

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

Wednesday, 29 September, 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 meeting of the North East Fife Area Committee of 11 August 2021. 3 - 6
4. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - ST ANDREWS BANDSTAND RESTORATION** – Report by the Head of Communities & Neighbourhoods 7 - 8
5. **PROPOSED WAITING RESTRICTIONS - OLD ST ANDREWS ROAD, GUARDBRIDGE** – Report by the Head of Assets, Transportation and Environment 9 - 11
6. **PROPOSED AMENDMENT TO WAITING RESTRICTIONS - 40 SHANWELL ROAD, TAYPORT** – Report by the Head of Assets, Transportation and Environment 12 - 15
7. **ANNUAL COMPLAINTS UPDATE** – Report by the Executive Director - Communities 16 - 45
8. **CLD AND ANTI-POVERTY UPDATE** – Report by the Head of Communities & Neighbourhoods 46 - 60
9. **SETTLEMENT TRUST - ANNUAL UPDATE ON EXPENDITURE AND FUNDS HELD – 2020/21** – Report by the Head of Communities & Neighbourhoods 61 - 67
10. **NOTICE OF MOTION** – In terms of Standing Order No. 8.1(1), the following Notice of Motion has been submitted:-

"The North East Fife Area Committee congratulates the Principal, the 'Doctors, Masters and Scholars' and all staff of the University of St Andrews upon achieving the top ranking in the Times & Sunday Times Good University Guide for 2022, the first time that a university other than Oxford or Cambridge has topped this table. While Scots might rightly observe 'Guid gear comes in sma bulk' the Greeks also had a word, or rather two words, for this achievement: Aien aristuein, 'always excel' or 'always to be the best' which is fittingly the motto of our top-class University."

Proposed by Councillor Jane Ann Liston
Seconded by Councillor Tim Brett

11. **NOTICE OF MOTION** – In terms of Standing Order No. 8.1(1), the following Notice of Motion has been submitted:-

"North East Fife Area Committee notes that Her Majesty The Queen has agreed that competitions may be held for a grant of city status to mark Her Platinum Jubilee in 2022. Applications must be made the local authority and therefore the Area Committee acknowledges that the appropriate governance will be required before an application is submitted. The Area Committee is aware that the Royal Burgh of St Andrews Community Council has indicated that it wishes to regain its historical city status. The Committee agrees to offer its support to this application in consideration of any formal Council decision".

Proposed by Councillor Jane Ann Liston
Seconded by Councillor Tim Brett

12. **PROPERTY TRANSACTIONS** – Report by the Head of Assets, Transportation and Environment 68 - 69
13. **NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME** 70 - 72

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

Lindsay Thomson
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22 September, 2021

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2021 NEFAC 190

THE FIFE COUNCIL - NORTH EAST FIFE AREA COMMITTEE – REMOTE MEETING

11 August 2021

9.30 a.m. – 11.30 a.m.

PRESENT: Councillors Donald Lothian (Convener), Tim Brett, Bill Connor, John Docherty, Andy Heer, Margaret Kennedy, Jane Ann Liston, David MacDiarmid, Karen Marjoram, Tony Miklinski, Jonny Tepp, Ann Verner.

ATTENDING: Donald Grant, Community Manager, (North East Fife), Communities & Neighbourhoods; Nicky Connor, Director of Health & Social Care, Fiona McKay, Divisional General Manager (Interim), Health & Social Care; Linda Turner, Service Manager, Environmental Health (Public Protection), Economy, Planning & Employability Services; Ross Speirs, Service Manager (Structural Services), Martin Kingham, Service Manager, Roads Network Management, Vicki Connor, Co-ordinator (Programme & Financial Management); Roads & Transportation Services; and Elizabeth Mair, Committee Officer, Legal & Democratic Services.

ALSO ATTENDING: Robbie Blyth, Head of Operations, Fife Coast & Countryside Trust and Steve Archibald, SEPA (for Para. 365 only).

APOLOGIES FOR ABSENCE: Councillors Linda Holt, Dominic Nolan, Bill Porteous and Brian Thomson.

362. DECLARATIONS OF INTEREST

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

363. MINUTE

The Committee considered the minute of meeting of the North East Fife Area Committee of 9th June, 2021.

Decision

The Committee agreed to approve the minute.

364. CARE AT HOME WAITING TIMES - NORTH EAST FIFE

Previous Minute Reference - Paragraph 357 of 2021.NEFAC.186 - North East Fife Area Committee of 9 June 2021 refers.

The Committee considered a report by the Divisional General Manager (Interim), Health and Social Care, giving an overview of care at home waiting times in the North East of Fife.

Decision/

Decision

The Committee agreed:-

- (1) to note the contents of the report;
- (2) that an update report be submitted to this Committee in 12 months' time; and
- (3) that a briefing note advising on the outcome of the discussions with Scottish Care and the internal recruitment process be issued to members in due course.

Councillor Tepp joined the meeting during consideration of the above item.

365. EDEN CONTAMINATION INCIDENT

Previous Minute Reference - Paragraph 358 of 2021.NEFAC.187 - North East Fife Area Committee of 9 June 2021 refers.

The Committee considered a report by the Head of Assets, Transportation and Environment providing an overview of the River Eden contamination incident in October 2018 and advising on the wider enforcement roles of Fife Council, Fife Coast and Countryside Trust and Scottish Environment Protection Agency (SEPA) in relation to waterbodies generally.

Decision

The Committee agreed:-

- (1) to note the contents of the report which had been requested to provide clarification on the River Eden contamination incident;
- (2) to note the information provided on Fife Council's, Fife Coast and Countryside Trust's and SEPA's roles and responsibilities in relation to waterbodies; and
- (3) to write to Scottish Water to ask what changes had been made regarding staff training following this incident.

Councillor Kennedy left the meeting following consideration of the above item.

366. QUALITY STREET, GAULDRY - PROPOSED ALTERATION TO EXISTING STOPPING UP

The Committee considered a report by the Head of Assets, Transportation and Environment in respect of proposed alterations to the existing stopping up order in place on Quality Street, Gauldry.

Decision/

Decision

In the interests of accessibility and road safety, the Committee:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing No. TRO/21/35 attached to the report, with all ancillary procedures; and
- (2) authorised officers to confirm the Order within a reasonable period unless there were objections.

367. HIGH STREET, NEWBURGH - PROPOSED ALTERATIONS TO EXISTING WAITING RESTRICTIONS

The Committee considered a report by the Head of Assets, Transportation and Environment in respect of proposals to amend the existing waiting restrictions on High Street, Newburgh.

Decision

In the interests of accessibility and road safety, the Committee:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing No. TRO/21/36 attached to the report, with all ancillary procedures; and
- (2) authorised officers to confirm the Order within a reasonable period unless there were objections.

368. TRAFFIC REGULATION ORDERS

Previous Minute Reference - Paragraph 339 of 2021.NEFAC.179 - North East Fife Area Committee of 21 April 2021 refers.

The Committee considered a report by the Head of Assets, Transportation and Environment providing information on the policy and monitoring of Traffic Regulation Orders (TROs) agreed by the Committee and including a position statement on any outstanding items.

Decision

The Committee agreed:-

- (1) to note the contents of the report;
- (2) that an update report be submitted to this Committee in 12 months' time; and
- (3) that a briefing note on progress be circulated to members at the end of 2021.

369./

369. 2020-21 AREA ROADS PROGRAMME - FINAL REPORT

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

Decision

The Committee noted the contents of the report and appendices.

370. PROPERTY TRANSACTIONS

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

Decision

The Committee noted the contents of the report.

371. NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME

The Committee considered the Forward Work Programme for the North East Fife Area Committee.

Decision

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

29 September 2021

Agenda Item No. 4

Local Community Planning Budget Request – St Andrews Bandstand Restoration

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 18 - St. Andrews

Purpose

To seek agreement from the Area Committee for a contribution from the Local Community Planning Budget (LCPB) for Ward 18.

Recommendation

The Committee is asked to agree to an allocation of £42,500 towards the costs of the St Andrews Bandstand restoration project.

Resource Implications

There is sufficient funding available in the Local Community Planning Budget should this contribution be agreed.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Ward 18 members have been consulted and are supportive of the application.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Ward 18 element of the Local Community Planning Budget.

2.0 Project Information

- 2.1 The purpose of this project is to restore the bandstand to the condition and status worthy of a prominent St Andrews landmark. Since its last refurbishment over 20 years ago the bandstand has been poorly maintained and has, to some degree, fallen into disrepair. The paintwork needs to be replaced with materials that will withstand the salty environment of the Bow Butts. At present the ironwork shows significant signs of rusting. Several parts of the upper decorative ironwork are broken and need to be replaced. Research of historic photographs held by St Andrews Preservation Trust indicate that the original decorative balustrade railings around the bandstand were removed in the 1970s and it is the intention of this project to restore the bandstand balustrade to its former decorative status. It is proposed that the St Andrews bandstand restoration project will be completed before the 2022 Open Championship.
- 2.2 The bandstand is located in the Bow Butts in a prominent position in the town, close to the Old Course, adjacent to the Royal & Ancient Clubhouse and en route to the West Sands. It is of great importance to St Andrews that the condition of this significant historical landmark is not allowed to deteriorate further to a point where restoration would become too difficult or completely unviable. Townspeople, along with many visitors to St Andrews, have traditionally enjoyed the Sunday afternoon brass band concerts during July and August.
- 2.3 St Andrews Community Council commissioned Walter MacFarlane & Co to produce a Condition Report and Restoration Proposals. The cost to restore the Bandstand, along with a fixed cost for annual maintenance and repairs for the next 20 years is £85K.
- 2.4 Contributions towards the overall cost of the project have been received from St Andrews Pilgrim Foundation (£20K), St Andrews Community Trust (£5K), R&A Members' Club Committee (£2K) and the R&A Golf Development Committee (£15K). A contribution of £42.5K from the LCPB will ensure that this project can proceed.

3.0 Conclusion

- 3.1 Support from the Local Community Planning Budget will ensure that this prominent landmark is restored for future generations to enjoy.

List of Appendices

None

Background Papers

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

Report Contact

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29th September 2021

Agenda Item No. 5

Proposed Waiting Restrictions – Old St Andrews Road, Guardbridge

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

Wards Affected: Ward 17– Tay Bridgehead

Purpose

The purpose of this report is to allow the North East Fife Area Committee to consider proposals to introduce “No Waiting at Any Time” restrictions on Old St Andrews Road, Guardbridge.

Recommendation(s)

It is recommended, in the interests of accessibility and road safety, that Committee:

1. agrees to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO/21/41 with all ancillary procedures; and
2. authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

Resource Implications

The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £2,000, which covers Roads & Transportation Services' and Legal Services' staff costs, advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

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 have been completed. No negative impacts have been identified.

Consultation

The local Ward Councillors, Parking Management team and Police Scotland have been advised.

Formal consultation required by the Roads Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper and on the affected length of roads. In addition, details of the proposed TRO will be made available on Fife Council's website.

1.0 Background

- 1.1 Old St Andrews Road is an on-road section of National Cycle Route 1 connecting Leuchars through Guardbridge to St Andrews.
- 1.2 The access road connecting Old St Andrews Road with the A91 lies at an angle and is quite narrow.

2.0 Issues and Options

- 2.1 The main issue is vehicles being parked on the junction opposite Edenside Motor garage. The Highway Code deems parking within 10m of a junction as unsafe.
- 2.2 Representations have been received from local councillors and road users about the lack of visibility at this junction due to vehicles parked on the junction. This creates a hazard for pedestrians, cyclists and motorists as they are not able to clearly see other road users. It also creates a conflict with vehicles turning and encountering oncoming vehicles on the wrong side of the road.
- 2.3 In order to improve visibility at this junction, it is proposed to introduce a “No Waiting at Any Time”, double yellow line restriction on the Old St Andrews Road junction as detailed on drawing number TRO/21/41.

3.0 Conclusions

- 3.1 In the interests of road safety, it is recommended that a TRO is promoted to introduce “No Waiting at Any Time” restrictions on Old St Andrews Road, Guardbridge, as detailed on drawing number TRO/21/41.

List of Appendices

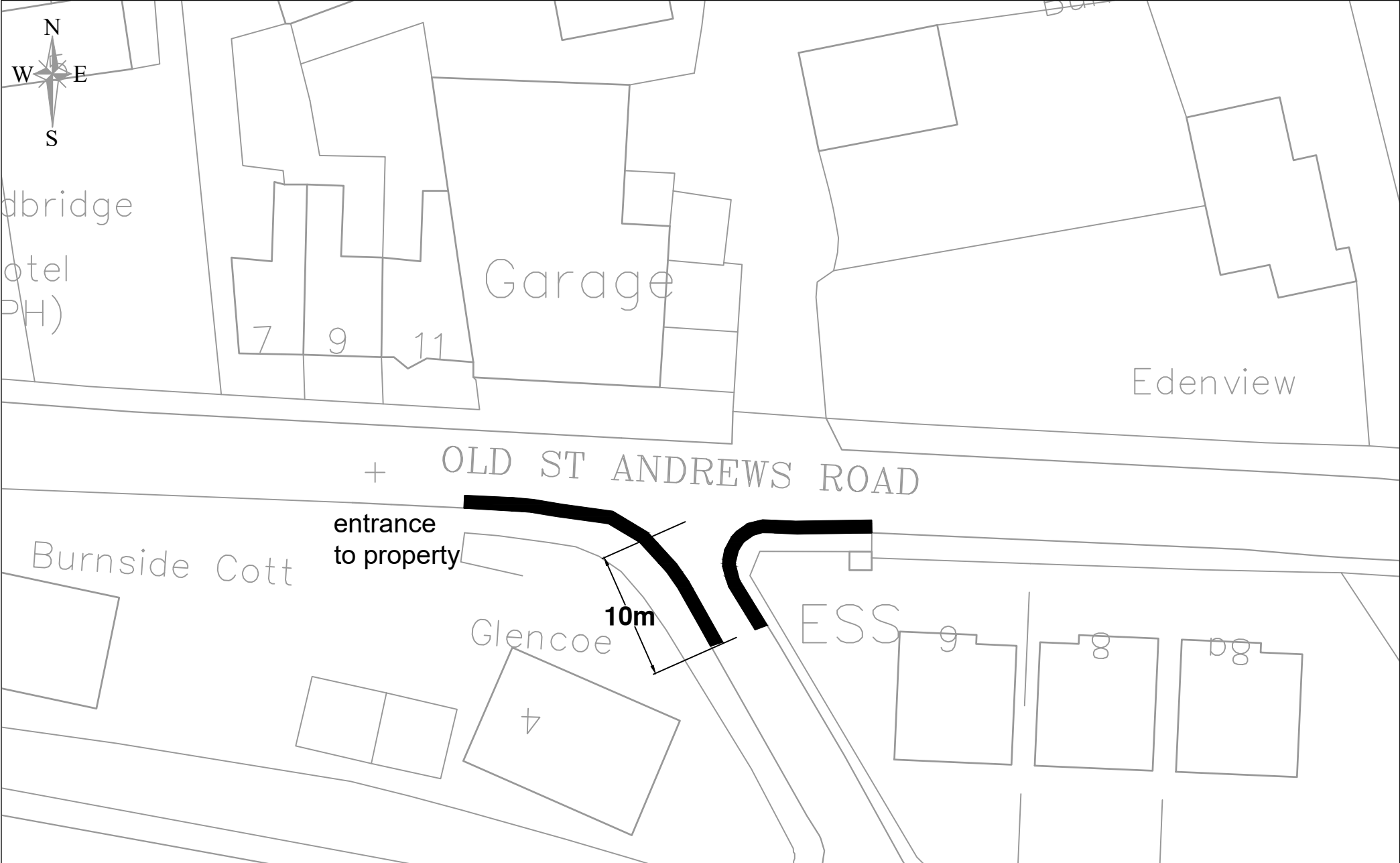
1. Drawing No. TRO/21/41

Background Papers

1. None

Report Contact


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DESIGNED	DS	REV	AMENDMENTS	BY	APPD	DATE
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2021						

HEAD OF SERVICE - KEN GOURLAY

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 **No waiting at any time**

Fife COUNCIL ASSETS, TRANSPORTATION and ENVIRONMENT

No waiting at any time restrictions
Old St Andrews Road Guardbridge

SCALE: NTS DRAWING No. TRO/21/41

29 September 2021

Agenda Item No. 6

Proposed amendment to waiting restrictions – Shanwell Road, Tayport

Report by: Ken Gourlay, Head of Assets, Transportation and Environmental Services

Wards Affected: Ward 17 – Tay Bridgehead

Purpose

The purpose of this report is to allow the North East Fife Area Committee to consider a proposal for amending the waiting restrictions on Shanwell Road, Tayport.

Recommendation(s)

It is recommended, in the interests of road safety, that Committee:

- i) Agrees to the amendments to the waiting restrictions on Boat Brae and Boat Road as detailed on dwg. no. TRO21/40/1 (Appendix 1) with all ancillary procedures; and
- ii) Authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

Resource Implications

The cost to formally promote this TRO and deliver the associated signing and lining works will be approximately £3,000, which covers Roads & Transportation and Legal Services staff costs and advertising. This will be met from approved Service budgets.

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 and community council have been advised and Police Scotland supports the proposals.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper and on the affected length of roads. In addition, details of the proposed TRO will be made available on Fife Direct.

1.0 Background

- 1.1 Prior to March 2020 there were reported instances of congestion on Shanwell Road, Tayport on Sundays during car boot sales. This was being caused by indiscriminate and irresponsible car parking which restricted carriageway width to such an extent that public bus services could not pass. When this occurred, it effectively prohibited traffic flow to/from around 100 residential properties and a number of businesses until the obstruction was cleared.
- 1.2 During the Covid-19 pandemic national public health guidance prohibited this type of events, so the issue did not occur as frequently. However, with the relaxation of the restrictions, the events were resumed, albeit on a reduced frequency and the issue returned.
- 1.3 This issue was initially dealt with by the introduction of a Temporary Traffic Regulation Order, whereby the car boot sale organisers place traffic cones when the events are held.
- 1.4 However, with recent developments in the area, such as the opening of the Larrick Centre as a campsite, the congestion is expected to become more frequent as visitors return to the area.

2.0 Issues and Options

- 2.1 When the temporary restrictions were circulated to the community, requests were received for the introduction of further restrictions around the entrance to the Larrick Centre to assist the manoeuvring of larger vehicles which will visit this facility.
- 2.2 Shanwell Road is not wide enough to allow parking on both sides of the road whilst leaving adequate road space for through traffic, therefore restrictions are required. It is proposed that waiting restrictions are introduced on the east side of Shanwell Road southwards from the existing for a distance of around 94 metres and on the east side from the south building line of number 15 for a distance of around 90 metres. It is also considered necessary to introduce waiting restrictions to the campsite for around 30 metres, as shown in Appendix 1.
- 2.3 The proposed restrictions will allow active loading/unloading for local businesses and frontagers.
- 2.4 The proposed waiting restrictions will help with the safe passage of all traffic whilst maintaining a balance with the demand for on street facilities for residents and businesses.

3.0 Conclusions

- 3.1 It is considered that, in the interest of road safety, the amendments to existing waiting restrictions are approved and promoted.

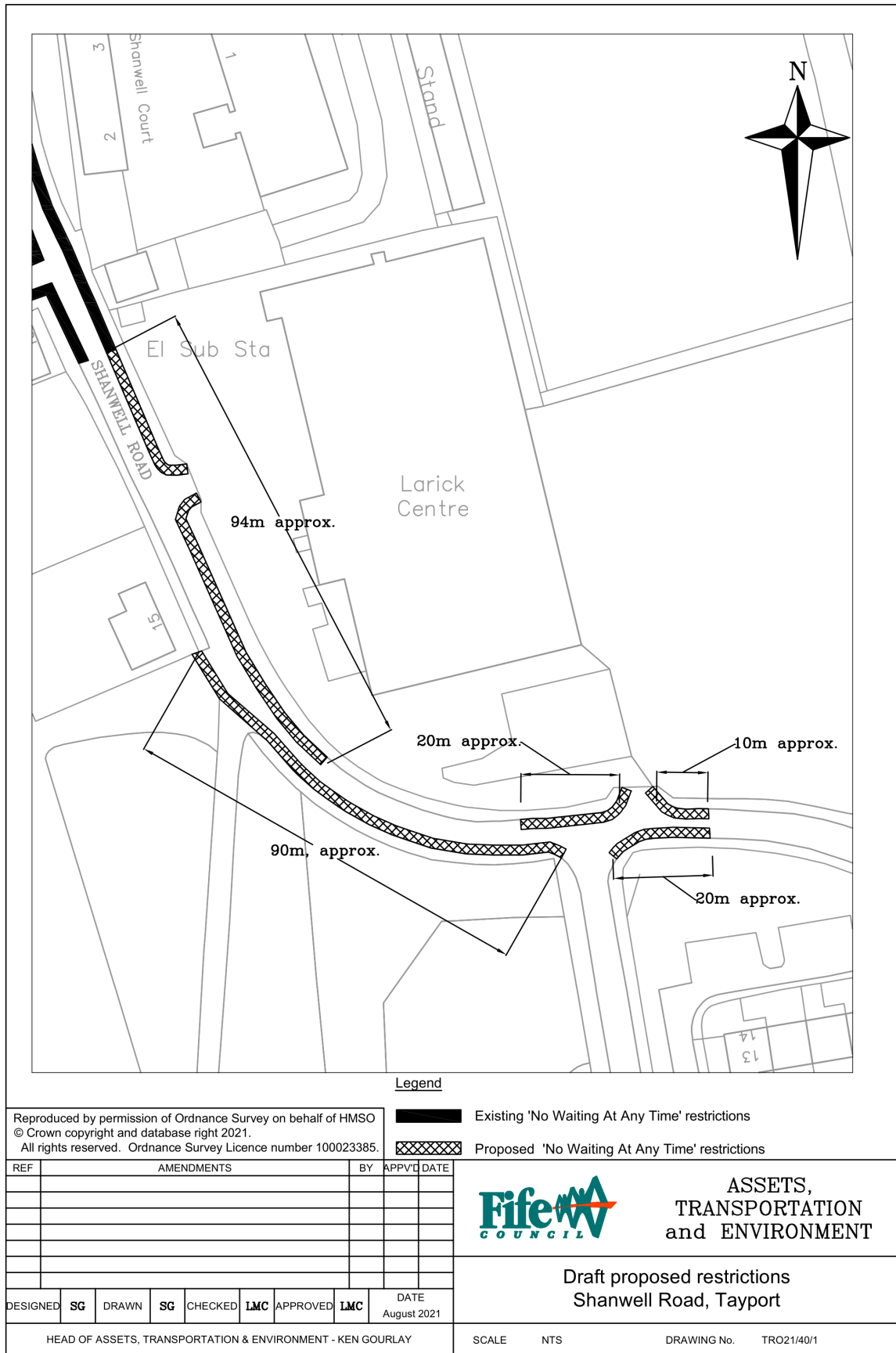
List of Appendices

1. Drawing No. TRO21/40/1

Background Papers - None

Report Contact

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29 September 2021

Agenda Item No: 7

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All North East Fife Wards

Purpose

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

2.0 Area Complaints

Volume & responsiveness – North East Fife Area

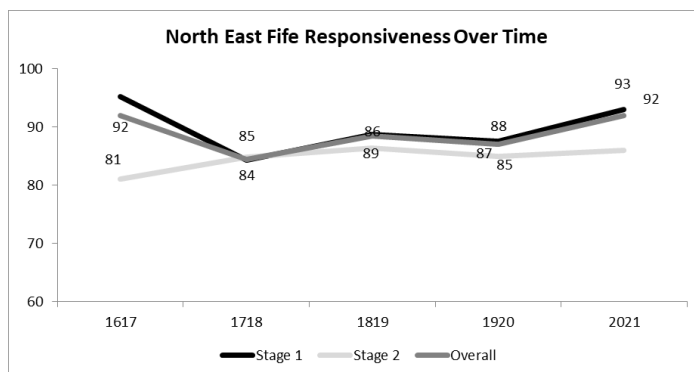
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	459	422	92% (19/20 87%)
Stage 1 (5 days)	393 (86%)	365	93% (19/20 88%)
Stage 2 (20 days)	66 (14%)	57	86% (19/20 85%)

- 498 complaints were received relating to the North East Fife area in 20/21 of which 459 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 stage 1 complaints immediately if we can but at least within 5 working days. Stage 2 should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness has improved over last year where the % of all complaints closed in target timescales increased from 87% to 92%, and above the Council average. Similarly, stage 1 and stage 2 improved. The average time to close all complaints increased (poorer performance) from 7.5 working days to 8.1 working days, impacted by 7 historic Education cases closed at year end during migration to the new procedure. The Council average was 6.6 working days.

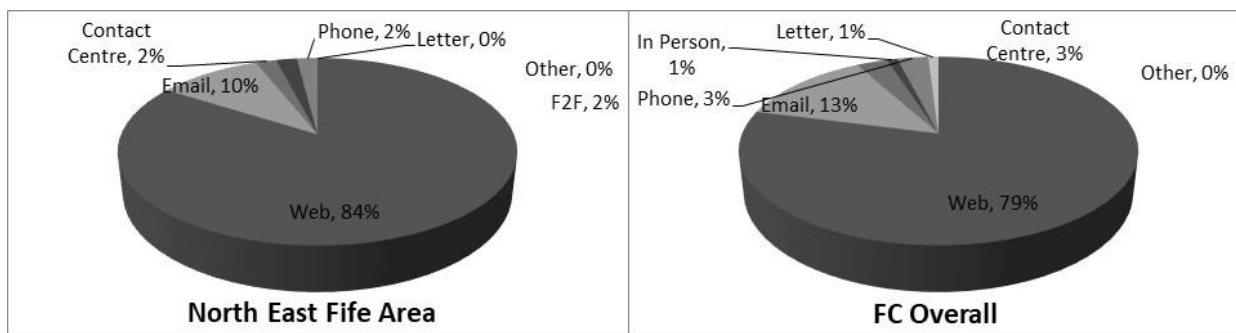
Volume & responsiveness - Fife Council overall

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)

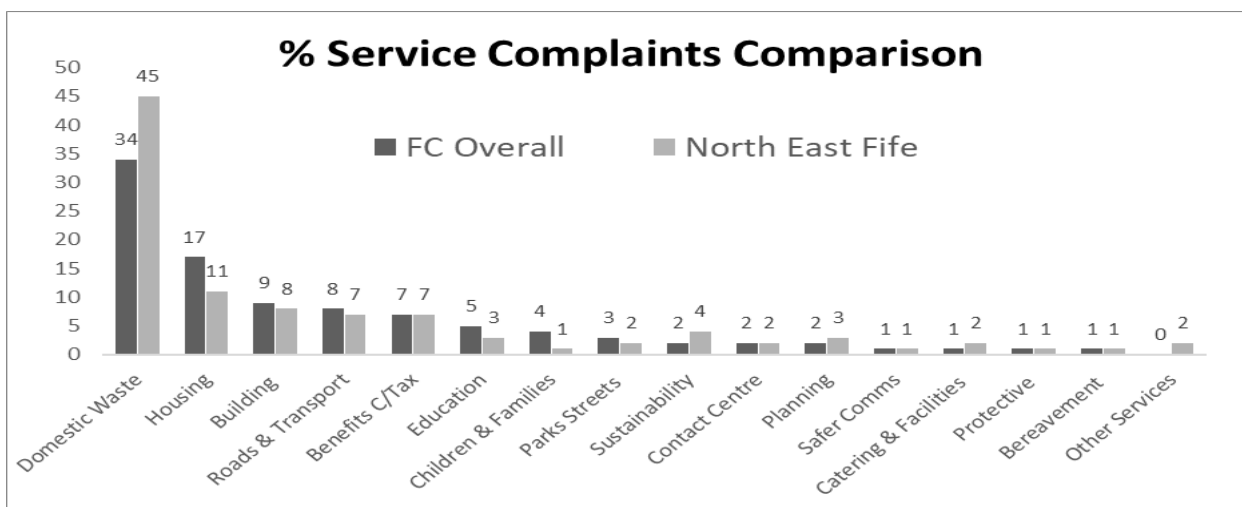
2.1 The general trend in time to respond to complaints in timescale is one of a gradual improvement over the last four years regularly above the Council average.



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 (56% in 19/20) for the North East Fife area, clearly this increase is attributed to the pandemic and the main channel available to customers.



Reason for complaints (upheld and not upheld) as a percentage of all complaints



2.3 Differences of note include that there are proportionally more complaints concerning Domestic Waste. The largest category for these complaints is “Failure to collect / empty bin”. This remains from last year with the same proportionality. The volume is however lower than last year.

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

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
Education *note	4	50%	11	18%	15	27%
Safer Comms	6	67%	1	100%	7	71%
Transportation	28	75%	4	100%	32	78%
Parks Streets	7	86%	0	100%	7	86%
Building	38	89%	1	100%	39	90%
Housing	41	93%	7	100%	48	94%
Sustainability	14	93%	3	100%	17	94%
Benefits C/Tax	29	97%	2	100%	31	97%
Domestic Waste	186	97%	19	100%	205	98%
Audit & Risk	2	100%	1	100%	3	100%
Bereavement	2	100%	0	100%	2	100%
Business Support	1	100%	0	100%	1	100%
Catering	11	100%	0	100%	11	100%
Chief Executive	0	100%	1	100%	1	100%
CLD	1	100%	0	100%	1	100%
Contact Centre	9	100%	0	100%	9	100%
Children Families	5	100%	2	100%	7	100%
CSI	3	100%	0	100%	3	100%
Legal Democratic	3	100%	0	100%	3	100%
Planning	3	100%	12	100%	15	100%
Protective	0	100%	2	100%	2	100%
Total	393	93%	66	86%	459	92%

Note - performance impacted by the administrative closure of 7 cases at year end

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

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Safer Communities	Anything that doesn't fit within other categories.	0	2	4	0	2
	ASB neighbour dispute	0	1	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Fixed Penalty Notice	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Inconsiderate / inappropriate use of council vehicle	1	0	0	0	0
	Poor communications (including lack of notice consultation and engagement)	1	0	0	1	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	0	0	0
	Total	5	4	4	1	7
Audit & Risk Management	Anything that doesn't fit within other categories.	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Lack of / incorrect information	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Total	0	0	1	0	3

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Bereavement Services	Damage / vandalism to property e.g., headstones	1	0	0	1	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	2	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Untidy / overgrown vegetation	1	0	2	0	0
	Total	3	1	2	3	2
Building Services	Anything else that doesn't fit above categories	0	0	0	0	3
	Card left when tenant in property	0	2	0	0	2
	Council vehicle - driving behaviour/standards	1	2	1	2	0
	Council vehicle - parking	0	1	0	0	0
	Delay in start / completion of work	4	4	1	0	2
	Environmental	0	1	0	0	0
	Failure to attend at time advised / agreed	4	0	4	3	1
	Failure to fix first time	6	3	6	7	5
	Failure to meet timescales for job	1	0	2	3	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	1	2
	Health & safety / dangerous occurrence	0	0	0	2	4
	Inappropriate staff attitude / behaviour	5	1	7	3	5
	Noise levels from work activities	0	1	0	0	0
	Poor communications - advance notice of work not given	0	0	0	2	1
	Poor communications - internal breakdown Building Services	2	0	0	3	0
	Poor communications - internal breakdown with other council areas	1	0	0	1	1
	Poor communications - poor regarding work being/to be undertaken	3	0	4	3	4
	Standard of workmanship - damage	5	4	3	1	1
	Standard of workmanship - mess	3	1	7	3	3
	Standard of workmanship - tenant unhappy with work	1	5	5	2	3
	Unplanned additional work required following repair/installation	0	1	0	1	0
	Total	36	27	40	37	39
	Inappropriate staff attitude / behaviour	1	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Business Support	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Total	2	0	0	1	1
Catering & Facilities	Anything that doesn't fit within other categories	4	0	0	0	0
	Inappropriate staff attitude / behaviour	2	0	0	0	3
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	2
	Meal options	1	0	0	0	2
	Meals on wheels service not correct	0	0	0	1	0
	Non delivery of service	0	0	0	0	1
	Quality of meals	0	0	0	1	0
	Quality of the service provided	1	0	0	0	1
	Standard / condition of council buildings includes toilets	0	0	1	0	0
	Standard of service cleanliness, damage etc.	1	5	1	1	2
	Total	9	6	2	3	11
Contact Centre	Anything that doesn't fit within other categories.	2	0	1	0	0
	Disagree with Council policy	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	3	0
	Inappropriate staff attitude / behaviour	2	3	2	3	4
	Incorrect information given	0	0	1	1	2
	Incorrect timescales given	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	2	0	1	1
	Time taken to answer call	1	2	18	7	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	2	1
	Wrong information given	0	1	1	0	0
	Total	5	9	24	17	9
Customer Service Improvement	Anything that doesn't fit within other categories.	0	0	0	2	1
	Content of Web page	1	0	1	0	1
	Unable to locate information	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Total	1	0	1	3	3
Democratic Services	Anything that doesn't fit within other categories.	0	0	0	1	2
	Disagreement with decisions	0	2	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	3	0	0	0
	Redirected to The Commissioner for Ethical Standards in Public Life in Scotland	0	3	0	0	0
	Total	1	9	0	1	2
Children & Families	Anything that doesn't fit within other categories.	0	0	0	0	1
	Dissatisfaction with assessment outcome – Parent / Carer	0	1	0	2	1
	Dissatisfaction with assessment outcome – Child / Young Person	0	0	0	1	1
	Dissatisfaction with policy / current delivery arrangements	1	2	0	0	1
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	1
	Unacceptable standard of care / support families	2	0	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Unacceptable standard of care looked-after children	1	0	0	0	0
	Total	4	7	0	5	6
Education	Access to facility	0	0	0	0	1
	Accidents, injuries e.g., physical education fights etc.	0	2	0	0	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case.	0	0	0	1	7
	Anything that doesn't fit within other categories.	10	2	4	4	1
	Bulling by staff	0	3	0	0	1
	Bullying by pupil	1	0	1	6	0
	Dissatisfaction with policy current arrangements	3	15	8	8	1
	Inappropriate staff attitude behaviour	1	6	4	1	2
	Placement request decisions	0	0	0	0	2
	Poor communications including lack of notice consultation engagement	0	1	0	3	0
Standard of supervision	1	1	0	0	0	
Unsatisfactory response to previous complaint request for service enquiry / request / reported fault	1	0	0	0	0	

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Total	17	30	17	23	15
Domestic Waste	Anything that doesn't fit within other categories.	4	2	0	0	2
	Bin not returned properly / bin is missing	5	3	3	3	3
	Bulky not collected / only part collected	0	2	2	4	17
	Collection has left spilt waste in street / at property	0	0	2	0	1
	Customer turned away / refused entry	0	1	4	4	7
	Damage to vehicles / property during bin collection	2	1	2	3	3
	Dissatisfaction with location of recycling point	0	0	0	1	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	3	6	7	17	20
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	1	6
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	3	0	4	8	22
	Dissatisfaction with standard of street cleanliness	0	0	0	0	2
	Dissatisfaction with Take Out & Return TOR service	3	3	9	7	9
	Failure to collect / empty bin	16	34	48	26	93
Failure to respond to previous complaint / request for service / enquiry / reported fault	0	3	7	4	2	

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Household waste dumped in street / garden / yard	1	0	1	0	0
	Inappropriate staff attitude / behaviour	1	3	6	2	13
	Inconsiderate / inappropriate use of council vehicle	2	1	1	0	3
	Mess / Litter around recycling point	0	0	2	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	2	2
	Total	40	59	101	82	205
Housing	Anything that doesn't fit within other categories.	2	1	0	3	3
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	3	0
	Assessment of FHR - Dissatisfaction with time taken	0	0	1	0	0
	Debt management arrangements	0	0	1	1	0
	Delays in start / completion	4	1	1	5	2
	Dispute with neighbours	3	3	4	5	2
	Dissatisfaction with policy / current arrangements	5	1	2	4	4
	Dissatisfaction with policy / current arrangements including allocations criteria	5	4	1	3	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	12	2	8	9	11
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	0	1	1	1
	Drugs	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	5	1	4
	Fencing	0	0	0	2	0
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	0	1	0
	Inappropriate staff attitude / behaviour	1	2	6	8	2
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	1	0	0	1	0
	Missed from programme	0	0	0	1	0
	Mutual repairs	1	0	2	1	2
	Noise	1	1	1	1	2
	Pets & animals	0	1	1	1	0
	Poor communications including lack of notice, consultation & engagement	2	4	3	6	7

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor condition / standard of housing	6	2	1	2	3
	Poor standard/condition of property at start of tenancy	0	0	1	1	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	1	2	1	1	0
	Redecoration allowance	0	0	1	0	0
	Rubbish	0	2	2	1	0
	Snagging issues	0	0	1	0	0
	Support plans	0	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2	3	0
	Waiting times	2	1	0	1	2
	Total	47	29	46	69	48
Parks Streets & Open Spaces	Access to Park	0	0	1	0	0
	Anything that doesn't fit within other categories.	0	0	0	1	0
	Damage to private property	0	0	1	0	1
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc.	0	1	1	0	0
	Dissatisfaction with roadside litter	0	0	0	1	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with standard of street cleanliness	0	0	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Footpath clearance	1	0	1	0	0
	Grass cutting	2	2	1	1	1
	Grounds maintenance policy	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	2	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	1	1	1
	Location of Tree	0	0	0	0	1
	Overhanging / Damaged Trees & Shrubs	0	1	1	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Untidy / overgrown vegetation	0	1	0	0	0
	Weed killing areas	0	2	1	0	0
	Total		4	8	10	4
Planning	Anything that doesn't fit within other categories.	5	0	0	0	2
	Contravention of planning permission / no permission	2	0	0	0	0
	Delays in decisions / non-compliance with timescales	0	1	0	1	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Discrimination race, gender, religion etc	0	0	0	1	0
	Dissatisfaction with policy / delivery arrangements	4	4	3	0	1
	Failure to follow process	0	4	1	5	3
	Failure to respond	0	0	1	2	0
	Inadequate consideration of objections	2	1	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	4	0
	Poor quality of assessment	0	0	4	2	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	1	2	4
	Total	14	10	11	17	15
Protective Services	Anything that doesn't fit within other categories.	1	0	1	1	0
	Dangerous products / premises includes tattoo parlours	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	0	1	0
	Inappropriate staff attitude / behaviour	0	2	2	0	2
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Total	4	2	4	2	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Benefits & C/Tax	Admin error	2	4	8	4	2
	Anything that doesn't fit within other categories.	0	2	1	0	3
	Availability of advisor	1	0	0	0	0
	Data Protection	0	0	0	1	0
	Disagree with legislation	4	1	1	3	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	0	4	3	1
	Lack of / incorrect information	7	7	4	7	4
	Poor communications including lack of notice, consultation & engagement	2	0	3	0	0
	Procedures / policy	6	5	8	1	6
	Service provision Covid 19	0	0	0	0	1
	System failure	0	1	0	0	1
	Time taken to process enquiry	3	1	6	1	11
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
Total		25	21	37	20	31

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	0	7	5
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	0	0	2	2
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance etc.	0	0	0	0	2
	Dissatisfaction with service provided	0	0	0	0	1
	Grit bin empty / not refilled	0	0	0	1	0
	Inadequate notification or consultation about installation of new street lighting	0	0	0	1	1
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Insufficient number of grit bins provided	0	0	0	0	1
	Localised flooding due to damaged drains / water mains	0	0	0	3	3
	Major flooding due to overspill from sea, rivers & burns	0	0	0	0	1
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	1	0
	Operator Scotrail issues: Ticket issue/staff/information	0	0	0	1	0
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	0	0	1	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor condition of footpath / cycle path	0	0	0	1	0
	Poor condition of road markings e.g., white lining	0	0	0	0	1
	Poor condition of town centres / pedestrianised areas including street furniture e.g., seats, bins, bollards etc	0	0	0	1	0
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	1	2
	Potholes / poor condition of road surface	0	0	0	7	7
	Public Transport Information timetables, electronic screens, bus stop timetables	0	0	0	1	0
	Street light repairs	0	0	0	1	3
	Traffic concerns including traffic noise / volume / speed	0	0	0	2	0
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	0	2	0
	Total	16	27	17	33	32
Sustainability	Customer turned away / refused entry	0	0	0	0	3
	Dissatisfaction with policy / current organisational arrangements including opening times	0	2	1	2	13
	Inappropriate staff attitude / behaviour	1	0	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Total	1	3	2	2	17
Welfare Fund	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Total	1	0	1	0	0

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

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>With regards to refuse collection, on Wednesday last, 29th April 2020, our street duly put out the blue and brown bins. During the morning, the refuse lorry came and emptied the blue bins. Come Wednesday night the brown bins had not been emptied. As per Council instructions, the bins stayed out. By Friday night, they still hadn't been emptied. Strangely, several streets locally including the very next block had theirs emptied. I got in touch with the Council, by email, and was instructed to keep the brown bin out, and it should be emptied before Sunday. It never happened. I got in touch again today, Monday 4th May 2020, to be told the next collection will be 4 weeks from now. This is highly inconvenient, as the bins are full of garden and food waste as it is, and the local recycling centres are closed. If I bag up waste and put it out with the brown bin next time, by Council's own rules anything outside the bin will not be lifted. Appears to be a losing situation for us.</p> <p>Outcome: <i>Complaint upheld. Supervisor contacted customer and offered apology. Crews returned to empty bins.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>I received a postcard on 7 September informing me of my gas service on 10 September. I can't get time off work with 3 days' notice, I tried to phone but couldn't get through so emailed asking it to be rescheduled but they still turned up, I tried to phone for 2 weeks to get another visit but couldn't get through again so emailed to get informed it was booked for 2 October I didn't know about thus appointment were they just going to turn up without me being notified, tried to change date but they wouldn't change date and got informed if no one was in they would break in on next visit. I was told if I couldn't be in someone else would need to be in my house even though government has told us we aren't allowed in other people's houses, so you were asking me to break the law which I won't do eventually agreed to picking key up from neighbour. You really need to sort your customer services out and be more flexible with appointments for people that work and give more than 3 days' notice of visits. The engineer was very good have no complaints about him, he was very cheerful and pleasant my neighbour said. Not happy at all about the level of service received.</p> <p>Outcome: <i>Complaint upheld, apology offered to customer and spoken to staff ensure letters are sent in a timely manner.</i></p>

Service Area	Category	Complaint (summarised / redacted)
Building Services	Inappropriate staff attitude / behaviour	<p>I had arranged for an annual gas safety check appointment via email on mobile working for today. This was selected as I am home schooling my children and as it is a holiday today, there would be no disruption to the children. In the email to mobile working, I had asked that one workman arrive and stated myself and my child are high risk to Covid-19 due to health conditions. Today two workmen arrived and his apprentice. Neither were wearing face masks or gloves, nor were they 2 metres apart. I tried to explain to the engineer that only one workman would be getting access. He abruptly interrupted me and stated he's an apprentice he has to learn, you'll need to call and re arrange for someone without an apprentice. At this point he had already had a yellow card in his hand from when the door was answered. It had the job number and his name already written on the card, he put in today's date and ticked AM. Why was this card pre-filled the door was answered within seconds of it being knocked? I asked why the engineer couldn't come in himself and complete the job as arranged. He then turned gave me the card and walked away and got into an unmarked silver van.</p> <p>We are under Tier 4 lockdown restrictions and they had breached Covid-19 regulations. I had made this quite clear during the booking. I certainly don't need someone who is entering multiple homes attempting to come into my property whilst wearing no mask or gloves and then refuse to enter when I stated only one person would get access, being fully compliant with Covid-19 regulations. Then to have the engineer be cheeky, abrupt and walk away when being asked a question is unnecessary and unacceptable. I would request that one workman attend my property as previously requested and to respect myself and my family's health and to be wearing a face mask and gloves which is required under covid regulations especially whilst working inside the property. The engineer should also alter his behaviour and attitude, whilst he has an apprentice under his care this does not show a good example to them nor to members of the public. Having two men present with the elder of the two speaking to a woman in that manner during these troublesome times is wrong and unacceptable and therefore I would like an apology and for these actions not to be repeated especially as my young children had to see and hear this also.</p> <p>Outcome: <i>Complaint partially upheld. Supervisor contacted customer with an apology and engineer spoken with and requested the engineer to change their procedure in approaching specific cases and wearing of PPE and contacted lead officer from the Contact Centre to ensure the customer's request is transferred correctly for future.</i></p>

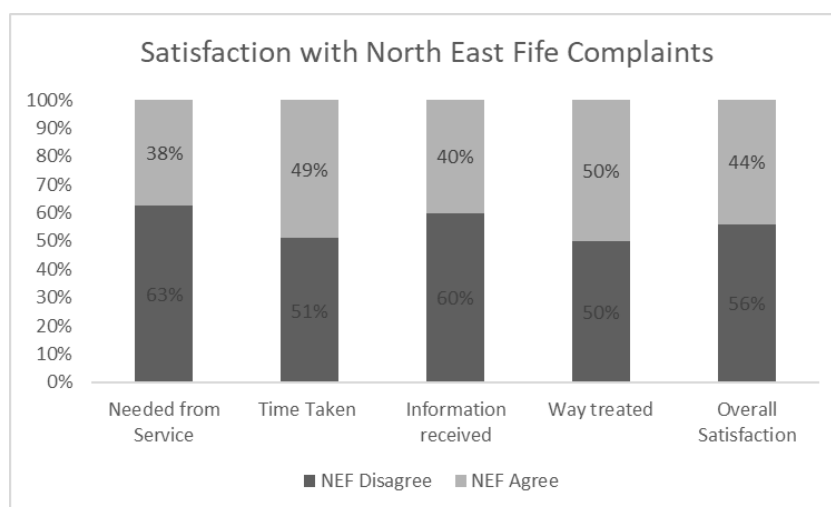
3.0 Learning from Complaints

- 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:
 - Following a number of complaints concerning repeated missed bins in an area the Council made an appeal to local residents via letter regarding considerate parking to allow the bin vehicle access during collection days.
 - Building Services refined their practices for entering tenant's homes for essential repairs during the pandemic and now have a discussion around rules, the work to be undertaken and the reason for the PPE used following a complaint about employees attempting to carry out gas work under the government restrictions.
 - 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 North East Fife area:

	Upheld	Not Upheld	Partially Upheld
Overall Complaints	43% (35% FC overall)	44% (48% FC overall)	13% (17% FC overall)
Stage 1 Complaints	43% (36% FC overall)	43% (48% FC overall)	14% (16% FC overall)
Stage 2 Complaints	41% (27% FC overall)	45% (49% FC overall)	14% (25% FC overall)

3.9 There were 75 complaint surveys completed by North East Fife area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction).



3.10 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the ‘business as usual’ process has not worked effectively and there have been 562 enquiries across all Committee areas in Fife during 2020/21. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent’s cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.

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 6 cases for the North East Fife 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
Customer Service (web accessibility)	Withdrawn
Education (records incorrect)	Withdrawn

Education (planned pitch type for hockey)	Withdrawn
Domestic Waste (bin misses)	Withdrawn
Assessor (C/Tax banding)	Withdrawn
Planning (objection handling)	In progress with the SPSO

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	2222	2076	2327	2856	
Illegal Dumping	167	153	123	69	Includes mess in gardens
Street Cleaning	174	148	176	112	Untidy street reports
Dog Fouling	63	37	37	17	
Aggressive Dogs	50	29	40	46	
Abandoned Cars	42	29	42	17	
Litter Bin Issues	22	31	22	18	
Needles	5	5	7	11	Either made safe or require removal
Fallen Trees	5	27	6	6	
Emergency Pothole Carriageway	-	-	-	164	Added as data following Committee's comments last year (=21% of all reports of this type)
Routine Pothole Carriageway	-	-	-	109	Added as data following Committee's comments last year (=25% of all reports of this type)

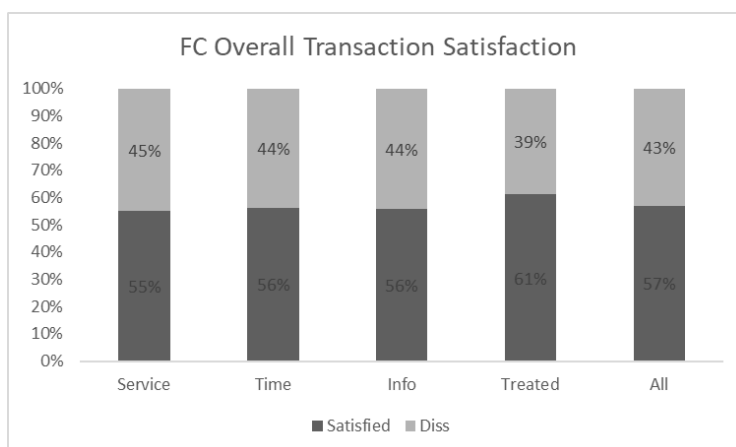
- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded. The Committee should note that there were approximately 10,000 more pothole reports made over and above the data presented, completed using the fife.gov.uk website however these cannot be split into Committee area reports as the author cannot extract any element of address from these online forms.

- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Housing) likely included at some point within this Committee's 2020/21 diet. Additional information is also available from the Enterprise and Environment Directorate Section/Service Performance Reports that formed part of the Environment and Protective Services Sub Committee meeting of 2 September. Annual figures for all of Fife Council (all areas and wards) such as illegal dumping, grounds maintenance requests etc. are available. See the link within Background Papers.

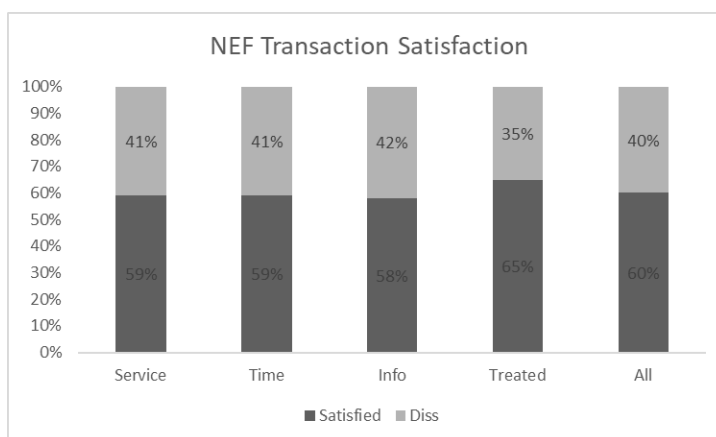
6.0 Customer Satisfaction

- 6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:
- Repairs i.e., housing
 - Reporting faults i.e., potholes, street lighting
 - Environmental i.e., domestic waste
- 6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:
- I got everything I needed from the service
 - I was happy with the time taken to deal with my request or enquiry
 - I got all the information I needed
 - I was happy with the way I was treated
- 6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer satisfaction with the transaction undertaken.
- 6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. There are no resource implications for Services in the gathering of this feedback. They 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 North East Fife area had 60% (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	55%	269
Blue Badge	100%	4
Community Alarms	99%	20
Complaint	44%	75
Environmental Complaint	100%	1
Garden Maintenance	100%	1
Housing	54%	51
Meals on Wheels	60%	5
MyFife Card	96%	65

Payment Receipt	82%	21
Pest Issue	94%	16
Road or Street Fault	43%	93
Traffic or Streetlight Fault	75%	4
Grand Total	60%	625

7.0 Compliments

- 7.1 Improved data now allows reporting of compliments by area level. Again, this analysis is based upon the address of the complainant.
- 7.2 The following table provides some details of the 34 compliments received from customers in the North East Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Benefits & C/Tax	1	I would just like to pass on some feedback about one of your employees in the benefits team who I spoke to on the phone about my mums Council tax reduction. His name was Gordon, and he was polite and cheerful and very helpful. Very often you come across people in the other end of the phone who sound like they 'can't be bothered' but he was a credit to your organisation. I hope this can be passed onto him.
Building Services	10	Tnt called to advise on the nature of the visit from the Electrician that attended in the morning of 19/01/21. He said the tradesperson's attitude was that of high professionalism and had sorted the electrical issue promptly and at high standards. He advised the tradesperson's name was Kenny.
Contact Centre	4	Customer wishes to express his gratitude to Gail Beattie at the contact centre. When he called in back in Feb 2021 with questions about his wife's blue badge renewal, Gail took the time to listen and gave him relevant advice which lead to his wife being successful in renewing her blue badge. Excellent customer service was provided by Gail
Customer Service Centres	6	Customer sent in letter thanking W Robinson Customer Service Advisor for taking time to chase and get resolved all the outstanding repairs for his property and street which had been put on hold due to Covid Regulations and his and his wife's illness.
Domestic Waste	7	This is not a complaint but a Thankyou to brown bin collectors today who waited a few seconds whilst I ran for my bin , am so grateful , thanks to them for that and for being at work at this horrible time , I really appreciate what they do!
Parks & Streets	3	I walk regularly in the public open space in Cupar between Pitscottie Road and the Trading Estate (the old curling pond area). I would like to say a very big thank you for the maintenance work that has been carried out during the lockdown and subsequently. The whole area has been criss-crossed with beautifully mown paths with other areas left to grow wild. The paths have made social distancing easy and added greatly to the enjoyment of our walks. I'm sure that the rougher areas have also benefitted wildlife. I do hope that this system of mowing will be continued for the future - it is a great success. Many thanks indeed to all the members of staff whose hard work has given us so much enjoyment.
Roads & Transportation	2	A heart-fealt THANK YOU to the engineer that repaired our street-lights.
Welfare Fund	1	As many people have had to apply for benefits for the first time during the pandemic, we have had to. I would like to commend the kindness and professionalism of Carolanne Jennings of the Welfare department. This is a very stressful time for us and she has been so kind and so helpful, I would like this to be noted somewhere and hopefully rewarded in some way. I know all staff should provide professional service but she has been exemplary.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year and is better than the Council average despite the increased volume over last year (up 43%) and the challenges faced by the organisation during the pandemic. The average working days to respond worsened however this was impacted by 7 historic complaints for Education that were closed at year end to clear the old complaint system ready for the new system and revised procedure introduced on 1 April 2021.
- 8.2 The issues customers complained about within the North East Fife area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste. The main root cause category of these complaints was the failure to collect / empty bins. Domestic Waste was particularly affected by absences through the year and safe working practices early in the pandemic.
- 8.3 There has not been the same progress on addressing the root causes of complaints as was expected and this has been an outcome from the pandemic. The Escalation and Resolution team strive to facilitate more significant improvements over the coming year yet remain focussed upon responsiveness, as this is a key driver of customer satisfaction.

List of Appendices

None

Background Papers

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

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29th September 2021

Agenda Item No. 8

North East Fife CLD Plan and Anti-Poverty Update

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 16,17,18,19 & 20

Purpose

To provide a 6-month update of the spend of the NEF Anti-Poverty funding and a 12-month report of the work of the NEF Community Development Team.

Recommendations

Members are asked to:

1. Note the work that is being delivered to address poverty and inequality in North East Fife by the NEF Community Development Team and voluntary sector partners.
2. Provide feedback on the activities undertaken to benefit individuals and communities experiencing poverty in a rural setting.

Resource Implications

This work is funded from the anti-poverty, youth work and adult learning budgets allocated to the area.

Legal & Risk Implications

There are no legal or risk implications based on 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. If a project results in a change of practices, those leading will carry out an EqlA as appropriate.

Consultation

The NEF Community Development Team carried out a narrative enquiry in June 2020 which was written up as the report, 'Some People in NEF are Struggling – Now More Than Ever'. This consultation continues to influence the planning and delivery of activities/services alongside partnership planning at the NEF Anti-Poverty Group.

1.0 Background

Anti-Poverty partnership activity and the work of the Community Development Team

- 1.1 This is the annual report of the NEF Anti-Poverty Action Plan and the work of the NEF Community Development Team and voluntary sector partners. The focus of both the Anti-Poverty action plan and the Community Development Team is helping those people who are in the greatest need and focuses as much as possible, on prevention. This report also sets out how we are tackling inequality by reporting on food insecurity initiatives, mental health projects, work with young people, welfare support, adult learning opportunities and digital inclusion.
- 1.2 In developing both the Anti-Poverty plan and the workplan for the team, we spoke with people across the locality, as well as within smaller targeted areas, about their situations and their recent experience of COVID -19. This allowed us to identify the priorities that will make a real difference to the lives of the people in the area.
- 1.3 A report recording the experiences of those interviewed was produced in partnership with Professor Karen McArdle entitled: 'Some People are Struggling in NEF – Now more than ever'. The recommendations from this are now priorities for the Community Development Team and the Anti-Poverty Group. Issues of isolation, loneliness, financial hardship, and barriers to accessing help were identified. We already have a focus on the cost of bus travel for the unemployed and fuel poverty in the area. Work with young people and adults to support them to reach their full potential continued despite lock downs, with staff finding innovative ways to reach out and work with people online.
- 1.4 The Community Development Team has been supporting many communities in NEF to rally round its more vulnerable members. Many new and vibrant community groups and community led responses have been developed from meal making and food delivery to clothes appeals and activities to address isolation. The team is working with these new activists and groups to both develop services and to deliver services in a different way. The result is that we are reaching more of the people in need of our services. There is a wider network of local people working alongside the team and acting as community connectors.
- 1.5 The clearest evidence of the impact of this is the increased community engagement in the delivery of the holiday hunger programme, Café Inc, in North East Fife. This summer there have been just over 2000 more meals provided for children across the area when compared with what we delivered in 2019. We are working with more community partners to deliver this programme and partners who we haven't worked with before. A variety of community venues, community centres and new food banks have all stepped up and worked with us to grow the provision to this level. We have doubled the level of provision to 4000 meals being delivered over the 7 weeks summer holiday. The cost has been capped at £4 per head for the lunches and this cost, when added to the food box provision we piloted, still brings in the provision to £5 a head. The total cost therefore is £20,000.
- 1.6 We have also seen the growth of Pop-Up Pantries where nappies and toiletries are distributed free in communities by volunteers using donations from large companies and community fridges distributing food waste from local supermarkets.

- 1.7 This reporting period spans the second lockdown and the re-opening of centres as restrictions eased. The voluntary community centres in the area have been central to the response to COVID as well as acting as vaccination centres and continuing to act as food hubs. We store packed boxes of essential food at the centres to ensure we can quickly get out supplies to those who call the Council in need.
- 1.8 The team has continued over the last 12 months to respond to emergency food requests for Test and Protect (the team organise food deliveries to help those that need help in order to isolate) and they have worked with food banks, community fridges and larders to respond to welfare calls. 4,563 people have used these services over this time.
- 1.9 NEF has accessed £11,835 of funding for people in severe financial hardship and requiring crisis payments. This has come from the Scottish Government Food Fund. Typically, this has funded furniture and white goods needed for people to set up home after a breakdown in a relationship and waiting periods for benefits. Over the winter months it helped those in fuel debt.

2.0 Partnership Delivery with Communities

- 2.1 The network of voluntary community centres in NEF have received their Fife Council recurring grant as usual and have been working with the team to support the emergency food work and to safely get their centres up and running providing after school clubs and playgroups when this was again possible after lockdowns.

The Community Centres involved are:

- i. Auchtermuchty Community Centre.
- ii. Cosmos Community Centre, St Andrews.
- iii. Cupar YMCA/YWCA.
- iv. Cupar Youth Café.
- v. Dolphin Community Centre, Tayport.
- vi. East Neuk Centre, Anstruther and Cellardyke Town Halls (East Neuk Trust).
- vii. Rio Community Centre, Newport-on-Tay.
- viii. Tayside Institute, Newburgh

- 2.2 The East Neuk Centre in Anstruther and the Tayside Institute in Newburgh have been used as both flu and COVID vaccination centres. All the centres are being recognised in the communities they are operating in as the hubs for networking and local service delivery.

Strengthening Partnerships

- 2.3 March 2020 was the end of the last three-year funding settlement that was made to these centres by the Council and the fuller 3-year monitoring was carried out. New service level agreements are being signed off currently and there is a stronger link to the priorities of the Local Community Plan and recognition of what the volunteers and centres contribute beyond the direct work they do providing youth work and adult learning programmes.

- 2.4 The Cupar YMCA/YWCA, for example, has worked to reach out and support families during the winter with a coat appeal, ran family learning and children's work via their Facebook pages to reduce isolation many families were experiencing and helped prepare and distribute family fun packs of goodies for local families with free art and craft materials linked to online demonstrations and competitions.
- 2.5 The community centre network reported on last year is still meeting and they are, for the first time, employing a staff member for the network. They have secured funding to employ a food development worker for 18 months full-time to help grow and develop the community fridges across the area.

New voluntary sector partners

- 2.6 We have several new community organisations to work with due to assets having transferred to community groups. St. David's Centre, St. Andrews, has been transferred to the NEF Community Hub. It brings together a range of community services including foodbank and clothing bank (3rd. sector lets), day-care centre (FC let) and the Hub's own service delivery – community café and related services.
- 2.7 The community ownership of the community hall was one of the actions identified by the Crail charrette. The Crail Community Partnership was established to deliver the Crail Local Place Plan. Earlsferry Town Hall is also now under community ownership.

3.0 Summer Work

Meals and Ingredients and recipes schemes

- 3.1 Café Inc has been reported at the recent round of Ward meetings. The highlight is the increased number of meals that have been able to be provided with community partners. There was free children and family activities provided in nearly every venue where food was supplied. Families are beginning to expect a free activity and picnic offer in the school holidays for their children. This is helping to build relationships with families and offer other support as needed.
- 3.2 Alongside this a food box scheme was introduced in partnership with the supermarket Morrison's. A scheme whereby fresh ingredients and recipes were delivered to families for 7 weeks of the holidays was set up. The feedback from those in receipt of the boxes was very positive.
This scheme ensures families are:
 - receiving high quality nutritional food
 - receiving support in developing cooking skills
 - being helped to manage their budgets in the school holidays when their children need extra food.

One family commented, ' I have never attempted a curry. I got all the seasoning and the different spices in jars in the box. I could never afford to buy these normally. We had such a lot of fun making the meal – the kids and me.'

It was a cost-effective way to provide support and is particularly helpful for those living in the smaller communities in North East Fife where there is not free picnic lunch provision being offered.

The families were referred by Social Work and we provided boxes to 15 families. £30 per week for meals for a family of 4 people for 5 days – working out at £ 1.50 per person per meal.

Community Fridges and Pop-Up Larders

- 3.3 These continued to run over the summer. On average 60 people regularly used the community fridges across the area – three operating currently in Tayport, Anstruther and Cupar. Two are planned for St. Andrews at Martyrs Church and the Hub, covering both ends of the town, and another in Auchtermuchty. The Pop-Up larders, where toiletries and non-perishable food is distributed, averages around 20 users per week in the two venues of St. Monans and St. Andrews. Colinsburgh is setting up one to be open in the next month.

Summer days out

- 3.4 Playscheme – A playscheme for the families that Social Work are working with in Cupar was held again this year. 21 attended for the week. Youth workers helped deliver a varied programme.

Summer Family Roadshows

- 3.5 Three have been delivered in Cupar and Anstruther -2 in Cupar and 1 in Anstruther with 76 families taking part and a total of 155 children. These are free events that are put on for families – the adults come with the children to play and have fun together. They are offered throughout school holidays.

Everything was fantastic! Great family day out! Thank you. x

My daughter really enjoyed the activities, but the animals were her favourite by far.

Everything was fabulous. Well done Cupar Y. Organised, clean and a happy event.

Thank you.

Funding Family Days Out

- 3.6 The Anti-poverty group planned and delivered a scheme to offer families the money to have days out this summer. It was recognised that after lockdowns and a 7-week school holiday ahead of them, families could hugely benefit from such a scheme. £18,000 was allocated to family days out and £12,000 has been spent to date, leaving further funding for the remaining school holidays.

- 3.7 Feedback from Homestart: to date 24 families have accessed funding for a family day out. The funds have helped families to have a wide range of fun days out; trips to Lammas Market and Burntisland Fun Fair, camping trips, mini beast hunts, Dino World, Safari Park, Deep Sea World, Aquarium and boat trips! Some of the comments received from parents:

“Went to Lammas Market and out for tea to Mozza. Very grateful for the money and had a great day out and its child’s first time at a fun fair.”

“Some pictures from our days out, we enjoyed go-carting, beach days with ice cream, Craigton Park and on the last day we went trampolining. (first time for 4-year-old and Mum!)”

“I’m just sending over some pictures from our camping trip. My child had an amazing time, we toasted marshmallows round the campfire, sang songs and read stories and the next morning went on a mini beast adventure and played in the woods. Thank you so much for helping us go on such a big adventure!”

- 3.8 We have 3 young people on Kickstart youth work jobs within the team for a 6-month period. This has made it possible to deliver this extensive summer programme.

4.0 Youth Work

Youth Fund

- 4.1 We worked with nearly 300 young people over the last 12 months with nearly two thirds in the 13 to 18-year-old age bracket.
- 4.2 We were successful in gaining £30,000 Educational Recovery award from the Scottish Government to work with the group of young people who were experiencing challenges in returning to school. This is almost half of the annual budget we receive for youth work and it has made a huge difference to how we have been able to work with young people and where. We have been able to offer support in small group work settings and provide a range of outdoor learning opportunities, mainly around walking and biking. We have funding to continue to the end of October 2021. We target work with older teenagers and support communities to deliver children's work through a community development approach offering communities free training and support to volunteers. This model ensures we have enough funding to provide provision across the area and not just in larger communities and to offer a range of work from mental health youth work in schools, personal development courses boosting self-esteem and confidence and food work with young people.

Cosy Bags

- 4.3 2020 was a challenging year for Youth Work delivery. This year was different and challenging for a lot of young people, either through poverty, isolation or both. Our youth work delivery has been different but one of the positives is the strengthening partnership between the CLD Youth Work Team and Cupar Youth Café. Working together in a bid to help young people feel valued and supported, we gave them all a bag full of goodies - some gifts to promote self-care and positive wellbeing during the festive period as well as some practical gifts to keep warm. £2000 allowed us to purchase and deliver 84 Christmas bags filled with a blanket, socks, selection box, joke or notebook, selection of toiletries including sanitiser and a festive message from us.

Employability and Young People

- 4.4 The 16+ EASYP (Employability Access Support for Young People) programme in NEF is funded by Fife Council and delivered from Cupar Youth Cafe. This programme is part of the Fife-wide EASYP fund across Fife, as part of the national No One Left Behind Framework. 16+ EASYP has worked with 14 young people this year so far, 2 of which have since moved on to college and 1 moving on to work with another agency to focus on progression. 11 remain on the current programme. 4 young people have achieved an ABE qualification in literacy or numeracy and 11 young people are working on gaining a further SQA award in Employability. Through the delivery of a youth work-led programme over 52 weeks, we can offer young people an opportunity to learn key skills to help them progress along the employability pathway and become employment ready. Here are what some of the young people have said about their experience of 16+ EASYP in NEF.

"16+ was really fun and it also helped me focus on what I wanted to do and make me more confident in myself. - AG

I got up on time. It got me thinking about what I want to do for a job. – JW

I went to the beach and spoke to new people. It makes me get up and get out the house. – BR

It has helped me socialise and make friends and I've been happy. – DH

Good place with lots of good peeps. – TC

16+ is interesting and I have learned many new life skills. – CK

Fife Young Carers

- 4.5 We are continuing to work with Young Carers and this year we are supporting them to transport young people to group sessions across NEF. Around £9000 will benefit 60 young carers. They hold weekly sessions.

5.0 Connecting Scotland

- 5.1 Many people living in the area are not able to get online due to the cost. The people we support receive benefits and/or are on low incomes. We know from our welfare calls that digital exclusion exacerbates poverty for families we support – for example, being unable to contact utility companies to maintain online billing or compare/switch tariffs can result in higher bills and create debt. In our survey of 50 participants who received food and financial support during lockdown the consistent feedback was that being offline added to people's isolation and particularly caused problems for parents supporting children with schoolwork and accessing other services/shopping. For these reasons we have continued to apply for funding through the Government Connecting Communities scheme to help people get online. Through the 3 phases of this national scheme we have secured the following:

Phase 1 - 25 Chromebooks

Phase 2 - 75 Chromebooks

Phase 3 - 10 Fast Track Chromebooks

Total = 110

6.0 Adult Learning

- 6.1 There were a total of 214 people engaged in adult learning in the last year.
- 37 were English as a second language learners
 - 101 community-based adult learners
 - 91 those who had literacy needs.
 - 38 people have taken a course in either basic First Aid or Food Hygiene. These classes ran supporting the volunteers of the East Neuk Frail Elderly project, Larick Centre, Ceres Community Café and Balmullo Hall.
- 6.2 The virtual book group has continued to run, and Facebook was used to run a family learning course for parents with young children. This was well received during lockdown and participants reported how much they valued the experience.

Newburgh Bike Group

- 6.3 9 sessions, 21 participants, 10 families, 40 total attendances in mountain biking at Pitmedden Forest. Plus, Dr Bike session engaging around 25 participants, repairing 12 bikes.

Ladybank Enhanced Summer Programme - Mountain Biking

- 6.4 5 sessions, 10 participants, 5 families, 28 total attendances.
- 6.5 These free-to-attend groups both had the immediate aim of encouraging positive health and wellbeing, family relationships and community cohesion as well as environmental awareness.

"I wanted to learn to ride a bike so I could spend time with my sons. When we first got here I was thinking 'Oh, why am I here? What have I done!?' but I've had a great time and we'll do more of this."

7.0 Welfare Support

- 7.1 The Welfare Support Assistants have supported 241 individuals over the past year. Many people required support over a few months and cases have been more complex and have required multi-agency working to get issues dealt with and people supported. Due to the weekly multi-disciplinary team meetings, there has been more partnership working with departments we didn't normally have regular contact with. We have closer working with the Older Peoples Team, Social Work and Criminal Justice, as well as closer working relationships with Housing.

Bus tickets

- 7.2 We continue to issue tickets to individuals who have an urgent need to travel. Over the past 6 months we have issued around 7 per month. This is low compared to other years as more services have been online delivery only. We have additionally issued 5 books of bus tickets to the food banks to support their users. The 5 books with 50 tickets per book cost £1,625. A day rider costs £6.50.

Fuel Top Ups

- 7.3 Since 1st 2021 July St Andrews Environmental Network have issued £1,713 worth of top ups in North East Fife from anti-poverty funding.

Welfare Support

- 7.4 Reports are circulated quarterly to elected members on the work of community job clubs and WSAs. The table below shows work carried out over last month and gives a picture of what money the workers are bringing for the individuals and families they are working with.

Total funds for month	£1,954
Participants	16
Average for month per participant	£122

Benefit increases average £60/per participant (between £20 – £100/person)

This clearly shows the impact of benefit checks and income maximisation work. It leaves those accessing the service more able to support themselves and less likely to have to have to access the support again.

8.0 Improving Mental Health

Social Prescribing project Cupar Surgery

- 8.1 The project targets those with mild to moderate mental health issues who visit the GP regularly but are not improving which might implicate socio-economic reasons for their mental state.
- 8.2 Due to changes in the way services were being delivered from GP surgeries, the Social Prescribing service stopped from 23rd March until 1st September 2020. Between the 1st September and 31st July there were 30 patients -21 females/9 males. The main referrals were due to social isolation and dealing with everyday stress and anxiety, sometimes due to the pandemic. This was followed closely by the need for support for carers as many had lost their respite care for their family members. Welfare Issues were also apparent with food fund and anti-poverty applications being made for patients, as well as referrals to CARF and StAndEN.

9.0 Consultations

- 9.1 The team continue to support communities not only get funding in order to carry out consultations but work with them to engage and carry out consultations. There have been 2 large scale consultations carried out over the last 12 months – in Anstruther and Guardbridge. Both have been online.

Active Travel

- 9.2 The Community Development team have worked alongside the Kilrenny, Anstruther and Cellardyke Community Council to carry out a public consultation to support the development of a sustainable transport action plan for the area. The online consultations used the Place Standard Tool and focussed on 3 key themes: moving around, public transport and traffic and parking.
- 9.3 62 people attended the online consultations, with a further 25 people giving their views by other means, such as email and telephone calls. A cross-section of the community attended from parents, business owners, community members and included over 20 school aged young people. After the consultation period a draft action plan was developed by PAS. People who attended the initial consultations were invited back to a delivery summit to discuss the draft action plan and agree on 10 key action points and outcomes they would like to move forward with. The Draft is on: <https://our.fife.scot/lets-talk-local/north-east-fife>

Guardbridge Community Consultation- Using CONSUL

- 9.4 We used the CONSUL online consultation platform to make the community aware of the £20,000 community benefit funding that was available for local projects and carried out the entire voting and project online. Staff invested time creating a newsletter that they posted through doors of most homes in Guardbridge to raise awareness of the funding and the fact that they got as many community project ideas being put forward was testament to this work. The two key community organisations in Guardbridge – the Community Council and Development Trust hosted some projects that did not have constituted groups around them or bank accounts. The resulting funded projects were as follows:

Guardbridge Community Trust Total £3,500

- Christmas Lights
- Cabin and Equipment

Guardbridge Community Council Total £16,500

- Outdoor Exercise Equipment - £5,000
- Community Flag- £400
- Christmas Tree Replacement- £5,000
- Community Garden Seating- £700
- Calisthenics Park - £5,000

10.0 Conclusions

10.1 In conclusion there are 5 areas of action to highlight:

- a. We will continue to work with local people to tackle poverty and inequality in the area and work to bring local service delivery closer to those that use it.
- b. We will train and develop staff to be skilled in working with communities. Currently there are 4 staff training to be qualified Community Education Workers via a work-based route that Dundee University is offering.
- c. We will keep using action research to identify issues that are priorities and present ways forward.
- d. Fuel poverty will be a focus given the price increases recently announced.
- e. A NEF Rural Poverty Summit will be held bringing together Community Councils/ Development Trusts and local organisations to create a place where communities can showcase and discuss the work they have been doing across the area and a knowledge exchange and networking forum will be established following the event to keep the voice of communities at the forefront of our work.

List of Appendices

1. NEF Anti-Poverty Action Plan (attached)

Background Papers

None

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Anti-Poverty Action Plan 2021/22

Budget Total	£135,000
Total Committed	£135,000
Balance	£0

Project	Organisation	Committed Amount	Actual Amount	Project Aim	Outcomes	Update (Numbers & Impact)
A41789.S30011 Fuel Poverty		£12,000				
Healthy Homes Keeping the Lights On	St Andrews Environmental Network					Q1: Since the 1 st of July, £1713 has been spent on fuel top ups. Average £40 per top up.
A41789.S30012 Holiday Activities		£18,000				
Family outing to Blair Drummond Safari Park	Families First St. Andrews		£1400	Reducing isolation Reducing stress and difficulties Improving relationships	An increased opportunity for new experiences. Reduced isolation. A reduction in stress and difficulties.	The trip has been postponed to the October holidays due to COVID restrictions on numbers.
NE Fife Summer Holiday Fun for	Fife Council		£2000	Reducing isolation and creating memories.	Family Support Service staff will plan days out with families – looking at transport,	14 families accessed funding: The families identified were from throughout North East Fife – Anstruther, St Andrews,

Families				To provide identified, vulnerable families with funds, supporting day trips out and around Fife and beyond.	identified venues such as Dundee Swimming Pool, Dunfermline Cinema, Parks, beaches etc and will support costs.	Newburgh, Crail and Cupar. Many of the families required support with bus tickets to access activities and funding allocated ranged from £50 to £300. The funding allowed families choice of places to visit to suit their children and was able to support relationships and choice of how to eat, being picnic lunches or eating out in some circumstances. St Andrews Aquarium - £42.00 for a family ticket Wee kingdom - £4.50 per child Bowling £9.15 and £11.25 entry pp Safari Park - £56.50 family ticket Lammas market -£50 for 2 children rides
Holiday Clubs & Family Days	Rio Community Centre		£2400	16 days Holiday Clubs and Family days with lunch supplied for all. This will include bouncy castle, Dinosaur Puppets, animal meet and greet, cookery sessions, art session, Youth 1st sessions more to be confirmed.	The enabling of re-socialization within the community, allowing families to have fun times together organised by the session leaders, allowing them to just enjoy themselves safely. The young people will be able to engage in a structured activity allowing them to just enjoy being involved in group activities while learning some new skills.	30 families were supported using the funding over 16 days. Meal provided (soup and fruit) at every session.
Play Space Anstruther	East Neuk Centre Trust		£1100	We are a family support group in Anstruther Fife where many of the families struggle to afford days out during the holidays, so this is to let them have days out with their families. All of the families would like to do different activities during the holidays.	5 days out during the Summer Holidays including swimming and other days to Parks such as Craigtoun to allow them to do activities with their children. This covers transport, food and cost of entry for 20 people.	8 families were supported over 5 days which works out at 17 children and 9 adults approx. £42 per person for the 5 days.
Holiday Activities	Home Start East Fife		£5000	To provide funding for families supported by Home-Start East Fife to have family days out	For families to enhance their relationships through having fun together and providing	To date 24 families have accessed funding for a family day out.

				during school holidays.	positive memories of happy times together. To help reduce feelings of isolation, loneliness and anxiety brought about during the pandemic. 40-50 families (60-100 adults and 100 -120 children)	<p>A family day out to Deer Centre:</p> <p>Scottish Deer Centre 2 adults and 2 children = £34</p> <p>Bus Tayport to Deer Centre = £18.00</p> <p>Picnic lunch, snacks etc. = £25.00</p> <p>Total = £77.00</p> <p>Some of the comments received from parents:</p> <p>“Went to Lammas Market and out for tea to Mozza. Very grateful for the money and had a great day out and it child's first time at a fun fair.”</p>
Family Outings	Fife Council Westfield Nurture Centre		£500	To purchase corporate passes to Muddy Boots and Cairnie Fruit Farm. To allow all families within the centre the opportunity to have family days out throughout the year with little or no cost to them.	To reduce social isolation for families as a result of financial difficulties. To reduce stress within families on a low or restricted income.	Only just paid to group 01/09/21. Update to be received.
A41789.S30013		£56,500				
Impact of Benefit Cap	Home-Start		£5,000	To support families with at least one child under 8 years of age who are impacted by Welfare Reform and are in debt and money crisis.	To continue to support for families impacted by welfare reform, this will include assistance with completing forms, attending appointments, attending groups provided by Home-Start East Fife etc.	Partnership work continues and likely to target families experiencing fuel poverty.
Fife Young Carers (NEF)	Fife Young Carers		£9,722	Where there are opportunities to encourage young carers to use public transport to access services, we do this especially during the summer when	By removing the barrier of transport, we can support Young Carers to attend support such as 1:1, group and respite opportunities. The	Proposal was to support 60 young carers to access group sessions in NEF. This has been stalled due to COVID but will restart shortly.

				<p>activities are not on in the evenings.</p> <p>Where travel is a barrier to attend support, the funding would allow us to pay for young carers to receive transport to access these respite and support opportunities. Each young carer would have access to a minimum of two respite opportunities per month.</p>	<p>outcome of this means we will be able to: -</p> <ul style="list-style-type: none"> • Support young carers with self-esteem and confidence. • Support Young Carers to build and increase their resilience. • Increase coping skills. • Support Young Carers to receive a break from their caring responsibilities. 	
Development Officer Post	Fife Council, Communities & Neighbourhoods NEF		£26,778			Policy work on the cost of bus travel in NEF and the development of community fridges. Post ends 31 st March 2022.
North East Natter	Express Group		£15,000	To provide telephone support on a weekly basis to individuals in NE Fife who are experiencing isolation due to the Covid 19 lockdown. We are currently working with eleven individuals for a year, providing up to one hour of phone calls per week.	Help improve individual's mental wellbeing or help prevent a deterioration for those who may have low mood due to social isolation.	Q1: 8 people supported over 50 hours.
A41789.S30014 Discretionary Fund		£23,500				
Community Job Club – Emergency Mobile Phones	Fife Council, Communities & Neighbourhoods NEF		£250		<p>Participants in poverty are not sanctioned</p> <p>Participants can be contacted or contact essential services</p> <p>Participants do not miss out on job opportunities</p>	20 x Mobile phones purchased to help members of the community to remain in contact with essential services across NEF including the welfare team during the pandemic.
A41789.S30020 Hardship Provision		£25,000				

Welfare Officer Hardship payments	Fife Council, Communities & Neighbourhoods NEF		£7,000	Co-op/Tesco gift Cards and Bus Tickets 4 x East of Scotland Day Rider books (50 per book) 2 x NEF Day Rider books (50 per book)		Q1: £1260 has been used to purchase Co-op and Tesco vouchers to help support 40 people in NEF in crisis situations. This is approx. £30 - £40 per person / Household. £216 of bus vouchers have been given to 13 different people in NEF in crisis situations.
Welfare Hardship payments	Fife Voluntary Action		£8,000	To provide access to emergency funds.	Offer an emergency support to referred NEF crisis clients. The fund can be used for:- Crisis intervention Food and Fuel Small household appliances / household essentials Clothing for interviews Travel to job/volunteer placements.	Q1: 14 clients supported by 6 referral agencies £2,526.98 has been spent with £1,018 on household essentials and travel and £1,508.98 on essential furniture and white goods.
Concessionary Travel	Fife Council, Communities & Neighbourhoods NEF		£3,375	9 x NEF Day rider books 1 x East of Scotland Day rider books		Q1: 10 x bus ticket books were purchased. 9 books which cost £325 and 1 book which cost £450. 5 books have been issued to date.
Emergency Food	Fife Council, Communities & Neighbourhoods NEF		£300			
Tv Licences	Fife Council, Communities & Neighbourhoods NEF		£5,250	Purchase of 30 TV Licences		Q1: 3 license payments have been allocated to date to venerable / elderly withing NEF.
TOTAL		£135,000				

29 September 2021

Agenda Item No. 9

Settlement Trusts - Annual Update on Expenditure and Funds Held – 2020/21

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 16,17,18,19 & 20

Purpose

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

Recommendations

Members are asked to -

- Note the expenditure statement for the financial year 2020/21 found in Appendix 1.
- Note the funds available at the year-end relating to amounts held as interest, in Revenue accounts and as Capital.
- Note and comment on the use of the funding as noted in section 2.0 of this report
- Note the acceptable uses for this funding in Appendix 2 of this report.

Resource Implications

Members will note the disbursement from the Settlement Trust funds in this area amounted to a total of £15,586.

Legal & Risk Implications

This report raises no legal or risk implications. Following an Audit Scotland overview of the levels of Settlement Trust dispersals within Fife in 2018/19 action has been taken to address the relatively low level of take-up from both groups and individuals in terms of applications. In North East Fife elected members agreed in November 2018 that Settlement Trusts would be proactively marketed to individuals who met the 'relief of poverty' criteria through the NEF Anti-Poverty Partnership.

Impact Assessment

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

Consultation

There was no specific consultation process aligned to this report. Access to the grant application form is available on Fife Direct and is open to all who feel their request would meet the criteria.

The availability of these funds is advertised as widely as possible with local groups and service providers and referrals for individuals who meet the criteria are made by partners in the Area's Anti-Poverty Group. It should be noted that some of the trusts in this report do not produce significant levels of income, accordingly their practical use is somewhat limited. However, where they can be used in conjunction with local community planning budget, or as a stand-alone payment to an individual in need, they will be.

1.0 Background and Context

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

2.0 Projects Supported in 2020/21

- 2.1 There are 16 Settlement Trusts across North East Fife, 11 of which were active in 2020/21 dispersing grant funds of £15,586. The 5 Settlement Trusts receiving no applications have very small levels of income, a total of £1,953 across the 8 Settlement Trusts.
- 2.2 Grant funding in 2020/21 was as follows:

NEF Settlement Trusts 2020/21					
Settlement	2020/21 Income	2020/21 Expenditure	2019/20 Projects/Grants to alleviate Poverty	Description	Balance
Anstruther & Cellardyke	£4,952.50	£50.00	Individual	Prevention of Poverty	-£1,039.50
		£2,500.00	Scottish Fisheries Museum	New Online Project - Knitting the Herring (development & marketing costs)	
		£2,500.00	East Neuk Foodbank	Project Salary Costs	
		£942.00	Anstruther Philharmonic Orchestra	Purchase of Music and Director for Concert	
	Total	£5,992.00			
Crail	£2,110.12	£700.00	Individual	Prevention of Poverty	£860.12
		£550.00	Crail Community Trust	Provision of Recreational Facilities	
	Total	£1,250.00			
Cupar	£1,557.66	£1,904.83	Individuals	Prevention of Poverty	-£347.17
	Total	£1,904.83			
Freuchie & Area	£114.23	£114.23	Freuchie in Flower	Advancement of Education	£0.00
	Total	£114.23			
Kilconquhar	£135.73	£167.00	Individual	Prevention of Poverty	-£31.27
	Total	£167.00			
Kingskettle	£43.55	£43.00	Individual	Prevention of Poverty	£0.55
	Total	£43.00			
Ladybank	£189.70	£178.00	Individual	Prevention of Poverty	£11.70
	Total	£178.00			
Newburgh	£2,170.86	£910.00	Individuals	Prevention of Poverty	£10.86
		£250.00	Individual	Provision of Recreational Facilities	
		£1,000.00	Newburgh Juniors FC	Advancement of Health	
	Total	£2,160.00			
St. Andrews	£2,891.98	£1,220.00	Individuals	Prevention of Poverty	£592.98
		£100.00	Individual	Advancement of Education	
		£479.00	Zest St Andrews	Advancement of Education	
		£500.00	Parent Council of Lawhead School	Advancement of Education	
	Total	£2,299.00			
St. Monans	£1,219.29	£250.00	St Monans Autumn Club		£0.00
		£969.29	Individuals	Prevention of Poverty	
	Total	£1,219.29			
Tayport	£202.17	£259.00	Individual	Prevention of Poverty	-£56.83
	Total	£259.00			
TOTAL	£15,587.79	£15,586.00			£1.44

2.3 Those Settlement Trusts where no applications were received in 2020/21 were:

Settlement	2020/21 Income
Auchtermuchty	£266
Collessie	£48
Elie	£321
Falkland	£70
Pittenweem	<u>£393</u>
	£1,098

3.0 Conclusions

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

Background Papers

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

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

Appendices

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

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

116-21

Notes

These are draft figures as the Audit process isn't complete yet. However, minimal change is anticipated.

Capital balance is made up of the Funds controlled by Hendersons as the Investment Manager.

Advances to Loan Funds is cash held in a Fife Council Account on which interest is also applied. Periodically this money is moved into the capital balance for investment purposes.

Debtors is Investment Income from Hendersons. This is paid quarterly to the Council and the fourth quarter comes in after 31st March so we have to accrue. This creates a debtor figure.

Appendix 2

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

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

29th September, 2021

Agenda Item No. 10

PROPERTY TRANSACTIONS

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

Wards Affected: 16, 17, 18, 19 and 20

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 0.58 Hectares including outdoor pool at Wester Braes, Pittenweem

Term: 25 years
Date of commencement: 20 July 2020
Rent: £500 per annum
Tenant: The West Braes Project

2.1.2 Site of Substation at Combined Services Depot, Cupar Trading Estate

Date of commencement: 16 July 2021
Rent: £1 per annum
Tenant: SP Distribution plc

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

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Agenda Item No. 13

North East Fife Area Committee

Forward Work Programme as of 22/09/2021 1/3

North East Fife Area Committee of 29 September 2021			
Title	Service(s)	Contact(s)	Comments
Local Community Planning Budget Request - St Andrews Bandstand Restoration		Donald Grant	
Proposed Waiting Restrictions - Old St Andrews Road, Guardbridge	Assets, Transportation and Environment	Lesley Craig	
Proposed Amendment to Waiting Restrictions - 40 Shanwell Road, Tayport	Assets, Transportation and Environment	Stuart Goodfellow	
Annual Complaints Update		David Thomson	
CLD and Anti-Poverty Update	Communities and Neighbourhoods Service	Sheena Watson	
Settlement Trust - Annual Update on Expenditure and Funds Held – 2020/21		Donald Grant	
Notice of Motion			
Notice of Motion			
Property Transactions		Michael McArdle	

North East Fife Area Committee of 24 November 2021			
Title	Service(s)	Contact(s)	Comments
Minute			
Options Appraisal for Strathkinnes Crossroads	Assets, Transportation and Environment	Lesley Craig	Agreed further report following consultation with members - 9/6/21. September meeting -
North East Fife Housing Plan 2022-2024	Housing Services	Gordon Binnie	
Annual Common Good Update	Finance and Corporate Services	Eleanor Hodgson	

Agenda Item No. 13

North East Fife Area Committee

Forward Work Programme as of 22/09/2021 2/3

North East Fife Area Committee of 26 January 2022			
Title	Service(s)	Contact(s)	Comments
Minute			
North East Fife Area Committee Forward Work Programme			

North East Fife Area Committee of 16 March 2022			
Title	Service(s)	Contact(s)	Comments
Minute			
Environment & Protective Services Committee Forward Work Programme			
Area Roads Programme 2022-23	Assets, Transportation and Environment	Neil Watson	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupilwise and Parentwise Surveys	Education and Children's Services	Deborah Davidson	3-yearly report - last reported 12/9/18. Due to pandemic no comparative data collected, will advise when surveys restarted.
Common Good Investments	Finance and Corporate Services	Eleanor Hodgson	Withdrawn from January meeting to enable review to be undertaken. Review now complete, awaiting Hymans Robertson draft Investment Policy/Strategy for submission to Committee.
Health & Social Care	Health and Social Care	Fiona Mckay	Awaiting confirmation of date.
Director of Public Health Annual Report	NHS Fife		Date to be agreed.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupil Equity Fund	Education and Children's Services	Sarah Else	Due to the current situation in schools it is not possible to bring individual area committee papers regarding PEF. A full report on Attainment Scotland Funding went to Education and Children's service committee in October 2020
Early Learning & Childcare	Education and Children's Services	Clark Graham	Date to be agreed.
St Andrews BID Annual Report	Economy, Planning and Employability	David Grove	
Cemeteries	Assets, Transportation and Environment	Liz Murphy	To go to Assets & Corporate Services Sub-Cttee first so will not be considered until Autumn.
Regular updates from the People and Place Local Leadership Teams	Communities and Neighbourhoods Service	Donald Grant	Agreed at meeting on 3rd March 2021
Criminal Justice Social Work Service - Community Payback: Unpaid Work Scheme	Education and Children's Services	Stuart MacArthur	Annual report - last reported 3/3/21
Local Transport Strategy for Fife (inc. Green Routes)	Assets, Transportation and Environment	Allan Maclean	Autumn 2022 - see para. 352 of 9/6/21 meeting.