

Tuesday, 24th August, 2021 - 9.30 a.m.

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**

In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of the meeting of City of Dunfermline Area Committee of 8th June, 2021. 3 - 5
4. **OBJECTION TO SPEED CUSHIONS - HERITAGE QUARTER, DUNFERMLINE** – Report by the Head of Assets, Transportation and Environment. 6 - 9
5. **LOCAL COMMUNITY PLANNING AREA BUDGET REQUEST - HEALTHY HOMES DUNFERMLINE** – Report by the Head of Communities & Neighbourhoods. 10 - 12
6. **LOCAL COMMUNITY PLANNING AREA BUDGET REQUEST - KINGSEAT COMMUNITY COUNCIL** – Report by the Head of Communities & Neighbourhoods. 13 - 15
7. **DUNFERMLINE LOCAL AREA COMMUNITY PLAN YEAR END PERFORMANCE 2020/21** – Report by the Head of Communities & Neighbourhoods. 16 - 34
8. **AREA ROADS PROGRAMME 2020-2021 - FINAL** – Report by the Head of Assets, Transportation and Environment. 35 - 40
9. **COMPLAINTS ANNUAL PERFORMANCE REPORT 2020/21** – Report by the Head of Customer and Online Services. 41 - 69
10. **AREA HOUSING PLAN AND DECENTRALISED BUDGET - 6 MONTHLY UPDATE** – Report by the Head of Housing Services. 70 - 80
11. **NOTICE OF MOTION** – In terms of Standing Order No. 8.1(1), the following Notice of Motion has been submitted:-

Motion - Abbeyview CCTV

"Committee notes that due to the community wardens being relocated away from the local office building as well as other circumstances, the CCTV system in Abbeyview is no longer active.

Committee also notes that there has been some antisocial behaviour in the area, including vandalism, and that this has caused distress to many in the local community.

Committee believes that CCTV can be useful as a deterrent to this kind of unacceptable behaviour as well as helping to detect any crimes.

Committee asks for Safer Communities to bring forward a report to the City of Dunfermline Area Committee which details the issues related to the CCTV, the costs involved in reinstatement or replacement and options for councillors to decide on how best to proceed for the future."

Proposed by Councillor James Calder

Seconded by Councillor David J Ross

- | | | |
|------------|--|--------|
| 12. | PROPERTY TRANSACTIONS – Report by the Head of Assets, Transportation and Environment. | 81- 82 |
| 13. | CITY OF DUNFERMLINE AREA COMMITTEE FORWARD WORK PROGRAMME | 83 |

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.

Eileen Rowand
Executive Director
Finance and Corporate Services

Fife House
North Street
Glenrothes
Fife, KY7 5LT

17th August, 2021

If telephoning, please ask for:
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www.fife.gov.uk/committees

2021 CODAC 100

THE FIFE COUNCIL - CITY OF DUNFERMLINE AREA COMMITTEE – REMOTE MEETING

8th June, 2021

9.30 a.m. – 11.30 a.m.

PRESENT: Councillors Helen Law (Convener), James Calder, Derek Glen, Garry Haldane, Jean Hall-Muir, Jim Leishman, Ross Paterson, David J Ross and Fay Sinclair.

ATTENDING: Lorraine Evans, Tree Protection Officer, Economy, Planning & Employability Services; Phil Clarke, Lead Consultant, Traffic Management (South Fife), Assets, Transportation and Environment Services; Dawn Jamieson, Team Manager (Safer Communities) and Brian Westwater, Lead Officer (Safer Communities), Housing Services; Chief Inspector Yvonne Stenhouse and Community Inspector Jill Moss, Police Scotland; Russell Hammell, Station Commander, Scottish Fire and Rescue Service; Andrew Gallacher, Community Manager - City of Dunfermline, Communities and Neighbourhoods; Gordon Wardrope, Education Manager, Iain Yuile, Headteacher, Dunfermline High School, Ruth McFarlane, Headteacher, Queen Anne High School, Mick McGee, Headteacher, St Columbas High School and Sandy McIntosh, Headteacher, Woodmill High School, Education and Children's Services; and Emma Whyte, Committee Officer, Legal & Democratic Services.

APOLOGY FOR ABSENCE: Councillor Gavin Ellis.

251. DECLARATIONS OF INTEREST

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

252. MINUTE

The Committee considered the minute of the City of Dunfermline Area Committee of 27th April, 2021.

Decision

The Committee agreed to approve the minute.

253. TREE PRESERVATION ORDER - HARTLEY HOUSE, DUNFERMLINE

The Committee considered a report by the Executive Director, Enterprise and Environment which asked members to consider an objection to a Tree Preservation Order (TPO) at Hartley House, Viewfield Terrace, Dunfermline.

Decision

The/

2021 CODAC 101

The Committee considered the terms of the objection to the Tree Preservation Order and agreed to confirm the TPO.

254. TRAFFIC REGULATION ORDER - SPEED LIMIT EXTENSION - A907 HALBEATH BYPASS, HALBEATH

The Committee considered a report by the Head of Assets, Transportation and Environment which asked members to consider a proposal to extend the 30mph speed limit on the A907 Halbeath Bypass, Dunfermline.

Decision

The Committee:-

- (1) agreed to promote a Traffic Regulation Order (TRO) to extend the speed limit as detailed in drawing TRO/21/30 (Appendix 1 of the report), with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

255. SAFER COMMUNITIES ANNUAL PERFORMANCE REPORT

The Committee considered a report by the Head of Housing Services which provided members with an update on the operational activity of the Safer Communities Team within the City of Dunfermline Committee area during the 12 month period 1st April, 2020 to 31st March, 2021.

Decision

The Committee noted the contents of the report.

256. POLICE SCOTLAND ANNUAL PERFORMANCE REPORT

The Committee considered a report by the Local Area Commander, West Fife, Police Scotland which provided members with an update on policing activity in the City of Dunfermline area.

Decision

The Committee endorsed the action taken to date and confirmed their support for Police Scotland in moving forward in addressing priorities.

257. SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT

The Committee considered a report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service which provided members with information relating to incidents for the period 1st April, 2020 to 31st March, 2021 in the City of Dunfermline area.

Station Commander advised members that there had been an error in the report and/

2021 CODAC 102

and that the figure relating to accidental fire casualties had been 5 rather than 11 as stated in the report.

Decision

The Committee noted the contents of the report.

258. AREA CAPITAL UPDATE REPORT 2021-2022

The Committee considered a report by the Head of Communities and Neighbourhoods Service which advised members of the current status of the additional capital investment awarded to the City of Dunfermline area in the 2021-31 budget.

Decision

The Committee agreed to note the contents of the report.

The meeting adjourned at 10.25am and reconvened at 10.30am.

259. SCHOOL ATTAINMENT AND ACHIEVEMENT ANNUAL REPORT

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

Decision

The Committee:-

- (1) agreed to engage directly with schools to find out more about School Attainment and Achievement;
- (2) noted the details contained within the report in relation to the nature of this year's report due to the impact of the Covid 19 pandemic;
- (3) noted the information provided in the secondary schools' reports; and
- (4) agreed to engage with secondary Headteachers to discuss arrangements for this year's Alternative Certification Model for SQA Qualifications and how this was progressing in their school.

260. CITY OF DUNFERMLINE AREA COMMITTEE FORWARD WORK PROGRAMME

Decision

The Committee noted the forward work programme.

24th August 2021

Agenda Item No. 4

Objection to Speed Cushions – Heritage Quarter, Dunfermline

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

Wards Affected: Ward 3 – Dunfermline Central

Purpose

The purpose of this report is to allow the Area Committee to consider an objection to proposed speed cushions in the Heritage Quarter, Dunfermline.

Recommendation(s)

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

Resource Implications

The budget for the speed cushions from the agreed Area Roads Programme (ARP) is £25,000.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

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

Consultation

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

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

1.0 Background

- 1.1 Agreement was given for the 2021/22 Area Roads Programme to provide new speed cushions in the Heritage Quarter, Dunfermline (see Appendix 1 Location Plan Drawing No. TRO/21/18).
- 1.2 A Humps Notice was published on 17th June 2021 providing details of the proposed speed cushions and allowed 28 days for public objection. One objection to the proposal was received.

2.0 Issues and Options

- 2.1 The objection and response from Roads & Transportation Services have been included within the background papers. A summary of the concerns raised within the objection are provided below, along with Service comments.
- 2.2 The objector has expressed support for the proposed speed cushions in the Heritage Quarter and welcomes their introduction. The objection only refers to the location of one set of speed cushions outside no. 87 New Row (north of Skibo Court).
- 2.3 *“The location of the proposed speed hump will raise the carriageway making it much more difficult for delivery drivers unfamiliar with our property to manoeuvre.” “It is too close to the entrance [for] Wymet Court.”*

The placements for the speed cushions have been carefully selected with appropriate spacing between them to maximise their effectiveness. The proposed locations have been positioned to minimise inconvenience for driveways and property accesses.

A site meeting was offered to tweak the location of the proposed speed cushions at this location; however, the objector did not respond to this offer.

Delivery drivers are very experienced and should always reverse into an access or driveway if they cannot turn within the site. This manoeuvre can be achieved without reversing over the proposed speed cushion location. Large vehicles should always operate with a banksman to assist with challenging turning manoeuvres.

3.0 Conclusions

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

List of Appendices

1. Drawing No. TRO/21/18 – Proposed Speed Cushions – Heritage Quarter, Dunfermline.

Background Papers

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

- EqIA Summary Sheet
- Redacted full correspondence of objection

Report Contact

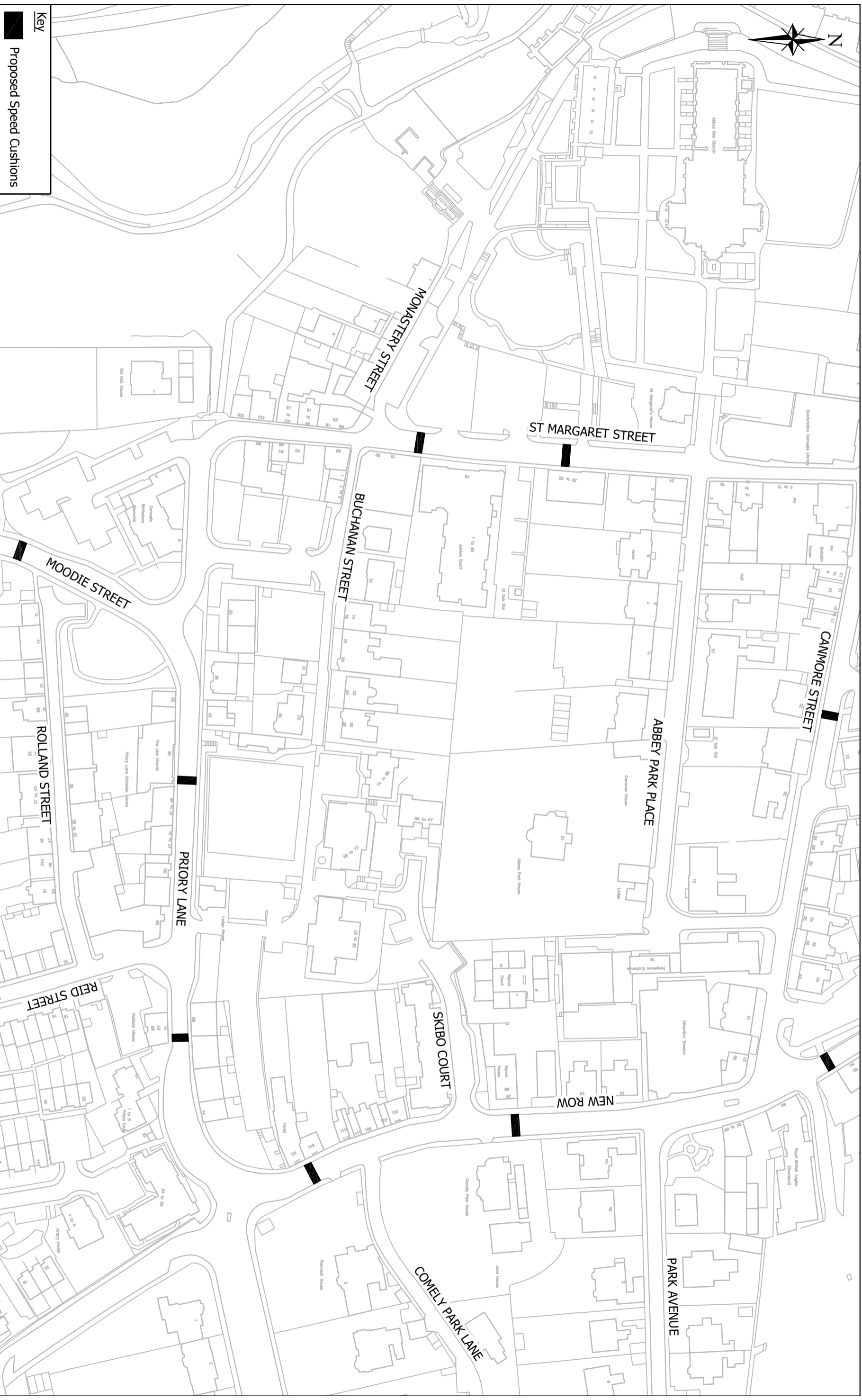
Phil Clarke

Lead Consultant, Traffic Management (South)


Roads and Transportation Services

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

Email: phil.clarke@fife.gov.uk



Key

	Proposed Speed Cushions
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DESIGNED		REV		AMENDMENTS		BY / APP'D		DATE	
KJ									
DRAWN									
CHECKED									
APPROVED									
DATE									
APRIL 2021									
HEAD OF ASSETS, TRANSPORTATION and ENVIRONMENT - KEN GOURLAY									

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**ASSETS,
TRANSPORTATION
and ENVIRONMENT**

Proposed Speed Cushions / Hump
Heritage Quarter, Dunfermline

SCALE	NTS	DRAWING No.	TRO/21/18	REV.	-
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City of Dunfermline – Local Community Planning Area Budget Request : Healthy Homes - Dunfermline

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

Wards Affected: Wards 2,3 & 4

Purpose

To seek agreement from the Area Committee for a contribution from the Local Community Planning Area Budget to support Greener Kirkcaldy with their Healthy Homes Dunfermline initiative.

Recommendation

The Committee is asked to consider and agree to an allocation of £22,000.00 for this year.

Resource Implications

There will be sufficient funding available in the Local Community Planning Area Budget for the financial year 2021/22.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

There has been local consultation in the production of the 'Plan-4-Dunfermline'. The most recent reform and refresh of the local community plan established a clear focus on expanding opportunities for all, establishing new ways of working and creating thriving places. There is also a commitment to utilise these to support local groups and increase participation and engagement.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Area Budget requires authorisation from the Area Committee before amounts of over £5,000 can be committed.

The total budget for the City of Dunfermline for the new financial year 2021/22 is £320,379.00

The figure will be broken down and each area will have a starting balance as follows:

Dunfermline Central - £19,556.00
Dunfermline South - £22,812.00
Dunfermline North - £19,942.00
Dunfermline-wide - £107,670.00
Anti-Poverty Budget - £150,399.00

- 1.3 There is also a balance of £135,359 being carried forward from the last financial year which is broken down as follows and would be added to the figures outlined in 1.1:

Dunfermline Central - £8,570 (*giving a new starting balance of £28,126.00*)
Dunfermline South - £15,981 (*giving a new starting balance of £38,793.00*)
Dunfermline North - £5,362 (*giving a new starting balance of £25,304.00*)
Dunfermline Wide - £3,868 (*giving a new starting balance of £111,538.00*)
Anti-Poverty Budget – £101,578 (*giving a new starting balance of £251,977.00*)

- 1.4 There is a budget request from Greener Kirkcaldy for £22,000 for this financial year to contribute to ongoing efforts to mitigate the effects of the Covid crisis and the link between ill health and fuel poverty.
- 1.5 It is recommended that the request be deducted from the Anti-Poverty budget.

2.0 Project Information

- 2.1 This 8-month Healthy Homes Dunfermline pilot-project aims to reduce the effects of ill health caused by fuel poverty within households in the Dunfermline area. Targeting those leaving hospital, people with long term illness or disabilities who might not otherwise access energy advice, the project will offer home energy advice to local residents that require enhanced heating regimes.
- 2.2 The main focus will be for those who are struggling to heat their homes affordably to improve their thermal comfort and prevent them going into fuel poverty by working with each household to develop an 'energy action plan' which will include a mix of budgeting and fuel debt advice, energy saving habits and identifying simple energy efficiency improvements within the property.
- 2.3 Households will be supported practically through the installation of basic energy efficient measures like thermal curtains and LED lightbulbs. For those who qualify through the means tested 'handy' service, crisis support such as fuel top ups, partner agency support, benefit checks, income maximisation and grants will also be provided.

3.0 Conclusion

3.1 The application is considered to be eligible for the Local Community Planning budget.

List of Appendices:

None

Report Contact(s)

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City of Dunfermline – Local Community Planning Area Budget Request : Kingseat Community Council

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

Wards Affected: Ward 2

Purpose

To seek agreement from the Area Committee for a contribution from the Local Community Planning Area Budget to support Kingseat Community Council.

Recommendation

The Committee is asked to consider and agree to an allocation of £5,679.00 for this year.

Resource Implications

There will be sufficient funding available in the Local Community Planning Area Budget for the financial year 2021/22.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

There has been local consultation in the production of the 'Plan-4-Dunfermline'. The most recent reform and refresh of the local community plan established a clear focus on expanding opportunities for all, establishing new ways of working and creating thriving places. There is also a commitment to utilise these to support local groups and increase participation and engagement.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Area Budget requires authorisation from the Area Committee before amounts of over £5,000 can be committed.

The total budget for the City of Dunfermline for the new financial year 2021/22 is £320,379.00

The figure will be broken down and each area will have a starting balance as follows:

Dunfermline Central - £19,556.00
Dunfermline South - £22,812.00
Dunfermline North - £19,942.00
Dunfermline-wide - £107,670.00
Anti-Poverty Budget - £150,399.00

- 1.3 There is also a balance of £135,359 being carried forward from the last financial year which is broken down as follows and would be added to the figures outlined in 1.1:

Dunfermline Central - £8,570 (*giving a new starting balance of £28,126.00*)
Dunfermline South - £15,981 (*giving a new starting balance of £38,793.00*)
Dunfermline North - £5,362 (*giving a new starting balance of £25,304.00*)
Dunfermline Wide - £3,868 (*giving a new starting balance of £111,538.00*)
Anti-Poverty Budget – £101,578 (*giving a new starting balance of £251,977.00*)

- 1.4 There is a budget request from Kingseat Community Council for £5,679.00 for this financial year to contribute to ongoing and new maintenance and improvements and initiatives within the village.
- 1.5 It is recommended that the request be deducted from the Dunfermline North budget.

2.0 Project Information

- 2.1 As set out in the Kingseat Community Council business case, the continued progress of Kingseat village will include floral enhancements, promotion of services for the elderly and young people, additional support for the community garden project in Frew Place, Christmas lights switching on ceremony, park maintenance and support of the Youth Café.
- 2.2 The focus of the application will be to provide the Community Council with the tools to invest in those areas of the village which will achieve the greatest benefit to the local community. Empowering local groups to engage with the community, engendering a sense of belonging and improved quality of life by providing activities where the elderly and children can benefit.

3.0 Conclusion

- 3.1 The application is considered to be eligible for the Local Community Planning budget.

List of Appendices:

None

Report Contact(s)

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24th August 2021

Agenda Item No. 7

DUNFERMLINE Area Local Community Plan – Plan 4 Dunfermline Delivery Plan update

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 2, 3 and 4

Purpose

To present for approval the 2020 to 2021 Delivery Plan for the Dunfermline Local Community Plan – the Plan 4 Dunfermline combining the Reform Areas for the Plan for Fife in 2020.

Recommendations

Members are asked to:

- Approve the end of year Delivery Plan for the Local Community Plan for Dunfermline – the Plan 4 Dunfermline 2019 – 2020..
- Consider the Plan for Fife reformed priority areas from 2020 onwards.

Resource Implications

Local Community Planning activities are funded through various sources, including the Local Community Planning Budget, Service and Partner budgets, and external funding. Partners contribute to delivery of the LCP by developing targeted project and initiatives.

There is an expectation that service local delivery plans will address issues raised through the Local Community Planning process.

During this period partners have gone above and beyond to change their normal ways of working, in order to resource the required changes to continue to support individuals and communities and to ensure the continued delivery of the Plan.

Legal & Risk Implications

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

Impact Assessment

An EqIA and summary form have been completed (Ref:).

Consultation

There has been ongoing extensive consultation in the production of the Dunfermline Area Plan.

Local Community Planning is well established in the Dunfermline Area and there is a strong Local Community Planning Partnership. There have been ongoing consultation and key engagement strategies influencing the Dunfermline Local Community Plan. In late March 2020, lockdown was imposed through the Covid -19 global pandemic. Partners working relationships had to adapt to meet need and consult with local groups and organisations to ensure that needs were being met.

1.0 Background

- 1.1 Fife's Partnership Board approved Fife's Local Outcome Improvement Plan the Plan4Fife in April 2018; in accordance, a requirement for local community plans to be produced in each area as: "...the key local delivery vehicles for the Plan for Fife." The 4 themes of the Plan 4 Fife are: Opportunities for All; Thriving Place, Inclusive Growth and Jobs and Community Led Services.
- 1.2 The Dunfermline Local Community Plan sets out a clear and ambitious vision for the local area. This vision was fully endorsed and owned by the City of Dunfermline area committee in May 2019. Other delivery plans and services in the area should be clearly aligned with the local community plan in order to help deliver its vision and aspirations. The area committee, as the owner of local vision and LCP process, will therefore consider progress and scrutinise local partnership plans as part of their contributions to the delivery of the local vision.
- 1.3 The 2019–2020 annual Delivery Report presented gives full information on the progress of the themes and priorities as identified by the members of the Dunfermline Local Community Planning Partnership. Partners met in March 2020 to review the Plan and to review the Plan 4 Dunfermline and establish the areas of focus for 2020/21.
- 1.4 Towards the end of 2019 the Fife Partnership Board began to review the Plan for Fife's three-year actions. The intention was to undertake a wide-ranging review of the Plan, covering the 'areas of focus' and expected outcomes, the 12 ten-year ambitions would remain as they are. This would provide an opportunity for the Fife Partnership to address the findings of the 2020 State of Fife report. The review would also provide an opportunity to put actions to address the climate emergency at the heart of the plan
- 1.5 However, experience from the Covid-19 pandemic suggests that there is now a need to further review this approach in order to avoid creating separate and parallel processes around post-Covid recovery and reform and the wider Plan for Fife review.
- 1.6 It is therefore proposed that the initial phase of the Plan for Fife review focuses on a small number of priority areas that are key to post-Covid recovery. The effective response to the pandemic across Fife's communities and across community

planning partners has also highlighted some new ways of working, which should be retained and built on to enable partners to 'build back better'. An updated Plan for Fife would then be developed towards the end of the year.

2.0 Recovery Priorities

- 2.1 The Dunfermline Local Community Planning Partnership have begun to review their areas of focus and actively tie in with the four priority areas;

Tackling poverty and crisis prevention

Leading economic recovery

Sustaining services through new ways of working

Addressing the climate emergency

- 2.2 Within each of the above areas there are opportunities to look at new approaches, building on the experience of Fife's response to the pandemic, including how we work with vulnerable people and families and how we build community capacity through local place-based working.

3.0 Community Response

- 3.1 Valuable work has been undertaken to ensure that the Dunfermline Area Local Community Plan – Plan 4 Dunfermline, reflects and addresses the needs of local people and the economy. It provides a clear strategic direction for all partnership activity in the Dunfermline area.
- 3.2 Local communities have played a key role in responding to the Covid-19 emergency in Fife. A wide range of local resilience groups and community groups have provided a fast and flexible response to meeting the needs of local communities. Working with local volunteers, these groups have helped with the delivery of emergency food, shopping and medicines. Community food providers have delivered food parcels and provided hot meals. This community effort underlines the importance of putting communities at the heart of future recovery and reform plans.

4.0 Conclusion

- 4.1 This report is an update of the work that has been undertaken over the period April 2020 to end of March 2021 and is presented in the Delivery Plan format linked to the priorities from the Dunfermline Local Community Plan – Plan 4 Dunfermline
- 4.2 Guidance from Fife Partnership and the impacts of the Covid-19 Pandemic will influence the key priorities for 2021 onwards. Experience of the response to the Covid-19 emergency in Fife, together with the emerging strategies for recovery and

reform, provides a valuable opportunity to refocus work on the delivery of the Plan for Fife and the Plan 4 Dunfermline

- 4.3 A key challenge for the Partnership will be find ways of sustaining and building on the impressive community effort that has been evident during the pandemic

List of Appendices

1. Dunfermline Area Local Community Plan – Plan 4 Dunfermline Delivery Plan 2020 - 2021

Background Papers

Plan 4 Fife

Report Contact(s)

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□



DUNFERMLINE LOCAL COMMUNITY

PLANNING PARTNERSHIP

April 2020 to March 2021

*REFORM and REFRESH DELIVERY
PLAN*

Dunfermline Local Community Planning Partnership

Reform & Refresh

April 2020 to March 2021



Opportunities for All – Tackling Poverty & Crisis Intervention

- Develop & Co-ordinate offer of local voluntary food providers
- Develop Advice Hub model to provide welfare & anti-poverty measures
- Support Local Groups to create Resilience approaches



Community Led Services – New Ways of Working

- Support the delivery of Neighbourhood Plans
- Increase participation, engagement, and volunteering
- Support a new integrated community centre in Abbeyview



Thriving Places – Addressing Climate & Covid Emergency

- Expand Greenspace Forum
- Tackle Food Waste, Increase Compost and Food Knowledge
- Link Green Initiatives to existing community plans and current crisis



Inclusive Growth & Jobs – Economic Recovery

- Expand Heritage & Tourism opportunities
- Develop Enterprise Hub to communicate and support local businesses
- Increase employability opportunities and develop skillsets



Opportunities for All – Crisis intervention / Poverty

Project Multi-disciplinary Team		Lead: FC services
Partners	The Multi-disciplinary team (MDT) was established during the Covid-19 pandemic and is a multi-agency partnership made up of services working across Dunfermline	
Goals	<ul style="list-style-type: none"> To respond quickly to issues that affect and impact on people To establish People and Place Leadership Teams We will design services and organise resources around the needs of different people and places, with more involvement from those directly affected Improve collaboration amongst service that support people who live in Dunfermline 	
Actions	The Dunfermline MDT was established through lockdown. The group met virtually and frequently over the early stages to ensure there was clear and current information being circulated around support for people, including emergency food, financial support, grants and resources. Teams of staff were able to support each other and refer our own client base for support. Directories and contacts shared were useful to get local support and to ensure there was an inclusive and streamlined offer of support.	
Metrics	<p>Emergency response funding streams were identified and accessed by service users. These included the Scottish Welfare Fund and Settlement Trusts and Food Fund Crisis Grant and British Red Cross Hardship Fund.</p> <p>Evaluation of the MDT highlighted some of these valid points</p> <ul style="list-style-type: none"> Service responses to Covid circumstances, updates and sharing information Support for vulnerable groups – local solutions and promoting cross service response A real willingness from the cross section of teams represented to work together. Realisation that we already had several links in place we just hadn't exploited them to their full extent before. The innovative work of the Dunfermline Advice Hub had probably started this process and the crisis has been able to capitalise on this model and contacts 	
Next Steps	The MDT will form the People Leadership Team, an aspect of the DLCP. The focus will be on agencies sharing information that will benefit the people they are working with and address duplication of services.	

Project Dunfermline Poverty Action Group		Lead: FC and partners
Partners	DPAG Steering group	
Goals	<ul style="list-style-type: none"> Supporting vulnerable children and families Addressing poverty and crisis intervention Offer financial support and emergency food provision Support offer from FVA for Helping Hand Encourage good access to services and amenities Reduce isolation Tackle loneliness Improve mental health and wellbeing 	
Actions	Throughout the COVID-19 pandemic from March 2020 the partners of the Dunfermline PAG have been co-ordinating anti-poverty and crisis intervention. The Community Assistance Hub was established in Dell Farquharson Centre and from there staff and volunteers could ensure emergency food and goods	

	were distributed across Dunfermline. Collaboration amongst partners including FVA, CARF, Churches, Community Councils and volunteers was quickly established.
Metrics	382 helping hand requests, 4724 people fed through community pantries. 398 people helped through emergency food parcels, online vouchers and assisted shopping; 465 volunteers contacted 598 foodbank vouchers issued
Next Steps	Recovery and support continue for those facing extreme difficulties due to Covid-19 restrictions and impacts.

Project	Dunfermline Advice Hub	Lead: Steering group, Poverty Action Group
Partners	Dunfermline LCP partners	
Goals	<ul style="list-style-type: none"> • Ensure a continued service within Conduit premises • Refresh SLA with partners • After re-opening offering appointment only, services to clients. • Ensure safe access to services and amenities in line with restrictions • Person-centred approach to poverty helping those most in need • Ensure co-ordinated and streamlined service provision 	
Actions	DAH re opened in September 2020 to a few groups, offering an appointment only service. Key support services were very eager to be able to offer one to one support for this who were most in need. Guidelines and operational requirements have been strictly adhered to.	
Metrics	The P/T Co-ordinator post to cover Katie's maternity leave in September, was covered on a short-term basis and the post is now vacant. Co-ordination of DAH is being co-ordinated by CARF	
Next Steps	DAH offered a telephone service throughout the lock down period. DAH liaised with other services to ensure help was directed where needed, including issuing Food Parcel vouchers. The shop opened in May 2021 for appointment-based services adhering to guidelines. The services are limited and operating on a phased basis.	

Project	Food Resilience group	Lead – Gordon Ruddiman
Partners	Fife Council, DAH, Voluntary sector	
Goals	Establish a Food Resilience steering group within Dunfermline	
Actions	Following on from the success of the FFYF and the Baldrigeburn pantry and the established support from F3, the Vine Church and other respond supports put in place across Dunfermline, a virtual Food Resilience group will be established to ensure a coordinated and pro-active response to food resilience.	
Metrics	During the October School Holidays, specific and targeted support was offered across Dunfermline by several organisations including F3 (Gillespie Church), Food for Your Future and Fife Pantry. Fife Council CLD team with Community Use Halls and Centres staff and Active Schools. This included a pilot project in Townhill and Kingseat, mainly working alongside eligible households connected to Townhill Primary School. During the school holidays alone, through the hard work and collaboration of these groups, over 524 packed lunches and 241 bags of groceries were distributed resulting in an average of 890 meals being provided.	
Next Steps	This group will plan a foundational role in the upcoming Greenspace Strategic Steering Committee to promote local food resiliency, reducing waste and increasing growing, preserving and cooking skills.	

Organisation/Groups	Proposal for Weeks One and Two - October Holidays					
	Mon 12 / 19	Tues 13 / 20	Wed 14 / 21	Thurs 15 / 22	Fri 16 / 23	Actual no of Meals etc.
Townhill and Kingseat pilot	5 day packs for household lunches made up and delivered					14 Adults and 20 children food for 340 (packed) lunches and 2 weeks worth of grocery shopping per household- 288 meals
FYFF and CLD with activities in the park led by Active Schools		Ready Meals	packed lunches			168 packed lunches 110 ready meals
Food for your future				Grocery packs		153 Food Parcels supporting 385 individuals – 2,754 meals
Baldrigeburn Pantry		Grocery packs				61 packs distributed supporting 142 individuals - 1098
F3			Grocery packs			11 packs supporting 51 people 204 meals
Dunfermline Foodbank	Drop In 4.00 p.m. till 6.00 p.m.		Drop In 4.00 p.m. till 6.00 p.m.		Drop In 4.00 p.m. till 6.00 p.m.	167 grocery packs supporting 392 people – 3006 meals (For period 01.08.2020 to 31.10.2020) A further 200 vouchers still to be processed and another 232 packs distributed across surrounding areas of Dunfermline
Vine Church						Approximately 100 ready meals per week for 28 weeks 2800 meals
Total number of Packed Lunches Approximate Individual meals						Packed Lunches 508 Individual meals 7460



Community Led Services - New ways of working

Project Community Action Plans		Lead: CLD
Partners	Voluntary Organisations, Coalfields Regeneration Trust	
Goals	<ul style="list-style-type: none"> Support to voluntary organisations to continue with delivery of key actions and outcomes Evaluate Year 1 of the Action Plans in conjunction with Coalfield Regeneration Trust Support voluntary groups to further identify funding to deliver on actions and outcomes Create an environment that encouraged good health and wellbeing 	
Actions	<ul style="list-style-type: none"> Community Action Plans have been completed for Kingseat & Baldridgeburn and these are now launched within the retrospective communities. Coalfields Regeneration Trust provided £40k funding to support the wide range of community projects linked to the development of these 2 Action Plans. After the easing of lockdown various groups picked up pre-pandemic projects focusing on the action plan priorities. 	
Metrics	<ul style="list-style-type: none"> £40k was distributed amongst 9 community groups and 11 projects using participatory budgeting type themes 130 members of the community attended community participatory budgeting events, 147 surveys were completed and 440 views were recorded. Dunfermline area now has 4 Community Led Action Plans in place -Touch, Abbeyview, Kingseat & Brucefield Abbeyview Community Action Plan Steering Group undertook Year 1 Evaluation in conjunction with Coalfields Regeneration Trust and CLD. 	
Next Steps	<ul style="list-style-type: none"> Continue to support the development of community led action plans, including the progression of outcomes and evaluation. Work with key steering groups to build capacity and strengthen partnership and collaboration between communities, Fife Council and third sector groups. Dovetail environmental, green space and wellbeing outcomes with Dunfermline Greenspace Forum for streamline offer of support. 	
Project Support to Community Councils, community groups and TRA's		Lead: CLD
Partners	Community Councils, Community Groups and TRA Groups	
Goals	<ul style="list-style-type: none"> Work with and consult communities and groups to understand the impact of Covid to inform future deliverable outcomes in line with the recovery and reform agenda. Support to voluntary organisations to continue with delivery of key actions and projects within their communities Support voluntary groups to further identify funding to deliver on actions and outcomes Provide training and development opportunities to voluntary organisations to support emergency resilience support Inspire volunteers to donate their time and expertise to help others 	
Actions	<ul style="list-style-type: none"> An increase in capacity building support to community groups supported locally led resilience through the pandemic. As restrictions eased community groups were able to engage with their communities and re-focus on pre-pandemic projects such as Wellwood Play Park, Dunfermline Skate Park and various community ownership initiatives. Advice and support to community groups around funding opportunities remains a key delivery action – signposting to the new Community Portal platform for funding information, volunteering opportunities and project delivery advice has been rolled out. Community groups are also signposted to the Fife Council's new Funding Facebook page; articles of interest are regularly shared to the 'Our Dunfermline' Facebook. 	
Metrics	<ul style="list-style-type: none"> Capacity Building support enabled Food for Your Future to support the Dunfermline wide area in terms of food resilience throughout the year on several levels including weekly pantry bags, school holiday packed lunches and Christmas/New Year food support. The recently established Play & Grow Group have transferred into a Company Ltd. Through a partnership collaboration approach, an area of land was identified and made available to prioritise outdoor play, learning and growing. 	

	<ul style="list-style-type: none"> Community Capacity Building has engaged with 18 different groups and organisations, providing support, advice and information, including governance and funding.
Next Steps	<ul style="list-style-type: none"> Work with community groups to identify training and development opportunities. Develop a skills and capacity building programme to respond to skills audit and local need. Continue to support area wide forum groups such as Greenspace Forum and Community Council Forum. Support the wide range of community activity and participation, and in particular those responding to recovery and reform outcomes. Raise awareness of Fife Council's Community Portal and Fife Funding Facebook Page and continue to signpost groups and organisations to these. Focus on 'Our Area' page so that communities can 'home in' on local information including links to social media. Consider how we strengthen area-based models to support community led approaches.
Project	Provide opportunities to Volunteer
Partners	Lead: DAH, CLD. FVA
	Individuals and Voluntary Organisations, FVA
Goals	<ul style="list-style-type: none"> Support to volunteers Support voluntary groups to further identify funding to deliver on actions and outcomes Identify and support training and development priorities through community capacity building Inspire volunteers to donate their time and expertise to help others
Activities	<ul style="list-style-type: none"> Focused support and advice provided to community organisations and volunteers has enable local people to respond to the pandemic crisis. Throughout the pandemic FVA and Fife Council developed 'Helping Hands' initiative matching volunteers to locally led roles and responsibilities. Tuesday Family Fun Night Sports Volunteers participated in a range of training enabling them to provide free and accessible activities within their community. This project was funded by Impact Funding Partners and operated in partnership with Active Schools, CLD and Lochore Meadows.
Metrics	<ul style="list-style-type: none"> Food for Your Future have successfully raised £24,700 to support food resilience programmes. Tuesday Family Fun Night Sports Volunteers have undertaken training and development across 12 disciplines including cycle leader, badminton, water sports and confidence building programmes. Two volunteers from this group now run 4 volunteer-led walking groups within Dunfermline and Rosyth area with over 90 individuals attending weekly. This group received a 'Fife Sport Recognition Award 2020' from Dunfermline and West Fife Sports Council. 4 volunteers undertook the Mental Health First Aid course and are now trained to support others within their community.
Next Steps	<ul style="list-style-type: none"> Continue to provide capacity building support to the wide range of community groups. Continue to identify and build on a network of formal and informal volunteering. Support the capacity of volunteers and respond to skills development. Raise awareness of Fife Council's Community Portal and Fife Funding Facebook Page and continue to signpost groups and organisations to these. Consider how we formally recognise volunteers and those involved actively involved in their local community.

Project	Celebrate new ways of working
	All partners
	Voluntary Organisations, Fife Council Services
Goals	<ul style="list-style-type: none"> Support the opportunity to try new ways of working Encourage innovation Breakdown perceived barriers Support and develop community capacity building amongst community members and groups Grow the opportunities for new ways of working that emerged through the lock down
Actions	<p>DLCP partners want to actively support new ways of working and will prioritise this approach</p> <p>Staff and volunteer deployment across Dunfermline allowed for better integration and new ideas</p> <ul style="list-style-type: none"> CLD Youth Work staff working in Care Homes in Dunfermline enabled 7 young people to gain Bronze Youth Achievement Awards and 4 achieved Nat 4 in Personal and Social Development and Employability skills. This is being rolled out across Fife Cross service working leading to improved collaboration and better understanding of colleagues since lockdown resulting in positive results.

	<ul style="list-style-type: none"> • Connecting Scotland devices have been issued to people who were in lockdown and had no online support • Online communication has been huge from support to Sports groups and organisations to Welfare support from online counselling and support to
Next Steps	<ul style="list-style-type: none"> • Develop and foster partnerships under People and Place to better connect services and community in meeting outcomes for local communities i.e. holiday programme partnerships, food collaboration initiatives and Community Led Action priorities. • Explore training needs in relation to community engagement to enable staff, community groups and volunteers the opportunity to take forward and promote a range of engagement approaches such as the Place Standard, National Standards for Community Engagement and Visioning Outcomes in Community Engagement.



Thriving Places – Greenspace & Climate Emergency

Greenspace Forum		Lead: Kevin O’Kane
Partners	Greenspace Forum	
Goals	<ul style="list-style-type: none"> • Develop a Dunfermline Greenspace Strategic Working Group • Develop Comprehensive maps, identities and master plans for local greenspaces • Raise awareness of sustainability issues • Provide places to meet that that encourage multi-generational inclusive activity • Increase physical, mental, and emotional wellbeing • Partner with other organisations to promote food growing, waste reductions, climate mitigation, heritage and tourism opportunities. 	
Actions	Outreach and research into other Fife Based organisations. Greener Kirkcaldy, Clear Buckhaven, Kinghorn ecology Centre, Rosyth Eats as well as local Dunfermline Area Groups.	
Next Steps	Meetings of Strategic Steering Group started from November 2020	

Project	Touch Community Garden	Lead: Dunfermline Play and Grow
Partners	Dunfermline Play & Grow Community Garden, Touch & Garvock CC, Touch Primary School, Touch 40th Scouts, St Margaret’s Church, Touch Family Night.	
Goals	To establish a robust community garden in Touch, with areas for growing, education, and loose parts play.	
Actions	Preliminary meeting with key stakeholders conducted through Sept, Oct & November 2020 with huge community support. Awaiting lease form FC Housing and Legal Departments	
Metrics	First collaborative seedling project between Dunfermline Play & Grow, Touch Primary and Friends of Pittencrieff Park underway for 2020-2021	
Next Steps	Business Plan finalised and outreach to Carnegie Trust for possible mentoring opportunity.	

Project	Bruce Street	Lead: DHT
Partners	Dunfermline Heritage Trust, Sustrans, Fife Council	Lead: DHT
Goals	To highlight and enhance the history of Bruce Street To interpret the story of Bruce street To improve access to Bruce Street for pedestrians and cyclists To enhance the street, making it inviting to visitors, shoppers and residents	
Actions	<p>As part of the Spaces for People Project, Sustrans installed a lit canopy depicting bobbins, reflecting the industrial heritage of Bruce Street.</p> <p>In addition, and also as part of the Spaces for People project, Fife Council investigated the introduction of a temporary traffic regulation order to restrict vehicle access for part of the day, allowing more space for pedestrians and cyclists within the area. This was put on hold during the second lockdown but Fife</p>	

	Council are happy to support this once consultation has been completed with residents and businesses within the street. The Dunfermline Heritage Trust are planning to implement on-street interpretation, clean up shop fronts and carry out general improvements to key empty shop fronts.
Metrics	Numbers of pedestrians and cyclists (note - it will be difficult to carry out a meaningful comparative assessment as it is unclear how shopping and travel patterns will develop as the Scottish Government tiered approach to containing Covid -19 impacts on Fife)
Next Steps	Implement on-street interpretation, clean up shop fronts and carry out general improvements to key empty shop fronts Introduce a temporary traffic regulation order to restrict vehicle access at certain times of the day there is resistance from businesses to the closure of Bruce street



Inclusive Growth & Jobs - Economic Recovery

Project	Heritage and Culture Partnership	Lead: Heritage Partnership
Partners	Heritage Partnership	
Goals	<ul style="list-style-type: none"> • Provide clear and accessible information about Dunfermline, particularly its heritage • Provide good orientation around assets with partnership working • Offer a wide portfolio of experiences • Aim to extend visitor stays • Encourage positive visitor promotion 	
Actions	Progress of DHP included throughout this report and will be reported to the The City of Dunfermline Area Committee in due course.	
Metrics		
Next Steps		
Project	LTA	Lead: Peter Wilson, LTA
Partners	LTA, Cruise Forth, Fife Council, Fife Ports	
Goals	<ul style="list-style-type: none"> • Support the Forth Ports Volunteers to encourage cruise passengers to visit Dunfermline and surrounding area • Offer a welcoming experience • Increase number of visitors helping to support local businesses 	
Actions	<ul style="list-style-type: none"> • Achievements - The LTA has been the source and supporter of a number of key projects in the past, such as Fife Pilgrim, CruiseForth, and the Outlander Projects. The LTA continues to identify new opportunities to support businesses and to promote the area to visitors. The LTA publishes and distributes the popular Dunfermline and West Fife Visitor Guide (5th reprint published in 2019). In January 2020 the LTA hosted a Drop In day with guests contributors at the Den of Culross with a view to increasing engagement, and a similar event was planned for Aberdour in early March, but had to be postponed due to the Pandemic. Dunfermline.com 	
Metrics	<p>Work during the Pandemic</p> <p>The impact of the Pandemic on the Tourism and Hospitality Sector has been well reported. The LTA decided at an early stage to keep engaged with local tourism businesses and commenced a series of webinars. These have been held every month, inviting a range of contributions from across the sector. Presentations on financial support, networking opportunities, training events, plans for re-opening, as well as news amongst the membership have been key to these webinars.</p> <p>Contributions have been made, (sometimes on a recurring basis) by Visit Scotland, Historic Environment Scotland, and the Fife Tourism Partnership. Locally we have heard of how local businesses have coped, or struggled during the lockdown, and ideas on diversification shared. We have welcomed input on how they have responded to the pandemic from the Andrew Carnegie Birthplace Museum, Dunfermline 1703, the Dunfermline Carnegie Libraries and Galleries, Knockhill Racing Circuit, and most recently received updates on the Dunfermline Green Space Initiative and about the gradual reopening of Abbot House. Encouragingly we have also heard of plans for new visitor business ventures in Culross and Charlestown, but have also heard some very difficult reports of business closures.</p>	
Next Steps	<p>Growth Fund Launch for 2021 Season</p> <p>LTA is keen for the Dunfermline.com website to be kept update and the website's long-term position clarified and confirmed with the key partners given its critical and central role in promoting Dunfermline and West Fife.</p>	
Project	Support for Businesses	Lead: Sunil Varu
Partners	Fife Council and partners	
Goals	Consider opportunities arising from the Scottish Government's Place Based Investment Programme as they are released.	

	<ul style="list-style-type: none"> • Development of effective links with the business community and increase new start up business around the town centre. • Have fewer vacant retail units in the town centre • Assist businesses through the Covid Recovery Phase
Actions	<ul style="list-style-type: none"> • Economy Advisor appointed. Plans developing for formalised community space on the former Co-op Gap site with an allocation of £500k from the Business and Employability Capital Programme. • An allocation of £423k has been made to a first phase of works to be undertaken at St Margaret's House. The project will be led by Abbot House. A second phase of works will be included in Fife Council's bid to the UK Government's Levelling Up Fund in 2022/23. • Creation of short life Building Improvement Grants (Fife Wide) to support building/business adaptations including shop fronts, interior refits and upper floor conversions to housing and enterprise.
Metrics	<ul style="list-style-type: none"> • £205,000 for Abbott House • £500,000 CoOp Gap Site • £423,000 St Margaret's House • £250,000 (Fife Wide) Building Improvement Grants
Next Steps	<ul style="list-style-type: none"> • Gap site – Funding secured to allow site investigations and a topographical study to be commissioned. Iglu (Paul Morsley) Landscape Architects and Urban Designers have been commissioned to provide two designs for the site incorporating community greenspace, enterprise opportunities, performance space, bin storage to help address the high street issues, community orchard/growing space and the possibility of green walls. £500K secured with the possibility of further support via the UK Govt Levelling Up Fund. • St Margaret's House - Funding secured to update professional studies and surveys. £423k secured to support an initial phase of works with phase 2 to be included within the bid to the UK Govt Levelling Up Fund. • Abbot House – works nearing completion, with a further phase of works on the Kitchen/Cafe area to follow once funds are secured.

Project	Encouraging Enterprise	Lead: Sunil Varu
Goals	<p>Develop an Enterprise Hub in vacant building in the Maygate to provide a co-lab space to grow business and share ideas</p> <ul style="list-style-type: none"> • Support entrepreneurs to set up business • Encourage small independent business to develop • Keep local talent • Provide a learning environment • Address unemployment and training 	
Actions	<p>The Maygate Enterprise Hub is nearing completion with the site currently mothballed until the glass moveable wall around the board room is delivered and installed. The operating model has changed significantly during the Covid Pandemic, and we are developing a number of remote access and booking solutions to allow the building to be operated flexibly, without a full-time member of staff present at all times. Introduce business networking opportunities</p>	
Metrics	<p>Number of aspiring entrepreneurs helped/enquiries fielded Number of short term and long-term bookings secured Number of networking meetings staged.</p>	
Next Steps	<p>Complete the spec for the door entry, IT requirements and website set up</p>	

Project	Employability project	Grant Leaburn, Increasing Employability
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Activities	<ul style="list-style-type: none"> Develop a Locality Led Employability Team tasked with carrying out Community Based Projects
Goals	<ul style="list-style-type: none"> Identify a range of projects to be completed in the area Agree match funding from the JJC to pay trainee wages Address unemployment and training Opportunities for unemployed people to progress into waged employment Sustainable jobs for 80% of participants
Actions	Report due for 2021/22
Metrics	
Next Steps	

Improving skillsets

ABE, Fife College and CLD

Activities	CLD, ABE, ESOL and Fife College provide community-based learning opportunities
Goals	<ul style="list-style-type: none"> Provide a full CBAL programme covering IT, confidence building, employability and health and well-being Literacies programmes covering basic skills and ESOL Address unemployment and training Improve participants health, wellbeing, self-esteem, employability, and literacy levels
Actions	Community based adult learning is planned to start after the October holidays. Online IT skills have been developed and are being rolled out
Metrics	Number of adult learners participating in programmes
Next Steps	Enrolment forms can be provided to start online learning packages provided by Fife College for “Get Connected” and Digital and Computing Passports at SCQF Level 4 5 and 6. These could be facilitated by College staff where required. Basic literacy and health and well-being online packages could also be provided. Practical workshops (once safe to do so) can be facilitated to build self-esteem, confidence and employability skills with a mix of Drama and Enterprise facilitators can also be provided.

Capital projects - Integrated Facility Development

community groups and partners and FC

	Looking to establish a project and business development model to oversee and drive the range of Capital projects planned for Dunfermline
Projects	<ul style="list-style-type: none"> Abbeyview Integrated community facility Review of Community Facilities across the Dunfermline facility estate. Educational Joint Community Campus at Duloch Abbey House Maygate Exchange Pittencrieff park St Margaret’s House Heart of Dunfermline Churchyard Gates Dunfermline Abbey
Actions	<ul style="list-style-type: none"> Fife Council have confirmed significant capital investment towards the new Abbeyview Integrated Community Hub. A proposed concept design has been developed in line with previous community feedback and consultation.
Next Steps	<ul style="list-style-type: none"> Undertake public engagement using a range of consultation methods with staff, key stakeholders and community members in relation to the proposal for the new Abbeyview Integrated Community Facility.

	<ul style="list-style-type: none">• In line with the above project, there is a need to consider the displacement of the various groups and projects arising from decant. Feasibility on the range of community facilities across the area is required to better meet the needs of CLD, youth work, community-based adult learning.• Continue to support a range of community groups and organisations through the CAT process, Participation Requests and Local Place Plans
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24th August, 2021

Agenda Item No. 8

Area Roads Programme 2020-21 – Final Report

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

Wards Affected: 2, 3 & 4

Purpose

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

Recommendation(s)

Committee is asked to:

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

- 1.1 Committee agreed the list of projects forming the 2020-21 ARP on 3 March 2020 (2020 CODAC 80 para. 197 refers).
- 1.2 This is the final report to committee on the progress of the programme.

2.0 Issues and Options

- 2.1 Attached are Appendices 1-4 which detail the final position on the progress of individual projects in the programme.
- 2.2 Despite the impact of the COVID 19 restrictions, which meant works were not able to commence on site until July 2020, good progress was made with the delivery of the 2020-21 Area Roads Programme.
- 2.3 To improve information on how annual ARP programmes are progressing throughout the year, an on-line system is in place and continues to be developed. This means that quarterly progress reports, which were often out of date before reaching committee, are no longer being required.

3.0 Conclusions

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

List of Appendices

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

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Roads & Transportation

Appendix 1

Area Roads Programme 2020-21 - City of Dunfermline Area

Carriageway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
2	Dunfermline	Pilmuir Street	South of Victoria Terrace junction to north of Broomhead Drive (including Broomhead Drive and Arthur Street junctions).	£ 56,097 *	£ 62,023	Complete	
4	Dunfermline	Shields Road	Allan Crescent to Clunie Road & Woodmill Road to o/s no. 66	£ 58,977 *	£ 54,447	Complete	
3	Dunfermline	Transy Grove	Full length	£ 75,786	£ -	Postponed	combined with Footways & Lighting (Planning Approval delays - lighting)
2	Dunfermline	Carnock Road Phases 1 & 2	Craigluscar Road to Gowkhill east	£ 226,234 *	£ 216,742	Complete	
4	Dunfermline	Masterton Road		£ 8,858	£ 8,858	Complete	Works complete in March 2019/20, late invoice submitted due to lockdown
2	Dunfermline	Cairncubie Road Phase 1	Robert Wilson Grove north for 600m	£ 155,781	£ -	Postponed	Scheme deferred to 2021/22 due to lockdown period, treatment type is usually carried out during spring/early summer months.
2	Dunfermline	Cairncubie Road Phase 2	End of Phase 1 to west of Craigies Poultry Farm	£ 180,000 *	£ 178,426	Complete	
TOTAL				£ 761,733	£ 520,496		

* Allocation changed to design estimate

Roads & Transportation

Appendix 2

Area Roads Programme 2020-21 - City of Dunfermline Area

Footway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
4	Dunfermline	Standing Stone Walk Ph1	South west of 7 in a loop via 33, 27 and 17 plus link east of 7-11	£ 45,590	*	£ 30,734	Substantially Complete	Scheme delayed due to the pandemic shortened year, complete April 2021
2	Halbeath	Kingseat Road	Halbeath by-pass to Long Row	£ 63,755		£ -	Postponed	Scheme delayed due to the pandemic shortened year
TOTAL				£ 109,345		£ 30,734		

Footway Schemes with Lighting

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
3	Dunfermline	Transy Grove	All	£ 83,105		£ 309	Postponed	combined with carriageway & Lighting (Planning Approval delays - lighting)
3	Dunfermline	Rolland Street	Full Length	£ 53,308	*	£ 54,342	Complete	
TOTAL				£ 136,413		£ 54,651		

* Allocation changed to design estimate

Roads & Transportation

Appendix 3

Area Roads Programme 2020-21 - City of Dunfermline Area

Road Safety & Traffic Management

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments	
3	Dunfermline	Woodmill Road	Pedestrian Crossing	£	40,000	£	7,659	Partially Complete	Scheme delayed due to the pandemic shortened year, complete April 2021
4	Dunfermline	Carnegie Avenue	Vehicle Activated Signs	£	12,000	£	-	Postponed	Scheme delayed due to the pandemic shortened year
3	Dunfermline	Pittburgh Road	Drop-off layby	£	20,000	£	609	Postponed	Staff fees only, scheme delayed due to the pandemic shortened year
3	Dunfermline	Halbeath Retail Park/Halbeath Road	Pedestrian Crossing	£	60,000	£	2,468	Postponed	Staff fees only, scheme delayed due to the pandemic shortened year
Total				£	132,000	£	10,736		

* Allocation changed to design estimate

Roads & Transportation

Appendix 4

Area Roads Programme 2020-21 - City of Dunfermline Area

Lighting Schemes with Footways

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
3	Dunfermline	Transy Grove	All	£ 64,000	£ 5,447	Postponed	Planning Approval delays with lighting. Staff design fees only
3	Dunfermline	Rolland Street	Full Length	£ 5,000 *	£ 4,769	Complete	
3	Dunfermline	Transy Place/Park Place		£ 46,000	£ -	Postponed	Planning Approval delays with lighting
TOTAL				£ 69,000	£ 10,216		

Lighting Schemes only

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
2	Dunfermline	Beveridgewell Ph3		£ 25,000 *	£ 22,411	Complete	
4	Dunfermline	Walls Place & Callaisburn Place		£ 15,000 *	£ 13,128	Complete	
TOTAL				£ 40,000	£ 35,539		

* Allocation changed to design estimate

24th August, 2021

Agenda Item No. 9

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All City of Dunfermline Wards

Purpose

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

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the eighth annual report to area Committees, this report covering complaints relevant to the City of Dunfermline 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 later in the 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 – City of Dunfermline Area

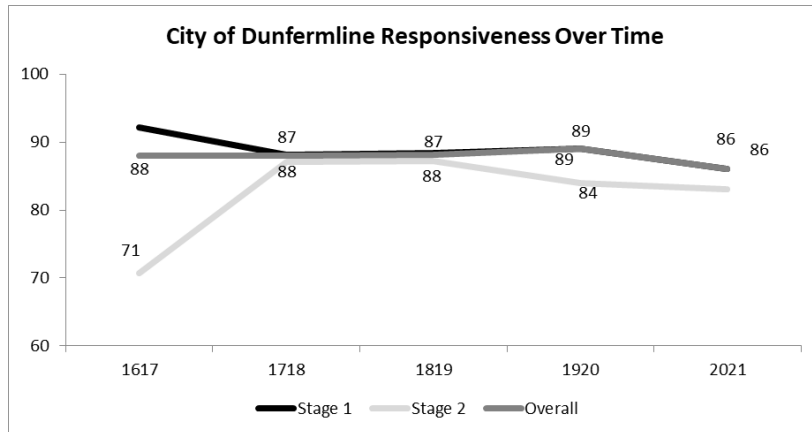
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	409	351	86%
Stage 1 (5 days)	357 (87%)	308	86%
Stage 2 (20 days)	52 (13%)	43	83%

- 439 complaints were received relating to the City of Dunfermline area in 20/21 of which 409 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.
- In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness has worsened over last year where the percentage of all complaints closed in target timescales decreased from 89% now below the Council average. Similarly stage 1 and 2 cases also declined. The average time to close all complaints also worsened from 5.3 to 6.3 working days, yet better than the Council average of 6.6 working days.

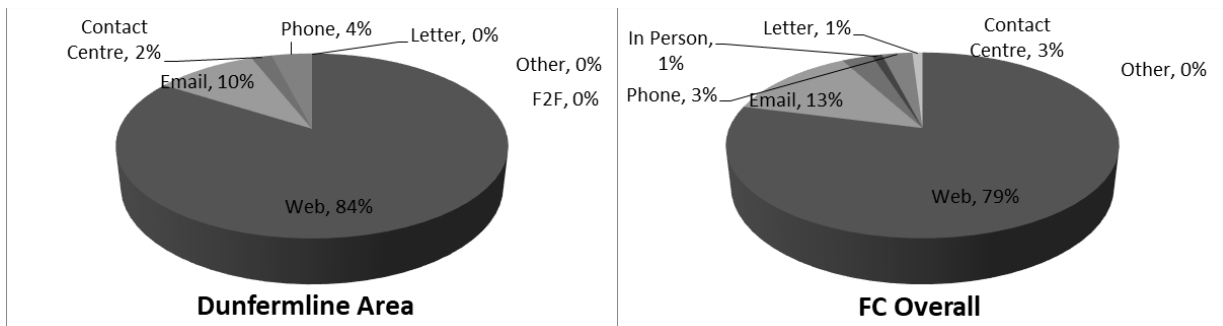
Volume & responsiveness - Fife Council overall

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

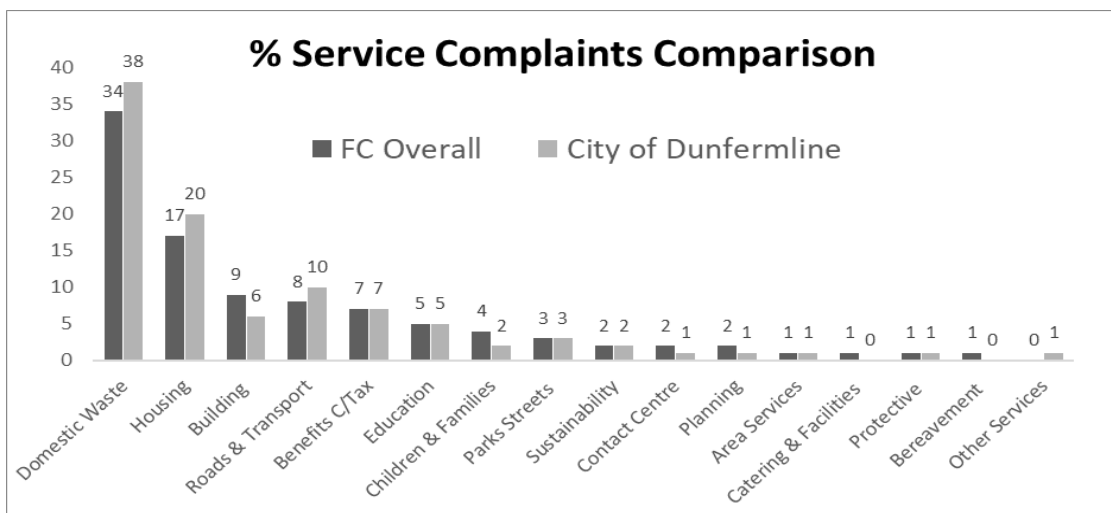
2.1 The general trend from the graph is one of consistent performance in and around that of the Council average however some decline in 20/21 over previous years.



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 (66% in 19/20) for the Dunfermline 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 Domestic Waste (bin collection during the pandemic). Housing also have proportionally more complaints, where the largest category reflects perceived issues with Housing staff's ability to deal with neighbour disputes. Building Services and complaints about repairs were proportionally lower when compared to the Fife overall figure.

2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Please note that from the 58 cases that ran over timescale 36% of those cases had extensions agreed with customers. This means that 91% of cases (21 from 58) were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total	% All in Time
Protective	1	0.0%	2	100.0%	3	66.7%
Roads Transport	40	67.5%	2	100.0%	42	69.0%
Housing	68	75.0%	14	71.4%	82	74.4%
Education	16	87.5%	6	50.0%	22	77.3%
Sustainability	9	77.8%	0	100.0%	9	77.8%
Building Services	22	77.3%	3	100.0%	25	80.0%
Children & Families	4	100.0%	6	66.7%	10	80.0%
Domestic Waste	146	94.5%	11	100.0%	157	94.9%
Benefits C/Tax	27	96.3%	2	100.0%	29	96.6%
Safer Comms	2	100.0%	1	100.0%	3	100.0%
Audit & Risk	1	100.0%	1	100.0%	2	100.0%
Bereavement	1	100.0%	0	100.0%	1	100.0%
Business Support	1	100.0%	0	100.0%	1	100.0%
Catering Facilities	2	100.0%	0	100.0%	2	100.0%
Contact Centre	4	100.0%	0	100.0%	4	100.0%
Customer Service	2	100.0%	0	100.0%	2	100.0%
Parks Streets	10	100.0%	1	100.0%	11	100.0%
Planning	1	100.0%	2	100.0%	3	100.0%
Property Services	0	100.0%	1	100.0%	1	100.0%
Total	357	86.3%	52	82.7%	409	85.8%

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

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
Safer Communities	Anything that doesn't fit within other categories.	1	3	2	0	0
	ASB neighbour dispute	0	1	1	0	0
	Dog issues	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	2	0	0	0
	Fixed penalty notice	0	2	0	0	0
	Inappropriate staff attitude / behaviour	1	1	4	0	1
	Pest control issues	1	0	0	1	1
	Poor communications (including lack of notice consultation and engagement)	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total		5	10	8	1
Bereavement Services	Anything that doesn't fit within other categories.	0	2	0	1	0
	Damage / vandalism to property e.g., headstones	0	2	1	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications including lack of notice, consultation & engagement	2	2	0	0	0
	Restoration works e.g., fallen headstones	0	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Untidy / overgrown vegetation	1	0	1	0	0
	Total	4	6	2	2	1
Building Services	Anything else that doesn't fit above categories	0	0	0	0	0
	Card left when tenant in property	0	1	0	1	2
	Council vehicle - driving behaviour/standards	1	1	1	1	0
	Council vehicle - parking	3	3	0	1	1
	Delay in start / completion of work	2	3	1	1	2
	Failure to attend at time advised / agreed	1	3	1	5	1
	Failure to fix first time	1	3	4	9	4
	Failure to meet timescales for job	1	0	1	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	3	2	0	1
	Health & safety / dangerous occurrence	0	0	2	0	2

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	6	2	4	3	2
	Noise levels from work activities	1	3	1	0	0
	Poor communications - advance notice of work not given	2	0	0	0	2
	Poor communications - internal breakdown Building Services	2	0	0	2	1
	Poor communications - internal breakdown with other council areas	1	0	0	0	0
	Poor communications - poor regarding work being/to be undertaken	2	1	9	3	3
	Standard of workmanship - damage	2	0	4	2	2
	Standard of workmanship - mess	0	6	0	0	1
	Standard of workmanship - tenant unhappy with work	2	8	5	3	1
	Unplanned additional work required following repair/installation	4	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	2	0	0
	Total	31	40	37	33	25
Catering & Facilities	Anything that doesn't fit within other categories.	3	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	2	1	0
	Meals on wheels service not correct	0	0	0	0	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Non delivery of service	0	1	0	0	0
	Non provision of service	0	1	0	1	0
	Quality of the Service provided	0	0	1	1	0
	Standard of service cleanliness, damage etc.	1	1	0	1	0
	Total	4	3	3	4	2
Contact Centre	Anything that doesn't fit within other categories.	0	1	1	0	0
	Disagree with Council policy	1	1	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1	2	0	1
	Inappropriate staff attitude / behaviour	4	3	4	2	2
	Incorrect information given	1	0	1	3	0
	Incorrect timescales given	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	2	2	1	1	0
	Time taken to answer call	0	1	22	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	9	9	33	6	4

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
Customer Service	Anything that doesn't fit within other categories.	0	2	0	2	2
	Inappropriate staff attitude / behaviour	0	0	0	1	0
	System Failure	1	0	0	0	0
	Total	1	2	0	3	2
Children & Families	Dissatisfaction with assessment outcome - Parent/Carer	0	0	1	0	2
	Dissatisfaction with policy / current delivery arrangements	2	1	0	0	0
	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	1	0	0
	Inappropriate staff attitude / behaviour	0	3	0	0	3
	Poor communications including lack of notice, consultation & engagement	0	3	0	0	3
	Unacceptable standard of care (looked-after children) - Parent/Carer	0	0	1	0	1
	Unacceptable standard of care / support families	5	0	0	0	0
	Unacceptable standard of care looked-after children	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Total	8	8	3	0	10
Education	Accidents injuries e.g., physical education fights etc.	1	2	0	0	1
	Anything that doesn't fit within other categories.	8	4	3	2	6
	Bulling by staff	1	0	1	2	0
	Bullying by pupil	3	6	4	1	2
	Dissatisfaction with policy current arrangements	9	9	2	3	6
	Inappropriate staff attitude behaviour	2	2	3	2	2
	Inconsiderate inappropriate use of council vehicle	0	0	1	0	0
	Placement request decisions	0	0	0	1	1
	Poor communications including lack of notice consultation engagement	0	1	0	1	3
	Standard of supervision	0	0	0	0	1
	Traffic management outside of schools	12	0	0	0	0
	Vandalism graffiti	0	0	0	0	0
	Total	36	24	14	12	22
Domestic Waste	Anything that doesn't fit within other categories.	6	6	3	2	6
	Bin not returned properly / bin is missing	3	4	2	0	3

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Bulky not collected / only part collected	1	1	0	3	7
	Collection has left spilt waste in street / at property	0	2	1	1	2
	Customer turned away / refused entry	0	0	0	0	3
	Damage to vehicles / property during bin collection	0	0	1	0	5
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	7	29	27	27	74
	Dissatisfaction with policy / organisational arrangements including charging policy	1	0	0	2	3
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	2	1	0	0	4
	Dissatisfaction with standard of street cleanliness	0	0	0	0	1
	Dissatisfaction with Take Out & Return TOR service	9	1	2	1	5
	Dog waste bin broken / missing / not replaced / not emptied	0	0	0	1	0
	Failure to collect / empty bin	20	9	5	8	23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	3	3	1	7
	Inappropriate staff attitude / behaviour	8	3	3	1	6
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	2
	Irresponsible dog owners	0	0	0	0	0

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Mess / litter around recycling point	0	1	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	3	2
	Service provision Covid 19	0	0	0	0	1
	Unknown	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	3	0	2
	Total	57	60	52	50	156
Housing	Anything that doesn't fit within other categories.	8	5	1	2	1
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	0	1	0
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	0	3
	Debt management arrangements	0	0	0	0	1
	Delays in start / completion	8	0	3	1	2
	Discrimination race, gender, religion etc	0	0	1	0	0
	Dispute with neighbours	11	2	10	2	11
	Disputed recharges	0	2	1	0	0

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / current arrangements	1	2	2	4	3
	Dissatisfaction with policy / current arrangements including allocations criteria	3	3	1	3	4
	Dissatisfaction with policy / current delivery arrangements	2	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	0	0	0	1
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	11	6	6	3	8
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	0	0	1	0
	Drugs	1	0	2	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	6	2	4	4
	Fencing	0	1	0	0	0
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	0	0	3
	Garden maintenance service	1	1	0	1	2
	Gypsy Travellers	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	8	8	9	6
	Internal communal areas includes cleanliness, lighting etc	1	1	0	0	0

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Management of communal areas includes grass cutting, overgrown trees & bushes	1	0	0	2	1
	Missed from programme	0	2	0	0	0
	Mutual repairs	5	2	3	0	2
	Noise	2	0	0	0	3
	Pets & animals	1	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	2	9	5	6	4
	Poor condition / standard of housing	5	3	1	3	0
	Poor standard / condition of property at start of tenancy	0	0	1	1	2
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	5	2	1	3	4
	Redecoration allowance	1	0	0	0	0
	Rent discrepancies includes delays in refund of credits	0	0	0	0	0
	Risk management	0	1	0	0	0
	Rubbish	1	1	0	1	3
	Snagging issues	1	1	1	1	0
	Transfers includes mutual exchanges	0	1	0	1	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	8	7	3	8
	Waiting times	5	1	0	0	3
	Total	76	68	57	54	82
Parks Streets	Anything that doesn't fit within other categories.	1	0	0	2	0
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	0	0	1	0
	Dissatisfaction with standard of street cleanliness	0	0	1	0	0
	Dog fouling	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Fence damage	0	0	0	0	1
	Footpath clearance	1	1	0	0	0
	Grass cutting	3	1	2	2	5
	Grounds maintenance policy	1	1	0	0	0
	Inappropriate staff attitude / behaviour	1	3	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	1
	Overhanging / damaged trees & shrubs	0	2	0	1	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications including lack of notice, consultation & engagement	0	0	0	2	0
	Quality of footpath	0	0	2	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Untidy / overgrown vegetation	0	2	2	0	3
	Total	8	11	8	9	11
Planning	Anything that doesn't fit within other categories.	0	0	0	1	0
	Delays in decisions / non-compliance with timescales	0	0	0	0	0
	Dissatisfaction with policy / delivery arrangements	1	0	0	1	1
	Failure to follow process	0	1	0	1	0
	Failure to respond	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	Poor quality of assessment	0	0	1	1	1
	Unacceptable condition of neighbouring site / land	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	1	1
	Total	2	2	2	6	3

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
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	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Inappropriate staff attitude / behaviour	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	0	0	2
	Total		1	4	1	1
Benefits C/Tax	Admin error	2	4	5	5	6
	Anything that doesn't fit within other categories.	2	1	0	0	1
	Automated message given to customer	1	0	0	0	0
	Availability of advisor	1	0	0	0	1
	Data protection	0	0	1	0	0
	Disagree with legislation	0	2	2	2	3
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	0	2	2	2	0
	Lack of / incorrect information	2	1	2	4	7
	Poor communications including lack of notice, consultation & engagement	0	1	1	1	0
	Procedures / policy	1	1	7	7	6
	Service provision Covid 19	0	0	0	0	1
	System failure	1	0	0	2	0
	Time taken to process enquiry	3	1	0	0	4
	Unclear guideline instructions	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Total		14	13	21	24
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	0	6	0
	Application process such as timescale /proofs / photographs / mobility assessment	0	0	0	0	1
	Complaint about blue badge application	0	0	0	1	0
	Didn't get requested time for travel	0	0	0	1	0
	Dissatisfaction with car parking provision / charging policy	0	0	0	3	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with emergency response to flooding	0	0	0	1	1
	Dissatisfaction with flood prevention / mitigation works	0	0	0	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	0	0	0	6
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc.	0	0	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	2	0
	Grit bin empty / not refilled	0	0	0	1	2
	Inappropriate staff attitude / behaviour	0	0	0	0	3
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	0	0	1
	Insufficient number of grit bins provided	0	0	0	0	2
	Late / early arrival of bus	0	0	0	1	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	0	2	2
	Localised flooding due to damaged drains / water mains	0	0	0	1	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	0	1

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
	Overgrown trees and bushes	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Poor condition of road markings e.g., white lining	0	0	0	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	0	0	1	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	0	1
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	3	1
	Potholes / poor condition of road surface	0	0	0	7	11
	Public transport information timetables, electronic screens, bus stop timetables	0	0	0	1	0
	School transport operation of Service i.e., late / did not arrive / condition of vehicle / driver conduct / behaviour of other passenger / route issues / timetable issues	0	0	0	1	0
	Street light repairs	0	0	0	0	2
	Traffic concerns including traffic noise / volume / speed	0	0	0	1	1
	Total	15	28	26	35	42

Service	Category	2016/17	2017/18	2018/19	2019/20	2020/21
Sustainability	Anything that doesn't fit within other categories. in order that frequently raised issues can be escalated to a new category or sub-category as appropriate.	3	1	0	0	0
	Customer turned away / refused entry	0	0	0	0	1
	Dissatisfaction with policy / current organisational arrangements including opening times	2	0	0	0	7
	Inappropriate staff attitude / behaviour	1	1	1	0	1
	Total	6	2	1	0	9

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	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>On 3rd December our paper bin was due to be emptied. It was placed in normal position on the street, and it was totally missed by the bin collectors. We filled in the online form and told it would be collected in 5 working days - this hasn't happened. Now this past week, 10th December, my blue bin was placed on street, this time it was partially empty but this time the bin collectors left one black bag in the bottom of the bin. So, another week without acceptable service. This is a house of 4 people, so it's extremely difficult to manage on the limited service Fife Council offers, never mind when the service has failed. Please make arrangements for my bins to be emptied and ensure rubbish doesn't get left behind again.</p> <p>Outcome: <i>Complaint partially upheld. Apology offered to customer. Waste Operations Supervisor visited address.</i></p>
Housing Services	Dispute with Neighbours	<p>I have already complained, along with several others about my next-door neighbour. Their house is absolutely rancid with cat urine, it's that bad MY house is stinking. I can't use one of my bedrooms and my boiler cupboard is the same, I also can't open my windows. When I'm entering or leaving my home I'm retching and being sick, the ammonia in my home is unbearable and is causing me breathing difficulties. I've genuinely had enough and I'm ready to flip!</p> <p>Outcome: <i>Complaint upheld. Apology offered to tenant. Action plan developed around the tenancy breach.</i></p>
Roads & Transportation	Potholes / poor condition of road surface	<p>Over this last year, to be exact since 31 December 2019, I have raised concerns about potholes on Bannerman Street, Victoria Street, Alexandra Street and Rose Crescent in Dunfermline. I'd be surprised if there haven't been others by local residents. There are now numerous potholes on these streets, making it a serious danger for vehicle damage. Today, I tried once again to report several potholes and I was unable to, because sadly there seems to be a problem with your council reporting system. I accept that it has been a tough year, but I am now very concerned not only for the state of the roads in my immediate vicinity, but throughout</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>the town of Dunfermline. I look forward to hearing your response.</p> <p>Outcome: <i>Complaint partially upheld. Letter sent to advise there are work orders issued to repair the potholes.</i></p>

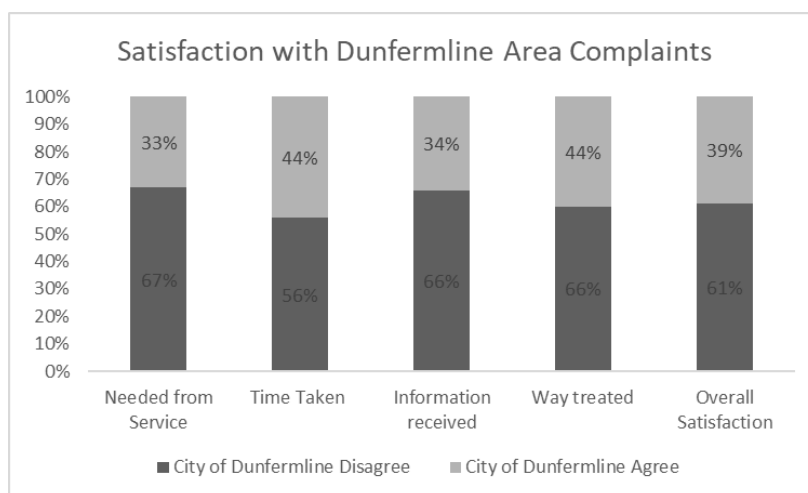
3.0 Learning from Complaints

- 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:
- Bereavement Services have improved upon practice in the event of damage to graves during routine grounds maintenance where a form will capture details of any accidental damage, date, times and location therefore allowing Service administrators to contact any families to discuss any accidental damage when necessary in advance of bereaved families finding such damage of their own accord.
 - 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 Dunfermline area:

	Upheld	Not Upheld	Partially Upheld
Overall Complaints	26% (35% FC overall)	53% (48% FC overall)	21% (17% FC overall)
Stage 1 Complaints	24% (36% FC overall)	55% (48% FC overall)	21% (16% FC overall)
Stage 2 Complaints	37% (27% FC overall)	39% (49% FC overall)	24% (25% FC overall)

3.9 There were 63 complaint surveys completed by City of Dunfermline 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, MPs and MSPs 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 5 cases for the City of Dunfermline area that reached this final stage of the procedure.

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
Roads – Residents Parking	Withdrawn
Education – Exam Results	Withdrawn
Housing – Application	Withdrawn
Housing – Neighbour Issue	Withdrawn
Parks – Ground Maintenance	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	2943	1445	1329	1494	
Illegal Dumping	270	193	178	79	Includes mess in gardens
Street Cleaning	217	191	189	115	Untidy street reports
Dog Fouling	71	49	43	19	
Aggressive Dogs	45	34	39	26	
Abandoned Cars	42	22	21	11	
Litter Bin Issues	52	47	49	44	
Needles	34	28	20	10	Either made safe or require removal
Fallen Trees	5	11	6	4	

- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's diet.

6.0 Customer Satisfaction

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

- Environmental i.e. domestic waste

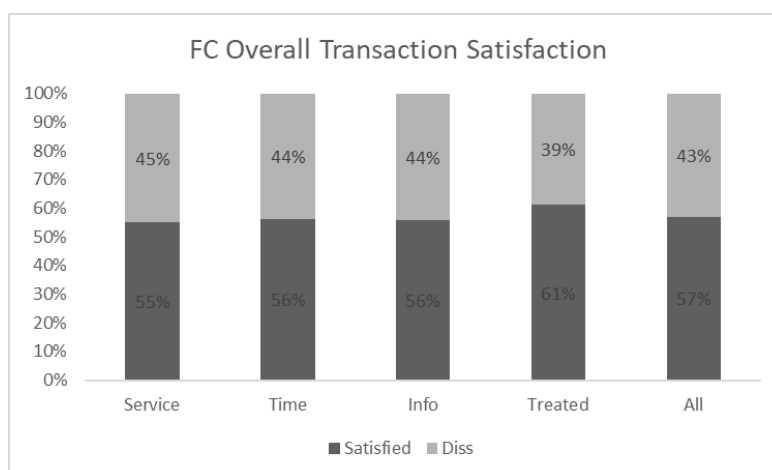
6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:

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

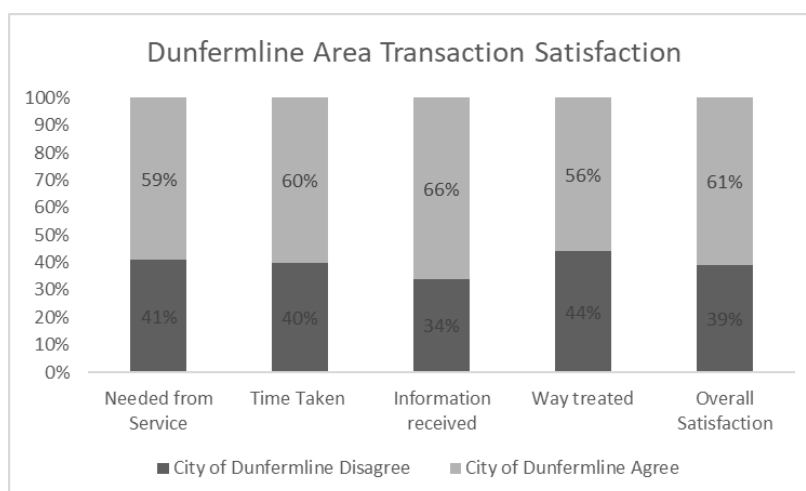
6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer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

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

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



6.6 By comparison respondents from the City of Dunfermline area had 61% (61% 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 20 / 21	No of Surveys
Bins/Waste	60%	204
Blue Badge	100%	2
Community Alarms	99%	18
Complaint	39%	63
Concessionary Travel	100%	1
Environmental Complaint	42%	3
Housing	52%	41
Meals on Wheels	97%	8
MyFife Card	98%	63
Payment Receipt	79%	14
Pest Issue	86%	7
Road or Street Fault	43%	93
Traffic or Streetlight Fault	33%	3
Total	61%	520

7.0 Compliments

- 7.1 Improved database access now allows reporting of compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 37 compliments received from customers in the City of Dunfermline area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Benefits C/Tax	1	I had cause to contact the Council Tax phone line after some changes and confusion with my account. The wait time wasn't too long and the automated service told me where I was in the queue. I then spoke to a lovely lady dealing with my account
Building Services	4	Thank you for fixing the problem with my roof earlier today. I would like to thank all of the workmen who were courteous, polite and a credit to Fife Council who helped fix my roof. You have a good team of people who work throughout the council in these troubled times.
Catering and Facilities	1	Customer's daughter wished to pass on her thanks to the Meals on Wheels Dunfermline driver who found her mother on the floor when they attended and they organised an ambulance to attend. Daughter isn't sure what they would have done if the drive hadn't found her mum. Daughter is grateful for the service.
Contact Centre	6	Customer phoned to give her gratitude to Neil and Chris from the CA team for organising an ambulance for her , she was very ill with pneumonia and would like to say a huge thank you to them for being so quick to help
Domestic Waste	2	I have just made a complaint regarding two bins that were not emptied this morning at my address however the team has just been back and emptied them - thank you for the super quick work.
Education	1	I have 2 children currently at Duloch PS in Dunfermline. 1 a returnee for p5 and the other a new start. Due to the length of time we were away from the school there was an increased sense of anxiety for all of us, we were not sure what to expect. I have been extremely impressed with the communication and actions taken by Duloch PS and in particular the management team. Having a new start is always daunting but we were given a chance to visit the school and let the kids see where they would line up etc. The school has been very forthcoming in its communications and making sure the new procedures are clear and effective.
Housing	2	I wanted to thank my housing officer Sam Young and the communities officer Tracey for all their help removing rubbish out of my neighbours garden so efficiently. he is disabled and could never have done this himself. I was really worried about rats and mice and pest control came out. thank you both again, I am really very impressed
Local Offices	9	Customers would like to thank Angela Milne, Lead Officer at Dunfermline City Chambers for all her help in booking their forthcoming wedding for them, the couple said that Angela has went above and beyond for them and cannot thank her enough for her kindness.
Parks Streets	4	Would like my thanks passed onto the street sweeper who today has cleaned the weeds from the side of Townhill Road near to my house at 154 and further up the street. It is a very hot day for this type of work but he refused a drink and was very pleasant- great job!
Property	1	During the October holidays I has some work carried out in McLean Primary to erect a partition to make an additional classroom in my school. The work was carried out by Stephen Gunn and Richard Shephard. I just want to let you know what a fantastic job they did. It looks great and is finished to such a high standard and completed on time!!
Roads Transport	5	Customer called to thank all Council Workers for the jobs that they have done. She reported her grit bin needing filled, blocked drains in the Street and Street Lighting being out. We attended to all jobs and completed them. Is sick of people moaning about the Council and wanted her thanks passed on.
Safer Communities	1	Stuart the gentleman who dealt with the rat that was under our hut, was so professional in every way. Was so informative, phoned every time before arrival, maintained social distancing, masks etc. A credit to Fife Council.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) worsened from last year and were slightly below the Council average however complaint volumes were increased over last year (up 64%) and there were considerable challenges faced by the organisation during the pandemic. 36% of cases that ran over timescale had valid extensions meaning many were completed in agreed rather than the procedural target timescale.
- 8.2 The issues customers complained about within the Dunfermline area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste and Housing. The main root cause categories of these complaints were directly related to service provision during the restrictions imposed in response to the pandemic.

List of Appendices

None

Background Papers

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

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24th August 2021

Agenda Item No. 10

Area Housing Plan Update

Report by: John Mills, Head of Housing Services

Wards Affected: Ward 3 - Dunfermline Central, Ward 2 – Dunfermline North, Ward 4 – Dunfermline South

Purpose

Members approved the Dunfermline Area Housing Plan 2017/19 in November 2017.

This report provides an update on progress in delivering service priorities and performance information for the financial year April 2020 – March 2021.

A revised Area Housing Plan will be presented at Committee once there has been the opportunity to consult on future priorities for the City of Dunfermline Area.

Recommendation(s)

Members are asked to:

- Comment on the work progressed through the Area Housing Plan for the financial year 2020- 21

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Local tenants were originally involved in the development of the Area Housing Plan through local groups and events, as well as taking part in walkabouts with staff and members. Consultation was unfortunately more limited during 2020/21 due to the pandemic. We have also used feedback from complaints, elected representatives, and customer surveys to develop the plan although this was more limited during 2020/21.

1.0 Background

- 1.1 Members approved a report in 2018 which introduced the 2017/19 Area Housing Plan, a document which sets out how the Council aims to:
- Understand what housing needs are in an area
 - Deliver effective housing management

- 1.2 We have several key roles and responsibilities.
We manage landlord services in Dunfermline to 3353 houses by:

- Managing housing lists and letting empty houses and garages
- Supporting tenants rights – and making sure they meet their responsibilities – on issues like rent payment, consultation and participation and being a good neighbour
- Improving houses and keeping them in good repair.

We support and assist homeless households by:

- Preventing homelessness
- Assessing applications and offering advice and support
- Providing temporary accommodation and helping to make it permanent
- Working with and funding the voluntary sector to provide additional services.

We lead housing strategies to improve housing conditions in Fife by:

- Producing and implementing a local housing strategy and managing its links to other key plans such as the community plan and community safety
- Working with other landlords to make unfit and unsafe houses a thing of the past.

We seek to lift our tenants and customers out of poverty by:

- Reducing homelessness
- Assisting with access to training, further education, apprenticeships, and employment where this is possible and working in partnership with other Council Services and external agencies
- Sustaining our tenants in secure and safe housing.

- 1.3 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices, and have a sense of control so that they can reach their full potential and where all children are safe, happy, and healthy. At the heart of the Plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services as the largest landlord in Fife can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvement initiatives. We have a key role to work in partnership with others to reduce poverty in Fife and to ensure that we are acting 'one step sooner'. The plan is intended to complement the Plan for Fife, setting out how Fife Council as a major landlord in many estates works to improve the lives and opportunities of its tenants through effective neighbourhood management and improvement initiatives.

- 1.4 This report includes measures to outline how well we are performing and addressing housing need in the city of Dunfermline Area. Performance figures for previous

financial years are provided where this is available at an Area level. It also outlines how staff have adapted to deliver services during COVID lockdown. Housing Officers are now able to be more visible in local communities as we work our way through the Recovery Plan.

- 1.5 It is proposed that a revised Dunfermline Area Housing Plan will be produced for 2021-23. This will outline future priorities that are informed through discussions at Ward Meetings and reflect the views of our local communities who we will hopefully have greater opportunities to consult with, as our Services recovery plan is progressed.
- 1.6 The period of lockdown has been a difficult and challenging time for many in our communities. Housing staff have worked in partnership with others to help vulnerable households to obtain necessities such as food and prescriptions. We have also provided advice and support to tenants who were worried about their rent. Housing Services focused on delivering business critical services. This included gas safety inspections, emergency repairs, dealing with anti-social behaviour, welfare checks, urgent allocations to homeless and support to older people in sheltered housing. Staff in the Dunfermline Area Team volunteered for redeployment to critical parts of our business.
- 1.7 Throughout this time, we have had to adapt to change and new ways of working. It has presented us with the opportunity to become more agile and to review how we operate. As we evolve through the Recovery Plan period staff have now resumed undertaking estate inspections and have been visiting tenants in their homes. Going forward we will be required to focus on improving the condition of our estates and addressing the welfare needs of our tenants.

2.0 Issues and Options

- 2.1 This report will focus on the following Plan for Fife headings-
 - Opportunities for all
 - Thriving places
 - Community led services
- 2.2 Attached to the report is one appendix –
 - Appendix 1 is a Performance Summary document for the full financial year, 2018-19, 2019-20 and 2020-21
 - In common with many other teams in the council, staff absences during the pandemic have placed considerable pressure on our Team's ability to deliver good and responsive services. During this period, we have also been required to support corporate initiatives and priorities such as helping with welfare application backlogs for several months at a time. This has resulted in staffing resources being reduced and those remaining, having to deal with larger patches to manage and management having to continually changing patch sizes to ensure work was being covered. Regrettably this has resulted in delays in some areas of work and there was an increase in the numbers of complaints being received during 2020-21. This situation has proved to be challenging.

2.3 Opportunities for all

2.3.1 Appendix 1 provide a key performance summary for the period. The following performance areas are highlighted –

2.3.2 The numbers of tenancies being terminated only reduced by 5% during 2020/21. 99% of all emergency repairs continued to be dealt with in timescale although the percentage of all repairs completed in time frame decreased by 1.4% to 97%. Properties being abandoned reduced during 2020/21 which was a welcome development. Housing Management Officers have continued to offer a Tenancy Assistance service to tenants to help them to sustain their tenancies and have continued to make referrals for longer term and specialist support through our partner agencies.

2.3.3 The one area that was a cause for concern was the increased length of time taken to turn around an empty property which increased from 22 days to 39 days. There were many reasons for this e.g. staff absence, supply of material slowed down, increase in tenants refusing property offers greater difficulty in applying the Voids process since only one trade could work in the property at a time. With the easing of lockdown, it would be anticipated that performance will improve although there may continue to be issues with the supply of raw materials. We will continue to focus on reducing delays for new tenants setting up home and minimising rent loss over the period however there is no doubt that this had an impact on performance.

2.3.4 Table 1 below shows the current stock profile with property sizes included.

Table 1

Dunfermline Area															
Year	Properties by Type						Grand Total	Properties by Apartment Size						Properties by use	
	4 in a block	High Rise	House	Other flat/maisonette	Tenement	Grand Total		Bedsit	2	3	4	5	Grand Total	Sheltered Housing	Lock-ups
2018/19	127	211	1368	74	1541	3321	35	1464	713	996	113	3321	86	386	
2019/20	127	211	1368	75	1541	3322	35	1464	714	996	113	3322	86	386	
2020/21	128	211	1396	77	1541	3353	35	997	1473	728	120	3353	86	368	

2.3.5 Regretfully recorded Breach of Tenancy actions for anti-social behaviour shows an increasing trend over the recording period. Anti-social behaviour has been particularly challenging during the lockdown period when house calls were restricted, however, we are attempting to deal with issues (and the backlog) more comprehensively now, albeit this can be difficult when staffing shortages are experienced.

2.3.6 Additional opportunities for tenants to report anti-social behaviour are available, for example online via Fife Direct and though the Fife Housing Register site.

2.3.7 Housing Services continues to work alongside the Safer Communities team to address issues. It has been recognised that early intervention can significantly improve outcomes. We aim to do this by supporting people to change their

behaviours and reduce risk and will work closely with individuals and communities to help them find solutions to local problems.

2.3.8 Safer Communities have recently introduced a noise app which is free for users to download. Recordings of ASB can be made and support those affected to gather evidence in real time. These recordings are also admissible in Court, should a case progress to that level.

2.3.9 The number of stage 1 and 2 corporate complaints have been summarised in the tables below. There has been an increasing number of complaints being made about anti-social behaviour related issues during the lockdown period as highlighted in Table 2.

Table 2.

Dunfermline Area Complaints	Total Complaints	Total Stage 1	%	Total Stage 2	%	Total Not Upheld	%	Total partially upheld	%	Total Upheld	%	Dealt within timescales	%	Dealt Outwith timescales	%
2019/20	57	46	81%	11	19%	35	61.4%	5	8.8%	17	29.8%	51	89.5%	6	10.5%
2020/21	82	68	83%	14	17%	58	70.7%	8	9.8%	16	19.5%	61	74.4%	21	25.6%

Dunfermline Area 2019/20	
Complaint Category (top 5 reasons for complaints being made)	No of complaints
Inappropriate staff attitude / behaviour	9
Poor communications including lack of notice, consultation & engagement	6
Dissatisfaction with Tenancy Mgt & ASB policy / current arrangements	4
Failure to respond to previous complaint / request for service / enquiry / reported fault	4
Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	4

Dunfermline Area 2020/21	
Complaint category (top 5 reasons for complaints being made)	No of complaints
Dispute with Neighbours	11
Dissatisfaction with policy /current delivery arrangements e.g. timescales, priorities, criteria	8
Unsatisfactory response to previous complaint/ request for service / enquiry / reported fault	8
Inappropriate staff attitude / beviour	6
Dissatisfaction with policy / current arrangements including allocations criteria	4

2.3.10 The numbers of stage 1 and 2 complaints made by customers increased by 44% during 2020-21 with an increase in the numbers of complaints made about Anti-social behaviour issues and the way that complaints were being responded to or dealt with.

2.4 Thriving Places

2.4.1. Rent Collection continued to be challenging during 2020-21. Officers continued to call and text tenants about arrears throughout, however, there was an increase in the numbers of tenants going into arrears. Working in partnership with Revenue Services, Housing Services have continued to work towards the Area Anti-Poverty strategy.

Evictions for rent arrears remain suspended and early intervention remains the focus in order to stop increasing rent arrears. An additional £1 million fund was made

available to tenants from the Housing Revenue Account to mitigate any impact from COVID19. Through this fund we have assisted Dunfermline households to the sum of £29,395.00. We will continue to work with those on furlough and flexible furlough to reduce the impact.

We have continued to improve our on-line services, meaning transactions are easier to complete. Our Housing Management Officers continue to offer assistance to those who may not be as confident with this type of technology. Overall, our rent collection rate has fallen from last year to 97.7%, a reflection of the challenging year.

- 2.4.2 While it has been more difficult to do so during lockdown, we have continued to offer a Tenancy Assistance service to individual tenants who have been deemed to be vulnerable. We have assisted 34 households in the provision of flooring, white goods, and furniture to assist in sustaining tenancies. With the easing of restrictions Housing Management Officers are better placed to offer more practical help in the months ahead.
- 2.4.3 New Build development projects continue to make progress which has added additional stock for letting. This is a welcome development in the Area where there continues to be a large demand for properties in particular for larger disabled properties and from large families.
- 2.4.4 We currently have almost 2400 applicants on our waiting list with approximately 211 allocations being made in 2020/21 so we can only satisfy 1:9 applicants who were on the waiting list. 57% of all allocations were made to homeless applicants, a 5% reduction from 2019-20. There was a 15% increase in allocations to transfer applicants in the same period. As previously indicated, there was a 6% increase in the numbers of offers of housing that were refused by Housing applicants. There was a small reduction in the numbers of presentations made by homeless applicants
- 2.4.5 The Affordable Housing Programme delivered 17 new build properties during 2020/21 with more planned in the future. Table 3 below identifies the individual schemes and breaks down the numbers of units and sizes.

Table 3

New Build Project	No of units	Current status	Comments
Dover site, Lapwing Dr Phase 1a	12	Completed	6 x 4 apt houses 4 x 5 apt houses 2 x 3 apt houses
Dover site, Lapwing Dr Phase 1b	5	Completed	4 x 6 apt houses 2 x 3 apt houses
Dover site, Lapwing Dr Phase 2	8	Handover Due August 2021	2 x 5 apt houses 3 x 4 apt houses 3 x 3 apt houses

Future new build Projects			
Kingseat (Halfway House Site), Main Street	18	Work started on site March 2021 Planned for completion end of 2021	8 Flats, 10 houses Site currently at demolition stage
Muir Road, Townhill	2	Anticipated start in 2021	2 semi-detached special needs bungalows 1 x 4apt, 1 x 3 apt
Blacklaw Road	76	Currently at consultation stage. Start on site anticipated 2022.	

2.4.6 There are currently 368 lock ups (58 blocks) in the Dunfermline area. This year we have successfully carried out the demolition of two sites at Headwell Avenue. In 2021/22, area plans will be revisited with a new focus on demolitions and any essential maintenance for remaining sites to ensure they are wind and watertight. This year's budget allocation has allowed for two sites at Gilfillan Road, 5-12 and 24-32, to be demolished by the end of the year.

2.5 Community Led Services

2.5.1 Tenant engagement has been traditionally been a key issue and development area for the Housing Service and tenants in the last few years While we have not been able to conduct our annual walkabouts during 2020/21 it is anticipated that tenant engagement will increase as the pandemic eases. It is hoped that face to face Tenant and Resident Association meetings will be able to take place again and officers will have opportunities to engage fully with local communities.

2.5.2 Regeneration in Golfdrum Street. A tasking group was set up at the start of 2021 and has meet several times on a 4-6 weekly cycle to deal with the issues identified in the action plan. The Tenants and Residents Group has been consulted extensively along the way. Costs are currently being calculated and broken down for owner's contributions. Where it is possible, the missing shares scheme approach is being looked at as a way that will allow the council to carry out repairs and recoup any costs. This has been a difficulty in the past and one of the reasons why it has taken longer to achieve improvements in the estate.

A community event is planned to consult with residents on their views for improvements in their area. This will have a view towards a Place Led approach involving other parts of Fife Council in order to create a thriving neighbourhood.

2.5.3 Regeneration in Touch. A tasking group has also recently been established for Touch but is at an earlier stage of development than Golfdrum Street. As well as considering physical improvements, this group has been requested attention to community safety issues and maintenance of open spaces. The Community Council other community groups that exist in the estate and the wider community will be consulted on any planned improvements.

2.5.4 Project expenditure from the Housing Projects budget is higher than expenditure in 2019-20. The financial expenditure during 2020-21 was as follows.

Housing Projects Budget 2020/21	£219,000
Expenditure on projects	<u>£195,901</u>
Budget remaining at 31/3/21	£ 23,098
% of Budget Spent	89.5%

2.5.5. Regretfully, it has not always been possible or easy to receive quotes for projects during lockdown and this has curtailed or slowed down work and progress on some projects which would have taken place or would have been identified. Much of the budget was used to support vulnerable tenants during the period when many were confined to their properties as well as increased expenditure on environmental projects. The % of expenditure in 20/21 is slightly higher than the previous year. As mentioned previously we have assisted 34 households with furnishings to the sum of £33,000.

We have also worked with Parks, Streets and Open Spaces to maintain HRA land and the gardens of vulnerable tenants to the sum of £25,858.00. A further £7000.00 has been spent on pest control measures such as pigeon proofing and nest removal. We have resurfaced pathways into Rex Park from Beveridge Street at the request of residents, improving access for health and wellbeing.

We have also worked with the Employability Service to overhaul a garden area assisting with tenancy sustainment and also providing young people the opportunity to learn new skills within their community.

2.5.6 Other than the Golfdrum Street Tenants and Residents Association, few TRA's have been proactive in terms of having meetings by social media during lockdown during 2020- 21. It is understood that the Service's Tenant Participation Team is communicating with local groups, but it is not known how ready any groups are in Dunfermline to reconvene business and meetings at the current time.

3.0 Conclusions

3.1 There is no doubt Coronavirus has impacted on the way that Housing Services have been delivered during 2020/21. However overall, the report continues to be reasonably positive and recognises the good work that local staff, local members, and tenants have carried out to help deliver better housing services across the Dunfermline area. The report highlights areas of good practice as well as identifying areas for improvement or development in the future as we recover from the pandemic.

List of Appendices

1. Housing Performance Outcomes for Dunfermline Area 2018 - 2021

Background Papers

No papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

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Appendix 1.

	City of Dunfermline Area – Housing Services Performance Scorecard		
	2018/19	2019/20	2020/21
Repairs & Turnover			
% of All Repairs completed in timeframe	98.40%	98.40%	97.10%
% of Emergency Repairs completed in Timeframe	99.35%	99.30%	99.10%
Average Time to turn around an empty property	25 days	22 days	39 days
% of rent lost to void properties/empty Houses	0.70%	0.71%	1.20%
No of terminations – mainstream council properties	307	261	248
Number of abandoned tenancies	38	29	19
Abandonments as % of No of terminations	12.40%	11.10%	7.70%
Rent & Arrears			
% of total rent collected	96.70%	98.14%	97.70%
Numbers of tenants in arrears	1,173	973	1,052
Number of tenants due over £250	373	266	713
% of tenants with an agreement to pay	29%	25%	17%
No of tenants evicted	17	8	0
% of tenants claiming Housing Benefit	43%	38%	35%
Allocations & Support			
Total Number of Allocations Made	224	230	211
% of properties allocated Homeless	59%	62.10%	57%
% of properties allocated Transfer	24%	15.20%	30%
% of properties allocated Waiting	17%	22.80%	13%
Total Number of Applicants on Housing Lists	1769	1949	2352
% of offers of Housing refused	20.40%	18.90%	25%

Number of Enhanced Housing Option Interviews	227	254	150
Number of Homeless Presentations	380	355	336
No of Mutual Exchanges	28	20	20
Estate Management			
Number of Breaches of tenancy recorded (Extreme anti-social behaviour 365 days)	24	44	63
Number of Breaches of tenancy recorded (Serious anti-social behaviour 182 days)	106	157	216
Number of Breaches of tenancy recorded Minor anti-social behaviour 56 days)	120	126	181
Housing Project Budget expenditure (spending/budget = %)	£228,167/£219,123 = 104%	£161,449/£220,936 = 73%	£195,901/£219,000 = 89%
Tenant Satisfaction with Neighbourhood Management/Estate	76%	85%	n/a for 20/21
Customer Results (from Fife Customer Satisfaction Survey)			
Tenants' overall satisfaction with Housing Service	83%	82%	n/a for 20/21
Tenant satisfaction with opportunities to participate	82%	83%	n/a for 20/22
Total of Stage 1 & 2 corporate complaints received and dealt with	n/a	57	82
Total Complaints dealt with in timescale	n/a	51 (89%)	61 (74%)
Total number of complaints upheld/partially upheld	n/a	22 (39%)	22 (27%)

25th August, 2021

Agenda Item No. 12

PROPERTY TRANSACTIONS

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

Wards Affected: 1, 5 and 6

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Leases by the Council – New Leases

2.1.1 Site of Substation at Lochhead Landfill Site, off A823, Dunfermline

Date of commencement: 7 May 2021
Rent: £1 per annum
Tenant: SP Distribution plc

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

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City of Dunfermline Area Committee of 5th October 2021			
Title	Service(s)	Contact(s)	Comments
Common Good Annual Report 2020/21		Eleanor Hodgson	
Suicide Prevention Strategy/Death By Despair Update		Andrew Gallacher	
Settlement Trust - Annual Update on Expenditure and Funds Held – 2020/21		Andrew Gallacher	

City of Dunfermline Area Committee of 30 November 2021			
Title	Service(s)	Contact(s)	Comments
Primary School Attainment Update - Dunfermline Area		Gordon Wardrope	