

## Levenmouth Area Committee

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



Wednesday, 22<sup>nd</sup> September, 2021

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### AGENDA

#### Page Nos.

- |     |   |         |
|-----|---|---------|
| 1.  | <b>APOLOGIES FOR ABSENCE</b>  |         |
| 2.  | <b>DECLARATIONS OF INTEREST</b> - 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.  | <b>MINUTE</b> – Minute of Meeting of Levenmouth Area Committee of 11 <sup>th</sup> August, 2021.  | 3 – 5   |
| 4.  | <b>COMPLAINTS UPDATE</b> – Report by the Executive Director - Communities   | 6 – 32  |
| 5.  | <b>GROUNDS MAINTENANCE SERVICE DOMESTIC WASTE AND STREET CLEANSING SERVICE ANNUAL REVIEW 2021</b> – Report by the Senior Manager - Environment & Building Services  | 33 – 37 |
| 6.  | <b>SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – CAPITAL WORKS PROPOSALS</b> – Report by the Head of Communities & Neighbourhoods  | 38 – 43 |
| 7.  | <b>SETTLEMENT TRUST - ANNUAL UPDATE ON EXPENDITURE AND FUNDS HELD – 2020/21</b> – Report by the Head of Communities & Neighbourhoods  | 44 – 48 |
| 8.  | <b>SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – BUCKHAVEN FIRE WORKS DISPLAY</b> – Report by the Head of Communities & Neighbourhoods   | 49 – 51 |
| 9.  | <b>SUPPORTING THE LEVENMOUTH PLAN - PROMENADE CAR PARK SURFACING WORK</b> – Report by the Head of Communities & Neighbourhoods  | 52 – 55 |
| 10. | <b>SUPPORTING THE LEVENMOUTH PLAN - ANTI SOCIAL BEHAVIOUR CONCERNS MULBERRY CRESCENT</b> – Report by the Head of Communities & Neighbourhoods   | 56 – 58 |
| 11. | <b>LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME</b>   | 59 – 60 |

<p>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.</p>
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14<sup>th</sup> September, 2021

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**THE FIFE COUNCIL - LEVENMOUTH AREA COMMITTEE – REMOTE MEETING**

11<sup>th</sup> August, 2021

9.30 a.m. – 10.10 a.m.

**PRESENT:** Councillors Ken Caldwell (Convener), David Alexander, John O'Brien, Colin Davidson, David Graham, Graham Ritchie and Alistair Suttie.

**ATTENDING:** Vicki Connor, Co-ordinator (Programme and Financial Management), Assets Transportation and Environment, Roads and Transportation Services; David Paterson, Community Manager (Levenmouth), Communities and Neighbourhoods; Ryan McQuade, Property Gazetteer Officer, Economy, Planning and Employability Services and Michelle Hyslop, Committee Officer, Legal and Democratic Services.

**APOLOGY FOR ABSENCE:** Councillor Ryan Smart

**271. DECLARATIONS OF INTEREST**

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

**272. MINUTE**

The Committee considered the minute of the meeting of the Levenmouth Area Committee of 23rd June, 2021.

**Decision**

The Committee agreed to approve the minute.

**273. AREA ROAD PROGRAMME 2020-21 - FINAL REPORT**

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

**Decision**

The Committee noted the content of the report and appendices.

**274. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN - LEVEN TOWN CENTRE CHRISTMAS LIGHTS**

The Committee considered a report by the Head of Communities and Neighbourhoods seeking approval from members for a contribution of £7,750 from the Local Community Planning Budget, Ward 21, for the cost of the erection and dismantling of the festive decorations for Leven Town Centre.

**Decision./**

**Decision**

The Committee agreed to a total contribution of £7,750 towards the overall project costs, which would be split accordingly:

1. £5,450 towards the cost of erecting and dismantling the festive decorations within Leven Town Centre during November/December 2021;
2. £1,800 to carry out 5KN pull tests on wall mounted eyelets and straining points to ensure the safety of the infrastructure, to be signed off by a qualified engineer; and
3. £500 to cover incidental repairs should they be identified from the pull tests.

**275. SUPPORTING THE LEVENMOUTH PLAN - AREA CAPITAL UPDATE REPORT – GREIG INSTITUTE WINDYGATES**

The Committee considered a report by the Head of Communities and Neighbourhoods advising members of the current status of the additional capital budget allocated to the Levenmouth area, which included the allocation of £10,000 to support the upgrade of the toilets at the Greig Institute, Windygates that was previously pre-approved by members.

**Decision**

The Committee:

1. reconfirmed agreement to spend £10,000 from the new capital allocation towards the renewal of the toilet facilities at the Greig Institute, Windygates;
2. noted the new area capital allocation to the Levenmouth area; and
3. noted further reports on potential projects would be presented to members for agreement within the current calendar year.

**276. STREET NAMING AND NUMBERING CONSULTATION**

The Committee considered a report by the Head of Business and Employability which asked members to approve the street name “McKay Court”, under Section 97 of the Civic Government (Scotland) Act 1982. The report proposed that the name “McKay Court” be adopted as a new street name at the development on the land to the east of Station Road Leven, (planning reference, 20/01761/FULL).

Councillor Caldwell extended his thanks to Mr James Taylor Hamish McKay on behalf of the Committee, for his contribution to the Levenmouth Community throughout the years.

**Decision**

The Committee agreed that the new street name 'McKay Court' be adopted for the Quale Homes development on the land to the east of Station Road, Leven.

**277./**

**277. PROPERTY TRANSACTIONS**

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

**Decision**

The Committee noted the content of the report.

**278. LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME**

**Decision**

The Committee noted the content of the Levenmouth Area forward work programme.

22<sup>nd</sup> September 2021  
Agenda Item No: 4

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## Complaints Update

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Report by: Mike Enston Executive Director - Communities

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Wards Affected: All Levenmouth Wards

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### Purpose

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

### Recommendation(s)

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

### Resource Implications

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There are no direct resource implications arising from this report.

### Legal & Risk Implications

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

### Impact Assessment

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

### Consultation

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

## 1.0 Background & explanatory notes

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

## 2.0 Area Complaints

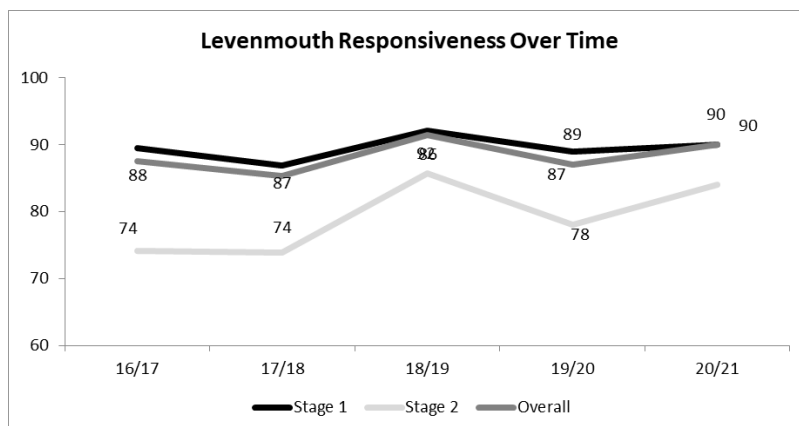
### Volume & responsiveness – Levenmouth Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	245	220	90% (87% 19/20)
Stage 1 (5 days)	220	199	90% (89% 19/20)
Stage 2 (20 days)	25	21	84% (78% 19/20)
<ul style="list-style-type: none"><li>252 complaints were received relating to the Levenmouth area in 20/21 of which 245 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.</li><li>In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.</li><li>Responsiveness improved over last year where the % of all complaints closed in target timescales improved from 87% to 90%, better than the Council average. Stage 1 also increased from 89%. Stage 2 improved from 78% to 84% with performance better than the Council average. The average time to close all complaints remained the same as last year at 5.1 working days, better than the Council average of 6.6 working days.</li></ul>			

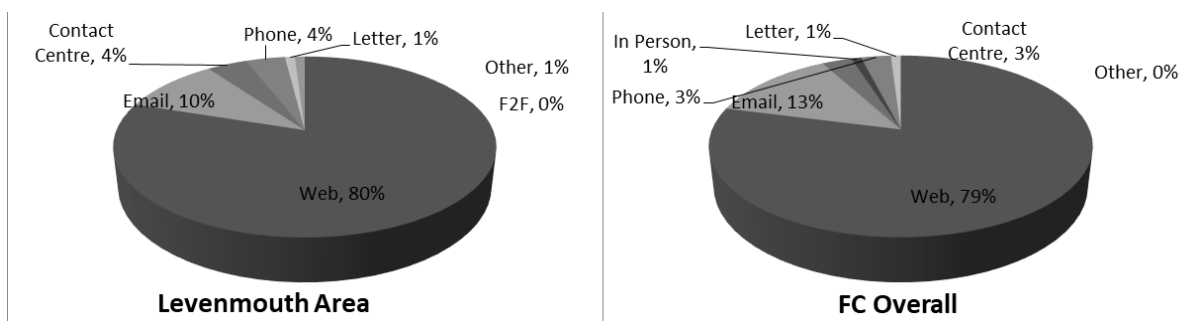
## Volume & responsiveness - Fife Council overall

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

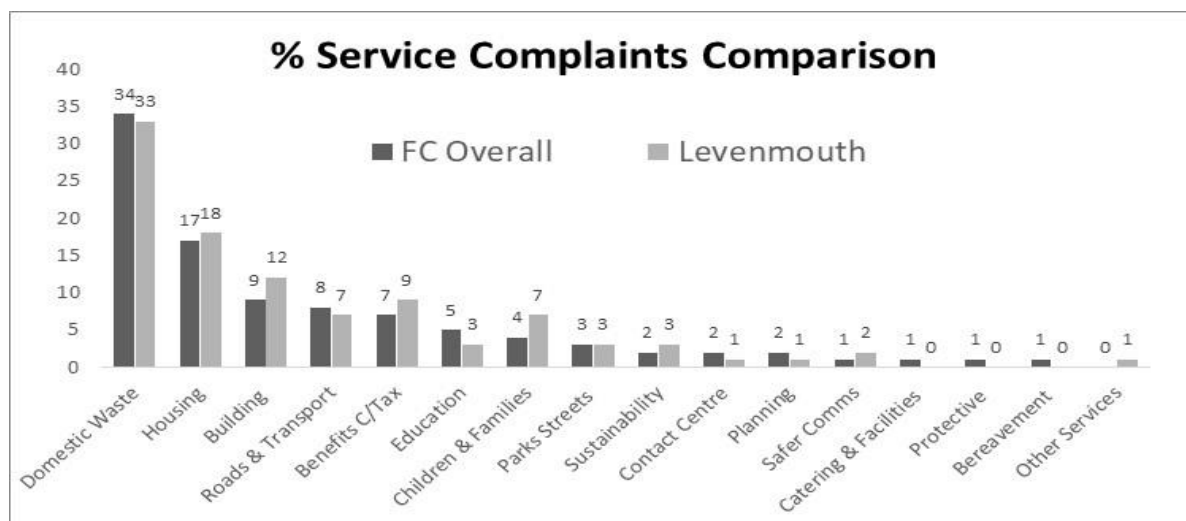
2.1 Generally there has been improvement to responsiveness since 15/16 however has been a decrease from last year as has the Council overall.



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



## Reason for complaint (upheld and not upheld)





- 2.3 Differences of note include that there are proportionally more complaints concerning Building Services and Children & Families. The largest categories for these complaints were a failure to fix first time and poor communications including lack of notice, consultation & engagement for Social Work.
- 2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
Protective	0	100%	1	0%	1	0%
Children Families	13	62%	3	33%	16	56%
Roads & Transport	14	79%	3	100%	17	82%
Education	7	86%	1	100%	8	88%
Sustainability	8	88%	0	100%	8	88%
Benefits C/Tax	21	90%	0	100%	21	90%
Housing	34	91%	9	89%	43	91%
Building Services	27	93%	3	100%	30	93%
Domestic Waste	77	95%	3	100%	80	95%
Safer Comms	3	100%	1	100%	4	100%
Risk Management	1	100%	0	100%	1	100%
Bereavement	1	100%	0	100%	1	100%
Contact Centre	2	100%	0	100%	2	100%
Customer Service	1	100%	0	100%	1	100%
Local Office	1	100%	0	100%	1	100%
Parks Streets	7	100%	0	100%	7	100%
Planning	1	100%	1	100%	2	100%
Property	1	100%	0	100%	1	100%
Welfare Fund	1	100%	0	100%	1	100%
<b>Total</b>	<b>220</b>	<b>90%</b>	<b>25</b>	<b>84%</b>	<b>245</b>	<b>90%</b>

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

<b>Service</b>	<b>Category of Complaint</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Safer Communities	Anything that doesn't fit within other categories.	1	1	0	0	0
	ASB neighbour dispute	0	1	1	0	0
	Dog issues	1	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0	2
	Pest control issues	1	1	0	1	0
	Poor communications (including lack of notice consultation and engagement)	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>
Bereavement Services	Damage / vandalism to property e.g., headstones	0	2	0	0	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Untidy / overgrown vegetation	5	2	0	0	1
	<b>Total</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>
Building Services	Anything else that doesn't fit above categories	1	0	0	0	1
	Card left when tenant in property	0	1	0	0	0
	Council vehicle - driving behaviour/standards	0	2	1	4	1
	Council vehicle - parking	1	1	0	0	0
	Delay in start / completion of work	5	6	0	0	1
	Failure to attend at time advised / agreed	4	3	3	3	7
	Failure to fix first time	2	0	2	10	8
	Failure to meet timescales for job	1	0	1	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2	0	0	1
	Health & safety / dangerous occurrence	1	0	2	0	1
	Inappropriate staff attitude / behaviour	3	5	6	1	3
	Noise levels from work activities	1	2	1	0	0
	Poor communications - advance notice of work not given	1	2	1	0	1
	Poor communications - internal breakdown Building Services	1	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications - internal breakdown with other council areas	1	0	0	0	0
	Poor communications - poor regarding work being/to be undertaken	4	1	2	3	1
	Standard of workmanship - damage	3	1	3	2	2
	Standard of workmanship - mess	3	1	4	0	0
	Standard of workmanship - tenant unhappy with work	3	2	9	2	0
	Unplanned additional work required following repair/installation	1	2	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	2
	<b>Total</b>	<b>36</b>	<b>31</b>	<b>35</b>	<b>28</b>	<b>30</b>
Catering Cleaning & Facilities Management	Inappropriate staff attitude / behaviour	0	1	1	2	0
	Inconsiderate / inappropriate use of council vehicle	0	3	0	0	0
	Standard / condition of council buildings includes toilets	0	0	0	1	0
	Standard of service cleanliness, damage etc.	1	0	0	1	0
	<b>Total</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>
Contact Centre	Anything that doesn't fit within other categories.	0	0	1	0	0
	Disagree with Council policy	0	0	0	1	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Inappropriate staff attitude / behaviour	1	3	1	1	0
	Incorrect information given	3	0	0	0	0
	Lack of information	0	0	0	1	2
	Time taken to answer call	0	4	13	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>4</b>	<b>9</b>	<b>15</b>	<b>6</b>	<b>2</b>
Customer Service Improvement	Anything that doesn't fit within other categories.	1	0	0	0	0
	Content of web page	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	User account wrong	0	0	1	1	0
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>
Children & Families	Anything that doesn't fit within other categories.	0	0	2	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with assessment outcome	0	2	0	0	0
	Dissatisfaction with assessment outcome - Parent/Carer	0	2	2	3	0
	Dissatisfaction with policy / current delivery arrangements	0	0	0	2	2
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	0	1	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	0	2	0	0
	Inappropriate staff attitude / behaviour	0	2	1	3	5
	Poor communications including lack of notice, consultation & engagement	1	1	5	4	8
	Unacceptable standard of care / support families	10	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	2	1
	<b>Total</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>15</b>	<b>16</b>
Education	Accidents Injuries e.g., physical education fights etc.	2	1	1	0	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case. POLICY FAILURE	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Anything that doesn't fit within other categories.	7	1	1	2	2
	Bulling by Staff	0	1	1	0	0
	Bullying by Pupil	2	3	0	2	1
	Dissatisfaction with policy current arrangements	3	3	2	1	1
	Inappropriate staff attitude behaviour	1	1	2	2	1
	Placement request decisions	0	0	0	0	1
	Poor communications including lack of notice consultation engagement	0	1	1	0	1
	Standard of supervision	0	0	0	0	0
	<b>Total</b>	<b>15</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>8</b>
Domestic Waste	Anything that doesn't fit within other categories.	2	0	0	1	0
	Bin not returned properly / bin is missing	1	1	0	0	3
	Bulky not collected / only part collected	3	3	1	0	20
	Collection has left spilt waste in street / at property	1	1	0	1	0
	Customer turned away / refused entry	0	0	5	2	3
	Damage to vehicles / property during bin collection	0	1	1	0	2
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	5	2	8	4	6

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	1	0
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	1	2	2	2
	Dissatisfaction with Take Out & Return TOR service	5	2	12	9	11
	Dog waste bin broken / missing / not replaced / not emptied	0	0	0	0	1
	Failure to collect / empty bin	10	16	12	10	24
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	2	4
	Household waste dumped in street / garden / yard	0	0	0	1	0
	Inappropriate staff attitude / behaviour	2	1	7	1	2
	Inconsiderate / inappropriate use of council vehicle	0	2	0	1	0
	No food waste bags provided	2	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Rodent / insect infestation	1	0	0	0	0



Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	<b>Total</b>	<b>33</b>	<b>30</b>	<b>49</b>	<b>35</b>	<b>80</b>
Housing	Anything that doesn't fit within other categories.	7	3	0	3	1
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	0	3
	Debt management arrangements	0	0	1	0	1
	Delays in start / completion	14	6	1	3	5
	Discrimination race, gender, religion etc	0	0	0	1	0
	Dispute with neighbours	4	4	2	1	7
	Dissatisfaction with policy / current arrangements	0	0	4	0	3
	Dissatisfaction with policy / current arrangements including allocations criteria	1	0	2	4	3
	Dissatisfaction with policy / current delivery arrangements	0	1	0	1	0
	Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria	1	0	5	2	1
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	4	3	3	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Fencing	0	1	0	4	1
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	0	1	3
	Garden Maintenance Service	0	0	2	2	0
	Inappropriate staff attitude / behaviour	1	3	5	3	5
	Management of Communal Areas inc grass cutting, overgrown trees & bushes	0	1	2	1	0
	Missed from Programme	1	0	0	1	0
	Mutual repairs	4	1	0	1	0
	Noise	3	0	0	2	0
	Pets & animals	2	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	2	3	4
	Poor condition / standard of Housing	4	0	0	1	0
	Poor standard/condition of property at start of tenancy	0	0	1	0	2
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	5	1	0	0	1
	Risk management	1	0	0	0	0
	Rubbish	0	1	2	3	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Snagging issues	0	6	2	1	0
	Transfers includes mutual exchanges	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	0	4	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2	3	1
	Waiting Times	4	1	0	2	0
	<b>Total</b>	<b>52</b>	<b>39</b>	<b>37</b>	<b>46</b>	<b>43</b>
Parks Streets & Open Spaces	Anything that doesn't fit within other categories.	2	4	0	0	3
	Area restoration work	0	1	1	0	0
	Change of designation of Area	0	0	2	0	0
	Damage to private property	0	0	0	0	1
	Dog fouling	1	0	0	0	0
	Footpath clearance	0	0	1	0	0
	Grass cutting	1	1	1	1	2
	Inappropriate staff attitude / behaviour	1	0	0	2	0
	Inconsiderate / inappropriate use of council vehicle	0	1	1	1	1
	Overhanging / damaged trees & shrubs	2	0	1	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Quality of footpath	0	0	0	1	0
	Untidy / Overgrown vegetation	0	0	1	1	0
	Weed Killing Areas	1	0	0	0	0
	<b>Total</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>
Planning	Anything that doesn't fit within other categories.	0	1	0	1	1
	Dissatisfaction with policy / delivery arrangements	1	0	0	0	0
	Failure to follow process	0	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>
Protective Services	Anything that doesn't fit within other categories.	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	1	1	1	0
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	1
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>
Benefits & C/Tax	Admin error	1	1	3	5	3

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Anything that doesn't fit within other categories.	0	0	0	1	2
	Availability of advisor	0	0	0	0	1
	Disagree with legislation	0	1	4	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Lack of / incorrect information	1	2	4	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	1
	Procedures / policy	2	3	2	5	4
	Service provision Covid 19	0	0	0	0	1
	System failure	1	1	0	0	0
	Time taken to process enquiry	1	2	0	0	3
	Unclear guideline instructions	0	0	0	0	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	<b>Total</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>21</b>
	Anything that doesn't fit within other categories.	0	0	0	3	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Roads & Transportation	Dissatisfaction with car parking provision / charging policy	0	0	0	1	0
	Dissatisfaction with emergency response to flooding	0	0	0	0	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	2	1
	Inadequate notification or consultation about installation of new street lighting	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	0	1	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	0	1	0
	Localised flooding due to damaged drains / water mains	0	0	0	1	1
	Localised flooding due to run-off from fields / land	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Poor condition of footpath / cycle path	0	0	0	0	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	0	1
	Potholes / poor condition of road surface	0	0	0	3	2
	Street light repairs	0	0	0	1	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Traffic concerns including traffic noise / volume / speed	0	0	0	1	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>17</b>
Sustainability	Dissatisfaction with policy / current organisational arrangements including opening times	2	1	0	0	8
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>8</b>
Welfare Fund	Anything that doesn't fit within other categories.	0	0	1	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

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

## Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>I submitted a complaint on Monday 13th April re missed street bins I was contacted by a member of your team who assured me bins would be emptied on Tuesday 14th. This has not happened, and bins are now overflowing with rubbish at the sides and extremely smelling. This includes two streets! I have hosed down our own set of bins which now need attention soonest. In the current virus situation this is clearly unacceptable. Can you advise me again when action will be taken to have this dealt with ASAP? Thank you.</p> <p><b>Outcome:</b> <i>Complaint upheld. Supervisor contacted the customer and resolved the issue; crew returned to property and emptied the bins and cleared the excess.</i></p>
Housing	Delays in Start / Completion	<p>Hi, I'm writing regarding my garage I rent. We have issue with leaking from the flats above. This has been an ongoing issue to which nothing is being done. First phone call to council was done explaining what was wrong and was the first of three phone calls, I have all dates down below.</p> <p>1st phone call -19/06/20</p> <p>2nd phone call - 13/07/20.</p> <p>Both these phone calls we were told someone would come out and fix issue within 3 working days, no one came and not one phone call to say why not. I sent a complaint in around 2 weeks ago explaining all the above and woman on phone, who was really nice and helpful, set a date up for a repair two days after. The men came took a look, said nothing was blocked never attempted to sort the issue and left giving a number to call direct if any more problems. We went for two weeks holiday and on return the garage was flooded and seen it was from roof. we called the number on again and told they would be out in 5 working days. We are still waiting now. I feel we have been very patient up until now, but now it is wearing thin. We have had to leave our car out in the street the day before first phone call. We don't know what is leaking and worry it might damage our paint on car. We have paid for a garage for two months</p>

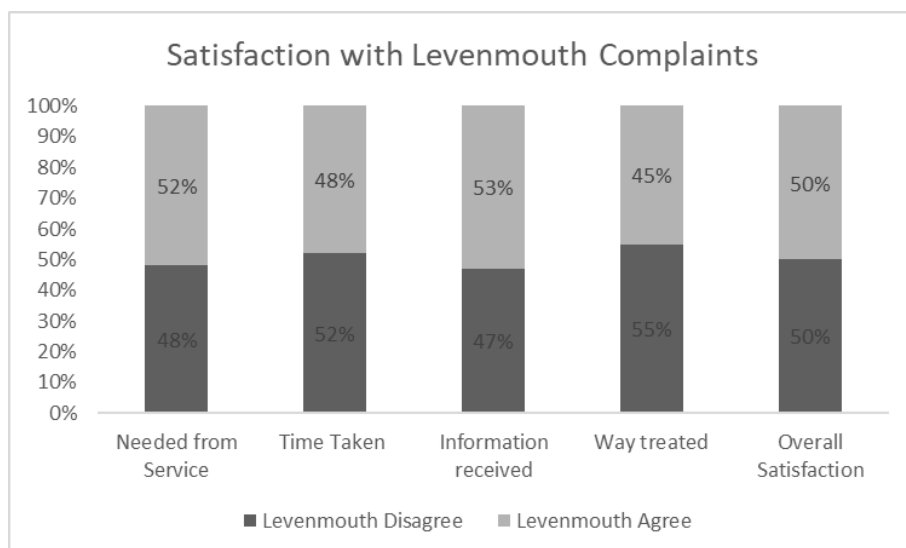


		<p>now that we can't use. We have the garages to protect our cars from damage outside but now we're having to leave it outside for two months. I'm completely unhappy about this and would appreciate a phone call back and have this sorted ASAP. Also, we are requesting a refund from the first phone call of damage until now and stop further payments until this issue is fixed? We have pictures of the garages and the leaks. We can forward if needed.</p> <p>Thanks again</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to customer, have agreed to do a rent allowance for period from when repair reported to when it is completely sorted, roofing supervisor attended to the garage.</i></p>
Building Services	Failure to fix first time	<p>I would like someone to contact me regarding repairs I've had repairs in my property for over 4 years which not 1 repair has been done, I've had my housing officer out and take note of all my repairs in February which were meant to be completed by March, however due to covid they used that as an excuse however lock down wasn't until late March so how can you use that as an excuse I don't know, now Fife Council are doing some repairs only to learn yet again none of my repairs are logged, the list of repairs is endless however not having a working toilet for 3 years is unacceptable have a broken shower for 2 years is unacceptable, I'm now going to be seeking advice from my MP and withholding the rent unless someone gets back to me within 14 days of this complaint.</p> <p><b>Outcome:</b> <i>Complaint upheld. HTO attended property and repair lines were raised for the outstanding repairs.</i></p>

## 3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.

- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- The recycling centre booking system was revised and improved following a complaint about a double-booking glitch inherent in the old system where a customer was refused access due to the repeat booking shown at the appointment time slot.
  - A complaint concerning a customer being unaware of their housing application suspension saw a process change following their complaint. Applicants are now sent a letter when they are suspended giving the reason and what they can do (where appropriate) to have the suspension uplifted. Housing review letters also now feature this information if relevant and Housing also monitor applications that have been suspended for 3 years and contact customers to try and achieve a live application.
  - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
  - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Calling customers to assess the quality of complaint handling has now concluded and this was replaced in 2018 with a new approach to satisfaction, see section 6 Customer Satisfaction. The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given where the Council did not uphold their substantive matter.
- 3.8 The following table provides the details of complaint decisions in the Levenmouth area:
- |                    | <b>Upheld</b>        | <b>Not Upheld</b>    | <b>Partially Upheld</b> |
|--------------------|----------------------|----------------------|-------------------------|
| Overall Complaints | 44% (35% FC overall) | 44% (48% FC overall) | 12% (17% FC overall)    |
| Stage 1 Complaints | 44% (36% FC overall) | 44% (48% FC overall) | 12% (16% FC overall)    |
| Stage 2 Complaints | 36% (27% FC overall) | 36% (49% FC overall) | 28% (25% FC overall)    |
- 3.9 There were 32 complaint surveys completed by Levenmouth area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction).



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

## 4.0 Scottish Public Services Ombudsman Cases

- 4.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 4.2 In 2020/21 there were 3 cases for the Levenmouth area that reached this final stage of the procedure. Two cases remain pending the decision from the SPSO are likely delays based upon the current pandemic.
- 4.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Withdrawn by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	SPSO Decision
Domestic Waste (bin issue)	Withdrawn
Children & Families (looked after children)	Withdrawn
Risk Management (insurance claim)	Withdrawn

## 5.0 Other Customer Issues

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

Enquiry Type	17/18	18/19	19/20	20/21	Note
Missed bins	1245	848	933	1036	
Illegal Dumping	187	194	169	102	Includes mess in gardens
Street Cleaning	178	133	132	98	Untidy street reports
Dog Fouling	73	43	59	16	
Aggressive Dogs	48	31	38	19	
Abandoned Cars	31	31	26	6	
Litter Bin Issues	22	23	24	16	
Needles	32	10	8	15	Either made safe or require removal
Fallen Trees	8	10	3	4	
Emergency Pothole Carriageway	-	-	-	39	Added as data following Committee's comments (=5% of all reports of this type)
Routine Pothole Carriageway	-	-	-	29	Added as data following Committee's comments (=7% of all reports of this type)

- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded. The Committee should note that there were approximately 10,000 more pothole reports made over and above the data presented, completed using the fife.gov.uk website however these cannot be split into Committee area reports as the author cannot extract any element of address from these online forms.
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's 2020/21 diet. Additional information is also available from the Enterprise and Environment Directorate Section/Service Performance Reports that formed part of the Environment and Protective Services Sub Committee meeting of 2 September. Annual figures for all of Fife Council (all areas and wards) such as illegal dumping, grounds maintenance requests etc. are available. See the link within Background Papers.

## 6.0 Customer Satisfaction

- 6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email

address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:

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

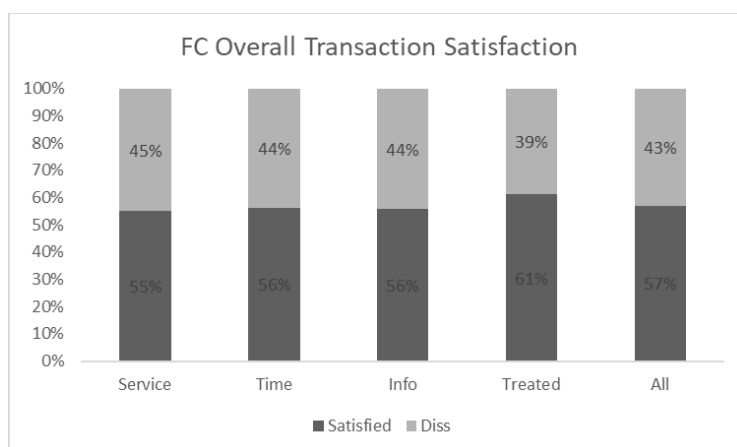
6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:

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

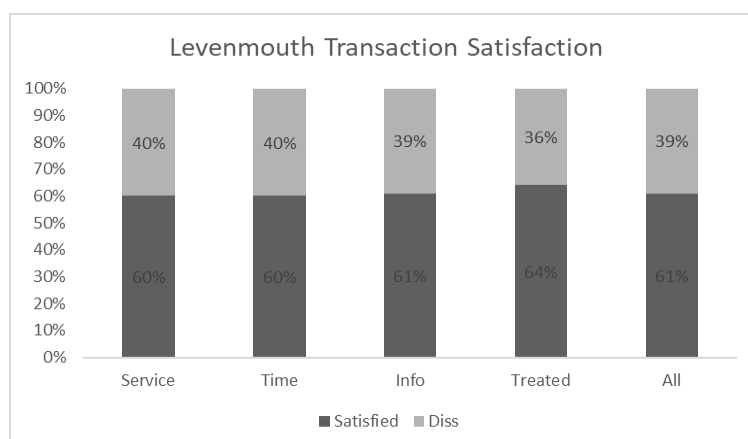
6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer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

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

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



6.6 By comparison respondents from the Levenmouth area had 61% (65% in 2019/20) agreeing with the satisfaction statements (see 6.2), graph as shown:



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

Transaction Family	Overall Satisfaction 2020/21	No of Surveys
Bins / Waste	49%	125
Blue Badge	92%	3
Community Alarms	93%	11
Complaint	50%	32
Environmental Complaint	0%	1
Housing	67%	25
Licence	100%	1
Meals on wheels	94%	4
MyFife Card	94%	28
Payment Receipt	92%	16
Pest Issue	94%	4
Road or Street Fault	49%	27
Traffic or Streetlight Fault	47%	4
<b>Grand Total</b>	<b>61%</b>	<b>281</b>

## 7.0 Compliments

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- 7.1 Improved database access now allows reporting of compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 18 compliments received from customers in the Levenmouth area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	4	I just wanted to pass on my gratitude for the fantastic service i have received since the beginning of the pandemic back in March. I have had to get a few repairs done. And each time i have called to report the repairs, customer services have been wonderful and very understanding as I have a disabled child at home . Each workman that has attended the repairs has also been extremely understanding and very helpful. As well as courteous and the repairs were done within either the same day or a couple of days
Contact Centre	4	Customer called in using her community alarm to thank the staff involved at community alarms in getting her the help she required on Monday after an incident. She was very grateful for the service and couldn't be more thankful for their help.
Customer Service Centres o	2	Customer phoned in to compliment staff (Karen MCDaid and Shirley Young) on Covid Helpline for their kindness and patience and for arranging an emergency food parcel for them. They really appreciate the help they have been given by everyone concerned
Environment	6	Customer called in yesterday to say her bin had been missed again and it was reported promptly through the contact centre , she has called in today to say thank you as the bin has now been emptied
Housing	1	I just wanted to send this email to say I am extremely grateful for all the help and effort Kier has put in helping me and my little family to make life easier, nothing is ever a problem for him. He always goes above and beyond to help people out and make things easier for them no matter how hard it is for him.
Revenue and Shared Service	1	Thank you to Lisa on the "chat connection" for pointing me in the right direction and to Teresa at "council tax" queries for making a difficult morning easier ... Thank you both ladies.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year and is better than the Council average despite the increased volume over last year (up 29%) and the challenges faced by the organisation during the pandemic. The average working days to respond was unaffected despite increasing complaints.
- 8.2 The issues customers complained about within the Levenmouth area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Building Services and Children & Families. The largest categories for these complaints were a failure to fix first time and poor communications including lack of notice, consultation & engagement for Social Work. These categories had more than half of complaints upheld (or partially upheld) and are therefore now an improvement area for the respective Services in the area.
- 8.3 There has not been the same progress on addressing the root causes of complaints as was expected and this has been an outcome from the pandemic. The Escalation and Resolution team strive to facilitate more significant improvements over the coming year yet remain focussed upon responsiveness, as this is a key driver of customer satisfaction.

### List of Appendices

None

### Background Papers

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

## **Report Contacts**

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22<sup>nd</sup> September 2021

Agenda Item No. 05

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## **Grounds Maintenance Service Domestic Waste and Street Cleansing Service Annual Review 2021**

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Report by: John Rodigan, Senior Manager – Environment and Building Services

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Wards Affected: All Wards.

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### **Purpose**

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The purpose of this report is to inform Committee of the performance of grounds maintenance, domestic waste collection and street cleansing services in 2021. The report will also inform Committee of the management changes in these services and identify how community-led decision making will shape operational delivery in future.

### **Recommendation(s)**

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It is recommended that Committee note:

- the extraordinary challenges faced in the delivery of grounds maintenance, domestic waste collection and street cleansing services in 2021.
- the structural and organisational measures that have been taken to improve service delivery.
- the new decentralised way of working which will deliver local priorities and help communities shape their environment.

### **Resource Implications**

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There are no additional resource implications arising from this report.

### **Legal & Risk Implications**

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The Environmental Protection Act 1990 imposes a duty on Fife Council to keep public roads and relevant land clear of litter and refuse so far as is practicable.

There are no new legal & risk implications arising from this report.

## Impact Assessment

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

## Consultation

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No consultations are required in connection with this report.

## 1.0 Grounds Maintenance Performance

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- 1.1 Grounds maintenance activities have returned to a business as usual position over 2021. Covid-19 related staff absence continues to cause low level disruption and impacts are being managed.
- 1.2 The grassland management initiative began in April 2021 after Area Committees approved rewilding plans. Feedback over the summer months has for the mostpart been favourable. Where communities have indicated their desire to return areas to a normal grass cutting regime, the service has done so.
- 1.3 As the summer months end, the uncut grass will now be harvested and transported to the aerobic digestion plant in Dunfermline for conversion to gas.
- 1.4 The new management structure which separated grounds maintenance functions from street cleansing has bedded in and the objectives of greater transparency, financial stability and improved operational management have been achieved.
- 1.5 The service has new service level agreements based on one Fife wide specification and new financial infrastructure is ensuring full cost recovery for all activities.
- 1.6 The Joint Administration increased the 2021/22 grounds maintenance budget with a one-off payment of £425k which has supported overtime working and the extension of seasonal labour contracts.
- 1.7 An improvement programme of projects continues to develop the service through more efficient working practices and the prioritisation of key undertakings such as the Queens Green Canopy and the Ash Dieback strategy.
- 1.8 Going forward, the next transformational change will be to annualise the working week by increasing labour hours during the summer growing season and reducing hours in the winter when there is less demand.
- 1.9 Grounds maintenance activity in the Levenmouth area has been focussed on the delivery of the core specification. No projects of any note have been undertaken but the service is party to Levenmouth Rail Link infrastructure discussions.

## 2.0 Domestic Waste and Street Cleansing Performance

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- 2.1 The Domestic Waste and Street Cleansing Service has struggled in 2021 with Covid – 19 related absence. Attendance figures have remained consistently poor with the 'track and trace' system having a major impact on service delivery in some areas.

## **Domestic Waste**

- 2.2 Waste collection cycles in the Levenmouth area have been maintained with limited disruption, some weekend working has been required to catch up with missed routes but overall performance has been good despite the challenging circumstances.

## **Street Cleansing**

- 2.3 The street cleansing division continues to struggle with the volume of weeds and litter on streets across Fife. Teams are reacting to Ward priorities but cannot maintain the required standards on set frequency schedules because of the legacy backlog.
- 2.4 Eight years of efficiency savings have cut the service budget by a third with a correlating reduction in the workforce. The service has reorganised and is working to a new quality standard but with only 135 street sweepers, it is not possible to provide a consistent level of service provision across Fife.
- 2.5 Other factors that contribute to the challenge include the significant reduction in herbicide use. The only effective weedkillers for a geographic area the size of Fife are glyphosate based. This is a highly potent and hazardous chemical that most Councils have stopped using. The Service has decided to do the same and a phased reduction is ongoing, however with no suitable alternative, the weed growth is less controlled.
- 2.6 Climate change is another issue for the service, with longer, wetter and warmer summers providing the ideal growing conditions for weeds. The plant growth we see in the environment today was not experienced five to ten years ago and this increased workload cannot be met by a reducing workforce.
- 2.7 Additional street cleansing support has come from voluntary organisations such as the Fife Street Champions and the service is now actively coordinating area operations with these groups.
- 2.8 Working with the Council's Skills and Employability Team the service has established an Environmental Training Academy to train unemployed young people for jobs in street cleansing and waste collection. To date 12 young people have been trained and recruited to full-time positions in both services.
- 2.9 New dedicated verge cleaning and illegal dumping teams have been created to address these specific areas of environmental concern. Early performance and public feedback has been very positive and results on roadsides are highly visible.
- 2.10 The service was given an additional £500k in the 2021 budget round. This reinstatement of previous funding is welcome but amounts to approximately 10% of the total savings taken. The money is being spent on overtime, the extension of seasonal worker contracts, new bins and the hire of mechanical sweeping equipment.

## **3.0 Future Development**

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- 3.1 The street cleansing service will introduce a new digital asset management system in 2022. This technology will enable accurate data recording, and improve work scheduling and performance management. Volumes and locations of illegal dumping

and littering will be analysed and prevention strategies developed on a site by site basis.

- 3.2 Housing Services are working with Street Cleansing and Grounds Maintenance to establish dedicated support teams for Council housing estates. Additional funding may be invested to accelerate the recovery of environmental standards in priority areas identified by area housing managers.
- 3.3 The Street Cleansing Team are trialling new mechanical sweepers with automated capacity for the removal of weeds. Without a significant increase in the frontline manual workforce, machines will have to be part of the strategy to maintain standards in the future. Early demonstrations indicate that there are products in the marketplace that will effectively clear vegetative growth at good pace.

## **4.0 Local Engagement/Community-Led Decisions**

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### **4.1 Day to day operations**

The new service management structures are underpinned by the commitment to engage and communicate with elected members and community representatives on local priorities. Each Committee Area has dedicated Managers and Supervisors to deliver community-led specifications balanced with available resources.

### **4.2 Strategic Decision Making**

For more planned and longer-term matters such as greenspace management and purposing of land, there is a Place Leadership model. Multi-disciplinary Local Leadership Teams comprising Community Managers, service representatives and community partners will consult, agree area strategies and shape service delivery to ensure place priorities are met.

## **5.0 Conclusions**

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- 5.1 Eight consecutive years of budget cuts totalling £5.6m and a one third reduction in the street cleansing and grounds maintenance workforce has had a significant impact on service delivery regardless of Covid and climate change challenges.
- 5.2 Structural, organisational and operating model changes are ensuring a more effective deployment of resources and the service will continue to aspire to high environmental quality standards. However, it must be recognised that the current street cleansing resource cannot meet demand and some localities will receive good service provision while others wait for the necessary attendance. The service will look to establish priorities on a Ward by Ward basis with local Councillors.
- 5.3 The Grounds Maintenance Service and Domestic Waste and Street Cleansing Service have gone through significant transformation in the last two years, against the pandemic backdrop. Both Services are stronger in structural terms for the changes but need a period of stability to allow the new ways of working to bed in and staff at levels to take stock of where we are on the improvement journey.
- 5.4 New build housing growth and the demand for services presents the next big challenge but the mission statement remains the same – we must continue to optimise performance with the resources available.

## **Report Author and Contact**

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22<sup>nd</sup> September 2021

Agenda Item No. 6

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## Supporting the Levenmouth Local Community Plan – Capital Works Proposals

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Report by: Paul Vaughan – Head of Communities and Neighbourhoods

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Wards Affected: Ward 21, 22

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### Purpose

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This report is to ask members to consider proposals for capital expenditure based on any residual capital balances and the recently secured capital allocation agreed by Fife Council in March 2021, and feedback to officers as to how they would like to see things progress. It is also an overview of previously agreed capital projects currently in train from previous allocations of funding and will highlight those that are now complete.

### Recommendation(s)

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Members are asked to:

- Note the outline proposals for capital projects for the next two years of the current funding allocation.
- Comment today on these proposals and, over time, give further guidance to the Community Manager on those projects members would wish to prioritise given limited budget availability.
- Promote other options for projects members would wish to see explored.
- Note the projects already in train covered by retained capital budgets from previous allocations to the area.

### Resource Implications

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This report covers the potential allocation of new capital funds for the financial years 2021/22 and 2022/23 totalling £155,714, added to this is £3000 of unallocated funding from a previous capital allocation.

### Legal & Risk Implications

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There are no legal or risk implications inherent in this report. Any works supported by this budget will either be tendered in accordance with current procurement guidelines or carried out by in house teams.

Any on site risks will be covered by individual risk assessments and work will be carried out within the current legislation relevant to the particular activity required to achieve the objective.

## Impact Assessment

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

## Consultation

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A number of the projects listed in this report have been generated through discussions with ward members and may have been raised through their constituency work. Local consultations using Place Standard culminating in local neighbourhood action planning documents have also been used to inform the proposals.

## 1.0 Background

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- 1.1 The approved Capital Investment Plan 2017-27 included an allocation of £400,000 to each area. The Levenmouth area is close to committing the whole of that budget, and there has been a range of expenditure that has resulted in completed projects – the current state of play of that budget allocation can be found below (Table 1). The audited figures from finance colleagues show that all bar £3,000 has been committed from this initial capital tranche.
- 1.2 Area Capital budgets are managed through the existing delegated authority for local community planning budgets to Area committees. Each project and allocation will be approved by each Area Committee given the minimum for any capital work proposal is set at £6000.
- 1.3 In March 2021 the Capital Investment Plan 2021- 31 allocated further funding to the areas, the link to that report can be found [here](#). The relevant section in the report relating to this allocation is shown below for ease of reference
  - **Area Capital Budget - £1.050m(Fife Wide)**  
A local capital budget of £0.075m\* for each of the next two years for each of the Area Committees allowing them to address local capital funding needs and support projects brought forward from local communities, in particular where this will assist in drawing down additional external funding.  
\*Total Allocation now confirmed as £155,714

Table 1 – Levenmouth Area Capital – 2017 -27 400K allocation

Approved Projects	Purpose	Funding Allocated	Complete
Corriemar Safety Fencing	Public Protection	10K	Yes
Barony Path East Wemyss	Access Improvements	10K	Yes
Kennoway Cemetery Phase1	Improved Amenity	20K	Yes
Kennoway Cemetery Phase 2	Improved Amenity	15K	No – awaiting match funding agreement from Bereavement Services
Buckhaven Community Centre Kitchen	Improved Facilities	28K	Yes
Access and amenity Improvements (5 halls – door access and toilets) *details below in table 2	Improved Facilities	40K	Yes
Brick Planter Demolition- Promenade Leven	Improved amenity	10K	Yes
Promenade Disabled Access	Access Improvements	15K	Yes
Promenade Play Area Improvements	Improved Amenity	25K	Yes
Kennoway Den	Improved Amenity	30K	No – Funding was to be used as match for WIAT – New source of external funding may be secured soon.
Letham Glen	Improved Disabled Play Equipment	6K	Yes
Buckhaven Foreshore	Improved Amenity- Play	6K	No – to be re-allocated to coastal defence work- awaiting outcome of Crown Estate funding application.
Buckhaven Foreshore	Improved Amenity – Paths	40K	Yes
Fern Hill Play Area	Improved Amenity	6K	Yes
Silverburn Core Path Improvements/transfer to revenue for wind and watertight repairs Flax Mill	Improved Access	8K (Path) 60K revenue transfer (Wind and Watertight work)	Yes
Scoonie Golf Course – Car Park	Improved Amenity	10K	Yes
Arden House-	Improved	24K	Yes



Heating/Insulation	Amenity		
Bishops Court – Shopping Area/Access Improvements	Improved Amenity	37K	No – design funding (10K) now sourced from Placed Based Investment Programme Fund

\*Table 2 – Breakdown of Contributions to Halls and Centres Improvements

Centre	Area Capital Contribution	Total Project Cost
Leven Centre Install Accessible Toilet facility	12.5K	43.323K
Methil Centre Install Accessible Toilet facility	12.5K	36.063K
Sailors Rest Install Automatic Access Doors	5K	25.087K
Savoy Install Automatic Access Doors	5K	17.339K
Sandy Brae Install Automatic Access Doors	5K	24.650K

## 2.0 Issues and Options

- 2.1 As noted the current allocation from the current allocation of funds to capital-based area projects needs to be considered and a number of projects have come forward which may guide the thoughts of members in deciding on the key area priorities.
- 2.2 A list of the officer generated projects are noted below and are in no particular order of priority. Indicative figures have been placed beside each project, it is important to note that these are not the expected cost of the full project but would act as match funding to draw down available budgets either internally or external to the Council.
  - Bishops Court Public Realm improvements - 10K Additional Funding to be set against the 37K noted in the original capital tranche highlighted in table 1. It is expected this would draw down 53K external funding Place Based Investment Fund if accepted.
  - Promenade Regen Work (Capital element) - 12K – set aside to promote small scale capital quick wins or used as match funding for Levenmouth reconnected Funding
  - Additional Play Park Proposals - 30K – scope to allow the promotion of projects out with the current priority scope agreed at Committee.(Match to FET)
  - Buckhaven Foreshore - 10K – Potential additional funding to support the drawdown of up to 36K match funding from the Crown Estate.

- Durievale Roundabout Car Park - 10K – Potential to complete the work at this loose surface car park to ensure it presents well as a possible overspill for rail link parking or as a stopping point for the Pilgrims way walkers.
- Temple Car Park Lower Largo - Disabled Toilet Provision -20K – This is a long-held ambition of the Largo Area CC
- Pump Track additional support -15K- to provide possible oncost security for this project which is seeking 70K match funding from SportsScotland and 50K from Levenmouth Reconnected.
- Various Town Centre Public Realm Improvements 20K – small scale interventions throughout the area
- Leven Town Centre Signage Strategy - 20K – initial design work already complete and ready to be commissioned.
- Halls and centres improvements - 24K (includes 10K Allocated to Greig institute (agreed at Committee 11<sup>th</sup> August 2021) 14K still to allocate if an agreed priority) – This would allow the continuation of improvement work similar to that detailed in table 2 above.
- Current Expenditure agreed from this tranche -**10K** – Greig Institute Toilet Renewal

Current available budget - **£145,714 plus £3000 unallocated balance from previous capital tranche – Total Available £148,714**

- 2.3 As noted these projects are indicative at the moment and do not constitute a request for agreement from councillors today but will hopefully be useful and stimulate discussion which will allow officers to reframe the key priorities during ward meetings etc, which can be brought back to Area Committee for formal sign off.

## 3.0 Conclusions

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- 3.1 The allocation of capital funding allows the local area to better plan improvements that make a genuine difference to the promotion of Place in Levenmouth. While the allocation of revenue funding is useful in ‘fixing’ things short term the ability to plan approaches over a number of years brings about a better quality and more sustainable result.
- 3.2 Locally we have been adept at finding other sources of funding from both within the Council and externally that has allowed us to bring in additional resource which increases the impact of the proposal.
- 3.3 It is hoped that this paper provides a useful platform help members consider the possibilities that this capital resource gives us locally.

### List of Appendices

None

### Background Papers

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

- None

### **Report Contact**

Author Name           David Paterson  
Author's Job Title    Community Manager - Levenmouth  
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22<sup>nd</sup> September 2021

Agenda Item No. 7

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## **Settlement Trust - Annual Update on Expenditure and Funds Held – 2020/21**

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: 22,23

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### **Purpose**

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This report is to give elected members a position on the expenditure relating to the Settlement Trusts in their area. The report also provides a Fife wide statement of funds held in both capital and revenue accounts as of April 2021.

### **Recommendation(s)**

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Members are asked to -

- Note the expenditure statement for the financial year 2020/21 found in Appendix 1.
- Note the funds available at the year-end relating to amounts held as interest, in Revenue accounts and as Capital.
- Note and comment on the detail of the projects supported by the disbursement of these funds found in section 2.0. (where relevant.)
- Note the acceptable uses for this funding in Appendix 2 of this report.

### **Resource Implications**

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Members will note that there has been no disbursement from the Settlement Trust funds, for the Levenmouth area in the last year. While these small sums can be important in supporting someone in need, it should be noted that we have had access to other sources of support funding over the last year which has been as a result of crisis funding availability to support clients during COVID.

### **Legal & Risk Implications**

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This report raises no legal or risk implications. It would however be useful to advise that recent Audit Scotland overview of the levels of Settlement Trust dispersals within Fife, have revealed concerns that we are still showing a relatively low level of take-up from both groups and individuals in terms of applications. Community Managers have agreed to ensure that a more pro-active approach will be taken to promote the opportunity for these funds to be used locally.

## Impact Assessment

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An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices. An EqIA was submitted for the original proposal to change the process of disbursement for Settlement Trusts, and there were no negative impacts noted. This document is on file and available to members on request.

## Consultation

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There was no specific consultation process aligned to this report. Access to the grant application form is available on Fife Direct and is open to all who feel their request would meet the criteria. The link to the grants page is noted below, while the relevant tab to use via this link is entitled '**Fife Grants**'.

<https://www.fife.gov.uk/kb/docs/articles/council-and-democracy/community-group-support-and-funding/fife-grants>

Local areas will ensure that the availability of these funds is advertised as widely as possible with local groups and service providers. It should be noted that some of the trusts noted in this report do not produce significant levels of income, accordingly their practical use is somewhat limited. However, where they can be used in conjunction with local community planning budget, or as a stand-alone payment to an individual in need, they will be.

## 1.0 Background and Context

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- 1.1 During 2016, all Area Committees were presented with an update report in terms of the first year of operation of the Settlement Trusts, this covered the period after the Trusts were reorganised and devolved to the seven areas for administration.
- 1.2 Members were informed that there would be advantages to Fife Council through the reorganisation of the 183 individual trusts administered by the authority, into 30 distinct Settlement Trusts. It was highlighted that the reduction to 30 Settlement Trusts would significantly reduce the reporting requirements to the Office of the Scottish Charity Regulator (OSCR), as the body that oversees the dispersal of charitable funds.
- 1.3 The reorganisation into Settlement Trusts has had the effect of releasing funds for charitable purposes, which would otherwise potentially be unused. The acceptable uses for Settlement Trusts are attached to this report as Appendix 2 and are those utilised by OSCR to clarify the legal definition for charitable activities.

## 2.0 Projects Supported in 2020/21

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- 2.1. No projects were supported in the last financial year

## 3.0 Conclusions

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- 3.1 By devolving, the administration of the Settlement Trust funds to the areas we have freed up a resource that can be used alongside other area held funding for the direct benefit of local people.
- 3.2 The introduction of Settlement Trusts administered locally has benefitted the current area approaches in relation to mitigating the negative impacts of Welfare Reform, and the on-going work around poverty and equality issues.

### Background Papers

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

- PFAM Reports March 2010/March 2012
- Audit Services Management Letter 251 – Issued, 5th December 2011
- Settlement Trust Application Form (Individuals)
- Settlement Trust Application Form (Groups)

### Appendices

- Appendix 1 – Financial Statement – Settlement Trusts – 2020/21
- Appendix 2 – Acceptable Uses

### Report Contact

David Paterson, Community Manager – Levenmouth Area  
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	Income & Expenditure Statement										
	Expenditure			Income			(Surplus)/ Deficit				
	Grants	Other	Total	Interest	Investment	Total	Income Less Expenditure	Investments	Debtors	Advances to Loans	Total
		Expenditure	Expenditure	Revenue Balances	Interest	Income				Fund	
-											
A75000-DUNFERMLINE	1,488	0	1,488	(27)	(1,364)	(1,391)	97	39,631	350	48,159	88,140
A75001-BALLINGRY	0	0	0	(3)	(196)	(199)	(199)	5,684	50	5,672	11,405
A75002-LOCHGELLY	0	0	0	(6)	(305)	(311)	(311)	8,851	78	11,693	20,622
A75004-LESLIE	0	0	0	(0)	(66)	(66)	(66)	1,906	17	487	2,410
A75005-AUCHTERTOOL	0	0	0	(0)	(33)	(34)	(34)	968	9	893	1,870
A75006-BURNTISLAND	0	49	49	(10)	(181)	(191)	(142)	5,254	46	18,856	24,156
A75007-KINGHORN	600	0	600	(9)	(481)	(489)	111	13,964	123	15,093	29,181
A75008-KIRKCALDY	2,589	0	2,589	(53)	(3,825)	(3,878)	(1,289)	111,144	981	102,009	214,135
A75009-BUCKHAVEN AND METHIL	0	0	0	(4)	(19)	(23)	(23)	561	5	328	893
A75010-KENNOWAY	0	0	0	(0)	(19)	(20)	(20)	562	5	704	1,271
A75011-LEVEN	0	0	0	(3)	(174)	(177)	(177)	5,056	45	5,741	10,842
A75012-ANSTRUTHER & CELLARDYKE	5,957	0	5,957	(33)	(4,475)	(4,509)	1,448	130,028	1,148	64,404	195,580
A75013-AUCHTERMUCHTY	0	0	0	(6)	(232)	(238)	(238)	6,748	60	6,634	13,441
A75014-COLLESSIE	0	0	0	(1)	(41)	(42)	(42)	1,195	11	1,361	2,566
A75015-CRAIL	1,250	0	1,250	(28)	(1,842)	(1,871)	(621)	53,530	473	51,493	105,495
A75016-CUPAR	1,829	76	1,905	(15)	(1,389)	(1,404)	501	40,361	356	26,740	67,457
A75017-ELIE	0	0	0	(5)	(278)	(283)	(283)	8,082	71	8,654	16,807
A75018-FALKLAND	0	0	0	(1)	(61)	(62)	(62)	1,786	16	1,531	3,333
A75019-FREUCHIE AND AREA	114	0	114	(2)	(95)	(98)	16	2,771	24	4,288	7,083
A75020-KILCONQUHAR	167	0	167	(2)	(119)	(121)	46	3,454	30	3,096	6,580
A75021-KINGSKETTLE	43	0	43	(1)	(38)	(38)	5	1,096	10	1,150	2,256
A75022-LADYBANK	178	0	178	(2)	(166)	(169)	9	4,832	43	4,315	9,190
A75023-NEWBURGH	2,160	0	2,160	(14)	(1,967)	(1,982)	178	57,160	505	26,688	84,353
A75024-PITTENWEEM	0	0	0	(6)	(337)	(344)	(344)	9,798	86	11,883	21,768
A75025-ST ANDREWS	2,539	0	2,539	(46)	(2,571)	(2,617)	(78)	107,437	659	26,375	134,472
A75026-ST MONANS	1,219	0	1,219	(13)	(1,082)	(1,095)	124	31,439	278	23,077	54,794
A75027-TAYPORT	259	0	259	(4)	(169)	(173)	86	4,897	43	7,608	12,549
A75029-CULROSS	2,994	0	2,994	(2)	(125)	(127)	2,867	3,630	32	761	4,423
A75030-KINCARDINE	0	0	0	(8)	(546)	(554)	(554)	15,860	140	14,610	30,610
A75031-LIMEKILNS	200	0	200	1	(145)	(144)	56	4,221	37	717	4,975
<b>Settlement Trusts Total</b>	<b>23,586</b>	<b>125</b>	<b>23,711</b>	<b>(304)</b>	<b>(22,343)</b>	<b>(22,647)</b>	<b>1,064</b>	<b>681,904</b>	<b>5,730</b>	<b>495,023</b>	<b>1,182,657</b>

## Appendix 2

These are the charitable purposes recognised in section 7(2) of the Charities and Trustee Investment (Scotland) Act 2005.

- a) The prevention or relief of poverty.
- b) The advancement of education.
- c) The advancement of religion.
- d) The advancement of health.
- e) The saving of lives.
- f) The advancement of citizenship or community development (including rural or urban regeneration).
- g) The advancement of the arts, heritage, culture or science.
- h) The advancement of public participation in sport.
- i) The provision of recreational facilities, or the organisation of recreational activities with the object of improving the conditions of life for the persons for whom the facilities or activities are primarily intended.
- j) The advancement of human rights, conflict resolution or reconciliation.
- k) The promotion of religious or racial harmony.
- l) The promotion of equality and diversity.
- m) The advancement of environmental protection or improvement.
- n) The relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage.
- o) The advancement of animal welfare.
- p) Any other purpose that may reasonably be regarded as analogous to any of the preceding purposes.



22<sup>nd</sup> September 2021

Agenda Item No. 8

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## Supporting the Levenmouth Local Community Plan – Buckhaven Fire Works Display

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Report by: Paul Vaughan – Head of Communities and Neighbourhoods

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Wards Affected: Ward 22

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### Purpose

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This report is to ask members to consider one-year recovery funding of up to £5000 from the ward 22 budget of the LCPB, to allow the set-up of a firework display and bonfire in Buckhaven.

### Recommendation(s)

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Members are asked to:

- Agree the request for funding of up to a maximum of £5,000 from the ward 22 element of the local community planning budget (LCPB) for a firework display and bonfire in Buckhaven in November 2021.
- Note that this proposal is suggesting that Fife Council act as a guarantor for funding up to the maximum noted to allow the arrangements for a display to go ahead. In the interim the local community will continue to pursue funding from a range of sources which will reduce the exposure of the local community planning budget for this project.
- Note that at this time the organising group are drawn from the Buckhaven and Denbeath Community Council.

### Resource Implications

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This request will reduce the LCPB for ward 22 in Levenmouth by up to £5,000 in 2021/22 should the maximum call on the LCPB be required.

### Legal & Risk Implications

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There are no legal or risk implications inherent in this report. The event management of any display will be controlled by a competent organisation which will put in place the necessary safeguards relevant to public safety.

The organising group will be required to ensure all necessary permissions are in place prior to the event taking place.

## Impact Assessment

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

## Consultation

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This proposal came directly through the discussions relevant to the Buckhaven Charrette and coincides with the local priority to ensure the level of community activity in the area is enhanced. This was noted in the Buckhaven Strategy statement contained in the Community Action Plan 2018-23 within the priority to 'improve and create opportunity for social interaction'.

Councillors have signalled through early discussion on this matter that they would be willing to consider this recovery funding proposal.

## 1.0 Background

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- 1.1 As noted, the proposal for a firework display in the area was highlighted as a local priority alongside promoting a range of events that would help revitalise connections within the community, build a new resilience that comes through stronger local social connections, and help to promote civic pride.
- 1.2 It was agreed that the organisation of an event should be largely directed by the local community group, as part of a capacity building approach, however the Council would act in a facilitating and enabling role.
- 1.3 It was agreed that in its first year the proposal would require significant funding from the Council, accordingly £10,000 was provided to kick start the process. This request is being made as the future sustainability model proposed to self-fund this event through public contribution and business sponsorship was effectively broken by the cancellation of the 2020 event due to COVID, hence the proposal that the authority acts as a lender of last resort, to allow the organisation of the event to go ahead.
- 1.4 The Community Council still have a residual funding available to them to run the event and have started to actively fund raise again given restrictions look to be heading towards a point where this event can be held within the expected guidelines for outdoor events in Scotland. Funding from the Council will therefore vary depending on the success of the fundraising campaign but will act as a safety net should that fall short of the required total.

## 2.0 Issues and Options

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- 2.1 As noted although the Council will act as an assistance to the group to put in place the necessary framework for a successful event, the display itself will be commissioned by the local community group, and an external private contractor will be utilised.
- 2.2 The location of the site for the display will be at the Buckhaven Foreshore, this is an area that has shown itself as suitable for hosting the display previously. Some preparations will be required to ensure the event can be run safely – this will include some cutting back of grass around the location of the bonfire, a fence installation to

ensure an exclusion zone around the fire, and the infill of any ruts to allow free movement of vehicles onto the site. All these costs will be rolled into the final budget for the event.

- 2.3 The local organising group, as suggested, will commission a private company to undertake the bulk of the technical organisation of the fireworks display to ensure it meets with the safety standards expected.

## 3.0 Conclusions

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- 3.1 This project stems from the extensive Charrette process held in Buckhaven throughout 2017 and will help underline the commitment Fife Council have made to support local community action plan aspirations, as well as supporting capacity building within communities to drive events and services for their area.

### List of Appendices

None

### Background Papers

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

- Buckhaven Links Community Action Plan – 2018-23

### Report Contact

Author Name            David Paterson  
Author's Job Title    Community Manager - Levenmouth  
Email [-david.paterson@fife.gov.uk](mailto:-david.paterson@fife.gov.uk)

22<sup>nd</sup> September 2021

Agenda Item No. 9

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## Supporting the Levenmouth Plan - Promenade Car Park Surfacing Work

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: 21

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### Purpose

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This report is seeking agreement to funding being allocated to the resurfacing work at the Common Good car park at the Promenade Leven from the local community planning budget (LCPB) for ward 21.

### Recommendation(s)

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Members are asked to -

- Agree a contribution of up to £6,000 from the (LCPB) towards the total cost of £17,000 to carry out these works.
- Note that a contribution of around £9000 will be drawn from the private roads budget for Levenmouth.
- Note that a request for balance funding of £2000 will be made to the Common Good fund for Leven.

### Resource Implications

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This request will reduce the funds held in the local community planning budget relevant to ward 21 by up to £6,000.

### Legal & Risk Implications

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The proposed work at this site will give a higher quality surface and remove potential risks around trip hazards and claims for damage to vehicles. Ongoing small patching repairs which would normally fall to Grounds Maintenance who have a caretaking role for this Common Good site have consistently failed as bad weather and high levels of traffic movements have taken their toll. This full resurfacing work should reduce further repair patch interventions for an extended period.

### Impact Assessment

---

An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

There was no specific consultation process aligned to this report, however the issue of the condition of the car park has been raised at broader consultation events in both 2018 and 2021. Elected members have consistently raised this as a concern, and there is a need to ensure that the facilities at the Promenade are improved as we prepare to welcome high levels of footfall through the introduction of the rail link to Leven in just over two years' time.

## 1.0 Background and Context

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- 1.1 The criteria for spend from the LCPB requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Local Community Planning Budget, specifically in this case from the Ward 21 budget.
- 1.3 The funding to allow this higher quality surface overlay will be funded from both the local community planning budget Common Good and Transportations local roads budget.
- 1.4 The estimate of £17,000 has been provided by colleagues in Transportation and is aimed at providing longer term stability of the surface at this site which has consistently been degrading even after patch repairs for many years. This will cover the cost of an A1 patch across the complete surface area of the car park with a 40mm depth. This will cover an area of approximately 864 sqm.
- 1.5 it should be noted that work of this nature would normally be covered by a contribution from the Common Good fund for the area. Councillors have previously advised officers that they wish to protect the Common Good fund in Leven as far as possible, so a mix of funding is being proposed in this case which mitigates the level of impact.

## 2.0 Conclusions

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- 2.1. This is a straightforward request for funding to carry out enhanced maintenance at this well used and prominent site.
- 2.2 Investment in the Promenade area is being raised by elected members and local people as vital to ensure we improve the infrastructure in the area at this key site for tourism activity.
- 2.3 There are a range of other proposals being consulted upon currently which should see further improvements, to go alongside the new seats and street furniture, removal of obsolete planter units, upgrade to the two play areas, improved lighting, and enhanced disabled access, which were all agreed as priorities in the 2018 consultation with local people and businesses.

## **Background Papers**

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

- None

## **Appendices**

- Map of site

## **Report Contact**

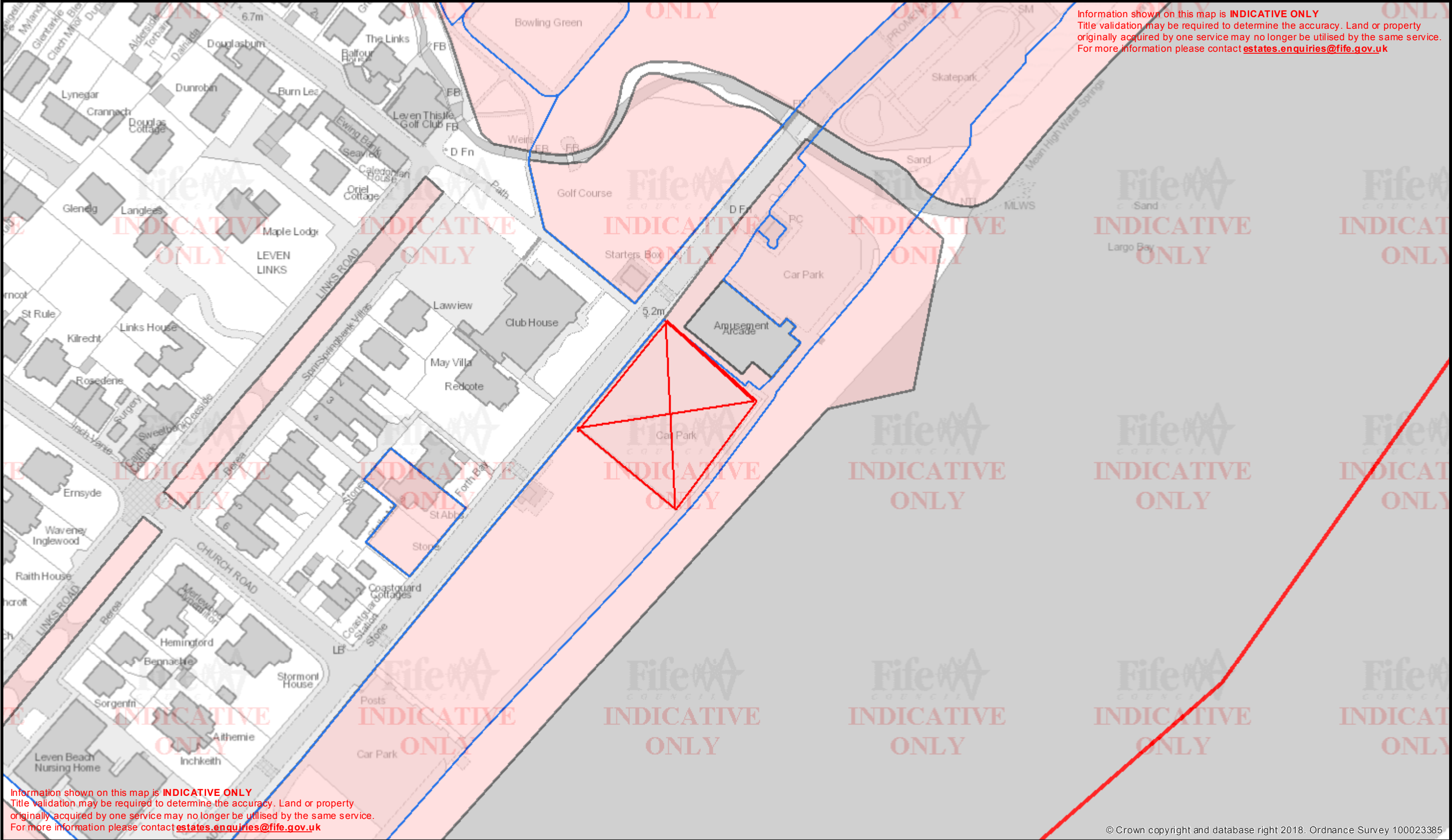
David Paterson, Community Manager - Levenmouth  
email: [david.paterson@fife.gov.uk](mailto:david.paterson@fife.gov.uk)



# Resurface Work Prom

Prepared By: DP

Created Date: 03 September 2021



22<sup>nd</sup> September 2021  
Agenda Item No. 10

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## **Supporting the Levenmouth Plan – Anti social Behaviour Concerns Mulberry Crescent.**

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: Ward 22

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### **Purpose**

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The purpose of this report is to confirm Area Committee agreement to the proposal to install a barrier to prevent motorcycle and other vehicle incursions onto grassed area around Mulberry Crescent.

### **Recommendation(s)**

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The Committee is asked to:

- Agree to the alternative engineering solution proposed by colleagues in Grounds Maintenance.
- Agree to meet the cost to cover this work totalling £10,000 which is an increase from the £7660 request previously made to the Councillors.

### **Resource Implications**

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This proposal will reduce the ward 22 LCPB budget by up to £10,000.

### **Legal & Risk Implications**

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There are no legal implications inherent in this report. Risk management issues will be addressed should any project progress to construction by the successful contractor.

Given the potential dangers posed by the use of illegal motorcycles in this residential area it is suggested that this intervention reduces a degree of risk being faced by residents and pedestrians on this well used link to the River Leven.

### **Policy & Impact Assessment**

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



## Consultation

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This issue was raised as a constituency concern specific to this area. Further discussion with a wide range of community representatives also took place on Monday 28<sup>th</sup> June 2021. At this meeting it was agreed that some adaptation to the proposal was required in terms of the use of bow top fencing as part of the barrier system. Instead of the use of the bow top option it was agreed that concrete blocks were the only viable material that could be used to ensure the barrier had a chance of deterring access by vehicles but giving enough space for pedestrian access.

## 1.0 Background

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- 1.1 Members from both wards are aware of ongoing concerns relating to the inappropriate use of motorcycles and quad bikes in a number of areas around our locality.
- 1.2 A recent report to the Area Committee (January 2021) members committed significant funds in partnership with the Police to ensure enhanced enforcement approaches in relation to this problem. At one point in time the Levenmouth area accounted for 60% of all calls to the division which related to ASB issues of this nature.
- 1.3 Alongside enforcement the area has also invested in appropriate engineering solutions to try and sterilise areas previously attractive to motorcycle and quad riders. These have proved partially successful close to the River Leven for example – but may still require periodic review to ensure they stay relevant.

## 2.0 The Project

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- 2.1 The proposal in this case will require significant work in terms of concrete blocks to provide an effective barrier to access for quads, motorcycles and other vehicles.
- 2.2 The proposal has been subject to several internal discussions, and this was taken out to local people by arranging a site visit to Mulberry Crescent as part of the recommendations from the original report to this committee in June 2021.
- 2.3 At the site meeting over 20 residents were present who were keen to give an overview of the issues they have faced in this area over decades. These concerns largely centred on the illegal use of motorcycles, but also regular access by other vehicles some of which were involved in the dumping of materials in the green space.
- 2.4 At that meeting the two options for constructing a barrier as presented to the Area Committee in June were discussed, and it was the unanimous decision of the site meeting that an alternative proposal was required, which should involve the entire barrier being built from concrete blocks.
- 2.5 The issue of poor aesthetics was raised with the residents – given this construction would be large and visible barrier across a previously uninterrupted greenfield site.
- 2.6 Resident advised that their primary concern was with the effectiveness of the construction rather than its look. It was also suggested that the project could incorporate graffiti designs by young people in the area as part of a public art approach – or allowed to be softened by the growth of grass in front of the blocks, this would

mean this area is effectively incorporated as part of the grassland management strategy.

- 2.7 Accordingly colleagues within Grounds Maintenance were asked to look at adapting the original design proposals, and it is this alternative which is being agreed by members today.

## 3.0 Conclusion

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- 3.1 This project aligns well with the Thriving Places priority within the current Levenmouth Local Community Plan 2019-22, notably the focus on taking targeted action on ASB issues.

### List of Appendices

Breakdown of new intervention proposal (to follow)

### Background Papers

Area Committee Report – June 2021

### Report Contacts

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Levenmouth Area Committee of 17 November 2021			
Title	Service(s)	Contact(s)	Comments
Proposed speed limit reduction – A955/Main Street, East Wemyss'	Assets, Transportation and Environment	Stuart Goodfellow, Lesley Craig	
Update on school leaver destinations	Education and Children's Services	Lynn Porter, Sarah Else	Due end of 2021.
Fife Sports & Leisure Trust Update Report - Leven Pool	Fife Sports & Leisure Trust (FSLT)	Andy Maclellan	
Pupil Equity Funding Update	Education and Children's Services	Shelagh McLean	
Pupilwise / Parentwise Update Report	Education and Children's Services	Deborah Davidson	
Common Good Fund Annual Update 2020-2021		Eleanor Hodgson	Annual Report due end of 2021.
Area Road Programme 2021			

Unallocated			
Title	Service(s)	Contact(s)	Comments
Interreg Funding Request		Brian Odonnell-Crm, David Paterson	
Kennoway Den - Environmental improvements and Training Opportunity -Funding Request 40K		David Paterson	
Health & Social Care Partnership Report - Local Priorities	Health and Social Care	John G Thomson, Tracey Harley	Tracey Harley - contact
Economic Report - Levenmouth Area		Pamela Stevenson	
Levenmouth WRAP Group Consortium BID - Pilot Project Review	Communities and Neighbourhoods Service	Robert Graham, Billy Bain	.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Area Capital Update 2021		Eleanor Hodgson	.
Policing Update Anti Social Behaviour Initiative Levenmouth			
Workshop - Pupil Equity Fund		Shelagh McLean	Workshop on PEF to be added to WP as per Committee on 19.5.21