ewe and 19 lambs. Since then, we have maintained our collaboration with Police Scotland to host a series of pop-up displays at various locations across Fife, aimed at raising public awareness about the importance of keeping dogs under control in public spaces.

Dog Watch

2.4.2 This scheme continues to encourage commercial dog walkers to register with the Safer Communities Team. As part of the process, SCT staff carry out visits to inspect vehicles and review paperwork, including insurance documents and client records, to ensure everything meets required standards. Once checks are completed and the associated fee is paid, the dog walker is added to the publicly accessible Dog Watch register. This allows members of the public to see which dog walkers have been inspected by Fife Council,

helping them make informed decisions. While commercial dog walkers are not currently subject to licensing or regulation, we believe this scheme offers valuable oversight.

2.4.3 During 2024-25, there were five registered Dog Walkers in the Glenrothes area.

Road Safety

2.5 The Fife Community Safety Partnership has recently reinvigorated the Road Casualty Reduction Group, in which officers from Safer Communities Team are involved.

2.5.1 The development of road safety activity is guided by road casualty statistics provided by Transportation Scotland and development of recent project and initiatives include the following (please see appendix 3 for more information on all of our road safety activity):

- a new Pedestrian Toolkit,
- the Drivewise 65+ project,
- the refresh of the Safe Drive Stay Alive initiative.

2.5.2 In addition to the above, our Project Officers provided a number of **Road Safety** initiatives which covered the whole life spectrum from birth onwards (see Appendix 4 for road safety activities focussed on each life stage).

2.5.3 Whilst many campaigns and events were delivered to a Fife-wide audience and held in more central venues, the following were delivered specifically in this area:

- Two child car seat clinics
- Safe Drive Stay Alive (three schools – 305 pupils)
- Pass Plus – five participants from this area.

Water Safety

2.6 Officers from the Safer Communities Team support the Fife Water Safety Group, which is a working group set up under the Fife Community Safety Partnership's Reducing Harm priority. SCT officers have attended the Train the Trainer for **Waterside Responders Course**, and the RNLI continue to take the lead on delivering any local courses. The aim is to have local responders on hand in areas where water safety issues may occur.

2.6.1 Our officers also identified the gap for an emergency first aid and water safety course for **Wild and Open Water Swimmers**. SCT officers will work with RNLI to create a suitable course, with RNLI taking the lead moving forward.

2.6.2 Currently, water safety education in schools can be provided by teachers, using [Water Safety Scotland | Water safety advice and resources](#). However, there is ongoing discussion within the Water Safety Task Group, around the Scottish Fire and Rescue Service delivering within schools. Updates will be given to members as and when available.

Youth Justice

2.7 Our **Youth Justice Officers** (YJOs) received 28 referrals about young people in this area from the Youth Offender Management Group (YOMG) during 2024-25, a decrease on the previous year (34 referrals).

2.7.1 In addition to this, the YJOs also supported young people at Auchmuty, Glenrothes and Glenwood High Schools – both on a one-to-one basis and in groups - who were

referred to them, tailoring the approach required depending on the needs of the young people involved.

2.7.2 During the reporting period, the YJOs have also been involved in partnership activity with colleagues from SFRS, Police Scotland, Active Schools, Barnardo's, Clued Up, CLD, Fife Violence Against Women Partnership, Fife Health & Social Care Partnership.

2.7.3 Partnership activities involving Glenrothes young people specifically included:

- Diversifire
- F24
- Healthy Body Healthy Mind
- Mentors In Violence Prevention.

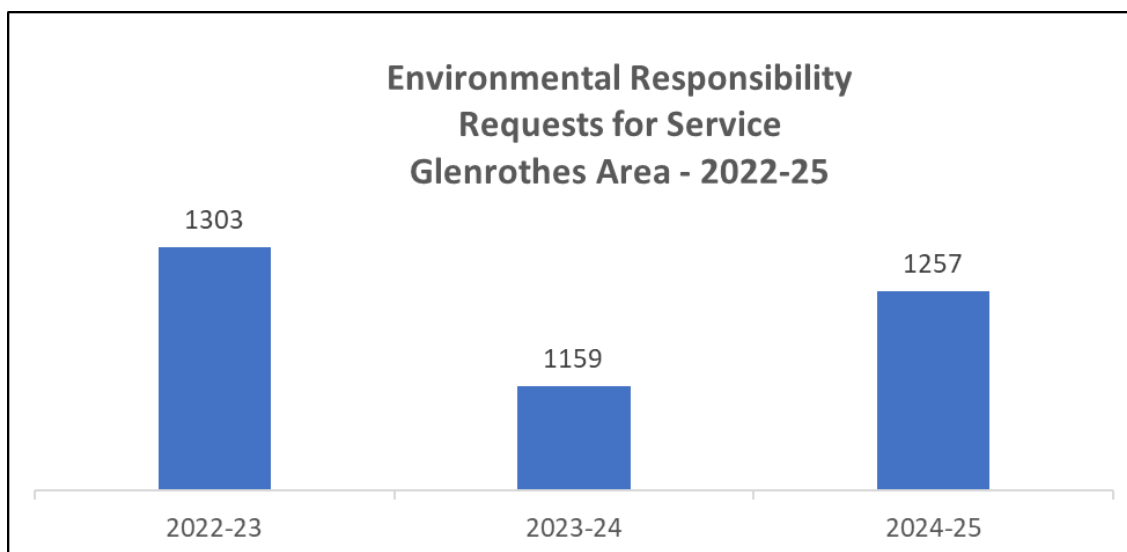
2.7.4 Appendix 5 provides more information about our youth justice activities during the reporting period.

3.0 Place Focussed Activity

Environmental Responsibility

3.1 In terms of **environmental responsibility**, 1257 requests for service were received for this area during the reporting period.

3.1.1 The following graph shows comparative figures for service requests received over the past three financial years. It should be noted that the figure for 2024-25 now incorporates service requests for dog barking which are now dealt with by the Safer Communities Team:



3.1.2 Appendix 6 provides data showing the number of service requests per type of environmental responsibility over the past three financial years.

3.1.3 The following key performance indicators provide an overview of our effectiveness in meeting service standards and achieving organisational objectives over the reporting period in this area:

- Number of requests responded to within target - 1000 (80%)
(the target response time is 3 working days)
- Number of requests resolved within target – 1178 (94%)
(the target resolution time is 28 working days).

Patrols

- 3.2 Our Safer Communities Officers (SCOs) operate to a Patrol Matrix and carried out a range of patrols within the Glenrothes area. The patrols covered a variety of community issues, including public space antisocial behaviour, dog fouling, youth issues, fire raising, noise, vandalism, motorbike vehicle misuse, littering, illegal dumping, derelict building monitoring and partnership working. Support referrals, intelligence and requests came from numerous sources including, but not limited to, public reporting, police, fire and housing colleagues, elected members, social work, education and various partnership meetings.
- 3.2.1 Our Patrol Matrix is reviewed and updated every four weeks at our Team Meeting and considers any intelligence from our partners at our monthly HUB and IMM meetings. See Appendix 8 for examples of SCO Patrols and Community Engagement.
- 3.2.2 In March 2025, Safer Communities Officers removed over 100 discarded plastic bottles from a verge at Whitworth Road Industrial Estate, Glenrothes. It became evident that the same individual had been repeatedly dumping the bottles in the same location. After several weeks of patrolling the area, they eventually witnessed the person in the act. The Officers engaged with them, informed them that they would be issued with an £80 fixed penalty notice, and requested that they return to clean up the litter they had left behind. A few days later, the Officers revisited the site and found the verge to be completely cleared from rubbish, and the Fixed Penalty was paid.
- 3.2.3 During the week commencing 18th March 2025, we ran our “Just Bin It” Twilight Patrols where Safer Communities Officers spent dedicated time in the early morning, afternoon and early evening patrolling, monitoring and engaging with dog walkers at Balbirnie Park, Riverside Park, Glenrothes and John Dixon Park, Markinch.
- Our Project Officers advertised the Twilight Patrols on our social media page, helping raise awareness about dog fouling while encouraging people to “Just Bin It”. The post received some great engagement from members of the public along with requests for help with dog fouling issues.
 - During the patrols Officers advised they had received very positive feedback from members of the public and how happy they were to see us. No fixed penalty notices were issued over the course of the week and owners were witnessed responsibly picking up after their pets.

Open (Public) Space Antisocial Behaviour

- 3.3 The Safer Communities Team engages regularly with partners through monthly area hub meetings and weekly Incident Management Meetings (IMM). These forums bring together Police, Fire, Housing Services, Fife Coast & Countryside Trust, and—where relevant—organisations such as Clued-Up, Includem, Community Learning & Development, and Education.
- 3.3.1 At IMM meetings, partner resources are coordinated in advance of weekend operations, informed by data analysis and operational intelligence identifying the most prevalent times and locations of ‘hot spot’ activity across Fife. This targeted planning enables effective deployment of staff to address open space ASB, with an emphasis on early engagement with young people to discourage risk-taking and poor behaviour.
- 3.3.2 Through both the area hub and IMM meetings, emerging issues are identified, resources are allocated where needed, and valuable data is shared among partners. Where joint mobilisation is not required, Safer Communities Officers focus on local patrols in their own areas. Joint patrols are also conducted, when necessary, with SCOs working closely with

Police and other partners to address ongoing concerns and share intelligence to tackle ASB and community safety related incidents.

Community Engagement and Events

- 3.4 Safer Communities Officers attended a number of events and meetings within this area over the last year including Tenants and Residents meetings, Community Councils, galas and community events. Officers also actively support Community Litter Picks with equipment and advice on locations in tandem with Keep Scotland Beautiful.

Partnership Working

- 3.5 In October 2024, Safer Communities Officers supported DVLA and the Police with a day of action within the Abbotsford Court area of Glenrothes which resulted in 18 nuisance vehicles being uplifted.
- 3.5.1 In addition, a similar multi-agency day of action was held on the 18th February 2025, involving Police, DVLA and Safer Communities to tackle abandoned, untaxed and uninsured vehicles from Whitehill Industrial Estate, Glenrothes. This resulted in the removal of 10 vehicles, making a positive impact in the local community.
- 3.5.2 In October 2024, Housing, Building Services, CIRECO, Street Cleansing, and Waste Operations undertook a joint project at the Heatherywood access road. The initiative resulted in the removal of 73.08 tonnes of waste, and industrial fencing was installed to deter further illegal dumping. The project has been highly effective, leading to a significant reduction in incidents at this location.
- 3.5.3 In February 2025, Safer Communities Officers attended Markinch Primary School and delivered a presentation at Assembly on Dog Fouling. We ran a poster competition, and the winners were issued with an amazon voucher. The children created some excellent posters. The winning posters were then transformed into signage which was erected around the school and surrounding streets (See appendix 7)

4.0 Social Media Campaigns

- 4.1 Due to the success of our Facebook presence during the pandemic and in subsequent years, we continued to utilise this platform to convey community safety messages to the residents of Fife during 2024-25.
- 4.2 We provided information, advice, and assistance on a number of different campaigns, and attracted over 11,579 followers on Facebook during the reporting period.
- 4.3 We reached an overall audience of 1.6 million views, with our page being visited 38,000 times, and 22,000 people either liking, sharing or commenting on our posts.
- 4.4 Our furthest reaching post was in March this year and highlighted the importance of not allowing dogs to approach others. This post was viewed over 96,000 times.
- 4.5 In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife**.



5.0 Conclusions

- 5.1 This report provides members with information on the wide range of safer communities' activity being undertaken in this committee area, in line with local priorities and emerging issues, and in partnership with other community safety organisations.

List of Appendices

1. Fife Community Safety Support Service (FCSSS) – further information on Fifewide services (2024-25)
2. Scottish Housing Regulator ASB Guidance (March 2023)
3. Road Safety initiatives
4. Road Safety timeline
5. Youth Justice activity
6. Environmental responsibility service requests (2022-25 graphs)
7. Dog Fouling Posters – Markinch Primary School

Report Contact

Suzanne Scobie

Safer Communities Lead Officer

Bankhead Central, Bankhead Park, Glenrothes, KY7 6GH

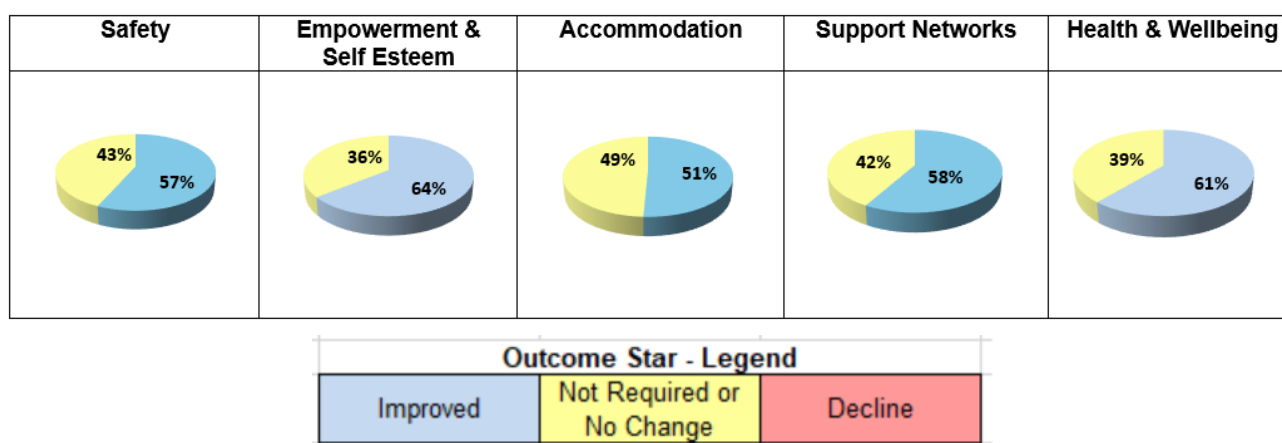
Telephone: 07515289754

Email: **Suzanne.Scobie@fife.gov.uk**

Fife Community Safety Support Service (FCSSS)

Further information on Fife-wide services (2024-25)

- All referrals were responded to within 2 working days (100%).
- The majority of referrals were received from the Safer Communities Team (70%).
- Complaints about noise were most common (34%), followed by issues in relation to clashes of lifestyle (26%).
- A total of 457 households were involved with FCSSS during 2024-25.
- Outcomes in relation to support cases are measured using the Empowerment Star assessment tool, where clients feedback on how their involvement with FCSSS has affected five different areas of their lives. The diagram below indicates the percentages of positive outcomes through FCSSS involvement:



Examples of service user feedback:

- "Thank you so much for helping me. So glad I met you and was introduced to the service you provide"
- "FCSSS has been a game-changer in our community. Their prompt response and effective interventions have significantly improved our neighbourhood's atmosphere"
- "Thanks to FCSSS, we've noticed a marked decrease in disruptive activities. Their dedication and professionalism are truly commendable"
- "The team at FCSSS is exceptional. They listen attentively and take swift action, making our community a safer and more pleasant place to live."
- "We're incredibly grateful for FCSSS. Their proactive approach and consistent follow-up have made a huge difference in reducing antisocial incidents."
- "FCSSS has provided us with peace of mind. Their effective strategies and support have transformed our area, making it a better place for everyone."
- "I've been impressed with FCSSS's commitment to resolving issues. Their efforts have led to a noticeable improvement in our neighbourhood's quality of life."
- "The responsiveness and thoroughness of FCSSS are outstanding. They've managed to address and resolve problems that we thought were unsolvable."

Feedback received from a support worker:

- *I have had this case for about a month that came through from Safer Communities Team, Fife Council as support required. Poor girl and family living in situation where they were getting abuse from [neighbours] and likewise within the area. Met on a home visit and kept in contact with phone calls providing emotional support, advice and guidance. She called me today informing me that she has been offered [another property...] which is also the catchment school area. She thanked me for my support and when I replied I haven't done anything she replied that I kept her sane and from losing her sanity."*

Scottish Housing Regulator Guidance for Landlords (March 2023)

Antisocial Behaviour

Indicator 15 (Updated)	<p><i>Percentage of anti-social behaviour cases reported in the last year which were resolved.</i></p>
	<p>(i) Number of cases of anti-social behaviour reported in the last year. Of those at (i):</p> <p>(ii) Number of cases resolved in the last year.</p>
Definition	<p>Resolved</p> <ul style="list-style-type: none"> • where the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint and has advised the complainant of the outcome; or • where the landlord does not have the authority or powers to resolve, and it has provided a full explanation of the landlord's position to the complainant. <p>A Case</p> <ul style="list-style-type: none"> • A case is opened when a tenant or service user reports an incident of ASB to their landlord. • A case can be made up of a single report/complaint of ASB; or • Multiple reports/complaints about the same party, made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case. • Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case.

Road Safety Updates Annual Report April 2024 - March 2025

Overview

The last figures released were for the year 2023. These show that in Scotland there were 155 fatalities due to road traffic collisions. Although this was the fourth lowest fatality rate since records started the overall casualty stats rose due to serious and slight injuries and predictions show that the fatality stats for 2024 will be up on this. Fife had 14 fatalities during this 2023 year and although this does not seem a large number, our aim is to have no deaths on Fife roads, and this is the reason for all the preventative measures we put in place.

In Car Safety



Clinics – We continue to hold child car seat clinics during the warmer months, and this year have tried some different venues. Some have worked and some not so successful.

Pull-Over – Along with our colleagues in Road Policing, we held two pull-over clinics at Kirkcaldy Prom and Leven Prom. These are always very successful and busy, with 28 cars being stopped and checked. More have been planned for 2025-26.



Individual Checks – These are carried out on an ad hoc basis for those individuals who contact us directly.

Partnerships – This year we worked more with SFRS, who have also had full training, to deliver clinics. We also will continue to work with Road Police on the pull over clinics.



Training – We continued to share our knowledge with Fife Women's Aid and trained their staff to help them feel confident with carrying children in their vehicles.

Primary

JRSO Initiative – Our team continue to support the Junior Road Safety Officer (JRSO) initiative across all Fife Schools. A number of schools have already established JRSO pupils/groups within their schools and continue to run the initiative and therefore our input is not required. However, we are still available to support schools looking to set up new JRSO's as and when required.

Individual School Inputs – Our team is unable to deliver individual inputs to all schools, but we will respond if there is a specific issue at a school. In this instance Benarty Primary had a road traffic issue in relation to cycling and in conjunction with Transportation's Bikability Officer we attended to deliver assembly inputs to P4 and P5's.

Road Safety Magic Show – We recently made contact with a company that delivers Road Safety Magic Shows and managed to secure some free sessions of this for some of our primary schools. These have now been arranged but will take place in the next financial year.

Secondary

S1 Talks – Our project officers continue to support areas where statistics are high or where a recent incident has occurred. During 2024-25 we delivered S1 talks within Kirkcaldy High School and Auchmuty High School. We carried out 17 class talks to 392 S1 Pupils at these two schools. The school guidance staff are also provided an additional resource which we encourage them to use as a follow up session to generate more discussion.

Fife Pupil Support – SCT were invited back in to Fife Pupil Support Service to deliver a road safety input based around passenger behaviour to this challenging group of pupils. Discussion is also in place to deliver an input to their younger S1/S2 pupils

SDSA

New Film Resource

In 2024 we were given the opportunity to create a new film resource for Safe Drive Stay Alive. The previous film was created in 2014 and was starting to show age with the current pupils watching it. The new film was created and donated by Simplicity Marketing and the script was written and developed in partnership with SCT, Police, SFRS, Ambulance and NHS. The launch of this was held in October 2024 and 50 partners attended.



Inputs and follow up resource – The new SDSA resource has been designed to be taken in to individual schools and this has been well received by schools as it is easier for them to timetable. This is still a partnership project but is led and co-ordinated by Safer Communities Project Officers. All 18 high schools plus 1 private school were offered the SDSA input, and it is also now part of the 5th Year PSE Curriculum. A total of 18 schools and 2292 pupils received the input during 2024-25.

We have also produced a follow up resource for the guidance staff to use within subsequent PSE classes. This enables teachers to hold more in-depth discussion with pupils and to develop the messages given in the main presentation.



College

Princes Trust – Fife College in Dunfermline requested we deliver a road safety input to their Prince's Trust Course. During 2024-25 we delivered 2 inputs to 2 separate groups covering 23 students. Dunfermline have also recommended us to the Glenrothes campus who run a similar course.

New Drivers



Pass Plus - We continued to support and fund new drivers to gain additional driving knowledge and experience. During 2024-25 we held 5 online courses with a total of 26 new drivers attending. This project continues to have support from a Fife Road Policing officer. The breakdown of attendees is as follows:

Numbers are not high in this project as funding is limited, and continuation is currently under review.

Road Traffic Offenders

Course – This 5 week course is run by Justice Social Work, although we are invited to present an input during week 1 and then present SDSA in week 5. During 2024-25, two courses took place, involving 21 participants from across Fife (no area breakdown available).

New Project – Justice Social Work contacted us to discuss the development of a new resource for Fife residents who they need to work with but are not in the system long enough to attend one of the above courses. We developed an input that JSW staff could deliver on a 1:1 basis and delivered this training to 12 JSW staff.

Driving For Work

Taxi Drivers - This course is organised by Fife Council Licensing Team, and we are an invited speaker. Safer Communities presents a generic road safety input around occupational road risk and during 2024-25 we attended 11 courses and delivered to 413 taxi drivers.

Kingdom Housing – SCT were invited by Kingdom Housing to deliver a road safety occupational road risk input to their staff. These inputs are delivered on an ad-hoc basis when they have an influx of new staff, and during 2024-25 we delivered one input to 50 staff members.

Amazon – We are currently in discussion with Amazon in Dunfermline around supporting them to develop a campaign around safety in and around their Car Park.

Older Drivers

Practical Days – In 2022, we introduced the new Drivewise 65+ days. This is a practical session for older drivers who attend a venue and go on a drive observed by a Road Policing officer. They are then given hints and tips to help keep them safe and driving for longer. We held three events during the 2024-25, as follows:

Drivewise 65+ Events in Kirkcaldy - https://youtu.be/_ygiz_n8qOQ

Drivewise 65+ Event in Cupar - <https://youtu.be/Njp8OvPMfyA>



Talks – We offer talks to older groups about how to stay driving safely for longer. During 2024-25 we gave 4 talks

Older Driver Events – In partnership with Road Police and SFRS we attended at three venues across Fife to speak to Older Drivers about driving safer for longer and to carry out quick eye sight checks. Across the three events we spoke to around 100 people.



Events

Levenmouth Schools Event @ Savoy Park – As part of the new railway station opening, an event was held for primary pupils at Savoy Park. Safer Communities were invited to have a practical fun station at this event and deliver messages around Safer Communities and Road Safety to 350 pupils who attended.



Family Fun Day at Lochore Meadows – In a follow up to the previous year's successful event, the Safer Communities Team held another family fun day event at Lochore Meadows in July 2024. Along with partners from various services, we staged a number of fun events including themes such as water safety, road safety and orienteering. The weather was lovely on this occasion, and we had a great turnout to the event.



Forget Me Not Event at Buckhaven – We were invited to attend this event in December 2024 and held a stall which provided details around the role of the Safer Communities Team, which included road safety. As part of this event, we developed a walk around treasure hunt which contained messages about what our team does.

Radio Campaigns

We formed a partnership with Fife Ford in December 2022 and, as part of this, they fund our radio campaigns for Slow Down for Schools, Winter Driving and some other subjects outside of road safety.

Slow Down for Schools – We produced this radio campaign to encourage drivers to think about their speed when they are driving near to schools when the pupils are starting and finishing. The messages were recorded by Safer Communities and Police Scotland staff and the campaign ran when the schools started back after summer holidays in August 2024. The radio audio messages were aired 56 times over the campaign dates and reached 38,000 people with each person hearing the advert/message around 3 times.

Slow Down for Schools Video - <https://youtu.be/0XULfslmkxs>

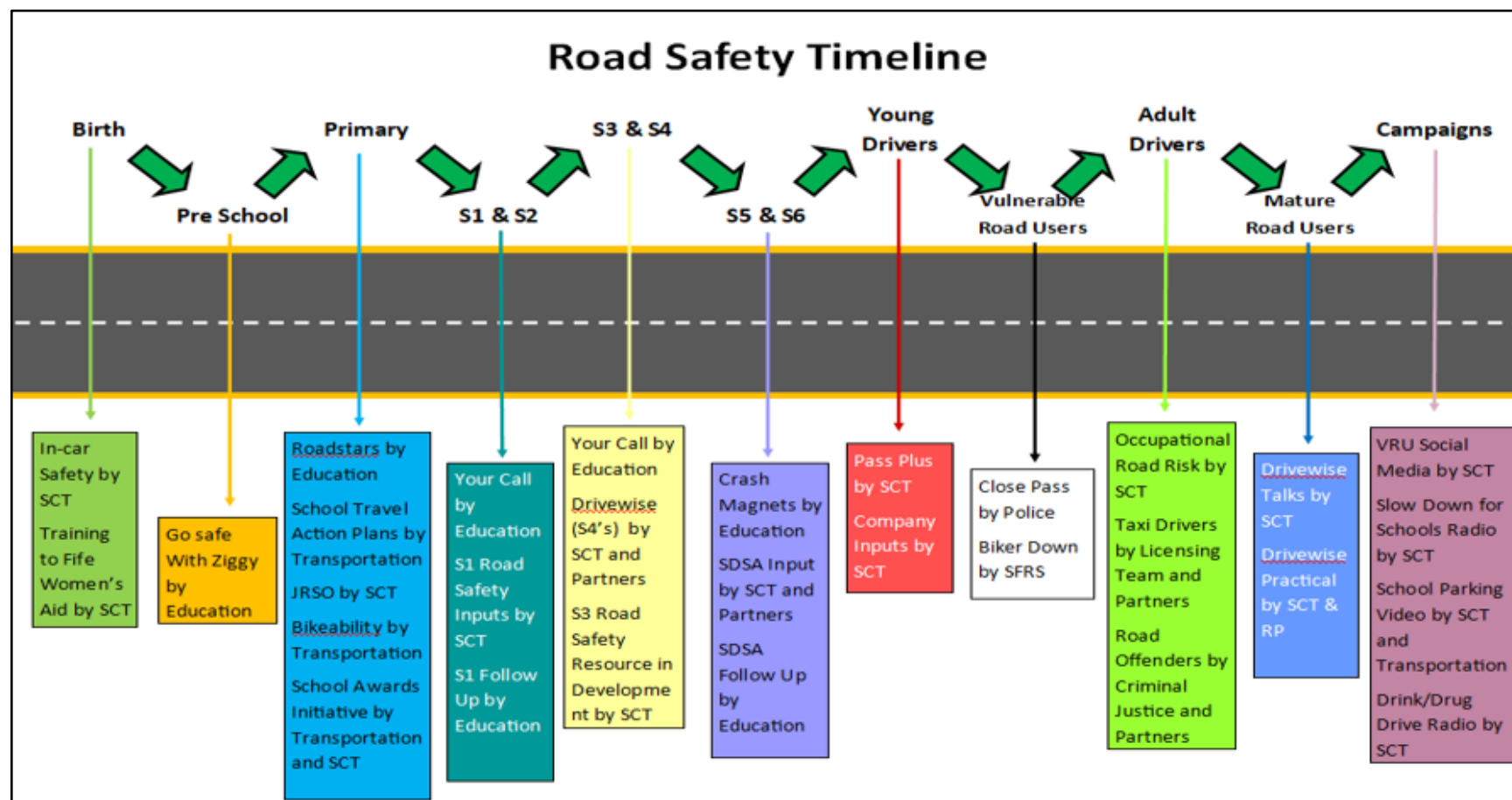
Winter Driving - This radio campaign was produced and run in December to coincide with the national Police Scotland winter driving campaign. Again, messages were written and recorded by Safer Communities and Road Policing officers. A video was also created to promote these messages. The radio audio messages were aired 56 times over the campaign dates and reached 45,990 people with each person hearing the advert/message around 5 times.

Winter Driving Video - <https://youtu.be/uIPoGDTT1mQ>

Pedestrian Social Media Campaign



During 2024-25, Safer Communities staff were tasked through the Road Casualty Reduction Group with organising the creation of a Pedestrian Social Media Campaign. This was based on a successful campaign run by Glasgow Council. A campaign toolkit was created by Safer Communities Project Officers in conjunction with Fife Council Communications Team and was launched in October 2024, with messages put out on social media to coincide with the clocks change in October. Messages shared on our Safer Communities facebook page had a reach of over 40,000 people.



Youth Justice Activities

This year we've been involved in supporting, delivering and/or facilitating the following:

- Delivered our own bullying input with Police at Kirkcaldy HS, Viewforth and Wade.
- Antisocial Behaviour inputs at Balwearie HS, Wade, Inverkeithing HS, Queen Anne HS, Lumphinnans PS, Pitreavie PS, St Leonards PS, Easy P at the Maxwell Centre.
- Designed a new ASB input with Police in Cupar, with others currently being developed to include online safety
- High School transition event for Inverkeithing Primary School as well Levenmouth Academy cluster groupwork with Clued Up.
- Diversifire for pupils that attended schools in Lochgelly/Cowdenbeath, Glenrothes as well as Kirkcaldy areas.
- Punch Beyond diversion at Lochgelly High School.
- Secured funding for the F24 program at Auchmuty High – resulted in the capacity to deliver three groups now with a view to offering all schools in Glenrothes.
- Supporting Active Schools with a 'Healthy Body Healthy Mind' girls' group in Glenrothes.
- Supporting Barnardo's and Clued Up with individual sessions.
- Involved in response to youth ASB in Cupar, Dunfermline, Rosyth, Inverkeithing and Glenrothes (supporting Clued Up, Cupar Youth Café and CLD partners).
- Co facilitating Ask/Tell Suicide Prevention training with Fife Health and Social Care Partnership and Under Pressure Training with VAWP.
- Attended Daring Ventures training, this explores the impact of relationships and how we seek connections. This will help inform training for early years/primary schools
- Mentors in Violence Prevention training, supported sessions at Levenmouth Academy, Glenwood HS, Kirkcaldy High and Balwearie High as well as facilitated capacity building sessions for staff throughout Fife. Also spoke at the first ever MVP conference in Fife.
- Training for Trainers - 'GBV - Early Intervention for primary and early years staff'. This is to enable a delivery of gender-based violence training to early years and primary school staff, so that we can start educating school communities in this area at a far earlier stage.

We have also supported identified young people individually and in groups at the following schools:

- Inverkeithing HS
- Woodmill HS
- St Columba's
- Auchmuty HS,
- Madras College
- Lochgelly HS
- Glenwood HS
- Glenrothes HS
- Levenmouth Academy
- Bell Baxter
- Beath HS
- Queen Anne HS
- Kirkcaldy HS.

YJOs are part of the following initiatives:

- Fife Suicide Prevention Network
- Violence Against Woman Partnership,
- Secondary Support Multiagency/SLG,
- YAP Group.

YJOs on the Spot - questions asked and answered:

Why did you get involved in an event/project?

We attend regular meetings such as YOMG, youth work meetings, strategy groups, MVP strategy group amongst others, because of attending these meetings, it allows us opportunities to offer support and offer earlier intervention/prevention.

Who asked for your help?

Partners such as Education, Police Scotland and SFRS. Other third sector partners we have approached directly, for support with their expertise, such as BRAG with their F24 experience or Barnardo's to support summer programs with inputs.

What partnership working took place?

We've launched a new partnership with the YMCA in Glenrothes to expand the F24 program. As part of this, the YMCA will deliver a digital youthwork experience, giving young people the chance to develop new skills and explore STEM in a fun and engaging way. This collaboration will not only broaden access to the program but also support its continued growth and delivery.

What was the outcome?

While it can be challenging to measure the outcomes of preventative work, our goal is to give young people the opportunity to be educated and supported in a way that helps them understand the impact of antisocial behaviour in their community and become aware of the agencies that can offer support.

The following photos are from some of the various projects mentioned above:

F24 2024-25

Winning the 'best team' in the Fife Schools competition as well as a group photo of all the participants

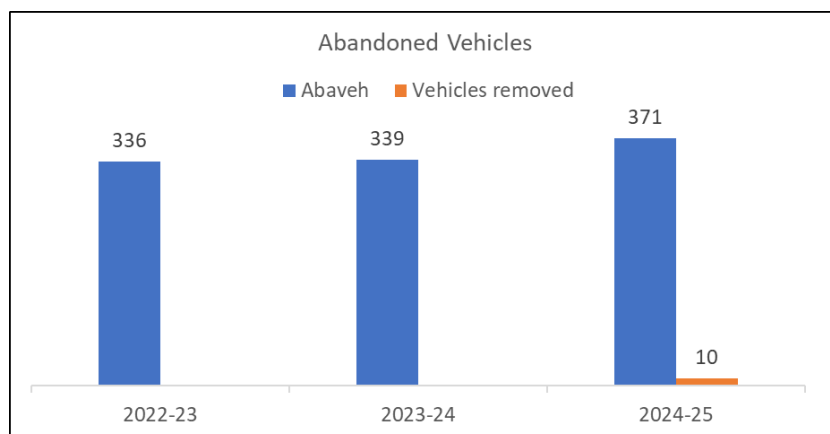


DIVERSIFIRE 2024-25

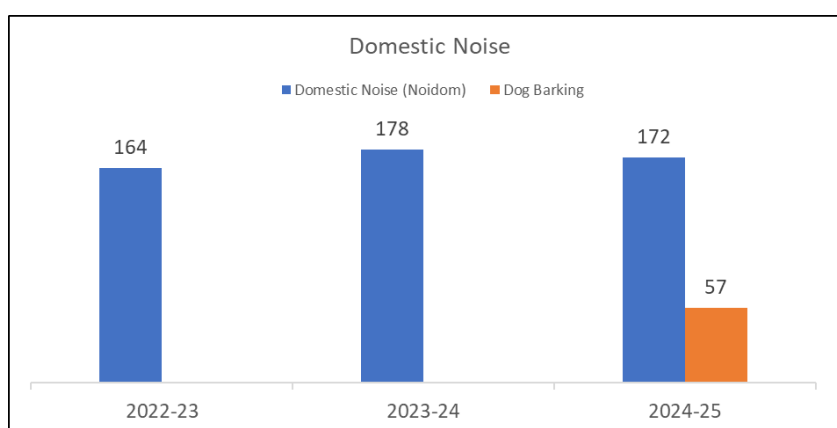
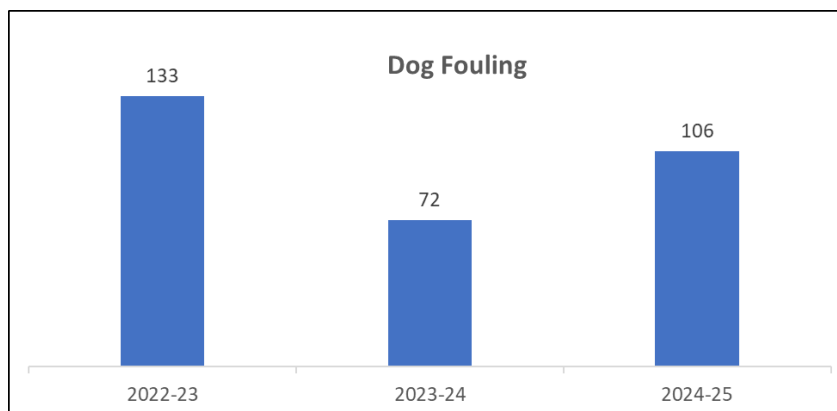
A variety of photos from the Diversifire Project during 2024-25.



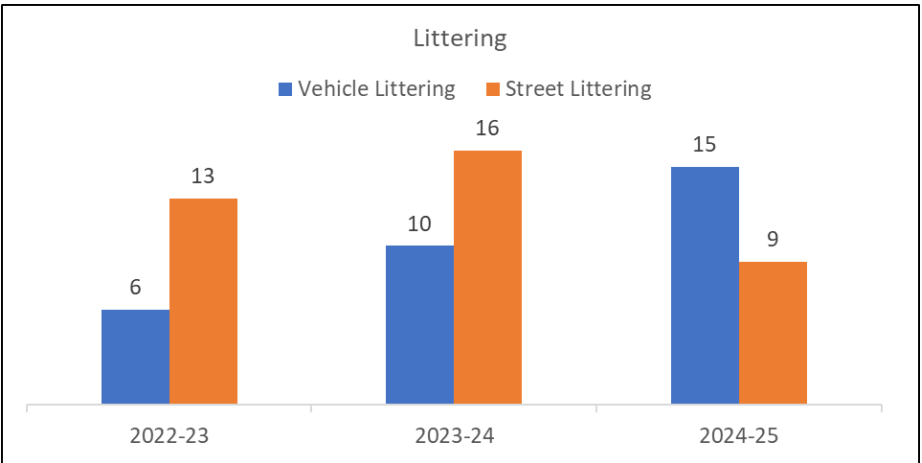
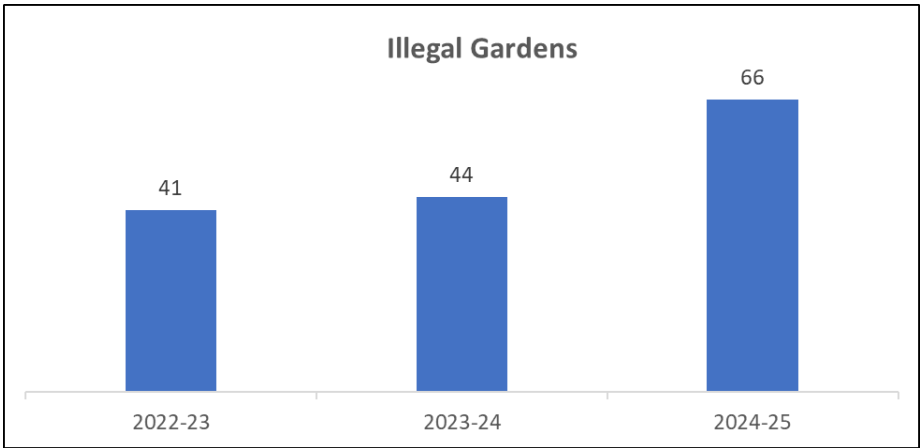
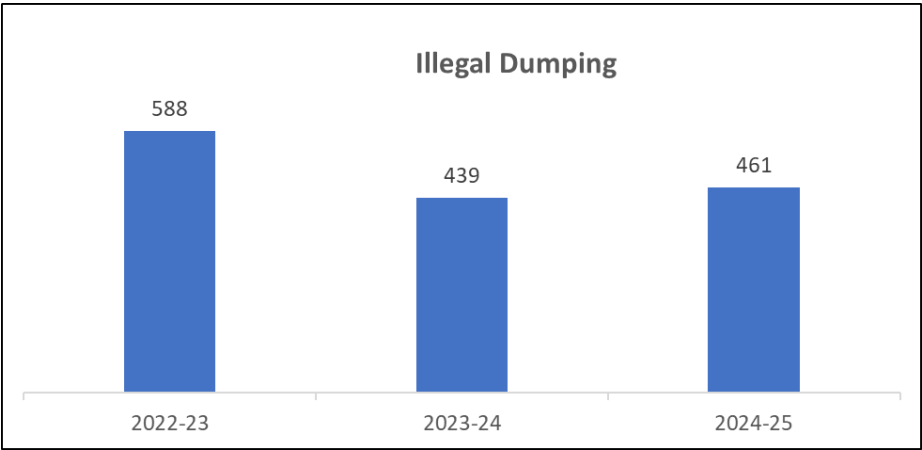
**Environmental Responsibility Service Requests
Received by Safer Communities Team
Glenrothes Committee Area 2022-25**



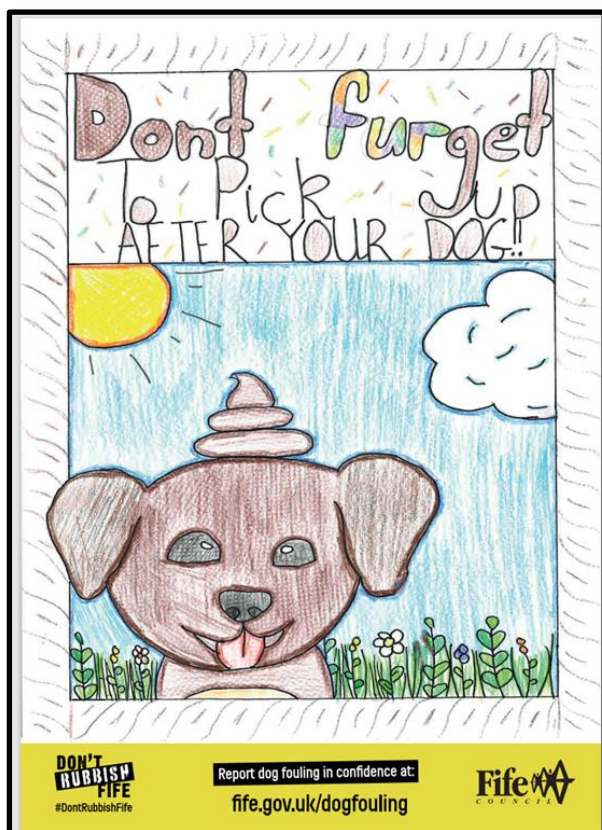
- The abandoned vehicle graph above includes new information for 2024-25 regarding the number of vehicles assessed as abandoned and subsequently uplifted.
- There are various reasons why a vehicle may be reported as abandoned when it is not, and including: lack of movement, condition of vehicle, expired MOT/tax, neighbour dispute, poorly parked, unfamiliar vehicle to area and temporary breakdown.



The Domestic Noise graph above includes new information for 2024-25 regarding dog barking, which the Safer Communities Team now deal with along with other forms of domestic noise.



A selection of posters from the Markinch Primary School Dog Fouling Competition



1 October 2025

Agenda Item No. 5

Scottish Fire and Rescue Service

Local Plan Annual Performance report

Report by: Patrick Beattie, Station Commander for Glenrothes, St Andrews & Tayport Fire Stations.

Wards Affected: All Glenrothes Wards

Purpose

This report provides the Committee with incident information for the period 1st April 2024 – 31st March 2025. The Incident information enables the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Glenrothes Area - against its key performance indicators (KPIs)

Recommendation(s)

The committee is asked to consider the progress across a range of KPI's within this report, and comment as appropriate.

Resource Implications

Not applicable.

Legal & Risk Implications

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

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

Impact Assessment

An Equality Impact Assessment checklist is not required as this report does not have any immediate implications for service delivery and policy.

Consultation

This document is circulated amongst SFRS Clackmannanshire Fife Stirling LSO Commanders and appropriate partners to enable areas of high incidence to be scrutinised for reduction strategies.

1.0 Conclusions

Background Papers

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

Report Contact
Patrick Beattie
Station Commander
Glenrothes, St Andrews & Tayport
Scottish Fire and Rescue Service

Email – patrick.beattie@firescotland.gov.uk



Fife

Glenrothes

2024-25

Scrutiny Report



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

**Working together
for a safer Scotland**

Fife

Glenrothes

Multiple selections

Fife Glenrothes

2024-25













Scrutiny Report

Contents

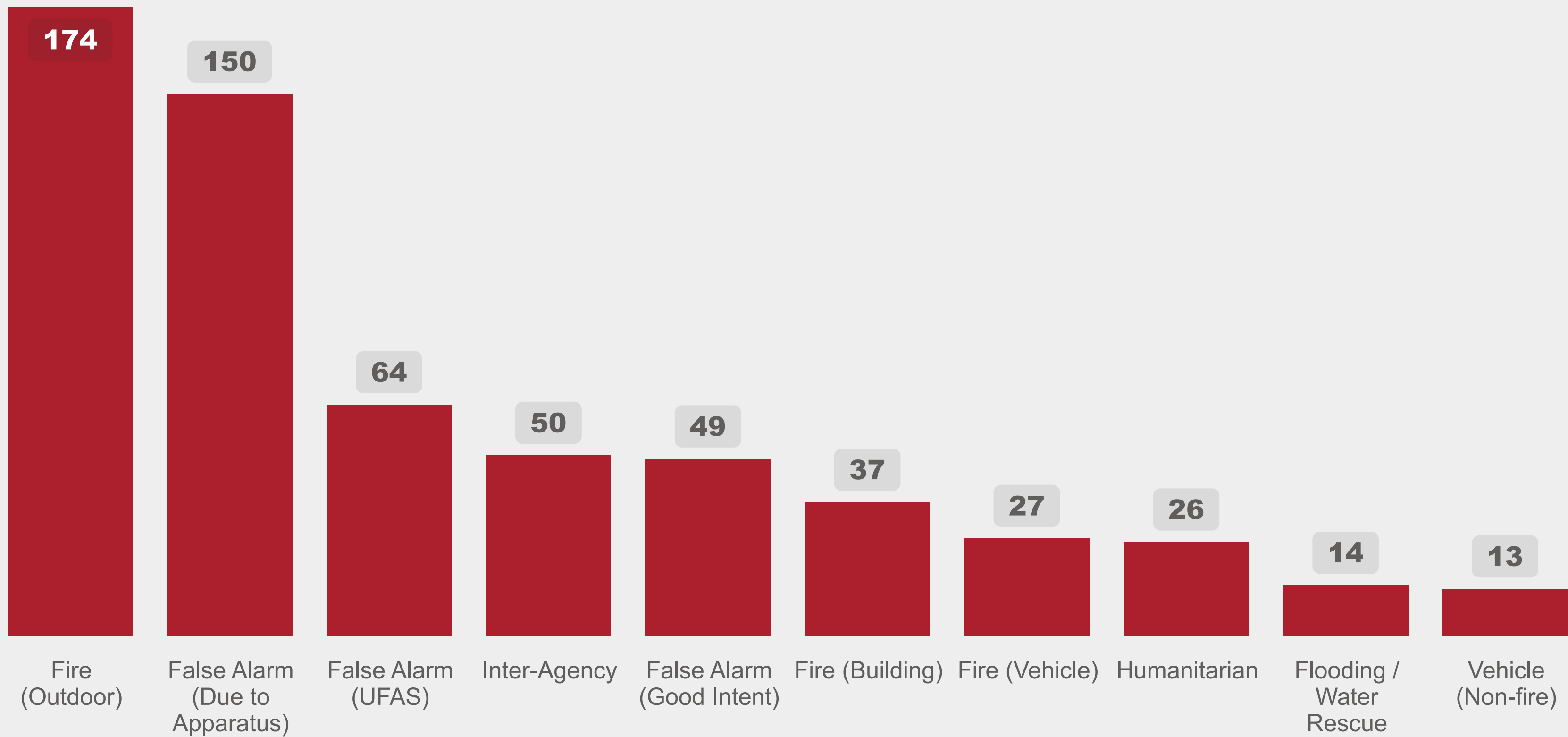
1	Summary	Page 3
2	Trends	Page 4 & 5
3	Accidental Dwelling Fires (ADFs)	Page 6
4	Accidental Dwelling Fire Casualties	Page 7
5	Non-Fire Casualties	Page 8
6	Deliberate Fires	Page 9
7	Non-Domestic Fires	Page 10
8	Unwanted Fire Alarm Signals (UFAS)	Page 11
9	Road Traffic Collisions (RTCs)	Page 12
10	Home Fire Safety Visits (HFSVs)	Page 13
11	Fire Safety Enforcement	Page 13
12	Community Safety & Engagement	Page 14
13	Glossary of Terms	Page 15

About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

 635 Total Incidents (Incl. Incompletes)	 238 Fires	 128 Non-Fire Incidents	 269 False Alarms	 64 UFAS
 28 People Rescued by Firefighters	 4 People Receiving First Aid or Hospital Treatment (Fires)	 0 Fire Fatalities	 21 People Receiving First Aid or Hospital Treatment (Non-Fire)	 5 Non-Fire Fatalities
 312 Home Fire Safety Visits	 41 Fire Safety Audits			

Top 10 Incident Types

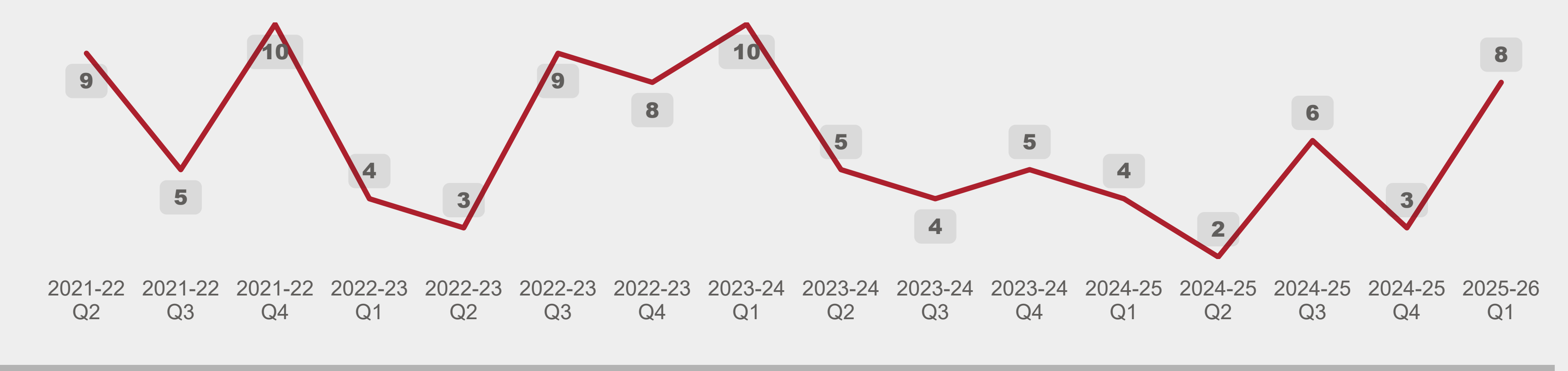


The section above provides a summary of the Annual activity from the 1st April 2024 to the 31st March 2025 across all wards in the Glenrothes Area. The graph shows the top three incident types are fires outdoors, False alarms (due to apparatus) and false alarms encompassing UFAS. While UFAS incidents remain high there has been a significant reduction and the trend continues to show reduction. The figures above do not include malicious False alarms, that are not captured through UFAS, as these do not fall into the top ten incident types. Cooking remains to be the predominant cause of False alarms. Humanitarian rescues are incidents that cannot be otherwise categorised but seek to promote human welfare, this is an extensive category that includes lift rescues, non-fire related evacuations and entrapments.

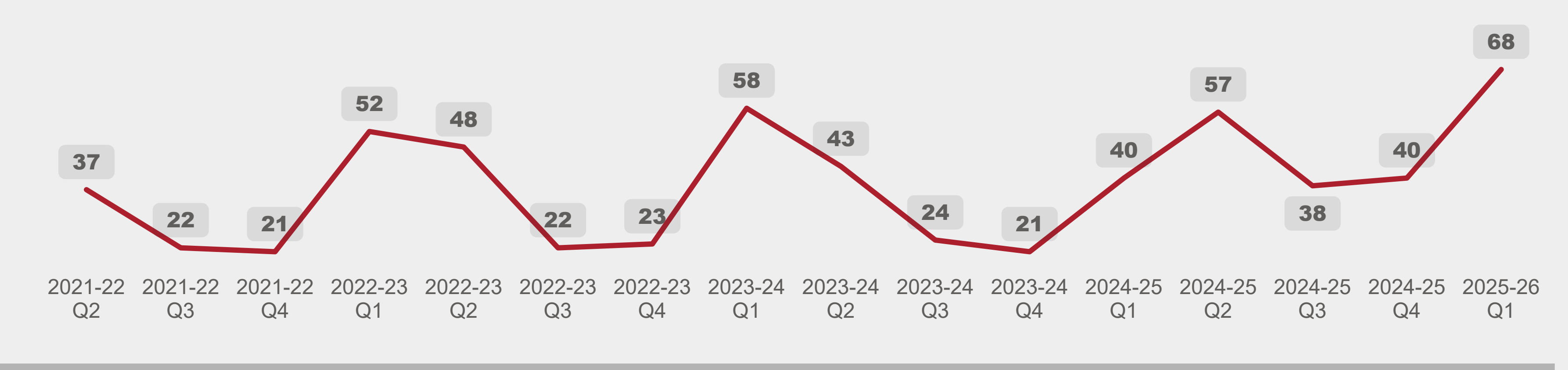
2. Trends

Previous 16 quarters (4 years)

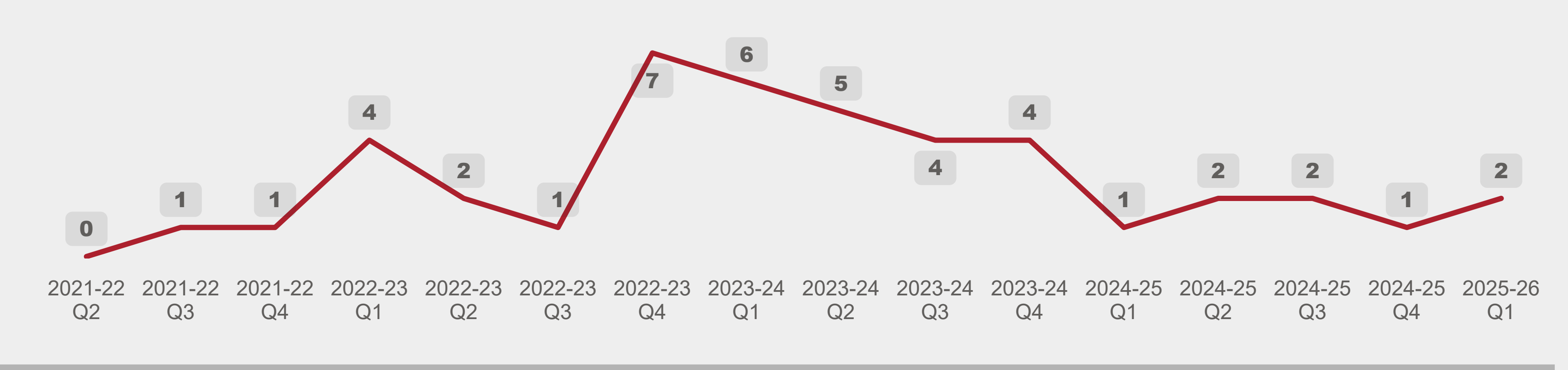
Accidental Dwelling Fires



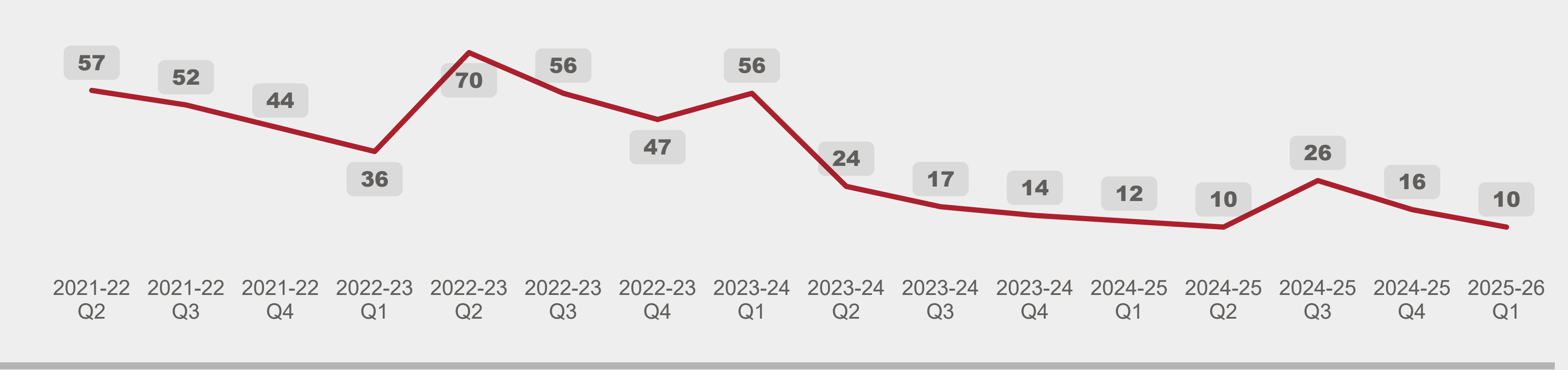
Deliberate Fires



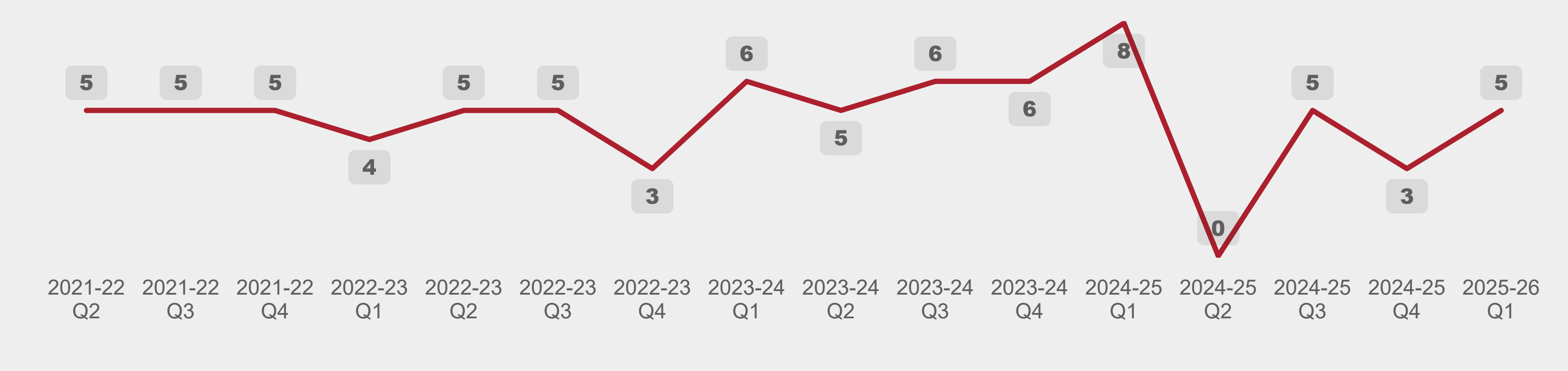
Non-Domestic Fires



Unwanted Fire Alarm Signals



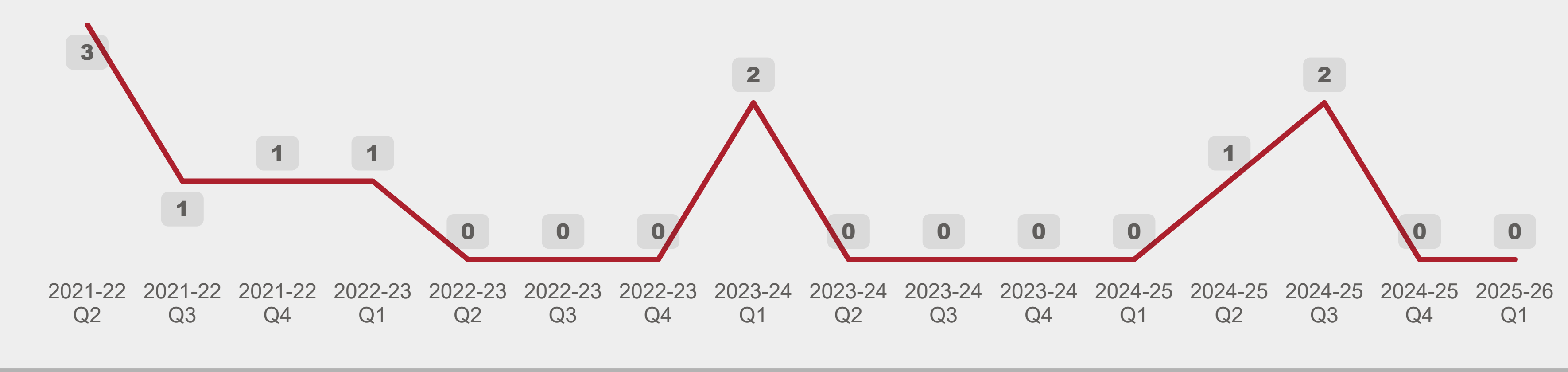
Road Traffic Collisions



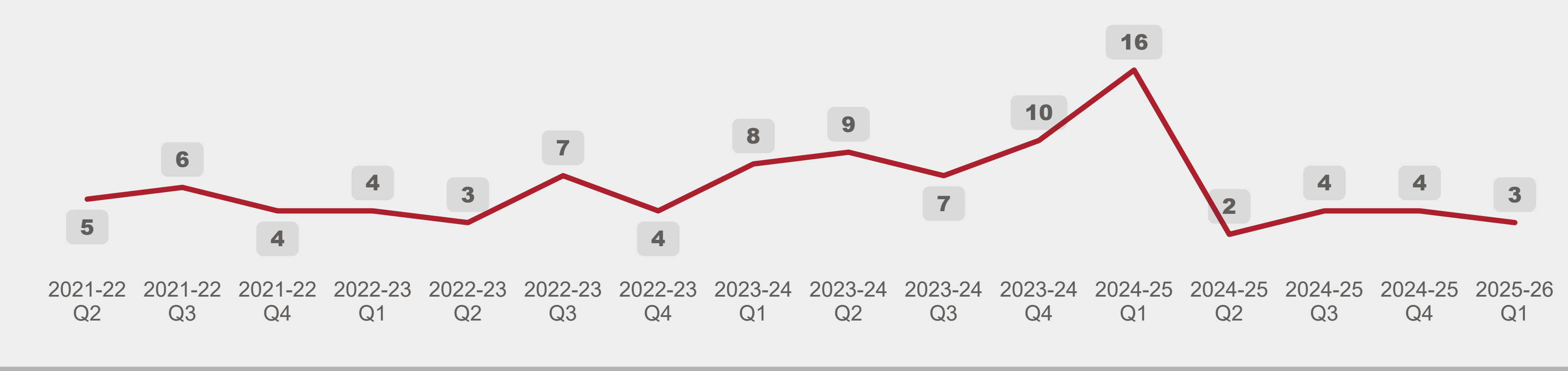
2. Trends

Previous 16 quarters (4 years)

Accidental Dwelling Fire Casualties



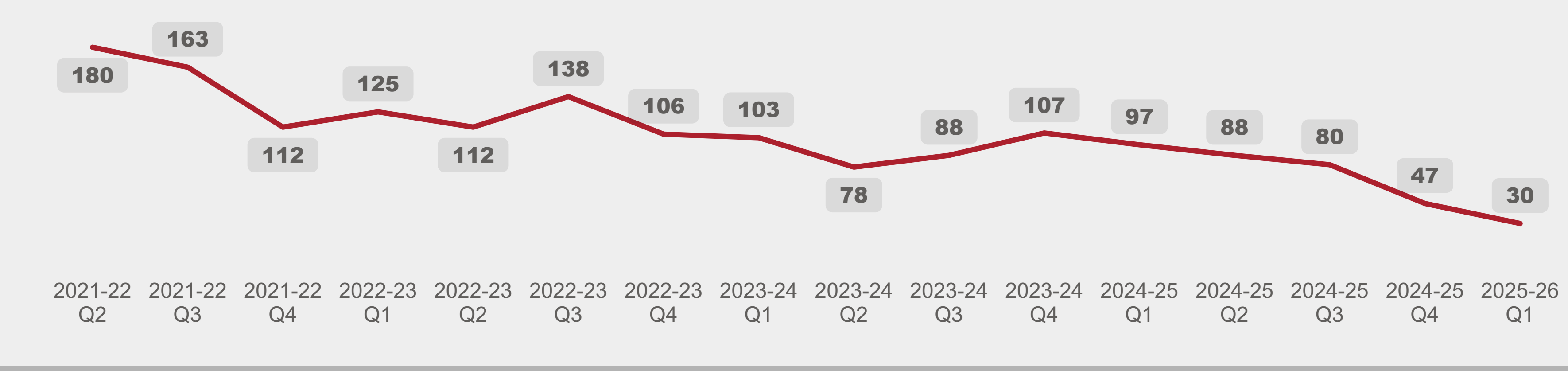
Non-Fire Casualties



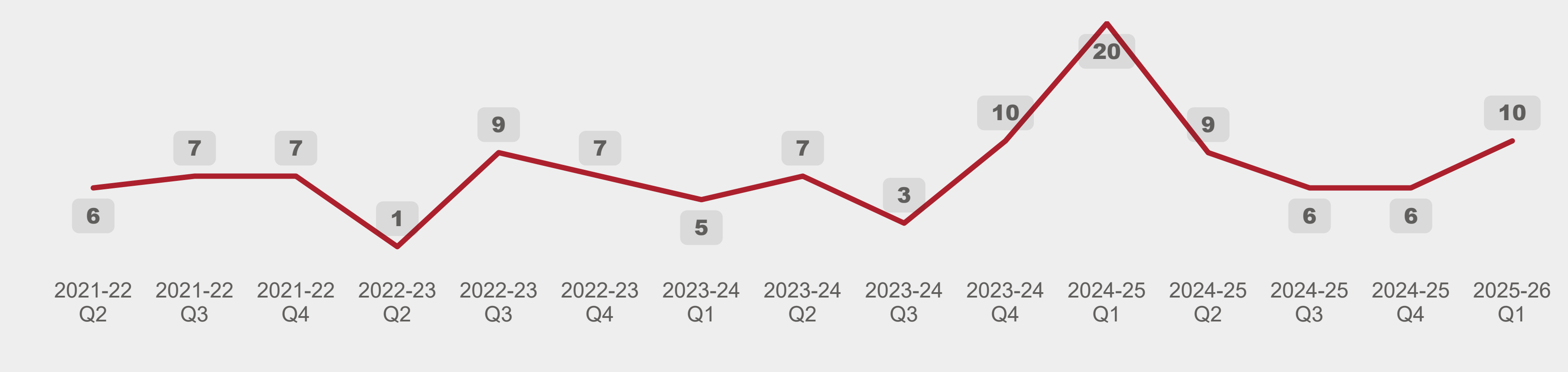
Road Traffic Collision Casualties



Home Fire Safety Visits



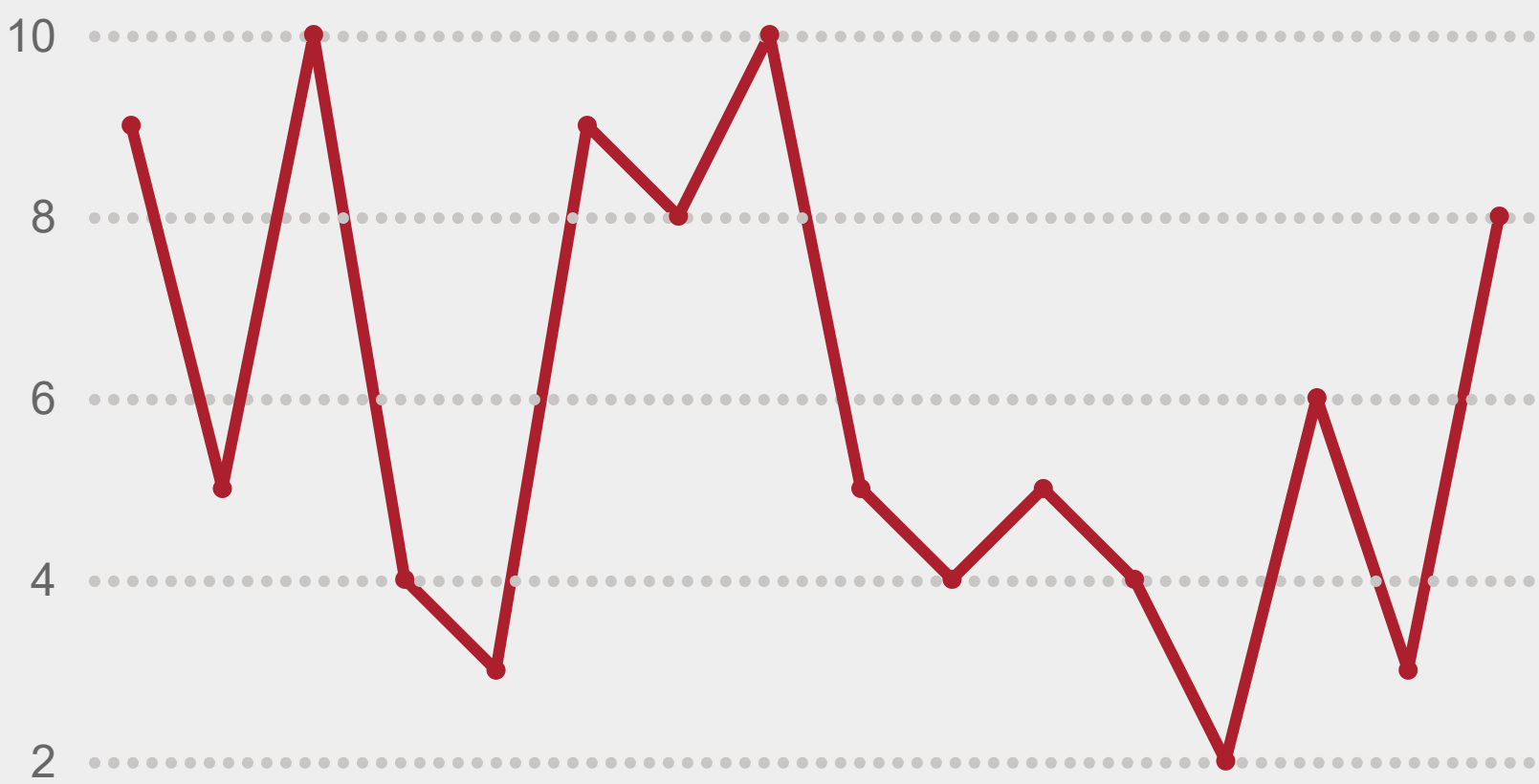
Fire Safety Audits



3. Accidental Dwelling Fires

2024-25

Trend by Quarter (4 years)



Extent of Damage	Incidents
Limited to item 1st ignited	6
Not applicable	5
Affecting more than 2 floors (not whole building)	1
Limited to floor of origin (not whole building)	1
Limited to room of origin	1
Whole building	1

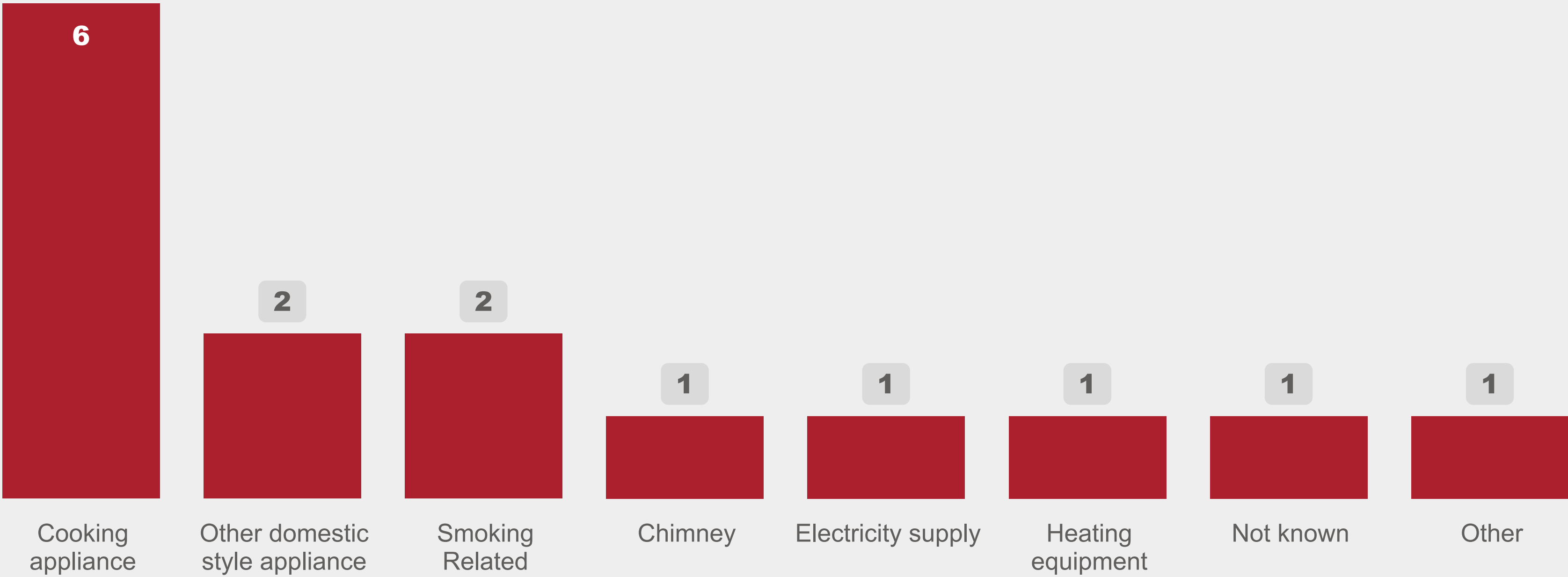
Incidents by Ward



15

Accidental Dwelling Fires in this period

Source of Ignition (Top 10)

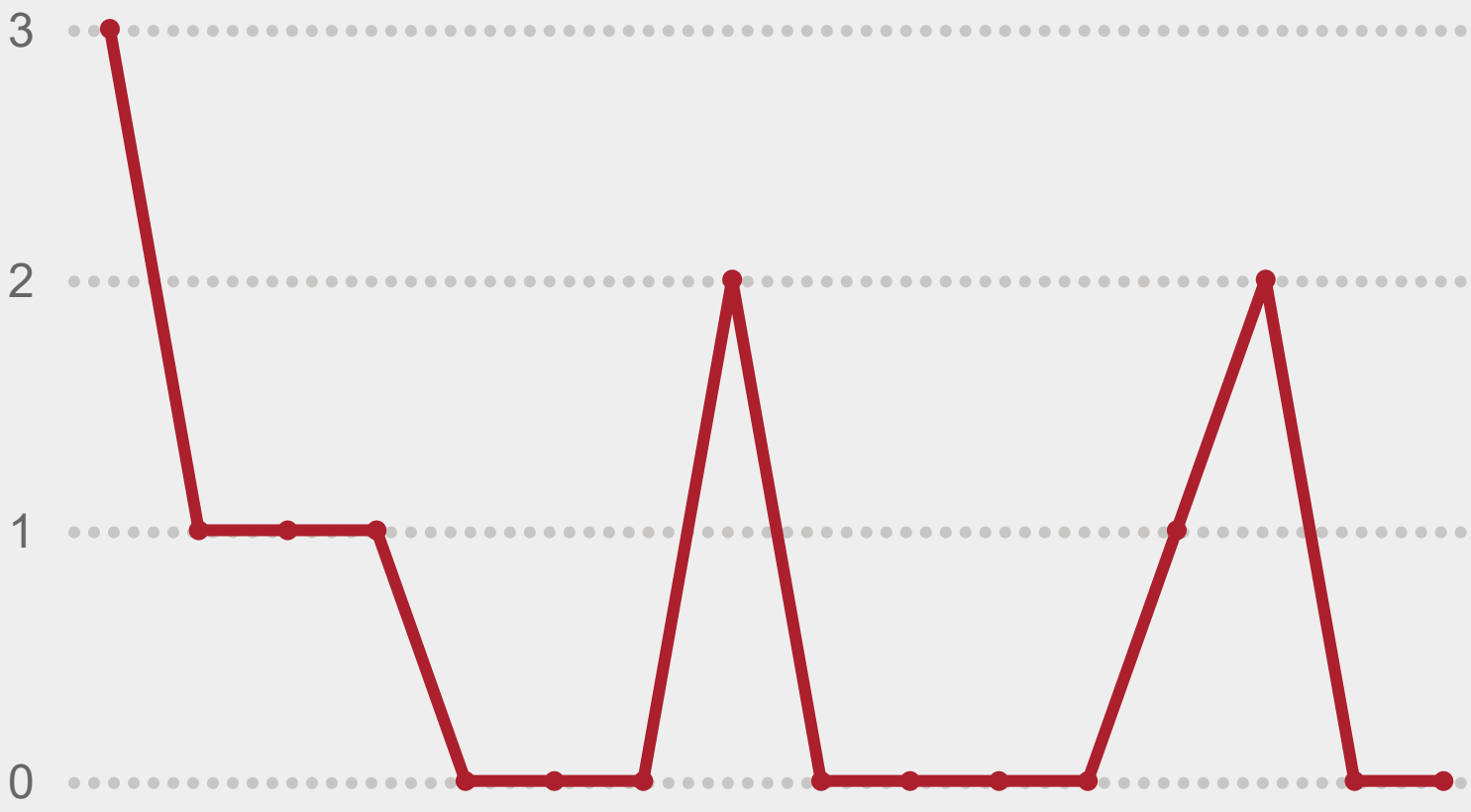


Accidental Dwelling Fires have decreased from 24 (2023-24) to 15 which shows a continued to decrease over the last 5 years. Cooking has been identified as the primary cause of Accidental Dwelling Fires within the area. This is an area of focus for our Community Action Teams, targeting a reduction in the number and severity of fires with many fires resulting in limited or no damage before the fire is extinguished.

4. Accidental Dwelling Fire Casualties

2024-25

Trend by Quarter (4 years)



Nature of Injury/Cause of Death	Casualties
Burns - slight	2
Overcome by gas, smoke or toxic fumes; asphyxiation	1

Casualties by Ward

Glenrothes North, Leslie & Markinch

2

Glenrothes West & Kinglassie

1

3

Non-Fatal Casualties

0

Fatal Casualties

0

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



2

First Aid Given at Scene



1

Hospital Slight Injuries

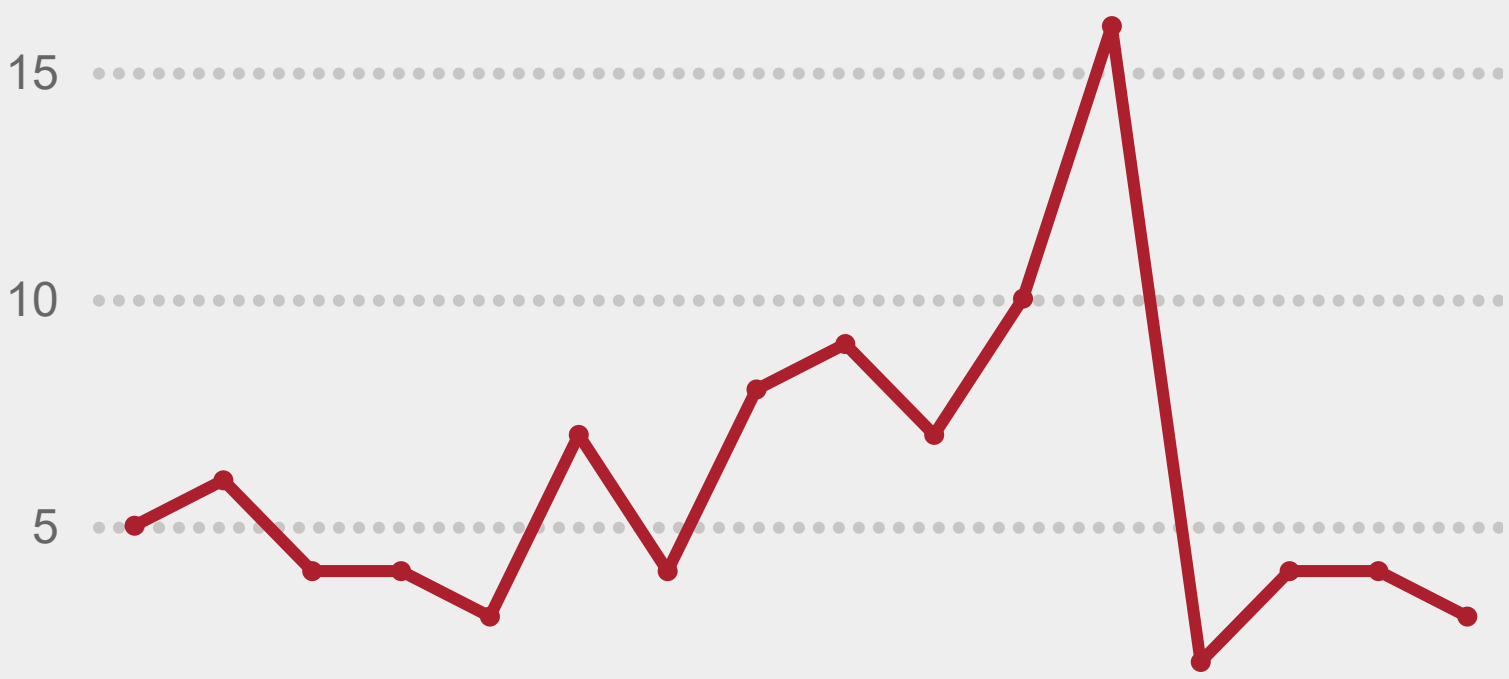


0

Hospital Serious Injuries

The Glenrothes area has seen an increase in fire casualties over the reporting period from 2 (2023-24) to 3 this year. There have been no fire fatalities for this reporting year.

Trend by Quarter (4 years)



Casualties by Ward



21

Non-Fatal Casualties

5

Fatal Casualties

28

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



1

First Aid Given at Scene



18

Hospital Slight Injuries



2

Hospital Serious Injuries

Non-fire Casualties include water rescue, effecting entry and other incidents where people have been rescued by the , Scottish Fire and Rescue Service.

In total, there were 21 non-fatal casualties across all wards, 28 individuals who were rescued by Firefighters and, sadly, there were 5 fatal casualties.

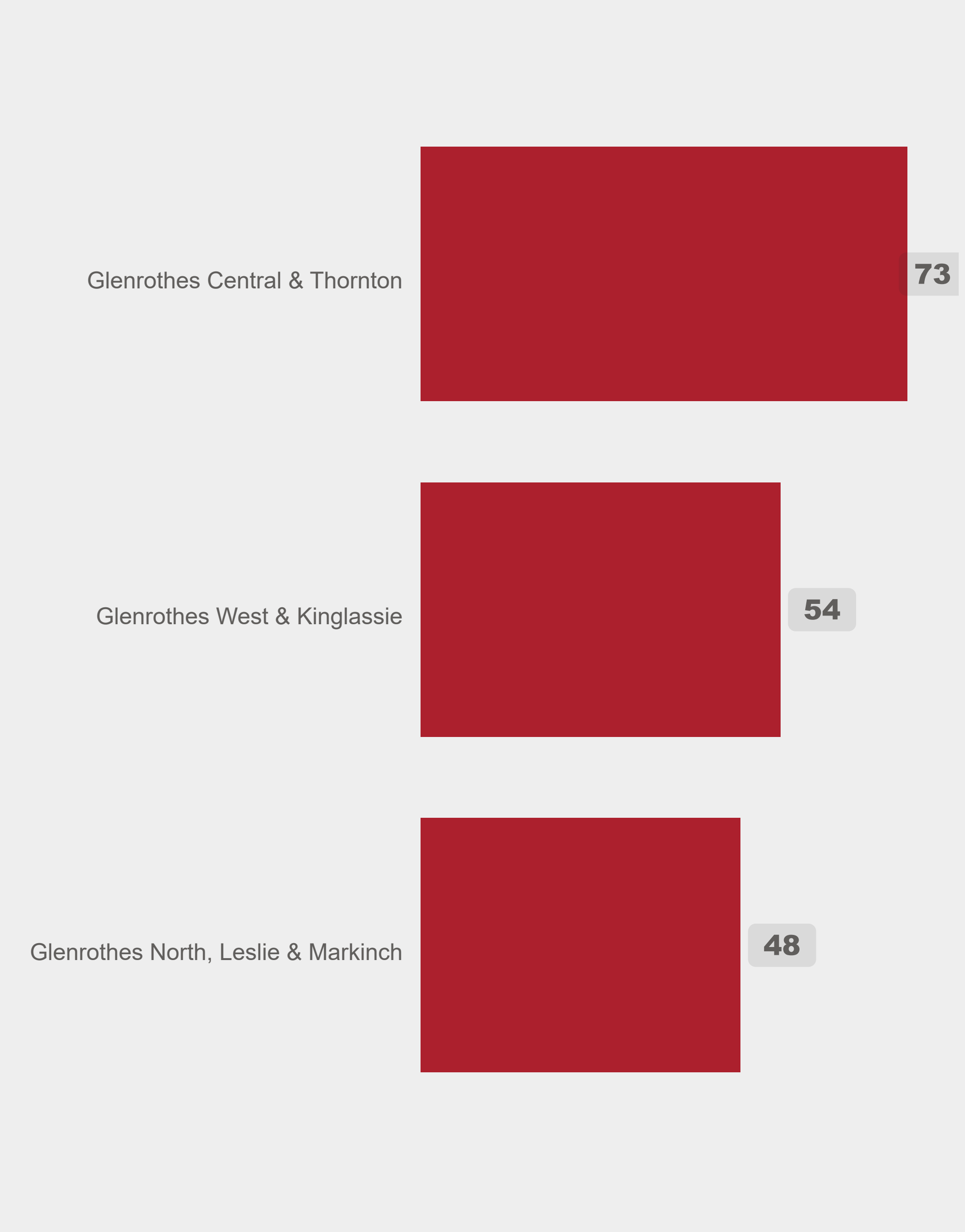
Of the non-fatal casualties, 1 individual was given first aid at the scene and did not require to attend hospital, 18 individuals were transported to hospital with slight injuries, and 2 individuals were transported to hospital with serious injuries.

Trend by Quarter (4 years)



Property Type	Incident
Grassland, woodland and crops	72
Refuse	63
Road Vehicle	11
Other outdoors (including land)	10
Non Residential	7
Outdoor structures	6
Dwelling	3
Other Residential	2
Outdoor equipment and machinery	1

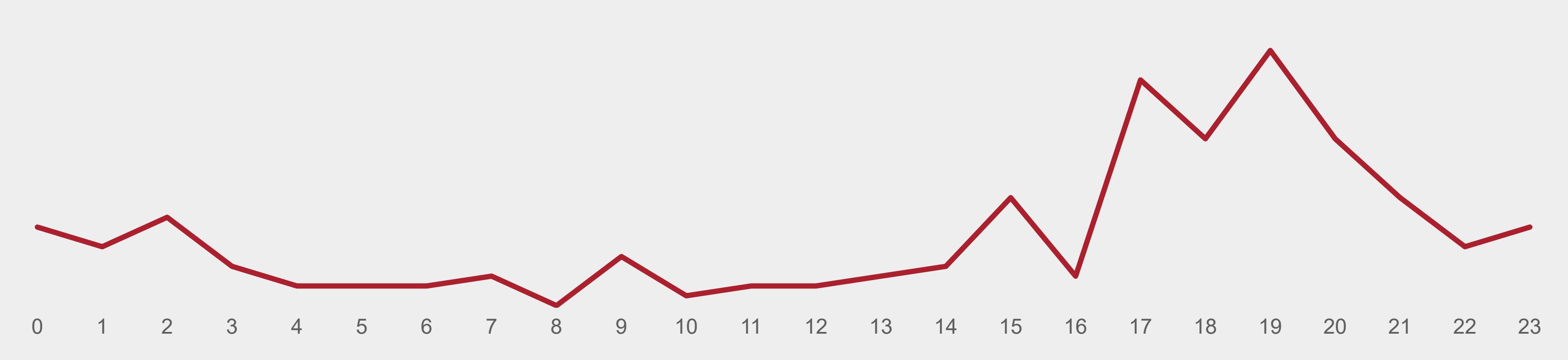
Incidents by Ward



175

Deliberate Fires
in this period

Hour of Day



Glenrothes reported 175 Deliberate Fires within the last 12-month period which is a rise on last year’s total of 106.

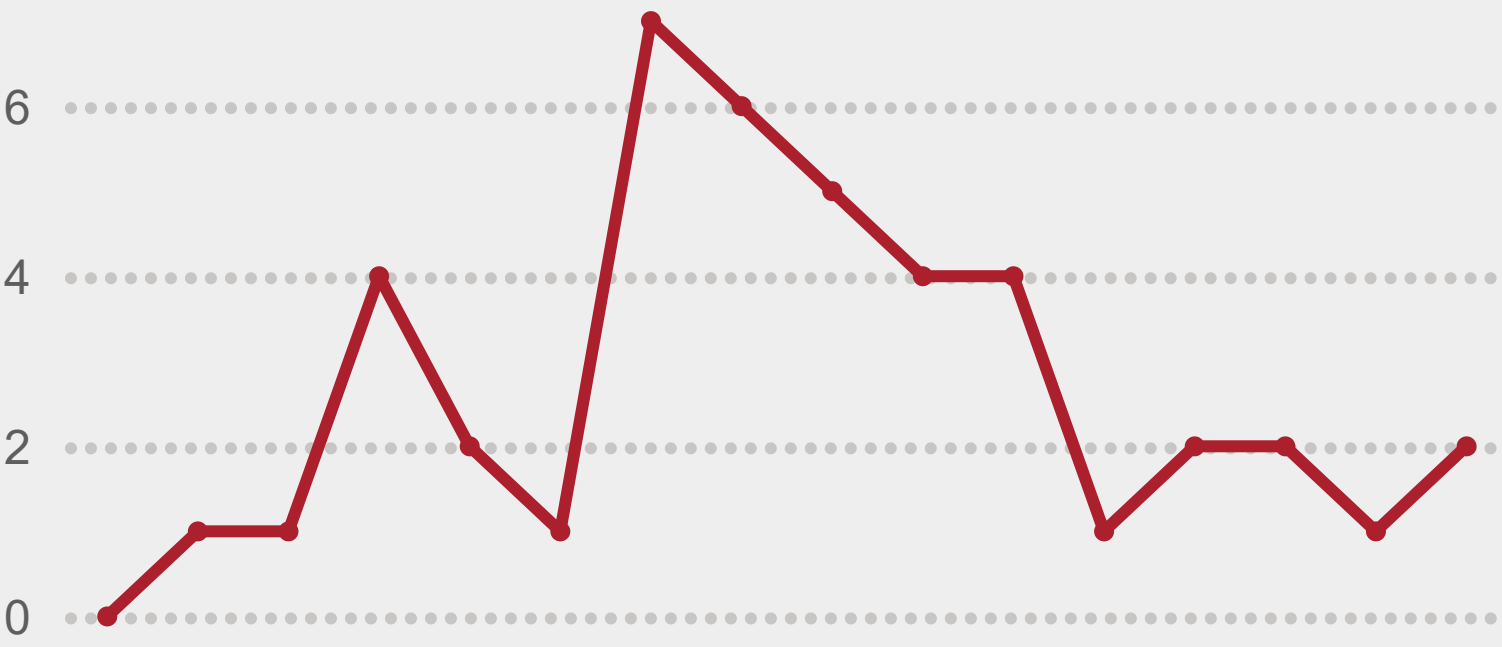
This is a big area of focus for our Community Safety Engagement Teams Grassland and refuse fires account for the majority of these incidents and we continue to work with partners on reduction strategies to tackle this problem. This involves engagement at both Primary and Secondary school level, and joint patrols with our colleagues in Police Scotland and Safer Communities.

Outdoor fires continue to rise as the climate in Scotland changes, this is an area of focus for SFRS with the introduction of a new Wildfire Strategy.

7. Non-Domestic Fires

2024-25

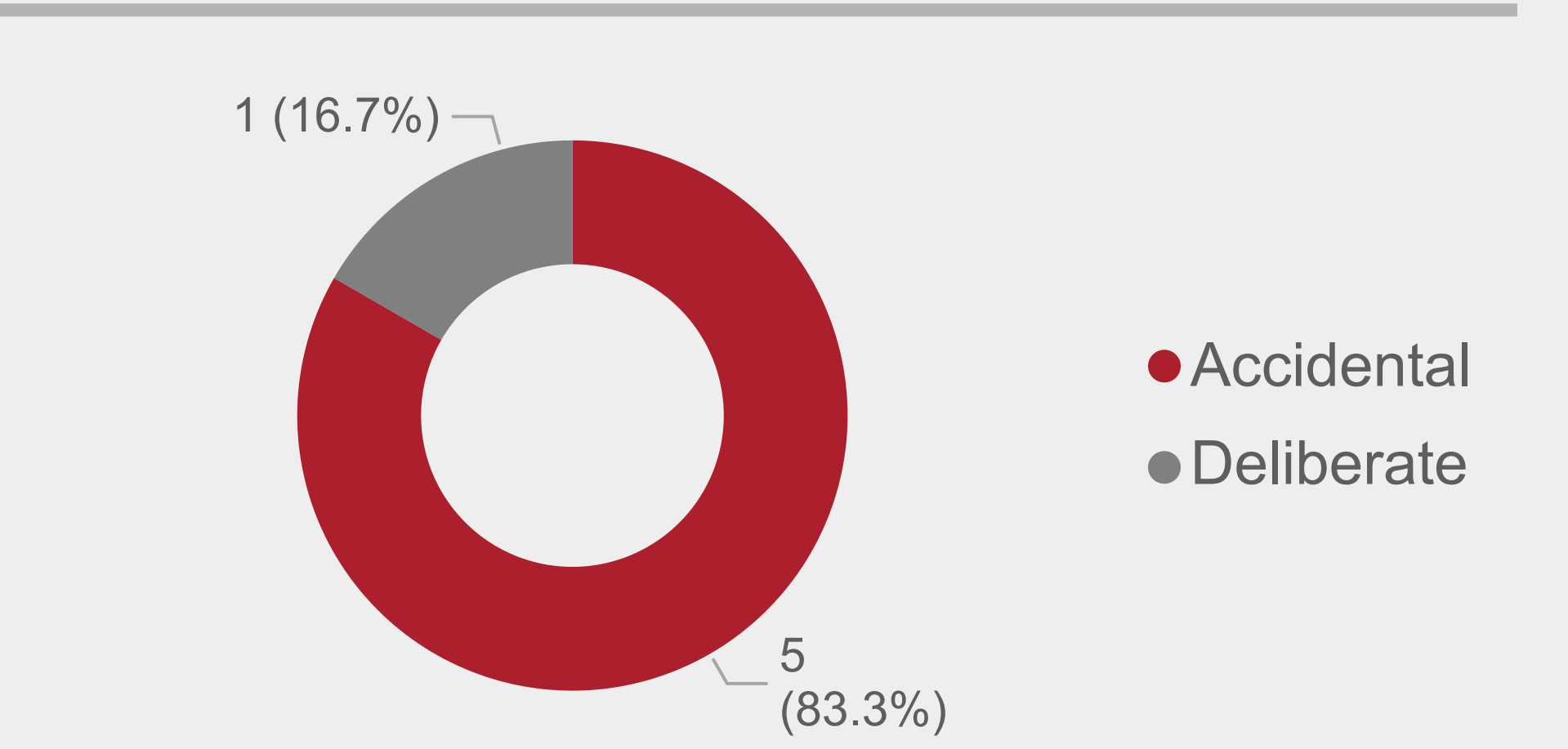
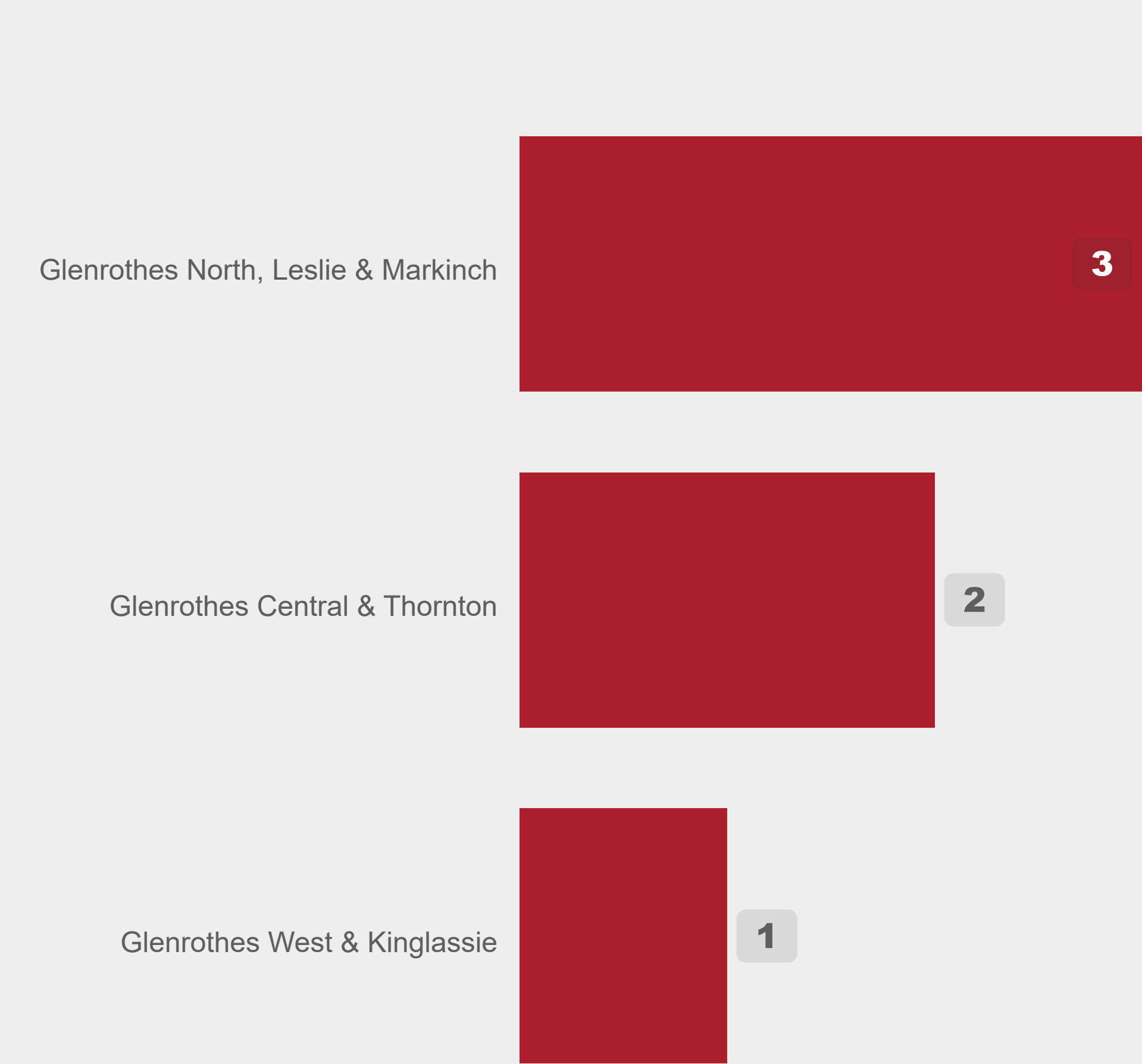
Trend by Quarter (4 years)



Top 15 Property Types

Property Type	Incidents
Education	2
Retail	2
Industrial Manufacturing	1
Industrial Processing	1

Incidents by Ward



6

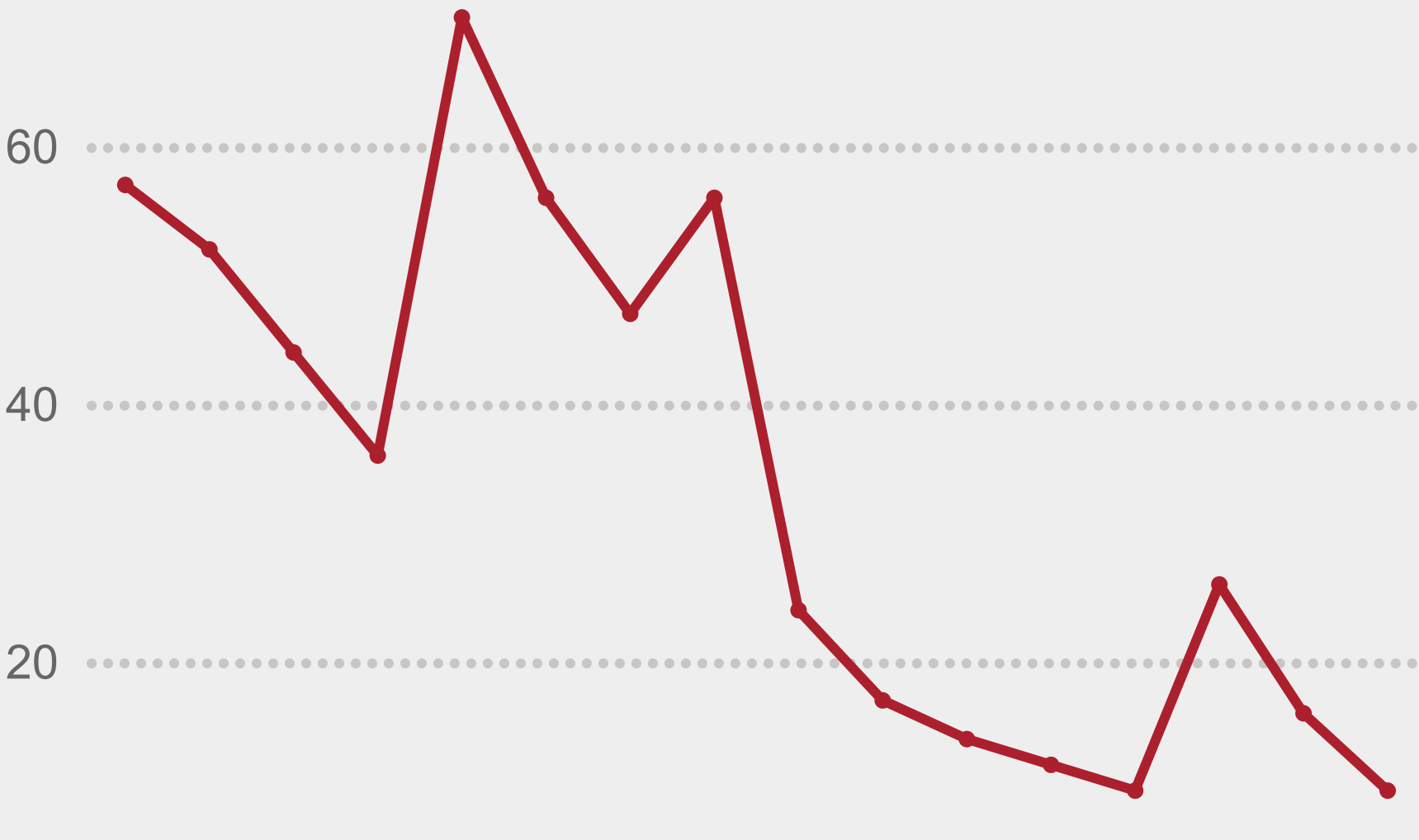
Non-Domestic
Fires in this
period

Extent of Damage



For the 12-month period, Non-Domestic Fires remain relatively low and have seen a reduction from 20 in last reporting year to 6 this year.

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

Property Type	Incidents
Residential Home	42
Sheltered Housing - not self contained	11
Education	3
Hospitals and medical care	3
Hotel/motel	2
Industrial Manufacturing	2
Boarding House/B&B for homeless/asylum seekers	1

64

Unwanted Fire Alarm Signals in this period

Following the introduction of our Unwanted Fire Alarm System (UFAS) Reduction Strategy, we continue to see a significant reduction in UFAS incidents, we have dropped from 111 incidents in last year's report to 64 this year.

UFAS still remain high within residential homes. Our Fire Safety Enforcement teams work closely with these premises to achieve fire safety compliance and reduce unwanted calls. We remain committed to supporting Premises Duty Holders achieve high levels of fire safety and the UFAS Champion will continue to engage robustly with residential care homes, to address spikes and drive these types of incidents down.

Trend by Quarter (4 years)



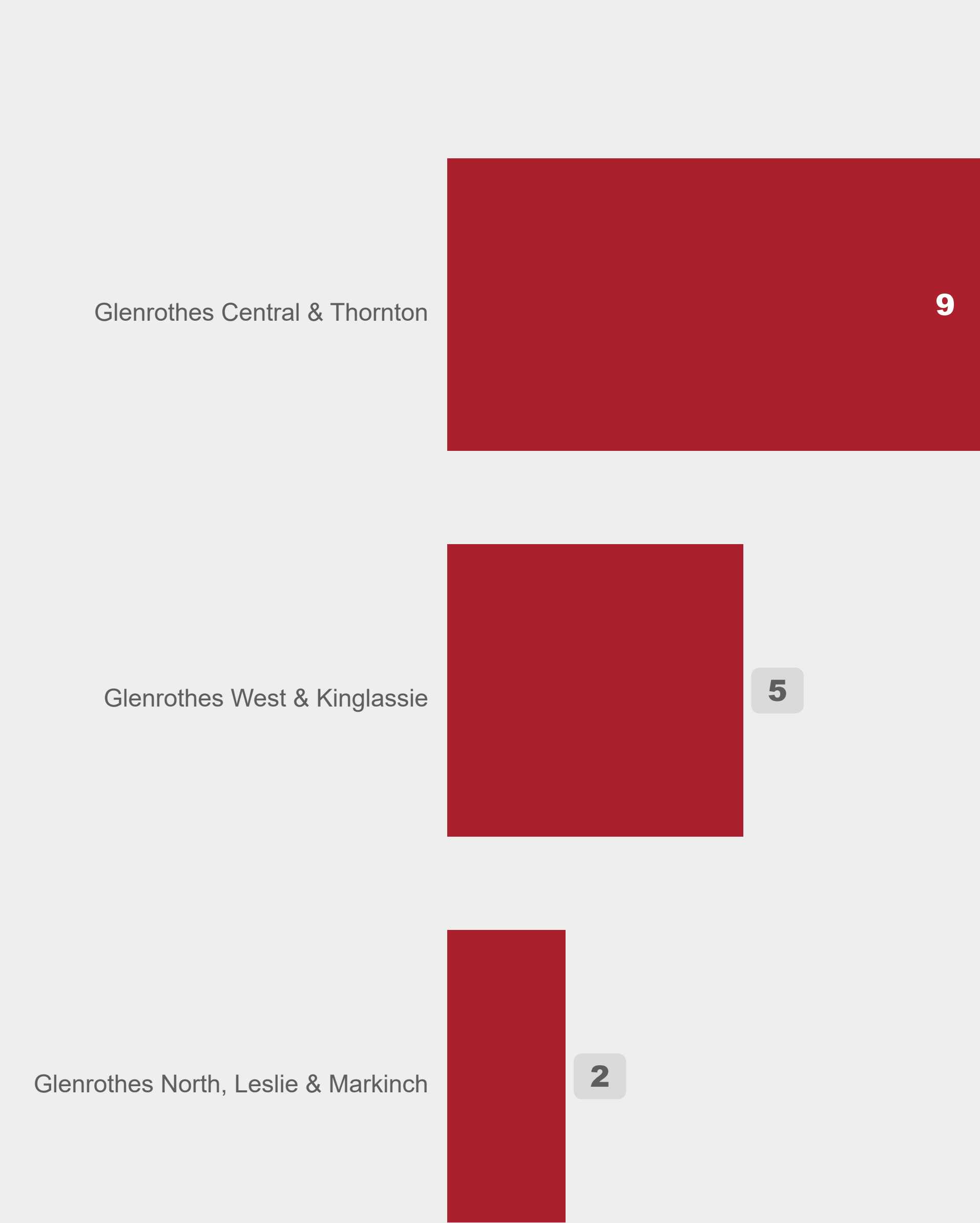
16

Road Traffic Collisions in this period

Property Type	Incidents
Car	16

Incident Type	Incidents
Vehicle (Non-fire)	12
Fire (Vehicle)	3
Inter-Agency	1

Incidents by Ward



9

Non-Fatal Casualties

1

Fatal Casualties

4

People Rescued by Firefighters

Extent of Harm (Non-Fatal)

0

First Aid Given at Scene

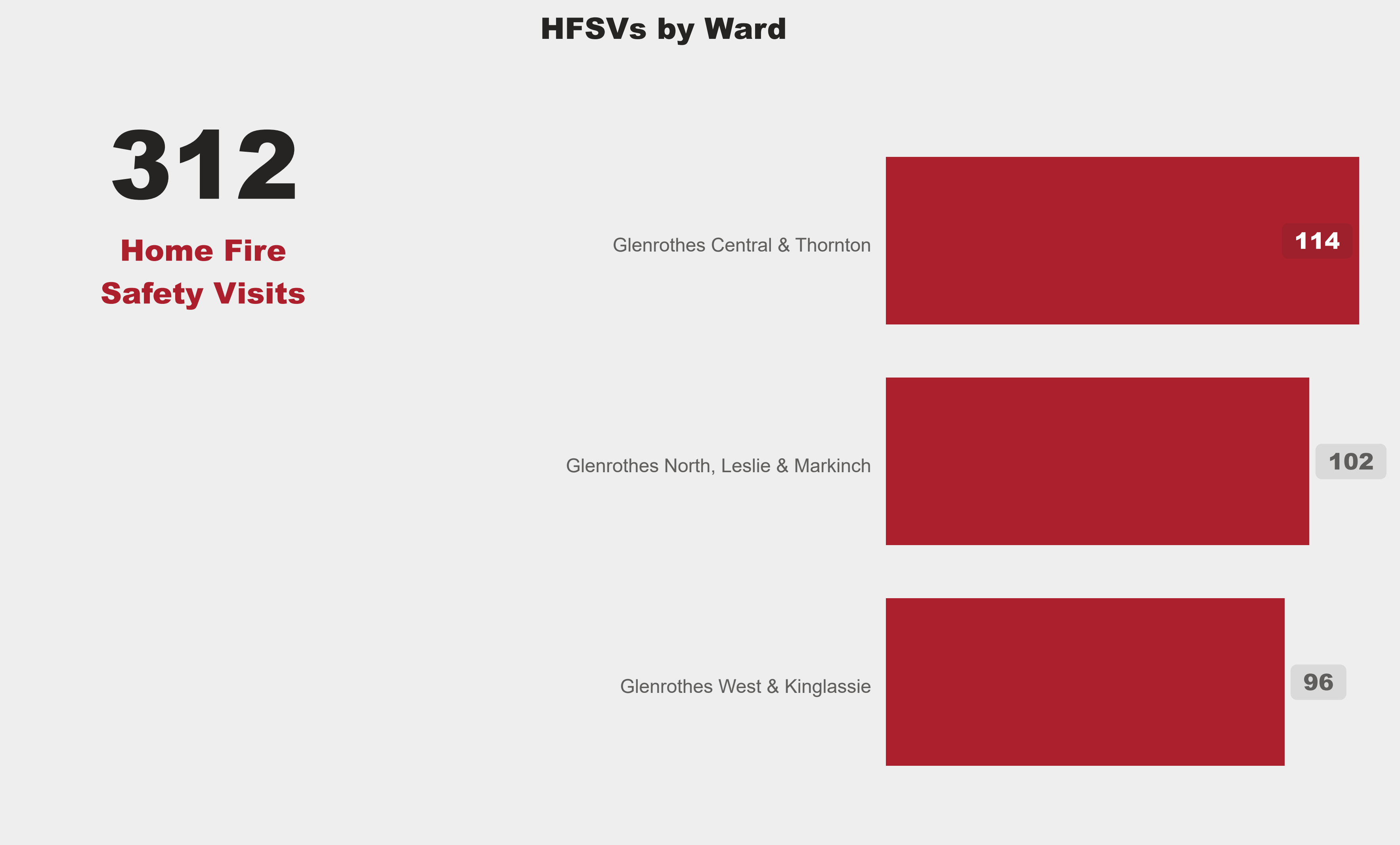
9

Hospital Slight Injuries

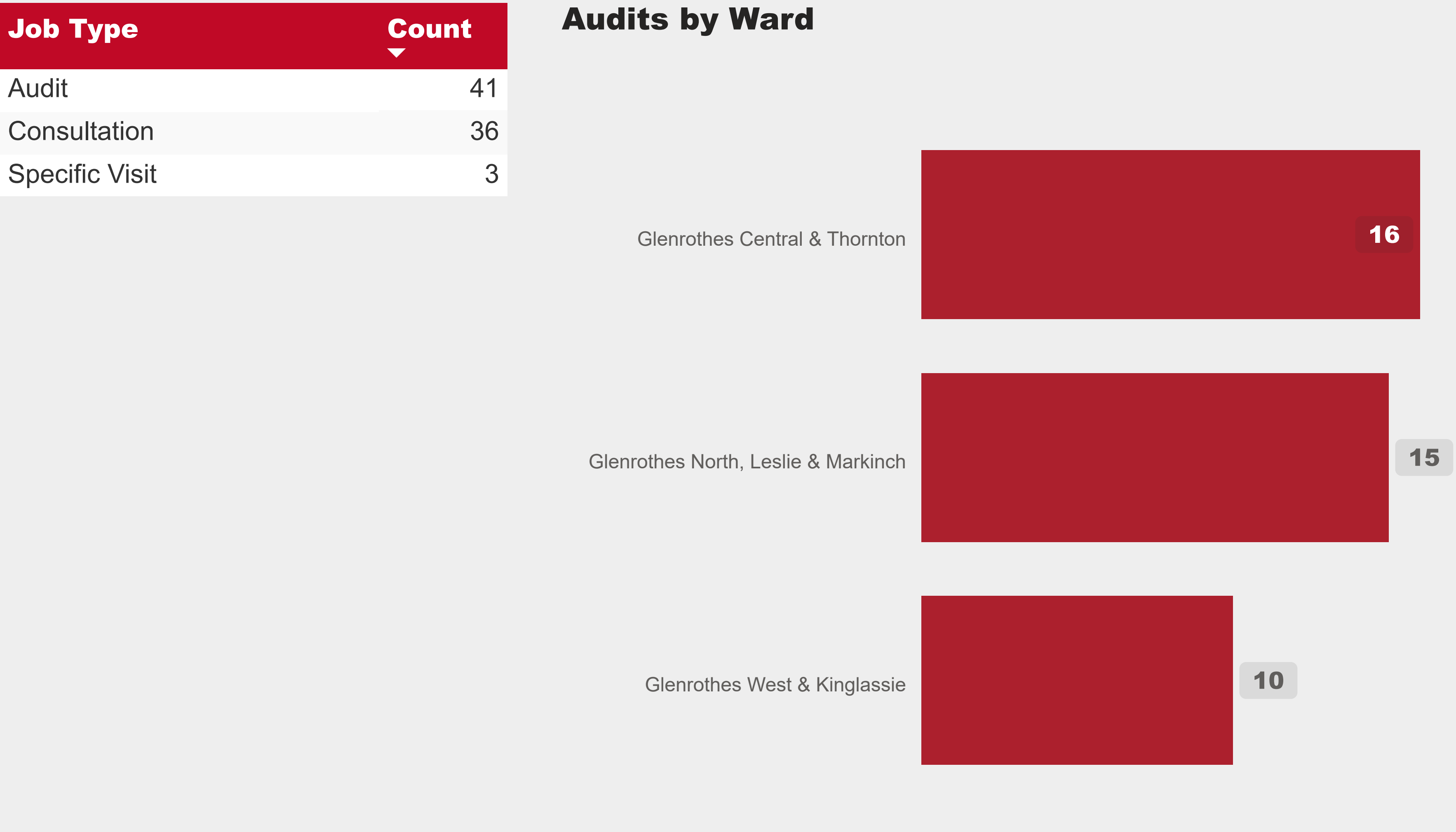
0

Hospital Serious Injuries

Road traffic Collisions have seen a decrease over the last 12 months from 22 to 16. Our non-fatal casualties have gone down from 10 to 9. People rescued by Firefighters also went down from 6 to 4, but sadly there has been 1 fatality recorded this year which is down from 2 last year. SFRS have carried out several Road Safety initiatives over the last year, our teams are key partners in delivering the Biker Down, Safe Drive Stay Alive and Drive Wise Road Safety Initiatives and continue to support partners to educate and inform drivers and continue to seek avenues to work in partnership to make our roads safer. This is not always reflected in operational activity presented, due to additional factors such as visitors to the area, that we are unable to benchmark. We do however work with colleagues throughout Scotland and the wider UK to share best practices and safety messaging in a bid to capture as many people as possible and improve road related behaviour.



11. Fire Safety Enforcement



To support Community Safety and ensure people stay safe within their own homes, the SFRS continues to carry out their Home Fire Safety Visit programme, specifically targeting those deemed as High Risk. To that end, we carried out 312 Home Fire Safety Visits in person over the recording period, with additional Home Fire Safety information being provided to households not falling within the High-Risk category.

Our Legislative Fire Safety Enforcement Officers carried out 41 audits within relevant premises throughout the area and also been used for consultation on 36 occasions.

Figures for Fife Local Authority Area

Home Fire Safety Visit Programme

The SFRS carried on with our Home Fire Safety visit programme within the Fife Council area, visiting 744 high risk premises. This year also saw the introduction of a new Home Fire Safety Visit App that will allow us to target HFSVs to those most at risk and allow us to refer onwards to partner organisations in a more streamlined manner. Numbers include:

Total Completed - 1,900 (744 High Risk)
Adult Protection (AP1) Referrals - 147

Anti-Social Behaviour (ASB) and Bonfire Safety

The Community action team (CAT) has carried out a number of bonfire and anti-social behaviour talks across the Glenrothes area primary and high schools. These talks aim to educate young people about the effects, dangers and consequences of deliberate fire setting and hoax calls. The team can tailor the input where specific concerns have been raised and at an age-appropriate level. Building relationships within the community continues to be the most effective way to achieve meaningful interventions.

Water Safety and Water Safety School Talks

SFRS attended several events to promote water safety awareness. These included joint patrols with Police Scotland and engaging with the public at problem areas to reassure and educate the public. Also, talks were carried out at schools in the area to pupils ahead of the Summer Holidays.

13. Glossary of Terms

Term - What it means

ADF

Accidental Dwelling Fire.

HFSV

Home Fire Safety Visit.

PDIR

Post Domestic Incident Response, a term used to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow up home fire safety visit.

RTC

Road Traffic Collision.

Special Service

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies.

UFAS

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident.

UFAS Policy Change

In response to COVID, on the 6th May 2020, the SFRS decided to send 1 pump to UFAS premises that did not have their own Predetermined attendance (PDA).

As of 1st July 2023, the COVID interim 1 pump response was ended and a new UFAS policy was implemented.

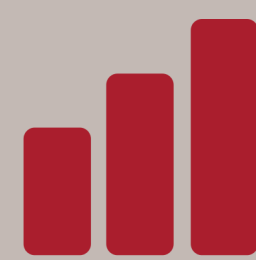
The new policy is to call challenge all UFAS incidents with the intention of non-attendance. Hospitals, care homes, and sleeping risk premises are all exempt and receive either 2 pumps or their premise specific PDA.



SCOTTISH

FIRE AND RESCUE SERVICE

Working together for a safer Scotland



BUSINESS
INTELLIGENCE

Design, figures and charts by the Business Intelligence team.

Operational Briefing on Policing Activities within Glenrothes Area – 1st April 2024 - 31st March 2025

Report by: Inspector Callum Winton, Community Inspector, Glenrothes

Wards Affected: 13,14 and 15

Purpose

This report is to provide elected members with information on matters impacting on or involving Police Scotland which have relevance to Community Safety in the Glenrothes policing area.

Recommendation(s)

Members are asked to consider and comment upon the updates provided.

Resource Implications

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

Legal & Risk Implications

There are no identified legal or current risk implications.

Impact Assessment

An EqlA has not been completed and is not necessary because the report does not propose a change or revision to existing policies and practices.

Consultation

Consultation is an ongoing process with Elected Members from each Ward area, local communities through Community meetings and partner agencies via established meeting processes.

1.0 Background

- 1.1 This report provides members with an update on the performance with regards to the Area Plan priorities, campaigns and other initiatives undertaken by Officers in Glenrothes from 1st April 2024 to 31st March 2025.

All police activity highlighted in this report was undertaken in line with local and national objectives and in support of other organisational priorities within the Glenrothes policing area.

2.0 Police Scotland, Glenrothes Area Plan - Update

- 2.1 Our priorities for policing are the key areas we need to focus on to address the greatest threats and risk of harm to the people and communities in Glenrothes.

The priorities are determined by data from the Fife Division Strategic Assessment which detail threat and risk. We obtain feedback from the local communities, local authority and partner agencies through the implementation of a “Your Police” survey.

Policing priorities for the period April 2023 – March 2026 are documented in the Fife Policing Plan

- Drug Dealing and Drug Misuse
- Violence and Antisocial Behaviour
- Acquisitive Crime and Dishonesty
- Protecting People
- Road Safety

More information on the Policing can be found at [Fife Policing Plan](#) .

- 2.2 The Glenrothes Community Policing Team currently consists of a Police Inspector, Police Sergeant and 6 Community Ward Officers, the team is also supported by 2 Glenrothes Linked Together Officers. The area is also served by 5 Response Policing Teams who work on a 24/7 rotational shift pattern.

The team has gone through a number of changes in the review period. In July 2024, Inspector Callum Winton replaced outgoing Inspector Murray Gibson who has since retired. Inspector Winton has a vast amount of experience in a variety of settings including Response Policing and Public Order.

PC Jack Sweeney joined PC McComiskie in Ward 14 and the very quickly formed an effective partnership. PC Sweeney joined Police Scotland in March 2020, and he has worked mainly in Response Policing in Kirkcaldy. PC Sweeney is a hard-working officer with excellent local knowledge and has been a great asset to the team and the communities in Ward 14.

PC Shelley Forbes has recently joined the team working alongside PC Bryan Campbell in the Ward 15. PC Forbes joined Police Scotland in February 2019 and has been based at Glenrothes throughout her service. PC Forbes has great experience of the Glenrothes area, she has always been a strong performer in the response environment and has quickly adapted to an extremely effective Community Officer.

In February 2025, Sergeant Martyn Reidie replaced Sergeant David McCabe who has moved elsewhere in the Division. PS Reidie spent most of his service in the Glenrothes area and some of you may know him from his time as a Community Ward Officer. PS Reidie also has experience from his time in the Community Investigation Unit and as a Public Order trained officer.

- 2.3 In the coming year, further changes will be implemented to bolster the performance of the team including the appointment of PC James West as the single point of contact for the high schools in Glenrothes.

3.0 Drug Dealing and Drug Misuse

- 3.1 There are continued efforts to combat the illicit possession and distribution of controlled drugs across the division. We have a dedicated intelligence unit that is responsible for the assessment and dissemination of intelligence. This intelligence comes from a variety of sources including directly from members of the public, Police enquiries and Crimestoppers.
- 3.2 Our local officers continually work towards collating and developing intelligence from members of the public and partner agencies. This is then assessed for credibility before being used to apply to a Sheriff for Misuse of Drugs Act Search Warrants. Specialist departments including public order trained officers, dog handlers and search trained officers have been utilised to support local officers in the execution of these warrants.
- 3.3 During this period, our team in Glenrothes executed a significant number of Misuse of Drugs Act, firearms and general evidence warrants. Of note, on 6th March 2025, a Misuse of Drugs Act Warrant was executed at an industrial building in Southfield Industrial Estate where over 500 cannabis plants were found within that have a street value of up to £732000. 2 males were traced and subsequently charged with drugs and utility offences. This crime comes with concerns about human trafficking and exploitation of persons used to cultivate the plants. The evidence and intelligence gained from these enquiries feeds into national serious and organised crime units as well as the National Crime Agency (NCA).



- 3.4 Our prevention strategy remains focussed on working with our partners and signposting individuals to support services.

In order to educate our young people in the dangers of drug and alcohol abuse, our Community Ward Officers supported by PCs Irvine and Reynolds (GLT Officers) have developed strong links with the local High Schools, providing inputs and guidance on the dangers of substance misuse.

The local community ward officers continue to work with partner agencies and youth groups, including Clued up and YMCA to prevent young persons from engaging in dangerous behaviours surrounding alcohol and drugs misuse.

4.0 Violence and Antisocial Behaviour

- 4.1 The prevention, investigation, and detection of all forms of violence remains a focus for Police Scotland as a whole as well as more locally. Our approach to tackling and reducing violence in Glenrothes is intrinsically linked to tackling anti-social behaviour and the misuse of alcohol and controlled drugs.

During the reporting period, the volume of serious assaults was similar to the previous year, however Fife has one of the best detection rates in the country (81%) with Glenrothes having a 100% detection rate for attempted murder during this review period.

4.2 The whole division is committed to the robust investigation and detection of crimes of violence. Response Policing are supported by specialist departments including Criminal Investigation Department (CID), Public Protection Unit (PPU) and many more. All incidents of violence are assessed to ensure the threat and risk is managed appropriately and to ensure the best possible protection is afforded to victims while perpetrators are brought to justice.

4.3 Our emphasis on disrupting, deterring and detecting violent crime is implemented in the following ways.

- Bail Conditions – robust enforcement of bail conditions with a particular emphasis on violent offenders.
- Warrants – prioritisation of individuals wanted on warrant for violent crimes to ensure they are brought before the courts without delay.
- Disruption of Anti-Social Behaviour and disorder leading to violence, through dedicated high visibility patrols of areas identified as “hotspots”. These are identified through intelligence building are subject to regular review through analysis of call demand.
- Management of licenced premises. This is achieved by carrying out proactive inspections as well as further scrutiny following incidents in the vicinity of licensed premises. These are carried out in conjunction with Fife Division’s Licensing Unit.

4.4 The town centre and Bus Station have been identified as hotspots for violent crime in recent years that has required a significant Policing effort to tackle.

Intelligence led and targeted patrols of hotspot areas, utilising regular high-visibility deployments and strategic use of stop and search powers, have been utilised to deter and disrupt drugs possession and supply which is directly linked to violent crime.

Partnership working and problem orientated planning have been utilised to great effect in the Glenrothes area. Community Ward Officers and Community Investigation Unit officers have worked with partner agencies including Fife Council Housing, Safer communities, Police Scotland’s Youth Volunteers (PSYV) and Crimestoppers to tackle ongoing issues with violence and drugs misuse.



4.5 Education is also important in changing behaviours and keeping people safe.

During the review period our Ward Officers have supported local Schools in an effort to prevent and detect violent conduct.

Humanutopia has now been rolled out in all three High schools with S1 and S2 pupils receiving the input. This programme covered many subjects including;

- Self-esteem and decision making
- Physical health and wellbeing
- Attainment in school
- Impact of crime on later life
- Knife and gun crime
- Gang culture / image

It was widely agreed that this was a very impactful initiative, and a follow up review is planned. Many thanks must go to the elected members who supported this and provided the funding that enabled the programme to go ahead.

4.6 In addition, we supported a 10-week boxing programme hosted by Inspire Gym. Police Scotland provided the majority of the funding for this programme.

It was agreed that the officers would present as civilians and assist in the day to day running of the programme. At the culmination of the event the young persons were invited to police headquarters where they met the officers for the first time in full uniform before being awarded certificates for their achievements.

Feedback from this initiative has proved extremely positive with a number of young people continuing to train at the gym and have returned in a pseudo-mentor type roll.

- 4.7 'Mentors in Violence Prevention' programme. This programme involves Police and school staff working in partnership to address a range of behaviours including physical violence, sexting, coercive and controlling behaviour and harassment. It also empowers onlookers with the ability to support and challenge peers, whilst keeping themselves safe.
- 4.8 In addition, we have worked with Fife Council Safer Communities, and given inputs on No Knives, Better Lives (NKBL). NKBL is a Scottish national programme that aims to deter young people from anti-social behaviour and carrying knives. Evidence based sessions delivered help young people to understand and address the drivers of youth violence in our community.
- 4.9 Fife Youth Justice currently consists of two Youth Justice Co-ordinators overseen by one Detective Sergeant. They are based at Fife Divisional Headquarters. Their role is the oversight and management of all Youth Offending and ACRA Harmful Behaviour management. The Detective Sergeant also has the role of Came and Risk Management of children and young people aged between 12-17 years of age who pose an imminent risk of harm to themselves or others.

The Youth Offender Management Group (YOMG) sits weekly and looks to divert young people aged between 12-17 years old who have offended to appropriate early and effective interventions through partner agencies.

The primary aims of the YOMG are:

- To enable more timely and appropriate interventions for young offenders,
- To reduce re-offending rates and the number of repeat offenders, and
- To identify the most appropriate outcome to address the offending behaviour.

The core partners that sit on the YOMG are Police Scotland, Fife Council Social Work, The Safer Communities Team and SACRO. Input is also provided from the Scottish Children's Reporter Administration (SCRA) and Fife Council Education to allow the most appropriate outcomes to be established.

There is a tiered response to Youth Offending: -

Tier 1 – Direct Measures such as a police warning, Restorative Justice carried out by trained police officers, and in certain circumstances Education also can address the offending behaviour if the incident has occurred within School and is of low level.

Tier 2 – Early Intervention – carried out by trained officers from Fife Council's Safer Community Team.

Tier 3 – Intermediate – work carried out by SACRO or Fife Council Young People's Team to address the offending behaviour.

Tier 4 – SCRA referral – where compulsory measures are sought.

The Early and Effective Intervention (EEI) Review Group meets quarterly and strategically manages and reviews the YOMG process.

5.0 Acquisitive Crime and Dishonesty

- 5.1 Glenrothes and the wider Fife area has seen a rise in acquisitive crime such as internet, banking and telephone fraud. Scammers target our most vulnerable member of society including the elderly by identifying themselves as being part of reputable companies then subsequently asking for money to be transferred. When victims of these crimes are identified, safeguarding measures are implemented and follow up visits are carried out by specially trained Community Safety Officers from the division's Preventions and Interventions team
- 5.2 Work is currently ongoing via our local community teams to hold engagement sessions with local community groups to provide advice and education on how best to protect themselves from this type of crime. Our Community Safety Officer PC MacGregor has delivered a number of sessions focussed on ATM scams, bogus callers, scams, online safety, personal safety, and home security.
- 5.3 The Scam Van is a mobile information unit jointly staffed with Community Safety Officers and Trading Standards Officer. They provide scam prevention advice and literature to members of the public. The Scam Van has been deployed at Marks and Spencer's, Greens of Markinch and the Kingdom Centre throughout the year.



- 5.4 Community Safety Officers have worked alongside our Wildlife Crime Officer PC Ben Pacholek throughout the year to provide Rural Crime Prevention and Wildlife Crime awareness training to community groups including Glenrothes PROBUS (Retired Professional and Businessmen's Club) at the Rothies Halls.
- 5.5 Theft by shoplifting offences have trended similar to the levels of offending recorded in the last reporting year. Community Safety Officers alongside ward officers continue to work closely with our local retailers to improve shop safety and layout to prevent opportunist theft. A large proportion of these types of thefts are committed by individuals with substance misuse issues and are repeat offenders.

Our Community Investigation and Prevention Unit is a department full of aspiring Detective Constables. Their work concentrates on more complex enquiries, and they target high-tariff, recidivist offenders. One such offender, a 44-year-old male, was responsible for 62 separate offences during the review period with many of these offences being committed whilst on bail. His offending was fuelled by drug addiction and as a consequence, he would commit these offences on an almost daily basis. He was arrested and charged by our team on numerous occasions and presented to court. Thanks to the efforts of the officers from CIPU with contributions from the whole station, the male was eventually subject to a custodial sentence, giving our local businesses much needed respite.

Working alongside partners from Retailers Against Crime (RACs) an application has been developed that allows for direct reporting of offences online. This application is specifically designed to capture low level offending streamline the reporting process. These crimes are dealt with by the Divisional Service Delivery Hub (DSDH). The DSDH deals with a massive volume of calls, taking significant demand off front line Police Officers.



During the review period for the Central Fife area (Kirkcaldy and Glenrothes) the DSDH dealt with 1762 calls to the Police regarding crimes of dishonesty. As a result of these calls, 1412 crimes were recorded. Of these calls, 895 theft by shopliftings were recorded in this period.

- 5.6 Throughout 2024-2025 P Division officers continue to pro-actively respond to vehicular thefts and cross-border acquisitive crime. Between 2022-2023 and following a significant increase in vehicle thefts across Scotland, a nation-wide

operation (Op Enzone) was commenced, which detailed Police Scotland's response to the investigation/detection of these thefts.

Keyless car thefts provide criminals with a high reward for little effort and less risk of confrontation or detection due to how swiftly and silently the security of the vehicles can be overcome and stolen.

Our team in Glenrothes support this Operation by carrying out high visibility patrols and stop points, particularly during nightshifts, working collaboratively with neighbouring divisions and Roads Policing colleagues to co-ordinate our work effectively.

- 5.7 Acquisitive crime often has the biggest impact on small businesses and minor offences often lead to much more serious offences including house breakings and robberies. These incidents often require a multi-departmental effort to respond to them effectively.

On the 2nd November 2024 at Leslie Bike Shop in Glenrothes, 2 masked males stole £9000 of bikes from outside the store. The males assaulted a shop worker before making off in a van at speed. A significant and co-ordinated response was implemented with the Police Helicopter, officers from Response, Community Policing, CID and Roads Policing involved in searching for those responsible. The van made off from Police and later crashed. Following a foot chase one of the suspects was apprehended at the time. He was later reported to the Crown Office and Procurator Fiscal Service for numerous offences including drug driving, driving with no insurance, theft and assault.

6.0 Protecting People

- 6.1 The protection of the most vulnerable members of society and protecting those at risk of harm remains a national policing priority and is a primary focus for the officers of Glenrothes. When incidents of concern are raised, the type of policing response received revolves primarily around the assessment of Threat, Risk and Harm and Vulnerability.
- 6.2 Protecting vulnerable people continues to place significant demand on Policing across the country. In this recording year, not only did your local policing deal with the crimes and incidents highlighted in this report but responded to 1359 concern for person calls and 234 missing person reports. These calls, such as child concern, adult concern, domestic abuse and youth offending are entered on to the Vulnerable Persons Database (VPD) system for review and sharing with partner agencies.

Sharing of these concerns with Fife Social Work often triggers further safeguarding measures, including Adult Support and Protection and Initial Referral Discussions (IRD). Fife Concern Hub Adult Support and Protection Co-Ordinators participated in 1,537 multi agency discussions throughout the review period, including IRDs, case conferences and professionals' meetings.

Over the review period P division recorded 18,111 concern reports on the Vulnerable Person Database. 6,138 of these concern reports were created for vulnerable persons in the central Fife area, which includes Kirkcaldy and Glenrothes.

- 6.3 The Public Protection Unit covers the whole of Fife division and is made up of various departments and specialisms including the Child Abuse Investigation Units (CAIT), Domestic Abuse Investigation Unit (DAIU), Divisional Rape Investigation Unit (DRIU) and Sex Offender Policing Unit (SPOU). The officers working within these departments have specialised training and capability to investigate offences under this remit.
- 6.4 Protecting victims of domestic crimes and violence within relationships remain a key priority for Police Scotland. Response officers are usually the first responders to these incidents, note statements, apprehend suspects and deal with the initial safeguarding. Domestic incidents are reviewed each day by the Central Local Area Command Team. This ensures that they are robustly managed and prioritised, focusing on apprehending offenders and supporting/protecting victims and witnesses.

During the review period, 700 domestic incidents were reported to the Police with 366 domestic abuse crimes recorded in Glenrothes including sexual offences, stalking, assaults and breaching bail conditions or other court orders.



- 6.5 The Domestic Abuse Investigation Unit, which is part of the divisional PPU, is dedicated to protecting victims of domestic abuse. This team investigates incidents, including but not limited to the most serious and sexual offences, coercive and controlling behaviours and honour-based violence. High-risk cases are discussed at MARAC (Multi-agency Risk Assessment Conferences), where we work closely with partners to support victims, assess risk, and take swift and appropriate action. Our Detective constables are specially trained, and trauma informed.

Nationally we work with our Domestic Abuse Task Forces to ensure the most serious offenders are targeted and brought to justice regardless of their location.

7.0 Road Safety

- 7.1 Road safety and casualty reduction continues to be a priority across Fife Division. There is a dedicated Road's Policing department based at Divisional HQ in Glenrothes. Our teams in Glenrothes often support Roads Policing during incidents and in assisting with the implementation of a number of annual campaigns. We often second officers to work directly alongside Roads Policing officers. This improves the knowledge and skills base for our own officers while assisting with increased coverage of dedicated Roads Policing Patrols. This close relationship has helped in a number of notable ways:
- 7.2 PCs Brand and West worked closely with Roads Policing Officers to target issues with untaxed, unlicensed and unroadworthy vehicles in the South Parks and Whitehill area of Glenrothes. This work led to a huge number of vehicles seizures and the detection of numerous insurance, licence and tax offences. This alongside work with Safer Communities has drastically improved the situation in the area.



- 7.3 Fife's Road Policing department continue to carry out national campaigns which aim to improve road safety and vehicle condition, whilst both educating and deterring drivers from driving under the influence of alcohol or controlled substances. Community and Response officers liaise closely with and have assisted in the following annual campaigns:

- Winter Drink Drive
- Drug Driving
- Mobile Phone Use
- Seatbelt Use
- Speeding Campaign
- Motorcycle Safety



7.4 Roads Policing Officers regularly work alongside Fife Council Safer Communities to deliver Drivewise 65+ sessions with older drivers. Providing road safety information and eyesight testing. These are conducted along with pre-booked appointments where older drivers actually go out on the roads with a Roads Policing Officer to identify issues and provide advice.



7.5 In their ongoing efforts to tackle speeding complaints in Ward 14, PCs Campbell and McGowan supported the Coaltown Community Speedwatch – providing training to use the “Speedar” device. Following a deployment, details of the offending vehicles are sent to the community team who send warning letters to the registered keeper.

This group continues to the present day with regular deployments in the village.



- 7.6 The challenges in dealing with the continued problem of the illegal and antisocial use of off-road bikes in the town remain high in all three ward areas as well as across the division as a whole. This is a particularly challenging area of Policing, with limited powers and tactics to tackle incidents that are ongoing. Due to the dangers surrounding the pursuit of offenders on motorcycles – particularly those not wearing helmets, or those who undertake high risk manoeuvres to evade apprehension, the risk is too great for direct Police intervention and officers are directed to withdraw from engaging in a pursuit.

PCs Dagleish and McComiskie led Operation Bluetang which is our response to the illegal use of off-road bikes across Glenrothes but initially focussed across the North of the town. Due to the wide-ranging issues across the whole area, all officers from the Community Team are actively involved in delivering this operation. The operation utilised a combination of tactics to Disrupt, Deter and Divert young people from engaging in this behaviour.

Officers gathered and analysed intelligence from members of the public to direct patrols of both marked and unmarked Police vehicles “hot spot” areas. Where the identity of persistent offenders was obtained, a balanced approach of appropriate guidance along with enforcement was carried out including reporting of offences and seizure of the vehicles. We have also had success in applying to a Sheriff for a warrant to seize motorcycles suspected to be involved in these incidents.

We encourage member of the public to report intelligence through 101, Crimestoppers or by contacting their community officers directly.

- 7.7 We work closely with partners, including Fife Council, carrying out Road Management Surveys and analyse data to highlight trends or hot spot areas. In

addition to enforcement operations, Community Ward Officers and Constables focus on education and intervention to increase road safety, reduce road crimes and road casualties.

Community Ward officers work in partnership with Fife Council Roads and Transport department to support the 'Park Safe' Initiative. Throughout the year community ward officers have deployed to the Primary Schools across the town providing education to drivers when dropping children off.

The ever popular 'Pop Up Bairs' and 'Pop Up Bob' have been utilised to act as a visual stimulus for those driving dangerously or carelessly, particularly in the vicinity of schools.

Local Ward Officers have also visited schools and educated the Junior Road Safety Officers about how they can support the parking pledge.

8.0 Ward 13 Glenrothes West and Kinglassie

- 8.1 High visibility Policing remains key to public satisfaction in Ward 13. PCs Brand and West focussed on returning to good Community Policing by increasing high visibility foot patrols. They concentrated on hot spot areas such as Tanshall Skate Park and Caskieberran but ensured that they were seen across the Ward, attending at local businesses and community centres to enable informal and easy access to the Police.
- 8.2 Time was spent with local retailers building relationships with workers to enable effective sharing of intelligence and offering security advice and reporting of crimes as well as acting as a conduit between them and response Policing officers.
- 8.3 PCs Brand and West worked hard to support their local schools, supporting the teaching staff and parents and worked hard to foster positive relationship with young people during their formative years. PCs Brand and West delivered safety advice to pupils and parents on a variety of topics including online safety, road safety and bullying. These inputs were well received, and we hope will have a positive effect on bullying at school as well as anti-social behaviour in the wider area
- 8.4 Following a rise in violence amongst pupils and towards teaching staff, PCs Brand and West supported Glenwood High School in preventing and reducing youth disorder and violence at lunch times and after school. The officers liaised with teaching staff directly at these times, offering a direct point of contact and conducted high visibility patrols at these times.
- 8.5 The safety of young people on our roads remains a priority for PCs Brand and West. The "Parksafe" initiative addresses dangerous and inconsiderate parking in the vicinity of our schools utilising a combination of education and encouragement before using enforcement measures with repeat offenders.

PCs Brand and West carried out regular Parksafes visits at all schools in the Ward throughout the academic year, however targeted schools that suffered from particularly problematic road safety issues.

- 8.6 Road Safety continues to be raised locally as an area of concern with Speeding in Kinglassie and outside Glenwood High School receiving the most complaints. As a result, PCs Brand and West utilised a combination of Unipar (Speed Gun) deployments, the deployment of “Pop-Up Bob” at speeding hotspots and the monitoring of key areas for mobile phone use. We are pleased to note that there have been no significant Road Traffic Collisions in the Ward during this review period.



- 8.7 The illegal and antisocial use of off-road bikes continues to be a significant concern for the local community. PCs Brand and West have been working hard to identify the individuals responsible. One young male from the Newcastle area was identified and reported through “Youth Justice” channels for a number of Road Traffic Act offences.
- 8.7 PCs Brand and West were actively involved in developing community intelligence surrounding drug dealing in their areas. They work closely with their colleagues in the Community Investigation and Prevention Unit. This teamwork has resulted in a number of excellent results.

On 8th July 2024, officers from the Community and CIPU teams executed a Misuse of Drugs Act warrant at an address at Ayton Court in Glenrothes. Approximately 7000 Class C tablets. A 28-year-old female was reported to the Crown Office and Procurator Fiscals Office for being concerned in the supply of said drugs

On 28th November 2024, whilst on mobile patrol, PCs Brand and West stopped a male at Newbridge Retail Park. He was found with over 5 grams of

Cocaine and a number of smaller “deal” bags. He was arrested and subsequently charged with being concerned in the supply.



- 8.8 A significant area of work for PCs Brand and West has been trying to tackle complaints of antisocial behaviour. A number of blocks of flats in Caskieberran and Tanshall. In October 2024 a significant fire occurred within one of the blocks of flats. This raised a large number of concerns regarding the occupants of the flats as well as the management and upkeep of the flats by owners / landlords. Following this, a multi-agency day of action was carried out in This was multi-faceted with concerns about exploitation and human trafficking. This work involved the officers going “door to door” to identify potential victims but also uncovered 32 separate offences including culpable and reckless conduct and numerous utilities offences. This work is still ongoing.

In February 2025, PCs Brand and West charged a 22-year-old male who had a significant history of violent and aggressive behaviour for making threats towards local authority housing officers. This conviction led to the male’s eviction from his tenancy.

These are a small number of examples of the good work carried out through Community Ward officers’ continual engagement with our local partners, members of the community and their colleagues.

9.0 Ward 14 – Glenrothes North, Markinch and Star

- 9.1 PCs Dalglish and McComiskie are our most experienced community officers in the town. They have formed excellent relationships with a number of community groups across Ward 14. This is particularly evident in the number of

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events and initiatives provided by Collydean Community Centre that were supported by them.

- 9.2 The officers held a monthly drop-in at Collydean Community Centre alongside Safer Communities Officer – PC MacGregor as well as a number of other partner agencies. These sessions were an excellent way of providing easy access to local officers. Many of the most vulnerable members our community don't contact Police with their concerns but by having a community officer visible and easily accessible, they are empowered to highlight their concerns.



- 9.3 PCs Dagleish and McComiskie were a regular sight at the community centre's youth diversion activities including Friday Night Football and "Pizza and Patter" groups. These sessions are an important part of developing positive relationships with our young people.



- 9.4 During this time, there were concerns regarding the congregation of youths around Coul Reservoir. PCs Dalgleish and McComiskie worked with Fife Coast and Countryside Trust, carrying out joint patrols with FCCT rangers to deter anti-social behaviour and prevent wildlife crimes around the Reservoir and more widely across the North of the town. These patrols proved extremely effective with a balance of encouragement and guidance from the rangers to ensure persons using the area did so responsibly, safely and legally along with the enforcement of our team through use of stop and search, dealing with criminality robustly and engagement with parents.
- 9.5 As with all ward areas, off-road bikes have been a particularly challenging issue to deal with. Hotspots in this ward include a wooded area in the North of the town known as the Pitcairn Strip, Gilvenbank Park, and John Dixon Park in Markinch. There have been a number of successes including an incident on 14th July 2024 where a 16 year old male was traced riding an electric off-road bike on Balbirnie Street in Markinch. When apprehended, the male refused to provide his details to PCs Dalgleish and McComiskie and violently resisted arrest, assaulting both officers to their injury. He was successfully restrained and was later jointly reported to the Procurator Fiscal and Children's Reporter for 7 separate offences including riding a motorcycle without a licence, insurance, not wearing a helmet and the offences surrounding resisting arrest and failing to provide his details.
- 9.6 PCs Dalgleish and McComiskie were also actively involved in the development of intelligence surrounding the supply of controlled drugs in the ward. On 10th May 2024, acting on intelligence received, PCs Dalgleish and McComiskie led the execution of a drugs search warrant at a domestic property in the Collydean area. A quantity of Class A controlled drugs were found within, with a street value of over £10,000. Two males were arrested and will be reported for offences under

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the Misuse of Drugs Act 1971, including being concerned in the supply of controlled drugs.

- 9.7 In December 2024, PC Jack Sweeney joined the team having spent the rest of his service in Kirkcaldy. PC Sweeney brought a new sense of drive and ambition to the team and has settled in well to the roll of a community ward officer, building on the positive relationships with partner agencies and members of the community alike.



- 9.8 PCs Sweeney and McComiskie have already proven to be an effective partnership in tackling antisocial behaviour. They have developed excellent relationships with housing and safer communities.

Following complaints of antisocial behaviour from neighbours at an address in Markinch the officers worked closely with Safer Communities who successfully applied for an Antisocial Behaviour Order for a 33-year-old female. This Civil Order carries a power of arrest for breaching the

conditions set out in the order. The officers reviewed every call to the address to ensure breaches of the order were recorded and the female was arrested on every occasion.



In January 2025 PC's Sweeney and McComiskie stopped a male driving an offroad motorbike through central Glenrothes, the male was searched, and a quantity of controlled drugs were recovered, and he was charged with various driving and drugs offences.

In March 2025 PC's Sweeney and McComiskie responded to community intelligence regarding a positive cannabis cultivation on Leslie High Street. The intelligence was developed, and a drugs search warrant was later issued and executed, and the remains of a cannabis cultivation was discovered within a retail premises.

PC's Sweeney and McComiskie have rekindled relationships with Kingdom Offroad, a local organisation that operate a local dirt bike track and also provide training courses to young people who have been identified by education as having an interest in off road motorsports. PC Sweeney and PC McComiskie have provided several inputs to groups regarding the legality surrounding offroad motorbike use and their impact on the community.

10.0 Ward 15 – Glenrothes Central and Thornton

10.1 Ward 15 continues to be the busiest Ward for our team. PCs Campbell and McGowan have worked closely with the GLT officers, PCs Irvine and Reynolds to reduce anti-social behaviour and crime in the area by dealing with all calls in a robust manner, conducting high visibility patrols and working closely with Safer Communities Officers and bus station staff.

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The demand at Glenrothes Bus Station remains lower than the time prior to the introduction of the GLT officers, however, it still requires consistent high visibility and robust Policing to prevent a return of the issues seen in recent years. Incidents at the bus station ebb and flow following seasons and school terms.

On 19th December 2024 a 51-year-old woman was seriously assaulted by two individuals in a group of youths. PC's McGowan and Campbell were tasked with identifying and tracing the perpetrators responsible for this incident. Extensive enquiries were carried out and both suspects were identified and charged with the offence. Both have been reported to the court despite their age due to the serious nature of the offence. A further 4 persons were traced and charged regarding their part in the incident. This police action went a long way to making the point that this behaviour will be dealt with seriously and robustly and had an immediate impact on the volume of incidents at the bus station.

- 10.2 Antisocial behaviour does not just revolve around the Bus Station – the locus for incidents often changes as a result of Police intervention. We have to continually monitor trends so we can focus our resources on the right areas. An action plan for Riverside Park was implemented after a period of damage to items in the ongoing regeneration of the park. This involves Ward Officers from across the town working together to actively patrol hot-spot areas.
- 10.3 As highlighted throughout this report, off road vehicles including trail bikes and electric motorbikes continue to be an issue across Glenrothes. PC's McGowan and Campbell (and latterly PC Forbes) are gathering intelligence regarding any incidents involving off road vehicles and all offenders are dealt with robustly. Recently PC Campbell reported a male to the Procurator Fiscal which resulted in two off road vehicles being seized, 6 penalty points and a significant fine for the offender.



- 10.4 Between 29/06/2024 and 28/07/2024 there were four incidents of vehicles being set alight in the Stenton Area of Glenrothes. This understandably caused a lot of fear and unrest in the local area. These incidents were a priority for the local command team with significant resources committed to progressing the enquiry. Local officers from the Community Investigation Unit and Community Teams, carried out extensive enquiries to gather evidence in relation to these incidents, including door to door enquiries, CCTV reviews and working with partner agencies.

While this investigation was being undertaken, high visibility patrols were deployed in the area to deter any further incidents and provide reassurance to the local community. Due to these incidents occurring during the hours of darkness, officers agreed to significant shift changes to provide a presence in the area during these times. All the evidence was gathered and collated, resulting in a 31-year-old male being arrested and charged in relation to the incidents. The male has subsequently been reported to the Crown Office and Procurator Fiscal Service.

- 10.5 PCs McGowan and Campbell prioritised engagement and attendance at their local Community Council Meetings. These meetings are a hugely important part of our strategy in improving community engagement and visibility. During their attendance at one of the Pitteuchar, Stenton, Finglassie Community Council Meeting concerns were highlighted over a sudden increase in anti-social behaviour

PC's Campbell and McGowan carried out several high visibility foot patrols to engage with the community and deter any anti-social behaviour. Officers liaised with safer communities regarding the reported areas, and these were added to their patrol matrix to ensure a presence in the areas affected. A walk around was subsequently organised by Fife Council's Housing Department which took place on 15/08/2024. PC's McGowan and Campbell were in attendance along with local residents to discuss their concerns within the community and identify solutions using a multiagency approach.

- 10.6 In the early hours of the morning on 4th December 2024, a minibus belonging to the Auchmuty and Dovecot Tenants and Residents Association (ADTRA) was wilfully set on fire. Police and Scottish Fire and Service attended, and the area was made safe.

This crime led to a significant Police investigation. Officers carried out extensive enquiries which led to two persons being identified as responsible. They have both been charged in connection with the fire and reported to the Procurator Fiscal.

- 10.7 One of the main complaints from local residents in Ward 15 is surrounding drug dealing in the area. After attending Thornton Community Council meetings and speaking with local residents it became apparent there was clear activity concerning the supply of controlled substances from an address in Thornton.

OFFICIAL

Over the following weeks, PC's Campbell and McGowan gathered intelligence relating to the address and thereafter applied for a drugs execution warrant. On the morning of 28th November 2024 the warrant was executed by PC's Campbell and McGowan along with the rest of the Glenrothes Community and CIU team.

A total of 5 crimes were recorded from this warrant execution including possession of a class A and B substances and several for the possession of illegal weapons within domestic premises. One male was reported to the PF regarding these offences.

In December 2024 another warrant was executed in the Thornton area resulting in one male being reported to the PF for being concerned in the supply of controlled substances. Controlled substances with a street value of £3000 were recovered from this warrant execution.

In October 2024, another warrant was executed at an address in Pitteuchar. A quantity of class A substances were discovered with a street value of £11000 as well as £1500 in cash. One male from reported to the PF for these offences.

10.8 PCs Campbell and McGowan (and thereafter PC Forbes) conducted numerous speed deployments throughout their ward. Many of the locations of these have been identified following complaints from the local community. Particularly problematic roads include:

- Main street, Coaltown of Balgonie
- Main Street, Thornton
- Beaufort Drive
- Warout Road,
- Bighty Avenue, Woodside



Park safe deployments were carried out at all primary schools in the ward area to advise and deal with inconsiderate and dangerous parking.

- 10.9 As a result of School Liaison Officer PC Fisher standing down from his role, the three high schools were divided amongst the three ward areas. PC McGowan and PC Campbell were allocated Auchmuty High School.

PC's McGowan and Campbell fostered an excellent relationship with the school and dealt with several instances of bullying. They worked in conjunction with the school and the school were able to directly report any issues to PC's McGowan and Campbell.

One of these incidents resulted in the victim being completely isolated from his peers and was spending lunchtimes alone due to the level of bullying towards him. PCs Campbell and McGowan dealt with this robustly, conducting a thorough investigation which resulted several pupils being charged and reported to the relevant authority.

11 Glenrothes Linked Together



- 11.1 Glenrothes Linked Together was formed in 2023 following a substantial increase in antisocial and violent behaviour in the town centre area of Glenrothes.

This partnership including Police, Fife Council Community Learning and Development, Safer Communities, Social Work, Transportation and Education continues to build on previous years improving on the collaborative approach to tackling issues through early intervention, education and diversionary programmes along with robust Policing.

Glenrothes Linked together officers (PC's Reynolds and Irvine) were deployed to tackle the significant issues around antisocial behaviour and violent crime within the Glenrothes Community for a second year. The officers have become the face of our attempts to tackle antisocial and violent behaviour. They are known across the town by both the local communities and partner agencies alike.

- 11.2 PCs Reynolds and Irvine dedicate a significant proportion of their time to high visibility engagement across the three high schools in Glenrothes. They have excellent relationships with the teaching staff and pupils alike.
- 11.3 The officers continued to carry out approximately 616 hours of foot and cycle patrols, and approximately 750 hours mobile patrols targeting the key hotspots where young people were offending. They conducted coordinated joint patrols with Safer Communities Officers, sharing intelligence and working together closely. A robust response was taken when engaging with the young persons engaged in criminality. However, they would endeavour to engage more positively to encourage appropriate use public transport hubs and would inform them their conduct would not be tolerated.
- 11.4 During the review period, the officers carried out approximately 50 stop searches when required and various drugs, alcohol, weapons and vapes and weapons were seized. Over 104 offences were detected during this time.
- 11.5 Over 300 vehicle checks were carried out by the officers with many driving offences and drugs offences were detected. Most notably a £10,000 class A drug seizure from high priority offenders in the fife area. The officers targeted hotspots for off road motor bikes which resulted in several offences detected and several seizures of off-road motor bikes.



12.0 Licensed premises

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

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

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

1. **Red** - Problematic Premises (highest grading)

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

Any premises within the red category is subject to increased monitoring and joint working with the PSOS licencing department.

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

During the reporting period it is worthy of note that Glenrothes did not have any licenced premises in the red category.

- 12.2 Each week a RAG and Licensing Briefing Document is compiled by the licensing Sergeant PS Neil Ewing. This highlights problematic premises as well as intelligence that has been received. This information is factored into Violence and Antisocial Behaviour Reduction and the Night-time Economy Action Plans.

Information and intelligence regarding counterfeit cigarettes and vape sales are sent Fife Council Trading Standards who continue to carry out test purchasing for these products and will issue warning letters and take stronger action should it be required.

- 12.3 Regular licenced premises checks are conducted as part of the strategy in providing a robust management of all off-sale premises and licenced premises in the Ward area. This is particularly important during the weekend and periods of night-time economy.

During the review period there were 82 recorded incidents at licenced premises and 229 licenced premises inspections in Glenrothes demonstrating the Police's commitment to a safe and sustainable night-time economy.

- 12.4 A number of licenced premises from Glenrothes participated in the Best Bar None Scheme including the Golden Acorn and Foxton's Bar and Grill. This year the scheme provided additional training such as Bystander, Naloxone and ACT training to staff, which premises have engaged well with.

Premises have shown many great examples of how they prioritise public safety and crime prevention. They have also displayed some commendable work within their local communities.



This year's Glenrothes premises won additional awards which were presented at the Fife Award Ceremony, with Golden Acorn receiving the Fife's Diamond Award. The Diamond award recognises the greatest effort and contribution towards safety and charity work.

Recognition and thanks should be given to all the licensees and their employees for the considerable hard work completed to accomplish their status, making Glenrothes a safer place to work, live and visit.



13.0. Policing in Glenrothes

13.1 The policing structure in Glenrothes continues to place a strong focus on dedicated community policing and believes in a collective responsibility to ensure the area is a safe place to stay, work and visit.

Your Community Ward Officers for the forthcoming 2025/26 are:

OFFICIAL

- Ward 13 – Constable Charlotte Forrest and Constable Ashliegh Archer
- Ward 14 – Constable Craig Lumsden and Constable Jack Sweeney
- Ward 15 – Constable Shelley Forbes and Constable Bryan Campbell
- GLT Officers - Constable Jordan Reynolds and Constable David Irvine
- School Liaison Officer – Constable James West
- Community Safety Officer – Constable Ashley McGregor
- Community Inspector Callum Winton
- Community Sergeant Martyn Reidie

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1 October 2025

Agenda Item No. 7

Glenrothes Linked Together – Ongoing Funding Request & Outcomes Briefing

Report by: Callum Winton, Community Inspector, Glenrothes Police Station

Wards Affected: Wards 13, 14 and 15

Purpose

This report outlines a briefing on outcomes addressing anti-social and violent behaviour through the Community Recovery Funded additional Police resource and is seeking funding for the 2025/26 financial year to support ongoing and dedicated Police resource in the Glenrothes area for a further year, following a rise in anti-social behaviour and violent crime. The funding requested is £53,132.

Recommendation(s)

Members are asked to:

- (1) Note the outcomes and impact of the additional Police resource funded by Community Recovery Funding between 1st April 2024 and 31st March 2025.
- (2) Agree the funding request for the 2025/26 financial year as highlighted in this report to continue the additional Police resource, which will be key to a successful ongoing partnership approach, to be dedicated to this priority issues.
- (3) Note Police Scotland will continue to match fund this spend to continue to support a team of two Police Officers dedicated to countering anti-social behaviour.

Resource Implications

The sum of £53,132 will come from an appropriate budget to be confirmed by the Committee. For the year 2023/24, this came from the shared Ward funding budget.

The above sum includes a projected 4% pay award for Police Scotland officers in 2025/2026.

Committee should note that if the funding is approved, the Divisional Commander has given approval for match funding, with an additional officer.

Legal & Risk Implications

There are no legal or risk implications arising from this report. All work will be coordinated by a steering group of partners and will comply with all necessary regulations.

All work will be risk assessed within standard operating frameworks.

Impact Assessment

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

Consultation

In March 2023 a dedicated meeting was convened at Police Headquarters in Glenrothes to discuss the issue of increasing anti-social behaviour and violent crime in Glenrothes and specifically Ward 15 incorporating the Town Centre and Bus Station. Police, Elected Members, Education and Transportation were all involved during this consultation process to review the issues and propose solutions, including the consideration of dedicated and fully funded policing.

1.0 Background

- 1.1 As a result of the meeting convened in March 2023, it was agreed that a new steering/strategy partnership would be formed to oversee the work related to the mitigation of this issue. This partnership would be known as 'Glenrothes Linked Together'(GLT).
- 1.2 The two identified key aims of GLT were,
 - To improve and strengthen partnership approaches and,
 - To outline a coherent model that will combine Police involvement alongside early intervention through education and diversionary programmes.
- 1.3 To support the development of a more coherent and collaborative approach to working with young people in our community spaces, partners from various organisations have been meeting on a bi-monthly basis to:
 - Share up to date information and intelligence
 - Identify and agree on opportunities for street-based partnership projects
 - Build stronger relationships between organisations.

Partners supporting this initiative are Fife Council Youth Work; Clued Up; Safer Communities; Community Policing and Active Schools.
- 1.4 Further work to support early intervention and diversionary programmes is being supported by quarterly Area wide partnership meetings, where representatives from

schools, police, third sector and local authority have participated in relevant thematic discussions, identifying actions to address pressing issues. Over the past year themes addressed have included: Intervention programmes including. Over the past year themes addressed have included: External Support to High Schools; Young People Affected by Poverty as well as preventative programmes including Humanutopia and Boxing Youth Diversion Group (full details in Glenrothes Operational Briefing Report)

- 1.5 The development of improved collaborative practice that is action focused will be fundamental in sustaining a longer-term model of effective early intervention work with young people.

2.0 Issues and Options

- 2.1 In May 2023, the Area Committee approved the proposal for a dedicated and fully funded police officer, to tackle the issue of antisocial behaviour and violence at hot spot areas throughout the town centre. This ensured the officer was dedicated and free from routine police abstractions and commitments elsewhere in the area. The funding at that time was shared between the three Ward Budgets.
- 2.2 Since the introduction of the GLT officers they have made a significant contribution to the efforts to tackle antisocial and violent behaviour in the town centre with a noticeable drop in call volume and incidents recorded in the area. The officers work closely with our Community Ward officers to ensure a joined-up approach is taken in responding to concerns.
- 2.2 In this review period, call demand in the area around Glenrothes Bus station has remained consistent with recent years. There are peaks and troughs as seasons change and as youths move on and there have been some notable serious incidents towards the end of 2024. However, with the dedicated role, we have been able to respond quickly and robustly to trends that emerge. These incidents have been detected and persons reported to the relevant authorities. As demand dropped around the Bus Station, it picked up elsewhere in the town. Having dedicated officers to deal with antisocial behaviour has allowed us to respond much quicker than before.
- 2.3 The reintroduction of the Transport Liaison Officer for the division demonstrates our commitment to driving down anti-social behaviour by improving partnership working. The Officer made a significant contribution to this, building excellent links with bus station supervisors, drivers and further afield.
- 2.4 Our GLT Officers dedicate a significant proportion of their time to high visibility engagement across the three high schools in Glenrothes. They have excellent relationships with the teaching staff and pupils alike. This has been extremely successful in breaking down barriers with young people and ensuring there is a joint approach to tackling issues. Their role in prevention has been as important as the high visibility and robust action required to bring the escalating problem of anti-social and violent behaviour in school settings under control.
- 2.5 Our commitment to tackle anti-social and violent behaviour and an increased focus on prevention is further evidenced by the recent re-introduction of a single point of contact (SPoC) for the High Schools in Glenrothes. The school's officer has spent his entire service in Glenrothes and most recently was a Community Officer in Ward 13. The

Officer brings a vast array of skills and experience from areas outside of Policing which will help with improving engagement with young people in positive ways.

- 2.5 GLT Officers carried out approximately 616 hours of foot and cycle patrols, and approximately 750 hours of mobile patrols targeting key hotspots where young people were offending. They conducted coordinated joint patrols with Safer Communities Officers, sharing intelligence and working together closely to respond quickly. A robust response was taken when engaging with the young persons engaged in criminality. However, they endeavour to engage more positively to encourage appropriate use of public transport hubs and would inform them when their conduct would not be tolerated.
- 2.6 During the review period, officers carried out approximately 50 stop and searches. Various drugs, alcohol, weapons and vapes and weapons were seized. Over 104 offences were detected during this time. Over 300 vehicle checks were carried out by the officers with many driving offences and drugs offences were detected. Most notably a £10,000 Class A drugs seizure from high priority offenders in the Fife area. The officers targeted hotspots for off road motor bikes which resulted in several offences detected and several seizures of bikes.
- 2.7 GLT Officers supported officers from the Community Team, Community Investigation and Preventions Unit as well as Divisional CID with the execution of drugs warrants. The officers were involved in 14 drug search warrants carried out in the Glenrothes Area which resulted in over £740,000 of Class A and Class B drugs and cash seizures. This has a significant impact on reducing anti-social behaviour which is fuelled by drug intoxication.
- 2.8 The recommendation is that the Committee approve a further year of funding for a dedicated officer, which will be matched by the Divisional Commanders commitment. This will allow monitoring of ASB in key areas, build and strengthen relationships in the community with key partners, third sector support, and the schools as well as continuing the provision of educational support ensuring legacy is developed.

3.0 Conclusions

- 3.1 This approach aligns with the key Improvement Focus' within the Glenrothes Area Local Community Plan, with particular emphasis on the commitment to demonstrate clear links and joint planning between services. The approach is a key priority within the local Policing plan.

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1 October 2025

Agenda Item No. 8

Glenrothes Area Transport Plan Update

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 13, 14 and 15

Purpose

The purpose of this report is to update Committee on progress of the Delivery Plan in support of the Glenrothes Area Transport Plan 2024-2034.

Recommendation(s)

It is recommended that Committee notes the progress on the delivery plan to support the Glenrothes Area Transport Plan in the past year.

Resource Implications

There are considerable resource implications to deliver the Area Transport Plan with input across a range of Council Services, delivery partners and stakeholders. While existing Council budgets are available, a range of potential internal, external, grant and developer funding sources are acknowledged within the Area Transport Plan. Individual projects will be developed through business cases, including the identification of resources and funding.

Legal & Risk Implications

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

Impact Assessment

A FEAT assessment was undertaken as part of the Glenrothes Area Transport Plan development.

An Equality Impact Assessment was undertaken as part of the Glenrothes Area Transport Plan.

Both documents were reported to Glenrothes Area Committee on 2 October 2024 (2024 GAC 58 para 134 refers). This report is not proposing any changes to these documents.

Consultation

Finances, Legal, Planning, Economic Development, Community and Corporate Development Services have been consulted in preparing this report.

1.0 Background

- 1.1 In October 2024 Glenrothes Area Committee approved the first Glenrothes Area Transport Plan.
- 1.2 The vision of the Area Transport Plan is aligned with the Local Transport Strategy (LTS) that, by 2033, the transport system in Glenrothes will support communities with affordable, seamless and sustainable access to all aspects of their daily lives.
- 1.3 The vision is supported by four transport priorities to be implemented at a local level:
 - Fair access to daily activities
 - Safe and secure travel for all
 - A just transition to net zero
 - A resilient transport network

And aligns with four local Glenrothes community plan priorities:

- Opportunities for all - Mental Health, Tackling Poverty
- Thriving Places – The Town Centre, Glenwood Centre, Riverside Park
- Inclusive Growth and Jobs – Employment, Improve Town Centre
- Community Led Services – Participation, Community Involvement

2.0 Action Plan Progress

- 2.1 The Glenrothes Area Transport Plan has an action plan with 154 Actions to help deliver the vision and priorities of the local Glenrothes community plan.
- 2.2 Summary of actions shown below with, full list of actions in Appendix 1.

Action Plan Summary			
Progress	Definition	Number of actions	%
Planned	A project that is in a service plan or other parties agreement, that is already planned to go forward	54	35.1%
Started	Work has started on the project by a service or other party	39	25.3%
Complete	Work has been completed on the project by a service or other party	25	16.2%
Postponed	Work on the project needs to be planned when resources allow or there has been a delay by a service or other party	35	22.7%
Removed	Work cannot be accommodated in the capital plan for the foreseeable future or no longer required	1	0.7%
Total		154	100%

- 2.3 Removed actions are shown below:

Action	Measure	Progress – Removed Actions
T&P35	30mph on Foxton Drive moved eastward (Ref. 12/01300/PPP)	Following further assessment by Traffic Management decision made not to move limit at this time

3.0 Conclusions

- 3.1 It is intended that reports updating on the delivery outcomes of the Area Transport Plan will be presented to future meetings of this committee.

List of Appendices

Appendix 1 – Glenrothes Area Transport Plan – Action Plan Update

Background Papers

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

Bulleted list

Not applicable

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Appendix 1

Glenrothes Area Transport Plan – Approved Action Tables as they appeared in the Area Transport Plan report

Glenrothes Town and Surrounding Settlements - Common Actions				
Table 1 - Active Travel Common Actions - All Places				
Action	Measure	Timeframe	Delivery Lead	Progress
ATGen1	Carry out regular inspections and maintenance of walking, wheeling and cycling infrastructure	Short-Long	R&TS – Sustainable Transport & Parking	Started
ATGen2	Improve accessibility and personal security of key walking, wheeling and cycling routes, based on a programme of audits - Priority 1 footway routes	Short-Long	R&TS – Sustainable Transport & Parking	Planned
ATGen3	Carry out the Area Roads Programme (ARP) - Footway condition improvements planned annually	Short-Long	R&TS – Roads Network Management	Started
ATGen4	Audit and Implementation of the Active Travel Network (ATN) in the Glenrothes area based on the Fife Active Travel Strategy (ATS) - subject to approval and funding	Short-Long	R&TS – Sustainable Transport & Parking	Planned

Table 2 - Public Transport Common Actions - All Places				
Action	Measure	Timeframe	Delivery Lead	Progress
PTGen1	On-going annual review Fife Council-subsidised bus services to improve route coverage, frequency and operating hours	Short-Long	R&TS – Passenger Transport Services	Started
PTGen2	Improve accessibility and personal security at key bus stops and interchanges across Glenrothes, based on a programme of audits	Short-Long	R&TS – Roads Network Management	Postponed
PTGen3	On-going work with transport providers to improve bus/rail integration through timetabling and the Fife Bus Partnership - focus on rail stations	Short-Long	R&TS – Passenger Transport Services	Started

Table 3 - Traffic & Parking Common Actions - All Places				
Action	Measure	Timeframe	Delivery Lead	Progress
T&PGen1	Carry out routine inspections and repair programmes to maintain the condition of roads	Short-Long	R&TS – Roads Network Management	Started
T&PGen2	Carry out the annual Area Roads Programme (ARP) - planned road condition, lighting and traffic management improvements	Short-Long	R&TS – Roads Network Management	Started
T&PGen3	Carry out parking enforcement - for example on double yellow lines and other restrictions. Possible exemptions and mitigations for displaced parking are being assessed prior to the introduction and enforcement of Pavement Parking regulations, which will be subject to member approval	Short-Long	R&TS – Sustainable Transport & Parking	Started

Glenrothes west (Ward 13) - including, Caskieberran, Finglassie, Macedonia, Newcastle, Rimbleton, South Parks, Tanshall				
Table 4 - Active Travel Actions: Glenrothes West				
Action	Measure	Timeframe	Delivery Lead	Progress
AT22	Glenwood High School Travel Plan Refresh	Short	R&TS – Sustainable Transport & Parking	Planned
AT23	Glenrothes High School Travel Plan Refresh	Short	R&TS – Sustainable Transport & Parking_	Planned
AT45	South Parks School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking_	Complete
AT46	Southwood School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking_	Postponed
AT49	Newcastle School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking_	Complete
AT50	Caskieberran School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking_	Complete
AT51	St Paul's School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking_	Complete
AT57	Rimbleton School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Postponed
AT1a	Internal Riverside Park Path Improvements Ward 13	Short	R&TS – Sustainable Transport & Parking_	Complete

Glenrothes west (Ward 13) - including, Caskieberran, Finglassie, Macedonia, Newcastle, Rimbleton, South Parks, Tanshall

Table 4 - Active Travel Actions: Glenrothes West - Continued

Action	Measure	Timeframe	Delivery Lead	Progress
AT11	Review underpasses for feeling safe by Glenwood Centre, 2 no. Roxburgh Road	Short	Communities & Neighbourhoods	Postponed
AT8	Glenwood Wayfinding audit to the town centre, Riverside Park, Boblingen Way from the Glenwood Centre by walking/cycling	Medium	Communities & Neighbourhoods	Postponed
AT9	Improve walking and cycling experience along the Boblingen Way. (Woodside to Leslie Viaduct) improve signage and access, seating, lighting and vegetation maintenance review, subject to funding	Medium	R&TS – Sustainable Transport & Parking	Started
AT10	Upgrade the Active Travel route between the Glenwood Centre and Southwood Primary School, with onward connectivity to the P812/01 core path in South Wood where possible; to improve the walking experience between Glenwood Centre and South Wood	Medium	R&TS – Sustainable Transport & Parking	Planned
AT30	Caskieberran Drive Active Travel Link, including crossings at roundabouts	Medium	R&TS – Sustainable Transport & Parking	Planned
AT75	Accessibility Audit - Barnton Place, Newcastle, by Local shops	Medium	R&TS – Sustainable Transport & Parking	Planned
AT77	Active Travel Improvements associated with Whitehills industrial estate planning agreement 21/00965/PPP - 3m wide footway/cycleway on Whitehill Road, Toucan crossing on Whitehill Road, Upgrade of existing unadopted section of Glenrothes to Kinglassie shared footpath	Long	Developer	Planned

Table 5 - Public Transport Actions: Glenrothes West				
Action	Measure	Timeframe	Delivery Lead	Progress
PT4	Consider bus shelters near the Glenwood centre, Stop ID: 34329237 Roxburgh Road South Bound	Short	R&TS – Roads Network Management	Planned
PT5	Real Time information at bus stops extended out with the bus station within Glenrothes town following a programme at key locations, subject to funding	Short	R&TS – Passenger Transport Services	Planned
PT15	Need for bus stops and shelters in Southfield Industrial Estate. Five locations: Whitworth Road, Rutherford Road, Cavendish Way, Stirling Road, Wheatstone Place, it currently works on a hail and ride basis	Short	R&TS – Roads Network Management	Planned
PT21	Bus access improvements associated with Whitehills industrial estate planning agreement 21/00965/PPP - Bus stop boarder at bus turning circle on Whitehall Road	Long	Developer	Planned

Table 6 - Traffic & Parking Actions: Glenrothes West				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P13a	Review of Pavement Parking - including, Caskieberran, Finglassie, Macedonia, Newcastle, Rimbleton, South Parks, Tanshall	Short	R&TS – Roads Network Management	Started
T&P15	Glamis Centre (East & West) Carpark EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P17	Glenwood Centre Carpark, EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P13b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P27	River Leven Bridge Improvement Measures (White Bridge)	Medium	R&TS - Structures	Complete

Glenrothes north (Ward 14) - including, Balgeddie, Balfarg, Collydean, Coul, Foresters Lodge, Formonthills, Pitcairn, Pitcoudie

Table 7 - Active Travel Actions: Glenrothes North

Action	Measure	Timeframe	Delivery Lead	Progress
AT2b	External Riverside Park - New Pedestrian Crossing Point (B969 Victorian Frame - Fettykill Fox)	Short	R&TS – Sustainable Transport & Parking	Postponed
AT47	Collydean School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT48	Pitcoudie School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Postponed
AT83	Cadham Road (Pitcoudie Primary School - Cadham development) review of active travel link.	Short	R&TS – Sustainable Transport & Parking	Complete
AT65	Improved Access to Gilvenbank Park Community Sports and Health Hub via Pitcoudie Avenue (Greenspace path lighting installation and maintenance)	Short	Communities & Neighbourhoods	Complete
AT1b	Internal Riverside Park Path Improvements Ward 14	Short	Levenmouth Reconnected Programme	Complete
AT32	Signage - Collydean to Pitcoudie via Pitcairn House (Collydean Way - adopted) Wayfinding, Local Urban route	Medium	Communities & Neighbourhoods	Postponed
AT33	Signage - Collydean to Pitcoudie via Gilvenbank Park (adopted) Wayfinding, local urban route	Medium	Communities & Neighbourhoods	Postponed
AT36	A92 (T) Markinch Roundabout signalisation with ped/cycle crossings - The Markinch Roundabout signalisation is required under planning conditions in 18/01756/EIA . Subject to agreement with Transport Scotland	Medium	Developer	Postponed
AT18	A92(T) Active Travel improvement of the A92_longitudinal improvements as per active travel strategy strategic urban routes Markinch Roundabout to Preston Roundabout. Subject to agreement with Transport Scotland	Long	R&TS – Sustainable Transport & Parking / Transport Scotland	Planned
AT19b	National Cycle Network Route No. 766 (NCN766) on road sections review , Alburne Park(urban).	Long	R&TS – Sustainable Transport & Parking	Planned

Glenrothes north (Ward 14) - including, Balgeddie, Balfarg, Collydean, Coul, Foresters Lodge, Formonthills, Pitcairn, Pitcoudie

Table 7 - Active Travel Actions: Glenrothes North - Continued

Action	Measure	Timeframe	Delivery Lead	Progress
AT12	Coul Den Trail, East Lomond to Pitcairn, Pitcairn and Coul Den loop and Glenvale path FCCT path maintenance in Lomond Hills Regional Park	Long	Fife Coast & Countryside Trust	Planned
AT20	River Leven Cycleway - Loch Leven to Leven between Auchmuir Bridge and Milton of Balgonie a long term ambition of the River Leven project along the river	Long	Levenmouth Reconnected Programme	Planned

Table 8 - Public Transport Actions: Glenrothes North

Action	Measure	Timeframe	Delivery Lead	Progress
PT5	Real Time information at bus stops extended out with the bus station within Glenrothes town following a programme at key locations, subject to funding	Short	R&TS – Passenger Transport Services	Started
PT9	A92(T) New bus stops on A92 at Balbirnie (CF206-A , BPF report), subject to agreement with Transport Scotland. Requires a detailed feasibility investigation following on from an initial establishment of the concept through a bus corridor study	Short	R&TS – Passenger Transport Services/ Transport Scotland	Planned
PT16	A92(T) road signage to Markinch Train station from Markinch Rb, subject to agreement with Transport Scotland. Address as part of signalisation, see T&P28.	Short	via T&P28	Postponed
PT12	Bus Layby Conversion on A911, conversion to bus cage and reduction of speed limit Morrisons and Auchmuty High School including reduction in speed limit to 40mph. (CF201 A, CR202-A CF203-A) - monitor delay to buses.	Medium	R&TS – Roads Network Management	Postponed

Table 9 - Traffic & Parking Actions: Glenrothes North				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P12a	Review of Pavement parking - including, Balgeddie, Balfarg, Collydean, Coul, Foresters Lodge, Formonthills, Pitcairn, Pitcoudie	Short	R&TS – Roads Network Management	Started
T&P31	Iona Park for Pitcoudie Primary School; Traffic Road Order changes to address site specific parking issues	Short	R&TS – Roads Network Management	Started
T&P12b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P28	A92(T) Markinch Roundabout Improvements - Subject to planning conditions. The Transport Scotland response notes that the Markinch Roundabout signalisation is required, but a northbound merge lane on the A92 is required first. Subject to approvals from Transport Scotland and housing build out, as described in planning conditions, ref. 18/01756/EIA.	Medium	Developer	Postponed

Glenrothes central (Ward 15) - including, Alburne Park, Auchmuty, Pitteuchar, Stenton, Town Centre, Warout, Woodside

Table 10 - Active Travel Actions: Glenrothes Central

Action	Measure	Timeframe	Delivery Lead	Progress
AT2a	External Riverside Park -New Ped Crossing Point (at the riverside play area Leslie Rd)	Short	R&TS – Sustainable Transport & Parking	Complete
AT6	Town Centre Wayfinding Review - Routes to key places within and to/from the town centre by walking/cycling (Finger posts, TSRTG active travel, map cabinets, totems)	Short	Communities & Neighbourhoods	Postponed
AT37	Shared Use link needed. linking Flemington Road and A92, delivery in agreement with Fife Council's Economic Development Department	Short	R&TS – Sustainable Transport & Parking	Planned
AT19c	NCN766 on road sections review - Woodside Way(urban) - Woodside Way Active Travel corridor	Short	R&TS – Sustainable Transport & Parking	Started
AT71	NCN766 off-road section Bankhead to Thornton - Share with Care signs	Short	R&TS – Sustainable Transport & Parking	Postponed
AT24	Auchmuty High School Travel Plan Refresh	Short	R&TS – Sustainable Transport & Parking	Planned
AT53	Pitteuchar East School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT54	Carleton School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT55	Pitteuchar West School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT56	Warout School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Postponed

Glenrothes central (Ward 15) - including, Alburne Park, Auchmuty, Pitteuchar, Stenton, Town Centre, Warout, Woodside

Table 10 - Active Travel Actions: Glenrothes Central - Continued

Action	Measure	Timeframe	Delivery Lead	Progress
AT1c	Internal Riverside Park Path Improvements Ward 15	Short	Levenmouth Reconnected Programme	Complete
AT79	Active Travel Improvements associated with Westwood Park, Glover Road, Stenton (Wardpark) 12/01300/PPP, Toucan crossing on Foxton Drive	Short	Developer	Postponed
AT5	Explore route through the Kingdom Centre (North-south orientation) to improve connectivity. Location to be determined as part of town centre masterplan.	Medium	Town Centre Economic Development	Planned
AT31	Walking Link for improvement to shared use Queensway (widen)	Medium	R&TS – Sustainable Transport & Parking	Started
AT38	Improvement of crossing at Alburne Park junction	Medium	R&TS – Sustainable Transport & Parking	Postponed
AT34	Woodside Road Underpass Bridge Deck Replacement - Boblingen way (TBC)	Medium	R&TS - Structures	Postponed
AT27	A92(T) Bankhead Roundabout signals for active travel crossing, subject to agreement with Transport Scotland. To be delivered with T&P33.	Medium	Transport Scotland	Planned
AT18	A92(T) Active Travel improvement of the A92_longitudinal improvements as per active travel strategy strategic urban routes Markinch Roundabout to Preston Roundabout. Subject to approval from Transport Scotland.	Long	R&TS – Sustainable Transport & Parking / Transport Scotland	Planned
AT28	A92(T) Preston Roundabout signals for active travel crossing, subject to agreement with Transport Scotland, and subject to connecting Active Travel Network Infrastructure. To be delivered with T&P32.	Medium	Transport Scotland	Planned

Table 11 - Public Transport Actions: Glenrothes Central				
Action	Measure	Timeframe	Delivery Lead	Progress
PT1	Buses need bus stop on North Street (near M&S) - currently request stop at The Henge Retail Park (39/40)	Short	R&TS – Roads Network Management	Planned
PT5	Real Time information at bus stops extended out with the bus station within Glenrothes town following a programme at key locations, subject to funding	Short	R&TS – Passenger Transport Services	Started
PT17	External Riverside Park - (Bus shelters on Leslie Road)	Short	R&TS – Roads Network Management	Planned
PT2	LTS objective 9 - Audit town centre bus stops in Glenrothes for accessibility to modern standards	Short	R&TS – Roads Network Management	Postponed
PT10	A92(T) General Bus Delay Reduction including signalling Preston Roundabout, Bus Priority Fund Item CF204-A, subject to agreement with Transport Scotland. This measure would be delivered as T&P32. Signals have stakeholder support.	Medium	via T&P32	Planned
PT20	Continue to tackle anti-social behaviour at Glenrothes bus station by CCTV and providing staff presence. Working Group established between partners.	Medium	R&TS – Passenger Transport Services	Started

Table 12 - Traffic & Parking Actions: Glenrothes Central				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P11a	Review of Pavement Parking - including, Alburne Park, Auchmuty, Pitteuchar, Stenton, Town Centre, Warout, Woodside	Short	R&TS – Roads Network Management	Started
T&P29	A911/Sappi Road Roundabout, West Mill Development, Ref. 20/02122/RCC	Short	Developer	Complete
T&P34	Improvements at James Watt Avenue approach to Bankhead Roundabout (Ref. 12/01300/PPP)	Short	Developer	Postponed
T&P35	30mph on Foxton Drive moved eastward (Ref. 12/01300/PPP)	Short	Developer	Removed
T&P16	Flemington Road Carpark, EV Charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P11b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P1	Town Centre Urbanisation Transport Assessment - Potential change to roads hierarchy for Town Centre regeneration will require a review of Town Centre traffic management operations	Medium	Town Centre Economic Development	Planned
T&P32	A92(T) Preston Signalisation related to LDP requirements, subject to approval by Transport Scotland	Medium	Planning/ Transport Scotland	Planned
T&P33	A92(T) Bankhead Signalisation related to LDP requirements, subject to approval by Transport Scotland	Medium	Planning/ Transport Scotland	Planned

Kinglassie (Ward 13)

Table 13 - Active Travel Actions: Kinglassie

Action	Measure	Timeframe	Delivery Lead	Progress
AT61	Kinglassie School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT68	East Kinglassie housing development site - New footway on south side of B921 and new raised table crossing point. Ref. 22/01021/FULL	Short	Developer	Planned
AT69	East Kinglassie housing development site - New path connection to Lochty Park, subject to land agreements. Ref. 22/01021/FULL	Short	Developer	Planned
AT4	Pilgrim Way leisure route, maintained by FCCT in greenspace outside extents of Riverside Park (Kinglassie to Markinch)	Long	Fife Coast & Countryside Trust	Planned

Table 14 - Public Transport Actions: Kinglassie

Action	Measure	Timeframe	Delivery Lead	Progress
PT18	New pair of bus stops east of Kinglassie on the B921	Short	Developer	Planned

Table 15 - Traffic & Parking Actions: Kinglassie

Action	Measure	Timeframe	Delivery Lead	Progress
T&P6a	Review of Pavement Parking in Kinglassie	Short	R&TS – Roads Network Management	Started
T&P18	Lochty Avenue Car Park, Kinglassie EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P6b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P14	B921 Kinglassie Road / B922 Cluny Road Junction - Improvements due to Land to South of Hill view Kinglassie development 22/01021/FULL - relocation of the 20/40mph speed limit , 20 metres left turn lane on the B922 arm of the B922/B921 junction or contribution to traffic signal mitigation, including street lighting	Medium	R&TS – Roads Network Management	Planned

Leslie (Ward 14)**Table 16 - Active Travel Actions: Leslie**

Action	Measure	Timeframe	Delivery Lead	Progress
AT74	Consider new pedestrian crossing point on Leslie High Street between existing ones, exact location to be investigated	Short	R&TS – Sustainable Transport & Parking	Planned
AT58	Leslie School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT13	Condition and Accessibility Audit of Footways on A911 High Street Leslie - Greenside to Douglas Road)	Short	R&TS – Roads Network Management	Planned
AT78	Active Travel Improvements associated with West of Leslie 21/03474/FULL, Pedestrian Crossing on A911	Short	Developer	Complete
AT14	Cycle route through Leslie - Active Travel Strategy - designated a strategic urban route	Long	R&TS – Sustainable Transport & Parking	Planned
AT4	Pilgrim Way leisure route, maintained by FCCT in greenspace outside extents of Riverside Park (Kinglassie to Markinch)	Long	Fife Coast & Countryside Trust	Planned

Table 17 - Public Transport Actions: Leslie

Action	Measure	Timeframe	Delivery Lead	Progress
PT22	West of Leslie Bus stops (21/03474/FULL)	Short	Developer	Complete
PT19	Provide bus shelter at Douglas Road (southbound)	Medium	R&TS – Roads Network Management	Postponed

Table 18 - Traffic & Parking Actions: Leslie				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P3	Review junction and parking operation High Street/Prinlaws Road for pedestrian accessibility	Short	R&TS – Roads Network Management	Postponed
T&P5a	Review of Pavement Parking in Leslie	Medium	R&TS – Roads Network Management	Started
T&P2	Review possible village centre raised junction/parking management treatment at A911/Murray Place/Norman Place	Medium	R&TS – Roads Network Management	Postponed
T&P22	Greenside Carpark EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P23	Mansfield Road Carpark, EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P5b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started

Markinch (Ward 14)				
Table 19 - Active Travel Actions: Markinch				
Action	Measure	Timeframe	Delivery Lead	Progress
AT21	NCN 766 Clarity over shared cycle/walking routes - share with care - an off road cycle route at Markinch Station	Short	R&TS – Sustainable Transport & Parking	Postponed
AT59	Markinch School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT3	Path Improvements Balbirnie Park	Medium	Fife Coast & Countryside Trust	Planned
AT4	Pilgrim Way leisure route, maintained by FCCT in greenspace outside extents of Riverside Park (Kinglassie to Markinch)	Long	Fife Coast & Countryside Trust	Planned
AT19a	NCN766 on road sections review Star/Markinch (rural)	Long	R&TS – Sustainable Transport & Parking	Started

Table 20 - Public Transport Actions: Markinch				
Action	Measure	Timeframe	Delivery Lead	Progress
PT3	Continue to support Bus 'services' to Markinch mainline rail station evenings and weekends	Medium	R&TS – Passenger Transport Services	Started
PT11	General Bus Delay Reduction including parking formalised in Markinch High Street (CF301-A), subject to funding	Medium	R&TS – Roads Network Management	Postponed

Table 21 - Traffic & Parking Actions: Markinch				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P4a	Review of Pavement Parking in Markinch	Short	R&TS – Roads Network Management	Started
T&P21	Betson Street Carpark EV charging site, subject to Common Good land agreement	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P4b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P26	West Mill Footbridge RTA Impact Damage/Protection	Medium	R&TS - Structures	Postponed
T&P30a	Rail stations (Markinch and Thornton) are on the edge of town - car parking maintained to support rail park and ride	Long	R&TS – Sustainable Transport & Parking	Started

Milton of Balgonie (Ward 14)				
Table 22 - Active Travel Actions: Milton of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
see General Active Travel proposals in Table 1				

Table 23 - Public Transport Actions: Milton of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
PT13	A911 Bus Prioritisation - speed limit reduction (40mph) on A911 with junction signalisations A911/Milton Brae, and bus priority at signals (with ped crossings) - Monitor delays to buses and consider benefit of signalisation in relation to delays at signals	Long	R&TS – Roads Network Management	Postponed
PT14	A911 Bus Prioritisation - speed limit reduction (40mph) on A911 with junction signalisations A911/Balfour Place and bus priority at signals (with ped crossings) CF303-A - Monitor delays to buses and consider benefit of signalisation in relation to delays	Long	R&TS – Roads Network Management	Postponed

Table 24 - Traffic & Parking Actions: Milton of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P10a	Review of Pavement Parking in Milton of Balgonie	Short	R&TS – Roads Network Management	Started
T&P10b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started

Star (Ward 14)				
Table 25 - Active Travel Actions: Star				
Action	Measure	Timeframe	Delivery Lead	Progress
AT25	Star Main Street Footway Improvements (ARP-Planned)	Short	R&TS – Roads Network Management	Complete
AT60	Star School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT19a	NCN766 on road sections review Star/Markinch (rural)	Long	R&TS – Sustainable Transport & Parking	Started

Table 26 - Public Transport Actions: Star				
Action	Measure	Timeframe	Delivery Lead	Progress
Refer to general actions common to all areas in Table 2				

Table 27 - Traffic & Parking Actions: Star				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P8a	Review of Pavement Parking in Star	Short	R&TS – Roads Network Management	Started
T&P8b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started

Coaltown of Balgonie (Ward 15)				
Table - 28 Active Travel Actions: Coaltown of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
AT80	Active Travel Improvements associated with Coaltown of Balgonie 22/04156/FULL, Upgrade of footway between north of school to school gates with new pedestrian link from site.	Medium	Developer	Planned
AT81	Active Travel Improvements associated with Coaltown of Balgonie 23/00997/FULL, Footway provided along Millburn Avenue.	Medium	Developer	Planned

Table 29 Public Transport Actions: Coaltown of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
Refer to general public transport actions common to all areas in Table 2				

Table 30 - Traffic & Parking Actions: Coaltown of Balgonie				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P9a	Review of Pavement Parking in Coaltown of Balgonie	Short	R&TS – Roads Network Management	Started
T&P24	School Road Carpark, EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P9b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started

Thornton (Ward 15)
Table 31 - Active Travel Actions: Thornton

Action	Measure	Timeframe	Delivery Lead	Progress
AT63	Thornton School Travel Plan Refresh at 3yrs+	Short	R&TS – Sustainable Transport & Parking	Complete
AT35	River Ore Thornton Partial Deck Replacement (Footways only)	Medium	R&TS - Structures	Postponed
AT76	Light the path through Memorial Park providing a safe walking route segregated from traffic, suggested via Thornton Local Place Plan proposal.	Medium	Communities & Neighbourhoods	Postponed
AT82	Active Travel Improvements associated with Thornton SDA, 20/01156/PPP, 3m wide footway/ cycleway along Strathore Road development frontage	Medium	Developer	Postponed
AT70	Review linking Milton and Coaltown of Balgonie, Thornton and the Wemyss villages by active travel. A related proposal has been included in the Thornton Community Council's Local Place Plan. Proposals in Local Place Plans (LPPs) will be considered as part of the Local Development Plan (LDP) preparation programmed to take place through 2025. Proposals will be discussed and assessed in consultation with other Council Services and partners before being proposed in the LDP for consultation.	Medium	Communities & Neighbourhoods	Postponed
AT19e	NCN766 on road sections review - Thornton(rural)	Long	R&TS – Sustainable Transport & Parking	Planned
AT19d	NCN766 on road sections review - Heatherywood (rural)	Long	R&TS – Sustainable Transport & Parking	Planned

Table 32 - Public Transport Actions: Thornton

Action	Measure	Timeframe	Delivery Lead	Progress
PT7	The Thornton to Leven Rail Line will provide access to and from Leven and Cameron Bridge in 2025 from Glenrothes with Thornton Station - NEW rail line and train services to Cameron Bridge and Leven	Short	Network Rail/ ScotRail	Complete

Table 33 - Traffic & Parking Actions: Thornton				
Action	Measure	Timeframe	Delivery Lead	Progress
T&P7a	Review of Pavement Parking in Thornton	Short	R&TS – Roads Network Management	Started
T&P19	Strathore Road Carpark EV charging site, subject to agreement with Community Services	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P20	Thornton Railway Station EV charging site	Medium	R&TS – Sustainable Transport & Parking	Planned
T&P7b	Implementation of pavement parking possible exemptions and mitigations for displaced parking, subject to member approval	Medium	R&TS – Roads Network Management	Started
T&P36	Traffic calming along Strathore Road development frontage (20/01156/PPP)	Medium	Developer	Postponed
T&P30b	Rail stations (Markinch and Thornton) are on the edge of town - car parking maintained to support rail park and ride	Long	R&TS – Sustainable Transport & Parking	Started
T&P37	Thornton SDA - Link Road through site including roundabouts at Strathore Road and Main Street (Ref. 20/01156/PPP)	Long	Developer	Postponed

1 October 2025

Agenda Item No: 9

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Glenrothes Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Glenrothes 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 performance detailed throughout.

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 reason:
It is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the council are presented annually 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 twelfth annual report to Area Committees, this report covering complaints relevant to the Glenrothes 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 7 million contacts (includes web page hits) from customers across Fife every year. This figure then puts into context the comparatively small number of corporately defined complaints received. When received, we aim to resolve quickly and to employ corrective and preventative action appropriately to upheld cases.

2.0 Area Complaints

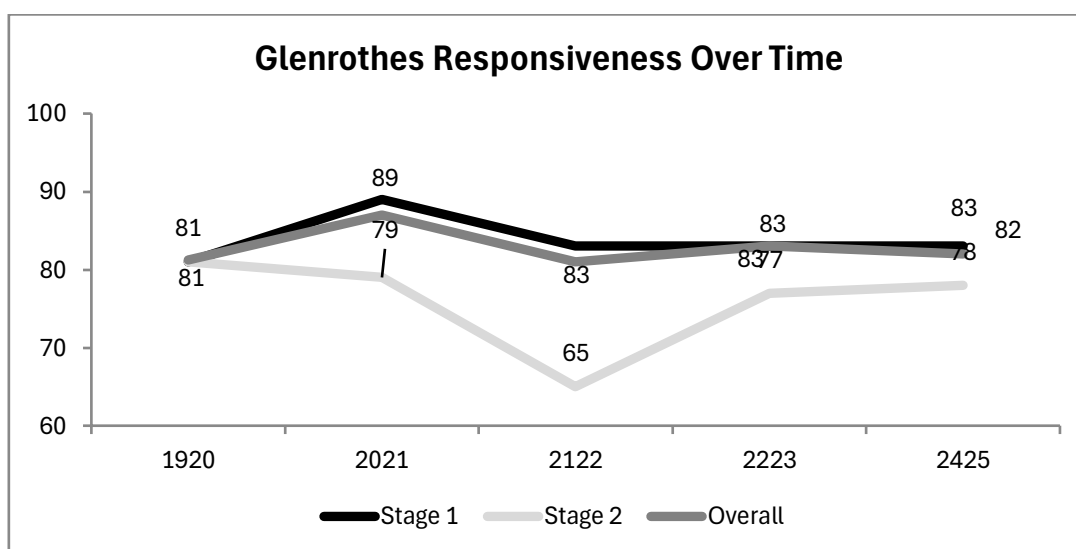
Volume & Responsiveness – Glenrothes

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	388	318	82% (81% 23-24)
Stage 1 (5 days)	329 (85%)	272	83% (82% 23-24)
Stage 2 (20 days)	59 (15%)	46	78% (75% 23-24)

Volume & Responsiveness – Fife Council Overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,969	2,423	82% (84% in 23-24)
Stage 1 (5 days)	2,405 (82%)	1,999	83% (86% in 23-24)
Stage 2 (20 days)	564 (18%)	424	75% (75% in 23-24)

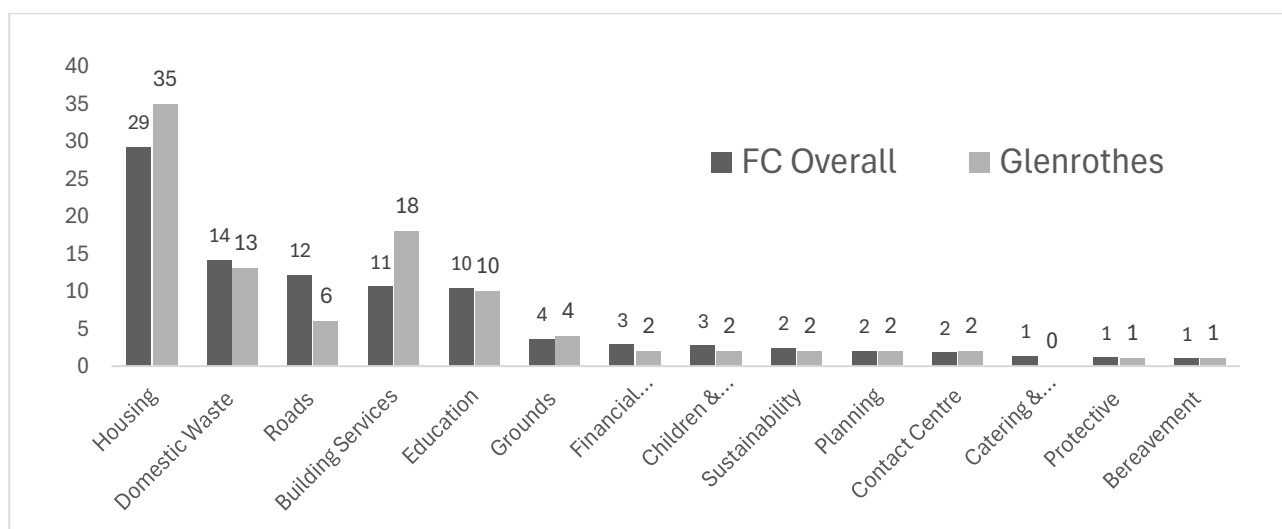
- 2.1 385 complaints were received relating to the Glenrothes area in 2024-25 of which 388 were closed (additional cases rolling in from the previous year). Complaints are currently categorised in the system (reason for complaint, channel, root cause, etc.) after complaints are closed.
- 2.2 In line with procedure, 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 to target timescales has improved over last year, and procedural extensions continue to be used (see paras. 2.10 & 2.11). The average time to close all complaints has also improved to 6.2 working days compared with 6.6 working days from last year. This is better than the council average of 6.6 working days.
- 2.4 The trend is broadly sustained performance in responding to complaints in target timescales from 2019-20.



- 2.5 The contact channel used for complaints can be seen in the following table. The spread of contact channels remains broadly unchanged from last year.

Receipt Channel	Glenrothes	FC Overall
Web	67.4%	65.8%
Email	12.6%	17.3%
Contact Centre	8.1%	7.2%
F2F	4.8%	2.9%
Tel	5.7%	3.8%
Letter / Form	1.5%	3.1%

- 2.6 The following graph provides the proportionality of Service complaints (upheld as well as not upheld) compared with Fife Council as a whole.



2.7 To assist with accessibility the following table is provided that details the main differences in proportionality between Fife Council Service complaints as a whole and those made from residents with a Glenrothes Committee area postcode.

Service	FC Overall	Local Area
Housing	29%	35%
Building Services	11%	18%
Roads	12%	6%

2.8 Differences of note include that there were proportionally more complaints concerning Housing and Building Services and less complaints concerning Roads & Transportation. The largest category of complaint for Housing was “Failure to respond to previous complaint / request for service / enquiry / reported fault” and for Building Services was “Poor communications - poor regarding work being / to be undertaken”.

2.9 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best.

	Vol Stage 1	Stage 1 In Time	Vol Stage 2	Stage 2 In Time	Total	All in Time
Employability	1	0%	0	100%	1	0%
Property	1	0%	0	100%	1	0%
Planning	1	100%	6	33%	7	43%
CLD	2	50%	0	100%	2	50%
Children Families	6	67%	2	50%	8	63%
Housing	111	67%	24	88%	135	70%
Roads	23	74%	2	50%	25	72%
Bereavement	4	75%	0	100%	4	75%

	Vol Stage 1	Stage 1 In Time	Vol Stage 2	Stage 2 In Time	Total	All in Time
Education	20	100%	17	76%	37	89%
Building	67	93%	3	100%	70	93%
Grounds	14	93%	0	100%	14	93%
Domestic Waste	52	96%	0	100%	52	96%
Area Services	1	100%	0	100%	1	100%
Insurance	1	100%	0	100%	1	100%
Contact Centre	9	100%	0	100%	9	100%
Customer Service	1	100%	0	100%	1	100%
Criminal Justice	3	100%	1	100%	4	100%
Wellbeing	7	100%	0	100%	7	100%
Local Office	1	100%	0	100%	1	100%
Protective	0	100%	4	100%	4	100%
Sustainability	4	100%	0	100%	4	100%
Grand Total	329	83%	59	78%	388	82%

- 2.10 Please note that from the 70 cases that ran over timescale, 44 of those cases had extensions agreed with customers (63%). This means that 93% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).
- 2.11 Taking account of the valid extension greatly improves the tabled results e.g. Planning, adjusting for the extension, would then have 100% of complaints in agreed timescale, Children & Families would have 83% and Housing would have 77%.

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

Service	Category	2022-23	2023-24	2024-25
Building Services	Card left when tenant in property	0	0	3
	Council vehicle - driving behaviour/standards	3	0	1
	Council vehicle - parking	1	3	1
	Failure to attend at time advised / agreed	7	1	7
	Failure to fix first time	14	2	10
	Failure to meet timescales for job	1	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1
	Health & safety / dangerous occurrence	0	1	1
	Inappropriate staff attitude / behaviour	0	4	7
	Noise levels from work activities	1	0	1
	Poor communications - advance notice of work not given	1	0	3
	Poor communications - internal breakdown Building Services	0	1	0
	Poor communications - internal breakdown with other council areas	0	0	1
	Poor communications - poor regarding work being/to be undertaken	5	9	22
	Poor communications (including lack of notice, consultation & engagement)	1	0	0

Service	Category	2022-23	2023-24	2024-25
	Standard of workmanship - damage	3	1	3
	Standard of workmanship - mess	1	3	3
	Standard of workmanship - tenant unhappy with work	4	2	4
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	1	2
Building Services Total		44	29	70
Contact Centre	Disagree with Council policy	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	4
	Inappropriate staff attitude / behaviour	3	3	1
	Incorrect information given	1	1	0
	Incorrect timescales given	1	0	0
	Lack of information	2	0	1
	Poor communications including lack of notice, consultation & engagement	1	0	0
	Time taken to answer call	3	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	3	1	2

Service	Category	2022-23	2023-24	2024-25
	Wrong information given	0	1	0
Contact Centre Total		15	7	9
Domestic Waste and Street Cleansing	Anything that doesn't fit within other categories. To be reviewed regularly by the service	1	0	1
	Bin not returned properly / bin is missing	2	3	3
	Bulky not collected / only part collected	2	6	4
	Collection has left spilt waste in street / at property	0	1	0
	Damage to vehicles / property during bin collection	0	0	1
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	3	5	5
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning, routes, methods etc)	2	0	0
	Dissatisfaction with policy / organisational arrangements including charging policy	3	1	0
	Dissatisfaction with roadside litter	1	0	0
	Dissatisfaction with standard of street cleanliness	1	3	2
	Dissatisfaction with Take Out & Return TOR service	7	9	6
	Dog waste bin broken / missing / not replaced / not emptied	0	0	1

Service	Category	2022-23	2023-24	2024-25
	Failure to collect / empty bin	14	4	21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	4	1	3
	Inappropriate staff attitude / behaviour	3	2	3
	Inconsiderate / inappropriate use of council vehicle	0	1	0
	Poor communications including lack of notice, consultation & engagement	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	1
Domestic Waste and Street Cleansing Total		44	38	52
Education	Accidents Injuries e.g., Physical education fights etc	0	3	1
	Anything that doesn't fit within other categories. To be reviewed regularly by the service	2	1	0
	Behaviour/actions of a pupil impacting on the safety/ emotional wellbeing/ educational provision of others.	1	6	2
	Bullying By Pupil	1	6	7
	Content of subject including religious education sex education etc	0	1	0
	Dissatisfaction with policy current arrangements	2	1	1

Service	Category	2022-23	2023-24	2024-25
	Failure to safeguard and follow risk assessment	0	0	2
	Inappropriate staff attitude behaviour	4	6	4
	Overall standard of service and treatment of family	1	0	5
	Placement request decisions	1	1	0
	Poor communications including lack of notice consultation engagement	1	4	11
	School transport general enquiries / requests dealt with by Education	0	0	2
	Suitable car parking	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	4	2
Education Total		14	34	37
Grounds Maintenance	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	1	0
	Damage to Private Property	1	1	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	3
	Fence Damage	0	1	0
	Grass Cutting	1	2	1
	Inappropriate staff attitude / behaviour	3	1	1

Service	Category	2022-23	2023-24	2024-25
	Noise levels from works	1	0	0
	Overhanging / Damaged Trees & Shrubs	1	2	6
	Poor communications including lack of notice, consultation & engagement	2	0	1
	Quality of Park Area	2	0	0
	Untidy / Overgrown vegetation	2	1	1
Grounds Maintenance Total		14	9	14
Housing	ASB neighbour dispute	2	2	5
	Assessment of FHR - Dissatisfaction with information/advice given	2	1	1
	Assessment of FHR - Dissatisfaction with time taken	2	0	1
	Condition of neighbour's garden	0	1	3
	Damp Team	0	1	4
	Delays in Start / Completion	8	16	7
	Dispute with Neighbours	2	4	2
	Disputed Recharges	0	0	1
	Disputed Service Charges	0	0	1
	Dissatisfaction with legislative decision made	0	1	0

Service	Category	2022-23	2023-24	2024-25
	Dissatisfaction with policy / current arrangements	1	1	1
	Dissatisfaction with policy / current arrangements including allocations criteria	5	0	2
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	12	17	7
	Dog Issues	2	1	1
	Escalated to stage 2 based on timescale	1	3	2
	Factoring	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	8	18
	Fencing	5	3	1
	FHR process – Dissatisfied as process not meeting applicants needs	3	1	1
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	3	3	1
	Garages / lock-ups	0	1	0
	Homeless - Offer of temporary accommodation	0	1	2
	Housing Technical Officer	0	1	0
	Inappropriate staff attitude / behaviour	9	9	11

Service	Category	2022-23	2023-24	2024-25
	Inconsiderate / inappropriate use of council vehicle	0	0	1
	Internal communal areas includes cleanliness, lighting etc	0	1	0
	Maintenance of garages / lock-ups	1	1	1
	Management of Communal Areas includes grass cutting, overgrown trees & bushes	2	7	2
	Mutual repairs	2	3	7
	Noise	1	2	2
	Pest control issues	1	2	0
	Pets & Animals	0	1	1
	Poor communications (including lack of notice, consultation & engagement)	0	0	1
	Poor communications including lack of notice, consultation & engagement	8	7	14
	Poor Condition / Standard of Housing	7	7	10
	Poor standard/condition of property at start of tenancy	1	2	0
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	3	5	3
	Redecoration allowance	0	1	0
	Rent Discrepancies includes delays in refund of credits	0	1	0
	Rubbish	1	3	3

Service	Category	2022-23	2023-24	2024-25
	Snagging issues	0	2	0
	Staff conduct	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	2	4	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	3	11	12
	Waiting Times	5	2	3
Housing Total		97	137	135
Roads & Transportation	Abuse of Blue Badges/Disabled parking bays	0	0	1
	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	4	1
	Application process such as timescale/proofs/photographs/ Mobility Assessment	1	0	1
	Card not received by customer	3	0	0
	Complaint about blue badge application	0	1	0
	Damage to vehicles / property	0	1	0
	Dissatisfaction of service provided	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	1

Service	Category	2022-23	2023-24	2024-25
	Dissatisfaction with emergency response to flooding	1	0	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	2	0	0
	Dissatisfaction with service provided	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1
	Grit bin damaged / displaced / not replaced	0	1	0
	Grit bin empty / not refilled	0	1	1
	Inadequate notice of road and footpath works including road closures	1	1	0
	Inappropriate staff attitude / behaviour	0	1	1
	Insufficient number of grit bins provided	1	0	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	1
	Localised flooding due to damaged drains / water mains	0	0	1
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	1	0
	Poor communications including lack of notice, consultation & engagement	1	1	0
	Poor condition of footpath / cycle path	0	1	2

Service	Category	2022-23	2023-24	2024-25
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	0	4
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	1	0
	Potholes / poor condition of road surface	3	3	2
	Scheme of Eligibility criteria	0	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	1	0
	Street light repairs	3	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	3	1
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	2	3
Roads & Transportation Total		17	27	25

Complaint examples

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

Service	Category	Complaint (summarised/redacted)
Building Services	Poor communications - poor regarding work being/to be undertaken	<p>I currently have a complaint in that is at stage two, this is being dealt with by <i>name</i>. On the back of this complaint I was told I'd have my doors & windows replaced <i>name</i> was advised via email that this work would be carried out by the end of <i>date</i> at the latest. I have been in contact a few times between <i>date</i> & <i>date</i> to try to get a date for the installation. The department who deals with the installation never bothers to contacts me. I have given my telephone number & email so there has been no excuse for the lack of contact. My doors & windows were finally measured on the <i>date</i> & since then I've heard nothing. <i>Name</i> advised if I still hadn't heard anything by <i>date</i> to contact him. I spoke with him yesterday & he advised he would chase this up again for me. Frankly I feel extremely let down by Fife Council.</p> <p>Outcome: Complaint upheld, and apology offered. Explained that windows are on a yearly programme which runs from <i>date</i> and that windows will be fitted within that timescale regardless of when they are measured. Apology made for the lack of communication and confirmed that arrangements for windows to be fast tracked with a view to being manufactured by the end of this week with a provisional fit date. Site Supervisor visited tenant to discuss the fitting process and to carry out a pre-inspection prior to install of windows.</p>
Domestic Waste and Street Cleansing	Failure to collect / empty bin	<p>I logged a complaint <i>date</i> to say my blue bin wasn't emptied, I was told to leave it at the kerb side for a week which I have and told within a week it would be empty unfortunately it's still full. I now have nowhere for my rubbish to go. If someone could get back to me.</p> <p>Outcome: Complaint upheld, and apology offered. Supervisor spoken with and bin serviced. Address on monitor.</p>
Housing	Poor communications including lack of notice, consultation & engagement	<p>I have been to see a property twice with <i>name</i>. I have a housing application in and am on the incentive scheme because I am downsizing from 4-bedroom house to a 2-bedroom bungalow. I was in rent arrears which I have since cleared as I was told by an operator this would be holding things up. I have tried on 8 or 9 occasions to contact <i>name</i>. 6 times by voicemail and email personally and 2 or 3 times through the housing team who have mailed her asking her to contact myself. Last occasion being the <i>date</i> by a gentleman called <i>name</i>. <i>Name</i> has also sent emails to <i>name</i> asking <i>name</i> to contact me but still no reply. Repairs needing sorted on the property were spoken about and as far as I know haven't even been started. For there to be a massive housing crisis I can understand why if this is how Fife council work. I will also be speaking to my local counsellor re this situation.</p>

		<p>I just find <i>name</i> has been extremely rude and unprofessional and it is not good enough.</p> <p>Outcome: Complaint upheld, and apology offered. Discussed downsize and that the allocated property has extensive repairs ongoing. Customer advised they remain happy to wait for the property if entry before November. Corrective action included making HOO aware to seek assistance if under pressure with workload.</p>
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3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this committee have described gaps in the volume and quality of corrective actions.
- 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 Glenrothes Committee area compared with the Fife Council overall results.

Glenrothes	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	28%	16%	26%	25%

Stage 1	31%	14%	24%	30%
Stage 2	53%	29%	2%	17%

Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	36%	19%	17%	28%
Stage 1	33%	16%	20%	31%
Stage 2	50%	28%	4%	18%

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 49 replies from complainants claiming residency in the Glenrothes Committee area and a breakdown of some general comments follows. Like last year, some of the comments in some manner alleged the council's failure to respond.
- 4.6 Given the methodology used to gather this information, it remains impossible to evidence the accuracy of such statements. The survey was therefore modified slightly into 2024-25 with the following additional question included. *If you consider that you have had no response to your complaint, please in your own words explain the Council area or*

function that caused you to complain e.g. Housing, repairs, bins, roads, grounds, schools, planning etc.

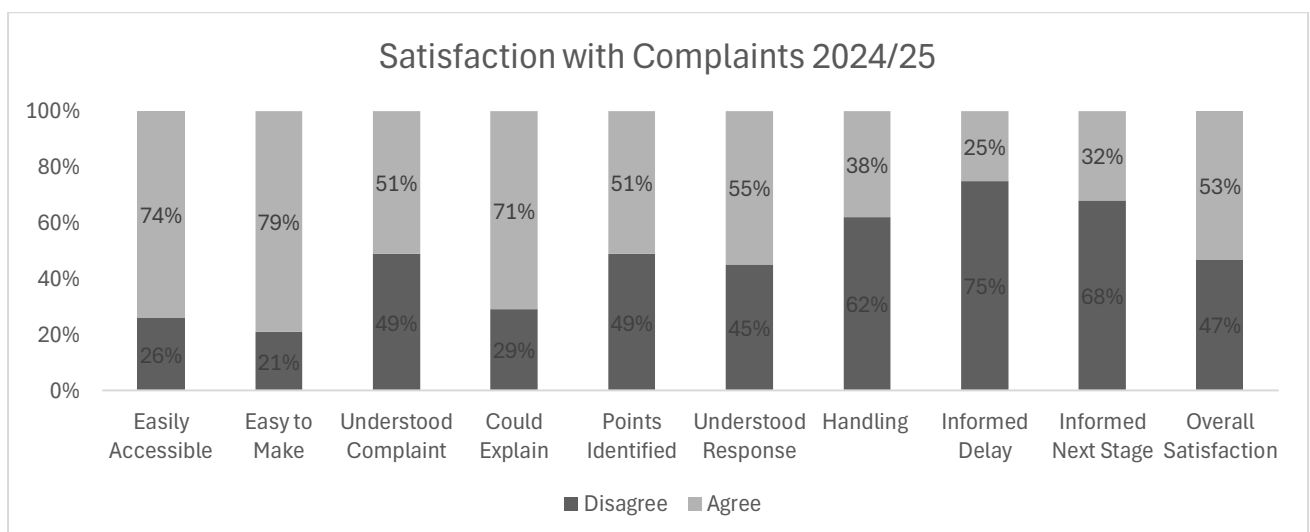
- The matter was dealt with very quickly, efficiently and I was happy with the outcome.
- I like that I was contacted on the phone as I was able to speak to someone, rather than going back and forth via email. The person I spoke to was understanding and took everything on board.
- Process was fine but nothing has been done
- I did not even get a response
- I had no response to my complaint!! Also still have a hole in my roof that has been there since November
- It has never been actioned
- I have had no response to my complaint whatsoever

4.7 The results from the additional question that covered the perceived failure to respond had two responses that could be considered useful. The areas highlighted were Housing and housing repairs.

4.8 There is no complaint system evidence to suggest that these respondents received no response as the survey is generated from the record of the complaint that regularly contains details of the response (copies of emails, letters, etc.). The inclusion of comments that reflect matters that would not be covered by the complaint procedure perhaps indicates that respondents, on occasion, do not fully read the invitation email that contains a copy of their complaint.

4.9 A further possible explanation behind respondent's claims of receiving no response is that the response provided did not adequately address the matters raised from the complaint and, on occasion, the matters raised have not been resolved or improved. This would align with the result that 49% of respondents disagreed with the question "the points of my complaint were identified and responded to". Services should therefore be careful to cover all matters raised and to ensure, as far as is practical, that responses are accurately delivered.

4.10 Overall satisfaction was 53% and is better than last year's figure of 52% noting that the response volumes are slightly lower than the previous year. Satisfaction with each question is as shown on the following graph.



4.11 To assist with the graph's accessibility the data contained is tabled as follows:

Survey Question	Disagree	Agree
Information about the complaint procedure was easily accessible.	26%	74%
I found it easy to make my complaint.	21%	79%
I was happy that the person considering the matter fully understood my complaint.	49%	51%
I was given the opportunity to fully explain my complaint.	29%	71%
The points of my complaint were identified and responded to.	49%	51%
The response to my complaint was easy to understand.	45%	55%
Overall, I was satisfied with the handling of my complaint.	62%	38%
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).	75%	25%
I was clearly told what the next stage of the complaints process was for me.	68%	32%
Overall satisfaction	47%	53%

- 4.12 It would appear from the result that key improvements are required in keeping complainants updated with any delay and being clear to explain the next steps in the complaint process.
- 4.13 The methodology used for the survey does not align a complaint reference number back to any responses received. This is due to GDPR, and the storage method used for satisfaction as the data is captured using Microsoft Forms against a single officer's account. It would not be considered secure or an appropriate place to store a customer's personal data. The survey is therefore fit for wider organisational learning in contrast to the previous version where Services could see satisfaction with their own complaint handling.

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 2024-25 there were 5 cases for the Glenrothes 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
Roads & Transportation	Disabled bay	Withdrawn
Safer Communities	Antisocial behaviour management	Withdrawn
Education	Management of bullying	Upheld with recommendations (all satisfied, apology made and corrective actions undertaken).
Housing	Officer behaviour	Withdrawn
Education	School's support of pupil	Withdrawn

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	21/22	22/23	23/24	24/25	Note
Missed bins	1155	801	1129	1118	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 20 compliments received from customers in the Glenrothes area, the Service areas complimented, and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	6	I had an engineer out today (19th June) to my address & although the issue was to do with my energy provider, he advised me what to do & helped me understand the issue with my boiler. I would like him for helping & being understanding.
Contact Centre	1	Phoned up to thank advisor that raised work for her when she had a blocked toilet - great customer service!
Domestic Waste	2	Customer called to pass on his compliments and thanks to the bin crew that serviced the grey bins in his street this morning. He was pleased that the bins were returned to the correct places and not left blocking the pavements.
Grounds Maintenance	1	Customer would like to give compliment to the team (Greg was a foreman) which cut overhanging trees and branches at woodside Road. Team was very efficient and professional. Job was done neat, and they tidied around very well. Very hard workers and remember to give them a bonus. Thank you
Housing	1	Would like to thank everyone involved yesterday from Community officers, Fire Brigade, Police Officers, Fife Council opening community hall. After the fire at Abbotsford Court
Customer Service Centres	5	Fiona at the reception of the Glenrothes office was very helpful. John had mistaken his appointment for his blue badge application for today, but it was for tomorrow, Fiona still took him and went through with the appointment
Roads & Transportation	1	Mary has called in to pass on her compliments to Fiona doesn't know surname who works in the European parking Badges team. She wishes to say thank you for her help on completing the form and her badge has been granted.
Safer Communities	1	Customer wanting to thank the team who came up to put the dog signs and taken away the bucket full of oil that's been in the street for a while.
Street Cleaning	2	The street cleaner in Dunbeath Drive does an amazing job at keeping the area clean and tidy and would like him to be recognised for what he does.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) has improved when compared with last year's results with target responsiveness generally on par with the Council average. The average working days to respond to all complaints has also improved and is better than the Council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 When complaint extensions are factored into the responsiveness data which are a valid application of the procedure overall 93% of cases were completed in agreed rather than the procedural target timescales.

- 8.3 The issues customers complained about within the Glenrothes area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Housing and Building Services. The largest category of complaint for Housing was “Failure to respond to previous complaint / request for service / enquiry / reported fault” and for Building Services was “Poor communications - poor regarding work being / to be undertaken”.

List of Appendices

None

Background Papers

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

Report Contacts

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1 October 2025

Agenda Item No. 10

Charges for the cleaning of communal areas in low/mid-rise blocks

Report by: John Mills, Head of Housing

Wards Affected: Ward Nos. Glenrothes (14,15)

Purpose

To consult with Area Committees about applying a consistent charging procedure where the Council cleans the stairwells and other communal areas on behalf of its tenants. This will address the current inequity and help recover the costs to the Council of providing the service.

Recommendation(s)

The Committee is asked to:

Agree to harmonise charges and apply this to all tenants who receive the service. This will reduce pressure on the HRA from 2026/27 onwards through a two-year implementation programme.

Resource Implications

This proposal will help recover the cost of providing the service and increase income into the HRA. The exercise to harmonise charges applied for stairwell cleaning can be undertaken by existing staffing resources.

Legal & Risk Implications

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

Impact Assessment

An EqlA summary form has been completed –the summary form is attached in the appendix.

Consultation

A discussion has been held with Fife Tenants Forum, and they were supportive of this approach. Further consultation with the tenants affected by this proposal will be undertaken prior to any changes being implemented.

1.0 Background

- 1.1 The Revised Estate Management Approach has resulted in various initiatives to improve our housing estates. There needs to be a continued focus on improving the condition of stairwells, closes and other shared spaces particularly in our six in a block and maisonette flats. Stair cleaning is an important part of estate management in flatted dwellings, and it is important communal areas are maintained to a reasonable standard.
- 1.2 The Council tenancy agreement states it is the responsibility of tenants with internal communal areas to maintain these on a weekly basis. They must be kept clean, neat and tidy and always clear of obstruction. Where the Council cleans stairwells and other communal areas then the cost of providing this service should be recovered from the tenants in accordance with the Housing Services Charging Policy. This states all those who benefit from the service should pay for it equally and equitably.
- 1.3 A review was recently undertaken of the charges applied to tenants for the cleaning of stairwells in low/mid-rise blocks of flats. It was found there were variations in how this was applied across different locations. For example, in Glenrothes and Levenmouth there are currently no charges made to tenants for this service. Other areas show charges being applied inconsistently across different blocks. There are examples where neighbouring blocks are receiving the same level of service, and some are being charged for this work, and others are not. Overall, the current income received from tenants does not fully recover the cost of the Council providing this service.
- 1.4 The reason for this lack of consistency in charging for stairwell cleaning seems to be historic. It is likely the arrangements currently in place pre-date the creation of Fife Council. We currently do not provide this type of cleaning service in Dunfermline and South West Fife and the responsibility therefore falls to the tenants in these areas to clean their own stairwells and communal areas. The former District Council opted not to provide this type of service for their tenants, and this position has remained unchanged.
- 1.5 The Factoring Service roll out has increased the number of mixed tenure blocks under our management where the Council has successfully been appointed as the factor. An exercise was undertaken to ensure the owners in these blocks were appropriately charged for their share of the services that are provided. In factored blocks, the owners share of the cleaning costs is fully recovered. However, this service charge is not always applied to the Council tenants who live within these same blocks.

2.0 Current position

- 2.1 The total cost in 2024/25 for providing stair cleaning services was £435,504 and for 2025/26 it is £459,650. It is anticipated this cost will continue to increase annually. The table below outlines the monthly costs of providing this service across the relevant Areas. It also shows the current income received from tenants where charges are in place and from owners who are in factored blocks.

Table one

	NEF	LVN	GLN	KDY	COW
Service cost each month.	£5343.23	£2454.17	£6091.67	£23358.19	£1056.95
No. Tenants receiving service	321	207	361	1417	69
No. Tenants charged	83	0	0	1155	65
Tenant Charge Income	£1734.88	£0	£0	£6190.80	£348.40
Owner Charge Income	£441.72	£84.55	£1202.76	£4126.61	£71.07
HRA subsidy	£3166.63	£2369.62	£4888.91	£13,040.78	£637.48

- 2.2 The income received from tenants does not meet the full cost of providing this service and there was a considerable annual shortfall of £284,307 in 2024/25 that had to be met by the HRA. This will increase to £289,241.04 for 2025/26. This is not sustainable going forward and the current charging structures applied are not equitable to tenants across different areas in Fife.
- 2.3 The current charges applied to tenants on a fortnightly basis are either £0, or the flat rate of £2.68 (caretaking charge) or £7.34 (stair cleaning charge) per fortnight. A higher stair cleaning charge is in place in St Andrews of £15.18 per fortnight.

3.0 Proposed approach

- 3.1 A phased approach will be taken to rectify the current anomalies in the charging procedure over two years. This will give us time to consult with the tenants who will be affected and update the housing system with the revised service charges. It is proposed the initial tranche will commence at the start of 2026/27 and includes 84 blocks located in the Kirkcaldy, Glenrothes and North East Fife areas.
- 3.2 Once the initial phase of this exercise is completed any feedback received will be considered and changes will be made to the process if required. It is planned that phase two will continue in the Summer of next year and include a further 114 blocks across Kirkcaldy and Levenmouth. There will be a phase three and four covering the remaining 295 blocks in North East Fife, Levenmouth, Glenrothes, Kirkcaldy and Cowdenbeath and these are scheduled to be completed towards the end of Financial Year 2026/27.
- 3.3 Tenants will be required to contribute towards the cost of providing this service and the standardised fortnightly charge is expected to be in the region of £6. This will reduce most of the current shortfall in providing the stair cleaning service. For those tenants in receipt of Universal Credit this is an eligible charge that should be covered by the DWP. Assistance will be offered to tenants to ensure they correctly notify the DWP and claim this additional charge along with their rent.

- 3.4 A 'Fife Living Rent' is defined as being affordable for a household with someone in full-time employment and not assisted through benefits, based on a calculation of charging a fixed percentage (28%) of net lower quartile earnings. In Fife, the current living rent threshold is £127.68 per week. Total rent costs inclusive of this additional service charge would be below this level and therefore considered affordable.

4.0 Conclusions

- 4.1 A revised charging procedure should be applied consistently and equitably for stair cleaning services across each Area. This should assist with the costs of providing this service and reduce the current level of subsidy from the HRA.
- 4.2 Consultation will be carried out with tenants affected by the implementation of new or revised charges for stair cleaning in their blocks. It is the responsibility of tenants to maintain their communal areas to a good standard of cleanliness and the cost of this must be passed on if the Council provides this service on their behalf.
- 4.3 The next step will be to submit a final report to Cabinet Committee by the start of next year. This will include the findings from the tenant consultation exercise, and the recommendations made by the relevant Area Committees.
- 4.3 As part of the Revised Estate Management Approach it will be explored whether there is a demand for this service in areas of Fife that have not benefited to date. This would involve consultation with tenants who live in low/mid-rise blocks in Dunfermline and South West Fife.

List of Appendices

1. EqlA Summary Form

Background Papers

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

None.

Report Contact:

Joan Lamie
Service Manager Housing Estates and Safer Communities
Email: joan.lamie@fife.gov.uk

Equality Impact Assessment Summary Report

(to be attached as an Appendix to the committee report)

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

Area Committees

What are the main impacts on equality?

No impact as the cost of the stair cleaning service will now apply consistently to Council tenants Fife who receive this service.

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

Whilst tenants within the protected characteristics living in Fife Council housing will be affected by the proposal, there will be no difference in the treatment of tenants who share a protected characteristic and those who do not.

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

No recommendations other than to monitor any potential impacts through future review.

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

John Mills, Head of Housing

John.Mills@fife.gov.uk

1 October 2025

Agenda Item No. 11

Budget Re-allocation of Area Capital funding from Willow Crescent to Crinan Place

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

Wards Affected: 13

Purpose

To seek approval from the Glenrothes Area Committee to reallocate £50,000 Improving Health Through Leisure & Sport funding (2019), originally designated for the Willow Crescent Play Area, to support the development of the Crinan Place, Glenrothes, in line with the Glenrothes Play Space Strategy.

Recommendation(s)

It is recommended that the Committee:

- Approves the reallocation of £50,000 previously allocated to the Willow Crescent Play Area (2019) to the Crinan Place, Glenrothes.
- Notes that this reallocation supports the implementation of the Glenrothes Play Space Strategy.

Resource Implications

- The Glenrothes Play Space Strategy, approved in March 2024, categorises Willow Crescent as a site for greenspace/natural play.
- £50,000 remains allocated to Willow Crescent from the "Improving Health through Leisure and Sport" fund.
- Reallocating this funding to Crinan Place will contribute to the funding required for the new play park and enable match funding opportunities with local community groups.

Legal & Risk Implications

There is no legal or risk implications associated with this proposal

Impact Assessment

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

Consultation

- Public consultation on the Glenrothes Play Space Strategy has been completed.
- Public consultation specifically for Crinan Place Play area is still to take place

1.0 Background

- 1.1 On 24 April 2019, the Glenrothes Area Committee approved an allocation of £50,000 from the "Improving Health through Leisure and Sport" fund for improvements to the Willow Crescent Play Area.
- 1.2 Due to unforeseen circumstances—including the COVID-19 pandemic, market volatility, and resource constraints—the project was not delivered.
- 1.3 The Glenrothes Play Space Strategy, approved in March 2024, categorised Willow Crescent as a site for natural greenspace, reducing the need for traditional play equipment investment.

2.0 Current Position

- 2.1 Crinan Place play area has been identified for improvement in the play spaces strategy.
- 2.2 Reallocating the £50,000 from Willow Crescent will support the funding package and enable the pursuit of additional match funding.
- 2.3 Subject to securing full funding, public consultation and agreed design, the project can be considered for delivery in financial Year 2026/27.

3.0 Conclusions

- 3.1 Reallocating the £50,000 from Willow Crescent to Crinan Place will maintain momentum in delivering the Glenrothes Play Space Strategy and ensure the funding remains within Ward 13.

List of Appendices

Background Papers

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

- GLENROTHES PLAY AREA PROGRAMME YEAR 2 – IMPROVING HEALTH THROUGH SPORTS & LEISURE - Glenrothes Area Committee 24.04.2019.
- Glenrothes Play Space Strategy – Glenrothes Area Committee 27.03.2024.

Report Contact
Louise Whyte
Capital Project Manager
Louise.whyte@fife.gov.uk

1 October 2025.
Agenda Item No. 12

Supporting the Plan 4 Glenrothes Area: Employability Briefing and Funding Proposal

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

Wards Affected: 13, 14 & 15

Purpose

To provide members with the necessary information to allocate funding from the Community Recovery Fund (CRF) and the Anti-Poverty Budget for the Glenrothes Area to support Employability Initiatives

Recommendation(s)

The Committee is recommended to allocate **£67,580** from the Community Recovery Fund and **£23,989** from the Anti-Poverty Budget towards the total cost of **£262,995** for the Area Employability Package.

The Committee is recommended to note the current Employability Package, as outlined in this report, is evidence of the development of a more coordinated approach to addressing employability in the Glenrothes Area through the local Community Planning structure.

Resource Implications

The total cost of the four programmes is **£262,995**, with a match funding package totalling **£171,426**. Funds required total **£91,569** (Appendix 1)

£67,580 sourced from Community Recovery Fund, and **£23,989** from Anti-Poverty Fund.

There are sufficient funds available in the Community Recovery Fund and the Anti-Poverty Fund to support the submitted proposal.

This would leave a balance of **£12,680** in the Community Recovery budget and **£17,845** in the Anti-Poverty Budget.

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.

There has been extensive consultation in the production of the Plan4Glenrothes Area.

Throughout 2022, a series of officer meetings reviewed the existing plan and established key priorities for Members consideration.

Monthly People and Place Leadership Group meetings were facilitated throughout the year up until November 2022 to support the review of the Plan for Glenrothes.

Elected Members attended a workshop in August 2022 focusing on one of the key priorities, 'Tackling Poverty in Glenrothes', that included briefings from key partners involved in the management and delivery of services aimed at tackling poverty related issues, such as welfare support and food and fuel crisis intervention.

Consultation with community groups and individuals throughout 2022 helped shape and gather support for the four key themes identified within the Plan.

Throughout 2023 consultation with partners across all sectors on the alignment with CRF and Plan4Glenrothes priorities continued, facilitated by the People and Place Leadership group and the Glenrothes Against Poverty multi agency action group.

Elected members have taken part in a series of Community Recovery Fund Workshops since 2023 to discuss CRF priorities and interrogate project proposals. The Employability Initiatives this funding proposal seeks to support were discussed at the most recent member's workshop in June of this year.

Fife Council Grounds Maintenance Service has been consulted in and approves the proposal to introduce a Community Improvement Squad Academy to the Glenrothes Area.

1.0 Background

- 1.1 On 25th August 2022, the Cabinet Committee agreed to allocate £10 million of revenue balances as a Community Recovery Fund. Further to this, the subsequent Cabinet Committee meeting on 22nd September approved the 'Help with Cost of Living: Extending Community Support' report which set out a general approach and criteria for the Fund, including the allocation of £9m across the seven Area Committees. Glenrothes Area has received an allocation of £1.303m as part of this allocation.
- 1.2 The specific criterion for the fund is as follows.
 - Projects should link to Local Community Plan priorities.
 - Projects should take account of Plan for Fife recovery priorities (Community Wealth Building, Tackling Poverty, Economic Recovery, Climate)
 - Projects should provide assessment of benefit to ensure no unintended consequences.
- 1.3 The Glenrothes Area People and Place Leadership Group is mandated to design and deliver services in a way that is more responsive to the needs of people and communities (Appendix 2). This Group has identified the need to invest locally in Employability initiatives.

- 1.4 Community Learning and Development Team Manager has worked with Fife Council Employability Services to develop an Employability package that reflects local need, assets and partnership capacity to deliver.
- 1.5 Glenrothes Area Committee committed **£127,000** in 2024 towards the cost of a **£234,000** refurbishment of the Lomond Centre kitchen facility, which is now complete and includes training workstations. A key ambition of this investment was to support the engagement of local people and groups to learn cooking and budgeting skills. Members were also keen that the refurbished facility be used to support local people to gain skills and confidence, helping provide pathways into employment.

2.0 Project Summary Information

2.1 Community Improvement Squad Academy (CISA) (Appendix 3 & 4)

- CISA is an 8-week academy including 2 weeks classroom based
- CISA will facilitate 5 programmes – Glenrothes Area detail & costings (**Appendix 4**)
- H&S at work, First Aid at Work, Working at Height and CSCS preparation
- 6-week work placement activity working in partnership with Fife Council Grounds Maintenance service to support a programme of work across the locality

2.2 Cooking Academy (Appendix 5)

- A six-week academy for six participants over 2 days per week
- Two programmes delivered
- Delivered in partnership between Fife Council Employability Team and Community Learning and Development
- Introduction to cooking and hospitality as a career path, including all areas under that remit: transferable employability skills such as application and interview skills, and practical cooking related elements such as Food Hygiene Certification and basic cooking skills
- Employer engagement and work experience opportunities arranged for each participant on course completion

2.3 Digital Academy (Appendix 7)

- 8 programmes for up to 8 participants per programme
- Programmes will run for 2 days per week for 3 weeks.
- Hosted by Glenrothes YMCA, delivered in partnership with Community Learning & Development Adult Learning and Youth Work teams, with input from Fife Council Employability Service.
- Introduction to a suite of digital skills, involving use of digital hardware and software, with focus on social media & Digital Communication; Music Production; Digital Media & Photography; eSports & Gaming; 3D Printing & Design
- Outcomes relating to online safety and digital inclusion will be included in programme alongside Employability aspect

2.4 Modern Apprentice (Appendix 6)

- A two-year full time Clerical Assistant Post within the Glenrothes Communities & Neighbourhood team, with support from Skills Development Scotland
- Modern Apprentice will work towards achieving SVQ2 in Business & Administration
- Total cost of £66,000 over two years. £33,000 allocated through CLD Glenrothes Area Core Budget

3.0 Conclusions

- 3.1 The proposal meets the broad criteria for the Community Recovery Fund and the Anti-Poverty Fund. It also contributes to the 'Plan 4 Fife 2021-2024' and 'Glenrothes Area Local Community Plan' theme "Tackling Poverty".
- 3.2 The proposal supports two of three key focuses for the Plan 4 Fife 2024-27, 'Tackling the root causes of poverty and inequality' and 'Growing the local economy and community wealth building'.
- 3.4 Approving this proposal will leave a total unallocated amount of £12,680 in the Community Recovery Fund and £17,845 in the Anti-Poverty Budget

List of Appendices

1. Employability Package Costings
2. People & Place Leadership Terms of Reference
3. [Community Improvement Squad Academy: Pathways into Employment and Community Impact](#)
4. Community Improvement Squad Academy Delivery Proposal
5. Cooking Academy Training & Dev Implementation Plan
6. [Modern Apprenticeships Opportunities Fife](#)
7. YMCA Digital Academy

Background Papers

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

- [Plan4Fife Local Outcome Improvement Plan 2017 – 2027](#)
- [Plan 4 Fife Priorities 2024-27](#)
- [Local Strategic Assessment 2025 Glenrothes Area](#)

Report Contact:

Chris Mieztis
Community Development Team Manager, Glenrothes Area
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Email: chris.mieztis@fife.gov.uk

Project	Total Cost	Match Funding Package	Cost Required	Proposed Sourcing
CISA	£119,592	Employability= £35,592 Community Wealth Building fund = £30,000 Grounds Maintenance = £30,000 Total = £95,592	£24,000	Community Recovery Fund
Cooking Academy	£31,220	Employability = £16,640 CLD = £4000 Total = £20,640	£10,580	Community Recovery Fund
Digital Academy	£46,183	Employability = £16,944 Glen YMCA = £3,250 CLD = £2000 Total = £22,194	£23,989	Anti-Poverty Budget
Modern Apprentice	£66,000	CLD = £33,000 Total = £33,000	£33,000	Community Recovery Fund
Total	£262,995	£171,426	£91,569	CRF = £67,580 Anti Pov = £23,989

People and Place Leadership

Terms of Reference

Overview

On 2nd September 2020, the Council Executive Team (CET) remitted the Council Leadership Team's Place Leadership Working Group to support local leadership teams to identify local working arrangements that are suitable for each area.

CET also asked Directorate Management Teams to review local service delivery to make sure management arrangements, operations, and resourcing support a people and place approach.

This local leadership review was driven through the Multi-Disciplinary Team (MDT) construct, which emerged during the response to Covid-19. The evolution from MDTs should be based on a 'people' and 'place' approach, which should be central to service recovery plans and to our work with community planning partners.

CET agreed that areas should move to a two-team approach based on a People and a Place Leadership model. CET supports a more streamlined approach at the local level. The 'People' Leadership groups will evolve from the Multi-Disciplinary Teams and 'Place' Leadership groups will either be newly established or evolve from existing Area Leadership Teams.

The people and place approach relies on whole system change and, as such, requires large scale intervention. Partner agencies and Council services should:

- consider complex issues from multiple perspectives as part of a whole area approach;
- challenge culture and practice which is holding us back;
- invest in local leadership to drive better outcomes;
- design and deliver services in a way that is more responsive to the needs of people and communities;
- deliver national and local priorities within a local operating context

Across the seven areas the People and Place Leadership Groups should be more effective at matching delivery to local priorities while helping to deliver change across Fife. This approach should also reduce complexity and duplication across services and partner organisations.

Change will be incremental over a number of years and will require ongoing support from Fife Partnership, Fife Council Executive and Leadership Teams.

This document sets out the Terms of Reference (ToR) for the People and Place Leadership Groups. The ToR will be reviewed after approximately 12 months and amended to ensure they remain in line with Fife Council and national policy drivers.

Remit

- The People and Place Leadership Teams will work collaboratively to understand our places and the people who live there. The Teams will provide support and services that are responsive to the needs of individuals, families and local communities delivered by a range of partners working as “one organisation”.
- The People Leadership Teams will incorporate a person-centred relationship-based approach, and the Place Leadership teams will use the National Standards for Community Engagement and the Place Standard as underpinning methods for delivery.
- The teams will reassert local approaches and build on community energy and activism to realise more effective local delivery that meets need and ambition, ensuring that the community voice is heard and that service providers are truly community led.
- Both groups will focus delivery on the following ‘Plan4Fife’ key areas: tackling poverty, leading economic recovery, addressing the climate emergency. This will be underpinned by sustaining services and partnerships through new ways of working.
- Group members will work collaboratively and share information to target and support those individuals and communities with greatest need.
- The Place Leadership Groups will provide guidance and support to communities regarding the implementation of local place plans. This could include land use changes which may require financial support and reallocation of capital and revenue budgets by Fife Council.
- Both teams will guide Services and partners’ decisions about work within these key areas as raised by communities, councillors and representative organisations and, where applicable, implement suitable joint responses.
- Data analysis of the 7 areas is critical to ensure services follow the needs of children, young people, families, and communities rather than families having to fit round services
- Develop services within the framework of area committees and local community plans.
- Review and rationalise existing area networks in line with this approach as opportunities arise. In the future, this may include service commissioning presently undertaken by other partnerships.

- Recognising financial constraints, services should be provided as efficiently and as cost effectively as possible, using joint resources to their best effect.
- Implement an appropriate framework to improve outcomes for the local area and monitor the performance of the groups within the vision in the Local Community Plan. A range of other performance reporting requirements exist across services and these need to be understood, linked, and utilised to inform delivery. Some of these performance reporting frameworks are linked to statutory requirements and inspection processes.
- Ensure our frontline staff are supported to take decisions locally.

Specific responsibilities

The **People Leadership Teams** will focus on Children and Families, GIRFEC, learning, employability, social inclusion, mental wellbeing, poverty and inequality, and access to services

The **Place Leadership Teams** will focus on green space, play and recreation, facilities and amenities, transportation, traffic management and parking, skills development, economic regeneration, climate change, community wealth building, community safety, housing and community led services.

The teams will:

Act as a key delivery vehicle for national and Fife-wide strategies including; the Community Learning and Development Plan, the Local Development Plan, Children's Services Plan, Climate Fife Action Plan, area transportation works programme - Work with Community Managers to ensure there is a clear link between service delivery and the commissioning and reporting role of area committees.

Work with a range of Partners and Services ensuring they are engaged in the local community planning process and in local issues. Both groups will have a core membership but will have the flexibility to co-opt others to ensure local need is met.

Improve information sharing and links with third sector and community organisations.

Ensure a greater visibility of funding and mainstream spend and the impact this is having at a local level to ensure best use of scarce resources.

Provide oversight and updates of their work to the Council Leadership Team Place Leadership Working Group.

Membership

The People and Place Leadership Group membership should bring expertise from a range of different perspectives to deliver a new, more integrated model of working. The core membership of each group should include:

Community Manager	Norman Laird
Education & Children's Services	Pamela Davie Avril McNeil Kirsty Ferguson
Children & Families Team Manager	
Family Support Services Team Manager	
Health & Social Care Representative	Jacqui Stringer Ashley Paul
Criminal Justice Service Team Rep	Stuart MacArthur
Safer Communities Team Manager	Dawn Jamieson
Housing Manager	Charlotte Janice King
Community Development Team Leader	Chris Mieztis
Third Sector Reps	Gareth Allenby Lindsey Brown
Health Improvement	Anne Marie Smith
Leisure	Fiona Prendergast
Police Scotland	Insp Callum Winton
Police Scotland	Sgt Martyn Reidie
Employability & Skills	Kirsty Martin
Town Centre Development Units Rep	Ronnie Hair
Resource Efficient Solutions	
Street Cleansing Officer	
Policy & Place Rep	Ramsay Duff
Local Development Officer	Rowan Young
Community Use Team Manager	Shona Bellfield
Transportation Lead Consultant	Jane Findlay
Grounds Maintenance Team Manager	Richard Brown
Planning Services Officer	
Economy Adviser	Lisa Edwards
Health Visiting Services	Kim Milledge
Fife College	
Social Work Adult Services	
ONFIFE	Jackie McKenzie
ONFIFE	KarenTaylor
Fife Voluntary Action	Helen Rorrison

Representatives from other Services, partner agencies, statutory authorities (e.g., SEPA, Police Scotland, local tourism associations, local voluntary organisations) may be invited onto the groups as and when required.

Group members will establish principles and values which will guide their work and local service delivery.

Frequency of meetings

The People and Place Leadership groups should meet quarterly. The exact frequency of these meetings will be determined by the local groups. Additional meetings may be called, as necessary. The combined People and Place Leadership Groups should meet at least twice per annum.

A note of the meeting will be taken. This will provide a full record of discussions that took place. Once approved the record of the meeting will be circulated to the People and Place Leadership Group members with key points fed back to the CLT Working Group. Papers will be submitted one week in advance of meetings unless otherwise agreed with the Chair.

Over time key measures will be developed which the groups will monitor performance and delivery against.

The workings of the groups need to be transparent, and members should not be constrained in representing their views.

Updates of the work of both groups will be provided at ward meetings and area committee.

These Terms of Reference were agreed and signed off by the Council Leadership Team Place Leadership Group on 15th March 2021.



Community Improvement Squad Academy

Glenrothes Area Proposal

Full delivery - 5 programmes per year - 6 clients per programme and wrap around employability support:

Each programme delivery = £16,800

Programme delivery includes:

Client discretionary fund (lunch vouchers) = £3,000

Client Travel = £3,000

PPE = 3,000

Training Courses/ Certifications = £12,000

Equipment and materials = £25,000

1 x Delivery Instructor = £38,000

Total = £84,000

Employability Contribution for full year delivery -

0.5 x Employability Officer – providing wrap around support for clients to support them to move into further training and/ or sustainable employment = £22,268

0.25 x Employability Coordinator – providing management support to delivery team and budget management = £13,324

Total contribution = £35, 592

Community Wealth Building funding through Employability Service

Total contribution = £30,000

Programme Delivery and Employability Contribution for full year delivery

Total Cost = £119,592

Grounds Maintenance Contribution for full year delivery

£30,000

Employability Service (including CWB funding support) Contribution for full year delivery

£65,592

Total funding required from Area Committee = £24,000

This would fund one year delivery, of 5 CISA's per year/ 6 clients per delivery plus wrap around employability support.

Community Improvement Squad Academy

Planned Delivery Report

1. CISA overview.

Introduction

CISA undertake outdoor works similar to that undertaken by Fife Council's Grounds Maintenance services and other employers involved in outdoor environmental improvements.

CISA objectives annually are to:

- Support up to 25-30 clients to complete CISA in any given year to improve their progress on the employability pathway.
- Undertake commissioned works identified within the local area for the benefit of the local environment.
- Transition at least 60% of those who engage in CISA towards a positive outcome such as sustainable job with an external employer either in open employment or through use of available employer recruitment incentives including Life Chances (Fife Council) and Fife Job Contract (external employer) vacancies or to further employability activity such as further education, college, university and employability provision.

The sustainability of CISA can be realised by:

1. Meeting its aims and objectives in the relevant funding area.
2. Sourcing external funding via commissioned work in the community.
3. Engaging with other Local Area Planning groups.
4. Seeking partnership opportunities with recruiting employers.

CISA is led and delivered by Fife Council Employability Service's Training & Development Team.

Target group

- Unemployed people of all ages, experiencing disadvantages and where these disadvantages have a detrimental impact on their chances of finding a job and or where they lack the confidence/experience to progress into paid employment.
- People living in Fife
- Applicants will already be or must agree to be supported by one of Fife's Employability Providers and if successful will engage with this provider at all stages of their employability journey.
- Must not be engaging or signed up to DWP funded programmes.

Essential criteria for trainees.

Willing to:

- attend all sessions of the two-week class-based training as per dates shown below.
- work outside in all weathers when it is deemed safe to do so.
- undertake all tasks as required during the work experience with training and support provided.

- attend the outdoor training sessions for a maximum of 4 x 4/6 hour sessions per week for up to six weeks as per dates shown below. These are arranged Monday to Friday and may be tailored to accommodate individual needs if practicable.
- be part of a squad.
- engage with one of Fife's Employability Providers.

Physically able to undertake manual and semi-skilled tasks such as:

- Low and Semi-Skilled maintenance such as painting and minor repairs.
- Grounds maintenance activity, gardening, horticulture, landscaping.
- Path clearance, rubbish collection, recycling duties.
- Other low and semi-skilled activities as required.

Trainees are not expected to have experience in these skills as they will receive training and supervision on the job.

Delivery details

Individuals participating in CISA are referred to as trainees.

Up to a maximum of 6 squad places for trainees at any given session for two weeks training up to 20 hours per week at Skills Development Centre, Midfield Industrial Estate, Kirkcaldy that includes:

- Site induction and employability training.
- How We Work Matters framework.
- Access to accredited training such as CSCS preparation, Health and Safety at work and other land-based training available. These courses can be discussed with trainees during the early stages of their learning.
- Job search activity such as:
 - Advising clients of job clubs.
 - Supported by keyworker to attend job clubs.
 - Make available facilities and support for job searching at SDCC.
- One to one employability officer input to complete a vocational profile, digital and distance travelled assessment, design an individual back to work action plan, identification of barriers, flexibilities required in the workplace, further training, helping with job searching, applying for jobs, attending interviews and in-work support and progress reviews.
- Discretionary funding for items/activities such as travel, clothing, in-work costs.

Trainees who successfully complete the two weeks class-based training will progress to:

- Between 12-24 hours unpaid workplace experience and on-site training in the local community for up to six weeks in outdoor squad work undertaking a range of tasks such as grounds maintenance, path clearing, landscaping, fence work.

2. Delivery Timetable

Two-week classroom based delivery timetable, delivered at Skills Development and Conference Centre, Midfield Road, Kirkcaldy. Employability skills delivered by Employability Officer and certified courses delivered by Raeburn Training.

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
10.30am - 12pm	10.30 - 12pm CIS Academy Induction	9am - 12pm Manual Handling Fife Council	10.30am – 12pm Employability Session	10.30am – 12pm Employability Session	10.30am – 1pm CSCS Prep Session Raeburn Training
12pm – 12.45pm	Lunch	Lunch	Lunch	Lunch	Lunch
12.45 – 2pm	1pm – 2pm SDCC Site Tour	1pm – 4pm Working at Heights Fife Council	12.45pm - 2pm Employability Session	12.45 – 2pm Employability Session	HOME STUDY - CSCS MOCK TESTS

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
10.30 – 12pm	10.30 – 12pm Employability Session	9am – 12pm REHIS H & S Raeburn Training	9am – 12pm EFAW Raeburn Training	10.30 – 12pm Employability Session	HOME STUDY - CSCS MOCK TESTS
12pm – 12.45pm	Lunch	Lunch	Lunch	Lunch	Lunch
12.45 – 2pm	12.45 - 2pm Employability Session	1pm – 4pm REHIS H & S Raeburn Training	1pm – 4pm EFAW Raeburn Training	12.45 - 2pm Employability Session	HOME STUDY - CSCS MOCK TESTS

Six-week on-site delivery is supported by Employability Instructor and tasks are guided by delivery area's requirements. This will be discussed and scheduled prior to each course start date. The Employability Instructor will be responsible for ensuring all relevant support is in place and individual risk assessments are carried out for the clients undertaking the academy.

3. Client Success

- All trainees are provided with and develop their own CISA portfolio that includes certificates, courses attended, photographs of squad involvement.
- Trainees will be supported by their key worker to use experience gained from the academy to move along their employability journey.
- Good news stories, testimonials and photographs collated (see appendix 1)

Appendix 1

CISA - trainee update provided by FCSES keyworkers (Disability Employment Co-ordinators and Employability Officers)

Michael

“Michael is still meeting regularly with his DEC and currently looking into further job opportunities.

After CISA Michael went to Rural Skills and completed more training and got more certificates. Michael is currently in temporary paid work with Fife Council. Michael has felt that he got valuable training and skills from CISA in both a classroom and practical setting and his confidence improved greatly.” *Lauren Greer*

“Michael has demonstrated excellent time keeping. He did have some difficulty at times following instructions and absorbing information, but I believe he thoroughly enjoyed his time within Grounds Maintenance, operating various types of small plant machinery.” *Paul McClelland, Area Officer, Fife Council Grounds Maintenance*

Stephen

“His offer of employment with Fife Council was brought about because of SETP2W and CISA. This was a great opportunity for him. Unfortunately Stephen has been affected by poor health and this has impacted on his attendance. With the support of his DEC and employers, adjustments and flexible support will hopefully get him back on track and he will continue to progress in the workplace.” *Carolyn Gourlay*





Training & Development Implementation Plan

To be completed for all academy delivery

NAME OF PROGRAMME : *Cooking Academy*

CONTENTS

1. Key Stakeholders and Distribution group
2. Background
3. Target Audience
4. Programme Brief
5. Programme Activities
6. Programme Benefits, Outputs and Outcomes
7. Programme Funding/ Associated Costs (if applicable)
8. Delivery Partnership: Details of all Contacts
9. Details of Delivery Team
10. Programme Timeline and Responsible Person
11. Communication and Marketing Plan (if applicable)
12. Monitor, Review, Evaluation and Continuous Improvement Activity

1. Key Stakeholders and Distribution Group

T&D Team – Employability Delivery
 Glenrothes C&N – Cooking Skills Delivery
 Pipeline Clients – academy promoted through Employability Pathway (Opps Fife) and to existed clients engaging with Glenrothes C&N/ Lomond Centre

2. Background

Employability Service is keen to explore sectors/ industries that will support the local economy and provide unemployed people engaging with Council services the opportunities to upskill in an area that will support them to move into sustainable employment.
Glenrothes C&N are currently upgrading to a new training kitchen within the Lomond Centre and are keen to explore opportunities where this can be used to support local people to move into employment/ gain work experience.

3. Target Audience

Unemployed people who are keen to move forward on their employability journey. There is no specified age range for this opportunity as we want to attract a mixture of backgrounds and experiences to ensure everyone going through the academy has a positive yet diverse experience that is realistic to work environments/ staff groups.

4. Programme Brief

6-week academy, delivered over 2 days per week
Each day will be made up of 2 sessions, morning delivered by Employability Service and afternoon delivered by Glenrothes C&N staff.
Up to 6 spaces on academy.

5. Programme Activities

Employability element of delivery:
Employers' expectations
Application forms
Interview skills
Mock interviews
CV/ Portfolio building
Employer engagement
Skills and qualities
Transferrable employability skills
Safety at work – including site H&S and social media/ digital safety

Cooking skills element of delivery:

Food Hygiene Certification
Basic Cooking Skills

6. Programme Benefits, Outputs and Outcomes

Benefits (e.g. for the service, client, employer, partner, stakeholder)

Introduction to cooking and hospitality as a career path, including all areas under that remit. Widen unemployed people's perceptions of the industry and establish a group of individuals who can move into employment opportunities as they arise within this sector. Responsive to opportunities within the local area.

Outputs (achievements during delivery e.g. ERS, Action planning, key working, increasing confidence & capacity)

Employability transferable skills

Knowledge and understanding of employer's expectations

Wrap around employability support including person centered action plan

Upskilling in relation to cooking and hospitality skills

Outcomes (the impact of the programme e.g. gaining qualification, paid job, skilled workforce)

Greater understanding of cooking skills and hospitality sector.

Supporting the growth of a talent pool within Fife to support employer's requirements.

Support for unemployed people to move into sustainable employment.

7. Programme Funding/ Associated Costs (if applicable)

Discretionary funding for up to 6 clients (ASDA voucher to cover daily lunch costs):

£10 per week (£5 per day) x 6 clients x 6 weeks = £360

Employability Staffing (including academy delivery, employer engagement, wrap around employability support after academy delivery, administrative support and management support) = £4,600

Adult Tutor = £2000

Food Hygiene Course = £150

Food Items = £180

Wrap around Employability Support, including employer engagement and sustainability report = £8320

Total per course = £15,610

8. Delivery Partnership: Details of all Contacts

Name	Role	Phone	E-mail
Cheryl Morgan	Lead Officer (Emp)		
Emma Hutt	Coordinator (Emp)		

Employability Officer (TBC)	Academy Delivery		
Rowan Young (TBC)	Coordinator (C&N)		
C&N Staff member (TBC)	Academy Delivery		

9. Details of Programme Delivery Team

Name	Role	Phone	E-mail
Employability Officer (TBC)	Employability Delivery		
C&N Staff (TBC)	Cooking Skills Delivery		

10. Programme Timeline and Responsible Person

Actions	Start Date	To be completed by Date	Responsible	Comments
TBC once funding in place				

11. Communication and Marketing Plan (if applicable)

Once funding in place and delivery schedule agreed (inc. start date) Employability Service will take responsibility for issuing marketing/ communication to local press and via fife.gov.uk – all press releases will be distributed to delivery partners for approval before being sent to comms team.

12. Monitor, Review, Evaluation and Continuous Improvement Activity

Details of evaluation and how/ when this will be reviewed, and who is responsible for submitting any relevant improvement actions?

Evaluation process will be agreed between delivery partners once funding secured and delivery timetable in place.

Meeting will be arranged after delivery to discuss and record what worked well, and what could be improved upon if we had the opportunity to undertake follow up delivery.

Digital Inclusion Programme

As part of Glenrothes YMCA's Digital Inclusion Programme, FC Employability Service are committed to supporting a series of Digital Academies in partnership with Community Learning & Development. The aim of the Digital Academies will be to upskill individuals on use of digital technology, use of programmes and ensuring accessibility to email, internet and online platforms is in place and used appropriately in relation to the world of work.

The Employability Service will deliver sessions on the following:

Application Forms
CV Building/ Portfolio
Interview Skills
Employer Engagement
Employer's Expectations
Skills & Qualities
Safety at Work
Identifying Transferrable Skills

Week 1	Day 1-Session 1	Day 2. -Session 2
9.30am -12pm	Welcome and programme overview <ul style="list-style-type: none"> Ice breaker digital assessment <i>1 hour 15 minutes</i>	Introduction to online safety basics <ul style="list-style-type: none"> Passwords Secure browsing/scams and phishing Safe social media <i>1 hour</i>
12pm – 12.30pm	Lunch	Lunch
12.30 – 2.30pm	Employability Session	Practical Digital Session

Week 2	Session 3	Session 4
9.30am -12pm	Digital Literacy and communication <ul style="list-style-type: none"> Intro to web browsers & search engines Setting up e-mail Google, and MS Packages 	Digital Media Overview <ul style="list-style-type: none"> Audio, Video, images Online platforms
12pm – 12.30pm	Lunch	Lunch
12.30 – 2.30pm	12.30pm – 2.30pm Employability Session	Practical Digital Session

Week 3	Session 5	Session 6
9.30am -12pm	Intro to gaming and E-Sports <ul style="list-style-type: none"> The industry and transferable skills Problem solving through gaming 	Intro to 3D Printing and Design <ul style="list-style-type: none"> Planning and preparation Design challenge
12pm – 12.30pm	Lunch	Lunch
12.30 – 2.30pm	12.30pm – 2.30pm Employability Session	Practical Digital Session Group plenary

The programme will run based on 2 days per week over 3 weeks. This would allow for 8 programmes (48-64 participants) running From Nov 2025 - June2026.

Staffing Cost:

1 x FC7 Employability Officer – 1 day per week x 6 weeks = £1,200

1 x FC5 Employability Project Officer - 1 day per week = £918

Total Employability Contribution = £2,118 per academy

CLD Adult Tutor cost = £2K

YMCA commitment- 216 hours including preparation and facilitation time

1 October 2025.
Agenda Item No. 13

St Andrews Environmental Network

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

Wards Affected: 13,14 &15

Purpose

The purpose of this report is to seek member approval to fund St Andrews Environmental Network £18,982 to extend the Fuel Poverty Support offer until March 2026 and develop a pilot Reuse Initiative in the Glenrothes area.

Recommendation(s)

The Committee is asked to consider the proposed extension of the Fuel Poverty Support and new pilot project and approve the funding for this work as outlined in Appendix 1 and Appendix 2.

Resource Implications

Sufficient funds are available to support the submitted proposal. This would be split between the Community Recovery Fund and the Anti-Poverty Fund.

£12,680 would be sourced from the Community Recovery Fund and **£6302** sourced from the Anti-Poverty Budget.

This would leave a balance of **£0** in the Community Recovery Fund and **£11,543** in the Anti-Poverty Fund.

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

The multi-agency Glenrothes Against Poverty (GAP) group has identified that fuel support and accessing essential household goods is an ongoing support need for residents in the local area.

Members discussed this proposal at the Community Recovery Fund Member’s workshop in June this year.

The Business Change Manager who leads the fuel poverty work across Fife was consulted on these proposals and suggested a visit to the Hub.

This visit took place and highlighted the work that St Andrews Environmental Network in involved in and their ambitions for the Glenrothes Area.

1.0 Background

- 1.1 The Fuel Poverty Composite Index report highlights that 7 of Fife’s top 12 areas most at risk of Fuel Poverty are in Glenrothes.
- 1.2 In response to this, targeted collaborative outreach work has been undertaken in these areas to support households who may be experiencing fuel poverty.
- 1.3 St Andrews Environmental Network provides support for households across the 3 Ward areas through a Glenrothes based Energy Advisor.
- 1.4 Members of the GAP group consistently report households across all three Ward areas seek support for essential household items.
- 1.5 The St Andrews Reuse project received favourable press coverage on the BBC Scotland website.

2.0 Project Summary Information

Extend Fuel Poverty Support

- 2.1 The funding will extend the Fuel Poverty Support from November 2025 until the end of March 2026.
 - Since November 2023, 336 households have been supported. This support will continue until March 2026 if funding is approved.
 - Outreach work will continue beyond November, ensuring that the reach of people in the community is widened and accessible across all wards.
 - Demand for services consistently increase during the Winter period. An extension of the Fuel Poverty Support would ensure that support is available when demand is highest.
 - The energy and outreach model are essential in tackling acute fuel poverty and long-term energy insecurity.

Reuse Rothes – Glenrothes Pilot

- 2.2 The reuse initiative will provide households across the area with essential household packs.
 - The reuse model aligns with the Climate Fife 2024 Strategy, with an aim at reducing waste and items going to landfill sites.

- Households will be supported via a multi-agency approach providing personalised energy saving guidance, home assessments, support accessing grants and energy discounts and referrals into Welfare support for income maximisation as well as referrals on to other partner agencies for money advice, boiler repairs or other appliances.
- The model promotes the support of households for practical goods but also empowering people to reduce energy bills, access financial help and improve wellbeing.
- The project aims to tackle poverty and climate action simultaneously using a joined-up approach.
- StAndEN estimate the pilot will save approximately 8 tonnes of CO2e saved through reuse. The financial saving is forecast to be approximately £9000.00 in resident household savings.
- StAndEN were awarded the Fife Voluntary Action Green/Environmental Award for our innovative and impactful reuse project.
- The Reuse pilot is sustainable and circular. Donated items are made good and provided to vulnerable residents most in need at no cost

3.0 Conclusions

- 3.1 The extension in funding for the Fuel Poverty Support work will ensure that the vital services are continued into the Winter months, when demand for access to services is increased.
- 3.2 Glenrothes is identified as one of Fife's most fuel stressed areas – maintaining support is essential. Targeted support in the highest identified areas will continue to be delivered if the funding is approved.
- 3.3 Appendix 1 highlights the project delivery in more detail with case studies and examples of work completed to date.
- 3.3 The Reuse project is based on a similar model operating in North East Fife which boasts proven impact and results for the households accessing this in terms of good received and products diverted from landfill. This would be adapted to suit the Glenrothes area accordingly.
- 3.4 Appendix 2 reports the breakdown of the project costs, a typical pack content and the impact gained for people who have had access to these.

List of Appendices

1. Appendix 1 – Proposal to extend Fuel Poverty support in the Glenrothes area.
2. Appendix 2 – Proposal: ReuseRothes – Glenrothes Pilot

Background Papers

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

- [Fuel Poverty Risk in Fife: Composite Index](#)
- [Fife Fuel Poverty Composite Index – Focus on Glenrothes Area](#)
- [Local Strategic Assessment Glenrothes Area](#)
- [Climate Fife 2024 Strategy and Action Plan](#)

Report Contact:

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Proposal to Extend Fuel Poverty Support in Glenrothes

Background

St Andrews Environmental Network (StAndEN) seeks additional funding to continue its Fuel Poverty Support – Glenrothes programme, a vital service that protects households from the health and financial risks of cold homes.



With current funding due to end in November 2025, just as the winter period begins, many Glenrothes residents will be left under-supported during the coldest and most financially challenging months of the year. We are proposing either:

- a 5-month winter extension (Nov 2025 – Mar 2026), or
- a full 17-month continuation through to March 2027.

We respectfully ask for support to ensure this essential work does not stop when it's needed most.

Impact to Date

Since November 2023, the project has supported 336 households (84% of our 400-household target) and delivered 110% of the outreach events target. We have provided referrals for wraparound financial support through CARF and Money Advice support, in addition to our core energy reduction and debt mitigation work. All these support channels work towards clients improving living conditions and well-being.

The Case for Continued Support

Analysis using the Fuel Poverty Composite Index highlights that 7 of Fife's top 12 areas most at risk of fuel poverty are in Glenrothes. Demand for our services consistently increases in winter, and ceasing delivery at the start of the coldest period would place vulnerable residents at increased risk. Our proactive outreach and energy advice model is essential in tackling acute fuel poverty and long-term energy insecurity.

Option 1: Winter Extension (Nov 2025 – Mar 2026)

Item	Cost
Energy Advisor (0.5 FTE incl. NIC & Pension)	£6,509.17
Triage Officer (0.3 FTE incl. NIC & Pension)	£2,067.36
Overheads Contribution	£965.65
Mileage	£1,080.00
Total	£10,622.18

Expected Deliverables (5 Months):

1. 80 in-depth energy advice visits
2. 6 community engagement events

3. 120 light-touch advice interactions (e.g., brief interventions, drop-ins, phone/email support)

Option 2: Full Extension (Nov 2025 – Mar 2027)

Includes a 2% pay rise from April 2026.

Item	Cost
Energy Advisor (17 months)	£22,594.08
Triage Officer (17 months)	£7,128.26
Overheads	£3,283.21
Mileage	£1,800.00
Total (Nov 2025–Mar 2027)	£34,805.55

Expected Deliverables (17 Months):

1. 250 in-depth energy advice visits
2. 20 community engagement events
3. 300 light-touch advice interactions

Conclusion

With Glenrothes identified as one of Fife’s most fuel-stressed areas, maintaining support through winter—and ideally, year-round—is essential. StAndEN has demonstrated effective delivery, strong community engagement, and measurable outcomes. We respectfully request consideration for funding either a winter extension or a full continuation through to March 2027.

Case Studies

1. Supporting Vulnerable Residents Through Energy Crisis

Mr. L, an 80-year-old living alone in a housing association bungalow, has faced significant health challenges in recent years, including multiple hospital stays due to heart attacks, bladder cancer, and a recent diabetes diagnosis. Despite relying on his state pension and a small works pension, his income was just above the threshold for cost-of-living support, leaving him with less financial flexibility than others in similar circumstances. A recent income review provided a modest £3 per week increase through a housing benefit rebate, but this did little to ease his financial strain.

Before his last hospital admission, Mr. L managed his energy bills by submitting monthly meter readings and paying on a pay-as-you-go basis. However, as his health declined, this became physically demanding, and he switched to quarterly billing. After receiving his first quarterly bill of £240, he reached out to our team in distress, struggling to afford the payment.

On reviewing his case, we noticed that his bill was unusually low. When we inquired about his energy usage, Mr. L revealed that, out of fear of high costs, he had stopped entirely using heating

and was washing clothes by hand. Recognising the serious impact this could have on his well-being, we took immediate action. We informed him about the Home Heating Support Fund and, with his consent, applied on his behalf.

As a result, Mr. L was awarded a grant of £634.03, which covered his outstanding bill and provided £390 in forward credit. With this support, he now uses his heating regularly and no longer has to endure unsafe living conditions. He has since shared with us that the intervention has made a profound difference to his health and well-being.

2. Providing Essential Support to a Vulnerable Resident

Mr. C has lived in his housing association bungalow for 26 years. He manages his diabetes with medication and experiences mental health challenges that make it difficult for him to maintain his home or look after himself properly. Since turning 65, he has received support to access Pension Credit. With our assistance, he was confirmed eligible for the Warm Home Discount and registered for his supplier's Priority Services.

Despite these measures, Mr. C's support worker contacted us urgently when his gas prepayment top-up card was rejected, leaving him without heating and further isolating him. Upon contacting his supplier, we discovered that his meter had not been credited for several weeks, all emergency credit had been used, and a payment of £9.18 was required to reactivate the supply. However, Mr. C did not have a debit or credit card, and his replacement top-up card would take three days to arrive.

To ensure he was not left without heat, we made a discretionary payment of £29.18. Unfortunately, the payment did not register, leading us to uncover a fault with the meter. Acting swiftly, we arranged an emergency engineer visit, and within four hours, the meter was restored with £20 of credit, ensuring Mr. C had access to heating.

During the visit, we also identified that his boiler's radiator flow rate was set too low at 52°C, which explained why his home was not heating effectively. After discussing this with Mr. C, we advised him to increase it to 60°C, improving his home's warmth. Additionally, we referred him for multiple Home Handy Service measures to reduce heat loss and supplemented these with essential items from our Reuse project, including fresh bedding.

While supporting Mr. C, we also learned that his cooker had been out of order for a long time, severely impacting his diet. To address this, we provided an emergency air fryer. His support worker later told us that having this appliance has been "transformational" and that Mr. C is now eating more regularly and to a healthier standard.

3. Ensuring Fair Billing and Energy Efficiency for a Vulnerable Resident

Ms. H has lived in her Council property for over a decade and, due to multiple health conditions, has always taken a proactive approach to managing her energy bills. To ensure she could afford heating throughout the winter, she consistently paid above her usage, often receiving refunds at the end of the year.

Around a year ago, Ms. H had smart meters installed, but due to a weak signal, her energy supplier was unable to take remote readings, requiring her to submit them manually. During our visit, she expressed concern after noticing her account had unexpectedly fallen into £900 of debt, despite significantly reducing her energy use and maintaining a £200 monthly direct debit. This was the first time she had ever experienced an energy debt of this scale.

We reviewed her latest bill and took updated meter readings, quickly identifying an error in her recorded gas usage. To address this, we conducted a three-way call with her energy supplier to submit the correct reading. The supplier confirmed they would take a follow-up reading within 10–14 days and recalculate her bill accordingly.

During our visit, we also assessed Ms. H's energy usage and found that most of her light bulbs were outdated high-wattage bulbs, contributing to unnecessarily high costs. We discussed the potential savings of switching to LED bulbs and referred her to our Home Handy Service, which replaced six bulbs, with Ms. H planning to replace the rest over time. Additionally, we installed under-door draught excluders, radiator panels, and provided an electric over-blanket to help improve warmth and energy efficiency.

A few days after our visit, Ms. H contacted us with fantastic news—the energy supplier had confirmed an error on her account, and after recalculating her bill, she was found to be in credit by over £600.

4. Providing Energy Debt Relief for a Hardworking Father

Mr. S, a single father of two young children (aged 2 & 4), lives in a privately rented two-bedroom home and works full-time on a low income. Despite his efforts, his financial situation is strained—he is required to pay full child maintenance while also covering the full costs of having his children stay with him 50% of the time. To cope, Mr. S eats and heats his meals at work, relying on batch-cooked meals from extended family, as they are unable to provide direct financial help.

At the start of last winter, as energy prices soared, Mr. S's dual fuel direct debit was increased to £150 per month, an amount he could not afford. This led to a rapidly accumulating £535.62 in energy debt, forcing him to switch to a pay-monthly structure. Although Mr. S tried to manage his payments, setting up a £10 per month repayment plan, he struggled to keep up and fell behind for three months while still making small payments whenever possible to prevent the debt from growing further.

At the time of our engagement, Mr. S was forced to choose between heating his home or providing for his children. Determined to improve his situation, he engaged in a detailed energy efficiency session, eager to learn how to cut costs. As a result:

- He now fully manages his heating system using thermostatic radiator valves.
- He installed radiator foils to maximise thermal comfort.
- He gained a strong understanding of his energy usage, particularly for high-consumption appliances like his electric shower.

To provide immediate relief, we swiftly gathered the necessary documents and applied to the Home Heating Support Fund on Mr. S's behalf. Just 12 days later, Mr. S was awarded a £735.62 grant, clearing his energy debt and providing some forward credit.

Upon hearing the news, Mr. S was overjoyed and deeply relieved. He expressed that this grant would finally give him and his young family some much-needed respite from financial insecurity.

5. Resolving Energy Debt for a Vulnerable Tenant

Ms. B, who has lived in a Council bungalow for three years, has always been comfortable with her prepayment meters (PPMs) for gas and electricity. She regularly tops up her accounts with £160 to maintain a credit balance, which is reflected on her meter displays.

However, 18 months into her tenancy, Ms. B received a shock letter from her energy supplier claiming she had over £2,000 in debt on her account. As Ms B also suffers from various health conditions, including a recent heart attack, this news caused significant distress.

StAndEN immediately took action by conducting a three-way call with the supplier. We requested accurate meter readings to ensure the figures were correct. The supplier revised the debt, bringing it down to £1,200, but this was still distressing for Ms. B, especially since her PPMs had always shown credit.

A further 3-way supplier call revealed that the energy company's records showed Ms. B had been placed on a pay monthly account for 14 months when she first moved in, with no record of any payments. Ms. B's Housing Officer provided the change of tenancy paperwork, which confirmed that both the gas and electric were PPMs from the start of her tenancy. This evidence led the energy company to recalibrate the account, showing a £134 credit.

While providing this support, we also learned that due to her age and health conditions, Ms. B requires more energy than usual to maintain a comfortable living environment. In addition to financial support, we offered practical advice on reducing energy consumption around the house. This included a referral to the Home Handy Service to install thermal curtains in her living room to help reduce heat loss.

With the situation now resolved, Ms. B can breathe easier, knowing that her energy account is accurate and her home is more energy-efficient to support her well-being.

Proposal: ReuseRothies – Glenrothes Pilot



Project Overview

St Andrews Environmental Network (StAndEN) is seeking £8,360.00 to pilot a targeted reuse initiative in Glenrothes. The initiative will provide 60 essential household pack-ups to residents experiencing acute financial hardship. Many of these individuals face empty homes, limited funds, and complex needs at the point of crisis. This project ensures they receive not only the practical items they need but also personalised energy advice, financial guidance, and wraparound support to build long-term stability.

At the heart of this project is our belief that no single service can tackle the complexity of fuel poverty and financial hardship. That's why access to our Reuse pack-ups is integrated into our Energy Advice pathway.

Households are supported through our trusted Energy Advice pathway, delivered by LEAP, Cosy Kingdom, or StAndEN. Advisors provide:

1. Personalised energy-saving guidance
2. Home assessments and installation of practical measures
3. Assistance accessing grants and energy discounts
4. Referrals for income maximisation, money advice, boiler repairs or appliances.

If a household is identified as lacking essential household goods—such as small appliances, kitchenware, or other household essentials—they are referred on for a Reuse pack-up. This approach ensures reuse support is delivered as part of a coordinated, person-centred support package that helps people reduce costs, improve comfort, and build long-term resilience.

Proven Impact and Expertise

StAndEN has a strong history of successfully delivering reuse projects. In 2023/24, our collective reuse work supported 194 individuals, resulting in:

1. 29.12 tonnes CO₂e saved
2. £29,595.41 in financial savings compared to second-hand purchases

In 2024/25, we are on track to support 295 individuals, saving:

1. 53.39 tonnes CO₂e
2. £58,859.19 in financial savings
3. 5.52 tonnes of reusable goods diverted from landfill

This success was recognised in 2024 when StAndEN received the Fife Voluntary Action Green/Environmental Award for our innovative and impactful reuse project.

What We Will Deliver for Glenrothes

1. 60 reuse pack-ups for residents in financial crisis
2. Items distributed through our Energy Advice referral pathways, including household essentials and PAT tested electrical items.
3. Ongoing collaboration with local partners to streamline referrals and source donated goods

We have two types of pack-ups that make a significant difference to the lives of residents while driving impressive carbon savings by diverting usable items from landfills:

1. Start-Up Packs

These comprehensive packs provide essential household items donated to StAndEN—all of which would otherwise be destined for landfills. The packs are customised based on the number of people in the household to ensure the right fit for each family.

Although contents vary depending on available stock, they typically include:

- Textiles: Towels, bedding, duvets, pillows, blankets
- Small Electricals: PAT-tested and quality-checked items such as kettles and toasters
- Kitchenware: Cookware, utensils, mixing bowls, storage containers, oven gloves, and more
- Household Essentials: Dish racks, chopping boards, bins, air dryers

These packs can deliver carbon savings of over 300 kgCO₂e each, while providing families with the essentials they need to set up a comfortable, functional home.

2. Reuse Packs

These tailored packs focus on meeting the specific needs of individual clients, reducing unnecessary waste by avoiding a one-size-fits-all approach. They often include items such as:

- Small electrical appliances
- Cutlery and cookware
- Bedding and towels

Carbon savings for these packs are typically upwards of 50 kgCO₂e each.

Impact

1. Approx. 8 tonnes of CO₂e saved through reuse
2. Estimated £9000.00 in household savings, based on second-hand and new values

This integrated model ensures that households are not only supported with practical goods but also empowered to reduce energy bills, access financial help, and improve wellbeing. It tackles poverty and climate action simultaneously, using a joined-up approach that works.

Project Cost

We anticipate total delivery costs for this Glenrothes-focused pilot to be £8360.00, covering staff time, transport, storage, materials, and safety compliance (PAT testing).

Activity	Cost
Staff time (accepting donations, quality control, administration, pack up building, PAT testing and compliance)	£6,000.00
Transport and mileage	£1,400.00
Materials	£200.00
Overhead (project management and contribution to overheads)	£760.00
Total	£8,360.00

Case Study – From Bare Floors to a Safe, Warm Home for a Growing Family

A young couple, one of whom was heavily pregnant, visited the Eco Hub seeking advice on sustainability. During the conversation, it became clear that they had recently been allocated a council property but were struggling to furnish it, as the property was completely bare. With limited resources, they were unable to gather essential household items, adding significant stress to their situation.

StAndEN's Reuse project stepped in to provide tailored support. The couple received a comprehensive household start-up pack that included bedding, kitchenware, bathroomware and appliances, delivering a financial saving of £928 compared to buying items new or second-hand. This also resulted in an impressive carbon saving of 64.84 kg of CO₂e.

In addition to the household pack, StAndEN referred the couple to the StAndReuse project, enabling them to access baby and newborn items in preparation for their growing family. Through the Floor It Forwards initiative, carpeting was also provided for the property, as the previous carpets had been removed before the couple moved in. This ensured the property was more comfortable and warm, addressing both practical and energy-efficiency concerns.

Energy advice was also provided to help the couple manage their new home sustainably, empowering them with the knowledge to reduce costs and improve energy efficiency.

The couple expressed their gratitude for the holistic support they received, which alleviated the financial and emotional burden of setting up their new home. The combination of practical items, carpet installation, and onward referrals allowed them to focus on preparing for the arrival of their baby. The intervention not only saved them money and reduced their carbon footprint but also highlighted the power of reuse and community-led support in addressing immediate needs.



Small household donations ready for delivery.



Large 'start-up' pack being built.



Family Reuse start-up back.

1 October 2025

Agenda Item No. 14

PROPERTY TRANSACTIONS

Report by: Alan Paul, Head of Property Services

Wards Affected: 13 and 15

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 Council Officers.

2.0 Transactions

2.1 Acquisitions

2.1.1 26 Urquhart Green, Glenrothes

Date of Acquisition: 25 July 2025
Price: £115,000
Reason: Property purchased to add to the Council's housing stock

2.2 Leases by the Council – New Leases

2.2.1 Plot E Burnside Industrial Estate, First Street, Kinglassie

Term: 5 years from 16 June 2025
Rent: £2,875 per annum

2.2.2 Unit 5, 25 Flemington Road, Queensway Industrial Estate, Glenrothes

Term: 3 years from 30 July 2025
Rent: £11,360 per annum

2.2.3 6.65 ha land at First Street, Kinglassie (grazing licence)

Term: 350 days from 8 August 2025
Rent: £1,352 per annum

2.2.4 Unit 15 Fife Food and Business Centre, Faraday Road, Glenrothes

Term: 5 years from 1 September 2025
Rent: £9,850 per annum

3.0 Conclusions

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

List of Appendices

1. N/A

Report Contact

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1 October 2025

Agenda Item No. 15

Glenrothes Area Committee Work Programme

Report by: Eileen Rowand, Executive Director, Finance & Corporate Services

Wards Affected:

Purpose

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

Recommendation(s)

It is recommended that the committee review the workplan 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 workplan 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 workplan 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 workplan 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 workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. Workplan

Background Papers

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

None

Report Contact

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Committee Services Manager
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Glenrothes Area Committee of 26 November 2025			
Title	Service(s)	Contact(s)	Comments
Community Recovery Fund: Participatory Budgeting Update Briefing	Communities and Neighbourhoods Service, Education	Chris Mieзитis	
OnFife Six-Monthly Update	Fife Cultural Trust	Karen M Taylor, Sheona Small	
Housing Revenue Account - Selling Lock Ups within mixed tenure blocks (update)	Housing Services	Joan Lamie, Donna Christie	
Education - Pupilwise and Parentwise Surveys	Education	Angela Logue, Mary Mckay-Gr, Rona Weir	
Local Area Housing Plan	Housing Services	Janice King	
Common Good and Settlement Trust Annual Report	Finance and Corporate Services	Eleanor Hodgson, Norman Laird	
Community Learning and Development Impact Report	Communities and Neighbourhoods Service	Chris Mieзитis	

Glenrothes Area Committee of 21 January 2026			
Title	Service(s)	Contact(s)	Comments
Local Economic Profiles 2026	Place	Alison Laughlin	
Area Roads Programme - 2026-27 report	Roads & Transportation	Vicki Storrar	

Glenrothes Area Committee of 1 April 2026			
Title	Service(s)	Contact(s)	Comments
Health & Social Care Locality Report (Glenrothes Area)	Health and Social Care	Jacquie Stringer-fc, Roy Lawrence	
Report on Educational Outcomes	Education	Angela Logue, Karen Lees	

Glenrothes Area Committee of 10 June 2026			
Title	Service(s)	Contact(s)	Comments
Community Recovery Fund Outcome Report	Communities and Neighbourhoods Service	Chris Mieztis	

Glenrothes Area Committee of 2 September 2026			
Title	Service(s)	Contact(s)	Comments
Area Roads Programme	Roads & Transportation	Vicki Storrar	
Domestic Waste, Street Cleansing and Grounds Maintenance Annual Review	Protective Services, Property Services	Scott Clelland, Alexander Anderson-Es	

Glenrothes Area Committee of 7 October 2026			
Title	Service(s)	Contact(s)	Comments
Safer Communities Team Update	Housing Services	Dawn Jamieson, Brian Westwater	
Operational Briefing on Policing activities within Glenrothes Area	Police Scotland		
Scottish Fire & Rescue Service Local Plan - Annual Performance Report	Scottish Fire Service		
Local Area Transport Plan	Roads & Transportation	Emma Gilmour-ts, Susan Keenlyside	
Education - Parentwise and Pupilwise Survey	Education	Karen Lees, Angela Logue	
Local Area Housing Plan	Housing Services	Janice King	
Complaints Update	Communities	David Thomson-CRM	

Glenrothes Area Committee of 25 November 2026			
Title	Service(s)	Contact(s)	Comments
Common Good and Settlement Trust Report	Finance and Corporate Services	Eleanor Hodgson, Norman Laird	

Glenrothes Area Committee of 27 January 2027			
Title	Service(s)	Contact(s)	Comments
Local Economic Profiles	Place	Alison Laughlin	
Area Roads Programme	Roads & Transportation	Vicki Storrar	

Glenrothes Area Committee of 3 March 2027			
Title	Service(s)	Contact(s)	Comments
Health & Social Care Locality Plan (Glenrothes Area)	Health and Social Care	Jacquie Stringer-fc, Roy Lawrence	
Report on Educational Outcomes	Education	Angela Logue, Karen Lees	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupil Equity Fund	Education	Angela Logue, Zoe Thomson	
Town Centre Masterplan - Glenrothes	Business and Employability	Ronnie Hair	
On-Street Car Parking	Roads & Transportation	Jane Findlay, Emma Gilmour-ts	
Briefing Note - Development of Glenwood Site/Tanshall Update	Housing Services		

Unallocated			
Title	Service(s)	Contact(s)	Comments
Workshop on local area housing plan	Housing Services	Janice King	
Education Workshop - 6 October 2025	Education Services	Mary Mckay-Gr	