

South and West Fife Area Committee

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



Wednesday, 16th June, 2021 - 9.30 a.m.

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTES**
 - (a) Minute of South and West Fife Area Committee of 21st April, 2021. 3 – 6
 - (b) Minute of West Fife Area Common Good Sub-Committee of 27th April, 2021. 7
4. **RADIATION MONITORING AT DALGETY BAY** – Verbal updates from Dr. Paul Dale, Scottish Environmental Protection Agency and Mr. Stephen Ritchie, Ministry of Defence (Defence Infrastructure Organisation).
5. **SAFER COMMUNITIES TEAM UPDATE REPORT** – Report by the Head of Housing Services. 8 – 27
6. **SUPPORTING THE LOCAL COMMUNITY PLAN - OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN SOUTH AND WEST FIFE** – Report by the Local Area Commander, Police Scotland. 28 - 34
7. **SCOTTISH FIRE AND RESCUE SERVICE - SOUTH AND WEST FIFE AREA ANNUAL PERFORMANCE REPORT** – Report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service. 35 – 54
8. **AREA HOUSING UPDATE** – Report by the Head of Housing Services. 55 – 62
9. **PITCH OPTIONS - ROSYTH FOOTBALL CLUB** – Verbal update by the Community Manager (South and West Fife Area), Communities and Neighbourhoods Service.
10. **SUPPORTING THE LOCAL COMMUNITY PLAN - WELFARE REFORM AND ANTI POVERTY ANNUAL REPORT APRIL 2020-21** – Report by the Head of Communities and Neighbourhoods Service. 63 – 72
11. **SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2021** 73 - 75

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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9th June, 2021.

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THE FIFE COUNCIL - SOUTH AND WEST FIFE AREA COMMITTEE – REMOTE MEETING

21st April, 2021.

9.30 a.m. – 12.15 p.m.

PRESENT: Councillors Alice McGarry (Convener), David Barratt, Bobby Clelland, Dave Coleman, Dave Dempsey, Sharon Green-Wilson, Mino Manekshaw, Tony Orton, Kate Stewart and Andrew Verrecchia.

ATTENDING: Alan Paul, Senior Manager (Property Services), Michael O’Gorman, Service Manager (Estates) and John O’Neil, Team Manager, Assets, Transportation and Environment; Alastair Mutch, Community Manager (South and West Fife), Lisa Hemphill, Local Development Office and David Manderson, Community Education Worker, Communities and Neighbourhoods Service; Deborah Stevens, Lead Officer (Area Regeneration), Housing Services; Deborah Davidson, Education Manager, Ian Adair, Headteacher, Inverkeithing High School, Iain Yuill, Headteacher, Dunfermline High School and Ruth McFarlane, Rector, Queen Anne High School, Education and Children’s Services; and Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services.

268. DECLARATIONS OF INTEREST

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

269. MINUTE

The Committee considered the minute of the South and West Fife Area Committee meeting of 3rd March, 2021.

Decision

The Committee agreed to approve the minute.

270. REPORT ON ROSYTH FC AND SUPERMARKET PROPOSAL

The Committee considered a report by the Head of Assets, Transportation and Environment providing members with an update in response to the motion which had been approved by the Committee on 3rd March, 2021 requesting an update on the Rosyth Football Club and Supermarket proposal.

Decision

The Committee:-

- (1) noted the contents of the report; and
- (2) expressed its concern that a satisfactory solution to providing a home for the Rosyth Football Club had not yet been found and asked officers from all the Services involved to continue discussions as a matter of priority and that a verbal update be provided to the next meeting of the Committee which would include looking at possible sites available for the Football Club in and around the Rosyth area.

271./

271. GRASSLAND MANAGEMENT STRATEGY

The Committee considered a report by the Head of Assets, Transportation and Environment advising members of proposed changes to the management of grassland in the area and the outcome of the community consultation and engagement exercise.

Decision

Following analysis of the results of a public consultation and engagement exercise on proposed changes to the management of grassland in the area, the Committee agreed as follows:-

- (1) **Ward 1 (West Fife and Costal Villages)** - the alternative grassland proposals were not accepted and the areas proposed would revert back to an amenity grassland maintenance regime;
- (2) **Ward 5 (Rosyth)** - there was no alternative grassland proposal for this area and the amenity grassland maintenance regime currently in place would continue; and
- (3) **Ward 6 (Inverkeithing and Dalgety Bay)** - the alternative grassland proposals were accepted.

Councillor Andrew Verrecchia left the meeting during consideration of the above item.

272. AREA CAPITAL BUDGET REQUEST - NORTH QUEENSFERRY TOILET

The Committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement from members to allocate funds from the Area Capital Budget 2017-19 towards the provision of a public toilet in North Queensferry.

Alastair Mutch, Community Manager provided a further update on the position advising that feedback had been submitted from Ward 6 Councillors and discussions had taken place with Fife Council colleagues to consider a Changing Places facility on the site and potential costs for this facility were being explored. Alastair was also looking into various funds that he could bid into to support the provision of the toilet and, if successful, would then opt for the Changing Places facility which was a slightly larger single unit. It was noted that, if successful in the bids to the Administration's Tourism and Community Facilities fund and Nature (Scotland's) Better Places fund, the financial options could result in a lower contribution being required from the Area Capital Budget.

Decision

The Committee agreed to a contribution of £74,000 from the Area Capital Budget 2017-19 for the provision of a public toilet in North Queensferry.

273. NORTH QUEENSFERRY LOCAL ACTION PLAN

The Committee considered a report by the Head of Communities and Neighbourhoods Service updating members on progress and necessary changes made to the delivery timeline of the North Queensferry Local Action Plan (NQLAP).

Decision/

Decision

The Committee:-

- (1) agreed to the change in the original timeline for the NQLAP; and
- (2) noted the preparatory work and community engagement that had already been undertaken.

**274. SUPPORTING THE LOCAL COMMUNITY PLAN - SOUTH EAST
INVERKEITHING REGENERATION - PROGRESS REPORT**

The Committee considered a joint report by the Head of Housing Services and the Head of Communities and Neighbourhoods Service advising members of progress with the regeneration of South East (SE) Inverkeithing.

Decision

The Committee noted the contents of the report.

The meeting adjourned at 10.55 a.m. and re-convened at 11.00 a.m.

275. SCHOOL ATTAINMENT AND ACHIEVEMENT REPORT

The Committee considered a report by the Executive Director (Education and Children's Services) providing members with a summary report on 2019/2020 school attainment for young people who left school in 2019/20 across the secondary schools across the South and West Fife area.

Decision

The Committee:-

- (1) noted the details contained within the report in relation to the nature of this year's report due to the impact of the Covid-19 pandemic;
- (2) noted the information provided in the enclosed secondary schools' reports;
- (3) thanked Iain Yuile, Ian Adair, Ruth McFarlane and Deborah Davidson for their detailed presentations; and
- (4) paid tribute to all the teachers, parents and pupils for their efforts throughout the Covid pandemic in keeping pupils educated during a very difficult period.

276. PROPERTY TRANSACTIONS

Decision

The Committee noted the contents of a report by the Head of Assets, Transportation and Environment advising on action taken under delegated powers in relation to property transactions in the South and West Fife Committee Area.

277./

277. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2021

Decision

The Committee noted the Forward Work Programme 2021 which would be further updated as appropriate.

278. NOTICE OF MOTION

Decision

The motion, as detailed on the agenda, was withdrawn.

279. NOTICE OF MOTION

In terms of Standing Order No. 8.1(1), the following Notice of Motion was submitted:-

Councillor Dave Coleman, seconded by Councillor Dave Dempsey, moved as follows:-

"The Committee:-

- Notes the poor condition of large areas of road and pavements in Dalgety Bay
- Asks officers to present a report providing options on how to improve the condition of the roads and pavements of Dalgety bay, including the costs and options for financing these".

The Committee, having considered the motion proposed by Councillor Coleman and seconded by Councillor Dempsey, agreed to vote on whether or not to accept the motion.

Decision

Roll Call

For the motion - 2 votes

Councillors Dave Coleman and Dave Dempsey

Against the motion - 7 votes

Councillors David Barratt, Bobby Clelland, Sharon Green-Wilson, Mino Manekshaw, Alice McGarry, Tony Orton and Kate Stewart.

Decision

The motion was accordingly rejected.

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

27 April, 2021

8.55 a.m. – 9.15.a.m.

PRESENT: Councillors Helen Law (Convener), James Calder, Sharon Green-Wilson, Alice McGarry, Tony Orton and Ross Paterson.

ATTENDING: Andrew Gallacher, Community Manager, City of Dunfermline, Communities and Neighbourhoods; Eleanor Hodgson, Accountant and Elizabeth Mair, Committee Officer, Legal & Democratic Services.

60. DECLARATIONS OF INTEREST

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

61. MINUTE

The minute of the meeting of the West Fife Common Good Sub-Committee of 4th August, 2020 was submitted.

Decision

The Sub-Committee approved the minute.

62. COMMON GOOD FUNDS UPDATE REPORT 2021/22

The Sub-Committee considered a report by the Executive Director (Finance and Corporate Services) advising of the current status of the Common Good Funds in the area.

Decision

The Sub-Committee noted the contents of the report.

**63. WEST FIFE AREA COMMON GOOD FUND - APPLICATION FOR
ASSISTANCE - DUNFERMLINE HERITAGE PROGRAMME**

The Sub-Committee considered a report by the Head of Communities and Neighbourhoods seeking approval for an award of £15,000 from the West Fife Area Common Good Fund to assist with the costs of organising and delivering walking groups in Dunfermline and West Fife over a 3-year period as part of a Wellbeing Through Heritage project, including staffing costs and delivering training and support for group leaders.

Decision

The Sub-Committee approved an award of £15,000 to Dunfermline Heritage Partnership from the West Fife Area Common Good Fund to assist with the costs of organising and delivering walking groups in Dunfermline and West Fife over a 3-year period as part of their Wellbeing Through Heritage project.

16th June, 2021.

Agenda Item No. 5

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: South and West Fife area (Wards 1, 5 and 6)

Purpose

The purpose of this report is to provide members with an update on the operational activity of the Safer Communities Team within the South and West Fife committee area during the 12 month period 1st April 2020 to 31st March 2021.

Recommendation(s)

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

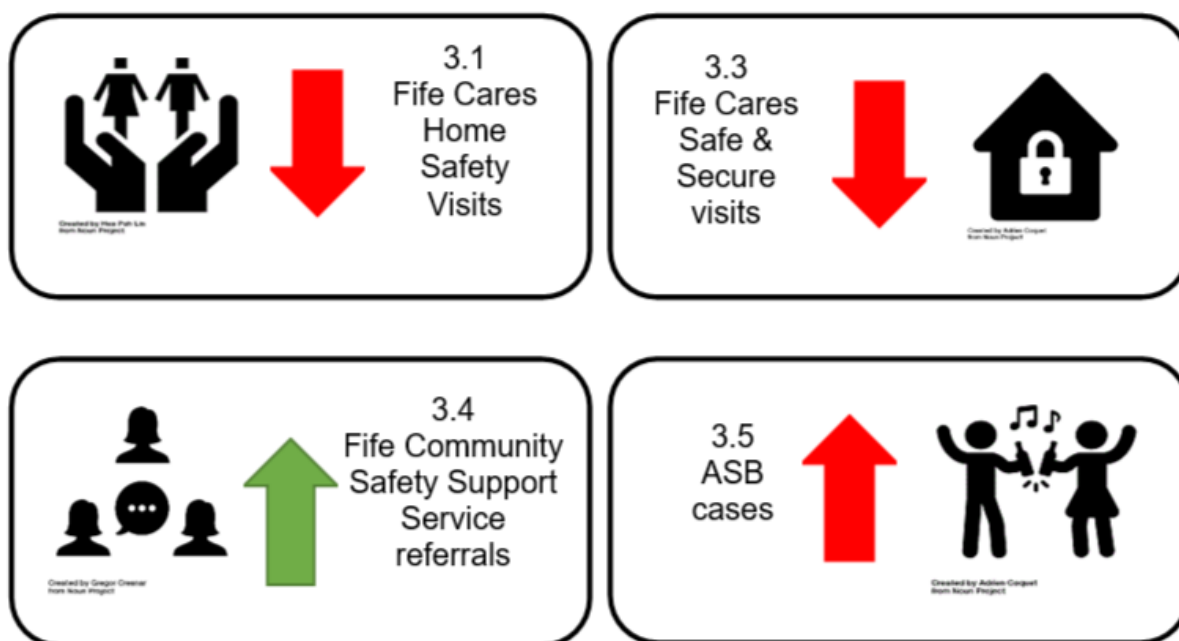
Consultation

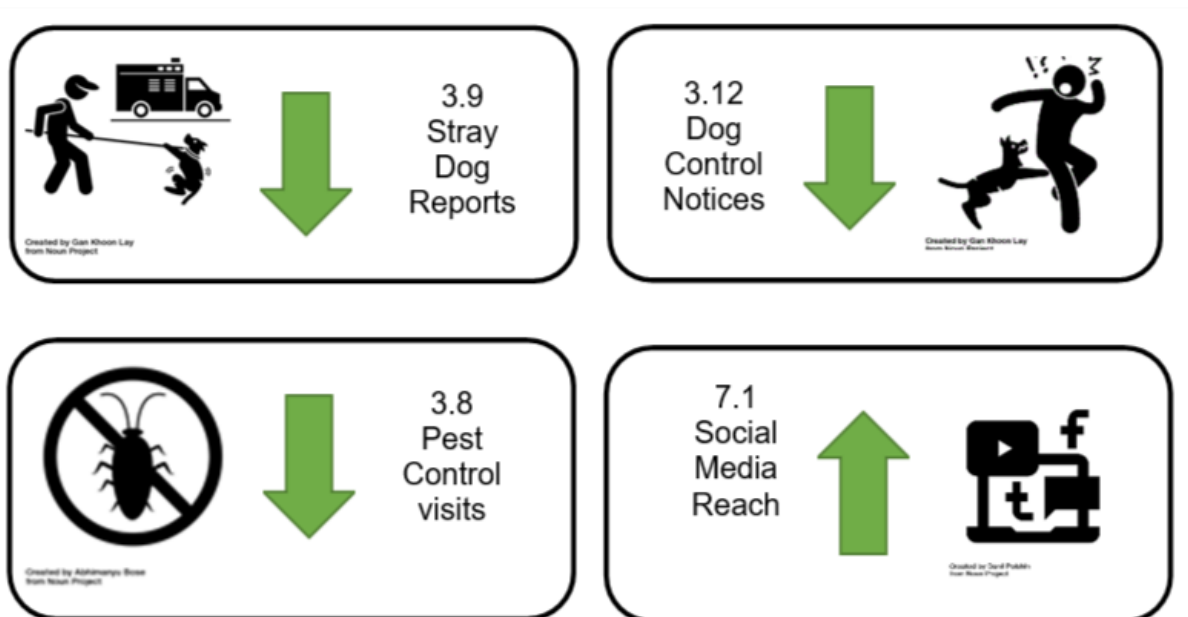
Consultation has taken place with community safety partner agencies.

1.0 Background

- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within the South and West Fife area during the financial year 2020/21.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should be noted that the three core agencies (Police Scotland, SFRS and Fife Council's SCT) may comment on work carried out *in partnership* with each other and other agencies but cannot comment specifically on work carried out independently by other services.
- 1.3. Information is also provided on Fife-wide activity in order to ensure that members are aware of the range of activities which may be of interest to them and their constituents.
- 1.4. The performance information in sections 3 and 4 provide a summary of the Safer Communities Team annual activity within this committee area during the reporting period compared to the previous financial year.
- 1.5. The activity is denoted using RAG arrows to demonstrate whether an activity has increased or decreased on the previous year (up or down arrow) and whether this is positive or negative (denoted by red, amber, or green).
- 1.6. The narrative describing each of these activities and associated statistics can be found in the sections referenced.

2.0 Performance Summary - People

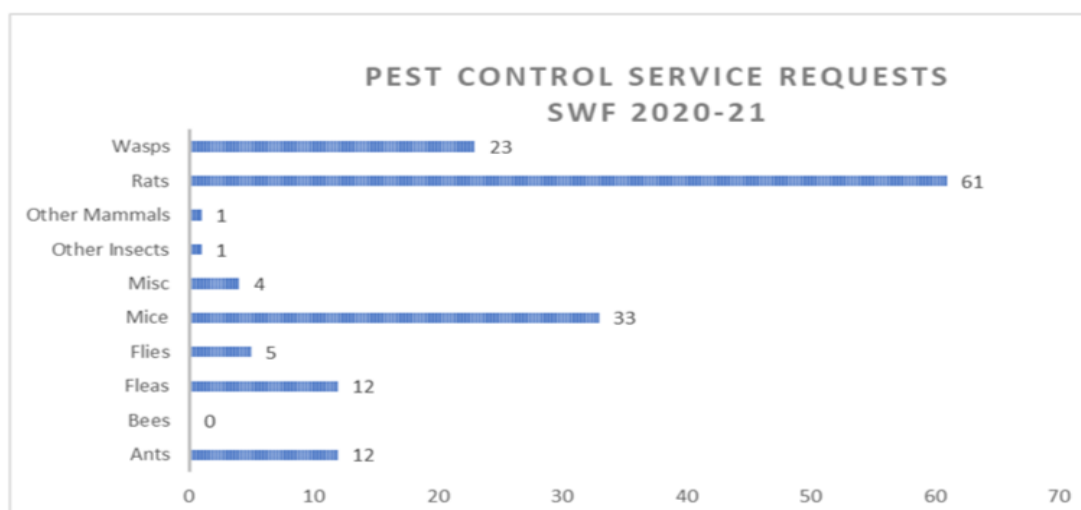




3.0 Performance narrative – People

- 3.1 Due to the restrictions around home visits during the pandemic, the number of referrals to our Fife Cares service decreased in 2020/21 compared with the previous year. The majority of referrals in 2020/21 related to requests for tailored **home safety advice** for families with young children. Again, due to the restrictions, no face-to-face visits were carried out by our officers, although 33 contacts were made by phone (compared with 54 home visits the previous year) and all doorstep deliveries took place within social distancing guidelines.
- 3.2 Recognising that Fife Cares is one of our most valued services, we took the opportunity to work with Evaluation Scotland and the Scottish Community Safety Network to pilot an evaluation around Measuring What Matters. The project focused specifically on Unintentional Harm which is often difficult to report on as the data which demonstrates the impact of services, such as Fife Cares, is generally qualitative rather than quantitative. The evaluation pilot commenced in February 2021 and so is still in its infancy. However, from feedback already received, we are seeing the positive (and welcome) impact our officers make in terms of raising awareness of child safety within the home environment by engaging parents and carers in discussion about aspects that they may not already have considered. We intend to provide more information on this evaluation in next year's annual report.
- 3.3 Referrals to the Fife Cares service regarding **home security advice** under the Safe, Secure and Supported at Home initiative also decreased but visits continued to take place given the serious nature of the issues being experienced by customers. All visits were carried out within social distancing guidelines and using appropriate PPE (30 visits in 20/21 compared with 54 the previous year).

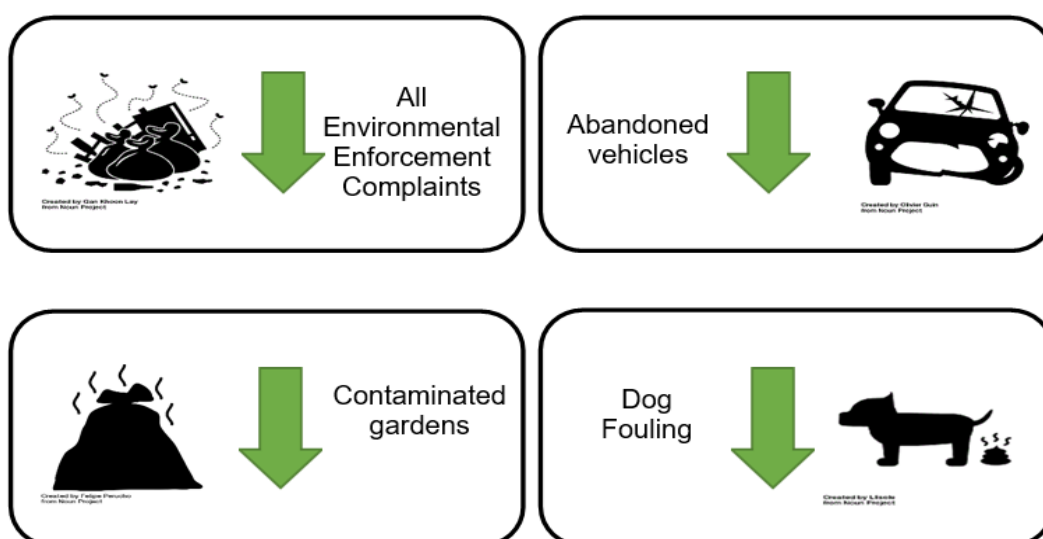
- 3.4 Of the 22 referrals to **Fife Community Safety Support Service (FCSSS)**, 13 resulted in the provision of support whilst the remaining nine involved some form of mediation, albeit contact was made by phone. Referrals to FCSSS increased compared to the previous year (15). Appendix 1 provides examples of some of the feedback received by the service.
- 3.5 The Area Co-ordinator investigated 106 **antisocial behaviour** cases, a substantial increase on the previous year (19). One of the reasons for the increase is that our Area Co-ordinators handled the majority of antisocial behaviour complaints on behalf of the local office for the first six months of 2020/21.
- 3.6 A review of Fife Council's Antisocial Behaviour (ASB) process commenced prior to the first lockdown, the overall objective being the delivery of improved outcomes for customers experiencing private space antisocial behaviour. Discussions with interested parties took place, including consultation workshops with elected members, to identify improvements to the ASB process. Consequently, the ASB policy has been updated to include, amongst other things, criteria of what will/will not be considered antisocial behaviour and timescales have been included to provide customers with a clear picture as to when they can expect contact and how long a case may take to resolve. In addition, it has been agreed that there should be a single point of contact for customers. To this end, it is expected that all investigations into private space ASB will sit with the Safer Communities Team and this should commence within the next 12 months.
- 3.7 Due to COVID restrictions and staff sickness, our Pest Control workforce was reduced from five officers to two during most of 2020/21. The decision was taken at the beginning of the first lockdown to carry out treatments in Fife Council housing and facilities only. This is reflected in the number of jobs carried out by the team. It is anticipated that the current pest control treatments offered to Fife Council tenants will be made available to private tenants as of 10th May 2021. Once all Covid restrictions are lifted, we will operate a full treatment service.
- 3.8 Our **Pest Control** officers responded to 152 requests for their services during 20/21 (down from 533 in the previous year). The number and type of pests dealt with are depicted in the following graph:



- 3.9 Eight **stray dogs** were reported to the Safer Communities Dog Wardens, a decrease from 2019/20 (16). Of these eight, five were microchipped but none reflected the correct details of their owners. Two dogs were subsequently claimed/returned to their owner and the remaining six were passed to an animal charity for assessment prior to being rehomed.
- 3.10 Fourteen South and West Fife residents were given **advice** regarding the control of their dog, an increase of three on 2019/20.
- 3.11 The number of dog control **warning letters** sent to residents in the area increased from three during 2019/20 to eight in 2020/21.
- 3.12 Five **Dog Control Notices** (DCNs) were issued in the area, down from seven the previous year.
- 3.13 The number of **Road Safety** initiatives were significantly curtailed by the pandemic, due to the restrictions on face-to-face engagement. However, over the course of the year, our Project Officers not only took part in redeployment to assist other services such as Older Persons Housing, pharmacy and PPE deliveries, but also created a variety of virtual courses and workshops to try to provide some level of road safety information and advice. Projects such as Safe Drive Stay Alive and Drivewise did not run at all in 2020/21 but we are optimistic that these will take place towards the end of this calendar year. Appendix 4 provides further information about Road Safety activity.
- 3.14 Again, due to the pandemic, our **Youth Justice** Officer was unable to engage with as many young people, especially on a face-to-face basis, as they would normally. While still on hand to provide support and advice to parents, carers, and young people by phone, our YJO was redeployed to assist other essential services, who were experiencing staff shortages due to the pandemic. This included working within Older Persons Housing and assisting a variety of community projects, especially those ensuring that vulnerable residents were provided with food and medication.

4.0 Performance Summary – Place

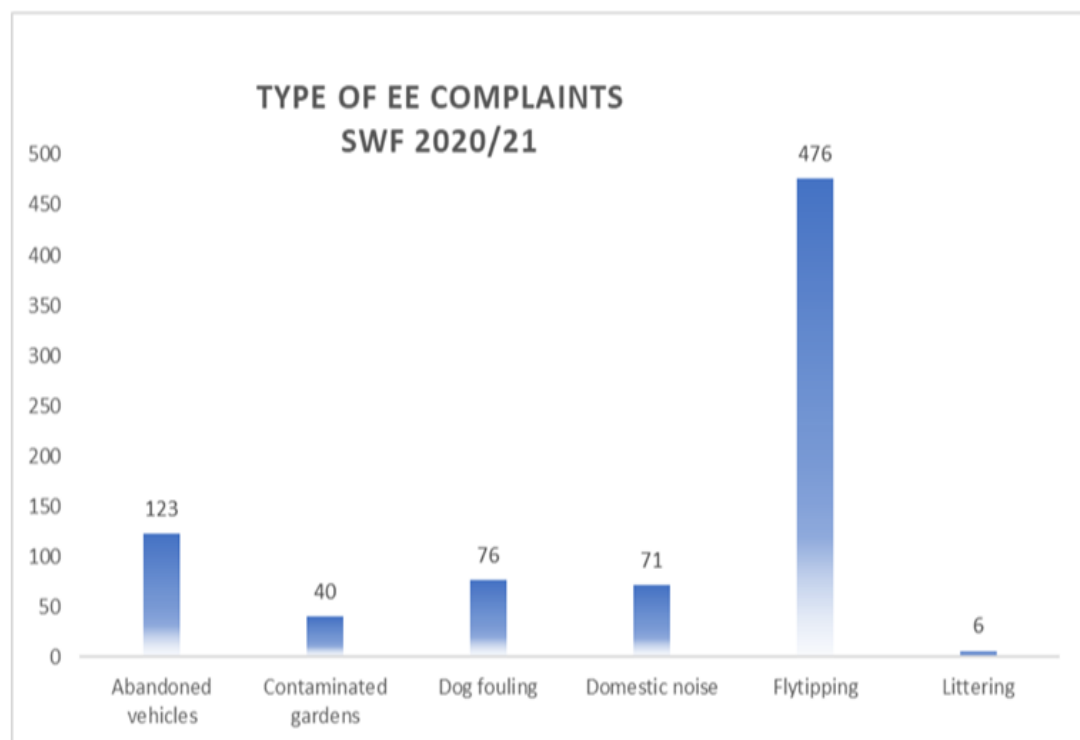
- 4.1 For the narrative around our 'place' based activity, please see section 5





5.0 Performance narrative - Place

- 5.1 In terms of **environmental enforcement** issues, 792 complaints were received for this area during 20/21 (an overall decrease from the previous year of 869 complaints).
- 5.2 The following graph shows the type and number of complaints received by the Safer Communities Team relating to environmental enforcement complaints within the South and West Fife area during 2020/21:



- 5.3 Compared to the previous year, our team received fewer reports regarding abandoned vehicles, contaminated private gardens, dog fouling, domestic noise nuisance and littering (196, 51, 91, 99 and 21 respectively in 2019/20).
- 5.4 Reports about fly tipping increased by 65 complaints compared to the previous year.
- 5.5 Our Safer Communities Officers (SCOs) carried out 1748 **patrols** in this area over the reporting period, an increase on the previous year (999).

6.0 Other activities

- 6.1 The last week of the 2019/20 reporting period saw the introduction of the first **Covid-19** national lockdown. The normal day to day business of the team was severely interrupted and many staff were redeployed to assist other services, while the remainder continued to provide a community safety service remotely and/or in a socially distanced manner. Over the course of the year, as restrictions eased, we were able to return to some semblance of normality. However, as described in the performance narrative in sections 4 and 5, there were various initiatives and areas of business that we were unable to resume. We are optimistic that 2021/22 will see us being able to reinstate these areas of our team activity.
- 6.2 Appendix 5 illustrates the type of work our staff have been involved in where they were unable to perform their own duties.

7.0 Campaigns and events

- 7.1 Team members are normally involved in a variety of **events** throughout each year. Due to the pandemic, 2020/21 saw us rely quite heavily on our **social media** platforms to convey the community safety message to the residents of Fife. We provided information, advice and assistance on several campaigns, including those detailed in Appendix 6. The number of people following our Facebook page is currently 5408 and, overall, our social media reach increased from 620,000 in 2019/20 to 1.65 million during 2020/21.
- 7.2 In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife** or follow us on Twitter **@safeinfife**.

8.0 Conclusion

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

List of Appendices:

Appendix 1 - Example of feedback received by FCSSS
Appendix 2 - Stray dog case study
Appendix 3 - Dog control case study
Appendix 4 - Road Safety activity
Appendix 5 - Covid-19 activity
Appendix 6 - Safer Communities Team Facebook page
Appendix 7 – Fife Cares “Measuring What Matters” case study

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Fife Community Safety Support Service (FCSSS)

Examples of customer feedback.

Do you think there have been positive changes to your life since taking part in the Service?

- "Yes, I got an agreement with my neighbour which has been working so far and we are now talking to each other"
- "Yes, I've been able to be heard and get things sorted. I feel much more relaxed and at peace where I am living now."
- "Yes, I've got things sorted with my neighbour. The corona virus put things into perspective for me."
- "I am now aware of where I stand with my neighbour, so it's a way forward"
- "I looked forward to her visit and to know I had someone to talk to, someone to listen to what I had to say. It made a big difference in my life"

What did FCSSS do well?

- "Everything was done well"
- "Listening to me and thinking outside the box to allow me and my neighbour to mediate during lockdown"
- "Sacro have been a tremendous help and listened when no one else did "
- "Arranged food parcels "
- "Provided time to talk and listen "
- "They were all really nice and friendly"
- "When I phoned the office the person who answered was always friendly and nice"
- "Always helpful and friendly, made the meetings easy and not something to be worried about"

What could FCSSS do better?

- "Nothing"

Stray Dog Case Study

In March 2021, the Dog Warden service received a telephone call from Fife Council Contact Centre regarding a stray dog that was found by a member of public.

The Dog Warden on duty for the area immediately dispatched and attended at the locus. The member of public had the stray dog within her home and informed the Dog Warden that she had found the dog running on the main road. She had put a post on a popular social media site, but after an hour nobody had come forward, so she decided to contact Fife Council.

On inspecting the dog, it was apparent that it had a significant flea infestation and urine scorching on the underneath of its body. Advice was given to the member of public who had taken the dog into her property regarding preventing the flea infestation spreading through her home. The dog was seized as a stray under the Environmental Protection Act 1990, placed within a specially converted vehicle, and taken to a kennel facility. On arrival, the dog was scanned for a microchip and a full check of the dog was carried out by Dog Warden. It was determined that the dog would not need veterinary treatment but was treated for fleas by the Dog Warden. All relevant paperwork was completed, including a photograph, before the dog was placed into a kennel.

According to current legislation, a dog must be microchipped (The Microchipping of Dogs (Scotland) Regulations 2016) and must also wear a collar with the owner's details inscribed or attached (The Control of Dogs Order 1992).

Dog Wardens will make every effort to find the rightful owner of a stray dog. This includes:

- searching national databases with the microchip number
- calling veterinary practices to ask if any of their clients have reported their dog missing
- contacting Police Scotland when lost dogs have been reported to them
- using contact details from the dog's collar
- responding to contacts made to the kennels directly.

On this occasion the dog was not claimed. Although it was microchipped, the details held on the national database were incorrect and the owner could not be traced.

After every stray dog is picked up, our vehicles must be cleaned out to prevent contamination or spread of any disease. In this case, because the flea infestation was so severe, the Dog Warden also went home to decontaminate (shower) and change into a fresh uniform.

After three days in the kennels a dog groomer, who operates on site, bathed, and cut the nails of dog in question, making the dog much more comfortable (and looking and smelling great!).

Under the Environmental Protection Act 1990, the local authority must keep a stray dog for seven days before it can be moved onto rescue. In those seven days the local authority is responsible for any veterinary treatment and any other costs incurred. Luckily, our Dog Wardens have built up great relationships with dog charities both locally and nationally. Securing rescue spaces for our unclaimed stray dogs is our preferred course of action, however if there is a concern regarding the temperament of a dog a full assessment will be carried out and a course of action taken that keeps people safe.

In this case, the dog was eventually re-homed through a local charity following appropriate assessment of the prospective owners and their circumstances.

Dog Control Case Study

Whilst off duty, one of our Dog Control Officers was contacted by officers from Police Scotland, Fife Division who reported that two staff members had been attacked by a dog that had been private boarding at a kennel in Fife. Police Officers requested backup as the dog was still running free within the grassed area of the kennel block, although secure within the property. The Dog Control Officer contacted their colleague, and both headed to the kennels to secure the dog.

On their arrival the dog was identified as an Alaskan Malamute and was still displaying aggressive behaviour. Two Police Officers were present, along with a Police Dog Handler and a member of the kennel staff. Two further members of staff had already been taken to hospital by ambulance following injuries sustained when trying to secure the dog.

After carrying out a risk assessment - which included discussing how they would secure the dog, the exact route to be taken, and which kennel the dog would be secured in - the Dog Control Officers removed all trip hazards and dried the floor. Both understood their safety and the safety of others must come first and so requested that the Police Officers, the Police Dog Handler, and the member of the kennel staff leave the immediate kennel area. After 20 mins the Dog Control Officers managed to secure the dog and contain it within a small kennel. They subsequently contacted a local vet to request their attendance and assisted the vet by restraining the dog, which was still acting aggressively despite being sedated. Unfortunately, following assessment, the dog was humanely destroyed.

The two kennel staff remained in hospital for over a week and required numerous surgical procedures to help them to recover from their injuries.

It should be stressed that the dog involved in this serious incident was not a stray, but an animal rescue dog being housed at a local kennel by private arrangement. On this occasion, our Dog Control Officers attended outwith their normal working hours to assist Police Scotland colleagues.

There are currently two full time Dog Control Officers employed within Fife and they are based at Rothesay House in Glenrothes and Halbeath Depot Dunfermline. Their responsibilities are enforcing dog related legislation such as the Control of Dogs (Scotland) Act and, regarding stray dogs, the Environmental Protection Act. They also deal with the recently introduced Microchip regulations.

If a person has any concerns about dog related behaviour in their area, they should call 03451 550022.

Road Safety activities

Car Seat Checks – staff were unable to host any car seat clinics but have promoted the [Good Egg](#) virtual check sessions. This platform will not reach as many people across Fife as face-to-face sessions would but will go some way to addressing the needs of those concerned about the fitting of their child car seats.

Drivewise – both April 2020 and Oct 2020 were cancelled due to the pandemic. Plans are in place to resume this initiative in October 2021. A venue has been booked and community safety partners are on board, but this all depends on the situation during the second half of this year.

Safe Drive Stay Alive (SDSA) – the November 2020 show was cancelled and although plans are in place for November this year, it remains to be seen whether we can host the same number of pupils in the Rothes Halls as in previous years. We have, however, begun to look at an alternative, which will include filming the speakers who would normally present during the roadshow, and create a video which can be issued to schools. Whilst this platform may not be as effective as the in-person SDSA it will allow us to provide some appropriate road safety material to schools.

Active Travel – our officers created a PowerPoint presentation which can be shown in primary schools at road safety assemblies and shown on screens at secondary schools.

Junior Road Safety Officers and Road Safety Plays – due to pupils not being in school for a large extent of 2020/21, this project has not been run. However, it is hoped that interest will pick up again perhaps after the summer holidays this year.

Pass Plus – there have been no evening inputs since February 2020 and driving lessons were also cancelled for a while throughout 2020/21. A virtual Pass Plus session has been developed however, although not used during the reporting period.

Offenders – on a similar note to above, no face to face courses took place during 2020/21, although an online input has been developed as a temporary solution.

Taxi Drivers – again, no courses have taken place since March 2020 and once restriction ease, it is hoped these will be reinstated.

Older Road Users – any groups booked for inputs during 2020/21 were cancelled. Although an online option has been offered to groups, there appears to be a preference from groups to wait until face-to-face meetings can resume.

Safer Communities Team Covid-19 Activities

From the outset of the pandemic, the Safer Communities Team continued to support our business critical tasks (i.e. those identified as statutory duties), albeit there was an immediate need to adjust a substantial number of practices to suit the move from office based to mobile and lone working. In the same way as many services and organisations, this included finding ways to access the systems and information we normally have easy access to.

A few weeks into lockdown, our officers began high visibility proactive patrolling of areas to help tackle the rising issue of fly tipping and to provide reassurance to members of the public and vulnerable people in communities around the impact of COVID-19. Officers also monitored public spaces on bikes, identified where there was a need for onward reporting to colleagues in other connected services and actioned issues where appropriate.

Officers within the team have proven they are able to turn their hand to almost anything and often at very short notice. All officers either working in their normal area of business, or redeployed to help other services/agencies, have shown a real willingness to help in different circumstances to try to alleviate the impact of Covid-19, particularly on the most vulnerable members of our local communities.

Specific examples include:

1. A joint protocol between the Safer Communities Team and Police Scotland in relation to the social distancing guidance provided by the Scottish Government – the focus of which has been more in terms of education than enforcement. This initiative has involved excellent local partnership working between the services involved and staff from both organisations have worked well together. Due to the success of this venture, it is hoped additional partnership working projects will be identified in the future.
2. One of our SCOs was asked to take part in a project run by Clued Up which was aimed at helping young people affected by their own or someone else's substance abuse during this period. Several agencies - including Active Schools JKS Kaishi Karate, Just For Kicks, School of Hard Knocks, Dundee FC as well as local gyms and fitness clubs – were involved. Our officer, who has fitness experience, developed a session to help with the young people's mental and physical health. He also scheduled a Q&A session at the end to highlight the work of the Safer Communities Team and allow the young people to learn about the things we do to try to help keep them safe in their communities.
3. Our Youth Justice Officer was asked to provide advice and guidance by a local community centre and assisted a local high school family support worker by providing food and wellbeing parcels to families.
4. Various members of staff, including Project Officers, Home Safety Advisers, Area Co-ordinators, Safer Communities Officers and Team Managers carried out

pharmacy deliveries across Fife on behalf of Fife Voluntary Action, and officers have been working in the Asymptomatic Covid Testing Centres.

5. Our Safer Communities Assistants, Area Co-ordinators, Partnership Officer, Team Managers and Youth Justice Officers assisted our elderly and vulnerable residents in various local communities, to ensure they had appropriate support and this included ensuring they had the necessary medical services in place, providing shopping delivery services (especially for those whose family or friends were themselves in isolation), serving lunches in sheltered housing complexes and supporting staff working in homelessness hostels.
6. Our Dog and Pest Officers meanwhile continued their work trying to resolve issues around stray/dangerous dogs and pest control throughout Fife, which are statutory duties.

As we have moved through the different phases of the route map, our officers have gradually returned to carry out their normal areas of business, whilst meeting all safety guidance regarding PPE and social distancing.

Finally, despite the period of turmoil, we have identified a few positives: our social media presence has been extremely well utilised, and we have noticed an increase in the number of followers and comments. This has allowed us to strengthen our relationships with people in every Committee area within Fife, plus several community groups whose work out in their local communities is having a positive impact on people's quality of life. One example of this being the excellent work of Fife Street Champions, whose membership has also increased considerably, as they support volunteers throughout Fife picking litter in their communities on a daily basis.

We would like to increase our community engagement and are looking at ways to commence and continue dialogue with as many residents in Fife as possible. If members have any suggestions in terms who we could reach out to in this way, we would welcome input via your area contact in the first instance.

Safer Communities Social Media Examples

KIRKCALDY – TWILIGHT INITIATIVE 10th – 16th NOVEMBER 2020

Date	Post type	Reach	Comments	Share	Like
10 Nov	Launch post	1.5k	4	1	12
11 Nov	Post about the initiative	1.2k	0	4	14
12 Nov	Post and photo of SCO B'sland by footprint	814	0	3	28
12 Nov	Post and new poster	977	3	4	16
13 Nov	SCO Walkings	4714	12	7	114
13 Nov	New post - clean feet	925	2	2	15
14 Nov	New Poster - even if raining	611	0	0	14
16 Nov	Sign with graphic	3.5k	11	11	109
TOTAL REACH OVER ONE WEEK		14, 241			

SPECIAL THEMED WEEKS

THEME	DATE	REACH
Family Safety Week	30th Mar – 3rd Apr	3.6k
Mental Health Week	18th – 24th May	4.5k
Child Safety Week	1 st – 7 th June	52k
Police Summer Safety Campaign	Launched 22 nd Jun	1.1k
Suicide Prevention Week	6 th – 12 th Sep	9.5k
Road Safety Week	16 – 22 Nov	2k
Anti-Bullying Week	16 – 22 Nov	3k
Xmas Countdown Week	13 – 24 Dec	35.5k

AREA SPECIFIC POSTS ON FOOD POVERTY

AREA	POSTS	REACH
Dunf	F3	721
Rosyth	Edible, Tasty Spaces	961
Cowdenbeath	Max's Meals	1.5k
Leven	Café Connect	400
Kelty	Oor Wee Café	910

OTHER

POSTS	REACH
Rural Watch Fife	41k
Slips on Ice	130k

Fife Cares: Measuring What Matters Case Study

Scottish Community Safety Network (SCSN) and Evaluation Support Scotland (ESS) brought together practitioners from across the sector to develop [Measuring What Matters](#) - a toolkit to help those working in the field to have a better understanding about their outcomes and how to measure what matters in their work to prevent unintentional harm. This case study shows what **Fife Cares** learned when testing out the toolkit.



About Fife Cares

'Fife Cares' is a Fife Council Safer Communities Team initiative. It offers a range of free home safety and security visits which can be arranged directly or made on behalf of a client or relative. Fife Cares Advisers:

- Carry out home safety visits to vulnerable adults, and parents or carers of children under 5 years of age, to provide advice on how to minimise the risk of accidents in the home.
- Deliver awareness raising sessions to client groups to try to raise awareness of key home and child safety issues.

During the Covid-19 pandemic much of this work was carried out on the phone.

Background

Liz Watson from the Safer Communities Team explains why they wanted to test the toolkit for Fife Cares:

The service has been in place for several years and, while there have been various measures put in place to try to capture the impact of the service, it has proven difficult to establish something meaningful and sustainable. In the main, performance is measured by counting the numbers of visits in different areas, and hospital admission data.

Neither of these provide an accurate measure of the impact of a visit on the individuals or families we visit. Through using this toolkit, we hoped to have the opportunity to test different ways of evaluating. We also hoped to obtain some support to evaluate remote service delivery, as much of our work changed during the Covid-19 pandemic.

The service we decided to pilot is targeted at parents or carers looking for advice and equipment to help keep their children safe at home. Parents are often referred to us from health visitors, but they can also self-refer. Our advisers currently contact parents by phone to provide information and advice about safety in the home and assess whether any equipment might be required. Subsequently, officers carry out follow up calls four weeks later.

What we did

We used the framework and the learning session with ESS (Evaluation Support Scotland) to develop an **evaluation plan** for our **phone service** with parents and carers of children under 5 years of age.

We set a **short-term outcome** for this pilot project: **Following our input, parents and carers have a better understanding of risks for children within the home.**

The first call is about talking through concerns parents may have about child safety in their home, and whether there is a need for any equipment such as a safety gate or cupboard locks, for example. Advisers then need to identify whether the equipment will in fact meet those needs, or whether there are other alternatives available. Even at the first contact, we often help raise awareness of other child safety issues in the home, such as access to medicine cabinets and cleaning products. In the longer term, we hoped that our input would help parents/carers to be in a better position to make changes around the home to keep their children safer.



Fife Cares staff member on a phone call to parents discussing child safety issues.

Our successes

Our Advisers spoke to 89 parents during this pilot phase. We recorded comments and phrases from parents during our phone conversations to show they got something out of that call.

Parents told us:

"I hadn't thought about how dangerous blind cords can be"

"I'll think about moving my cleaning products to a higher cupboard"

"I plan to use this when the baby starts crawling"

During follow up calls 4 weeks later to check how things are going and if the equipment has been useful, parents said:

"Everything is fine, thanks. Got the safety gate up, and the door jammer is handy too".

"Very happy with the service and equipment".

"All useful – the furniture strap used on cube units in the living room are helpful".

From this feedback, we can already tell we are achieving our short-term outcome - **Following our input, parents and carers have a better understanding of risks for children within the home.**

Challenges we faced

Very few parents responded to our follow up texts and calls four weeks later, so it was difficult to know if we were achieving any longer term change. We felt quite disappointed that the response rate was so low. From 59 texts/calls we only had six responses – although those who did respond were all very positive about the service. We feel that a lot of people might only respond if something isn't right or they are unhappy about something.

Our learning

Both the process and **approach** have been valid, and we are certainly in a better position than we were. This has given us a sense that we are helping raise parents' awareness of child safety within the home.

Whilst we didn't get the responses that we really wanted we are going to keep trying. Without contact with people after the event, it is difficult to know if longer term change is happening. At the moment though, it's enough to know we are achieving our **short-term outcome**.

We have learned how important face to face contact is for our service and our evaluation. When you go into someone's home, even just for half an hour, they remember who you are. In person we can ask people to show us where they plan to use the safety gate, where their cleaning products are, and we can spot possible causes of unintentional harm which we can't over the phone.

Our next steps

We have agreed this pilot was a worthwhile thing to do and we plan to use a similar evaluation approach when we return to face to face visits. We think it will be a lot easier to gather evidence of longer term change when we can see people in their homes again. We would like to know more about our long-term impact. What are parents doing differently 12 weeks after our visit, for example?

We are also wondering whether other partners (such as health visitors) might see the longer-term change happen, so we may ask referrers to gather evidence too.

An ongoing challenge is not just about whether we want to gather qualitative or quantitative evidence but **who is interested in this information** and what it is they want to see or know more about. We really want to be able to say to our local communities and elected members that we have helped make a sustained change with regard to keeping our communities safer.

Resources

[Measuring what Matters toolkit](#)

[Evaluating at a distance](#)

Contact details

If you would like ESS support please contact us at info@evaluationsupportscotland.org.uk.

If you would like to find out more about SCSN (Scottish Community Safety Network) please visit <https://www.safercommunitiesscotland.org/>

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May 2021

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16th June, 2021.

Agenda Item No. 6

Supporting the Local Community Plan – Operational Briefing on Policing Activities within South and West Fife

Report by: Chief Inspector Yvonne Stenhouse

Wards Affected: 1, 5 and 6.

Purpose

This report updates elected members on Policing activity in the above areas.

Recommendation(s)

Members are asked to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

Resource Implications

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

Legal & Risk Implications

There are no legal or current risk implications.

Impact Assessment

No impact assessment has been undertaken specifically for this report – This report is for information only.

Consultation

No consultation has taken place regarding this report. Members will appreciate that the key to success in work of this nature is partnership – not only between the services and agencies involved but also with elected members and local communities.

1.0 Background

- 1.1 This report provides members with an update on the activities of Police Scotland staff within the South West Fife area during the period 1st April 2020 – 31st March 2021.

2.0 Issues and options

- 2.1 Full multi-member ward data in relation to an overview of crime is not available at this time. Contained within this report is some context in relation to performance based upon local performance data analysis. This provides some comparison for the same period against the previous year.

3.0 Police Community Activity April 2020 to March 2021

- 3.1 The South and West Fife area continues to be served by a Community Inspector, Sergeant and six Ward Officers. There have been several changes in the team in recent months. The most current staffing list is as follows:

Community Inspector – Tony Rogers

Community Sergeant – Kate Blackwell

Ward 1 – PCs Kevin Chandler & Sandy Thomson

Ward 5 – PCs Louis McGuire & Simon Large (secondment)

Ward 6 – PCs Richard Duncan & Hollie Higgins (secondment)

- Inspector Tony Rogers took up the post vacated by Inspector Steven Kay in February 2021.
- PS Kate Blackwell returned from maternity leave in October 2020 having been temporarily replaced by PS Scott Maxwell. PS Maxwell's efforts during a challenging time for policing should be acknowledged but PS Blackwell's return is most welcome.
- PC James Bell is currently seconded to a specialist role linked to a planned policing operation in late 2021. His proposed date of return to Rosyth Ward is unknown.
- PCs Simon Large and Hollie Higgins have recently joined the team on secondment after PCs Megan Dodds and Chavell Harker moved to different roles.

- 3.2 As previously reported, during the summer of 2019, the "Western Hub" was disbanded with Response Officers relocating from a central hub at Dunfermline Police Station to Dalgety Bay Police Station. This model has bedded in well and has been welcomed by the local community and the police officers serving them. Five response teams work alongside Community Ward Officers to serve the area, offering local ownership and accountability, improving service delivery to the local community.

- 3.3 It should be noted that policing activities during the reporting period have been greatly impacted by the effects of the Global Covid-19 Pandemic (hereafter referred to as Covid), mirroring the impact experienced by communities everywhere. Opportunities to engage in person ceased and new methods of communication and interaction had to be quickly adopted.

- 3.4 The early part of the reporting year saw the country move into lockdown and the policing landscape changed significantly. Officers were freed up from back-office roles to support the operational policing response. Operational demand did not reduce, but rather changed, with reporting of breaches of Covid guidance/legislation requiring appropriate policing responses. Policing locally did not differ from the rest of the country with officers engaging, educating and encouraging the community to comply with latest guidance and legislation before considering any enforcement action.
- 3.5 The impact of Covid on police and partners led to new challenges in respect of Partnership Working with greatly increased sickness absence, shielding, home working and reduced service provision a reality across all partners. Diversionary activities and traditional youth work effectively ended overnight.
- 3.6 As the year progressed, restrictions varied across the country leading to further challenges for policing. By and large, compliance with guidance and legislation across Fife was very positive. New Personal Protective Equipment and relaxed restrictions meant that some face to face interaction again became possible but on a limited basis and under strict guidelines. This situation continues to date, and while technology has led to improved communication with the public and partners, there are still barriers faced and overcome frequently.
- 3.7 Covid and the resultant restrictions has impacted largely on crime trends locally and some context will be provided throughout this report.
- 3.8 During the reporting period, P Division has had divisional and local focus on specific crime categories as outlined below. These action plans are known as the five Ps and are branded as follows –
- **Operation Paramount** - Road Policing
 - **Operation Path** – Violence
 - **Operation Prevail** - Anti-Social Behaviour
 - **Operation Prospect** - Drugs
 - **Operation Principle** - Acquisitive Crime
- 3.9 From a community perspective, you will notice the above branding in our media and social media releases continues.
- 3.10 The Community Officers for the area continue to be key in terms of the ongoing consultation and engagement work carried out by Police Scotland to ensure that the issues that matter most to communities are the ones being addressed.
- 3.11 In South and West Fife, performance remains strong, albeit affected by crime trends that have been felt across Fife and the rest of Scotland. There were more group 1 crimes recorded than during the previous reporting year. This group includes the most serious crime types. An increase in the number of instances of Extortion accounts for a large proportion of the overall increase. To provide some context, this is related directly to an increase in the number of people who are being extorted online, often as a result of third parties obtaining compromising images or footage of them. It is assessed that this increase is directly linked to people being required to spend more time at home during lockdown, when traditional social interaction was limited. These offences often originate overseas and are consequently problematic to investigate or to detect somebody as responsible. Despite this, detection rates for group 1 crimes are still high.

- 3.12 The effects of lockdown are also linked to an increase in Group 2 (sexual) crimes, which include Sexual Communications offences. There are similar investigative difficulties in respect of these offences and the number of such offences more than doubled when compared to the previous reporting year. Despite this, there was an overall increase in detection rates related to sexual crimes in South and West Fife. We are becoming ever more effective in investigating online offences and training continues in this area.
- 3.13 Last year saw an increase in attempted thefts by housebreaking in South and West Fife, but a significant reduction in completed thefts by housebreaking. This, of course, indicates that those responsible were unsuccessful and were unable to steal any property. This again appears to be linked to lockdowns, the significant decrease in people holidaying and the resultant lack of opportunities to commit this type of crime. Theft by shoplifting were similarly impacted, with fewer offences recorded in South and West Fife. There are new challenges in detecting thefts by shoplifting due to the prevalence of people wearing face masks and officers are adapting to this through better interrogation of external private CCTV.
- 3.14 There was a significant increase in frauds when compared to the previous year, a pattern seen across Fife and the rest of Scotland. In considering that a large proportion of these are online, they again lead to difficulties in investigation. Local officers continue to make every effort to educate their communities to protect themselves from fraudulent activity.
- 3.15 Overall it has been assessed that the limited opportunities to commit acquisitive crimes by traditional means in stealing from homes or shops has led to an increase in some other acquisitive crimes, including reported robberies. These and other serious offences are investigated with the assistance of CID and other specialist departments.
- 3.16 Disappointingly, last year saw an increase of recorded vandalism, however, this was accompanied by an improvement of the detection rate. Community officers continue to ensure that all crimes are robustly investigated, making use of any CCTV opportunities. An emerging trend is the assistance of private CCTV in investigating these offences. It is hoped that enhanced partnership work with key individuals (further explained later in this report) will lead to a decrease in these crimes.
- 3.17 Last year saw an increase of minor assaults, along with a significant improvement of the detection rate. There is no clear pattern to explain the increase in these crimes and it remains a priority for local police to tackle.

4.0 Antisocial Behaviour, Violence and Disorder (Operation Prevail and Operation Path)

- 4.1 The area in the main continues to be subject to sporadic episodes of anti-social behaviour (ASB), mainly featuring young people. In response, local Community Officers seek to identify and patrol any known 'hot spots' with a view to tackling ASB. Notable 'hot spots' in recent months have included ASB throughout Rosyth, Inverkeithing, Aberdour, Dalgety Bay, Oakley and High Valleyfield and several other areas which vary in magnitude depending on a number of factors.
- 4.2 Due to social distancing protocols within police and Fife Council, joint patrols between Police and Community Safety Wardens were not possible. Lockdown has been generally more strictly adhered to during the spring of 2020 when compared to the winter of 2021. Youth disorder in spring 2020 reduced considerably and we have experienced a decrease in public space violence. Due to the limiting effect of lockdown last summer,

the annual action plan to tackle anti-social behaviour at the end of school term was not necessary. As the year progressed, some level of normality resumed and youth offending increased.

- 4.3 Moving through winter and spring 2020/2021, Rosyth and Inverkeithing experienced high levels of youth disorder in the form of acts of vandalism. This culminated in a deliberate fire at Rosyth Rugby Club causing significant damage. Community tensions were evident with feedback via social media. Police and partner agencies worked intensively with a small group of individuals who were responsible for a large proportion of these criminal acts. This work is ongoing and involves input from partners including Social Work, Includem, Safer Communities and Community Development. The results are positive to date. Police have liaised with elected members to ensure that these positive steps are shared appropriately.
- 4.4 Work has recently commenced with partners in British Transport Police, Stagecoach and Network Rail as it has become evident that young people engaged in antisocial behaviour in our communities are travelling from further afield and are reliant on the public transport system. Steps are underway to improve communication so that an “early warning” system is available in respect of problem groups travelling to our communities.
- 4.5 The use of social media and, in particular, Twitter continues to be a valuable tool in deterring antisocial behaviour. Changes in personnel have led to limited social media trained officers locally, however, training is underway for permanent community officers to ensure a continued relevant presence online. There is frequent emphasis on parents knowing where their children are and young people making positive choices.
- 4.6 Community Officers maintain strong links with Inverkeithing High School. At the time of writing, officers are in the process of securing dates to deliver pre-Summer workshops on the following topics: Drugs and Alcohol, Fire Safety, Water Safety, Risk Taking Behaviour, Violence, No Knives Better Lives and Organised Crime. It is anticipated that these workshops will also be taken into The Bridges Educational Establishment, Rosyth and Hillside School, Aberdour.
- 4.7 Community Officers have worked jointly with Fife Council Trading Standards officers in separate initiatives educating and equipping business in relation to Covid guidelines and legislation and tackling bogus workmen.

5.0 Road Safety and Road Crime (Operation Paramount)

- 5.1 Road Safety continues to be a large area of work undertaken by Community Officers under the banner of **Operation Paramount**. Although schools have been closed or operating at a reduced capacity for large parts of the year, local Officers continue to regularly patrol primary schools at the beginning and end of the school day to address irresponsible parking and driving. Community Officers regularly deploy ‘Pop Up Jim’ along with undertaking hand held speed detection deployments. Community Speedwatch has taken a hiatus and work is underway to reinvigorate this throughout the area once restrictions allow.
- 5.2 We continue to proactively target those who are committing offences on the road network within the South and West Fife area. We conduct frequent patrols with a vehicle based at Dalgety Bay which is equipped with Automatic Number Plate Recognition (ANPR), enabling us to disrupt Travelling Criminals and detect traffic offences.

- 5.3 Social media and, in particular, Twitter continues to be a valuable tool in promoting road safety and the work of the team. Speeding deployments are regularly posted along with detections of Road Traffic Offences. There is also emphasis on general road safety advice, vehicle maintenance and driver habits.
- 5.4 During much of the reporting period, traditional enforcement activity in relation to road traffic offences was limited. Due to the effects of Covid, officers were encouraged not to proactively stop vehicles. Local officers supported the annual Summer Drink Drive Campaign, Get Ready For Winter and Festive Drink Driving campaign but many other typical annual campaigns were cancelled.

6.0 Drug and Alcohol Misuse (Operation Prospect)

- 6.1 Local response and community officers continue to work alongside colleagues from the Community Investigation Unit to proactively tackle drug dealing. There was a significant increase of drugs offences recorded, purely as a result of the proactivity of local officers in tackling substance misuse.
- 6.2 Covid restrictions have led to long periods through the year where licensed premises have been closed or operating under varying conditions. Community Officers continue to work alongside local licensed premises and have been proactive in their approach to ensuring conditions are adhered to in an effort to keep people safe. As was the case last year, no premises within the area require escalation under the Police Scotland red/amber/green (RAG) system of monitoring.
- 6.3 As part of the **Operation Prospect** and **Prevail** banners, and as part of tackling ASB, engagement with off licence stores continues to form an important part of local officers' work. Following reports of youths accessing alcohol from premises in Rosyth, officers engaged with licensees and refreshed guidance in relation to their responsibilities.

7.0 Moving Forward/On the Horizon

- 7.1 As restrictions continue to relax, we hope to resume more traditional partnership working and to be involved in the delivery of appropriate initiatives. We are also looking to re-establish links with some partners and areas of the community that we have had less involvement with during Covid. Some examples of our plans for the future are as follows:

7.2 **Football 5ives**

Plans are in place for PCs Kevin Chandler and Sandy Thomson to be heavily involved in Football 5ives/ Game On, a joint initiative run by The Coalfields Regeneration Trust and supported by local police. The initiative will provide free football sessions led by coaches from Active Fife and will be based at Oakley all-weather pitches on Friday evenings from 1900-2100 hours. The initiative is match funded by the trust and Local Community Planning Budget. The initiative is being run across Fife and the first block of sessions is scheduled to run from 16th April- 25th June in South and West Fife. The initiative will provide local children with something positive to do on a Friday evening, a key time of the week in terms of antisocial behaviour, improving their health and wellbeing. This will also provide invaluable engagement opportunities for officers in a less formal setting.

7.3 **Youth Diversion at Fordell Firs**

Officers continue to work in partnership with various agencies to identify suitable youths for a project involving days of activity at Fordell Firs. This has previously been successful and is designed to support team working, problem solving, developing self-confidence and having fun. Activity in this area has been halted during Covid and steps are underway to reinvigorate the project.

7.4 **Open Water Safety**

South and West Fife officers have long been involved with partners in the delivery of the open water safety message. This involves school visits and impressing on young people, usually 1st year pupils, the importance of being safe around, and the dangers associated with, open water. This has been suspended due to restrictions during Covid, however, steps are underway to recommence these inputs as restrictions relax.

7.5 **Walk and Talk**

Moving away from traditional meeting sessions, we are looking to establish walk and talk sessions where we can meet with key partners and members of our communities, in the community.

7.6 **Community Councils**

During the pandemic, traditional Community Council meetings have moved online. Police have largely been unable to attend and participate as the majority of Community Councils have elected to use Zoom as their online meeting platform. Information Security prevents police officers from utilising Zoom for a policing purpose and, as such, local officers have provided a written report for presentation at Community Council meetings. We have recently gained permission to use Zoom on a dial-in/ telephony basis and have begun steps to re-engage fully with Community Councils.

7.7 **Bikeability**

Due to personnel changes, South and West Officers are no longer in a position to deliver Bikeability training. Steps are underway to secure enhanced training to allow them to train teachers/parents in Bikeability and leave local schools self-sufficient in relation to the scheme.

8.0 **Conclusions**

- 8.1 Members are invited to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

Report Contact

Yvonne Stenhouse

Chief Inspector

Local Area Commander

West Fife Area

P Division

Police Scotland

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16th June, 2021.
Agenda Item No. 7

Scottish Fire and Rescue Service - South and West Fife Area Annual Performance Report

Report by: Russell Hammell – Station Commander – Dunfermline Community Fire
Station – Scottish Fire and Rescue Service

Wards Affected: All South and West Fife Area Wards

Purpose

This report provides the Committee with incident information for the period 1st April 2020 – 31st March 2021. The incident information enables the Committee to scrutinise the Scottish Fire and Rescue Service (SFRS) Stirling-Clackmannanshire-Fife – South and West Fife Area - against its key performance indicators (KPIs).

Recommendation(s)

The committee is asked to consider and comment on the progress across a range of KPIs within this report.

Resource Implications

None.

Legal & Risk Implications

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

Put in place statutory planning and reporting requirements including providing facilities for consultation;

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

Impact Assessment

An Equality Impact Assessment has not been completed and is not necessary for the following reasons - An Equality Impact Assessment is not required because the report does not propose a change or revision to existing policies and practices

Consultation

This document is circulated amongst SFRS Fife LSO managers to enable areas of high incidence to be scrutinised for reduction strategies.



SOUTH AND WEST FIFE AREA COMMITTEE PERFORMANCE REPORT

April 2020 – March 2021

*Covering the activities and performance in
support of the South West Fife Area Plan 2017*



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together
for a safer Scotland**

1.0 Background

1.1 ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change because of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee

2.0 Performance

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2.1 DEFINITIONS

Accidental Dwelling Fire

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties consist of persons requiring medical treatment including first aid given at the scene of the fire, but not those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury are recorded as precautionary 'check-ups'.

Deliberate Fire

Includes fires where deliberate ignition is merely suspected, and recorded by the FRS as "doubtful".

Non-Domestic Fires

These are fires identified as deliberate other building fires or accidental other building fires.

False Alarms

Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Unwanted Fire Alarm Signal

Where the FRS attends a non-domestic location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Primary Fires:

- Buildings (including mobile homes) fit for occupation (i.e. not wholly derelict) and those under construction.
- Caravans, trailers etc.
- Vehicles and other methods of transport (not derelict unless associated with business e.g. scrap metal).
- Outdoor storage (including materials for recycling), plant and machinery.
- Agricultural and forestry premises and property.
- Other outdoor structures including post-boxes, tunnels, bridges, etc.

Secondary Fires

- Single derelict buildings.
- Grassland etc., including heath, hedges, railway embankments and single trees.
- Intentional straw or stubble burning.
- Outdoor structures, including: lamp-posts, traffic signs and other road furniture, private outdoor furniture, playground furniture, scaffolding, signs and hoarding etc.
- Refuse and refuse containers.
- Derelict vehicles (a vehicle without a registered keeper).











3.0 Introduction

- 3.1 This 2020/21 performance report for the period April 1st, 2020 to March 31st, 2021 inclusive provides comparative data across the previous 3 years for the same period. The KPI's detailed below are drawn from the SFRS Fife Local Fire and Rescue Plan 2017 priorities and are shown in bold text;
- **Domestic Fire Safety**
Continuously monitor the number of accidental dwelling fires
Continuously monitor the severity and cause of accidental dwelling fires
Continuously monitor the number and severity of fire related injuries
 - **Deliberate Fire Setting**
Monitor the number, type and cause of deliberate fire setting incidents in the South West Fife Area
 - **Built Environment**
Monitor the number and severity of fire related incidents in our relevant premises
 - **Unwanted Fire Alarm Signals**
Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across the South West Fife Area
 - **Transport and Environment**
Monitor the amount of water related incidents
Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

4.0 Performance Summary

4.1 The table below provides **summary highlights** of annual activity 2020 - 2021 compared to annual activity 2019 - 2020

It aims to provide – at a glance – our direction of travel during the current reporting period.

Accident Dwelling Fires  2020/21: 17 2019/20: 21	ADF Fatal Casualties  2020/21: 0 2019/20: 1	ADF Non-Fatal Casualties  2020/21: 4 2019/20: 4
Deliberate Primary Fires  2020/21: 15 2019/20: 18	Deliberate Secondary Fires  2020/21: 79 2019/20: 85	Non-domestic Building Fires  2020/21: 12 2019/20: 11
Unwanted Fire Alarm Signals  2020/21: 103 2019/20: 158	Road Traffic Collision (RTC) Incidents  2020/21: 14 2019/20: 24	Fatal RTC Casualties  2020/21: 1 2019/20: 0
Non-Fatal RTC Casualties  2020/21: 6 2019/20: 25		

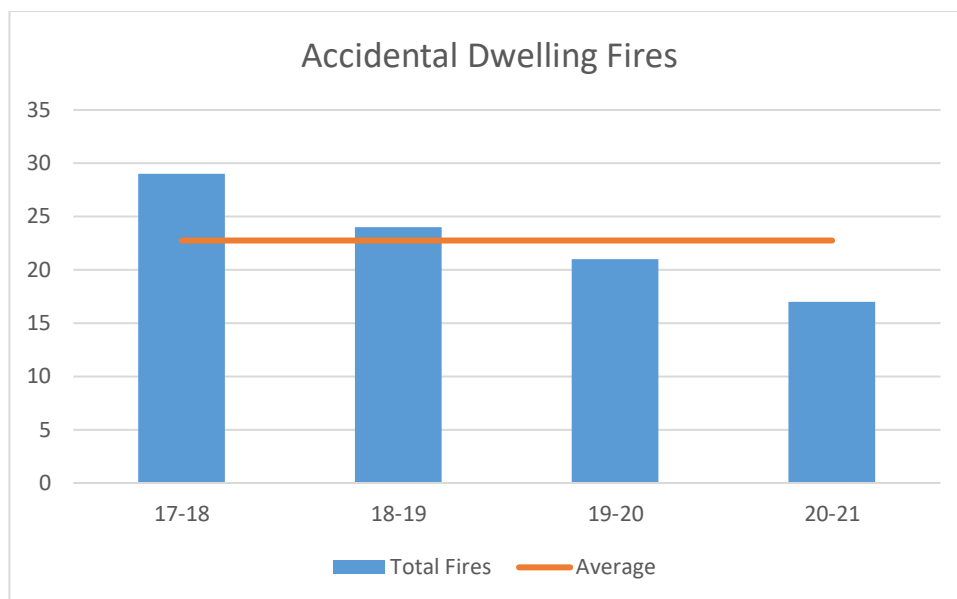
PERFORMANCE SUMMARY

Of the indicators, the following performance should be noted for the period April 1st 2020 to March 31st 2021 inclusive, comparing data across the previous 3 years for the same period.

- The number of **Accidental Dwelling Fires** has seen a 25% decrease from the previous four-year average.
- There were no **Accidental Dwelling Fire Fatalities** during this period. The number of **Accidental Dwelling Fire Casualties** was 4, the same as the previous reporting year.
- The number of **Deliberate Primary Fires** during this period was 15, down from 18 the preceding year.
- The number of **Deliberate Secondary Fires** during this period was 79. This is a decrease from the 86 incidents last year.
- The number of **Non-Domestic Building Fires** recorded was 12, up 1 from the previous year. 33% of these incidents involved garden sheds and 58% resulted in damage to the item ignited first, or was contained to the room of origin.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 103. This is a 35% reduction from the 2019-2020 total. Hospitals, care homes and schools were responsible for 35% of UFAS.
- The number of **Road Traffic Collisions** during 2020/21 was 14. This is a decrease of 10 on the previous reporting year 2019/20 and 33% below the four-year average.
- The number of **Fatal RTC Casualties** during this period was 1. This is an increase from zero the previous year. The number of **Non-Fatal RTC Casualties** was 6. This is a decrease of 19 compared to the same period last year.

5.0 Domestic Fire Safety

- 5.1 Accidental Dwelling Fires have decreased by four incidents across the South West Fife area when compared to the previous year's figures.



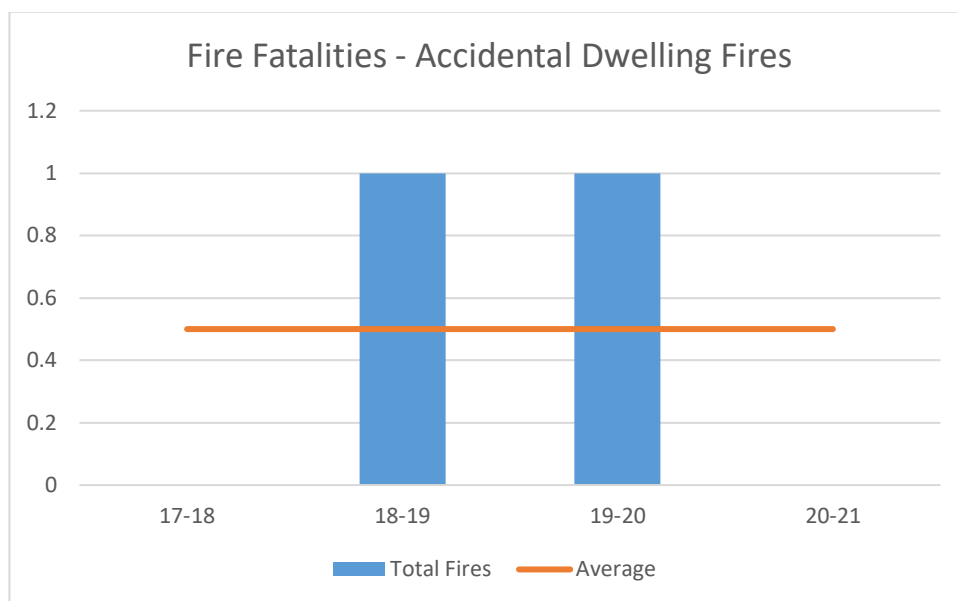
Graph 1 Accidental Dwelling Fires –2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	11	7	10	4
Rosyth	5	6	4	5
West Fife & Coastal Villages	13	11	7	8
Total	29	24	21	17

Table 1 Accidental Dwelling Fires by South West Fife Ward Areas April – March 2017-2021

- 5.2 This reporting period has seen a 25% decrease in Accidental Dwelling Fires from the four-year average, and shows a continued downward trend.
- 5.3 59% of Accidental Dwelling Fires were caused within the kitchen by cooking. 71% being restricted to either no fire damage or limited to the item first ignited.
- 5.4 65% of those addresses had a detection system and of that, 55% of those operated and raised the alarm.
- 5.5 59% of the incidents were resolved without Scottish Fire and Rescue Service intervention, or by removal from heat source.
- 5.6 The information above describes a trend of reduction in accidental dwelling fires. However, it should be noted that 35% of accidental fires locations did not have any detection. The SFRS Continue to work with community partners with well-established HFSV referral pathways.

5.7 Fire Fatalities – Accidental Dwelling Fires

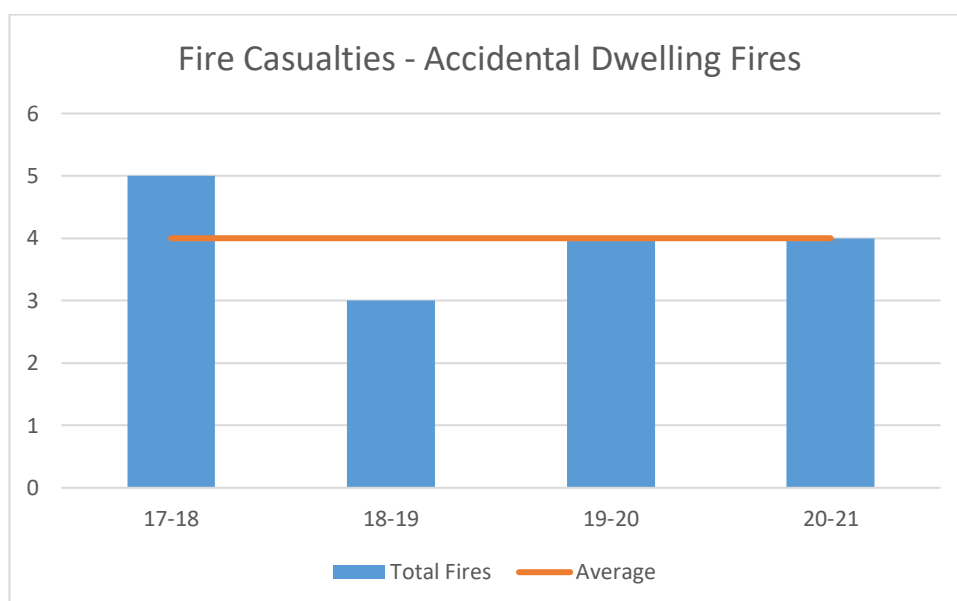


Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	0	0	0	0
Rosyth	0	0	0	0
West Fife & Coastal Villages	0	1	1	0
Total	0	1	1	0

**Table 2 Accidental Dwelling Fires Fatal Casualties South West Fife Ward Areas
April – March 2017-2021**

5.8 Fire Casualties – Accidental Dwelling Fires



Graph 3 Accidental Dwelling Fire Casualties April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	1	1	0	0
Rosyth	1	0	2	1
West Fife & Coastal Villages	3	2	2	3
Total	5	3	4	4

Table 3 Accidental Dwelling Fires Casualties South West Fife Ward Areas April – March 2017-2021

- 5.9 No fire fatalities have been recorded during this reporting period.
- 5.10 All recorded injuries were a consequence of cooking.
- 5.11 75% of injuries were a precautionary check by the Ambulance Service, 25% were given first aid by SFRS.
- 5.12 Of the casualties recorded, being distracted at the time of ignition was a factor in 50% of cases, in the other two cases, one was asleep and the other had a medical issue. Of the casualties, two were male and two were female.

5.13 Domestic Fire Reduction Strategy

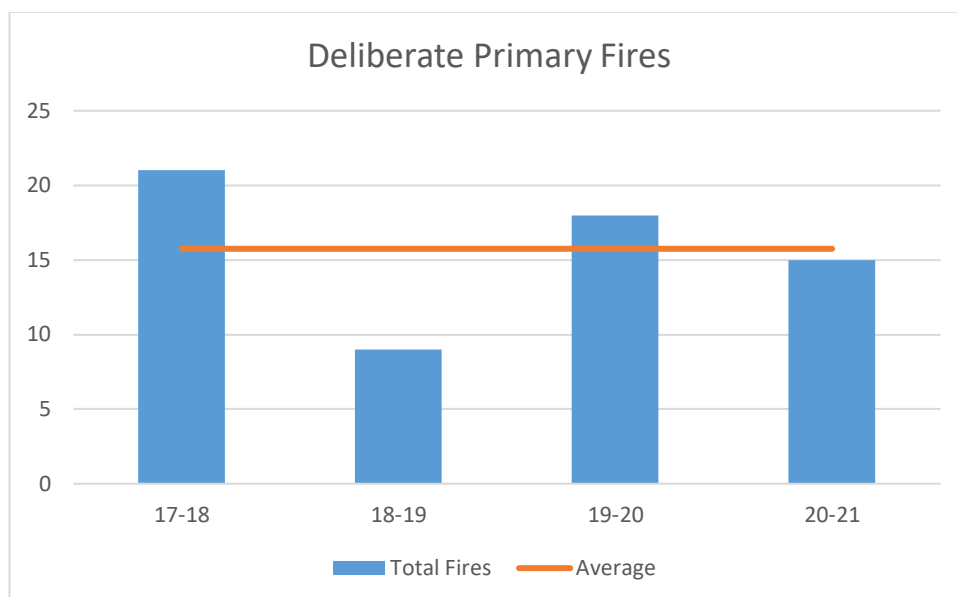
Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. SFRS personnel completed **90** visits in the reporting period, which was significantly below our target visits for the period. This was primarily due to Covid 19 restrictions prohibiting access to domestic dwellings, apart from those deemed VERY HIGH RISK of fire. These visits are used to deliver vital fire safety messages and install detection systems, as well as trip, slip and falls messages and safety equipment for our elderly and very young population.

The “Make The Call” campaign asked neighbours and relatives to refer people who were:

- over 50 years old
- smoke
- live alone or
- have mobility issues
- or use medical oxygen

6. Deliberate Fire Setting

6.1 Deliberate Primary Fires

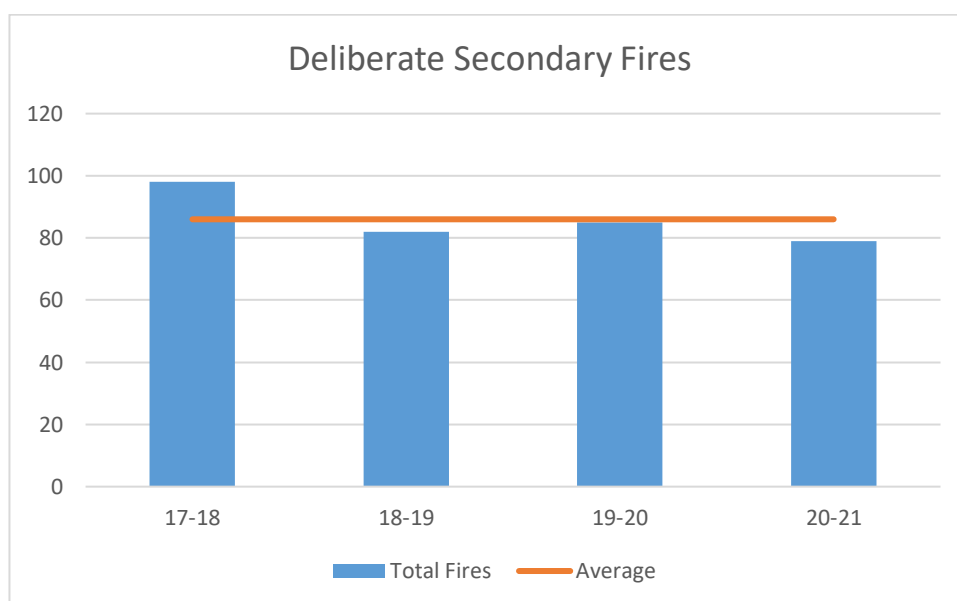


Graph 4 Deliberate Primary Fires– April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	9	4	3	5
Rosyth	6	2	3	7
West Fife & Coastal Villages	6	3	12	3
Total	21	9	18	15

Table 4 Deliberate Primary Fires South West Fife Ward Areas April – March 2017-2021

6.2 Deliberate Secondary Fires



Graph 5 Deliberate Secondary Fires– April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	30	37	29	32
Rosyth	19	20	19	12
West Fife & Coastal Villages	49	25	37	35
Total	98	82	85	79

Table 5 Deliberate Secondary Fires South West Fife Ward Areas April – March 2017-2021

- 6.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict properties.
- 6.4 Only three of the deliberate primary fires in 20-21 involved properties such as houses, cars or workplaces. 73% involved outdoor structures or vegetation. All occurred between the hours of 1500-0300. There was a 8% reduction in deliberate secondary fires compared to the 4 year average.

6.5 Deliberate Fire Reduction Strategy

Our normal youth engagement strategy has been impacted by Covid 19 restrictions, which has meant there have been no school visits in the year 2020-2021.

We do, however, work with our Police and Local Authority partners to identify deliberate fire setting incidents early, to ensure that solutions are implemented to prevent further incidents.

We liaise with premises occupiers, particularly in town centres to give advice on refuse storage and security, which can be a cause of deliberate fires.

Deliberate Fire Reduction Plans have been implemented in the South West Fife area with partner agencies to address and reduce operational demand.

7. Built Environment

7.1 Built Environment – Non- Domestic Fires

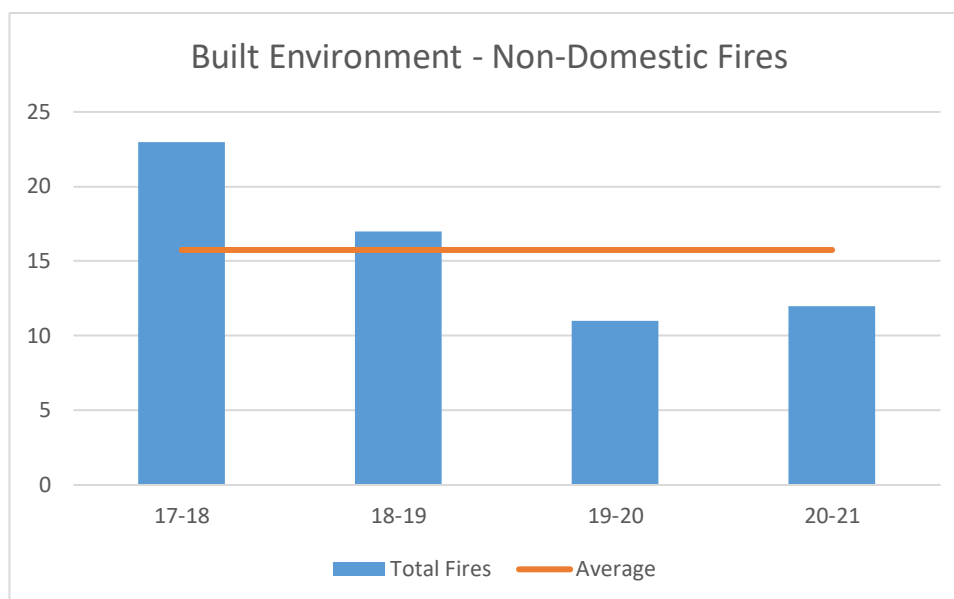


Table 6 Built Environment Non - Domestic Fires– April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	7	4	4	5
Rosyth	6	8	5	4
West Fife & Coastal Villages	10	5	2	3
Total	23	17	11	12

Table 6 Built Environment Non - Domestic Fires South West Fife Ward Areas April – March 2017-2021

- 7.2 33% of all non-domestic fires involved garden sheds. 58% if incidents resulted in damage only to the item first ignited, or to the room of origin, with 33% being tackled by garden hose.

7.3 Built Environment Fire Reduction Strategy

We continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a particular risk group.

As well as the audit programmes described above, we also deliver 'post fire audits' which take place as soon as possible after a fire has occurred in premises. The purpose of these audits is to deliver further fire safety advice to the premises occupier, and to identify any issues which could be used to inform other similar premises types to prevent further incidents of a similar nature.

In relation to the garden sheds, these are not covered by the above legislation, but householder advice is given as part of the Post Domestic Incident Response program.

8. Unwanted Fire Alarm Signals

- 8.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as ‘any alarm activation which is not the result of a fire or a test’. UFAS incidents have fluctuated in the South West Fife Area over the four-year period. The table and graph below details the incident numbers over four years.

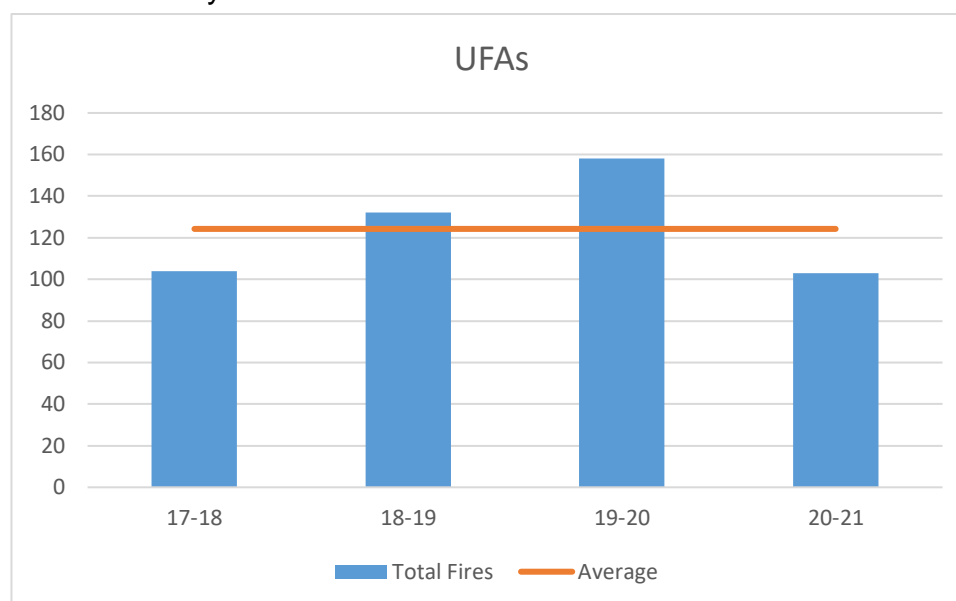


Table 7 Unwanted Fire Alarm Signals – April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	34	34	61	33
Rosyth	22	37	43	34
West Fife & Coastal Villages	48	61	54	36
Total	104	132	158	103

Table 7 Unwanted Fire Alarm Signals South West Fife Ward Areas

April - March 2017-2021

- 8.2 This period has seen 35% decrease from the previous reporting period and total of 17% below the four-year average.

35% of all UFAS were from Health and Social Care or Education establishments.

8.3 Reduction in Unwanted Fire Alarm Signals Strategy

Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a ‘UFAS Champion’ who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. This strategy, along with several others, had seen the numbers of UFAS continue to decrease. The UFAS Champion will continue to engage with Fife Council Education and the NHS to address the proportion of UFAS incidents. These building types are, however, statistically more susceptible to false alarms due to their size and consequent detection device numbers.

The strategies implemented in the South West Fife Area and across Fife, have been recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.

9. Transport and Environment

9.1 These will be monitored alongside Police Scotland RTC incidence information

9.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. 19 flooding incidents were received during this period, 12 within a 24 hour period in August, due to a series of thunderstorms that resulted in more than a months' worth of rainfall in a few hours.

9.3 Road Traffic Collisions

As SFRS generally only attend RTC's of a serious nature, where persons are trapped, the figures below do not capture every RTC which occurs within the South West Fife Area.

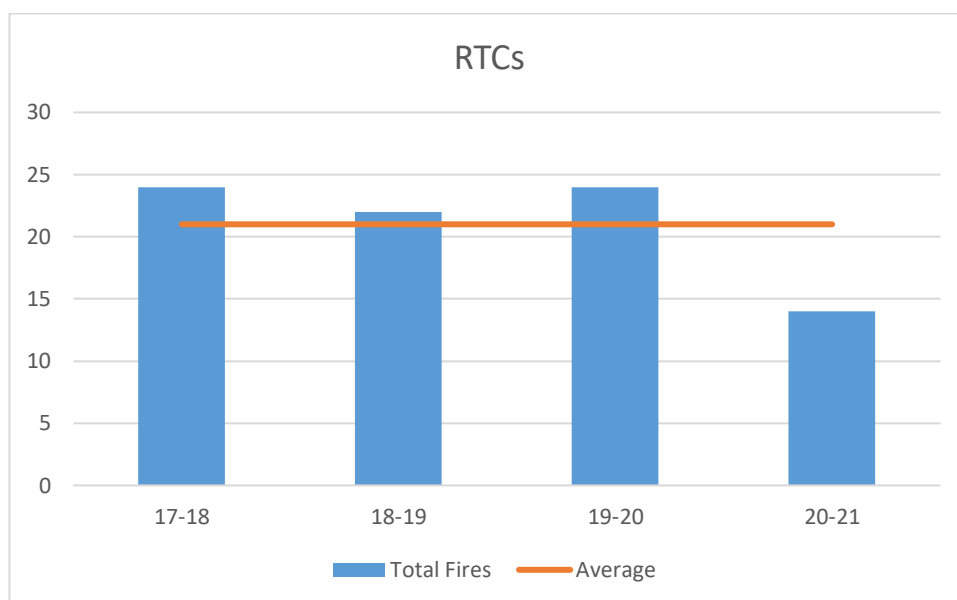


Table 8 Road Traffic Collisions – April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	5	7	5	2
Rosyth	7	5	4	5
West Fife & Coastal Villages	12	10	15	7
Total	24	22	24	14

**Table 8 Road Traffic Collisions South West Fife Ward Areas
April - March 2017-2021**

9.4 RTCs have seen a decrease of 42% from the previous year, with a decrease of 33% from the four year average.

9.5 RTC Fatal Casualties

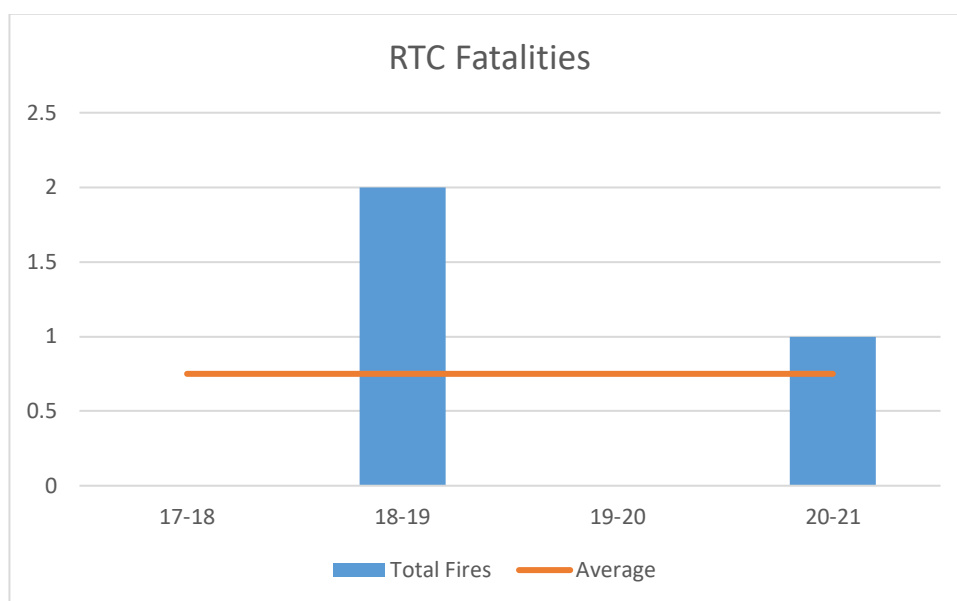


Table 9 Road Traffic Collision Fatal Casualties – April – March 2017-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	0	0	0	0
Rosyth	0	0	0	0
West Fife & Coastal Villages	0	2	0	1
Total	0	2	0	1

Table 9 Road Traffic Collision Fatal Casualties South West Fife Ward Areas

April - March 2017 - 2021

9.6 There was one RTC fatality to report this reporting period. The SFRS continues to engage with partners to offer support and advise on road safety.

9.7 RTC Casualties

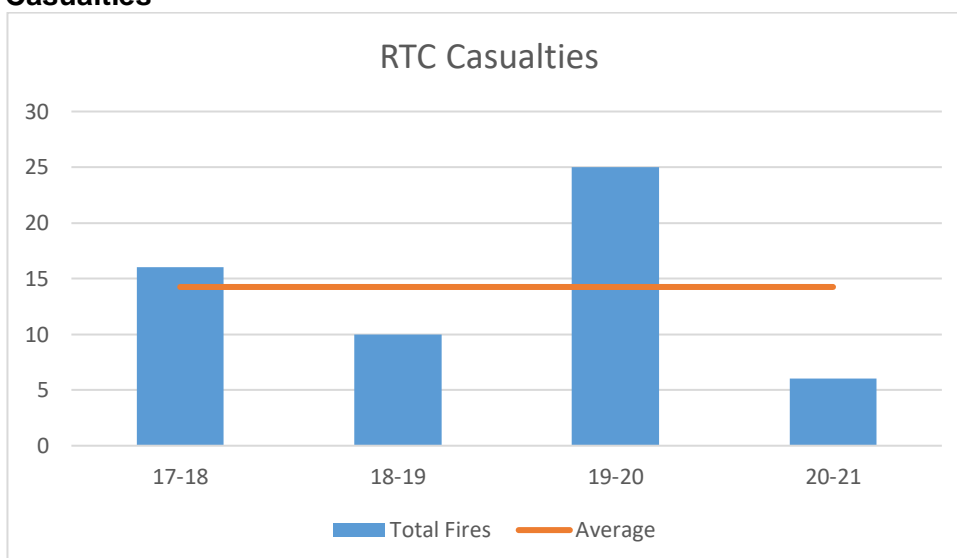


Table 10 Road Traffic Collision Casualties – April – March 2011-2021

South West Fife Area Wards	17-18	18-19	19-20	20-21
Inverkeithing & Dalgety Bay	2	2	2	2
Rosyth	2	2	0	1
West Fife & Coastal Villages	12	6	23	3
Total	16	10	25	6

**Table 10 Road Traffic Collision Casualties by Committee Area – South West Fife
Areas- April - March 2017-2021**

9.8 RTC Casualties

The reporting period has seen a decrease in RTC related casualties of 76% when compared to the previous year.

9.9 Transport and Environment Related Incident Reduction Strategy

SFRS Stirling-Clackmannanshire-Fife LSO area, along with our partners, would normally continue to deliver valuable educational projects including 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'. All public events have, however, been postponed during the last year due to Covid 19 restrictions.

10. Conclusions

- 10.1 Accidental dwelling fires, Fire Fatalities, Deliberate Primary and Secondary Fires, Unwanted Fire Alarm Signals, Road Traffic Collisions (RTCs) and RTC non-fatal casualties have all decreased since the last annual performance report.
- 10.2 There has been one fatality related to RTCs in this reporting period.
- 10.3 Non-fatal Accidental Dwelling Fire Casualties have remained the same and Non-domestic Building fires have raised marginally from 2019-2020.
- 10.4 The number of Home Safety Visits facilitated and community safety events held during the reporting period has been considerably curtailed by the Covid 19 pandemic. SFRS has, however, sought to target very high-risk groups for Home Fire Safety Visits, and multi-agency liaison and referrals have continued, where appropriate.
- 10.5 The SFRS will continue to manage demand reduction strategies, linking in with key partner agencies to create a safer place to live, work and visit.

Background Papers

SFRS Local Fire and Rescue Plan for Fife Local Authority Area 2017. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Russell Hammell
Station Commander
Dunfermline Community Fire Station
Service Delivery – Stirling-Clackmannanshire-Fife LSO Area
Scottish Fire and Rescue Service
Email – russell.hammell@firescotland.gov.uk

Area Housing Update

Report by: John Mills, Head of Housing Services

Wards Affected: Ward 1 – West Fife & Coastal Villages Ward 5 – Rosyth
Ward 6 – Inverkeithing & Dalgety Bay

Purpose

Members approved the revised South and West Fife Area Housing Services Plan 2017/19 in November 2018. As the production of a new Housing Area Plan has been delayed due to the pandemic, this interim report provides an update on progress in delivering service priorities and performance information for the financial year 2020/21 where figures are available at an area level.

A revised Plan for 2021/23 will be presented at Committee once there has been the opportunity to consult on future priorities for the South and West Fife Area.

Recommendation(s)

Members are asked to:

- (i) comment on the work progressed for the financial year 2020/21; and
- (ii) note the Expenditure for the HRA Locality Managed Budget for 2020/21 outlined in Appendix 2.

Resource Implications

Work is taking place within agreed HRA local and capital budgets.

Legal & Risk Implications

There are no legal / risk implications arising from this report.

Impact Assessment

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

Consultation

No consultation was required in the preparation of this report

1.0 Background

- 1.1 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the Plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services, as the largest landlord in Fife, can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvement initiatives. We have a key role to work in partnership with others to reduce poverty in Fife and to ensure that we are acting 'one step sooner'.
- 1.2 This report includes measures to outline how well we are performing and addressing housing need in SWF. Performance figures for 2020/21 are provided where these are available at an area level. The report also outlines how staff have adapted to deliver services during the current pandemic. Housing Officers are now able to be more visible in local communities as we work our way through the Recovery Plan.
- 1.3 It is proposed that a revised South and West Fife Area Housing Plan be produced for 2021-23. This will outline future priorities that are informed through discussions at Ward Meetings and reflect the views of our local communities.

2.0 Issues and Options

- 2.1 This report will focus on the following Plan for Fife headings-
 - Opportunities for all
 - Thriving places
 - Community led services
- 2.2 Attached to the report are two Appendices –
 - Appendix 1 is a summary of South and West Fife Area performance information in 2020/21
 - Appendix 2 provides information on the expenditure of the 2020/21 locally managed budget allocation.
- 2.3 **Opportunities for all**

The two periods of lockdown in the past year were difficult and challenging times for many in our communities. Housing Services worked in partnership with others to help vulnerable households to obtain necessities such as food and prescriptions. We also provided advice and support to tenants who were worried about their rent. Over the last year, Housing Services have focused on delivering business critical services when other services were restricted. Throughout this time, we have had to adapt to change and new ways of working. It has presented us with the opportunity to become more agile and review how we operate. As we evolve through the Recovery Plan, staff can now undertake estate inspections and visit tenants in their homes. We will focus going forward on improving the condition of our estates and addressing the welfare needs of our tenants.

2.4 Appendix 1 provides a summary of key performance information for the financial year 2020/21. The following areas are highlighted –

- Void properties were turned around and reallocated within 36.9 days which was considerably lower than the Fife average of 53.8 days. This is an increase from 19 days in 2019/20 but a good performance considering the restrictions that were in place during the last year. Coronavirus restrictions meant that only single trades could work in a void property. We are working hard to recover this performance. We need to minimise rent loss to ensure a more efficient management of our stock to drive savings in the Housing Revenue Account which is reinvested to improve tenant services and build new homes.

The amount of allocations to each housing list category during 2020/21 was as follows:-

List	% Allocation	No of Allocations
Homeless	44.2%	23
Transfer	36.5%	19
Housing List	19.2%	10

- The proportion of allocations to the homeless list was lower than the Fife average although this was higher than the 37% made to homeless households in 2019/20. At the start of the pandemic, as per council policy, allocations to homeless and urgent applicants were prioritised.
- The proportion of allocations made to the transfer list was higher in SWF than the Fife average. This was an increase on the proportion allocated in 2019/20 which was 29.6%. Because of the low turnover in SWF, this allowed the generation of further housing opportunities to allocate properties to more households in housing need and reflects the council's approach to maximise housing options to increase turnover and create more housing opportunities.
- The proportion allocated to the housing list in SWF was higher than the Fife average, possibly as a consequence of the higher allocations to the transfer list (allowing further allocations to be made) but was a reduction on the 33.3% allocated to this list in 2020/21. This is a result of the decision to prioritise homeless and transfer applications over the last year.
- We have been proactive where possible in facilitating moves where tenants are under occupying larger family sized properties. We ensured family sized properties were made available last year for allocation following best use of stock moves. The Tenant Incentive Scheme (TIS) was used to assist tenants with the costs associated with moving home and this now revised scheme allows for further incentives to be applied going forward. Practical help can be provided with the things that can sometimes be a barrier for people wishing to downsize and this included removal costs, decoration, new carpets, furnishings and white goods. We will continue to engineer moves where suitable properties can be identified to match the preferences of tenants who are under occupying and who have indicated they may be prepared to move.
- The Property Acquisition Scheme was used to buy back 3 former council houses to use as permanent council tenancies. We continue to pursue opportunities through this scheme to return former council properties back to stock to help meet the housing needs of households in the SWF area.

- The number of abandoned tenancies shows an increase from 1 in 2019/20 to 2 in 2020/21. This figure is still very low and a result of Housing Management Officers working with their tenants to help sustain their tenancies. This support continued through the pandemic with telephone support and visits when restrictions allowed. We continue to make referrals for longer term and specialist housing support through our partner agencies.
- The second table on Appendix 1 shows the recorded Breaches of Tenancy for anti-social behaviour. Most complaints are of a low level and involve estate management or environmental type issues that are quickly resolved but there has been an increase in the antisocial behaviour categories compared to 2019/20. We continue to work closely with the Safer Communities team to address the more serious issues reported involving anti-social behaviour. The Community and Housing Services subcommittee of 21st January 2021 approved a revised Housing Policy on tackling anti-social behaviour. There will be changes to the first point of contact response to antisocial behaviour complaints and case management of more complex cases, with increased resources to improve the response to antisocial behaviour complaints

2.5 The Housing team have been at the forefront of tackling poverty in the South and West Fife Area and assisting vulnerable tenants whose normal life has been disrupted due to the current pandemic.

- Improving rent collection rates continues to be a challenge and for SWF, the end of year figure in 2020/21 was 97.94%. This is comparable with the Fife-wide average but a reduction from 2019/20 when the rent collection rate was 99.54%. The percentage of tenants in arrears who have made arrangements for us to repay their debt was 22% by the end of 2020/21 slightly above the Fife average of 21%
- The rent arrears in SWF increased from £327,788 at the end of 2019/20 to £342,510 at the end of 2020/21. This increase has to be viewed against the backdrop of the coronavirus and the financial difficulties tenants have experienced throughout the last year.
- It has been a priority for staff to work with tenants in debt within their patches and to liaise closely with Revenues Officers. A preventative approach is taken to support new tenants and promote early intervention. New Universal Credit claimants receive a Discretionary Housing Payment (DHP) if they pay their rent when they receive the first UC housing costs payment and sign up for their subsequent housing costs to be paid direct to Fife Council. At the accompanied viewings, staff discuss affordability with new tenants, the Welfare Fund and other options for sourcing household items. Through the Locality Managed Budget, household items and other practical help can be provided to new tenants in need who are struggling to set up their home.
- It was recognised that we needed to assist tenants facing financial pressures during the pandemic. Evictions and the rent arrears process were suspended and there was a shift in focus to reach out to tenants who were experiencing a disruption to their employment. Advice and assistance were offered to those who were self-employed, faced redundancy or were part of the Government's Furlough Scheme.

2.6 Community Led Services

Tenant engagement is critical for the Housing Service to receive feedback and to deliver community led and relevant services. Tenants indicated to us that they wished to be more involved in improving their local areas and this will be reflected in the new Area Housing Plan going forward. There are 2 Tenants and Residents associations (TRAs) across the SWF area who work closely with us and make an active contribution to improving their local communities. Throughout much of the pandemic, the TRAs have not been able to hold meetings due to current restrictions and staff have only been able to offer support remotely. More recently, Walter Hay Court TRA has been conducting their meetings via Zoom. It is hoped as we progress through the recovery phases that TRAs will be able to play a more active part in their local communities.

- 2.7 Due to COVID restrictions, we were unable to progress with our area walkabouts, Where restrictions allowed, area staff walked their estates to identify improvements and react to any estate management issues as a result of limited services and opportunities for residents.
- 2.8 Following lessons learned from a multi-disciplinary approach to the most vulnerable in our communities during the pandemic, Housing Services along with other key services have been key in developing a People and Place Leadership local delivery model. The People and Place Leadership Teams will work collaboratively to understand our places and the people who live there. The Teams will provide support and services which are responsive to the needs of individuals, families and local communities delivered by a range of partners working as “one organisation”. Both groups will focus delivery on the following key areas; tackling poverty and crisis prevention, leading economic recovery, sustaining services through new ways of working. In Cowdenbeath membership of both Groups have been established and monthly meeting are being held to develop this new approach.

2.9 Thriving Places

Within the SWF Area, the Housing Service locality managed budget has been used to support a wide range of projects across ward areas to address issues identified throughout the year. The key areas of spending have been on tree management, environmental clean-up works, landscape improvements, fencing, dealing with fly tipping and maintaining land on the housing account. A large proportion of the budget has also been used to provide items for new tenants who are struggling to set up their home and support to those who are vulnerable to sustain their existing tenancies.

- 2.10 Several projects were completed over the last year to improve the local environment and make a difference in communities. This included stairwell painting at Elder Place, Rosyth; community skips at Elder Place and Sir George Bruce Road, Oakley; and driveways/ garage site improvements at Brock Street, North Queensferry. Information on how the Housing Service Locality Managed budget for South and West Fife was allocated across the wards for the Financial Year 2019/20 is attached in Appendix 2.
- 2.11 A 10-year plan to review the garage lock-ups in Fife is progressing. This was aligned to an agreed investment of £8 million from the HRA Capital Plan with a proportionate spend across 7 Committee areas to be progressed subject to analysis of stock and site condition surveys.

- 2.12 Throughout the early part of 2020 area lock up plans were being developed; however work was delayed due to the coronavirus impact. Work is ongoing with key partners to identify opportunities to reduce costs and review priorities for the investment. Due to the delay in the preparations for refurbishment works, the programme is currently focussing on suitable sites for demolition. The area lock-up plans are now being revisited with the new focus on demolitions and essential maintenance for remaining sites to ensure they are wind and watertight, with a view to reports being presented to Area Committees throughout 2021/2022. In the meantime, demolitions have been undertaken in line with identified sites within each area plan where lack of demand has been highlighted and where demolition has released land to help alleviate local issues.
- 2.13 In SWF, 1-5, 6-9, 10-13 Ramsay Place, Rosyth have been demolished and work to create additional parking has started. The demolition of 1-4(K) Couston Drive has also taken place and will also be replaced by additional parking.

3.0 Conclusions

- 3.1 Our aim is to be a top performing social landlord in Scotland. When the further easing of restrictions allows meaningful consultation, and we are able to develop the next Area Housing Plan (2021-23), we will continue to identify local issues and plan how to address these. This is intended to encourage member scrutiny of our work to address those concerns and demonstrate improved outcomes. The plan can be updated to reflect where member scrutiny shows a need to quicken the pace of improvement.

List of Appendices

1. Summary of South and West Fife Area Performance Information 2020/21
2. South and West Fife Housing Locality Managed Budget 2020/21

Report Contact

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South and West Fife Performance

Indicator	SWF 2020/21	Fife 2020/21
average days to turnaround an empty property	36.9 days	53.8 days
% of the rent lost due to empty houses	1.35%	1.53%

rent collection rates	97.94%	97.95%
% of agreements	22%	21%

% allocations to homeless households	44.2%	52.3%
% allocations to transfer	36.5%	32.5%
% allocations to housing list	19.2%	15.2%

number of abandoned tenancies	2	107
number of evictions	0	0

Breach of Tenancy Category	Description of Category	Amount during 2020/21	Amount during 2019/20
Category B - Serious	Verbal abuse; frequent/ ongoing serious disturbances such as loud music, parties, shouting and swearing; behaviour associated with drug dealing	35	27
Category C – Nuisance/ Minor	Occasional noise or infrequent disturbances; family disputes affecting neighbours; behaviour of children; deliberate household/ domestic noise	30	17
Category D – Extreme Behaviour	Physical violence/ assault/ unprovoked attack; threats of violence; aggressive behaviour causing fear; drug charges/cultivation; hate incidents/ immediate threats	7	4
Estate Management	Reports of untidy gardens; dumping of rubbish	174	125

South and West Fife Housing Locality Managed Budget 2020/21

The Locality Managed budget is used for three priorities which are:

- Estate Management
- Tenancy Sustainment
- Improvement Projects

Estates Management

The budget is used to deal with estate management related issues and is mainly reactive. Examples of this type of work would include managing open space areas on housing land, tree maintenance, fencing, removal of fly tipping and looking after garage sites.

Tenancy Sustainment

This involves supporting tenants to sustain their tenancies and ensuring balanced communities. Due to the impact of welfare reform, we are having to take a more proactive role in this area. We can offer practical help to vulnerable tenants through tenancy assistance. The budget can be used in certain circumstances for clearing properties and providing help to source essential household items. The focus of this type of intervention is to work closely with other partner services to meet any gaps in provision.

Improvement Projects

The projects are identified through estates walkabouts, consulting with our tenants and through working with Tenants and Residents Associations and Community Councils. These are usually proactive works to improve the local environment for our tenants. Examples would be lighting, parking provision, improvements to bin store areas, lock ups and communal areas and environmental improvements.

Expenditure to date

The budget for 2020/21 was £135,000 and there was a £20,131 underspend at the end of this year due to coronavirus restrictions. The table below shows how the expenditure was proportioned.

Ward 1	36.6%
Ward 5	26.2%
Ward 6	37.2%

The budget for 2021/22 has been set at £134,900.

Monitoring

Project work will be considered through discussions with elected members and issues identified at walkabouts. If the allocation of funds needs adjusted in line with the reactive nature of the budget, then this can be highlighted through further update reports.

16th June, 2021.

Agenda Item No. 10

Supporting the Local Community Plan - Welfare Reform & Anti-Poverty Annual Report 2020-21

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

Wards Affected: 1,5 & 6

Purpose

This report updates members on achievements and outcomes of the Welfare Reform and Anti-Poverty Action Plan for South and West Fife.

Recommendation

Area Committee members are asked to:-

- (i) comment on the outcomes and achievements of the 2019-20 South and West Fife Welfare Reform & Anti-Poverty Projects; and
- (ii) provide feedback and support on the activities addressing the impact of Welfare Reform and the development of Anti-Poverty Initiatives.

Resource Implications

There is sufficient funding available at an area level from the Welfare Reform and Anti-Poverty budget.

Legal & Risk Implications

There are no legal implications. There is a risk that taking no action to address the impact of poverty will result in poorer outcomes for residents in the area.

Impact Assessment

An EqIA is not required because the report does not propose a change or revision to existing policies and practices, for example, annual reports or monitoring reports.

Consultation

The South and West Fife Welfare Reform and Anti-Poverty group have been consulted on the production of this report.

1.0 Background

- 1.1 In March 2020, as we prepared for a national lockdown, the Welfare Reform and Anti-Poverty (WRAP) Group had to adapt and begin to prepare support for individuals and communities.
- 1.2 The WRAP partnership worked collaboratively to develop a plan of support to communities as the country prepared to respond to the COVID-19 pandemic. The provision focused on emergency food projects and support to those most vulnerable within our communities as well as offering support to individuals who were identified as having to be shielded from the virus.
- 1.3 The group has representation from a range of organisations including – Communities and Neighbourhood Service, Housing, Department of Work and Pensions (DWP), Cosy Kingdom, Greener Kirkcaldy/Cosy Kingdom, Citizens Advice Rights Fife (CARF), Fife Voluntary Action (FVA), Dunfermline Foodbank, Education & Children Services and Rosyth EATs.
- 1.4 This report highlights the work that has been undertaken to support communities and identifies new local partnerships that emerged as a result of the pandemic.
- 1.5 Appendix 1 provides a breakdown of each funded project from April 2020 until March 2021.

2.0 Food Resilience and Support

- 2.1 As a response to the impact of the COVID-19 pandemic, communities rapidly recognised the emerging need to offer support to residents to enable them to access food in their own neighbourhood. Community Councils and local volunteers were supported to continue to operate pantry provision and, where there was no provision, establish new pantries.
- 2.2 Pantry provision in Oakley, Kincardine and High Valleyfield Community Club was established prior to the COVID-19 outbreak. The WRAP partnership worked in conjunction with these pantries to support their continuation by providing top up food supplies from the central store stocks at Bankhead. These stocks included food that was ordered centrally to support individuals and communities who were adversely affected as a result of the pandemic. Funding was also given to pantries to pay for local FareShare deliveries. There was also support to pantries by providing guidance around operational procedures to keep staff, volunteers and members of the public safe by sharing Health and Safety Guidance and delivering PPE items, topping up and sourcing non-food items such as female sanitary products, washing powder, cleaning materials, nappies, incontinence products, baby food and baby formula. Oakley and Inverkeithing Pantry were also provided funding for fridges to allow the supply of chilled foods.
- 2.3 The Gillespie Church F3 project was supported by providing £2,500 to support families in poverty across West Fife. The project provided 129 meals to families in South and West Fife in the Easter and Summer Holidays in 2020/21. Numbers were significantly reduced and this was due to the pandemic and the restrictions that were put in place as well as the establishment of local community food pantries.

- 2.4 Rosyth Community Projects (EATs) received £14,500 which allowed 48 volunteers to support activities being delivered from the Hub. Food and wellbeing products were distributed across the whole of the South and West Fife area. Funding also allowed for Dignity and Practice online training sessions to be offered to local community food providers including local pantry volunteers, Rosyth Community Council, Fife Voluntary Action, TURN Men's Group, Rosyth Men's Shed and Council Officers. EATs continue to support the local food resilience agenda and are a fundamental part of the newly established S&WF Food Resilience group while continuing to offer free online weekly cooking sessions.
- 2.5 In addition, EATs distributed 1001 food parcels between March – November 2020 to S&WF residents. The food bags provided enough nutritionally balanced items to feed an individual for 2-3 days. EATs also provided 320 cooked meals that were distributed via Ballast Bank Community Centre over the same time.
- 2.6 Let's Cook and Connect is a project that received £2000 of funding to support a targeted approach to referred individuals who would benefit from more intensive support, the participants were referred to the project as experiencing significant food poverty. The individuals were referred to the project via the People Leadership Group. The funding allowed for utensils to be bought for participants including blenders, hand mixers, bowls, pots and pans, slow cookers. The funding also allowed for weekly food for recipes.
- 2.7 12 participants took part in an 8 week project that supported them to participate in weekly online cooking sessions. Methods used included weekly telephone calls, physical recipe cards and food boxes were delivered to their homes. Sessions also included online activity sessions such as literacy support, welfare support (benefit check), financial guidance and support and Cosy Kingdom support in terms of fuel poverty issues.

3.0 Individual and Community Support

- 3.1 The WRAP partnership provided volunteer expenses so as to support the establishment of a Befriending project. The project provided the most vulnerable people within our communities with an opportunity to reduce feelings of isolation by providing weekly contact with a befriender. Befrienders included local young people and adults who had been engaged via Fife Voluntary Action or the Community Development Team. 110 individuals were supported up to twice weekly with either face to face contact or telephone calls.
- 3.2 Greener Kirkcaldy were awarded £19,500 funding to deliver energy advice in the area as well as fuel top ups and handy service to households in the South and West Fife area. The handy service provided individuals with a household visit and a walk through the home to provide energy advice and products. These included items such as LED light bulbs, Thermal Curtains, Over-blankets and Draft Proofing measures. Priority was on those struggling to heat their homes and to prevent them going into fuel poverty by working with each household to come up with an 'energy action plan'. This included a mix of budgeting and fuel debt advice, energy saving habits and identifying simple energy efficiency improvements for the property.
- 3.3 144 households were supported to lower their home energy use of which 45 of those households required additional visits and support. 129 households who were identified as being in fuel poverty and were supported.

- 3.4 Appendix 2 identifies how 92 participants benefited from £27,463 of financial gains as a result of their involvement in project.
- 3.5 During the pandemic, the energy advice service was offered over the telephone, email or video calling. This approach allowed the project to reach even more participants that would not have been possible if the service was solely offered face to face as it had been previously. As a result, more people in crisis were supported.
- 3.6 A new partnership was developed with the Fuel Bank Foundation where participants were referred directly to the foundation and the individual received a text message or email where top up vouchers were made available to them that could be redeemed at a local shop.
- 3.7 Appendix 3 highlights 2 case studies of participants who have benefited from the project.
- 3.8 The Next Steps project received £19,657 from the WRAP partnership to provide a youth training programme for young people age between 16-24 years. Evidence emerged as a result of the pandemic that young people were most likely to have adverse effects during their time in lockdown.
- 3.9 The employability programme provided young people the opportunity to gain SCQF level 5 qualifications in Communication, ICT, Employability modules, Personal Development modules and a Silver SQA Youth Achievement Award. Partners included officers from the Community Development Team, Fife College and WEA Scotland.
- 3.10 15 young people started the programme in October 2020. The programme will run until August 2021. There are 5 sessions per week with each young person completing 9 hours per week.
- 3.11 October to December 2020 allowed for the reintroduction of face to face delivery and young people were offered these learning sessions which were delivered in Camdean Youth Hub. As restrictions changed between January to April 2021, young people were again transitioned to online learning sessions. April to August 2021 will allow Young People the opportunity to access a blended learning approach where face to face and online content will be on offer.
- 3.12 The Community Development Team benefited from £2000 of WRAP funding to support online youth work activity throughout the pandemic to purchase resources to allow youth workers to engage with the most vulnerable of young people. Resources included welfare packs, learning materials including stationary, mobile phone top ups to allow engagement to online support.
- 3.13 31 young people have taken part in weekly (Science, Technology, Engineering and Maths (STEM) sessions where they carried out their own experiments using the resource pack that was purchased using the funding that was awarded. Evaluation of the programme has highlighted that engagement in these sessions was high, but this was mainly down to the resource packs being delivered to the young person's home prior to the online activity.
- 3.14 A Food Resilience Group has emerged in response to the pandemic and are beginning to form ideas to allow for the planning of a sustainable, dignified and collaborative food provision support across the South and West Fife area. Group members include volunteers from all Community Food Pantries, Grow West Fife, Dunfermline Foodbank, EATs Rosyth who are supported by the Community Development Team and the Community Food Development Worker.

- 3.15 The Food Resilience group will also lead on the Café Inc provision for South and West Fife and are currently developing proposals for summer provision.
- 3.16 The Health and Wellbeing group received £3000 of funding that allowed the development of a positive mental health project. The group are being supported by officers from the Community Development Team and partners from the Health Promotion Team. The group consists of volunteers who have completed their Health Issues in the Community (HIIC) level 2 qualification. Evidence has shown that there has been an adverse effect on people's mental wellbeing as a result of the pandemic. As a response to this the group aim to use the tools learnt in HIIC course to provide mental wellbeing support in local communities. This will take the form of walking and talking groups, volunteering opportunities and community based adult learning groups.

4.0 Conclusion

- 4.1 The background paper circulated prior to Committee is a report provided by Professor Karen McArdle from Aberdeen University. Professor McArdle supported the WRAP group with a piece of narrative enquiry research.
- 4.2 The report allowed the Community Development Team to engage with individuals and communities at the height of the pandemic to gauge their views and opinions on COVID-19 and if this has impacted on them. The objective of this was to support communities as we transitioned from the heart of the pandemic towards recovery.
- 4.3 The report highlights the struggle that individuals faced in terms of feeding themselves and their families. It also highlights the detrimental impact on mental well being and the decline in people's resilience.
- 4.4 The report clearly identifies how local staff, despite difficult circumstances in their personal lives, have 'stepped up' and adapted themselves to meet the new emerging needs in communities.
- 4.5 It is clear from the report findings that Community Teams need to build on the community resilience that has been developed during the pandemic.
- 4.6 The report was a joint piece of research with our colleagues from Dunfermline. The identified conclusions and recommendations will assist the WRAP partnership as we align our 2021/22 action plan to these areas.
- 4.5 A FTE Community Education Worker with responsibility for Anti-Poverty work will continue to drive the WRAP partnerships priorities forward by leading and co-ordinating the work and actions that are identified by the group.
- 4.6 The WRAP partnership will continue to work collaboratively to seek solutions to the poverty issues facing individuals and families living in the South and West Fife area. The WRAP partnership will continue to inform and report on progress to Area Committee on an annual basis.

List of Appendices

1. Welfare Reform Budget Spend
2. Greener Kirkcaldy Financial Gains Table
3. Greener Kirkcaldy Case Study

Report Contact

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Budget**£135,000**

Project	Amount Approved	Project Number	LCP Priority	Date Approved	Date Paid
CCB Financial Inclusion Officer	£45,500	S30011			
Gillespie Church(F3Food Project)	£2,500	S30012		4/16/2020	4/16/2020
Fruit & Veg (Oakley	£500	S30013		6/3/2020	6/8/2020
Volunteer Expenses (Befriending)	£5,328.00	S30014		6/3/2020	6/8/2020
Youth Development	£3,302	S30015		7/17/2020	7/17/2020
Stagecoach	£148	S30016		7/31/2020	7/31/2020
Rosyth	£25	S30017			
SW Fife Health & Wellbeing Support Project	£3,000	S30018		9/16/2020	9/16/2020
Tesco & Coop Vouchers	£2,500	S30019		12/7/2020	12/7/2020
Greener Kirkcaldy	£19,500	S30020		9/15/2020	9/15/2020
EATS Supporting Local Resillience	£14,500	S30021		10/5/2020	10/7/2020
Next Steps Youth Employability Programme	£19,657	S30022		10/22/2020	10/27/2020
Tower Community Pantry	£3,000	S30023		11/6/2020	11/17/2020
Lyreco Stationery for Job clubs	£33	S30024		9/30/2020	9/30/2020
Professor Karen McArdle	£1,250	S30025		12/31/2020	12/31/2020
Mike Payne PC (Utilities)	£20	S30026		1/5/2020	1/5/2021
Dunfermline Foodbank	£740	S30027		1/8/2021	1/9/2021
Young Volunteer Training programme	£3,291	S30028		1/31/2021	1/31/2021
Lets Cook and Connect	£2,000	S30029		3/1/2021	3/4/2021
SW Digital Youth Work	£2,000	S30030		3/9/2021	3/12/2021
Liability Insurance	£0	S30031			
	£0	S30032			
	<u>£128,794</u>				
Anti Poverty Remaining	£6,206				

Appendix 2

Gain Type	Total Gain
LED light Bulbs	£600
Curtains	£1,425
Fuel top ups	£686
Microwave	£40
Draught proofing	£60
Boilers and radiators	£13,500
Utility charity	£590
Foodbank voucher	£75
Over-blankets	£80
Halogen heater	£100
Switching advice	£647
Warm Homes Discount	£9660
Total Amount saved	£27,463

Case Study 1

Situation

Ms B had mental health issues and lived in a small flat in South West Fife that she rented from Fife Council. Her only income was Universal Credit and she struggled to top up both her electric and gas prepayment meters. As Ms B had concentrated on topping up the electric meter, the gas meter built up standing charge debt. When the council engineer came to service the gas boiler, there was a negative balance on the gas meter and so he had to turn off the gas supply and cap the gas for safety reasons. Fife Women's Aid, who support Ms B, referred her to Cosy Kingdom Energy Advice Service for help to get the gas reconnected and her central heating working again.

Support

Due to covid-restrictions, a home energy advice visit was not possible, so we provided Ms B advice by telephone instead. We discussed contacting the energy supplier, British Gas (BG), to clear the debt off the front screen of the gas meter, and then contacting Fife Council to uncap the gas supply and get the gas central heating back working.

We conference called an advisor at British Gas. As only Ms B could see the gas prepayment meter, we talked her through taking readings from the front and back screen of the prepayment gas meter. There was £198.90 standing charge debt on the front screen but no debt on the back screen. BG would not wipe the debt but arranged to send a code to the meter to move the debt from the front screen to the back screen, charging a low repayment rate.

Once the debt was moved from the front screen of the gas meter, we were able to arrange for Fife Council to visit, uncap the gas, complete a gas safety check and service the gas boiler.

Outcome

Ms B now has working gas central heating to heat her home as she heads into winter. We gave her a £49 fuel voucher to help with fuel costs and prevent her going back into immediate debt and applied for the Warm Home Discount, which will help with her further energy costs. She is pleased to have working reliable heating again.

Case Study 2

Situation

Mrs S was a homeowner in her early 60s and lived a park home in a rural location southwest of Dunfermline. Her home was off the gas grid network and she had a wood log burner. Mrs S had mental health issues and her only income was Universal Credit. Mrs S wanted advice on replacement heating systems. She also some financial difficulties in for paying for her heating fuel, so her support worker arranged an energy advice consultations with the Cosy Kingdom Energy Advice Service.

Support

A Cosy Kingdom Energy Advisor advised Mrs S. By speaking about her home, we were able to understand the construction of the park home and the existing wood burner. We made a referral to Home Energy Scotland for additional energy efficiency support, but found they were unable to assist with new heating or extra insulation.

We provided additional telephone advice to Ms S in the winter during the covid-19 pandemic. Mrs S was struggling to afford her fuel cost, so once we had checked the heating provided by the wood burner, the type and size of wood fuel and the contact details of the regular fuel supplier, we explained to Mrs S that we could make an application on her behalf for support from the Fuel Bank Heat Fund. We made an application to the Fuel Bank Heat Fund, evidencing that Mrs S received Universal Credit and explaining that she was at risk of being without heating over the winter, as she could not afford to purchase fuel. We included screen shots from her journal of fuel payments as further evidence, and provided details on the required amount of wood logs and the contact details and payment details of the local fuel supplier to allow the order to be made.

Outcome

The Fuel Bank Heat Fund granted the application within a few days of applying. Mrs S was supplied with wood logs from her regular supplier, paid for from the Fuel Bank Heat Fund. She is very grateful for the plentiful supply of wood logs, and she will now be able keep her park home heated adequately right through the winter.

Cosy Kingdom Marketing 2020-21

We adapted our marketing approach this year to reach the people who most needed our support during the Covid-19 pandemic. We developed a new marketing plan to promote our services and reach as many groups and individuals as possible.

Direct marketing

We contacted all of our partners and referrer organisations via email, phone or social media to ensure they understood we were still operating during Covid-19. We also researched and directly contacted other support services and organisations in Fife, asking them to share our support with their participants and refer people in need on to us. This helped us reach new audiences who did not know about Cosy Kingdom. To simplify referral processes for support services and organisations, many of whom have been over-stretched this year, we provided text and updated posters and leaflets to make it as easy as possible for them to share information with their participants.

We also contacted all of our local councillors and MPs asking them to share with their constituents, which many of them picked up and shared straight away.

25th August, 2021			
Title	Service(s)	Contact(s)	Comments
Traffic Regulation Order	Assets, Transportation and Environment	Phil Clarke	If required.
Complaints Update	Customer Services Improvement Service	David Thomson	Annual update – Last update 12th August, 2020
Report of the 2019/20 Pupilwise and Parentwise Surveys (tbc)	Education and Children’s Services	Jacqueline Price	Annual report – Last update 14th August, 2019 (no survey in 2020)
Children’s Services Report (tbc)	Education and Children’s Services	Lynne Garvey	
Maintenance of Private Land by Private Landowners	Assets, Transportation and Environment	John Rodigan	Motion as agreed at January 2021 meeting
Annual Report on Outcomes of Care Inspectorate Inspection and Grading Process (tbc)	Health and Social Care	Fiona McKay / Alan Adamson	Annual report - Last update 12th August, 2020
Local Community Planning Budget Requests	Communities and Neighbourhoods	Mandy MacEwan	If required

6th October, 2021			
Title	Service(s)	Contact(s)	Comments
Traffic Regulation Orders	Assets, Transportation and Environment	Phil Clarke	If required.

6th October, 2021			
Title	Service(s)	Contact(s)	Comments
Future Provision of Cemeteries	Assets, Transportation and Environment (Burial Service)	Liz Murphy	To be submitted Autumn 2021
Annual Common Good Fund Report	Finance and Corporate Services	Eleanor Hodgson	Annual report – Last update 7th October, 2020
Area Capital Update Report 2019-2020	Finance and Corporate Services	Eleanor Hodgson	Six monthly report – Last update 21st April, 2021
South East Inverkeithing Regeneration - Progress Report	Communities and Neighbourhoods Service Housing Services	Alastair Mutch Greig Henderson	Six monthly update – Last update 21st April, 2021
Local Community Plan	Communities and Neighbourhoods Service	Alastair Mutch	
Area Roads Programme 2020/21 – Final Report	Assets, Transportation and Environment	Neil Watson	
Local Community Planning Budget Requests	Communities and Neighbourhoods	Mandy MacEwan	If required

1st December, 2021			
Title	Service(s)	Contact(s)	Comments
Traffic Regulation Order	Assets, Transportation and Environment	Phil Clarke	If required.
Radiation Monitoring at Dalgety Bay	SEPA MOD	Nina Patton Stephen Ritchie	Six monthly update - Last update 16th June, 2021

1st December, 2021			
Title	Service(s)	Contact(s)	Comments
Early Learning and Childcare	Education and Children's Services	Jacqueline Price	Last update 25th November, 2020
Pupil Equity Fund	Education and Children's Services	Sarah Else	Last update 25th November, 2020
South and West Fife Community Learning and Development Partnership (CLD) Update	Communities and Neighbourhoods Service	Mandy MacEwan	
Criminal Justice Social Work Service - Community Payback Unpaid Work Scheme	Education and Children's Services	Stuart MacArthur	Annual update - Last update 25th November, 2020
Area Housing Plan Update	Housing Services	Claire Mackinlay	Six monthly update - Last update 16th June, 2021
Settlement Trust - Annual Update on Expenditure and Funds Held	Communities and Neighbourhoods Service	Alastair Mutch	Annual report - Last update 25th November, 2020.
North Queensferry and Forth Bridges Area – Update	Business and Employability / Communities	Gordon Mole / Alastair Mutch	As agreed at 7th October, 2020 meeting – Update to be provided to Committee late 2021 summarising progress
Local Community Planning Budget Requests	Communities and Neighbourhoods	Mandy MacEwan	If required