

Due to Scottish Government guidance relating to Covid-19, this meeting will be held remotely.

Wednesday, 18th August, 2021 - 2.00 p.m.

AGENDA

Page Nos.

- | | | |
|-----|--|---------|
| 1. | APOLOGIES FOR ABSENCE | |
| 2. | DECLARATIONS OF INTEREST – In terms of Section 5 of the Code of Conduct members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage. | |
| 3. | MINUTE – Minute of Meeting of Cowdenbeath Area Committee of 16th June, 2021. | 5 – 11 |
| 4. | PRESENTATION - THE CENTRAL PARK COMMUNITY TRUST –
Presentation by Tom Ewing – Central Park Community Trust (Cowden in the Community) | |
| 5. | PROPOSED ROAD ADOPTIONS - COWDENBEATH – Report by the Head of Assets, Transportation and Environment | 12 – 14 |
| 6. | AREA ROADS PROGRAMME 2020-21 - FINAL REPORT – Report by the Head of Assets, Transportation and Environment | 15 – 20 |
| 7. | OBJECTIONS TO SPEED CUSHIONS – B981 CARDENDEN ROAD, CLUNY – Report by the Head of Assets, Transportation and Environment | 21 – 32 |
| 8. | COMPLAINTS UPDATE – Report by the Executive Director of Communities | 33 – 60 |
| 9. | CHRISTMAS 2020 AND EASTER 2021 HOLIDAY PROVISION – CAFÉ INC TO GO – Report by the Head of Communities & Neighbourhoods | 61 – 68 |
| 10. | PROPERTY TRANSACTIONS – Report by the Head of Assets, Transportation and Environment | 69 – 70 |
| 11. | COWDENBEATH AREA COMMITTEE FORWARD WORK PROGRAMME | 71 – 71 |
| 12. | PUBLIC QUESTIONS – The following questions have been submitted by the public in terms of Standing Order No. 6.1, from Mr. Tom. Kinnaird, resident, Benarty. | |

Question 1

Following the conclusion of the Glenraig/Lochgelly boundary campaign, and an agreement of where Lochgelly ends and Glenraig begins, I requested that the Glenraig and Lochgelly signposts be relocated to reflect the decision. I was told that this would be done when resources became available. Can we look forward to these signs being moved to their new locations soon?

Question 2/

Question 2

At the inaugural meeting of the Friends of Lochore Meadows (FOLM) back in 2018, the then Cowdenbeath Area Manager Kevin Sayer was asked if the available park funding pot of £750'000 had been allocated to projects in the park, and answered that it had not and that it was available to be spent on whichever projects the new board saw fit and that additional match funding could be sought in order to make the funding go much further. That triggered discussion and it was agreed that public consultations would be required in order to validate suggestions around which projects were favoured by the surrounding local communities.

Only two public consultations were carried out however, the Benarty Matters Facebook Poll, and later, the FOLM carried out a park visitor survey. The results of those are on file for anyone who wishes to see them, but for the sake of brevity, the top 5 suggestions in each were as follows;

Benarty Matters Facebook Poll

1. New inclusive play areas
2. Camping and caravan facilities
3. Fishing piers and a trout hatchery
4. Extend the beach
5. Refurbishment of the Mary Pit Monument

FOLM Visitor Survey

1. Improve the café
2. Improve the playpark
3. Provide more water sports
4. Provide additional toilets outside
5. Bring back fishing, restock and offer child fishing tuition.

These are all good suggestions and as you can see, there are two suggestions in the top 5 of each set of results which are similar, the play area modernisation and the request to restore the trout fishing. Bearing that in mind then, and the fact that the Cowdenbeath Area Committee hold the power of veto over any decisions the FOLM group makes, can the Committee explain why they took the decision not to break up the funding into smaller seeding packets and seek match funding for each project and instead blow the lot in one go by allocating £500'000 to the play park and £250'000 to an external organisation in order to fund an extension to the new Lochore Meadows Golf Clubhouse?

Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.
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10th August, 2021

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THE FIFE COUNCIL - COWDENBEATH AREA COMMITTEE – REMOTE MEETING

16th June, 2021

2.00 p.m. – 4.40 p.m.

PRESENT: Councillors Linda Erskine (Convener), Alistair Bain, Alex Campbell, Gary Guichan, Rosemary Liewald, Mary Lockhart, Lea McLelland and Darren Watt.

ATTENDING: Gary Daniell, Team Manager (Community Development), Alastair Mutch, Community Manager (South & West Fife), Communities and Neighbourhoods; Neil Watson, Lead Consultant (Roads and Lighting Asset Management), Assets, Transportation, and Environment, Roads and Transportation Services; Jacqueline Price, Quality Improvement Manager for SEIC, Debbie Aitken, Headteacher, Stephen Ross, Rector, Education Services; Russell Gray, Housing Manager - Cowdenbeath, Dawn Jamieson, Team Manager (Safer Communities), Lisa Taylor, Lead Officer (Safer Communities Officers), Housing Services; Brian Westwater, Lead Officer (Safer Communities), Housing Services; Elizabeth Mair, Committee Officer, and Michelle Hyslop, Committee Officer, Legal and Democratic Services

ALSO ATTENDING: Group Commander Iain Brocklebank, Scottish Fire and Rescue Service; Community Inspector Gavin Cameron and Chief Inspector Yvonne Stenhouse, Police Scotland

224. DECLARATIONS OF INTEREST

No declarations of interest were made in terms of Standing Order No. 7.1.

225. MINUTE OF MEETING OF 28TH APRIL 2021

The Committee considered the minute of the meeting of the Cowdenbeath Area Committee of 28th April, 2021.

Decision

The Committee agreed to approve the minute.

At this stage, the Convener agreed to defer items 4 and 5 on the agenda until later in the meeting as the officer presenting the reports was having technical difficulties joining the meeting.

226. SCHOOL ATTAINMENT AND ACHIEVEMENT UPDATE

The Committee considered a report by the Executive Director, Education and Children's Services which provided members with a summary on 2019-20 school attainment for young people who left school in 2019-20 across the secondary schools serving the area.

Details./

Details of how to access School Standards and Quality reports and Recovery/Improvement Plans were also provided for primary and secondary schools across the area as outlined in the Appendices to the report.

Decision

The Committee: -

- (1) agreed to engage directly with local schools to find out more about school attainment and achievement;
- (2) noted the details contained in the report in relation to the nature of this year's report due to the impact of the Covid-19 pandemic;
- (3) noted the information provided on the secondary schools,
- (4) agreed to engage with secondary Headteachers to discuss arrangements for this year's Alternative Certification Model for SQA Qualifications and how this was progressing in their school, and
- (5) thanked all staff in Education for their work over the past year during the Covid-19 pandemic.

227. SAFER COMMUNITIES TEAM UPDATE REPORT

The Committee considered a report by the Head of Housing Services, providing an update on the operational activity of the Safer Communities Team within the Cowdenbeath Committee area during the 12 month period from 1 April 2020 to 31 March 2021.

Decision

The Committee:-

- (1) noted and commented on the activity, to date, as detailed in the report; and
- (2) agreed that a workshop be arranged to allow members to input to the development of a plan to deal with recent anti-social issues arising in Lochgelly.

228. SUPPORTING THE LOCAL COMMUNITY PLAN – OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN COWDENBEATH.

The Committee considered a report by Chief Inspector, Yvonne Stenhouse, Local Area Commander, West Fife, which provided members with an update on Policing activities in the Cowdenbeath Area.

Decision

The Committee:-

- (1) noted the policing activities taken forward; and
- (2) agreed to support Police Scotland in addressing their priorities.

229./

229. SCOTTISH FIRE AND RESCUE SERVICE COWDENBEATH AREA ANNUAL PERFORMANCE REPORT

The Committee considered a report by Mike Youngson, Station Commander, Lochgelly Community Fire Station (Scottish Fire and Rescue Service) providing incident information for the period 1 April 2020 to 31 March 2021 in the Cowdenbeath area to enable the Committee to scrutinise the Scottish Fire and Rescue Service (SFRS) activity against its key performance indicators (KPIs).

Decision

The Committee noted the progress across a range of the key performance indicators as detailed in the report.

230. PROPOSED ROAD ADOPTIONS - COWDENBEATH

The Committee considered a report by the Head of Assets, Transportation and Environment which sought approval to promote the adoption of a section of carriageway and some footpaths at Johnston Park, Cowdenbeath.

Decision

The Committee agreed to defer the item to the next meeting of the Cowdenbeath Area Committee on 18th August, 2021 to allow further information to be provided.

Councillor Mary Lockhart left the meeting during consideration of the above item.

231. LOCAL COMMUNITY PLAN, WARD AND ANTI-POVERTY BUDGET PROPOSAL

The Committee considered a report by the Head of Communities and Neighbourhoods detailing proposals for the allocation of the LCP, Ward and Anti-Poverty area budgets.

Decision

The Committee approved the proposals as detailed in the report.

232. APPLICATION TO COWDENBEATH ANTI-POVERTY BUDGET AND LOCAL COMMUNITY PLANNING BUDGET

The Committee considered a report by the Head of Communities and Neighbourhoods in respect of an application from the Cowdenbeath Community Learning and Development team for £40,000 to fund the return of the youth work programme during the 2021 summer school break.

Decision

Members approved an award of £40,000 to the Cowdenbeath Community Learning and Development team for the return of the youth work programme, being a contribution of £15,000 each from the Ward 7&8 budgets and £10,000 from the Anti-Poverty Budget.

233./

233. COWDENBEATH AREA FORWARD WORK PROGRAMME

The Committee noted the draft forward work programme for the Cowdenbeath Area Committee.

234. PUBLIC QUESTIONS

Questions were submitted (in terms of Standing Order No 6.1.) by Mr Tom Kinnaird, resident of Benarty, and Mr David Taylor, Secretary, Cardenden Community Council respectively.

Question 1

Remedial works on the Shank Brae, Ballingry previously included a new retaining wall at a cost of £24,000 and above that a new timber fence at a cost of £6000. The retaining wall was constructed of basic concrete block and though it is a good solid construction and does its job, it is not aesthetically pleasing and the stepped pattern is irregular.

As this brae is an entrance to the village and to Fife, first impressions are surely important and I wonder if it might be possible to look at completing the wall with either facing brick or masonry slips to present something a bit more pleasing to the eye? Similarly, the £6000 timber fence is low quality and is showing signs of distortion already. This should be either attended to by the original contractor or replaced with something more substantial; a nice set of railings maybe, to match the Miner's Memorial Garden opposite perhaps?

Finally, the fencing contractor dumped their spoil and a number of large boulders onto the embankment which prevented the Parks and Open Spaces crews from mowing the grass, leading it to overgrow and become a complete mess. It received just one cut in the last year and is now an unruly weed patch. Would it be possible to have this area returned to a neat and tidy garden once more, with a selection of shrubs, like it used to be?

Response

Housing Services previously invested a significant amount of money in renewing the wall and installing fencing at the Shank brae. This was in response to a health & safety issue as the existing wall was in poor condition and was unstable in areas.

We have carried out recent checks on the work and agree that it is a good solid construction. We are aware that the embankment is in need of attention and have carried out a site inspection with our Grounds Maintenance Team. The result being we have agreed to undertake a programme of spraying and strimming to clear the area, including the front of the fence. When this is complete, we are looking to improve the appearance with ground spreading plants and shrubs

Whilst upgrading the fence and the brickwork are not essential works at this time, we are happy to keep this under review as we identify projects for improvements on Housing land over the remainder of the financial year.

Question 2./

Question 2

Cardenden Community Council have received numerous questions by members of the public regarding the condition of the roads in and around Cardenden.

We, the Committee of Cardenden Community Council would request that the Cowdenbeath Area Committee review the following points on our behalf, and that of the people residing within the Cardenden area, in order to provide us with feedback.

The road from Lochgelly to Cardenden has part of the road resurfaced with a further section from Auchterderran Road to the Graveyard section to be completed within the next budget year. Unfortunately, the remainder of the road is peppered with deep potholes with the exit from the Purvis site now broken down so that you can see both the base and sub-base sections. (Numerous complaints of cars being damaged when it has been impossible to avoid the deep potholes – ball joints being the most common complaint.) We have been unable to ascertain when this road will be fully repaired as there doesn't appear to be any contingency in the Roads Budget for 2021/22 for these works.

Drains and gullies are in bad repair with gullies broken and drains blocked, especially at Dundonald Brae. Some areas were repaired during August 2020. Unfortunately, it appears the repairs have been faulty as they have broken apart again.

Flood water lying in various roads of the village, eg Woodend, outside the old Auchterderran School Janitor's house (drain now leads to a soakaway instead of to the drainage system). Also, water gathering at the bottom of Liza Brae.

Roads within the village are breaking up – similar to the road outside of the Purvis Site entrance, eg Orebank Road near to where it joins with Derran Drive, roads in the Dundonald area, road from the Main Street to Fernlea Residential Home and access to the back of Bowhill Swimming Pool.

The road humps in Carden Avenue are breaking up and leaving sharp edges on both sides of the road.

Numerous patches have been made to the roads but these have broken up and are often now worse than when the repair was made.

Numerous areas of pavements are in a bad way and the repairs to the pavement adjacent to the River Ore have not addressed the camber of the pavement and is uneven resulting in many deep puddles after it rains.

It is not clear how often the roads in and around Cardenden are inspected.

At the moment, it is not possible to identify what budget has been allocated to the roads in and around Cardenden in comparison to similar sized towns/villages in Fife in the Roads Budget for 2021/2022. We would be grateful if these issues can be addressed and if necessary a site visit to the area arranged to see first hand the problems being encountered.

Response./

Response from Sara Wilson, Lead Consultant

We have been awarded additional budget this year and next for patching and resurfacing works across Fife.

Although pothole repairs were issued for the B981 at the end of April, the local inspector also identified the area outside Purvis as a possible patching site. This area will be assessed further and added to a rather long list of competing priorities. The areas you have highlighted within the village will also be assessed and Ian Balfour (Network Condition) will get back to you directly with his findings. The road humps will also be taken into consideration during inspection.

I have forwarded your observations about blocked gullies to my colleague Kane Smith who looks after gully cleaning in the area, and I will arrange inspection of Dundonald Brae specifically paying attention to the ironwork. Any defects causing concern will be picked up and an order issued for repair.

The main roads through Cardenden are inspected on a monthly basis, i.e., the bus routes. The more residential areas are inspected annually. If there are any specific areas of concern at present, please let me know and I will arrange an ad-hoc inspection.

The Cowdenbeath Area Roads Programme may be viewed here: [Cowdenbeath | Fife Council](#).

The locations you have identified with flooding/drainage concerns have been noted and added to our Wet Day Check register. Please note it may be some time before these are inspected as we are still following up on areas identified during the flooding last August. Ross Walker will get back to you with an update.

Response from Neil Watson, Lead Consultant

Regarding your query about budgets and a comparison of spend in towns similar in size to Cardenden.

We don't gather information town by town, so I am unable to provide a comparison. Note that not all roads wear out at the same rate and not all similar sized towns have the same mix of A Class, B Class, C Class and unclassified roads, each will have differing traffic volumes and road construction depths, so comparisons wouldn't be meaningful.

The Area Roads Programme (ARP) is a capital budget which is devolved to the seven area committees. This budget is for resurfacing over the full width and along significant lengths. Anything which doesn't need full width resurfacing tends to be repaired by planned patching. Planned patching budgets are not devolved to area committees and is spent on an as needs basis across Fife.

The overall carriageways ARP budget is split into an allocation for each committee area. The split is based on the results of an annual independent machine-based road condition survey of a sample of roads.

During./

During the period April to October each year, any carriageway or footpath location identified as perhaps requiring to be resurfaced is assessed using set criteria,

ranked in order of how poor the condition is and an estimated cost for resurfacing is calculated.

Locations for assessment can come from a variety of sources, e.g. machine-based surveys, roads inspector's reports, requests from Elected Members, the public etc. The ranked lists of assessed locations are then discussed with the Elected Members on the committee, usually in November/ December, to agree the schemes to be taken forward in the following financial year up to the limit of their allocated budget. A formal report is taken to each area committee detailing the agreed schemes so we have an approved programme for each area committee by 31st March at the latest. These programmes are then delivered the following financial year through a mix of external contractors and our own in-house construction team.

If your Community Council has suggestions for roads and paths to be assessed then please let us know, ideally with a good description of the location or a plan.

Actions since 20th May 2021

The gullies on Dundonald Brae have been checked and are all running apart from the one adjacent to streetlight column number 10 which is full of concrete. An order has been issued to replace the gully.

Ian Balfour has yet to inspect the Cardenden carriageways and footways.

Drainage/flooding issues cannot be assessed properly until the next significant rainfall.

Decision

The Committee noted the questions submitted by Mr Tom Kinnaird and Mr David Taylor and the respective responses.

Councillor Campbell left the meeting during consideration of the above item.

18th August 2021

Agenda Item No. 05

Proposed Road Adoptions - Cowdenbeath

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

Wards Affected: 7

Purpose

The purpose of this report is to seek Committee approval to promote the adoption of a section of carriageway and some footpaths at Johnston Park, Cowdenbeath.

Recommendation(s)

It is recommended that Committee agree to the promotion of the adoption under Section 1 of the Roads (Scotland) Act 1984.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

Consultation

The adoption will be promoted under the Roads (Scotland) Act 1984 with notification to frontagers and a legal notice in the local newspaper with a 28-day objection period.

1.0 Background

- 1.1 A section of carriageway and some footpaths at Johnston Park, Cowdenbeath were not included in the original adoption as they didn't meet the required standard at the time.
- 1.2 Originally the responsibility for the maintenance of these areas rested with Scottish Homes.
- 1.3 During the intervening years, representations have been made from residents to Fife Council and Scottish Homes' successor organisations Fife Special Housing, Fife Housing Association and the Fife Housing Group, to get the carriageway and paths adopted.
- 1.4 During 2020-21 Fife Housing Group arranged for the necessary works to bring any areas which were in poor condition up to a standard acceptable for adoption.
- 1.5 Roads & Transportation support the proposal to adopt as it would bring the areas into the inspection regime thereby ensuring the areas are maintained to a safe standard in future years.

2.0 Conclusion

- 3.1 The proposed adoption would improve the safety of users by bringing the areas into the council's inspection regime.

List of Appendices

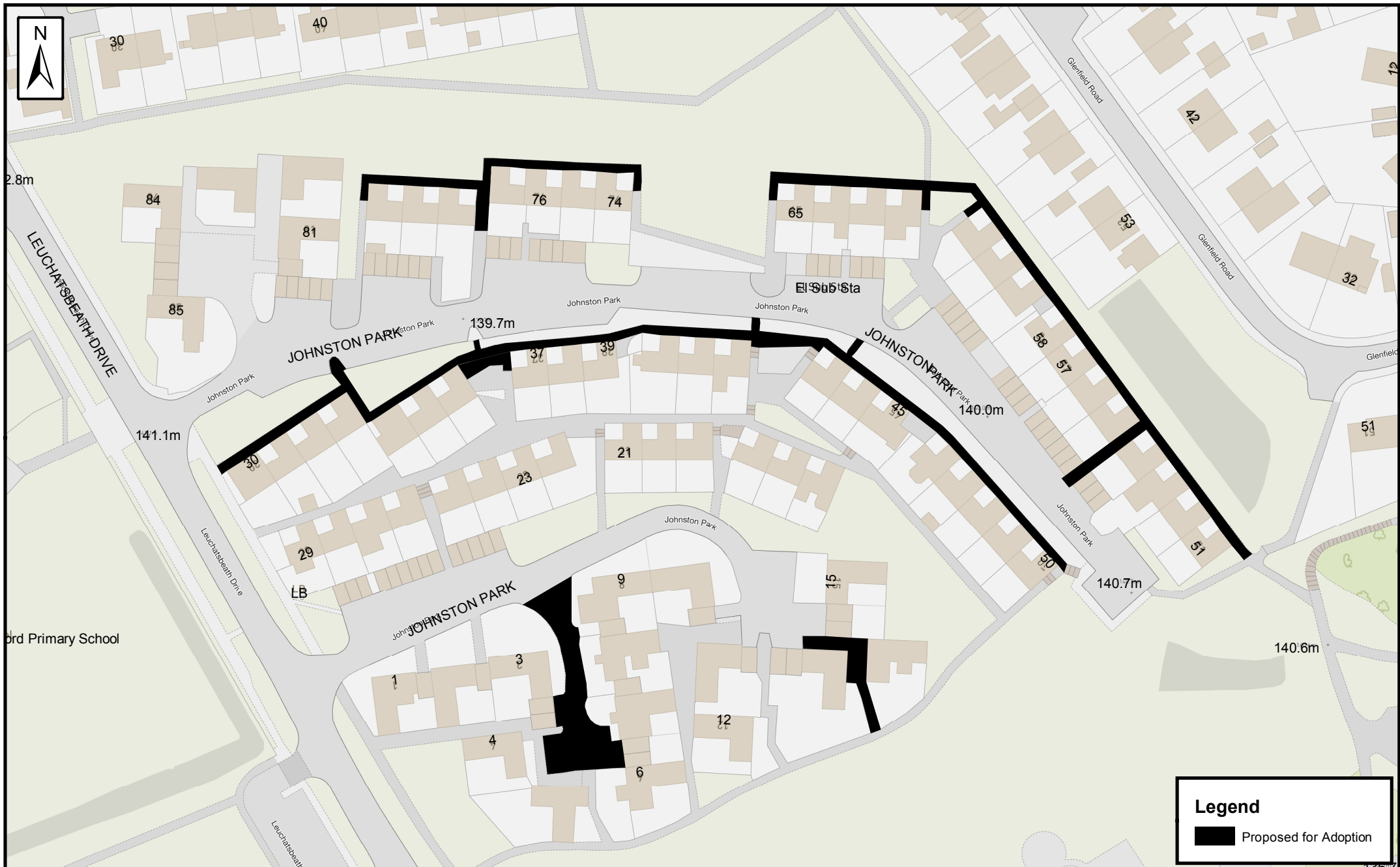
Plans: The Fife Council (Johnston Park, Cowdenbeath) Road Adoption Order 2021
SM/RA/2021.

Background Papers

None

Report Contact:

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Legend

Proposed for Adoption

The Fife Council (Johnston Park, Cowdenbeath) Road Adoption Order 2021 SM/RA/2021

Indicative Plan ONLY. Exact adopted road boundaries should be confirmed through Roads Asset Management. All queries should be directed to Garry Glass Ext 444387"

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Scale: 1:1,142

Prepared By: smccarroll-95

Service: Assets, Transportation & Environment

Printing Date: 02 June 2021



Assets, Transportation and Environment

Ken Gourlay
Head of Service

18th August 2021

Agenda Item No. 06

Area Roads Programme 2020-21 – Final Report

Report by: Ken Gourlay, Head of Assets, Transport & Environment

Wards Affected: 7 & 8

Purpose

The purpose of this report is to advise the committee on the delivery of the 2020-21 Area Roads Programme (ARP).

Recommendation(s)

Committee is asked to:

- i. Note the contents of the report and appendices.

Resource Implications

The 2020-21 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure that expenditure remained within the Service budget.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Members were consulted on the list of projects forming the 2020-21 ARP.

1.0 Background

- 1.1 Committee agreed the list of projects forming the 2020-21 ARP on 9 September 2020 (2020 CAC 80 para. 180 refers).
- 1.2 This is the final report to committee on the progress of the programme.

2.0 Issues and Options

- 2.1 Attached are Appendices 1-5 which detail the final position on the progress of individual projects in the programme.
- 2.2 Despite the impact of the COVID 19 restrictions, which meant works were not able to commence on site until July 2020, good progress was made with the delivery of the 2020-21 Area Roads Programme.
- 2.3 To improve information on how annual ARP programmes are progressing throughout the year, an on-line system is in place and continues to be developed. This means that quarterly progress reports, which were often out of date before reaching committee, are no longer being required.

3.0 Conclusions

- 3.1 The attached Appendices show the Cowdenbeath Area Roads Programme for 2020-21. The type of works, work location and expenditure are provided for each project.

List of Appendices

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

Report Contact

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Roads & Transportation

Appendix 1

Area Roads Programme 2020-21 - Cowdenbeath Area

Carriageway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
8	Lochgelly	Cartmore Industrial Estate	Junction with Station Road to first junction in industrial estate	£ 60,000		£ 60,202	Complete	
8	Ballingry	B920 Lochleven Road		£ 105,000		£ -	Postponed	On hold due to housing development
8	Lochore	Loch Leven Gardens	Cul-de-sac	£ 24,724		£ 24,741	Complete	
7	Cowdenbeath	Elgin Road	to end of adoption	£ 38,345		£ 448	Postponed	staff design fees only - On hold due to housing development
8	Lochgelly	Stewart Crescent	Full Length	£ 52,722	*	£ 51,536	Complete	
8	Lochgelly	North Street Ph1	Phase 1 of 2, Ballingry Street to Main Street	£ 69,754	*	£ 68,254	Complete	
7	Cowdenbeath	Bridge Street	Fountain Roundabout to A92 slip roads	£ 129,636		£ -	Postponed	Delayed due to pandemic shortened year
7	Cowdenbeath	Park Street	Full length	£ 80,000	*	£ 73,559	Complete	
8	Lochgelly	B981 Liza Brae Ph1	West side of D19 to west boundary of cemetery	£ 71,578	*	£ 82,883	Complete	

TOTAL	£ 631,759	£ 361,623
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* Allocation changed to design estimate

Roads & Transportation

Appendix 2

Area Roads Programme 2020-21 - Cowdenbeath Area

Footway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments	
7	Cowdenbeath	Old Perth Road	No. 34 to cemetery, east side	£	51,864		£ 497	Postponed	Staff design fees only - Delayed due to pandemic shortened year
8	Lochgelly	Paul Street Ph1 of 3	West of Sunnyside Place to Ewing Street	£	109,000	*	£ 120,821	Complete	
TOTAL				£	160,864		£ 121,318		

Footway Schemes with Lighting

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments	
8	Lochgelly	Greig Place	Adopted footways	£	10,000	*	£ 15,139	Complete	
8	Lochgelly	Seco Place		£	25,000		£ 25,131	Complete	Carry over from 2019/20 - Scheme delayed due to the pandemic shortened year.
TOTAL				£	10,000		£ 15,139		

* Allocation changed to design estimate

Roads & Transportation

Appendix 3

Area Roads Programme 2020-21 - Cowdenbeath Area

Road Safety & Traffic Management

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
7	Cowdenbeath	Farm Road	Parking layby	£	50,000 *	£ 55,229	Complete	
7	Cowdenbeath	Stenhouse Street	Pedestrian Crossing facility	£	36,000 *	£ 37,284	Complete	
8	Dundonald	Main Road	Speed Reduction Measures	£	12,000	£ 11,173	Complete	
TOTAL				£	98,000	£ 103,686		

* Allocation changed to design estimate

Roads & Transportation

Appendix 4

Area Roads Programme 2020-21 - Cowdenbeath Area

Lighting Schemes with Footways

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
8	Lochgelly	Greig Place	Adopted footway sections	£	7,500	£	6,522	Complete
TOTAL				£	7,500	£	6,522	

Lighting only scheme

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
7	Hill of Beath	Dalbeath Gardens Area		£	75,000 *	£	68,912	Substantially Complete
7	Cowdenbeath	Phase 5		£	26,000 *	£	23,405	Complete
TOTAL				£	75,000	£	68,912	

* Allocation changed to design estimate

18th August 2021

Agenda Item No. 07

Objections to Speed Cushions – B981 Cardenden Road, Cluny

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

Wards Affected: Ward 8 – Lochgelly, Cardenden and Benarty

Purpose

The purpose of this report is to allow the Area Committee to consider objections to proposed speed cushions on B981 Cardenden Road, Cluny.

Recommendation(s)

It is recommended that Committee agrees to set aside the objections, allowing officers to proceed with the construction of the traffic calming measures.

Resource Implications

The budget for the speed cushions from the agreed Area Roads Programme (ARP) is £10,000.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

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

Consultation

The local Ward Councillors agreed this ARP scheme and Police Scotland have been advised.

Formal consultation required by the Roads (Scotland) Act 1984 for the road hump process was carried out through the posting of a legal notice in a local newspaper and on the affected length of road. In addition, details of the proposed raised table were made available on www.fife.gov.uk.

1.0 Background

- 1.1 Agreement was given for the 2021/22 Area Roads Programme to provide new speed cushions on the B981 Cardenden Road, Cluny (see Appendix 1 Location Plan Drawing No. TRO/21/11).
- 1.2 A Humps Notice was published on 10th June 2021 providing details of the proposed speed cushions and allowed 28 days for public objection. Two objections to the proposal were received.

2.0 Issues and Options

- 2.1 The objections and responses from Roads & Transportation Services have been included within the background papers. A summary of the concerns raised within the objections are provided below, along with Service comments.
- 2.2 *“The speed bumps already in Cluny, on road towards Kinglassie are largely ineffective as a traffic calming measure.”*

The analysis for the speed cushions that were installed on B922 proves that they have been very effective in reducing traffic speeds. For example, speed limit compliance improved from only 21% of traffic obeying the speed limit to 84% of traffic obeying the speed limit. Also, excessive speeding (speeds recorded as >40 mph) reduced from 17% of all traffic to <1%.

- 2.3 *“Making Cluny a 20 mph zone would have a greater effect as a traffic calming measure, than more speed bumps which do very little to slow the traffic.”*

The B981 is a distributor road through a small village and so such a speed limit would not be appropriate. The proposal to install speed cushions will ensure a high level of compliance with the current 30mph limit which is the most appropriate speed limit for this road.

- 2.4 *“What I believe would service the village more are raised zebra crossings, as these demand that all traffic to slow down.”*

Raised speed tables span the road from kerb to kerb and do assist with crossing points. As they span kerb to kerb, they require appropriate drainage for rainwater and as such are far more expensive than speed cushions. Taking a holistic view of the village it would be more beneficial to provide several sets of speed cushions than one raised table to help drivers control their speed. A zebra crossing is inappropriate for Cluny given the relatively low number of pedestrians crossing versus traffic volume. The objective of this proposal is to tackle the very poor speed compliance on this section of road. We can consider the various points pedestrians tend to cross the road in the village and review if any measures would be appropriate in the future.

- 2.5 *“I...do not want the deafening noise of large lorries bouncing over speed bumps.”*

Speed cushions are generally used on bus and large vehicle routes to allow these vehicles to straddle the cushions reducing noise. The locations for the speed cushions have been carefully chosen with consideration for properties close to the road to minimise traffic noise as far as possible.

3.0 Conclusions

- 3.1 It is considered, in the interests of road safety, that the objections should be set aside allowing officers to proceed with the construction of the speed cushions.

List of Appendices

1. Drawing No. TRO/21/11 – Proposed Speed Cushions – B981 Cardenden Road, Cluny.

Background Papers

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

- EqlA Summary Sheet
- Redacted full correspondence of objections

Report Contact

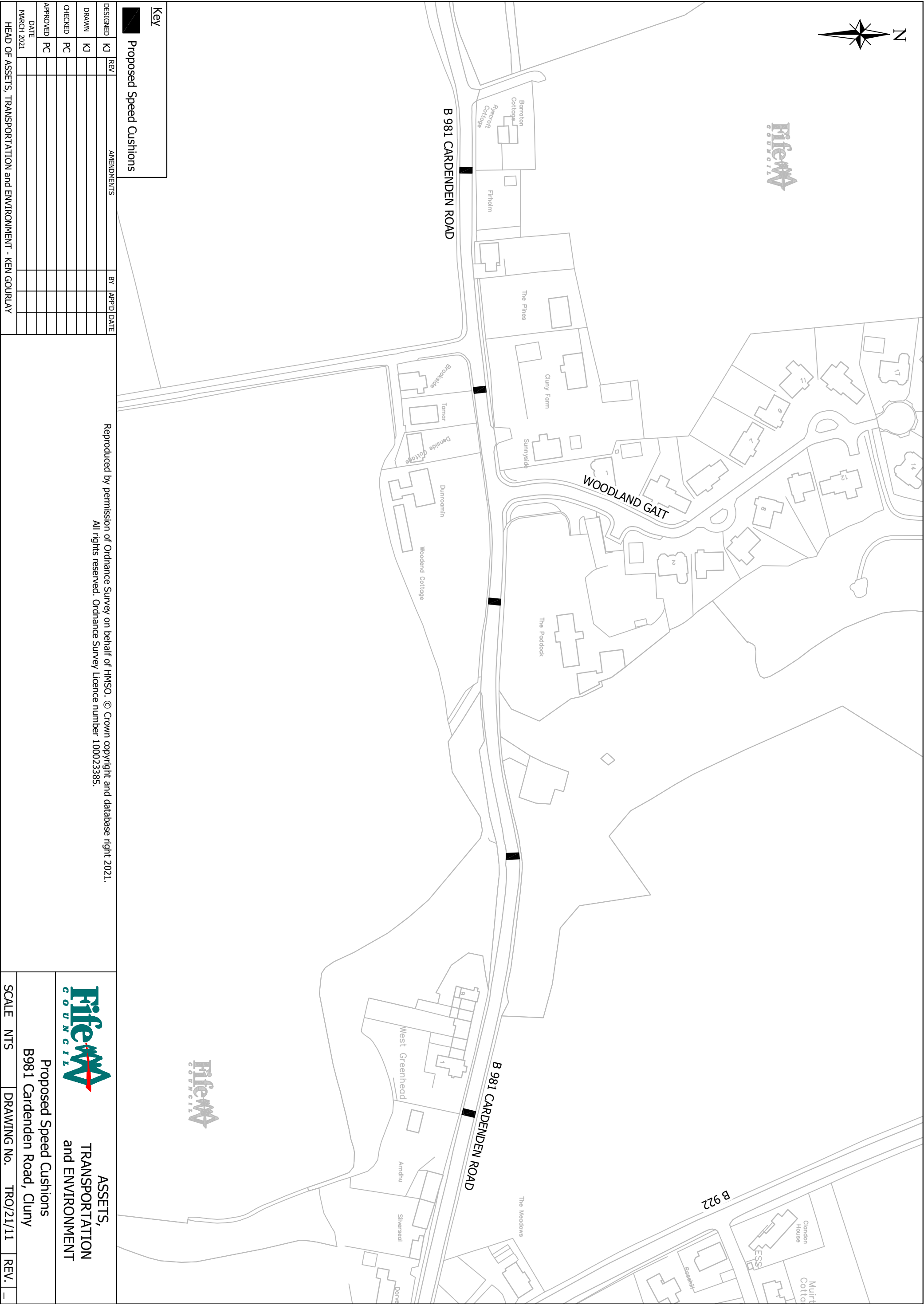
Phil Clarke

Lead Consultant, Traffic Management (South)

Roads and Transportation Services

Telephone: 03451 55 55 55 + VOIP Number **442093**

Email: phil.clarke@fife.gov.uk



Objection 1

From: [REDACTED]

Sent: 22 June 2021 12:50

To: Traffic Management <Traffic.Management@fife.gov.uk>

Subject: Objection to Council Notice

Hello,

I write in reply of the Fife Council notice posted in Cluny, to formally object to the proposal of putting speed bumps along the boundary lines of the West Greenhead cottages in Cluny.

My objection is based on several factors, most principally that the speed bumps already in Cluny, on road towards Kinglassie are largely ineffective as a traffic calming measure. They have been in place for several years and do nothing to slow down motor bikes, who just go between them, or large lorries who do not slow down for them. As a result of which, the echoing noise of the trailers bouncing over the speed bumps reverberates across the whole village.

I have lived at [REDACTED] West Greenhead cottages for almost 33 years and do not want the deafening noise of large lorries bouncing over speed bumps, right outside of my home.

Making Cluny a 20mph zone would have a greater effect as a traffic calming measure, than more speed bumps which do very little to slow the traffic.

What I believe would service the village more are raised zebra crossings, as these demand that all traffic to slow down.

The benefit of this is that Cluny has several unconnected pavements, which require pedestrians to cross the road in order to continue. Were the bus stops on either side of the village connected by raised zebra crossings, this would be a much safer way to get across the road and link up the pathways of the whole village without having to traverse a busy road. A neighbour of mine has actually missed a bus because there was no gap in traffic to get across the road as the bus came up the dip from Cardenden. Raised crossings would resolve this and also benefit all residents of the village.

I would even suggest going further and add a third raised crossing to get to the pavement on the east of the village, where the current speed bumps are, as this would service the public path that leads up to Kirkcaldy West roundabout (A92). As at present pedestrians are waiting on the corner of the roundabout for a gap in traffic in order to get across safely, which can take some time during busy periods. This would also benefit both the residents and staff of old folks home situated on the east side of the village.

Regards,

[REDACTED]

[REDACTED] West Greenhead Cottages,

Cluny,

Kirkcaldy,

KY2 6QX

Service Response

From: Keith Johnston

Sent: 23 June 2021 11:06

To: [REDACTED]

Subject: RE: Objection to Council Notice

Morning [REDACTED],

I note your email below as an objection to the proposed speed cushions on B981 Cluny.

In response to your comments I will group them into the following sections for your consideration.

Effectiveness of existing speed cushions on B922

While motorbikes can negotiate between the cushions without crossing the double white line system, they generally make up a very small percentage of total traffic and are often travelling at the speed of the traffic in front of them through the village. The analysis for the speed cushions that were installed on B922 proves that they have been very effective in reducing traffic speeds. For example, speed limit compliance improved from only 21% of traffic obeying the speed limit to 84% of traffic obeying the speed limit. Also excessive speeding (speeds recorded as >40 mph) reduced from 17% of all traffic to <1%. I have attached an analysis document with pie charts which clearly indicates the effectiveness of these speed cushions.

Speed cushions are generally used on bus and large vehicle routes to allow these vehicles to straddle the cushions reducing noise. Full width humps as you have suggested as an alternative would actually increase noise generated from such traffic calming features.

The locations for the speed cushions have been carefully chosen with consideration for properties close to the road to minimise traffic noise as far as possible.

Request for 20 mph zone

20 mph zones are encouraged in residential areas and Fife has most of its residential streets covered with a 20 mph zone. These zones are designed to be self-enforcing which require traffic calming features such as speed cushions. As the recorded speeds for B981 in Cluny indicate, drivers are already struggling to control their speeds to below 30 mph and to reduce to 20 mph with no traffic calming features would lead to gross disrespect by drivers for such an inappropriate speed limit and may lead to disrespect for other 20 mph zones.

Request for zebra crossings / raised crossings

Raised speed tables span the road from kerb to kerb and do assist with crossing points. As they span kerb to kerb they require appropriate drainage for rainwater and as such are far more expensive than speed cushions. Taking a holistic view of the village it would be more beneficial to provide several sets of speed cushions than one raised table to help drivers control their speed. Zebra crossings are also used, where sufficient justification is found, to assist pedestrians crossing the road. In Cluny there are relatively low pedestrians versus traffic volume and so any crossing assessment would be for a Puffin crossing instead. Again these require appropriate justification and could be considered at a later date. The objective of this proposal is to tackle the very poor speed compliance on this section of road.

We can consider the various points pedestrians tend to cross the road in the village and review if any measures (such as buildouts, traffic islands, dropped kerbs etc) would be appropriate in the future.

After consideration of the above I need to ask if you would be willing to withdraw your objection to the proposed speed cushions.

Regards

Keith Johnston
Technician Engineer – Traffic Management (South)
Fife Council

Objector Response 1

From: [REDACTED]
Sent: 23 June 2021 13:01
To: Traffic Management <Traffic.Management@fife.gov.uk>
Cc: Keith Johnston <Keith.Johnston@fife.gov.uk>
Subject: Objection to Cluny speed bumps

Hi Keith,

Thank you for your reply. Whilst I do not have sight of traffic statistics, I appreciate what they are telling you.

Regards to the location chosen, the noise from large trucks and lorries going over the existing ones, can be heard from the B922, so having them on my boundary line still remains an objection to this proposal. Why not put them at the bottom of the dip in the road, where there are no houses?

In relation to the 20mph reply, it is the responsibility of Police Scotland to enforce traffic laws, so I am bewildered at your suggestion the Council's road traffic policy is actually tailored around the disrespectful drivers and not what is best for the village and its residents.

I again remain in objection regarding the raised crossings. A holistic view of the village would be to do what is practical, in my mind this is creating crossing points which force the traffic to stop, enabling pedestrians and cyclist to continue, without waiting to cross the road, in what you have said is a high traffic to low pedestrian ratio. Surely this tells you that pedestrians and cyclists often wait a large amounts of time for drivers to give them an opportunity to cross the road.

I know from my own experience trying to utilize the path up to Kirkcaldy, standing on the corner where the roundabout is for twenty minutes, on a pavement no deeper than a yard in depth in order to get onto the east side of Cluny, is not safe under any definition. Raised crossings would resolve this and protect cyclists and pedestrians.

There has been no proposal to tackle the speed of traffic coming from the Kirkcaldy side as the traffic comes over the hill down to the roundabout. I have witnessed many times and actually had my vehicle written off, being hit by a speeding driver on this very roundabout. Coming into Cluny from this side, there are few houses there to be put out by the noise they create, just industrial buildings.

I would also point out that throughout both last and this year's lockdowns, that there has been a vast increase of walkers and cyclists on the paths around Cluny. To go from east to west of the village, requires negotiating crossing the road 3 times. Combining traffic calming measures with safety would serve the village much more than merely speed bumps.

Regards,

[REDACTED]

Service Response 2

From: Keith Johnston

Sent: 24 June 2021 08:55

To: [REDACTED]

Subject: RE: Objection to Cluny speed bumps

Morning [REDACTED],

I note you wish to continue with your objection. As such your objection will be considered at the next available Cowdenbeath Area Committee for a decision.

Regards

Keith Johnston

Technician Engineer – Traffic Management (South)

Fife Council

Objection 2

From: [REDACTED]

Sent: 26 June 2021 15:10

To: Traffic Management <Traffic.Management@fife.gov.uk>

Subject: Objection to proposed speed cushions in Cluny B981

Hello,

I have lived at [REDACTED] West Greenhead Cottages since 2007 and wish to formally object to the proposal posted recently around the village.

Whilst I agree that traffic calming measures are a positive thing, the noise pollution caused by the existing speed cushions on the B922, can be heard from my residence. They would be much more effective at each entrance to the village and at the bottom of the dip in the road on the B981, where noise pollution would be minimal. My wife is a front line worker and has worked throughout this pandemic at Ostler's House in Kirkcaldy, working exclusively on night shifts. As such she sleeps during the day and would be incredibly put out by the proposal to move the noise pollution caused by speed cushions, closer to our bedroom window, which is on the road side of our house.

Without echoing the same sentiment as my neighbour, I do agree that raised crossings are far more effective in reducing traffic speed. There are two in Cardenden, one outside the Tesco Express and the other just before the train station going up the hill to Dundonald. These require all traffic to slow down, even larger vehicles and motorbikes cannot straddle or negotiate around them, making them much more effective and providing the residents with a safe point to get across the road.

The paths around the Cluny are unconnected, as you come up the dip towards the west of the village, the path on the south side comes to an abrupt halt just outside Woodland Gait. This would be a logical place for a raised crossing, which in itself would be a traffic calming measure. The same argument could be made where the bus stops are on the east of the village, in what locals still refer to as the Chrystal's house on the corner. The path comes to an abrupt halt in both directions which requires pedestrians and cyclists to cross the road.

As an alternative to the proposal, I believe there should be speed cushions on the entrance to the village from each direction to slow incoming traffic down, as it has on the B922 and also at the bottom of the dip in the road on the B981. As this is where disrespectful drivers in both directions speed up going down then coming back up the hill. Each of the residents of West Greenhead cottages over the years, has had close calls attempting to get out our respective drives, by speeding traffic coming up that hill. The other benefit to residents being that noise pollution would be kept to a minimal with speed cushions in this location.

There are 3 yellow crosses below indicating where I believe speed cushions would be effective and cause minimal noise pollution and 3 blue crosses which indicate where the foot paths in Cluny come to an abrupt end making crossing the road a necessity. It is that these locations where the village would benefit from raised crossings, providing safe crossing points and effective traffic calming measures:



I hope sincerely that you will take these alternative suggestions under consideration.

Thanks,

[REDACTED]
[REDACTED] West Greenhead Cottages
Cluny
Fife.

Ky2 6QX

Service Response

From: Keith Johnston
Sent: 06 July 2021 12:59
To: [REDACTED]
Subject: FW: Objection to proposed speed cushions in Cluny B981

Afternoon [REDACTED],

I note your email below as an objection to the proposed speed cushions on B981 Cluny.

Raised speed tables span the road from kerb to kerb and do assist with crossing points. As they span from kerb to kerb they require appropriate drainage for rainwater and as such are far more expensive than speed cushions. Taking a holistic view of the village it would be more beneficial to provide several sets of speed cushions than one raised table to help drivers control their speed. The budget for this scheme would only allow for one raised table which would reduce speeds at one location only instead of reducing speeds along the whole section of road from the roundabout to the gateway into the village.

Speed cushions are generally used on bus and large vehicle routes to allow these vehicles to straddle the cushions reducing noise. Full width raised speed tables as you have suggested as an alternative would actually increase noise generated from such traffic calming features. The locations for the speed cushions have been carefully chosen with consideration for properties close to the road to minimise traffic noise as far as possible.

The objective of this proposal is to tackle the very poor speed compliance on this section of road. We can consider the various points pedestrians tend to cross the road in the village and

review if any measures (such as buildouts, traffic islands, dropped kerbs etc) would be appropriate in the future.

The aerial view in your email where you have indicated locations you would prefer to see the speed cushions almost aligns with the proposed speed cushions. I have attached for your reference the plan showing the proposed locations for the speed cushions. These proposed cushions should address your concerns with traffic speeds on approach to your property and on approach to the crossing points you have identified. The section of the B981 from the Kirkcaldy side towards the roundabout was not included in this scheme but may be reviewed at a later date for traffic calming.

After consideration of the above I need to ask if you would be willing to withdraw your objection to the proposed speed cushions.

Regards

Keith Johnston
Technician Engineer – Traffic Management (South)
Fife Council

Objector Reply

From: [REDACTED]
Sent: 09 July 2021 11:04
To: Keith Johnston <Keith.Johnston@fife.gov.uk>
Subject: Re: Objection to proposed speed cushions in Cluny B981

Hi Keith and thank you for your response.

Whilst noting the proposed locations on the map you provided, there are no plans to reduce traffic speed coming into Cluny on the B981 from the Kirkcaldy side. Taking a holistic view as you put it, would require traffic calming measures on all 3 roads in and out of Cluny. Also whilst I appreciate budget constraints on any project, I can only comment on what would best serve the village. Creating at least one crossing point on both the east and west of the village to connect the bus stops would serve the residents more effectively than 5 sets of speed cushions.

The two raised crossings I mentioned in my objection, in Cardenden, both sit on bus routes so from that I presume busses being able to straddle traffic calming measures is not a requisite for their installation .

The issue with the noise pollution is that the lorries in particular, do not slow down for speed cushions purely because they can straddle them. This results in them thundering over at regular speed causing their trailers to bounce which is the primary source of the noise we hear daily, from the existing speed cushions on the B922. I remain in objection to this proposal for that reason and remain convinced raised crossings would better serve my village.

Thanks,

[REDACTED]

Service Response 2

From: Keith Johnston
Sent: 09 July 2021 14:31

To: [REDACTED]

Subject: RE: Objection to proposed speed cushions in Cluny B981

Afternoon [REDACTED],

I note you wish to continue with your objection. As such your objection will be considered at the next available Cowdenbeath Area Committee for a decision.

Regards

Keith Johnston

Technician Engineer – Traffic Management (South)

Fife Council

18th August 2021

Agenda Item No: 08

Complaints Update

Report by: Mike Enston, Executive Director - Communities

Wards Affected: All Cowdenbeath Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Cowdenbeath area for the year from 1 April 2020 to 31 March 2021.

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background & explanatory notes

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

2.0 Area Complaints

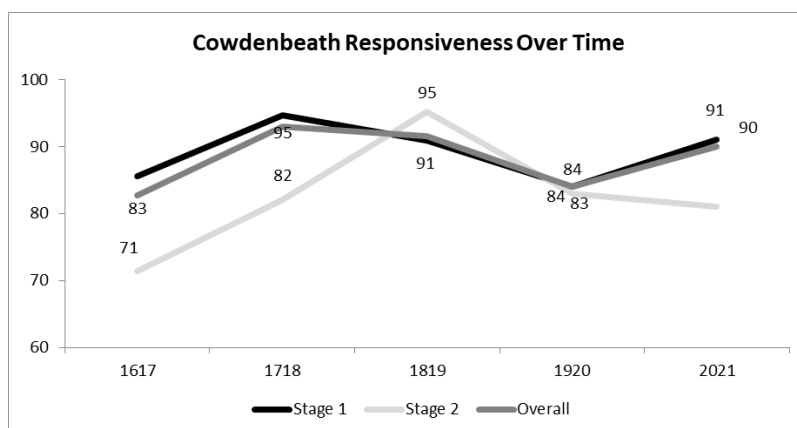
Volume & responsiveness – Cowdenbeath Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	300	270	90%
Stage 1 (5 days)	273 (91%)	248	91%
Stage 2 (20 days)	27 (9%)	22	81%
<ul style="list-style-type: none">322 complaints were received relating to the Cowdenbeath area in 20/21 of which 300 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason, channel, root cause etc.) after complaints are closed.In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.Responsiveness has improved from last year where the % of all complaints closed in target timescales increased from 84% to 90%, above the Council average. Stage 1 complaints also improved, again above the council average. The average time to close all complaints also improved from 5.9 to 5.1 working days again better than the Council average of 6.6 working days			

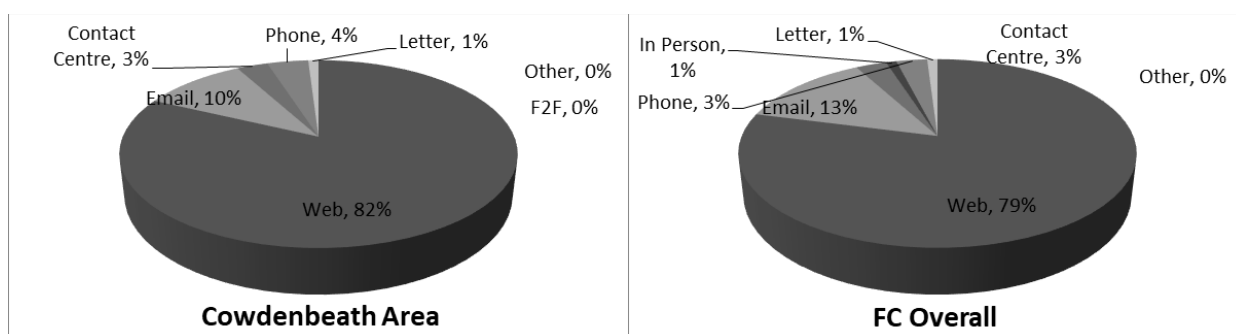
Volume & responsiveness - Fife Council overall

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

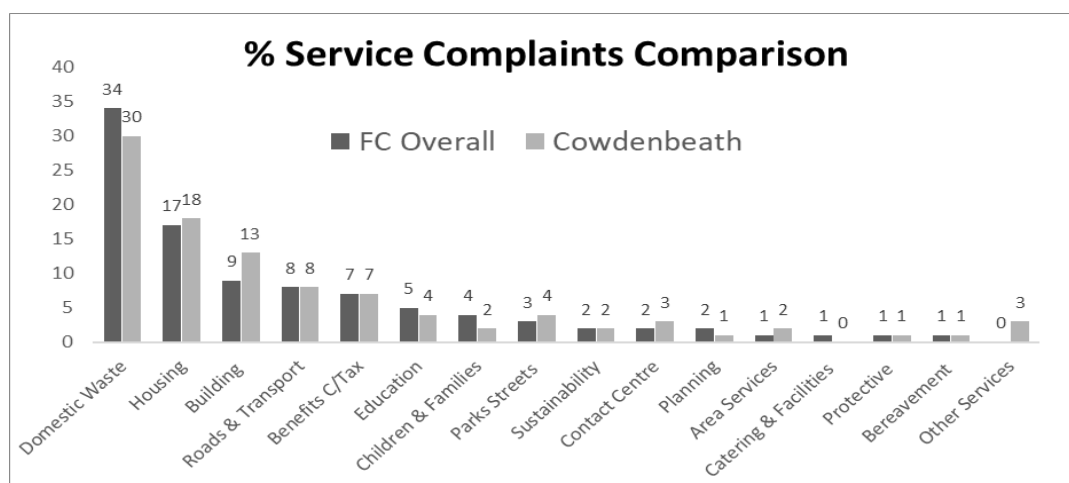
2.1 The general trend over time to respond to complaints in timescale is improving as can be seen from the graph.



2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of Fife Direct (55% in 19/20) for the Cowdenbeath area, clearly this increase is attributed to the pandemic and the main channel available to customers.



Reason for complaint (upheld and not upheld)



- 2.3 Differences of note include that there are proportionally more complaints concerning Building Services where the largest category was inappropriate attitude & behaviours. Bin issues are also proportionally down when compared to the FC overall result.
- 2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Please note that from all the complaint cases that ran over timescale 53% (16 from 30) were in an agreed (just not target) timescale given extensions are valid within the procedure.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 in Time	Total	% All in Time
Assessors	1	0.0%	0	100.0%	1	0.0%
Customer Service	2	50.0%	0	100.0%	2	50.0%
Children Families	6	83.3%	1	0.0%	7	71.1%
Planning	1	100.0%	3	66.7%	4	75.0%
Parks Streets	13	76.9%	0	100.0%	13	76.9%
Benefits C/Tax	20	80.0%	2	100.0%	22	81.8%
Roads	23	82.6%	0	100.0%	23	82.6%
Education	9	88.9%	3	66.7%	12	83.3%
Sustainability	6	83.3%	1	100.0%	7	85.7%
Domestic Waste	84	92.9%	7	85.7%	91	92.3%
Housing	48	93.8%	5	100.0%	53	94.3%
Building Services	37	100.0%	2	50.0%	39	97.4%
Area Services	6	100.0%	0	100.0%	6	100.0%
Bereavement	4	100.0%	0	100.0%	4	100.0%
Contact Centre	7	100.0%	1	100.0%	8	100.0%
Local Office	2	100.0%	0	100.0%	2	100.0%
Protective	1	100.0%	1	100.0%	2	100.0%
Welfare Fund	3	100.0%	1	100.0%	4	100.0%
Grand Total	273	91.0%	27	81.50%	300	90%

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

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Safer Communities	Anything that doesn't fit within the other categories	3	1	0	2	1
	ASB neighbour dispute	0	0	1	0	0
	Dog issues	1	0	0	0	2
	Fixed Penalty Notice	0	1	0	0	0
	Inappropriate staff attitude / behaviour	2	0	0	1	0
	Inconsiderate / inappropriate use of council vehicle	1	0	0	0	0
	Pest control issues	0	2	0	0	0
	Poor communications (including lack of notice consultation and engagement)	1	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	3
	Total	8	4	1	4	6
Benefits / Council Tax	Admin error	3	3	1	1	1
	Disagree with legislation	3	0	1	2	4
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	1	1	0	0	0
	Inappropriate staff attitude / behaviour	1	0	2	1	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Lack of / incorrect information	2	3	12	3	3
	Procedures / policy	4	4	4	4	8
	Service provision Covid 19	0	0	0	0	2
	System failure	1	0	1	1	0
	Time taken to process enquiry	0	1	4	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	1
	Total	16	12	25	13	22
Bereavement Services	Anything that doesn't fit within the other categories.	2	0	0	1	3
	Damage / vandalism to property e.g. headstones	0	1	2	0	0
	Inappropriate staff attitude / behaviour	0	0	1	1	0
	Inconsiderate / inappropriate use of council vehicle	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	2	1	2	0
	Restoration work e.g. fallen headstones	0	1	0	0	0
	Untidy / overgrown Vegetation	3	3	3	1	1
	Total	6	7	7	5	4
Building Services	Anything else that doesn't fit above categories	0	1	0	2	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Card left when tenant in property	0	0	1	1	2
	Council vehicle - driving behaviour / standards	4	1	1	1	2
	Council vehicle - parking	1	2	0	1	0
	Delay in start / completion of work	2	3	1	1	1
	Failure to attend at time advised / agreed	4	2	5	1	6
	Failure to fix first time	5	3	9	7	6
	Failure to meet timescales for job	4	1	4	3	1
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	0	1	1	2	1
	Health & safety / dangerous occurrence	1	1	2	2	0
	Inappropriate staff attitude / behaviour	7	4	7	4	8
	Noise levels from work activities	1	0	1	0	2
	Poor communications - advance notice of work not given	1	0	0	0	1
	Poor communications - internal breakdown Building Services	0	2	3	4	0
	Poor communications - internal breakdown with other council areas	2	1	0	2	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications - poor regarding work being/to be undertaken	2	5	6	4	3
	Standard of workmanship - damage	3	7	3	2	1
	Standard of workmanship - mess	6	4	3	4	0
	Standard of workmanship - tenant unhappy with work	7	3	7	5	1
	Unplanned additional work required following repair/installation	3	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / request / reported fault	0	0	0	1	2
	Total	53	42	54	47	39
Children & Families	Delays in completion of assessment - Parent/Carer	0	0	1	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	0	1	0	0	2
	Dissatisfaction with assessment outcome - Parent/Carer	0	0	2	0	2
	Dissatisfaction with policy / current delivery arrangements	3	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	0	1	0	0	1
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	2	1	0	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	1	5	2	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	1	0	0
	Unacceptable standard of care (looked-after children) - Child or Young Person	0	1	0	0	0
	Unacceptable standard of care / support families	7	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	1	0	0
	Total	11	13	8	0	7
Contact Centre	Anything that doesn't fit within the other categories.	0	1	0	0	0
	Disagree with Council policy	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	2	1	1
	Inappropriate staff attitude / behaviour	4	4	6	0	2
	Inconsiderate / inappropriate use of council vehicle	1	0	0	0	0
	Incorrect information given	1	0	0	0	3
	Lack of information	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Time taken to answer call	0	1	12	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	8	8	20	2	8
Customer Service	Anything that doesn't fit within the other categories.	0	0	0	1	1
	Card details wrong	1	0	0	0	0
	Content of Web page	0	0	0	0	1
	Inappropriate staff attitude / behaviour	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Total	2	0	0	2	2
Domestic Waste	Anything that doesn't fit within the other categories.	3	2	1	3	1
	Bin not returned properly / bin is missing	2	2	1	0	1
	Bulky not collected / only part collected	1	0	0	1	8
	Collection has left spilt waste in street / at property	1	0	0	0	0
	Customer turned away / refused entry	1	0	2	0	3
	Damage to vehicles / property during bin collection	0	0	0	0	4
	Discrimination race, gender, religion etc	0	0	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with location of recycling point	0	1	0	0	0
	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc	5	10	17	11	27
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	1	3	0
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	0	1	0	2
	Dissatisfaction with standard of street cleanliness	0	0	0	0	2
	Dissatisfaction with Take Out & Return TOR service	9	4	8	4	7
	Dog waste bin broken / missing / not replaced / not emptied	0	1	0	0	0
	Failure to collect / empty bin	12	14	7	13	20
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	4	1	4
	Household waste dumped in street / garden / yard	0	0	0	0	2
	Inappropriate staff attitude / behaviour	3	4	5	1	7
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Mess / Litter around recycling point	0	0	0	1	0
	No food waste bags provided	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / request / reported fault	2	0	1	1	2
	Total	41	39	49	39	91
Education	Accidents Injuries e.g. Physical education fights etc	2	0	0	0	1
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time in excess of 4 months despite repeated appeals by Escalation to close the case.	0	0	0	0	1
	Anything that doesn't fit within the other categories.	4	4	1	1	1
	Bulling by Staff	0	1	1	0	0
	Bullying by Pupil	1	0	0	1	2
	Dissatisfaction with policy current arrangements	5	4	3	6	6
	Inappropriate staff attitude behaviour	1	3	0	1	0
	Level of noise from school	1	0	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications including lack of notice consultation engagement	1	1	1	1	1
	Standard availability of school crossing patrol	1	0	0	0	0
	Vandalism graffiti	1	0	0	0	0
	Total	17	13	6	10	12
Housing	Anything that doesn't fit within the other categories.	11	3	0	1	0
	Assessment of FHR - Dissatisfaction with information / advice given	0	0	1	2	0
	Assessment of FHR - Dissatisfaction with time taken	0	0	1	0	0
	Debt management arrangements	0	0	0	0	1
	Delays in start / completion	10	3	3	3	7
	Dispute with neighbours	1	4	3	1	6
	Disputed recharges	0	0	0	1	1
	Dissatisfaction with policy / current arrangements	2	3	1	3	0
	Dissatisfaction with policy / current arrangements including allocations criteria	3	4	1	2	4
	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	8	4	9	8	13

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	2	2	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	4	5	2	2
	Fencing	0	4	0	1	0
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	1	1	0
	Garden Maintenance Service	1	0	0	1	0
	Inappropriate staff attitude / behaviour	1	3	5	3	1
	Internal communal areas include cleanliness, lighting etc	0	0	1	0	0
	Management of Communal Areas includes grass cutting, overgrown trees & bushes	2	1	2	0	2
	Missed from Programme	1	0	0	1	0
	Mutual repairs	0	0	0	0	2
	Noise	2	0	1	2	0
	Pets & Animals	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	3	4	5	4	6
	Poor condition / standard of housing	5	3	1	1	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor standard/condition of property at start of tenancy	1	1	2	5	2
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	9	2	0	6	1
	Rent discrepancies or delays in refund of credits	0	0	0	0	0
	Risk management	0	0	0	0	0
	Rubbish	3	1	1	2	2
	Snagging issues	1	5	0	0	0
	Transfers includes mutual exchanges	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	6	2	3	0
	Waiting times	2	3	0	1	1
	Total	69	60	46	54	53
Local Office	Delay in receiving service	0	0	0	0	1
	Failure to provide a service	1	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	1	0	0	0	0
	Lack of / incorrect information	2	0	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Wrong information input to system	1	1	0	0	0
	Total	5	2	0	0	2
Parks & Open Spaces	Anything that doesn't fit within the other categories.	6	1	0	0	4
	Dissatisfaction with policy / organisational arrangements include frequency of street cleaning, routes, methods etc	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	1	0
	Fence damage	0	0	0	0	1
	Grass cutting	2	0	0	4	5
	Inappropriate staff attitude / behaviour	0	0	2	0	1
	Inconsiderate / inappropriate use of council vehicle	0	1	1	0	0
	Overhanging / damaged trees & shrubs	1	0	0	0	0
	Quality of footpath	0	0	0	0	1
	Quality of park area	2	1	1	0	1
	Untidy / overgrown vegetation	0	1	1	0	0
	Total	12	4	5	6	13
Planning	Anything that doesn't fit within the other categories.	1	0	0	1	0
	Contravention of planning permission / no permission	0	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / delivery arrangements	1	0	0	0	1
	Failure to follow process	0	1	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	1	0	0	0	1
	Inadequate consideration of objections	1	0	0	0	0
	Operating a business from a residential property	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	Poor quality of assessment	0	0	0	1	0
	Unacceptable condition of neighbouring site / land	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	5	0
	Total	4	5	0	7	4
Protective Services	Dissatisfaction with licensing decisions / conditions	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Food safety / food standards	0	0	2	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Noise nuisance includes domestic / commercial / intruder alarms and noisy dogs	0	0	0	4	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / request / reported fault	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Total	2	2	2	6	2
Roads & Transportation	Anything that doesn't fit within the other categories.	0	0	0	2	3
	Application process such as timescale / proofs / photographs / Mobility Assessment	0	0	0	0	1
	Damage to vehicles / property	0	0	0	1	0
	Dissatisfaction of service provided	0	0	0	0	1
	Dissatisfaction with emergency response to flooding	0	0	0	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	0	3
	Grit bin empty / not refilled	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inadequate notice of road and footpath works including road closures	0	0	0	0	2
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	0	0	1
	Insufficient number of grit bins provided	0	0	0	1	0
	Localised flooding due to blocked gullies / drainage e.g. roads, footpaths, gardens, property etc	0	0	0	2	4
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	0	1
	Poor condition of road markings e.g. white lining	0	0	0	1	0
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	1	0
	Position / intensity / adequacy of new street lighting	0	0	0	1	0
	Potholes / poor condition of road surface	0	0	0	7	2
	Streetlight repairs	0	0	0	2	3
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	0	0	1
	Total	7	25	7	19	23
Sustainability	Customer turned away / refused entry	1	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / current organisational arrangements including opening times	3	0	0	0	5
	Inappropriate staff attitude / behaviour	1	0	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	Total	5	1	0	0	7
Welfare Fund	Anything that doesn't fit within the other categories.	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	1
	Inappropriate staff attitude / behaviour	0	0	0	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	0	0	2	2	4

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

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Environment	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc.	<p>Several weeks ago, I reported that my blue bin had not been emptied online I have the automatic response email. The bin was not emptied it gets emptied on a Wednesday the neighbours was not emptied either out bins were on the kerbside as always. I had to wait another fortnight then the snow came and they haven't been emptied again and now I'm being told to wait another 2 weeks where exactly am I supposed to put my rubbish I have black bags piling up in my landing of my building this is just not on at all and by no fault of my own I possibly cannot go another 2 weeks without a bin please can something be done about this ASAP before I end up with rats</p> <p>Outcome: <i>Complaint upheld. Apology offered to customer. Refuse sacks collected alongside landfill collection.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	<p>I have today received your letter. I disagree with the whole letter. I called you before the date of my first arranged gas service to advise I would not be home due to working. I was told another appt would be issued. I have never received the card for 2nd appt. I called several times to advise I would not be here and was repeatedly told, a new one will be sent out to me. Your letter today says an engineer was unable to access and left a card. I have had NO card at all, why even say that when this has NOT happened. I thought by me telling you I wouldn't be home was helpful. Now you're saying if they can't get access I will be charged. Well no I won't as I have never received a second appt. I will not be home on the date of this service until midday as I am working. Can you please let the engineer know as I am not having you out my door due to incompetence and then being charged. Look forward to your reply.</p> <p>Outcome: <i>Complaint upheld. Apology offered. Staff spoken to, to ensure process is followed and gas safety check rearranged.</i></p>
Building Service	Inappropriate staff attitude / behaviour	<p>Tenant has had a new bathroom fitted by <i>contractor</i> and gave workman a key for easy access to house. Tenant left workmen in her home and when she returned workmen were out</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>and door was left unlocked. Tenant was in for further 10 minutes before clear-up crew returned. Key was left inside door, but door was left unlocked. Tenant has no idea how long door was left unlocked.</p> <p>Outcome: <i>Complaint upheld. Site manager apologised for leaving door unlocked, all managers to carry out toolbox talks with operatives to ensure this does not occur elsewhere within the workstream.</i></p>

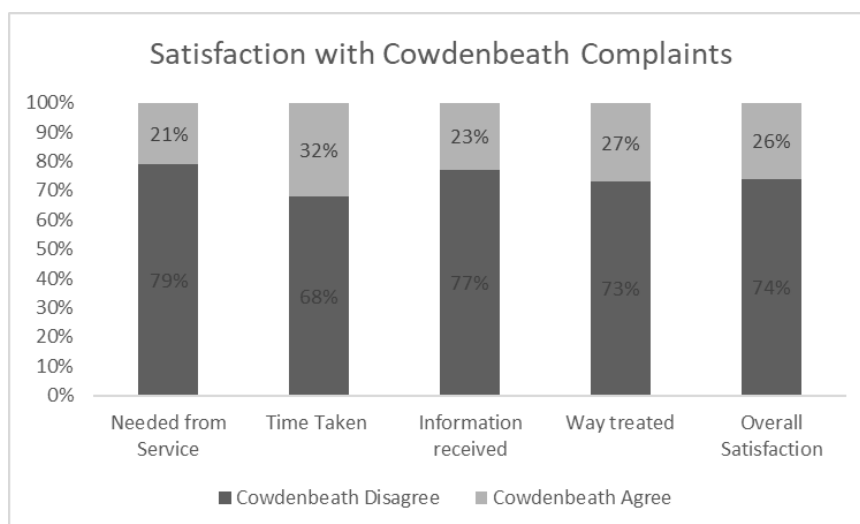
3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- A complaint that concerned Fife Council's standard of care of Lochgelly Public Park including inadequate footpaths and lighting that likely contributed to ongoing anti-social behaviour evident within the area was addressed through a Local Community Planning Application to upgrade the Park. If supported, and match funding achieved, upgrades would include footpath reinstatement and lighting. The Council also established a multi-agency working group with various Fife Council services including Refuse Collection, Grounds Maintenance, Education, CLD and Safer Communities as well as the Police, Fire Service, MATE, Clued-Up to provide a much more joined up approach in tackling the local issues complained about.
 - Following a complaint about multiple missed collection of recycling the Council have invested in the hire of an additional vehicle to provide additional resilience in the event of breakdown.
 - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.

- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
 - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Calling customers to assess the quality of complaint handling has now concluded and this was replaced in 2018 with a new approach to satisfaction, see section 6 Customer Satisfaction. The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given that the Council did not uphold their substantive matter.
- 3.8 The following table provides the details of complaint decisions in the Cowdenbeath area:

	Upheld	Not Upheld	Partially Upheld
Overall Complaints	32% (35% FC overall)	46% (48% FC overall)	22% (17% FC overall)
Stage 1 Complaints	32% (36% FC overall)	46% (48% FC overall)	22% (16% FC overall)
Stage 2 Complaints	23% (27% FC overall)	50% (49% FC overall)	27% (25% FC overall)

- 3.9 There were 30 complaint surveys completed by Cowdenbeath area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction).



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

4.0 Scottish Public Services Ombudsman Cases

- 4.1 The SPSO are the end point for all Council complaints and by procedure all stage 2 resolution letters must offer formal recourse to this organisation.
- 4.2 In 2020/21 there were 3 cases for the Cowdenbeath area that reached this final stage of the procedure. Two cases remain pending the decision from the SPSO are likely delays based upon the current pandemic.

- 4.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Withdrawn by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant

Service	SPSO Decision
Sustainability (Recycling Centres)	Withdrawn
Education (Exam results)	Withdrawn
Benefits / C-Tax (Reduction request)	Withdrawn

5.0 Other Customer Issues

- 5.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues will have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 5.2 These complaints for the Council rather than about a particular Council failing are considered by alternative processes. Examples include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table. First time requests for a Council service are by definition not managed under the complaint procedure.

Enquiry Type	17/18	18/19	19/20	20/21	Note
Missed bins	1298	1044	1018	932	
Illegal Dumping	187	169	137	82	Includes mess in gardens
Street Cleaning	131	118	131	71	Untidy street reports
Dog Fouling	67	62	64	23	
Aggressive Dogs	26	28	26	24	
Abandoned Cars	23	37	37	15	
Litter Bin Issues	15	42	33	14	
Needles	19	21	16	7	Either made safe or require removal
Fallen Trees	0	3	1	2	

- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers

who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.

- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's diet.

6.0 Customer Satisfaction

- 6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:

- Repairs i.e. housing
- Reporting faults i.e. potholes, street lighting
- Environmental i.e. domestic waste

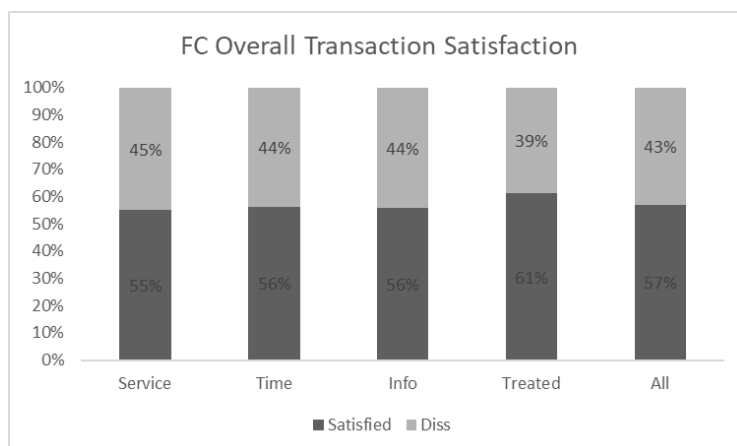
- 6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:

- I got everything I needed from the service
- I was happy with the time taken to deal with my request or enquiry
- I got all the information I needed
- I was happy with the way I was treated

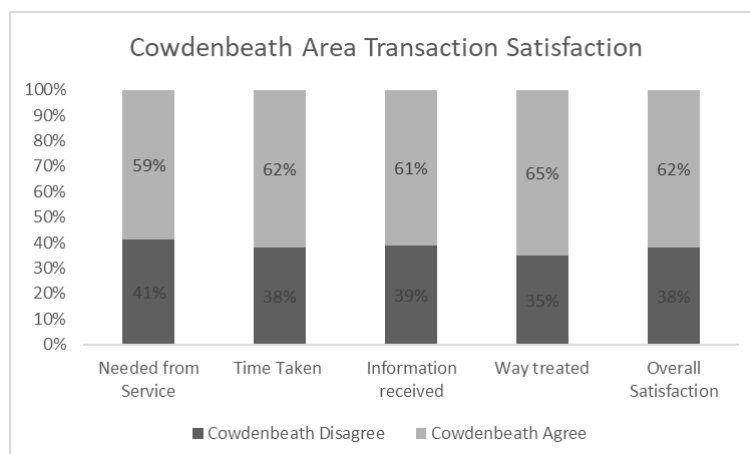
- 6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer satisfaction with the transaction undertaken.

- 6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. Services are simply asked to consider the content of quarterly reports with the aim of improving service delivery or introducing corrective action to mitigate repeat circumstances that cause dissatisfaction.

- 6.5 The Fife Council overall results for 2020/21 has 57% of those surveyed (58% 2019/20) agree with the satisfaction statements (see 6.2), graph as shown (6904 surveys returned):



- 6.6 By comparison respondents from the Cowdenbeath area had 62% (65% in 2019/20) agreeing with the satisfaction statements (see 6.2), graph as shown:



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

Transaction Family	Overall Satisfaction 20/21	No of Surveys
Bins/Waste	53%	131
Blue Badge	88%	2
Community Alarms	79%	6
Complaint	26%	30
Concessionary Travel	75%	1
Environmental Complaint	100%	1
Housing	66%	59
Meals on Wheels	100%	2
MyFife Card	97%	43
Payment Receipt	88%	17
Pest Issue	88%	16
Road or Street Fault	48%	51
Traffic or Streetlight Fault	58%	4
Grand Total	62%	363

6.8 Following the launch of the new website [fife.gov.uk](https://www.fife.gov.uk) this now historic transaction survey needs replaced as this was previously coded to suit older technology. Work to replace the transactional survey including a survey of complainants remains pending.

7.0 Compliments

- 7.1 Improved database access now allows reporting of 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 19 compliments received from customers in the Cowdenbeath area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	2	I would like to thank you for a quick service and a special thanks to the guy who did the job, he was outstanding.
Contact Centre	1	I would just like to take this opportunity to personally thank you for your recent help. I received nice clean bins. In the light of everything that's going on I wanted you to know that your help was truly appreciated
Customer Service Centres	4	Customer returned her blue badge application to Glenrothes CSC today after being assisted to complete it over the phone by Karen McDaid. She enclosed a letter thanking Karen for her kindness and stating how much it had meant to her that Karen had been so helpful and nice.
Domestic Waste	6	I would like to highly commend the refuse collection personnel who operate in Kelty. I have always thought that these people do a great job but feel that they should get a special mention for their operations since the beginning of the Coronavirus lockdown. The collectors have gone the extra mile to ensure that people are aware of the Covid dangers regarding bin handling and that they are very careful after handling bins. They have given excellent advise on staying safe. They should be commended for their community spirit.
Housing	1	The next door garden was a mess grass was being cut but that's all, today a squad of gardeners came and cut the big overgrown hedges trimmed and cut the grass made a good job of it and made no mess left behind them well done these guys
Parks Streets Open Spaces	1	I would like you to pass on our thanks to the grounds men who carried out the removal of weeds from Main Street in Cardenden this week. I appreciate some of your teams lost work time during the lockdown but this allowed the weeds to take hold and it looked awful. However this week our street looks fab after their hard work. Its so easy to knock the council, so I would be grateful if you could pass this on to the right team to say thank you for helping look after our street/ Village.
Roads & Transportation	3	Customer has called in to say thankyou to the fife council crew who were gritting her street today, she say's they were great and went over and above by helping her to dig out her car which had been snowed in for day's, she if this could please be passed on the the crew who were gritting in bath street kelty today.
Safer Communities	1	I was contacted by the Council Service mentioned above, earlier today regarding, a domestic waste dumping issue at the property, I reside in, which was seriously impacting on a vulnerable person who currently is "shielding." I ask that you note and further ask if you can "find a minute," to pass on my sincerest thanks for the exemplary and expeditious manner in which those involved, addressed the issue, I brought to their attention.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year and is better than the Council average despite the increased volume over last year (up 33%) and the challenges faced by the organisation during the pandemic. The average working days to respond was also improved over last year.
- 8.2 The issues customers complained about within the Cowdenbeath area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Building Services. The main root cause category of these complaints was inappropriate staff attitude and behaviour however only 3 of these complaints were fully upheld.

- 8.3 There has not been the same progress on addressing the root causes of complaints as was expected and this has been an outcome from the pandemic. The Escalation and Resolution team strive to facilitate more significant improvements over the coming year yet remain focussed upon responsiveness, as this is a key driver of customer satisfaction.

List of Appendices

None

Background Papers

1. SPSO revised model complaint handling procedure –
<https://www.spsso.org.uk/sites/spso/files/csa/LAMCHPPart3.pdf>

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18th August 2021

Agenda Item No. 09

Christmas 2020 and Easter 2021 Holiday Provision – Café Inc To Go

Report by: Paul Vaughan, Head of Communities & Neighbourhoods

Wards Affected: Ward Nos 7 & 8

Purpose

To provide a summary of the Café Inc To Go provision in the Cowdenbeath area during Christmas Holidays 2020 and Easter Holidays 2021.

Recommendation(s)

The committee are asked to comment on the content of the report.

Resource Implications

There are no additional resource implications arising from this report.

Legal & Risk Implications

There are no legal or risk implications arising from the implementation of this proposal.

Impact Assessment

An EqlA has not been completed as there are no proposed changes or revisions to existing policies.

Consultation

Consultation with elected members, community groups and Fife Council services took place in the initial development of Café Inc. No additional consultation has taken place as this provision is an adaptation necessitated by COVID-19 restrictions.

1.0 Background

- 1.1 The Cowdenbeath Community Development Team provided Café Inc during the Christmas 2020 and Easter 2021 school holidays using adaptations of previous Café Inc models in line with government guidelines applicable at the time.
- 1.2 A total of £400,000 had been identified to address holiday related food insecurity in the 2020/21 Fife Council budget and Café Inc was funded from this source.
- 1.3 A range of options were discussed by the Cowdenbeath Community Development Team. These options took into consideration the previous Café Inc model, existing community food projects and a stringent risk assessment process required to operate a service when working with large numbers of people in the community. The chosen methods of provision involved the socially distant pick-up of packed lunches or food bags/boxes from community venues.
- 1.4 The Community Development Team based the initial development of the Café Inc model on utilizing key themes in the report ['Dignity: Ending Hunger Together in Scotland'](#)
- 1.5 The Café Inc model was developed to promote the ideas articulated in the above report about the social value of food and that "food is about community and not just consumption".
- 1.6 Importantly, Café Inc aligns itself with a traditional model of community projects rather than service provision and seeks to create an environment that families *choose* to access rather than *having* to access.
- 1.7 This report highlights two key aspects which inform the principles behind the Café Inc model in Cowdenbeath:
 - [*In our work we will seek to develop and deliver dignified responses to food insecurity and food poverty.*](#)
 - [*We will continue to challenge the stigma of poverty and raise awareness of the structural causes of food insecurity.*](#)
- 1.8 Café Inc Christmas operated on specific days with the provision of food bags/boxes to support families when centres were closed. This was facilitated by Community Development staff and community food project volunteers. Café Inc Easter provided pick up packed lunches only.

2.0 Café Inc To Go - Christmas 2020

- 2.1 During the Christmas school holidays, Café Inc To Go was operated in five centres by Community Education Workers/Welfare Reform Workers with support from youth workers, volunteers and Community Use staff. It operated from Noon to 1.30pm and provided a packed lunch with lunch boxes/bags supplied for non-operational days. Filled rolls were provided by Bayne's with additional items procured from Yules. Packed lunches were not assembled in advance to enable participants to have a choice of items that suited their preferences and to ensure social distancing was maintained. Participants entered facilities via one entrance, chose from a selection

of items to make up a healthy packed lunch and then left the building via a separate exit. Contact with staff, volunteers and other participants was minimised.

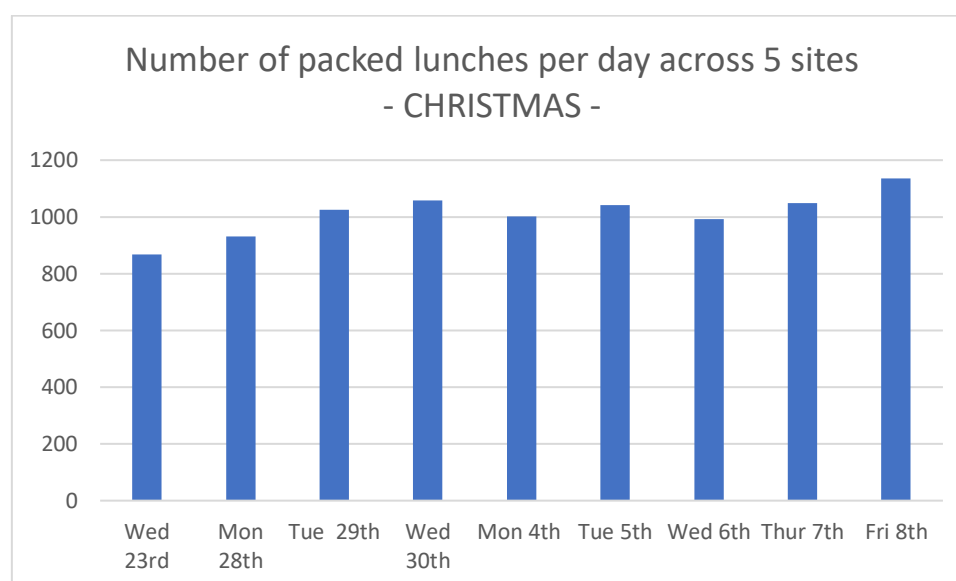
2.2 Café Inc and community food projects operated on the following dates:

- Weds 23rd Dec – Community Food Projects providing lunches plus food boxes/bags.
- Mon 28th Dec – Café Inc To Go
- Tue 29th Dec – Café Inc To Go
- Weds 30th Dec - Community Food Projects providing lunches plus food boxes/bags.
- Mon 4th Jan – Café Inc To Go
- Tuesday 5th Jan – Café Inc To Go

Date	Kelty	Benarty	Lochgelly TH	Maxwell	Bowhill
Weds 23 rd Dec	Café Kelty -FOOD BOX	Café Benarty - FOOD BOX	Lo'Gelly Larder and FOOD BOX	Café Maxwell - FOOD BOX	Community Fridge and FOOD BOX
Thur 24 th			Lo'Gelly Xmas Food Deliveries		
Fri 25 th Dec					
Sat 26 th Dec					
Sun 27 th Dec					
Mon 28 th Dec	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go & Community Fridge
Tue 29 th Dec	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go
Wed 30 th Dec	Café Kelty -FOOD BOX	Café Benarty - FOOD BOX	Lo'Gelly Larder and FOOD BOX	Café Maxwell - FOOD BOX	Community Fridge and FOOD BOX
Thur 31 st Dec			Lo'Gelly Hogmanay Food Deliveries		
Fri 1 st Jan					
Sat 2 nd Jan					
Sun 3 rd Jan					
Mon 4 th Jan	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go and Community Fridge
Tue 5 th Jan	Oor Wee Café and Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go	Café Inc To Go

2.3 The Café Inc service was planned to be delivered up to and including Tuesday 5th Jan but following the extension of the Christmas break, the service continued up to and including Friday 8th Jan. During this period, an additional 3,177 lunches were supplied over initial project estimate.

2.4 During nine operational days, 9,203 lunches were provided by Café Inc To Go. This provision consisted of a choice of fresh filled roll, fruit, yoghurts, fruit juice and assorted snack items. The following chart provides an overview of the daily numbers across all centres:



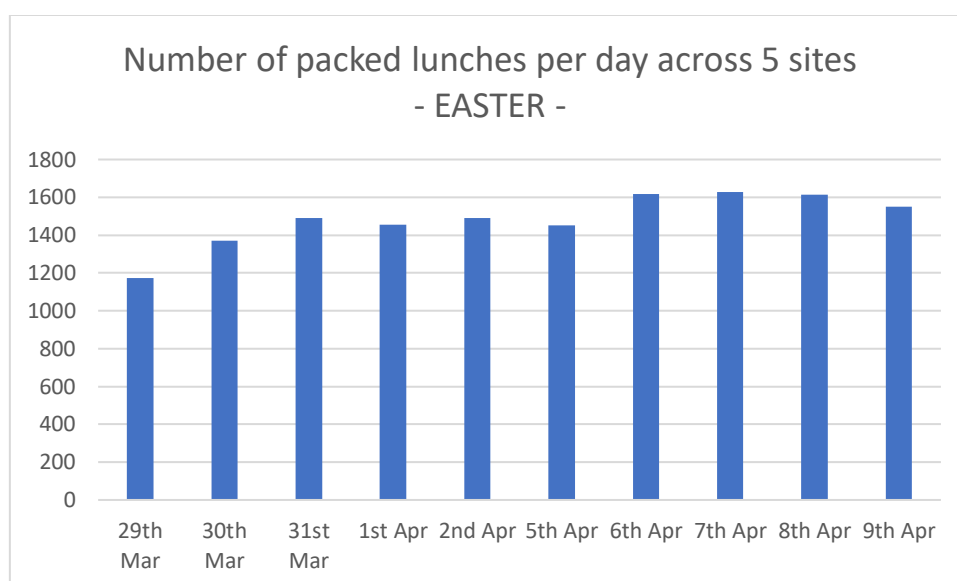
2.5 In addition to this provision, food boxes/bags were made available to families to supply them with lunch on public holidays or days when the centres would not be open for service. (Weds 23rd Dec and Weds 30th Dec) The items contained in these boxes/bags can be found in Appendix 1 and provided a family of four with lunches

for 3 days. Each centre was allocated 200 boxes (100 per operational day) which meant that an additional total of 12,000 lunches were made available to children, young people and families.

- 2.6 The total number of lunches provided by Café Inc in the Cowdenbeath area across 9 operational days was 21,203.
- 2.7 The Café Inc service in Cowdenbeath records the number of lunches provided and does not record the number of individual participants. The ability to access the service anonymously has been a key aspect of the success of the project as it removes barriers to participation and significantly reduces the stigma of accessing a community-based service designed to tackle food insecurity.

3.0 Café Inc To Go – Easter 2021

- 3.1 Café Inc To Go operated in the same way as at Christmas but provided lunches to go only. The service ran for 10 days from Monday 29th March to Friday 9th April. Community Food Projects continued to operate in conjunction with Café Inc and the food provided by these projects is recorded separately.
- 3.2 The total number of lunches provided by Café Inc in the Cowdenbeath area across 10 operational days was 14,839.
- 3.3 The following chart provides an overview of the daily numbers:



- 3.4 A daily breakdown by centre can be found in Appendices 2 and 3.

4.0 Project Costs

- 4.1 The cost to operate Café Inc To Go over Christmas 2020, providing 21,203 lunches was £79,928.49. This provides a unit cost per lunch of £3.76.
- 4.2 The cost to operate Café Inc To Go over Easter 2021, providing 14,839 lunches was £58,920.44. This provides a unit cost per lunch of £3.97 per lunch.
- 4.3 Our suppliers (Bayne's the Bakers and Yules) continue to provide their services flexibly, enabling Café Inc to be delivered according to emerging needs in our

communities. Bayne's also continue to support community food projects and provide a significant discount on their products.

5.0 Conclusion and Next Steps

- 5.1 The adaptation of the 2019 Café Inc model during a time of COVID-19 restrictions and social distancing through 2020/21 was challenging. Staff from across the Cowdenbeath Community Development Team worked in conjunction with community led food projects, volunteers and local businesses to provide a welcoming, accessible and universal service to those at risk from food insecurity in communities across the area.
- 5.2 During financial year 20/21 and since October 2020, the Community Development team have provided 45,849 lunches to children, young people and families in the Cowdenbeath area via Café Inc.

October (10 days)	December (9 days)	March/April (10 days)
9,807 lunches	9,203 packed/12,000 boxed	14,839 lunches

- 5.3 Planning is underway for Direct Catering to develop a Fife wide approach to the provision of lunches during the school summer holidays from June - August 2021. There will be no allocation of funding from the £400,000 budget to areas to support Café Inc projects and area teams have been asked to inform Direct Catering of requirements for the area based on recent attendance figures.

List of Appendices

Appendix 1 – Food Box/Bag Contents List
Appendix 2 – Centre Charts
Appendix 3 – Daily Totals

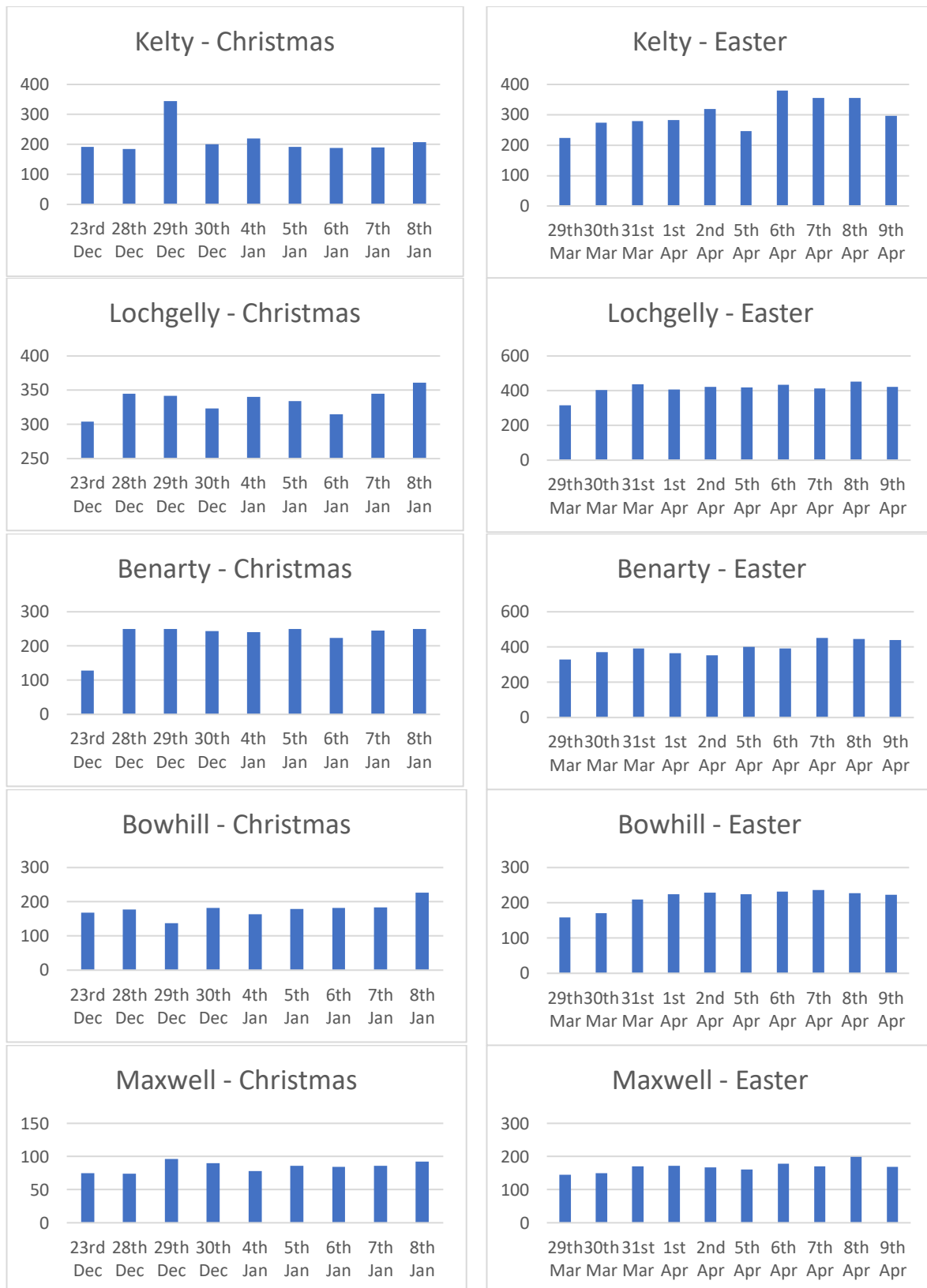
Report Contact:

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Appendix 1 – Food Box/Bag Contents List

Bread x 1
Spread/Butter x 1
Tinned Meat (Chicken/Ham/Corned Beef) x 2
Tinned Tuna x1
Pasta x 1
Tinned Tomatoes x1
Eggs (6)
UHT Milk 1l x1
Packet Soup x2
Tinned Fruit x2
Tinned Veg (Carrot, Peas, Sweetcorn) x1 each
Tinned Potato x 2
Tinned Pie (Fray Bentos - Veg, Chicken, Beef) x1
Beans x2
Spaghetti Hoops x2
Choc Biscuits x 1
Galaxy Hot Chocolate Sticks x 4

Appendix 2



Appendix 3

	23rd Dec	28th Dec	29th Dec	30th Dec	4th Jan	5th Jan	6th Jan	7th Jan	8th Jan	Centre
Kelty	192	185	200	220	179	192	188	190	207	1753
Lochgelly	304	345	342	323	340	334	315	345	361	3009
Benarty	128	250	250	244	241	250	223	245	250	2081
Bowhill	168	178	138	182	163	179	182	183	226	1599
Maxwell	75	74	96	90	78	86	84	86	92	761
Daily	867	1032	1026	1059	1001	1041	992	1049	1136	9203

	Mon 29 Mar	Tue 30 Mar	Wed 31st Mar	Thur 1st Apr	Fri 2nd Apr	Mon 5th Mar	Tue 6th Mar	Wed 7th Mar	Thur 8th Mar	Fri 9th Mar	Centre
Kelty	224	274	280	283	320	246	380	356	291	297	2951
Lochgelly	316	405	438	408	422	418	433	413	452	423	4128
Benarty	329	371	391	366	353	402	393	452	445	441	3943
Bowhill	159	170	210	225	229	225	232	236	227	223	2136
Maxwell	145	150	170	172	167	161	178	171	199	168	1681
Daily	1173	1370	1489	1454	1491	1452	1616	1628	1614	1552	14839

18th August 2021

Agenda Item No. 10

PROPERTY TRANSACTIONS

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

Wards Affected: 7 and 8

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Disposals

2.1.1 24.48 hectares of land at Dundonald, Cardenden

Date of Sale: 15 July 2021
Price: £121,725
Purchaser: Remus Equestrian Centre Ltd

2.2 Leases by the Council – New Leases

2.2.1 Site of substation at Auchterderran Centre, Woodend Road, Cardenden

Date of commencement: 20 July 2021
Rent: £1 per annum
Tenant: SP Distribution plc

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

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Cowdenbeath Area Committee of 6 October 2021			
Title	Service(s)	Contact(s)	Comments
Pupilwise and Parentwise Surveys 2018-2019	Education Services	Jacqueline Price	
Area Roads Programme - final	Roads & Transportation	Neil Watson	
Phase 2 Budget Report	Communities and Neighbourhoods Service	Gary Daniell	
Presentation on progress of Summer Activities	Communities and Neighbourhoods Service	Gary Daniell	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Local Community Plan Annual Update and Budget Outturn 2020/21	Communities and Neighbourhoods Service	Sarah Roxburgh	
Area Capital Update Report 2019-2020	Finance and Corporate Services	Eleanor Hodgson	
Update on School Meals from Core Group, L/G & C/B High Schools	Education and Children's Services	Neil Finnie	
Pupil Equity Funding (PEF)	Education and Children's Services	Sarah Else	
Parks Street and Open Spaces Annual Review 2021			