





























C&N Scrutiny PI Report

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Objective CN Customer

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Communities and Neighbourhoods Stage 1 Complaints actioned < 5 days	100%	83%	50%	81%	86%	90%		
Communities and Neighbourhoods Stage 2 Complaints actioned < 20 days	DIV/0	100%	75%	50%	75%	85%		
External Funding Portal Hits	7,019	4,226	3,889	3,431	3,415	N/A		
Facebook Stats - Fife Funding Community (followers)	330	626	1,068	1,582	1,775	N/A		
Percentage of adult population with access to a bank account - Fife (Scottish Household Survey)	N/A	94%	N/A	N/A	N/A	N/A		
Percentage of adult population volunteering - Fife (Scottish Household Survey)	N/A	27%	18%	19%	N/A	N/A		
Percentage rating area as very good place to live (Fife residents) (Scottish Household Survey)	N/A	62%	62%	55%	N/A	66%		


Objective CN P4F

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
% agreeing that they can influence decisions (Scottish Household Survey) SOA 18a		26%	25%	24%	N/A	25%		
% agreeing that they can influence decisions 20% most deprived Fife (SHS)	N/A	25%	18%	25%	N/A	20%		
Communities & Neighbourhoods Employee Turnover				12.09%	7.70%	10%		





Objective CN Resources

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Crowdfunder	£30,286	£30,334	£5,765	£100,024	£67,155	N/A		
Communities & Neighbourhoods - Average WDL per FTE	DIV/0	8.48	11.3	12.3	8.63	12.2		
Communities & Neighbourhoods - Average Long Term WDL per FTE	DIV/0	6.65	8.77	9.05	6.24	8.9		
Communities & Neighbourhoods Workforce who are Female (%)	63.40%	63%	63.40%	63.30%	66.20%	N/A		
Communities & Neighbourhoods Workforce who are Full-time (%)	42.60%	50.70%	49%	52.50%	43.20%	N/A		
Communities & Neighbourhoods Workforce who are Permanent Employees (%)	75.20%	96.90%	95.40%	91.90%	91.80%	N/A		
Communities & Neighbourhoods Employees aged 24 and under (%)	9.60%	6.80%	7.90%	5.70%	5.80%	N/A		
Communities & Neighbourhoods Employees aged 29 and under (%)	14.50%	10.90%	11.10%	10.70%	10.70%	N/A		
Communities & Neighbourhoods Number of WYI Bids	1	5	5	1	0	N/A		
Communities & Neighbourhoods Number of WYI Programme new starts	1	3	8	1	0	N/A		
Communities & Neighbourhoods Employees aged 55 and over (%)	35%	38.20%	37.40%	36.40%	38.20%	N/A		
Communities & Neighbourhoods Number of Voluntary Redundancies (FTEs)	10	1	0	0	0	N/A		

Objective CN Service Operations

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Total adults participating in adult learning				2,118	2,391	N/A	N/A	↑
Total Number of young people aged 10-18 participating in Fife Youth work services				3,570	3,486	N/A	N/A	↓
Total Number of attendances by 10-18 year olds in all youth work programmes				63730	57034	N/A	N/A	↓
Total number of community groups receiving regular support (> 4 hours)				15	27	N/A	N/A	↑
Total number of community groups receiving regular support (< 4 hours)				158	227	N/A	N/A	↑
Total number of young people aged 10- 18 volunteering in a CLD setting				13	17	N/A	N/A	↑
Total number of adults volunteering in a CLD setting				126	142	N/A	N/A	↑
Total number of Attendances (Community Job Clubs)	1,843	1,900	4,062	4,143	7,217	N/A	N/A	↑
Total number of Engagements including job clubs	1,249	1,582	2,264	2,485	3,499	N/A	N/A	↑
Total - % Welfare Reform Support Service - SIMD		9.80%	15.81%	42.19%	54.07%	N/A	N/A	↑
Total - Referrals to Specialised Support Services	453	477	492	545	770	N/A	N/A	↑
Allotments Waiting List - Fife-wide	1629	1782	1960	2250	2135	N/A		↑

Objective CN Service Operations

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Number of recorded users Community Hall and Centres - FIFE WIDE	31779	511801	671974	808549	903440	N/A		↑
Number of adults participating in CUS courses and classes	1,450	48,800	362,929	227,641	129,421	N/A		↓
Number of constituted Clubs/Groups using programmes for self programmed activities	185	340	226	175	150	N/A		↓
Number of Events - FIFE TOTAL	124	113	393	486	523	N/A		↑