

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 21 June 2023. 3 - 5
4. **PRESENTATION - CUPAR NOW THIRD ANNUAL REPORT** – Presentation by Simon Baldwin, Destination Digital 6 - 33
5. **OBJECTION TO PROPOSED PARKING RESTRICTION – ORCHARD FLAT, AUCHTERMUCHTY** – Report by the Head of Roads & Transportation Services. 34 - 37
6. **BALGOVE ROAD AND GUTCHARDS WAY, GAULDRY – 20MPH SPEED LIMIT** – Report by the Head of Roads & Transportation Services. 38 - 40
7. **GRANGE ROAD, ST ANDREWS – 20MPH ZONE AND 30MPH EXTENSION** – Report by the Head of Roads & Transportation Services. 41 - 43
8. **MANSE ROAD, SPRINGFIELD – 20MPH ZONE EXTENSION** – Report by the Head of Roads & Transportation Services. 44 - 46
9. **PITLETHIE ROAD, LEUCHARS – 20MPH ZONE EXTENSION** – Report by the Head of Roads & Transportation Services. 47 - 49
10. **TAYPORT COASTLINE – SALT MARSH PLANTING** – Report by the Head of Roads & Transportation Services. 50 - 55
11. **COMPLAINTS UPDATE** – Report by the Executive Director, Communities. 56 - 86
12. **SUSPENSION OF PARKING CHARGES, LAMMAS MARKET, ST. ANDREWS** – Report by the Head of Roads & Transportation Services. 87 - 88
13. **NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME** – Report by the Executive Director, Finance & Corporate Services. 89 - 94

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.

Fife House
North Street
Glenrothes
Fife, KY7 5LT

9 August, 2023

If telephoning, please ask for:
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Telephone: 03451 555555, ext. 442304; email: Elizabeth.Mair@fife.gov.uk

Agendas and papers for all Committee meetings can be accessed on
www.fife.gov.uk/committees

BLENDED MEETING NOTICE

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to have cameras switched on during meetings and mute microphones when not speaking. During any breaks or adjournments please switch cameras off.

2023 NEFAC 28

THE FIFE COUNCIL - NORTH EAST FIFE AREA COMMITTEE - BLENDED MEETING

County Buildings, Cupar

21 June, 2023

9.30am – 11.15am

PRESENT: Councillors Jonny Tepp (Convener), Al Clark, Alycia Hayes, Stefan Hoggan-Radu, Gary Holt, Margaret Kennedy, Louise Kennedy -Dalby, Jane Ann Liston, Donald Lothian, David MacDiarmid and Ann Verner.

ATTENDING: Donald Grant, Community Manager (North East Fife), Communities and Neighbourhoods; Paul Coleman, Safer Communities Team Manager and Sara Gray, Safer Communities Lead Officer, Housing Services; and Elizabeth Mair, Committee Officer, Legal & Democratic Services.

ALSO ATTENDING: Inspector Murray Gibson, Police Scotland; and Station Commander Niall Miller, Scottish Fire & Rescue Service

APOLOGIES FOR ABSENCE: Councillors Fiona Corps and Allan Knox.

76. DECLARATIONS OF INTEREST

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

77. MINUTE

The committee considered the minute of meeting of the North East Fife Area Committee of 26 April 2023.

Decision

The committee agreed to approve the minute.

78. APPLICATION FOR FUNDING FROM CRAIL COMMON GOOD FUND – CRAIL PLAY PARK RENOVATION

The committee considered a report by the Head of Communities and Neighbourhoods advising of an application received from Crail Community Council for grant funding from Crail Common Good Fund towards the costs of renovating Crail Play Park.

Decision

The committee approved a contribution of £44,884.47 from the Crail Common Good Fund to Crail Community Council towards the costs of renovating Crail Play Park.

79. SAFER COMMUNITIES TEAM UPDATE REPORT

The committee considered a report by the Head of Housing Services providing an update on the operational activity of the Safer Communities Team within the North East Fife committee area during the twelve month period 1 April 2022 to 31 March 2023.

Decision

The committee noted the information on the activities as contained in the report.

80. OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN NORTH EAST FIFE - APRIL 2022 - MARCH 2023

The committee considered a report by the Local Area Commander, North East Fife, providing information on matters impacting or involving Police Scotland, which had relevance to community safety in the North East Fife area.

Decision

The committee noted:-

- (1) the information contained in the report; and
- (2) that information on how to access police data at Ward level would be circulated to members.

81. SCOTTISH FIRE AND RESCUE SERVICE - LOCAL PLAN ANNUAL PERFORMANCE REPORT

The committee considered a report by the Station Commander, North East Fife Area, providing incident information for the period 1 April 2022 to 31 March 2023 to enable the committee to have an overview of the Scottish Fire and Rescue Service (SFRS) North East Fife Committee Area incident activity against its key performance indicators (KPIs).

Decision

The committee noted:-

- (1) the progress across a range of KPIs as detailed in the report; and
- (2) that a briefing note would be circulated to members providing information on the operation of on-call fire stations in North East Fife.

82. PROPERTY TRANSACTIONS

The committee considered a report by the Head of Property Services advising of action taken using the List of Officer Powers in relation to property transactions.

Decision

The committee noted the content of the report.

83. NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME

The committee considered a report by the Executive Director, Finance and Corporate Services, in support of the committee's consideration of the workplan for future meetings of the committee.

Decision

The committee noted:-

- (1) the North East Fife Area Committee Forward Work Programme; and
- (2) that the following reports would be added to the programme -
 - Capital Projects in North East Fife
 - update report on the Cupar Digital Improvement District and providing a wider North East Fife economic view.

CUPARNOW

Third Annual Report covering 2022

2022 was [Scotland's 'Year of Stories'](#) - and we have some story to tell in our **third Annual Report**: the launch of [seven food and drink trails](#) centred on Cupar, the airing of a [TV commercial that was seen by more than 330,000 people](#) through the summer ... ending 2022 with a Christmas Card delivered to thousands of local homes to [promote the town's Cosy Spaces this winter](#).

All of our work has continued to grow **an engaged digital audience that now tops 80,000** across all the channels we manage.

This annual report has a brief '**background**' as an introduction together with a section on '**Our Channels & Audiences**' that explains the digital channels we manage between 0800-2200, 365 days of the year. It then runs through what has been delivered against our 'hub and spoke' model using the same headings:

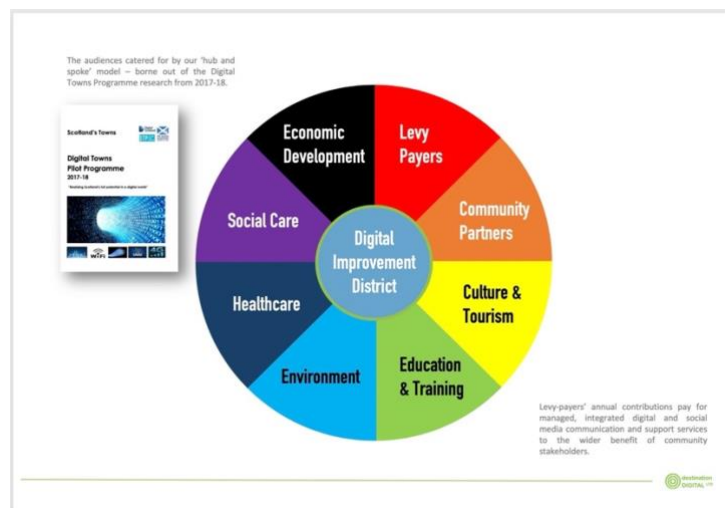
- Levy payers - the work we deliver to support more than 400 businesses across Cupar whose contributions to CuparNow enable:
 - Community Partners - our work with more than 90 organisations to help raise awareness of all that Cupar has to offer
 - Culture & Tourism - our initiatives to promote Cupar to visitors at home and abroad
 - Education & Training - engagement with the town's education and training providers
 - Environment - working with partners to make more aware of local projects and initiatives, improving the environment for all
 - Health & Social Care - sharing news, events and information to help support those in need
 - Economic Development - collaborative work to support the local economy that drives wider economic benefits
- Financial Statement - breaking down what has been spent through 2022
- Conclusion - and outline of the year ahead

NB: this PDF version of our report is slightly abridged with some graphics removed from the original online version: to view the full report online, [please follow this link](#).

Background

CuparNow is the UK and Scotland's only digital improvement district. Destination Digital, the company delivering CuparNow, were appointed by the Scottish Government as consultants to research and report findings on the **Digital Towns Programme 2017-18**. More than 20 towns across Scotland fed into that programme - including Cupar - all asking how their towns could make the best use of digital to support multiple audiences: residents and visitors, businesses, community groups, culture & tourism bodies, education & training providers, environmental projects as well as health & social care support.

Based on the feedback from all, we proposed a **hub & spoke model** where all audiences would be supported through managed, integrated digital and communication and services. The crunch question was over funding as all traditional streams were short term - most for a 12 months project and no sustainable longevity. Having worked in destination marketing - with towns and cities across the UK - we recommended the 'improvement district' mechanism for funding whereby, if businesses backed the initiative with a majority of those voting (by number and scale), it would create a **five year term** to deliver all elements requested with an annual levy to be paid by all businesses and organisations whose properties have a non-domestic rateable value.



The Scottish Government accepted our recommendations and asked for a demonstration town to prove the concept: Cupar was selected for two key reasons:

- firstly, the town's Business Association had been strong advocates for digital support and;
- secondly, it is a typical market town with many similarities to other destinations of a similar size across Scotland.

The [project won seed corn funding to run a 16-month demonstration phase](#). A Steering Group of local business owners and managers - together with elected and officer representation from the local authority - oversaw and agreed to the [Business Plan](#) that was put to the ballot. The [ballot was successful](#) in [creating the first Digital Improvement District, CuparNow](#), and we are now entering our fourth year of operation. You can read our previous Annual Report via these links: [2020-2021](#) and [2021-2022](#).

Our Channels & Audiences

The key to the success of CuparNow has been the management of **integrated digital channels** to share content from the town - its businesses, community groups, culture & tourism bodies, education & training providers, environmental projects as well as health & social care support.

The CuparNow Blog - this is the foundation of our digital delivery. In the last year, it has attracted **more than 30,000 new users** from across 94 countries. Of course, the vast majority are close to home - with more than 50% living within an hour's drive time of Cupar. In total, the Blog has over 70,000 readers. The site includes categorised listings covering **more than 400 businesses** across Cupar - [from shopping](#) and [services](#) to the town's 40+ [food & drink outlets](#). We publish regular updates with profiles on businesses and community groups as well as previews and reviews of some key events in the town. The Blog also includes [a Calendar showcasing upcoming events and activities](#) and this includes [the opportunity for all to lead their own](#) to be shared on our Blog and channels. In addition - and growing more popular - is [the site's Job section](#), promoting available part-time, full-time and work experience opportunities in and around Cupar. Again, we provide [the opportunity for all to lead their own requirements](#) that are then shared on our channels to reach a wider audience.

Meta Channels - Facebook and Instagram run in tandem as both are owned by Meta:

- [Facebook](#) - our Facebook following continues to grow: our followers act as advocates, sharing the content we are creating with their family, friends and colleagues to help amplify Cupar's messaging. In the last year, our reach through the channel has been over 160,000, a 21% increase on the previous year. We now have more than 6,700 followers on Facebook and almost 50% of these live in Cupar. That means - as a percentage of the town's population - 35% of those living in Cupar follow our page. It is a great way for all businesses to ensure their messaging is reaching as wide an audience as possible and, as a result of the businesses' support, we are able to extend this opportunity to community groups.
- [Instagram](#) - similarly, our Instagram following continues to grow. We now have more than 1,400 followers and their interaction with the content we create and share has driven reach to over 20,000 in 2022 - a 120% increase on the previous 12 months.

Support Channels

- [Twitter](#) - we share content from time to time via Twitter; it is less used than the Meta channels and far fewer businesses in Cupar have Twitter accounts than Facebook and Instagram. That said, the channel allows us to share content from those using Twitter and we have grown the following in the last year.
- [YouTube](#) - we are using YouTube to host videos that help to showcase Cupar. Subscriber numbers are small but have grown in 12 months. The videos hosted have been viewed more than 5,000 times through 2022, clocking more than 110 hours of 'watch time'.
- [LinkedIn Local](#) - we use this as a B2B channel to those who choose to subscribe.
- [TikTok](#) - a small but growing following and, crucially, allowing us to engage with a younger audience.

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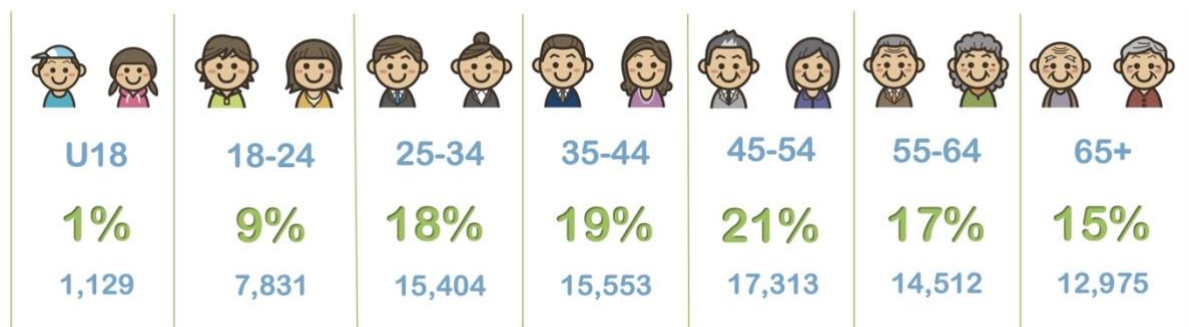
Third Annual Report covering 2022

The [CuparNow Podcast](#) - we have added episodes to our podcast throughout 2022. The podcast is open to businesses and community groups to feature and [all interested can submit information via our online questionnaire](#).

Our Databases

- Business-to-Business - we have more than 230 businesses in Cupar subscribed to receive regular updates. If you run or manage a business in Cupar and do not receive our updates, [simply drop us an email stating your name, position and company with a request to subscribe and we will add you to our database](#).
- Business-to-Consumer - we deliver the free public realm Wi-Fi in Cupar's town centre; as a result of those opting in to receive our e-shots when using the network, we manage a database of more than 1,800 subscribers who receive regular updates sharing news on businesses, promotional offers, events and more. If you'd like to subscribe to this database, [feel free to do so by clicking on this link](#).
- Community - working with community partners, we manage a database of more than 240 contacts who are involved in community associations, groups, organisations and societies. This list receive updates from time to time, especially on the work of the **collaborative forum** that [works so hard to deliver all manner of initiatives through the year](#).

At the outset of this project, we have been mindful of the need to engage with and support **multi-generational audiences**. A number of the social channels do not report data on audiences that are Under 18, so the following does not show a true representation, but - using the data we can research and report - we are very happy to be able to show that our delivery engages with audiences across every age group ... and with significant numbers in each.



Any business - whatever sector they are in - is able to use our channels to reach and engage with these age groups ongoing, whether for sales of products and services or for recruitment.

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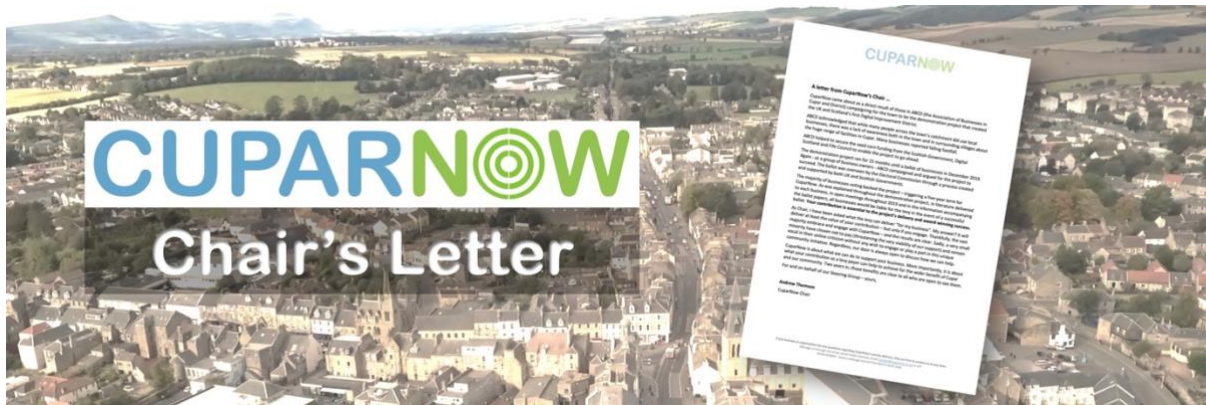
Levy Payers

CuparNow would not exist without the annual contributions from more than 400 businesses in the town - levy-payers whose contributions enable us to deliver all our work. The vast majority pay **£100 per annum** - the remainder paying 1% of their property's non-domestic rateable value. This is capped with the highest contribution being £2,000.00.

All the work we deliver is overseen by the [CuparNow steering group](#) - made up of business owners and managers in the town together with representatives from Bell Baxter High School and Fife Council (one elected member and one officer). Andrew Thomson of Southbridge Garage, is the Group's Chair, and he has written an **open letter** - updated ongoing - that is shared with all new businesses arriving in town as well as with any business raising questions over the project and its support.

Supporting the letter is an nine-page document that details CuparNow's **key achievements** together with a breakdown on '**how your levy is spent**' - from the daily management of digital channels, the delivery of free public-realm Wi-Fi and the project's data capture & management to the monitoring, analytics and reporting as well as the managed community fund.

We are happy to share the same here: simply click on the following to read ...



First and foremost, CuparNow exists to support the town's businesses. Without their support, we would not be able to deliver any of the services provided. Our categorised business listings carry the details of the 400+ businesses and organisations whose annual levy payments enable our delivery. We have four main categories - each splitting into sub-categories to help visitors to the site find more. For some businesses, our listings are their only promoted digital presence ...

[STAY](#) | [EAT & DRINK](#) | [SHOPPING](#) | [SERVICES](#)

We have also introduced QR codes that are being shared on materials to help drive traffic to the same. In a world where all are increasingly familiar with the concept of scanning codes to access information, we know this is a route that will only help to support our audiences and benefit the businesses and organisations that are linked:

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Day by day, we are collating, gathering, creating and sharing content. Our Meta channels (Facebook & Instagram) are used most due to their scale and flexibility to promote content. We share content every single day. Below is a 'one day' example that shows posts published on our Meta channels ... a mix of content created to cover retail, events and activities in a geographic spread across the town. It illustrates how content is planned and scheduled at different times (between 0700-2000) to interact with different audiences. Our audiences' reaction and engagement - as advocates for CuparNow - helps to drive the reach. For info, 'engagement' on Instagram is not reported through Meta's Business Suite.

This is one day's delivery on two channels: the same approach is delivered 365 days of the year - including representation on other channels as listed - to help promote the town's offering and to meet and exceed the expectations of our growing audiences.

Posts	Date published	Reach	Engagement	Reactions/likes
Weeprezzies Too is a wee gem of a shop! Loc...	Boost post 13 July 2022 at 20:01	2,749 People reached	149 Post engagements	18 Reactions
We are so lucky to have Nimbus Beds right he...	Boost post 13 July 2022 at 14:01	2,616 People reached	174 Post engagements	25 Reactions
Don't miss Family Yoga every Thursday from 2...	Boost post 13 July 2022 at 11:01	1,466 People reached	9 Post engagements	1 Reactions
If you're looking for a quality used car, check ...	Boost post 13 July 2022 at 10:00	238 People reached	--	4 Likes
FIFE FARMERS MARKET THIS SATURDAY - CA...	Boost post 13 July 2022 at 09:42	13,490 People reached	1,845 Post engagements	109 Reactions
Wee Kingdom Cupar - Indoor Softplay & Cafe ...	Boost post 13 July 2022 at 07:00	964 People reached	9 Post engagements	1 Reactions

Businesses - by category and area - are divided into weeks, so that we can give a fair representation throughout the year. Roughly, this means every business will receive coverage in one form or another on our channels at least seven times in the year.

A key driver of this is our **ambassador visits**. We visit consumer-facing businesses to capture content that helps to tell the business' story - latest products or offers - that we then share with our audiences. Openly, we say that **those who engage the most with us will receive the best level of support and return on their investment** - the messaging being of mutual benefit in enhancing audience growth, interaction and reach. All of our content is anchored to our Blog where we share **business profiles, breaking news, events** and more. **It is important to stress that any contributing business is able to contact us at any time to request support - and many do so.**

In 2021, as part of our '**by business, for business**' delivery, we forged a new partnership with ABCD - the Association of Businesses in Cupar & District - and that has continued throughout 2022 and into 2023. All levy-paying businesses are automatically members of ABCD. Any business who does not wish to be a member of ABCD under this new arrangement can simply request not to be included. We liaise closely with the Association - and other partners - to discuss and share information on business issues and to deliver initiatives that benefit businesses and the wider community. The following are all included in our work and are 'over and above' the day to day support delivered through our social channels:

- **Food & Drink Trails** – working with Cupar Development Trust, we launched a series of food & drink trails at the end of 2021; these were boosted through 2022 to correspond with The Open's return to St Andrews. Thousands have used the site to search for and find local food & drink businesses. More will be done to support this initiative in 2023 and we are delighted to see a growing interest in the area's provenance - including the recently broadcast **Hairy Bikers' Go Local** episode featuring their travels around Fife. Click below for more.



- **Town Guide Map** – we designed, printed and are distributing 20,000 guide maps across the town; they include trackable QR codes so we can share more information direct with users, allowing us to evaluate their usage ongoing. They include the town's Heritage Trail. In 2023, we will be working with Tourism partners to help make more aware of the town's attractions and offering.
- **Poster Sites** – we created poster for sites across the town where we share QR codes that enable people to access information on eating out, shopping as well as the town's huge array of services.
- **Surveys, Questionnaires & Petitions** – we have helped ABCD to share surveys on business performance as well as to request feedback on the plans for Cupar North, the proposed development for more than 1,400 homes around the northern fringe of the town. We have helped other community partners to share surveys to aid their projects' planning – as well as [helping a local charity with an online petition](#).

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- **TV Campaign** – again, in partnership with Cupar Development Trust, [we filmed and broadcast a 30-second commercial that was viewed by more than 330,000 in 2022](#). Our work ensured we were able to access matched funding for the airtime.
- **My Kind of Town** – we worked with BBC Scotland and multiple local partners to help with the filming of an episode of ‘My Kind of Town’ that will showcase Cupar when broadcast in February 2023. One of the reasons the BBC chose Cupar is because it is home to CuparNow – Scotland’s only Digital Improvement District.
- **Cupar’s Warm Spaces** – mindful of rising energy costs, we collaborated with local organisations to create a menu of ‘warm spaces’; [this listing is maintained online](#) but was also shared via a Christmas card delivered to thousands of homes across the town in the countdown to Christmas.

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Community Partners

We are proud to have researched and created a unique online community directory that now features 90 associations, clubs, groups, organisations, societies and more. We also have a trackable QR code that links with the Directory, enabling all to share with a wider audience. You can discover more by clicking on the image below.

If your organisation does not feature, [please get in touch so we can add you.](#)



Below are just some of the community groups with whom we have worked and have helped to support through 2022 ...

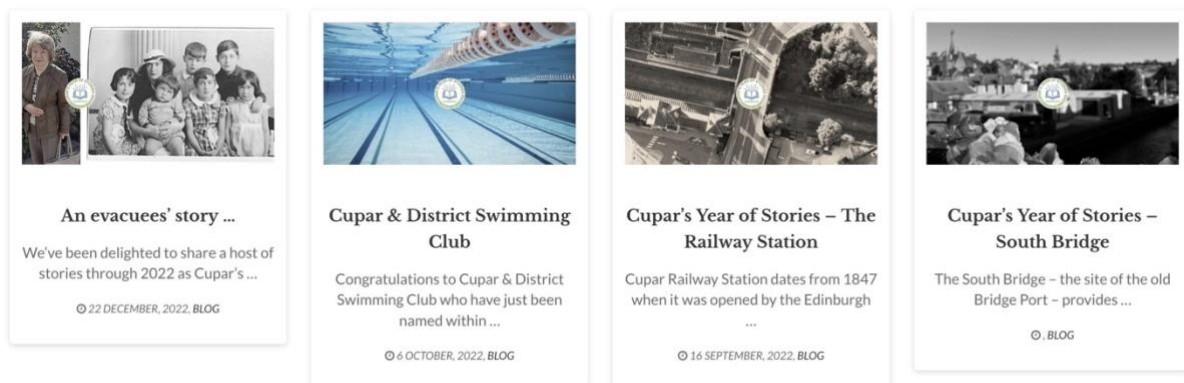
<https://youtu.be/tyYcWzInlqk>

Throughout 2022, we have continued our work a forum of organisations - steered by Cupar Development Trust - to showcase the town. The forum came into being at the end of lockdowns to bring together like-minded organisations wanting to collaborate over a return to live events and activities. Increasingly, it now includes groups and organisations covering not only the town but also much of the town's catchment.

Th collaboration helped to deliver [Cupar's second Celebration Weekend](#) in September. Those involved in the weekend then called a face-to-face gathering of more than 30 community groups to look at 2023. You can read more on that by clicking on the image below ...



As we approached 2022, we started plans for the town to become part of **Scotland's Year of Stories** and launched **Cupar's Year of Stories** with a digital version of the town's heritage trail, working with the help and support of the town's [Museum & Heritage Centre](#). We have been delighted to help feature all manner of stories from across our community throughout the year; you can discover more by clicking on the image below ...



We are going to retain this feature and add to it ongoing. [If you have a story to share on Cupar, you can use this link to make a submission](#). Similarly, in support of our community, we continue to promote [our online calendar](#) where all are able to [submit local events](#). Once received, we can then share on our channels with our audiences.

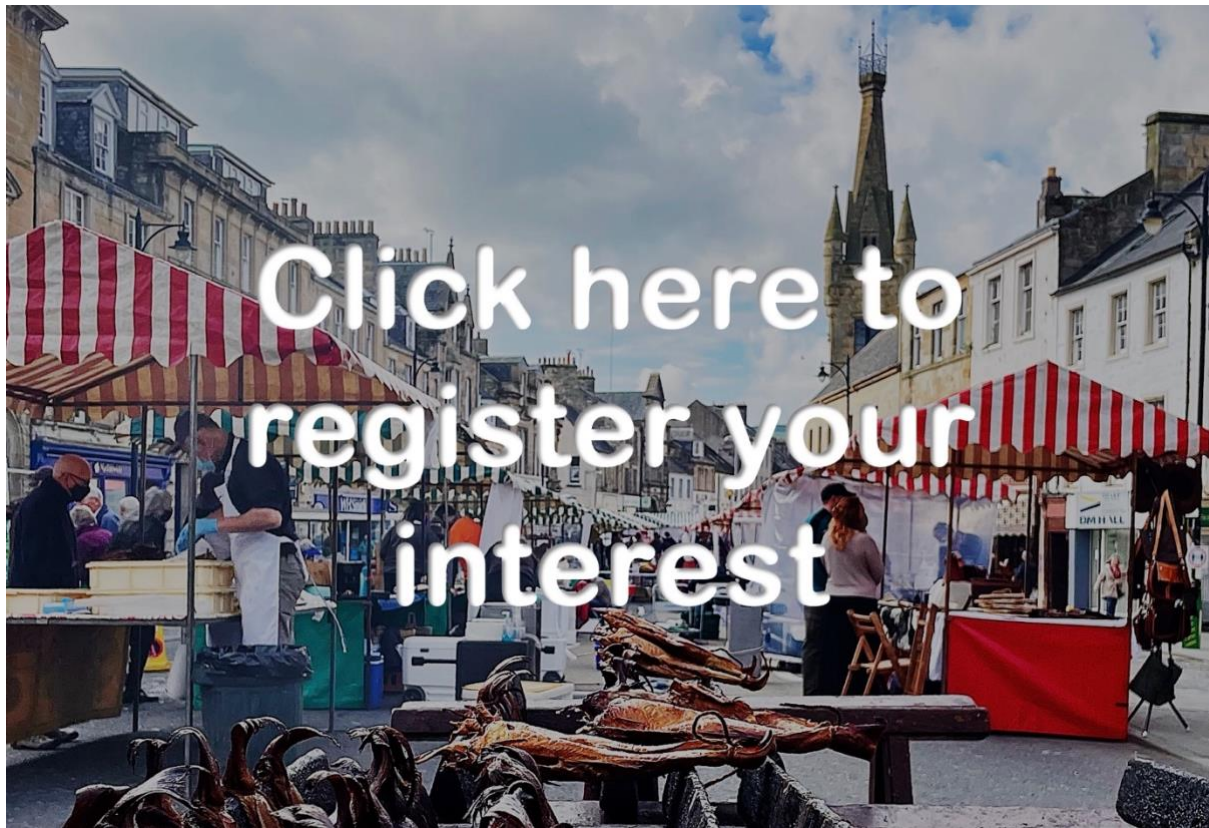
Once again, we were pleased to be able to help promote the town's [Community Council's Citizens of The Year awards](#) as well as to continue with our support for [Cupar Development Trust's talks and annual lecture](#).

In addition to the day to day messaging that helps to make our audiences aware of Cupar & District's community activities, we also manage a small **Community Fund** to give direct financial support to groups and organisations. If you run a community group and need support, please get in touch. We can't promise to help, but we will do all we can to do so, or to share with those who might be able to offer assistance - [just use this link to email us](#).

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Throughout 2022, we sponsored market stalls for local groups, charities and societies to enable them to help raise funds, awareness and their profiles in Cupar. So successful was the project that we are [doubling our efforts in 2023, sponsoring two stalls for community use and benefit through the year](#). If you run a community group and would like to be involved in this year's initiative, please click on the image below and follow the link to register.



Finally on this section, we'd like to thank all those who have provided us with **testimonials** for our support work this year. It means a great deal. You can read more by clicking below ...

<https://bit.ly/CuparNowTestimonials2022>

Culture & Tourism

There are numerous partners in and around Cupar who come under a 'Cultural' banner and we work closely with many as detailed above.

Culture - especially the town's 'history & heritage' - features in a great deal of what we create and share when promoting the town as it is such an integral part of Cupar's offering. As mentioned, we worked in partnership with the town's Development Trust to win matched funding for a **TV campaign** that ran on STV through the summer.

Seen by more than 330,000 people, the campaign also won additional coverage from STV who - impressed by its quality - ran it on their STV Player across Scotland, broadening our reach over a longer period than the agreed campaign. You can click on the image below to read more and view the commercial that invited all to "*spend a day in Cupar and Country*" ...



We have promoted events throughout the year - one of the largest being the **Fife Show** celebrating a very special anniversary. A storming success, it was wonderful to see such an iconic event return to the local calendar after a lockdown-enforced hiatus. Hats off to those who worked hard to make it happen. You can read more on their 200 years and the 2022 show via our Blog below ...

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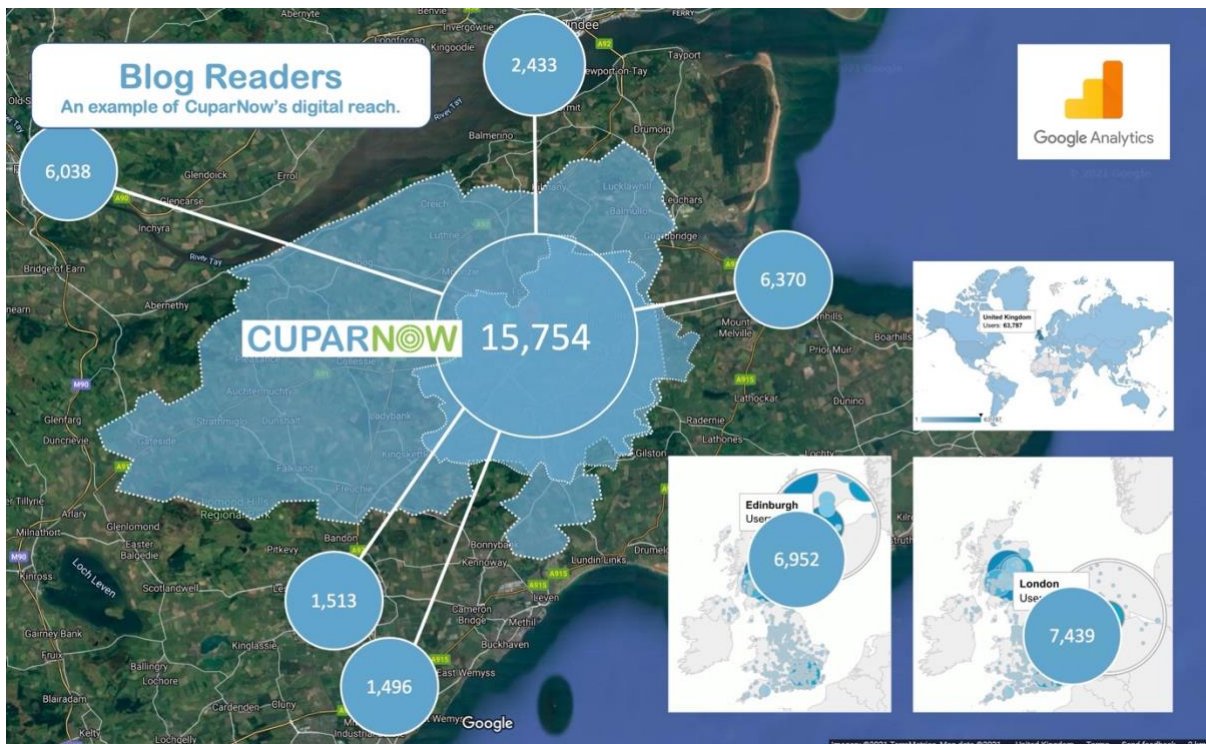
In the summer, the town marked the Queen's Platinum Jubilee with an amazing event in the Haugh Park; it welcomed visitors from far and wide to enjoy a whole range of entertainment and celebrations. Read more below ...



And come the autumn, the town's **Celebration Weekend** and **Gathering of Societies** returned ... albeit with a civic commemoration added to mark the death of the Queen ...



When we know events are being run, we do our best to help promote them on our channels; as detailed, we continue to promote [our calendar](#) where anyone locally can [submit events](#) to be shared. The vast majority of our audience is local, but we are able to spread the word far and wide, using our followers as advocates. The maps below shows the home locations of our Blog readers: a substantial number are within an hour's drive time of Cupar. Considering our potential to help promote - using Google's Analytics - we can demonstrate that we have readers of our Blog in every time zone around the world. We are spreading the word far and wide.

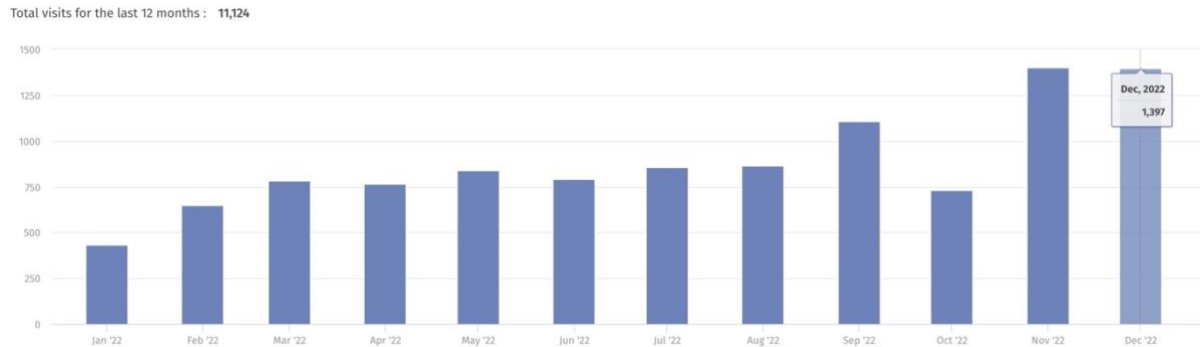


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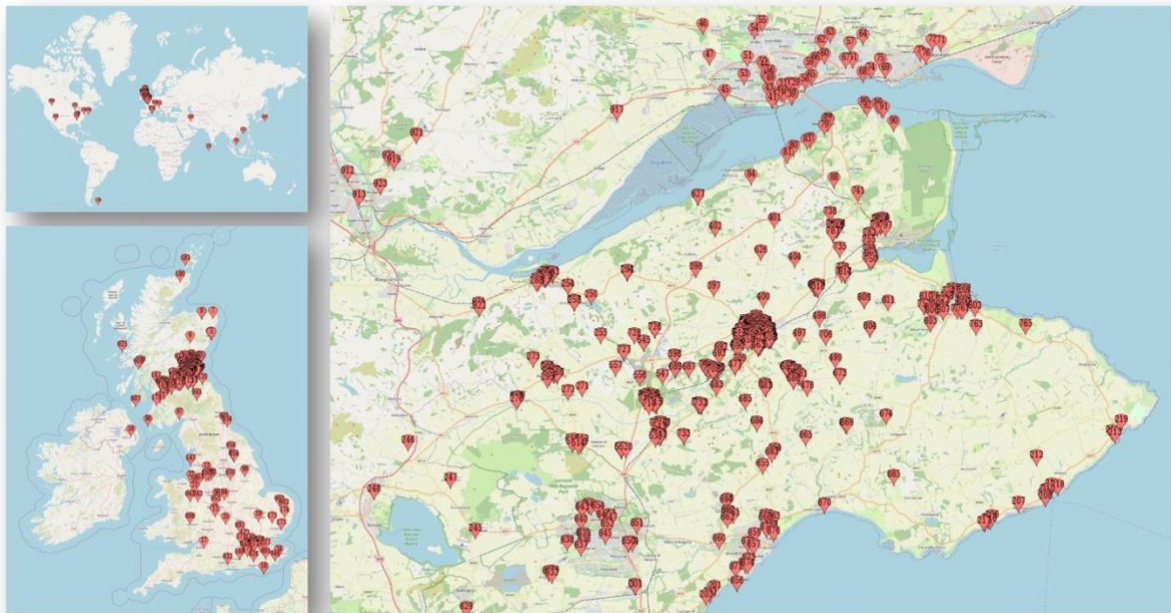
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As touched on above, we manage a number of database. One of these is more than 1,800 'subscribers', the vast majority of whom have signed-up to receive regular updates having used our **free Wi-Fi delivered in Cupar town centre's public realm areas.**

And free WiFi is a great facility to deliver for those visiting Cupar; below shows that the network has had more than 11,000 visits during the last 12 months ...



And the maps below show the home locations of those visitors ...



We are working on plans to extend the Wi-Fi to cover larger areas of the town's public realm and hope to publish more on this soon.

If you are reading this and would like to subscribe to our regular e-shot updates, please click on the following and complete the details. Once submitted, you will be added.

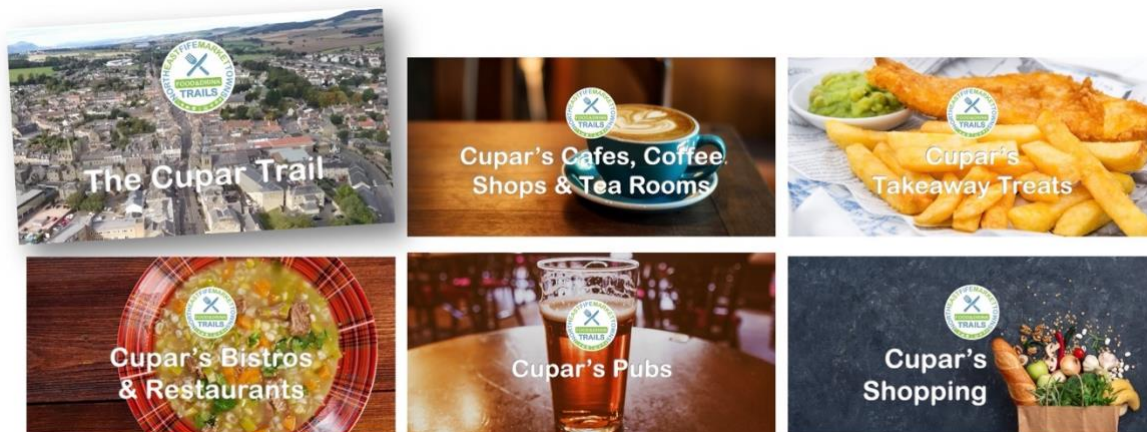
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Third Annual Report covering 2022



Through 2021, we worked in partnership with [Cupar Development Trust](#) - with some funding support from the Regional Food Fund - to make Cupar the centre of a series of new **Food & Drink Trails**. Each starts and finishes in Cupar, ensuring we're helping to drive visitor numbers and interaction to the benefit of the town.

In 2022, we invested to continue this initiative - designing, printing and distributing 5,000 guides, each including QR codes to help users find more information. Those guides were delivered to outlets across Cupar and north east Fife in the countdown to The Open, capitalising on the return of visitors to our area in the summer. If you run a food or drink business in or around Cupar and would like more information, [just click on this link to complete our Food & Drink Trail Questionnaire and we will be back in touch](#). You can discover more on the TRails by clicking on the image below ...



Again, in support of tourism, we have continued to distribute the 20,000 copies of our free **Town Guide & Maps**. All include trackable QR codes to help visitors find more on the town's businesses - shopping, food & drink, services, accommodation and community groups. You can click on the map below to open an online version ...

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Towards the end of 2022, we met with Tourism groups including Fife Tourism and the Local Tourism Association; as a result, in March of 2023, we are hosting a 'familiarisation day' where tourism partners will invite their members to the town for a presentation on what Cupar has to offer to their guests and customers.

This will build on the work we have undertaken with Cupar Development Trust and will also use learnings from the Trust's annual lecture. Delivered by Professor Murray Pittcock, Vice-Principal of Special Projects at the University of Glasgow, the lecture was titled '**Culture, Tourism & The Economy**'. He stressed the importance and economic value of harnessing and promoting Cupar's unique heritage in any tourist offering.

You can watch the lecture on our YouTube channel by clicking on the image below ...

https://youtube.com/playlist?list=PLrfZHFBQz1202IVneZ7ygX9xi_YfABKV7

We hope the familiarisation event will be the first in a series to better engage with accommodation providers and tourism-related businesses and attractions across the town's catchment. If you are involved in a tourism-focused business, [please read more via our Blog](#).

Education & Training

Since we started CuparNow, we have helped to share content from all of the town's education and training providers - from pre-school provision to further education as well as those involved in delivering additional support.

Building on our work with [Bell Baxter High School](#) (they have a seat on our steering group) we continued with support for their Wellbeing Garden Project, helping them to raise awareness, donations and equipment. You can read more by clicking on the image below ...



Our ongoing work with the high school also led us to holding a Business Breakfast in partnership with [ABCD](#), the town's Business Association, together with [DYW Fife \(Developing the Young Workforce\)](#) and [Fife Chamber](#). [You can read more via this link](#). Our connections with Bell Baxter continue to strengthen and we will be sharing more content that features pupils' work and projects into 2023 and beyond.

In the summer, we worked with [Nurture Steps](#), a charity that relocated to Cupar. We featured them and their work in a Blog that announced their arrival at their new HQ at Westport Business Centre in Cupar. The charity works with families of children (aged 0-5) who are seeking an assessment of social communication or interaction difficulties, or who already have a diagnosis of a social communication disorder such as Autism. You can read more by clicking below ...



In support of the **Platinum Jubilee Picnic in The Park**, we created commemorative certificates for those attending as keepsakes - especially designed as souvenirs for youngsters. The Lord Lieutenant of Fife, Robert Balfour, as representative of HM The Queen, gave a short speech before handing out badges and certificates to Brownies, Scouts and Rainbows. As part the ongoing celebrations of the role played by Cupar in the annals of the Old Scots Language, Guthrie Hutton of [Cupar's Museum & Heritage Centre](#) and a trustee of the SCIO, Three Estates Cupar, read the proclamation by 'Scotland's Shakespeare', Sir David Lyndsay, echoing what residents would have heard across the town some 470 years before – almost to the day – calling for people of gather for the first performance of Scotland's oldest play, *Ane Satyre of the Thrie Estaitis*. Since the event, we recorded Guthrie reading the proclamation and you can hear it via our Podcast by clicking on the image below ...



When the Celebration Weekend returned to Cupar in September, we repeated the certificate idea - creating commemorative keepsakes, especially for all of the children who took part in events and activities. We were delighted when, later in the year, a 're-incarnated' Sir David Lyndsay, paid a visit to Kilmarnon School and handed out the same to pupils as a thank you for the part they'd played ...



On the training front, we continue to offer advice and support to those businesses and organisations who ask for it on digital communication and best use of social media. If you run a business or organisation in town and require help and advice on your digital needs, [please send us an email via this link](#) with your questions or outline plans and we will be back in touch to set up a 1-2-1 meeting.

Environment

Wherever we can, we support environmental initiatives in the town: this has covered engagement with numerous partners and stakeholders throughout 2022 - including supporting some who took advantage of our sponsored stalls at the Fife Farmers' Market, including Sustainable Cupar.

Perhaps the biggest role we play to help support Cupar's environment is our promotion of all things 'local'. The core of CuparNow is to promote the town's businesses. Much has been written about '*20 minute neighbourhoods*'. The very nature of our work is to push the #ThinkLocal message - to share with our growing audience that, whatever they need, they will find it in Cupar: food & drink, shopping, services - it is all available.

The original thinking behind '*20 minute neighbourhoods*' was for that '20 minutes' to be on foot or by bike. Even expanding that to include Public Transport is not a reality for Cupar and its catchment.

In early 2022, we invited students from Dundee University to the town. There were a dozen students and over a period of seven weeks they worked on 'Cupar Concepts' creating five thematic ideas on the future of the market town. Their themes covered:

- Transport & Connectivity
- Wellbeing & Accessibility
- Tourism
- Sustainability and
- Heritage & Fabric

Later in 2022, the University shared their report and we are now engaging with relevant community partners including the town's Development Trust to see how the students' thinking might be used to the benefit of the town.

What is clear is that much of what 21st century students have picked up is Cupar's strategic place as a crossroads on lines of communication. This builds on centuries of environmental heritage that sees Cupar's present day 'catchment' almost exactly mirroring what was a medieval 'liberty' where all produce made or grown in the area had to be sold in Cupar's markets.

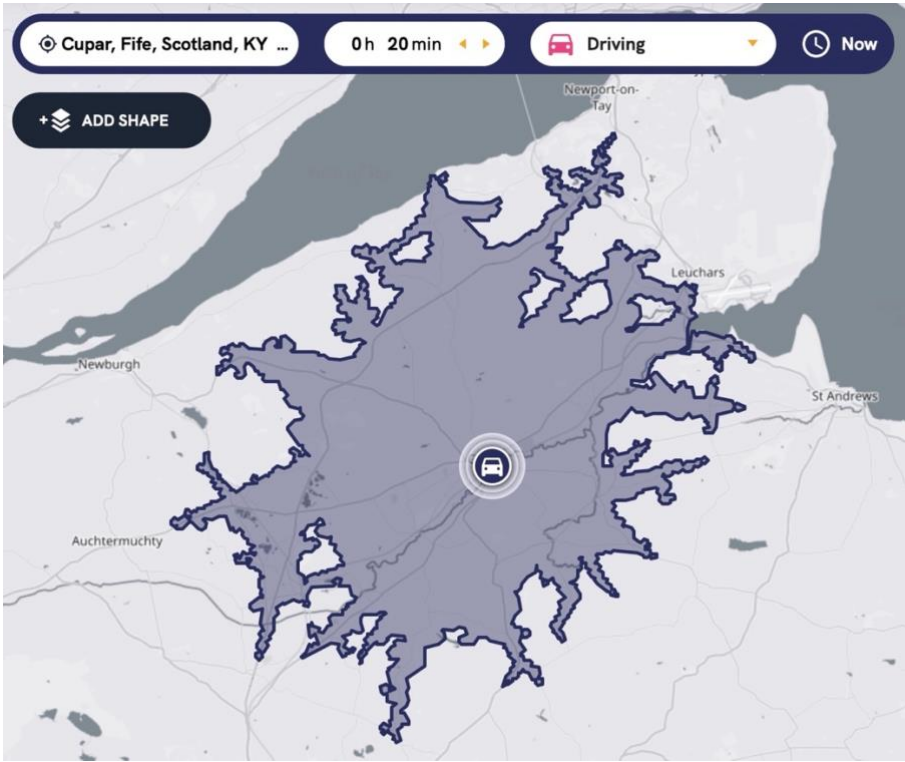
The map below shows Cupar's catchment including almost 60 local villages with the medieval liberty illustrated with a red-dotted boundary.

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The work undertaken in the last three years to build an engaged audience who now act as advocates - sharing our 'think local' messaging with friends, family and colleagues - is helping to define, shape and support Cupar's '20 minute neighbourhood'



Health & Social Care

Our delivery has a social benefit - enabling residents and visitors to find information on the town's offering and encouraging all to share the same. We work to support health and social care partnerships throughout the year. Much is shared day-to-day via our social media channels to publicise the work of, among others, Cupar Food Bank, the Community Fridge, Cupar Y and the Cupar Youth Cafe, NHS Fife, our local churches and charities.

Our Blog enables us to share bigger stories and the following is just a selection of features published through the last year in support of projects that are highlighting health and social care issues, events, activities and services ...

- [Community Radio Launch](#)
- [Calling 16-17 year olds!](#)
- [In memory of Ciaran Reilly](#)
- [Living with a diagnosis of dementia ...](#)
- [Putting Defibrillators On The Map](#)
- [Become a Walk Leader Volunteer](#)
- [Can you help Lucky Ewe?](#)
- [Express Group Fife](#)
- [Cupar Remembrance Services](#)
- [Cupar & District Swimming Club](#)
- [Banking on your views ...](#)

Many organisations involved in the above are listed in our [Community Directory](#) and we know hundreds use this as a 'go to' resource to discover more that is available at a local level.

As touched on above, perhaps the most significant project we have supported in the health and social care sector has been the creation of a 'Warm Winter Space' listing that sits on our Blog and provides all with details of those spaces that are open, free and providing a warm welcome to those in our community most in need of such support at this time. You can click on the image below to read more.

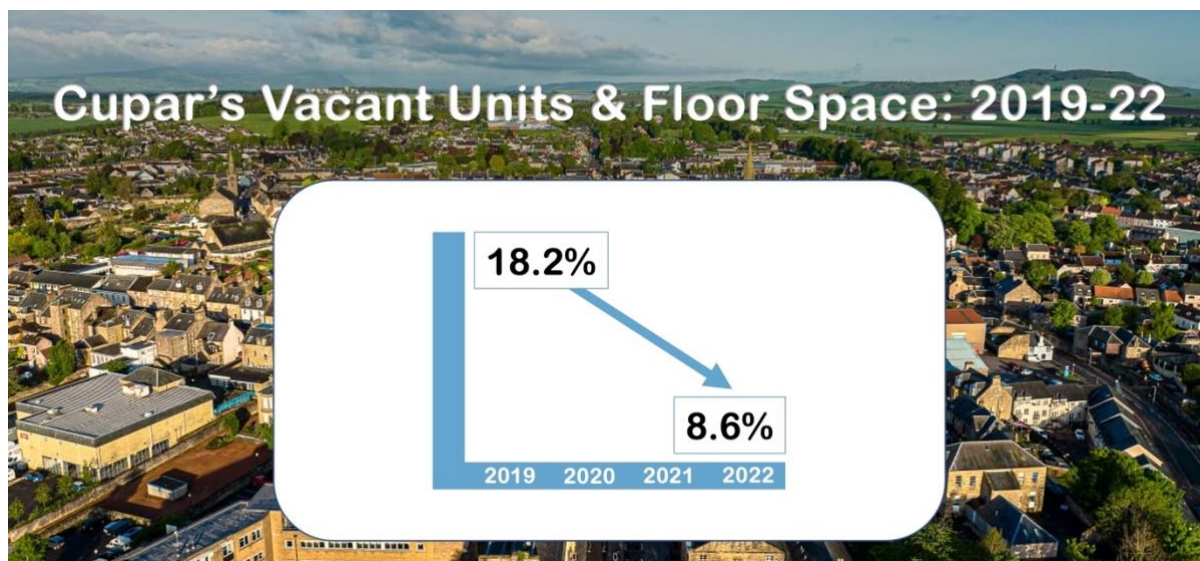


Economic Development

All of our work combines to help support the economic development and sustainability of the town and its catchment. As we always emphasise, our most important task is to support businesses - those who contribute an annual levy to help us deliver all of our work: the businesses are the lifeblood of the town - driving investment, employment and training opportunities. Those who engage with us receive the best return on their investment and involvement.

Everything changes in business: two of the town's longest running establishments have closed this year. We [shared the news on Ostlers](#): after more than forty years, husband and wife team, **Jimmy and Amanda Graham**, are looking to pass the baton on to someone new and are selling the multi-award-winning eatery. And we also helped **Eric Young** in the countdown to the closure of Thomas Young Jewellers. We will catch up with Eric soon to share more on his re-opening of a dedicated clock business. In the same breath, Cupar welcomed new businesses to the town - and that has helped to drive a reduction in vacant units through 2022.

In the latest data (published by Experian GOAD and included in Fife Council's Local Area Economic Profiles 2021-22) **Cupar is outperforming every other location in Fife** with the **largest percentage drop** over the last three years.



Jim Hair, Chair of ABCD, the town's business association, says: "National vacancy rates are still around the 15% mark. In Scotland, they are slightly higher. Cupar has reduced vacant units from 18.2% in 2019 to 8.6% in 2022 ... more than a 50% drop. That sends a very positive message to all businesses and especially to those looking to invest in our vibrant 21st century market town."

Chair of the town's Development Trust, Bill Pagan, echoes the Business Association line, adding: "This is not by chance. Cupar will shortly feature on the BBC programme 'My Kind of Town' and one of the reasons we were chosen as a destination to feature on the series is because we are home to Scotland's only digital improvement district, CuparNow, whose various platforms show the town's active community and vibrant businesses."

The digital improvement district was created in 2018 as a demonstration project and was formally launched in 2019. Bill adds: *“A critical part of the CuparNow's remit has been to show how managed, integrated digital communication and support services enable new, strategic collaborations and improve digital participation and skills. There can be no doubt CuparNow has delivered on these fronts and the day-to-day engagement with their 80,000-strong digital audience is helping to deliver sustainable economic benefits.”*

The latest data - published by Experian GOAD and included in Fife Council's Local Area Economic Profiles 2021-22 - shows Cupar is outperforming every other location in Fife with the largest percentage drop over the last three years. Through the same period, nearby Anstruther, Glenrothes and St Andrews - together with Dunfermline and Inverkeithing - all saw the proportion of vacant units rise. Across the country, there has been a small decline in vacancy rates in the last year, yet Cupar is believed to have delivered the biggest drop of any town in Scotland, if not the UK.

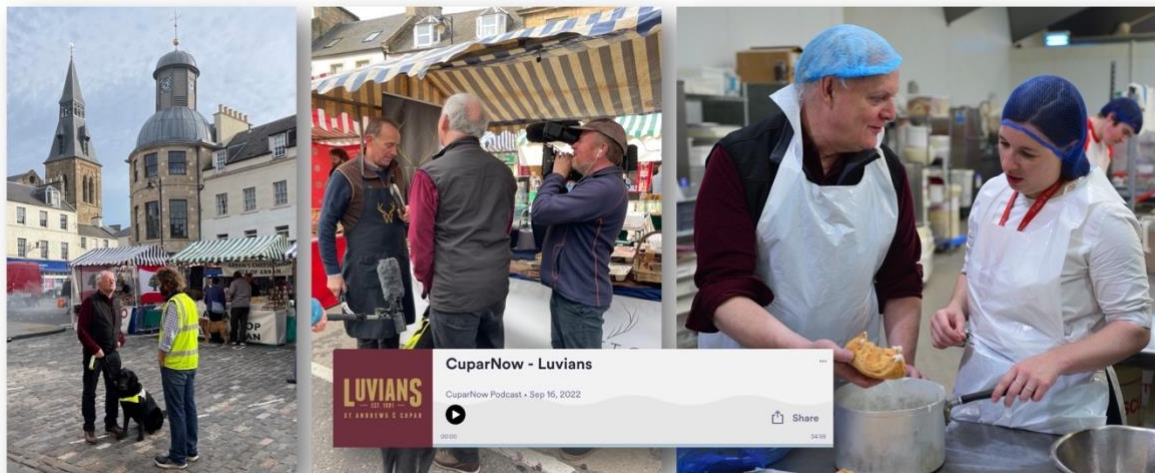
Local councillor, Margaret Kennedy, who sits on the CuparNow steering group, adds: *“Throughout the last three years, including all lockdowns and their resulting restrictions, CuparNow's services were delivered day by day – uninterrupted. Although we remain in very uncertain times, it is clear CuparNow's daily support for the town's businesses and wider community is delivering a very positive impact.”*

We have a five-year term to deliver what we promised from the outset. Three years in, we are creating and supporting strategic collaborations that are improving digital participation. More than 35% of the town's population follows our Facebook page alone. The news on declining vacancy rates is very welcome and builds on other property-related successes including Cupar being listed as the most sought-after location for rural living in Scotland.

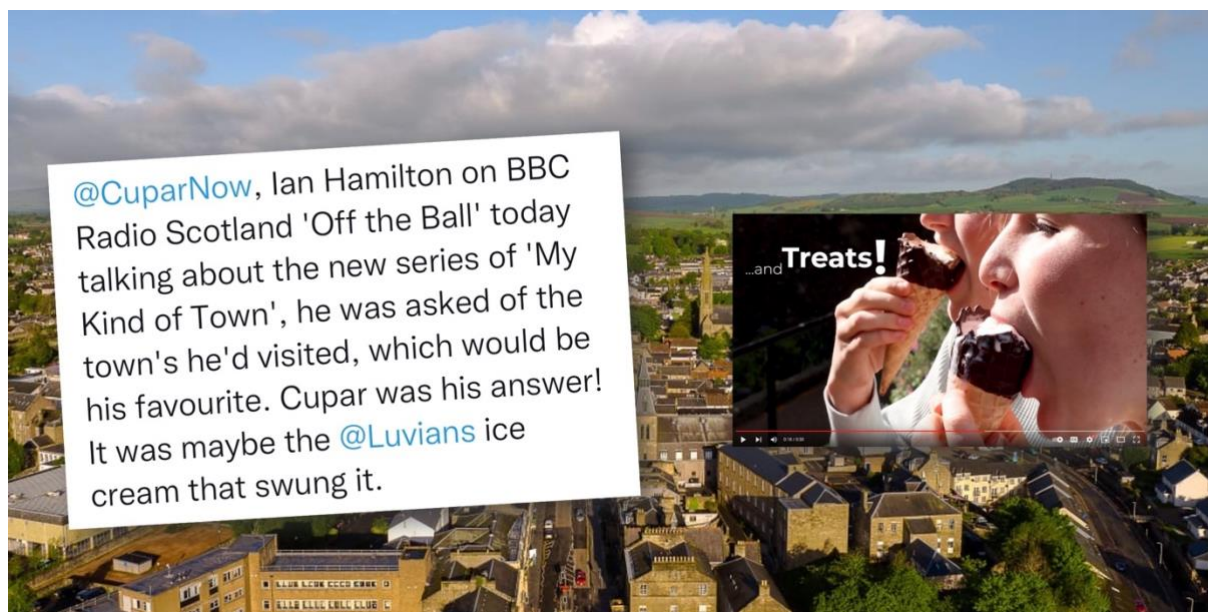
A date for the diary ...

The [BBC Scotland episode of 'My Kind of Town'](#) featuring Cupar airs on **Thursday 2nd February 2023**. The images below were taken on the crew's visit and show presenter, Ian Hamilton, with his trusty guide dog, Major, speaking with Byam Trotter at the Fife Farmers Market (left) and filming with Steven Wade of Woodmill Game, one of the stall holders (centre). On the right, Ian is pictured with Chloe Milne at Fisher & Donaldson - one of the many businesses he visited.

You can click on the image to listen to the podcast we recorded with Ian on his visit to Luvians ...



And we were very happy to see Ian quoted on air recently as saying, of the towns in the latest series, Cupar was his favourite! Click on the image below to see what may have swayed him ... a sweet treat as featured in our TV commercial!



Financial Statement

Our Year 3 (2022/23) financial breakdown is below: it shows the sums apportioned to the various service areas delivered. These are 'annual spend' in line with the project's Business Plan and cover April 2022 until March 2023 in line with the current levy year.

Service Provision and related fees based on income drawn down from 2022/23 levies paid to date	
Service Provision	Annual Spend
Daily Management of Digital Communication including Ambassador Visits	36,765.95
Managed free Wi-Fi service	9,675.25
CuparNow Blog with categorised listings	9,288.24
Data Capture & Management	4,644.12
Monitoring, Analytics & Reporting	3,870.10
Community Fund	3,096.08
Professional Fees	2,322.06
Contingency	7,740.20
TOTAL	77,402.00

We can report that £5,839.33 of the 2022/23 levy remains unpaid, albeit we expect this sum to be reduced as non-payment continues to be pursued.

For clarity: CuparNow is delivered by Destination Digital Ltd overseen by a steering group. Destination Digital Ltd has an operating agreement with Fife Council who invoice the Digital Improvement District annual levies; the Council's Rates Team are responsible for the collection of payments as well as chasing of non-payment.

If at any time a business has a question regarding the levy, payment or the services provided by CuparNow, please use the contact information in the 'need more' section at the foot of this page. [More information on the service breakdown and delivery can be found on the Steering Group Chair's open letter.](#)



Third Annual Report covering 2022

Conclusion

We continue to deliver all as set out in the project's initial Business Plan - and more.

As CuparNow has evolved, we have added new channels, taken on new initiatives and are now helping to support more businesses, organisations and community groups than ever. We have built an even larger, engaged digital audience who act as our advocates to spread the word on Cupar, in turn increasing the numbers of friends, family and colleagues who interact with our content at home and abroad.

Despite our very best efforts, some businesses remain opposed to our work and see no value in what we deliver. Working hand in hand with our Steering Group and multiple community partners and stakeholders, we will continue with our joint endeavours in a bid to win them over. Our door is always open to those who wish to meet.

Finally, we would like to thank all who support our work - and the town: in particular, we would like to express our thanks to the contributing businesses and organisations who pay their annual levy. Without that support, CuparNow and all the services we deliver would not exist.

CUPARNOW

Third Annual Report covering 2022

Need more?

Any business or organisation in and around Cupar can contact us **at any time** through a variety of channels - our social media channels, [by email](#) or phone. Just call **01334 870858**, leave your name, nature of your enquiry and a number where we can reach you and we will call you back. We can arrange face to face (where possible), meetings via Zoom or just a chat to see how we can help.

If you have any thoughts or ideas on how we might improve our service, please let us know. And if you'd like your name to be put forward to join our Steering Group, [please drop us an email explaining who you are, the business/organisation you own/represent and why you'd like to be on the group.](#)

Finally, if you run a business and want to be keep up to date on all we are delivering, **please make sure you are following us on the pages and channels most relevant to you.**

If you have any questions, [simply click here to email us, and we'll be back in touch as soon as possible.](#)

Thanks for reading.

CUPARNOW



CuparNow.Blog #LoveLocal

None of our award-winning delivery would be possible without the backing and engagement of our town's levy-paying businesses and organisations.

Those who contribute display this sticker ...

Please show them your support. Thank you.



16 August 2023

Agenda Item No. 5

Objection to Proposed Parking Restriction – Orchard Flat Auchtermuchty

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 16 – Howe of Fife and Tay Coast

Purpose

The purpose of this report is to allow the North East Fife Area Committee to consider two objections to a proposal to introduce “No Waiting At Any Time” restrictions on Orchard Flat, Auchtermuchty.

Recommendation(s)

It is recommended that Committee agrees to set aside the objections to the proposed Traffic Regulation Order (TRO) introducing the “No Waiting At Any Time” restrictions on Orchard Flat, Auchtermuchty as shown in drawing no. TRO/22/67, to allow the Order to be made and the restrictions put in place.

Resource Implications

The cost to formally promote this TRO will be approximately £2,000 which covers Roads & Transportation Services’ and Legal Services’ staff costs and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure will be carried out by the respective developer in this area.

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, Parking Management team, Police Scotland and Auchtermuchty and Strathmiglo Community Council have been advised.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process was 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 were available on Fife Council’s website.

During the formal consultation period 2 objections were received.

1.0 Background

- 1.1 On the 15th of February 2023, Committee agreed to the promotion of a TRO to implement a “No Waiting At Any Time” prohibition on Orchard Flat, Auchtermuchty [Minute 2023.NEFAC.15. Item 47 refers].

2.0 Issues and Options

- 2.1 During the statutory consultation period, 2 objections were received to the proposal. Having received a response from the Service, the objectors wished to maintain their objections. The main elements of the objections and Service responses to these are outlined below with full redacted correspondence available as a background paper.

2.2 Objection 1:

- The introduction of a double yellow line on Orchard Flat will significantly limit the available parking space for residents and visitors who live in the area.
- Proposed restrictions could encourage speeding, as drivers will know the road is clear.

Service response:

- Parking on a bend or within 10m of a junction is prohibited by The Highway Code (Rule 243). As this is quite a sharp bend it is important that the bend is clear from parked cars.
- We can monitor with a speed survey once the restrictions are in place. If the speed limit compliance is low we can consider further measures such as warning signs.

2.2 Objection 2:

- The car park is not fit for purpose.
- Households have 2+ cars and these cars have to go somewhere.
- On-street parking is only an issue on certain hours during Saturday and Sunday when the Old Barn Coffee shop is operating.
- The street is NOT built for the passage of HGV and tractors whether there are parked cars or not.
- How does the proposal improve visibility?

Service response:

- It is a public car park and is free to use for all members of the public not just residents. Fife council does not bear responsibility to provide parking for private residents.
- It is important we do not allow for obstructive or unsafe parking in order to accommodate parking
- Their operating times are 10am to 4:30pm so residents can park in the car park after this period.
- As a result, FC is tasked with proposing measures such as double yellows
- If a car where to park on the bridge hump drivers travelling on Station turning into Orchardflat won't have clear view ahead as they are approaching the junction

3.0 Conclusions

- 3.1 It is considered, in the interests of traffic flow and road safety, that the objection should be set aside allowing the parking restrictions to proceed.

List of Appendices

1. Drawing no. TRO/22/67

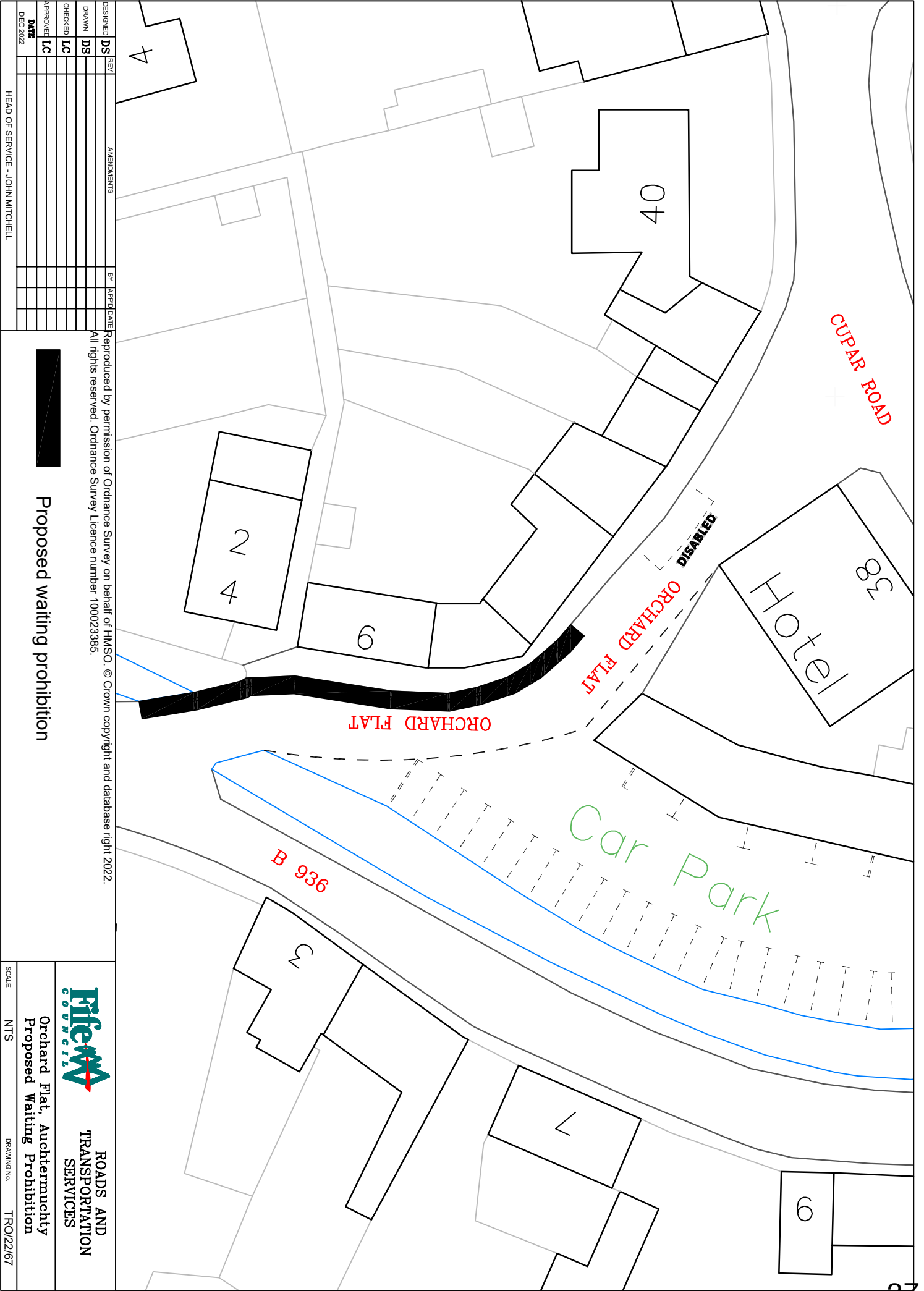
Background Papers

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

- Drawing no. TRO/22/67
- Full Correspondence (Redacted) with Objectors

Report Contact

Steve Sellars
Lead Consultant - Road Safety & Travel Planning
Roads & Transportation Services
Bankhead Central
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DEC 2022				

HEAD OF SERVICE - JOHN MITCHELL

Proposed waiting prohibition


ROADS AND TRANSPORTATION SERVICES
 Orchard Flat, Auchtermuchty
 Proposed Waiting Prohibition
 SCALE: NTS DRAWING No: TRO/22/67

16 August 2023

Agenda Item No. 6

Balgove Road and Gutchards Way, Gauldry – 20mph Speed Limit

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 17 – Tay Bridgehead

Purpose

The purpose of this report is to allow the North East Fife Area Committee to consider proposals for an extension of the 20mph speed limit in Gauldry to include the new development's residential roads.

Recommendation(s)

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

1. agrees to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO23_29 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 will be approximately £2,000 which covers Roads & Transportation Services' and Legal Services' staff costs and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure will be carried out by the respective developer in this area.

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

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 In Oct 2022 and March 2021 approval was granted for planning application 22/01369/FULL and 20/02311/FULL respectively. This was for a residential development and associated infrastructure on the land south of Balgove Road Gauldry.
- 1.2 The speed limit for the whole village of Gauldry is already 20mph.

2.0 Issues and Options

- 2.1 Although the new residential roads are constructed to a design speed of 20 mph as part of their approved planning consent, we still require a Traffic Regulation Order (TRO) for the 20 mph zone speed limit which requires Area Committee approval.
- 2.2 New roads constructed (or soon to be constructed) on the land south Of Balgove Road in Drawing No. TRO23_29 (Appendix 1) require a TRO for the speed limit.
- 2.3 These new residential roads will be constructed to a design speed of 20 mph by means of road geometry and traffic calming features.

3.0 Conclusions

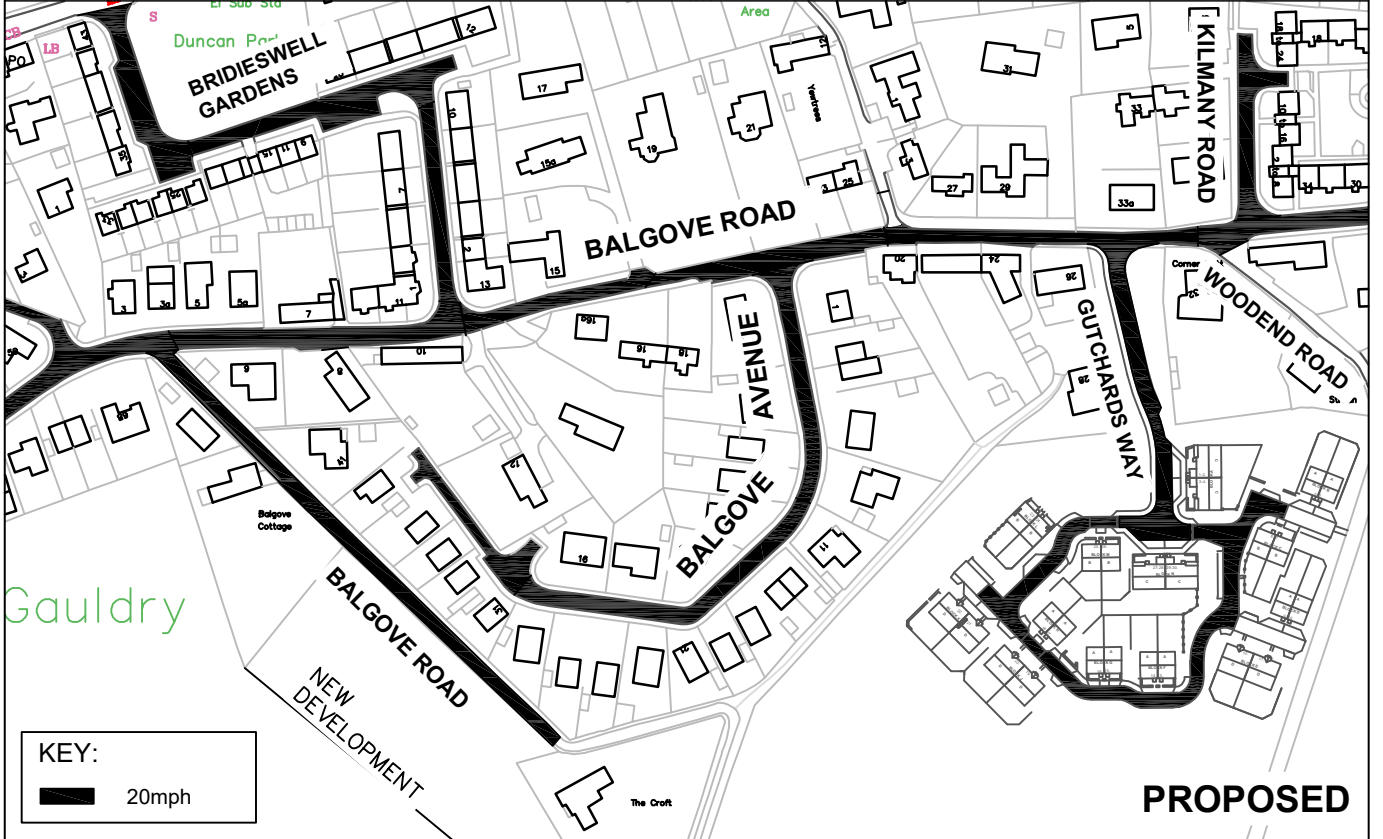
- 3.1 It is considered, in the interests of road safety, that this traffic restriction be promoted.

List of Appendices

1. Drawing no. TRO23_29

Report Contacts

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HEAD OF SERVICE - JOHN MITCHELL									



**ROADS &
 TRANSPORTATION
 SERVICES**

**20mph extension on
 Balgove Road and Gutchards Way
 Gauldry**

SCALE NTS

DRAWING No. TRO23_29

5th June 2023

Agenda Item No. 7

Grange Road, St Andrews – 20mph Zone and 30mph Extension

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 18 – St Andrews

Purpose

The purpose of this report is to allow the Area Committee to consider proposals for the inclusion of a new residential development within an existing 20mph zone and the extension of a 30mph speed limit on Grange Road.

Recommendation(s)

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

1. agrees to include the new roads within the existing 20mph TRO and to extend the existing 30mph speed limit, both as shown in drawing TRO/23/31 (Appendix 1) 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 and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure is the responsibility of the developer.

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

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 at www.fife.gov.uk.

1.0 Background

- 1.1 In April 2021 approval was granted for planning application 17/03554/FULL. This was for a residential development of 61 properties on the land west of Grange Road.
- 1.2 As part of this development a new junction will be formed at Grange Road. This provides access/egress for pedestrian and vehicular traffic. This development will also connect with the existing residential road of Kilrymont Crescent, which is a 20mph zone.
- 1.3 The speed limit on this section of the Grange Road is presently national speed limit.
- 1.4 The new roads within the development have been constructed to national guidelines which recommend design speeds of 20mph for residential streets.

2.0 Issues and Options

- 2.1 It is necessary to promote an amendment to the existing 20mph TRO to include the new residential roads in the development – shown in Appendix 1.
- 2.2 As part of the planning process it was agreed that the 30mph speed limit be extended to cover the frontage of the new development on Grange Road. The developer will install a 30mph/national speed limit gateway, approximately 30 metres south of the new access road. It is proposed that this 30mph extension is formalised as part of this TRO.

3.0 Conclusions

- 3.1 It is considered, in the interests of road safety, that both the 20mph and the 30mph speed limits should be promoted.

List of Appendices

1. Drawing No. TRO/23/31

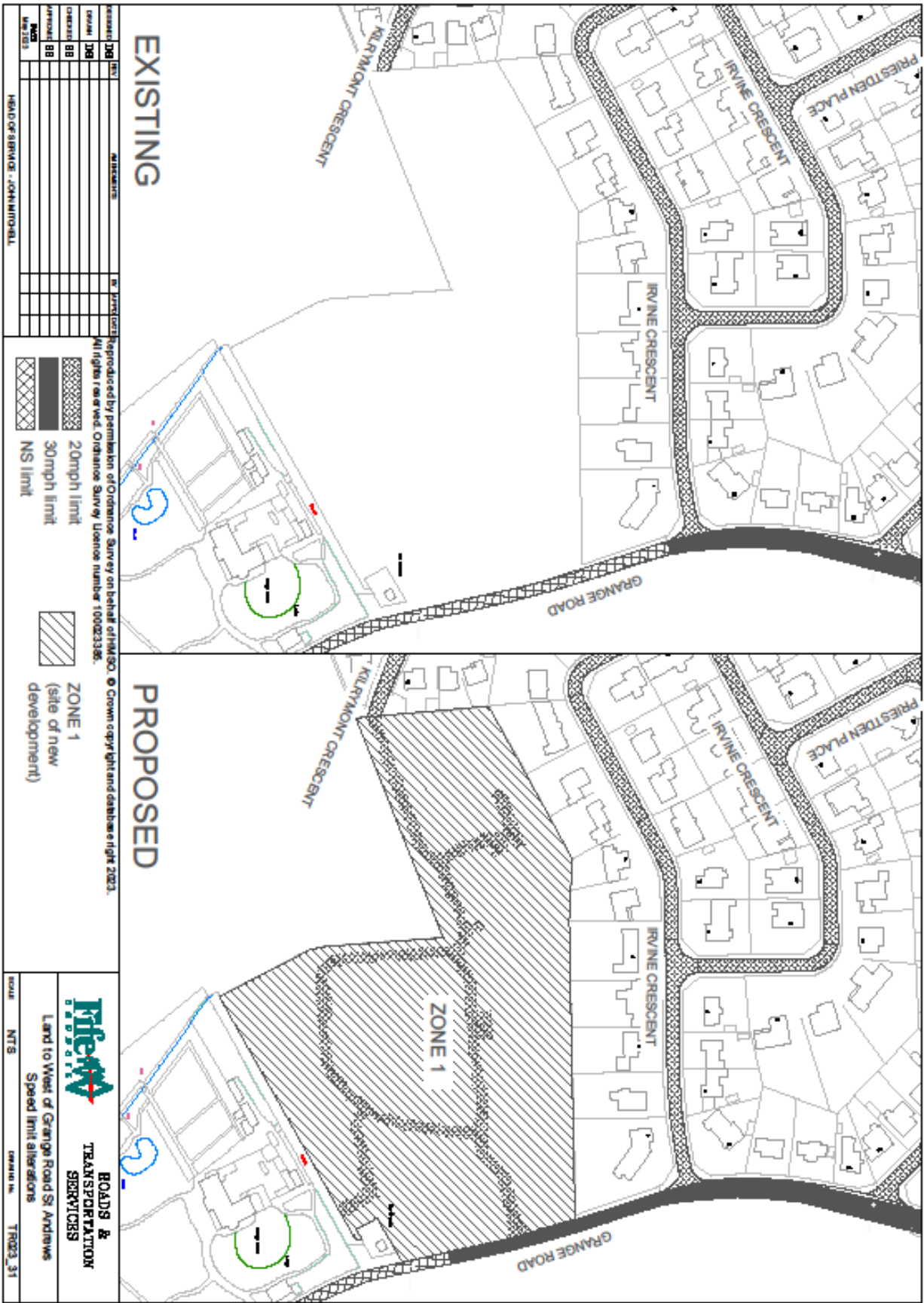
Background Papers

1. EqIA Summary Report

Report Contact

Steve Sellars
Lead Consultant, Traffic Management (North Fife)
Roads and Transportation Services
Bankhead Central
03451 55 55 55 + VOIP Number 450449
steven.sellars@fife.gov.uk

Appendix 1



16 August 2023

Agenda Item No. 8

Manse Road, Springfield – 20mph Zone Extension

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 20 – Cupar

Purpose

The purpose of this report is to allow the Area Committee to consider proposals for the inclusion of a new residential development within an existing 20mph zone to cover new development in land to the east of Manse Road, Springfield.

Recommendation(s)

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

1. agrees to include the new roads within the existing 20mph TRO as shown in drawing TRO/23/32 (Appendix 1) 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 and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure is the responsibility of the developer.

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

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 at www.fife.gov.uk.

1.0 Background

- 1.1 In May 2023 approval was granted for planning application 23/00069/RCC. This was for a residential development in land to the east of Manse Road, Springfield.
- 1.2 As part of this development a new junction will be formed at Manse Road. This provides access/egress for pedestrian and vehicular traffic.
- 1.3 The speed limit on Manse Road is 20mph.
- 1.4 The new roads within the development have been constructed to national guidelines which recommend design speeds of 20mph for residential streets.

2.0 Issues and Options

- 2.1 It is necessary to promote an amendment to the existing 20mph TRO to include the new residential roads in the development – shown in Appendix 1

3.0 Conclusions

- 3.1 It is considered in the interests of road safety that the 20mph speed limit should be promoted.

List of Appendices

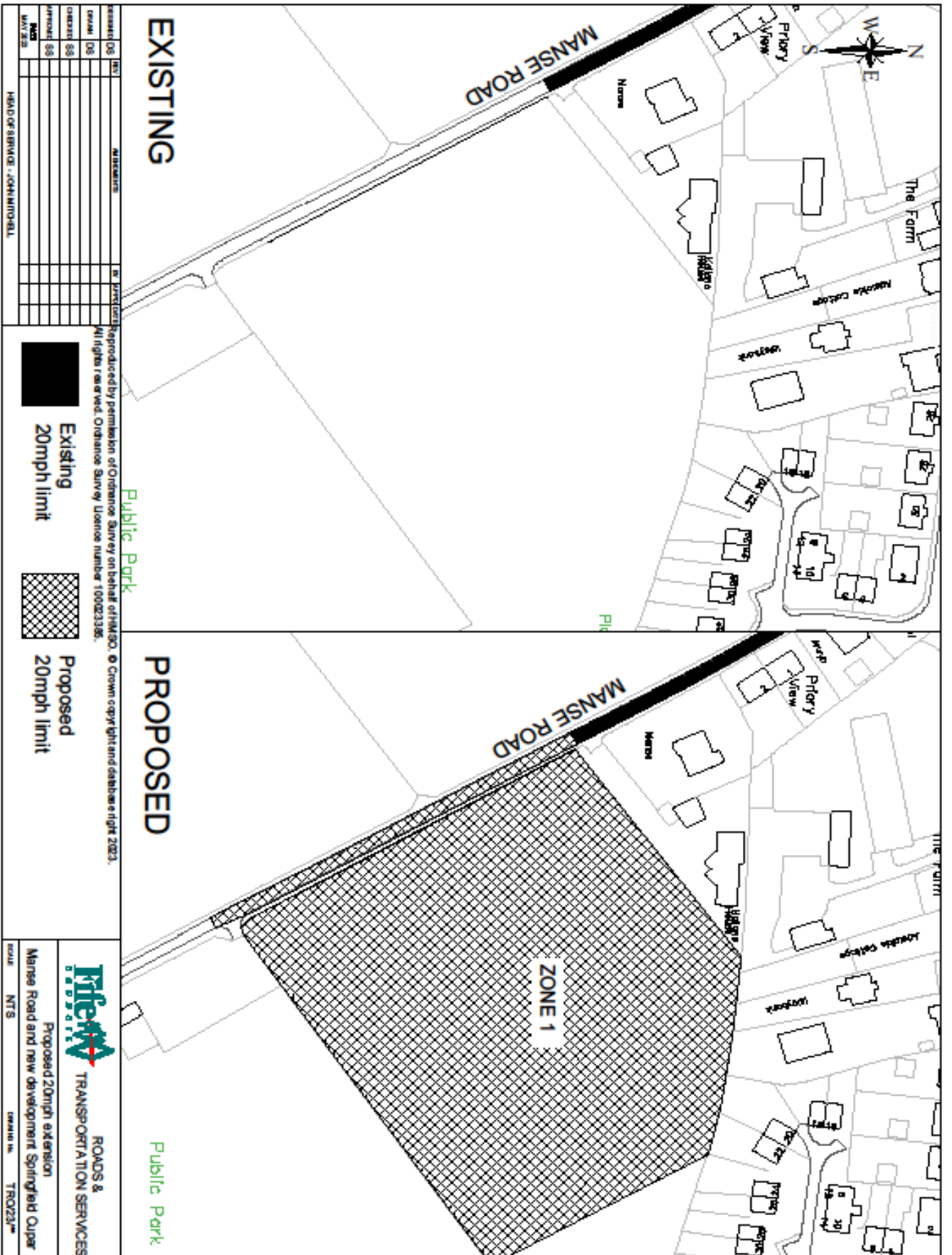
1. Drawing No. TRO/23/32

Background Papers

1. EqIA Summary Report

Report Contact

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5th June 2023

Agenda Item No. 9

Pitlethie Road, Leuchars – 20mph Zone Extension

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: Ward 17 – Tay Bridgehead

Purpose

The purpose of this report is to allow the Area Committee to consider proposals for the inclusion of a new residential development within an existing 20mph zone to cover new development in land to the east of Pitlethie Road, Leuchars and Pitlethie Road north for 87m to extent of existing 30mph speed limit.

Recommendation(s)

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

1. agrees to include the new roads within the existing 20mph TRO as shown in drawing TRO/23/33 (Appendix 1) 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 and advertising. This will be met from approved Service budgets. Delivery of the new infrastructure is the responsibility of the developer.

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

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 at www.fife.gov.uk.

1.0 Background

- 1.1 In May 2023 approval was granted for planning application 23/00156/RCC. This was for a residential development in land to the east of Pitlethie Road, Leuchars.
- 1.2 As part of this development a new junction will be formed at Pitlethie Road. This provides access/egress for pedestrian and vehicular traffic.
- 1.3 The speed limit on this section of the Pitlethie Road is 30 mph speed limit.
- 1.4 The new roads within the development have been constructed to national guidelines which recommend design speeds of 20mph for residential streets.

2.0 Issues and Options

- 2.1 It is necessary to promote an amendment to the existing 20mph TRO to include the new residential roads in the development – shown in Appendix 1

3.0 Conclusions

- 3.1 It is considered in the interests of road safety that the 20mph speed limit should be promoted.

List of Appendices

1. Drawing No. TRO/23/33

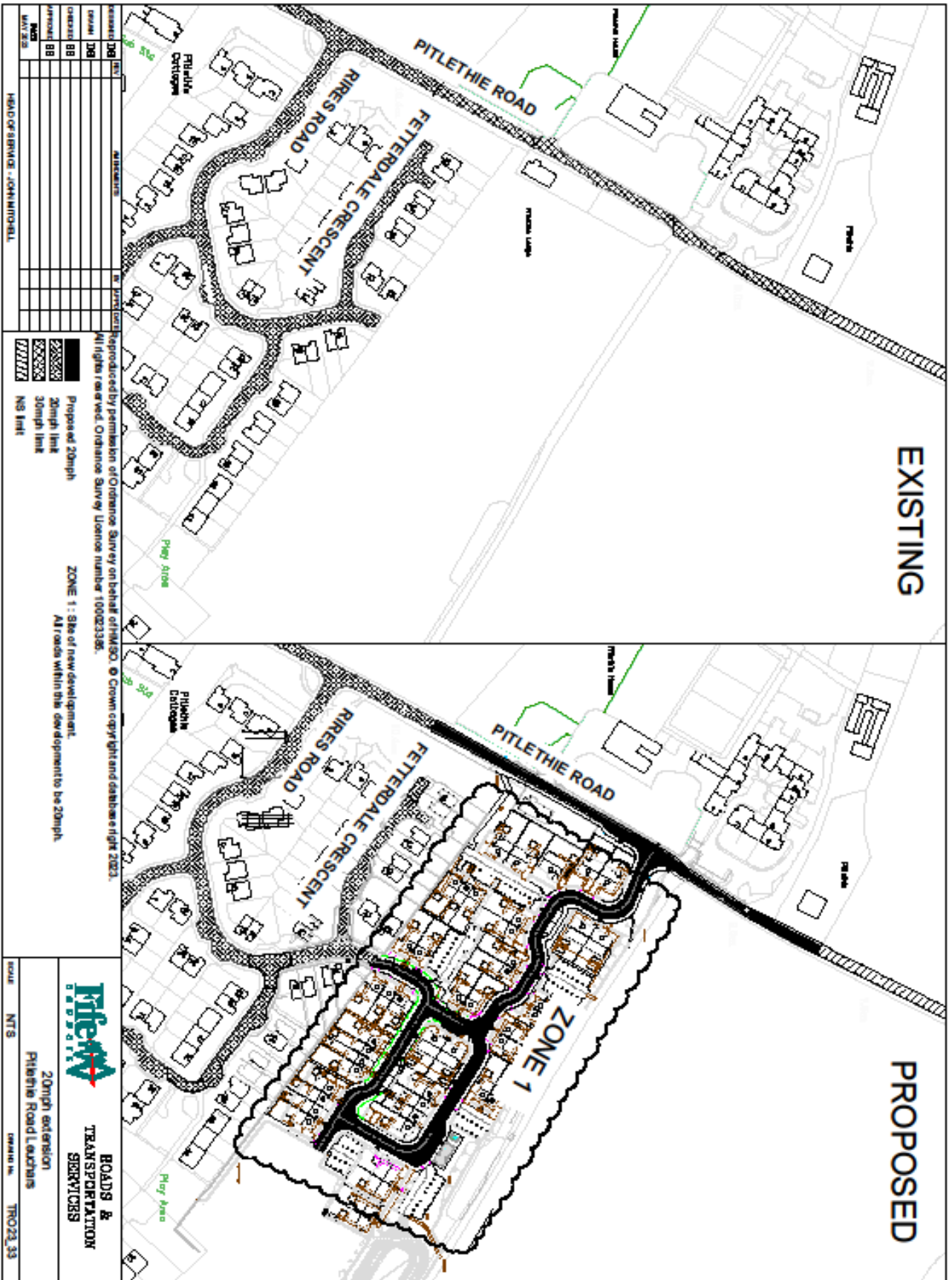
Background Papers

1. EqlA Summary Report

Report Contact

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Appendix 1



16th August 2023

Agenda Item No. 10

Tayport Coastline – Salt Marsh Planting

Report by: John Mitchell, Head of Service, Roads & Transportation Services

Wards Affected: Ward 18 – Tay Bridgehead

Purpose

To seek approval from Committee to work in a formal partnership with St Andrews University to carry out salt marsh planting along the Tayport frontage to augment and extend previous salt marsh planting trials.

Recommendation(s)

It is recommended that Committee: -

- (1) Notes the potential coast protection and biodiversity benefits that are likely to result from this project,
- (2) Agrees that the Council can enter into a formal partnership Agreement with St Andrews University to deliver this project, with a small annual financial commitment (£10,000 per annum for three years or £15,000 per annum for two years as required to suit the project funding mechanisms) from the existing coastal revenue budget to support the project.

Resource Implications

The project will be led by St Andrews University, with the University coordinating and carrying out the harvesting and growing of salt marsh plants and their subsequent planting on site. A Council Officer from the Flooding, Shoreline, & Harbours Team (Structural Services) will liaise with St Andrews University as required during the project and ensure that the Council's objectives within the project are achieved.

The project is being funded by a number of partners (including St Andrews Links Trust (for planting on the Eden Estuary to protect the Old Course), MOD (for planting on the Eden Estuary to protect the Base), & Royal Dornoch Golf Club (for planting on the Dornoch Firth to protect the Golf Course)) and funding sources, including a main contribution from the Nature Restoration Fund (administered by Nature Scot). The Council's financial contribution (£10,000 per annum for three years or £15,000 per annum for two years to suit the project funding mechanisms) would come from existing revenue budgets, and would support planting on the Tay Estuary along the Tayport frontage.

A review by Legal Services and Committee Services has confirmed that under the current scheme of delegation the approval of the North East Fife Area Committee would be required to enter into this partnership agreement with St Andrews University.

Legal & Risk Implications

The Council has statutory duties under the Flood Risk Management (Scotland) Act 2009 (FRM Act) and a specific objective within the 2016 Local Flood Risk Management Plan (LFRMP) covering this area was to “Reduce economic damages to residential and non-residential properties in Tayport caused by coastal flooding”. This project will contribute towards this original objective by providing a natural wave buffer in front of the existing coastal defences and thereby extend their useful lifespan.

The most recent detailed study of coastal flooding in Tayport was the “Tayport Coastal Feasibility Study (Tayport CFS) (2015)”, and the recommendation within that report was to hold the existing coastal alignment along the Tayport frontage using a variety of management approaches including salt marsh planting. Therefore, salt marsh planting to provide a natural wave buffer in front of the existing coastal defences will contribute to the recommended coastal management approach.

Impact Assessment

As the proposals align with statutory duties under the FRM Act and the recommendations of a detailed Council funded coastal flooding and erosion study, an EqlA is not considered to be required.

Consultation

The original recommendation to carry out salt marsh planting along the Tayport frontage arose from the recommendations of the Tayport CFS (2015). During this study a core stakeholder group was set up, which consisted of Local Councillors, statutory bodies, relevant community groups, and coastal landowners. Two workshops were held during the study to exchange information and gain opinion / consensus on the future management of the Tayport coastline. This group was also given the opportunity to comment on the proposed long term draft Management Strategy for the Tayport frontage and this included the recommendation to carry out salt marsh planting.

A public exhibition was held during the Tayport CFS (2015) where the public were given an opportunity to comment on potential short and long term options for managing the Tayport coastline; salt marsh planting was displayed as a short to medium term option.

Whilst no further widescale consultation has been carried out since that noted above, the long term draft Management Strategy produced during the Tayport CFS (2015) was intended as a document that would be relevant for at least 20yrs with a full review in response to new climate projections every 10yrs. Therefore, it is considered that following the recommendations in the draft Management Strategy remains the expectation of the original consultees.

If the funding proposal is approved, it is intended that the project will undertake further consultation with local stakeholders.

1.0 Background

- 1.1 The original recommendation to carry out salt marsh planting along the Tayport frontage arose from the recommendations of the Tayport CFS (2015). This was a detailed study to identify the future coastal flood and erosion risks to Tayport. The study identified potential long term flood risks to Tayport as a result of sea level rise and erosion risks relating to ageing coastal defences.
- 1.2 The main outcome from the Tayport CFS (2015) was the development of a draft Management Strategy for the long term management of the Tayport coastline. There are several short, medium, and long term recommendations within this draft Management Strategy including the ongoing maintenance of existing coastal defences, small scale improvements to existing coastal defences, major improvements to existing coastal defences, etc. However, one of the short and medium term recommendations is to carry out salt marsh planting with the aim of providing a natural wave buffer to extend the lifespan of the existing coastal defences. A spin off benefit of such a project is the increase in salt marsh area in the Tay Estuary and the positive effects that will have on biodiversity.
- 1.3 The Council and their Specialist Flood Management Consultants liaised with St Andrews University both during and after the Tayport CFS (2015) to check the viability of extending the existing salt marsh areas further along the Tayport frontage. St Andrews University had similar studies ongoing in the Eden Estuary, and therefore had sufficient data and expertise to lead such a project. These previous studies, as with any such studies of natural habitat regeneration, had mixed success, but the overall result of the research was that it was viable to plant new salt marsh, and with appropriate protection and maintenance the plants have a reasonable survival rate with an overall potential to expand once established.
- 1.4 On the basis of the above, Fife Council part funded a salt marsh growing and planting trial between 2017 and 2020, which included salt marsh planting along approximately 200m of the Tayport coastal frontage. The trials involved different planting arrangements and control areas to inform future planting campaigns. St Andrews University have since reviewed the trials and have reported a 74% transplant success rate. The planted areas continue to grow and expand to this day.
- 1.5 Based on the success of the original trials, an opportunity has arisen to part fund a follow on project to grow, plant, and study salt marsh. The project will again be led by St Andrews University, will be based on the knowledge gained from the previous trials, and this time will aim to plant around 450m of additional salt marsh along the Tayport frontage. Fife Council's financial contribution would enable this, with other project partners making financial contributions to enable salt marsh planting in their areas of interest (within and out with Fife).

2.0 Issues and Options

- 2.1 As noted above, carrying out a further round of salt marsh planting would continue to deliver on the coastal management recommendations within the draft Management Strategy produced during the Tayport CFS (2015), and it will also assist with the recommended policy to hold the existing coastal alignment in the long term. Other options for the management of the Tayport coastline are recommended in the draft Management Strategy, but these are designed to work in tandem with the salt marsh planting as part of an overall strategy.

- 2.2 As a secondary benefit the project will also result in positive biodiversity benefits by increasing the area of salt marsh habitat on the Tay Estuary. Statutory agencies have been consulted regarding the project and they have no objections to this project. The project will also continue to contribute to ongoing research into this aspect of coastal management, and the results of this work will be relevant to the future management of other parts of the Fife coastline.
- 2.3 As with all natural habitat regeneration projects there is a risk that a percentage of the plants won't survive (albeit during the last trial planting (2017 – 2020) approx. 74% of transplants established successfully), and some further maintenance after planting may be required. However, given the relatively small scale nature of the funding commitment (£30,000 over three years) and the success of the previous trials, it is considered that the potential benefits in terms of coast protection (and increasing biodiversity) outweigh the risks involved in a properly managed planting scheme and maintenance regime.
- 2.4 There will be a need to sign up to a partnership Agreement document with St Andrews University, along the same lines as the last salt marsh planting project. This document will be reviewed by the Fife Council Legal Team once provided and any discussions regarding alterations to the content will take place. Given that a satisfactory agreement was entered into the last time, there is no reason to believe a similar agreement will cause any issues for Fife Council.

3.0 Conclusions

- 3.1 The Tayport CFS (2015), and the draft Management Strategy produced as part of that study, recommended undertaking salt marsh planting as one part of a long term management strategy to maintain the existing Tayport coastline. The establishment of a band of salt marsh will provide a natural wave buffer in front of existing coastal defences, and will thus contribute to extending their useful lifespan as well as reducing wave energy reaching the coastline and thus also contributing towards the Council's statutory duties under the FRM Act by reducing damage caused by coastal flooding.
- 3.2 The previous salt marsh trial planting, part funded by Fife Council, between 2017 and 2020 is considered to be a success with 74% of plants surviving and valuable knowledge gained regarding how to successfully grow and establish salt marsh plants. Therefore, it is considered that the knowledge now exists to have a reasonable chance of success of establishing salt marsh in areas adjacent to the trial site where historic salt marsh habitat has been more severely eroded.
- 3.3 An opportunity to pursue a follow on to the original trial project with St Andrews University has arisen as a result of funding they have successfully applied for from the Nature Restoration Fund. This follow on project will aim to plant around 450m of salt marsh along the Tayport Frontage. To pursue such an opportunity will involve a small amount of time for a Council Officer to engage with the project, which would be led by St Andrews University, and a relatively small financial contribution of £10,000 per annum for three years or £15,000 per annum over two years, which would come from the existing coastal revenue budget.

List of Appendices

1. Proposed Salt Marsh Planting - Location Plan

Background Papers

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

- Tayport Coastal Feasibility Study (2015) report & draft Management Strategy
- Local Flood Risk Management Plan – Tay Estuary and Montrose Basin Local Plan District (2016)
- Fife Shoreline Management Plan (2011)
- Green Shores: Transforming estuary fringes with sustainable and biodiverse saltmarsh habitats - Tayport Common: Fife Council (St Andrews University)

Report Contact

Nicholas Williamson

Consultant Engineer – Flooding, Shoreline, and Harbours (Structural Services)

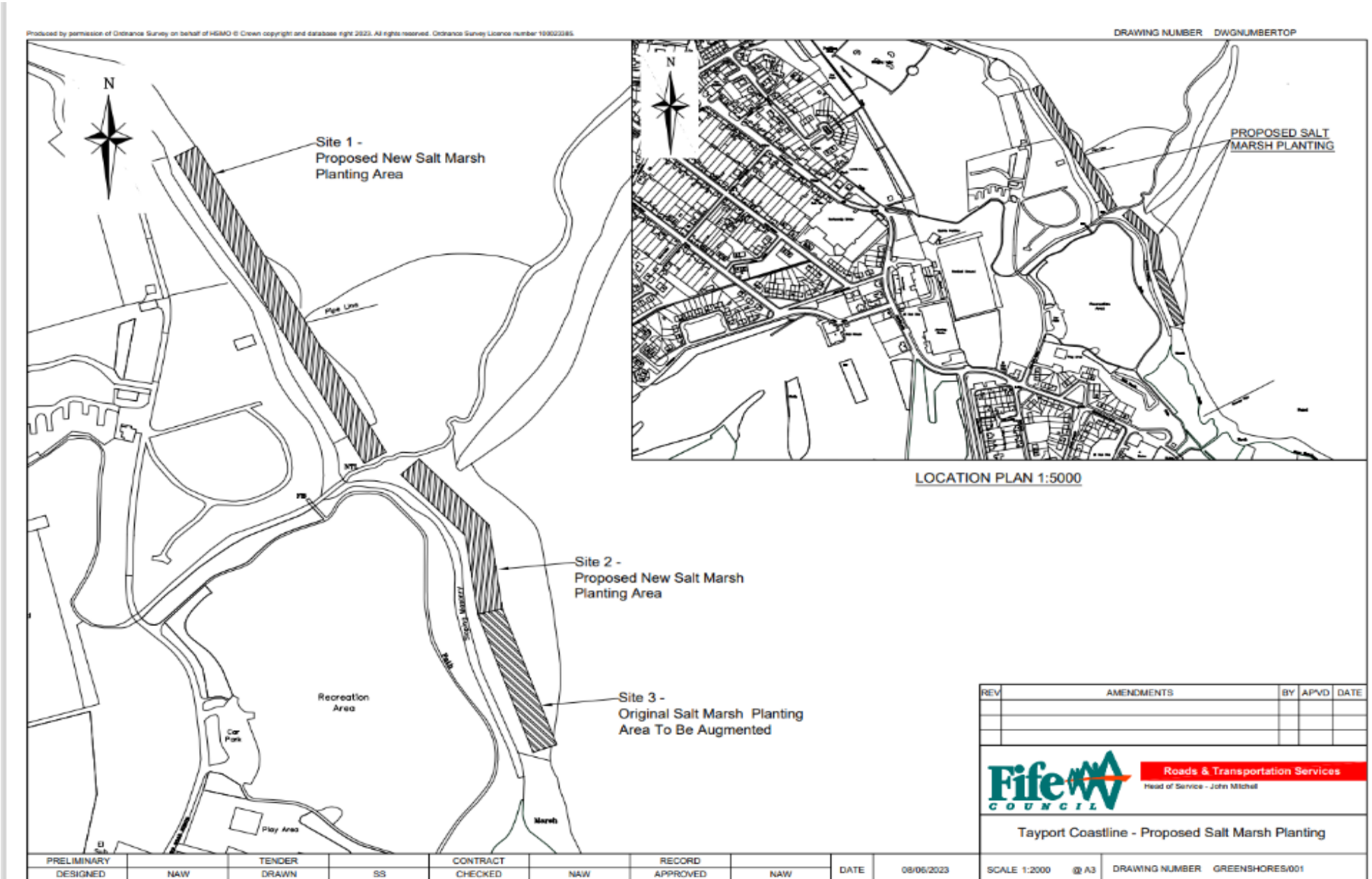
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APPENDIX

Proposed Salt Marsh Planting - Location Plan



16 August 2023

Agenda Item No: 11

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 2022 to 31 March 2023.

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 EqlA 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 tenth 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 considered when finalising the update report to Standards & Audit Committee pending 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

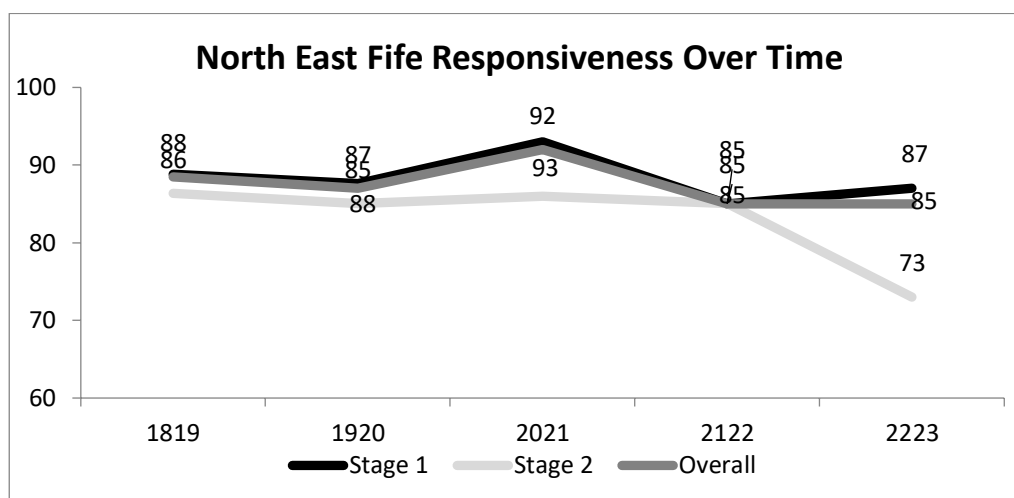
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	391	333	85% (85% in 21-22)
Stage 1 (5 days)	339	295	87% (85% in 21-22)
Stage 2 (20 days)	52	38	73% (85% in 21-22)

- 396 complaints were received relating to the North East Fife area in 22-23 of which 391 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 procedure, 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 updates if investigations will take longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.
- Overall responsiveness has been maintained from last year however the percentage of stage 2 complaints closed in target timescales decreased from 85% and is worse than the Council average of 76%. The average time to close all complaints worsened from last year's 5.9 working days to 6.2 working days, the same as the Council average.

Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2970	2497	84% (82) in 21-22
Stage 1 (5 days)	2521 (85%)	2157	86% (83 in 21-22)
Stage 2 (20 days)	449 (15%)	340	76% (76 in 21-22)

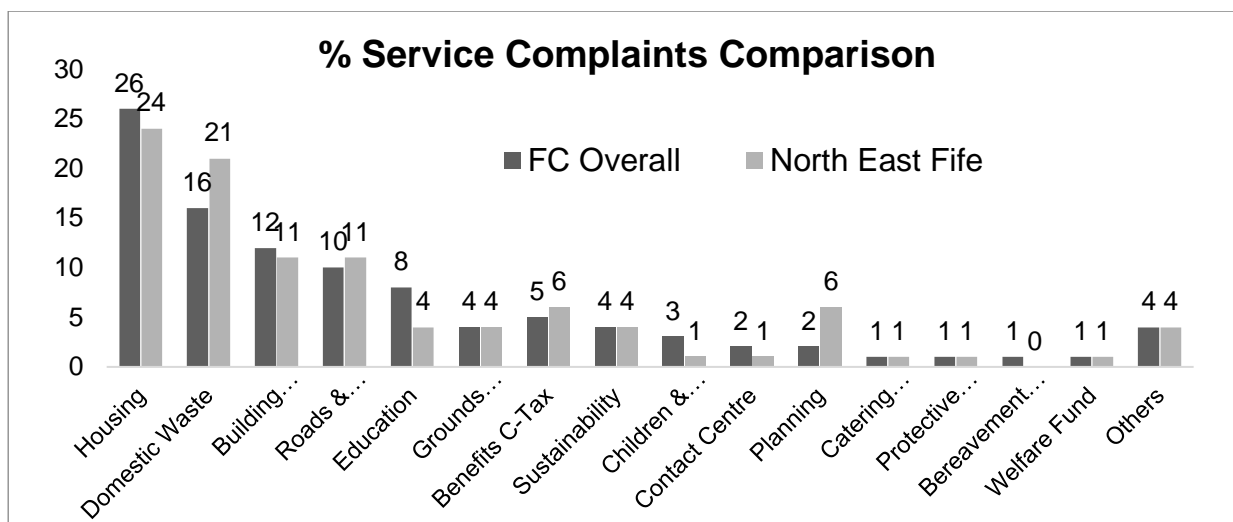
- 2.1 Generally this Committee area is the Council average in responsiveness to all complaints in timescale however more complex cases at stage 2 this year have caused the decline.



- 2.2 The contact channel used for complaints can be seen in the following table. There has been an increase in the use of the web over last year (72% in 21-22) replacing emails and contact centre calls.

Receipt Channel	North East Fife	FC Overall
Web	77%	71%
Email	9%	16%
Contact Centre	5%	5%
F2F	1%	1%
Tel	4%	4%
Letter	3%	2%
Other (Paper forms & Texts)	1%	1%

2.3 The following graph provides the proportionality of Service complaints (upheld as well as not upheld) compared with Fife Council as a whole.



2.4 Differences of note include that there are proportionally more complaints concerning Domestic Waste. The largest category for these complaints is “Dissatisfaction with policy / collection arrangements e.g., number of bins, frequency of collection etc.”. There is also a proportional difference with complaints to Planning Services where the largest category was “Dissatisfaction with policy / delivery arrangements”.

2.5 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	Vol	% All in Time
Children Families	4	50%	1	0%	5	40%
Education	10	70%	5	20%	15	53%
Roads	40	73%	3	100%	43	74%
Grounds	16	81%	1	0%	17	76%
Planning	11	73%	11	82%	22	77%
Building	39	85%	3	67%	42	83%
Housing	79	89%	16	69%	95	85%
Benefits	17	82%	5	100%	22	86%
Sustainability	15	93%	1	100%	16	94%
Domestic Waste	80	96%	2	100%	82	96%
Assessors	1	100%	0	100%	1	100%
Audit & Risk	2	100%	0	100%	2	100%
Bereavement	1	100%	0	100%	1	100%
Employability	1	100%	1	100%	2	100%
Business	0	100%	1	100%	1	100%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All in Time
Catering	4	100%	0	100%	4	100%
CLD	0	100%	1	100%	1	100%
Contact Centre	5	100%	0	100%	5	100%
Criminal Justice	1	100%	0	100%	1	100%
Financial	3	100%	0	100%	3	100%
Wellbeing	4	100%	0	100%	4	100%
Legal	1	100%	0	100%	1	100%
Local Office	1	100%	0	100%	1	100%
Protective	2	100%	1	100%	3	100%
Welfare Fund	2	100%	0	100%	2	100%
Grand Total	339	87%	52	73%	391	85%

2.6 Please note that from the 58 cases that ran over timescale 34 of those cases had extensions agreed with customers (59%). This means that 94% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

2.7 Taking account of the valid extension greatly improves the tabled results e.g., Children & Families, adjusting for the extension, would then have 100%, and Education would have 87% of all complaints in agreed rather than target timescale.

2.8 Table showing the general reason “root cause” category of complaints received and compared with previous years. Annual changes of note highlighted by RAG status (red, amber & green).

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Bereavement Services	Damage / vandalism to property e.g., headstones	0	1	2	0	1
	Failure to respond to previous request for service / enquiry / reported fault	0	0	0	0	0
	Inappropriate staff attitude / behaviour	0	2	0	0	0
	Untidy / overgrown vegetation	2	0	0	4	0
	Total	2	3	2	4	1
Building Services	Anything else that doesn't fit within other categories	0	0	3	0	0
	Card left when tenant in property	0	0	2	0	0
	Council vehicle - driving behaviour/standards	1	2	0	0	1
	Council vehicle - parking	0	0	0	0	0
	Delay in start / completion of work	1	0	2	1	0
	Escalated to stage 2 based on timescale	0	0	0	0	1
	Failure to attend at time advised / agreed	4	3	1	3	3
	Failure to fix first time	6	7	5	12	6
	Failure to meet timescales for job	2	3	2	2	3

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	2	0	1
	Health & safety / dangerous occurrence	0	2	4	0	3
	Inappropriate staff attitude / behaviour	7	3	5	2	3
	Noise levels from work activities	0	0	0	1	0
	Poor communications - advance notice of work not given	0	2	1	2	1
	Poor communications - internal breakdown Building Services	0	3	0	1	0
	Poor communications - internal breakdown with other council areas	0	1	1	1	0
	Poor communications - poor regarding work being/to be undertaken	4	3	4	5	6
	Standard of workmanship - damage	3	1	1	4	4
	Standard of workmanship - mess	7	3	3	1	1
	Standard of workmanship - tenant unhappy with work	5	2	3	2	7
	Unplanned additional work required following repair/installation	0	1	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Total	40	37	39	38	42

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Catering & Facilities	Anything that doesn't fit within other categories	0	0	0	0	1
	Disabled access provision in Council buildings includes doors, ramps, toilets, hearing loops, signage etc.	0	0	0	2	0
	Inappropriate staff attitude / behaviour	0	0	3	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	2	0	0
	Meal options	0	0	2	1	1
	Meals on wheels service not correct	0	1	0	1	0
	Non delivery of service	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	Quality of meals	0	1	0	1	1
	Quality of the service provided	0	0	1	0	0
	Standard / condition of council buildings includes toilets	1	0	0	5	1
	Standard of service cleanliness, damage etc.	1	1	2	0	0
	Total		2	3	11	11
Contact Centre	Anything that doesn't fit within other categories.	1	0	0	0	0
	Disagree with Council policy	0	0	1	1	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous request for service / enquiry / reported fault	0	3	0	0	0
	Inappropriate staff attitude / behaviour	2	3	4	2	1
	Incorrect information given	1	1	2	1	0
	Lack of information	0	0	0	2	0
	Incorrect timescales given	1	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	1	0	1
	Time taken to answer call	18	7	0	1	1
	Unsatisfactory response to previous request for service / enquiry / reported fault	0	2	1	0	0
	Wrong information given	1	0	0	0	1
	Total	24	17	9	7	5
Children & Families	Anything that doesn't fit within other categories.	0	0	1	0	0
	Dissatisfaction with assessment outcome – Parent / Carer	0	2	1	1	3
	Dissatisfaction with assessment outcome – Child / Young Person	0	1	1	0	0
	Dissatisfaction with policy / current delivery arrangements	0	0	1	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1	0	1	1
	Failure to respond to previous request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	1	0	1	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Total	0	5	6	3	5
Education	Access to facility	0	0	1	0	1
	Accidents, injuries e.g., physical education fights etc.	0	0	0	0	1
	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	1	7	0	0
	Anything that doesn't fit within other categories.	4	4	1	1	1
	Bulling by staff	0	0	1	0	1
	Bullying by pupil	1	6	0	0	1
	Dissatisfaction with policy current arrangements	8	8	1	3	6
	Inappropriate staff attitude behaviour	4	1	2	1	2
Placement request decisions	0	0	2	0	0	

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice consultation engagement	0	3	0	2	0
	Pupil Attendance	0	0	0	0	1
	Standard of care	0	0	0	0	1
	Total	17	23	15	7	15
Domestic Waste	Anything that doesn't fit within other categories.	0	0	2	2	1
	Bin not returned properly / bin is missing	3	3	3	3	3
	Bulky not collected / only part collected	2	4	17	8	7
	Collection has left spilt waste in street / at property	2	0	1	0	0
	Customer turned away / refused entry	4	4	7	0	0
	Damage to vehicles / property during bin collection	2	3	3	0	3
	Dissatisfaction with location of recycling point	0	1	0	0	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	7	17	20	14	26
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	0	2
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	4	8	22	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning routes, methods etc.)	0	0	0	1	0
	Dissatisfaction with standard of street cleanliness	0	0	2	0	3
	Dissatisfaction with Take Out & Return TOR service	9	7	9	7	7
	Failure to collect / empty bin	48	26	93	58	17
	Failure to respond to previous request for service / enquiry / reported fault	7	4	2	10	9
	Household waste dumped in street / garden / yard	1	0	0	1	0
	Inappropriate staff attitude / behaviour	6	2	13	6	1
	Inconsiderate / inappropriate use of council vehicle	1	0	3	0	1
	Mess / Litter around recycling point	2	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	1	0
	No serviced following industrial action	0	0	0	0	1
	Service cancelled outside of council control	0	0	0	0	1
	Unsatisfactory response to previous request for service / enquiry / reported fault	2	2	2	0	1
	Total	101	82	205	112	82

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Housing	Anything that doesn't fit within other categories.	0	3	3	0	0
	ASB neighbour dispute	0	0	0	0	2
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	3	0	0	0
	Assessment of FHR – Dissatisfaction with information / advice given	0	0	0	1	1
	Assessment of FHR - Dissatisfaction with time taken	1	0	0	1	1
	Debt management arrangements	1	1	0	0	0
	Delays in start / completion	1	5	2	3	6
	Dispute with neighbours	4	5	2	2	2
	Dissatisfaction with decant procedure	0	0	0	0	3
	Dissatisfaction with policy / current arrangements	2	4	4	2	1
	Dissatisfaction with policy / current arrangements including allocations criteria	1	3	2	4	2
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	8	9	11	13	13
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	1	1	0	2
	Drugs	0	1	0	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	5	1	4	5	8
	Fencing	0	2	0	0	2
	FHR process – Dissatisfied as process not meeting applicants needs	0	1	0	0	0
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	0	0	0	0	2
	Garden maintenance service	0	0	0	1	0
	Garden issues	0	0	0	0	1
	Inappropriate staff attitude / behaviour	6	8	2	1	3
	Internal communal areas includes cleanliness, lighting etc.	0	0	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	0	1	0	2	0
	Missed from programme	0	1	0	0	1
	Mutual repairs	2	1	2	0	1
	Pest control issues	0	0	0	0	3
	Noise	1	1	2	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Pets & animals	1	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	3	6	7	1	7
	Poor condition / standard of housing	1	2	3	0	4
	Quality of information	0	0	0	0	1
	Poor standard/condition of property at start of tenancy	1	1	1	2	0
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	1	1	0	2	8
	Rent discrepancies includes delays in refund of credits	0	0	0	0	1
	Redecoration allowance	1	0	0	0	0
	Rubbish	2	1	0	1	0
	Snagging issues	1	0	0	1	2
	Staff Behaviour	0	0	0	0	1
	Support plans	0	1	0	0	0
	Unsatisfactory response to previous request for service / enquiry / reported fault	2	3	0	1	7
	Waiting times	0	1	2	3	9
	Total	46	69	48	47	95

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Grounds Maintenance	Access to Park	1	0	0	0	0
	Anything that doesn't fit within other categories.	0	1	0	0	0
	Change of Designation of Area	0	0	0	0	1
	Damage to private property	1	0	1	1	1
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc.	1	0	0	0	0
	Dissatisfaction with roadside litter	0	1	0	0	0
	Dissatisfaction with standard of street cleanliness	0	0	2	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	1
	Footpath clearance	1	0	0	0	0
	Grass cutting	1	1	1	0	6
	Grounds maintenance policy	0	0	0	0	1
	Inappropriate staff attitude / behaviour	2	0	0	0	3
	Inconsiderate / inappropriate use of council vehicle	1	1	1	0	0
	Location of Tree	0	0	1	0	0
Overhanging / Damaged Trees & Shrubs	1	0	0	0	2	

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Quality of Footpath	0	0	0	0	1
	Weed killing areas	1	0	0	0	1
	Total	10	4	7	1	17
Planning	Anything that doesn't fit within other categories.	0	0	2	0	2
	Contravention of planning permission / no permission	0	0	0	0	0
	Delays in decisions / non-compliance with timescales	0	1	1	0	3
	Discrimination race, gender, religion etc	0	1	0	0	0
	Dissatisfaction with policy / delivery arrangements	3	0	1	7	9
	Failure to follow process	1	5	3	0	0
	Failure to respond	1	2	0	1	5
	Inadequate consideration of objections	1	0	1	1	1
	Poor communications including lack of notice, consultation & engagement	0	4	0	1	0
	Poor quality of assessment	4	2	3	3	2
	Unsatisfactory response to previous request for service / enquiry / reported fault	1	2	4	3	0
Total	11	17	15	16	22	
	Anything that doesn't fit within other categories.	1	1	0	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Protective Services	Dangerous products / premises includes tattoo parlours	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	1	1
	Inappropriate staff attitude / behaviour	2	0	2	0	0
	Noise nuisance domestic / commercial / intruder alarms and noisy dogs	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	1
	Unsatisfactory response to previous request for service / enquiry / reported fault	0	0	0	0	1
	Total		4	2	2	3
Benefits & C/Tax	Admin error	8	4	2	4	5
	Anything that doesn't fit within other categories.	1	0	3	0	0
	Availability of advisor	0	0	0	0	0
	Data Protection	0	1	0	0	0
	Disagree with legislation	1	3	2	1	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	4	3	1	0	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Lack of / incorrect information	4	7	4	2	0
	Poor communications including lack of notice, consultation & engagement	3	0	0	1	2
	Procedures / policy	8	1	6	5	8
	Service provision Covid 19	0	0	1	0	0
	System failure	0	0	1	0	0
	Time taken to process enquiry	6	1	11	7	4
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	1	1
	Total	37	20	31	21	22
Roads & Transportation	Anything that doesn't fit within other categories.	0	7	5	1	0
	Application process such as timescale / proofs / photographs / mobility assessment	0	0	0	2	7
	Card not received by customer	0	0	0	0	1
	Complaint about blue badge application	0	0	0	0	1
	Damage to vehicles / property	0	0	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	0	0	4

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	2	2	0	1
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance etc.	0	0	0	0	0
	Dissatisfaction with service provided	0	0	1	2	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	3
	Grit bin damaged / displaced / not replaced	0	0	0	1	0
	Grit bin empty / not refilled	0	1	0	0	0
	Health & Safety / Dangerous Occurrences obstructions, spillages	0	0	0	0	1
	Inadequate notification or consultation about installation of new street lighting	0	1	1	0	1
	Inadequate notice of road and footpath works including road closures	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	1	1	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Inconsiderate parking of contractor vehicle	0	0	0	0	1
	Information provided by Fife Council	0	0	0	0	1
	Insufficient number of grit bins provided	0	0	1	1	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Localised flooding due to damaged drains / water mains	0	3	3	2	0
	Major flooding due to overspill from sea, rivers & burns	0	0	1	0	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	1	0	1	3
	Operator Scotrail issues: Ticket issue/staff/information	0	1	0	0	0
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	1	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	2	2
	Poor condition of footpath / cycle path	0	1	0	0	0
	Poor condition of road markings e.g., white lining	0	0	1	0	0
	Poor condition of town centres / pedestrianised areas including street furniture e.g., seats, bins, bollards etc	0	1	0	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather	0	0	0	0	2
	Poor site management barriers, cones temporary signs etc	0	0	0	2	1
	Poor standard of road repairs / maintenance work including incomplete work	0	1	2	4	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Potholes / poor condition of road surface	0	7	7	7	5
	Public Transport Information timetables, electronic screens, bus stop timetables	0	1	0	0	0
	Street light repairs	0	1	3	0	2
	Traffic concerns including traffic noise / volume / speed	0	2	0	0	1
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	2	0	0	0
	Unsatisfactory response to previous request for service / enquiry / reported fault	0	0	0	0	1
	Total	17	33	32	29	43
Sustainability	Customer turned away / refused entry	0	0	3	0	0
	Dissatisfaction with policy / current organisational arrangements including opening times	1	2	13	6	6
	Dissatisfaction with booking policy	0	0	0	9	5
	Dissatisfaction with location of recycling point	0	0	0	1	0
	Inappropriate staff attitude / behaviour	1	0	1	3	2
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Mess / litter around recycling point	0	0	0	1	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	3
	Unsatisfactory response to previous request for service / enquiry / reported fault	0	0	0	1	0
	Total	2	2	17	23	16

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>I have returned home from work today to a hand delivered final letter for gas safety check. I am absolutely furious with Fife Council for this. The original appointment offered was unsuitable of <i>date</i> I work full time. I phoned and rearranged this for <i>date</i> and the gas man attended however was called out on an emergency. He provided my husband with an email to rearrange and he did so without a single response from fife council. I have now come home to a final demand letter for <i>date</i>. This is not the third and final attempt at getting my gas check. Your firm have attended once and didn't even complete the check due to no fault of my own. My husband took the time off work to be in for that appointment and you have the audacity to say we have miss 2 appointments. No, we haven't. We were written to with an original appointment and it wasn't suitable that should not be put down as a failure to let anyone in....I work full time and sometime the dates given are nor suitable. I did what I was required to do and phone and rearrange...you staff member attended on that date and did not complete the check due to no fault of mine. My husband emailed as advised and did not get a response that is on fife council not us. Now I work full time, so I'm expected to take time off work to be able to be in for your apparent final demand which is not the third attempt!!! I am making a formal complaint regarding this as this final demand was hand delivered to my house! Please deal with this complaint appropriately and timeously.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>We are currently dealing with issues with properties going from the 1st appointment straight to enforced access due to the close proximity of its Service certificate target date. This is being looked at by all Services involved and working towards amending this. Spoke with the gas schedulers and created an extra appointment on date the day before enforced access.</i></p>
Domestic Waste	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>The refuse bins have been collected from the same location outside our property since the house was built in <i>date</i>. We moved here in <i>date</i> and have noticed that within the past two years we have had more bin collections being missed. Overall, our bins are collected fine, but often they are not. In the past I have stored up the rubbish and had to bring to the recycling centre, although this isn't easy as it must be booked online and you have to have not used the facilities within the week. On several occasions I have used the councils online</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>service to register a missed bin. I am informed they will be collected within the week and in all but one occasion it has. However, whenever it is collected it is not collected and recycled rather added to the landfill lorry etc. Hence why it is increasingly a problem. Fife council requests that I recycle my rubbish, which I am very happy to do, yet it is increasingly frustrating to see weeks of careful recycling being regularly put to landfill etc. Because of this I contacted Fife council on <i>date</i> to highlight the situation to the relevant people. I explained at the time I did not want to raise a corporate complaint, merely highlight the situation so it could be rectified. I have just had another missed bin and have had to fill in the missed bin form and know that another couple of weeks careful recycling will most likely not make it to recycling. I hope that you can raise this matter with the relevant people and see if something can be done to ensure my recycling gets recycled. Thank you.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Bin was being missed by vehicle assisting from another depot and not reported, bin arranged to be emptied and supervisors made aware that the bin must go to recycling when it is collected.</i></p> <p><i>Customer given supervisor mobile number for any future missed collections and is happy with the outcome.</i></p>
Roads & Transportation	Application process such as timescale /proofs / photographs/ mobility assessment	<p>I sent off a form to renew my bus pass as I have epilepsy on the <i>date</i> and I was told on that day I would get my bus pass in the next 2 weeks. I have phoned up on a few occasions in the past few weeks and when I phoned up today on <i>date</i> I got told that my bus pass only got printed yesterday on <i>date</i> I have had to pay over cost to get 2 weekly passes because your organisation cannot pull there finger out and get done what needed to be done. My previous bus pass expired at the end of march and over 7 weeks later I am still waiting for my new pass to be delivered. I would like to be recompensed for having to pay for my 2 weekly savers and also for inconvenience this has caused me because of the error of the ways from the council.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Staff shortages to be addressed to reduce timescales where possible. Apology offered for the delay.</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.
- 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.
- 3.4 There are good examples when the Council listens to customer feedback and makes improvements to future service provision. 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 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. 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.
- 3.8 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 when the Council did not uphold their substantive matter. see section 4 Complaint Satisfaction.
- 3.9 The following tables provide the details of complaint decisions in the North East Fife area compared with the Fife Council overall results.

North East Fife	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	38%	16%	8%	37%
Stage 1	38%	13%	9%	39%
Stage 2	42%	33%	0%	25%

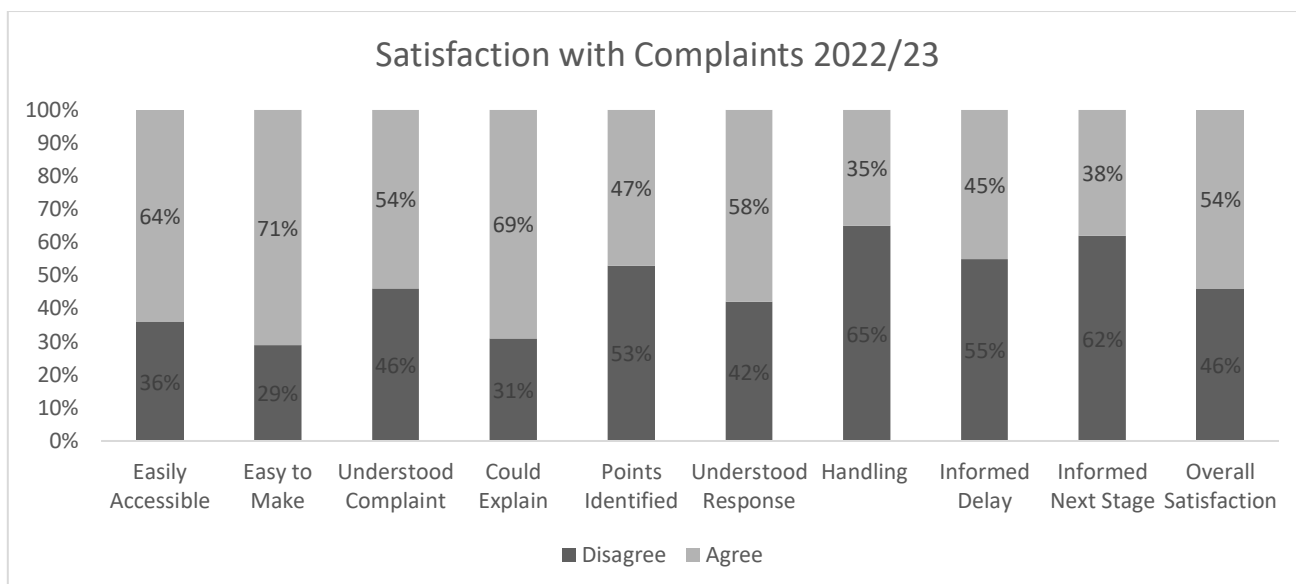
Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	40%	16%	10%	34%
Stage 1	39%	14%	11%	36%
Stage 2	47%	28%	2%	22%

4.0 Complaint Satisfaction

- 4.1 In historic reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council's website and the customer management system this transactional survey became obsolete.
- 4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.
- 4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.
- Information about the complaint procedure was easily accessible.
 - I found it easy to make my complaint.
 - I was happy that the person considering the matter fully understood my complaint.
 - I was given the opportunity to fully explain my complaint.
 - The points of my complaint were identified and responded to.
 - The response to my complaint was easy to understand.
 - Overall, I was satisfied with the handling of my complaint.
 - I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
 - I was clearly told what the next stage of the complaints process was for me.
- 4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed.
- 4.5 There were 124 replies from complainants claiming residency in the North East Fife Committee area. Comments included:
- I was very pleased by the Council's response on this matter.
 - My complaint triggered an immediate fix for the problem I complained about.
 - The response was rude and factually incorrect. It actually made things worse than if you hadn't responded at all!
 - My concerns were not addressed in full

Overall satisfaction was 54% and is improved upon last year's figure of 45% in 21-22. It is also better than the Council overall performance of 49% overall satisfaction. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that improvement is required in the overall handling of a complaint and keeping customers updated in the event of delays. Services would also benefit from keeping complainants informed of the ability to escalate complaints from stage 1.

5.0 Scottish Public Services Ombudsman Cases

5.1 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.

5.2 In 2022/23 there were 11 corporate cases for the North East Fife area that reached this final stage of the procedure.

5.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation 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	Complaint Summary	SPSO Decision
Planning	High hedge notice	Not taken forward for investigation
Planning	Entry dates on new build property	Not taken forward for investigation
Planning	Entry dates on new build property	Not taken forward for investigation
Housing	Replacing roof at property	Not taken forward for investigation
Benefits Council Tax	Housing Benefit overpayment	Not taken forward for investigation
Benefits Council Tax	Council Tax payment	Not taken forward for investigation
Education	Bullying Incident	Pending
Communities	Public consultation process	Not taken forward for investigation
Planning	Handling of objection	Not taken forward for investigation
Planning	Noise and vibration	Not taken forward for investigation
Planning	Handling of objection	Not taken forward for investigation

6.0 Other Customer Issues

- 6.1 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.
- 6.2 Issues 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	19/20	20/21	21/22	22/23	Note
Missed bins	2327	2856	2705	1586	
Illegal Dumping	123	69	73	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Street Cleaning	176	112	133	71	
Dog Fouling	37	17	20	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Aggressive Dogs	40	46	53	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Abandoned Cars	42	17	15	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Litter Bin Issues	22	18	33	14	Request new / overflowing
Needles	7	11	6	1	Either made safe or require removal
Fallen Trees	6	6	13	4	

- 6.3 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.
- 6.4 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.
- 6.5 For a fuller understanding of the volume of some of these service enquiries including blank areas shown in the table at 6.2 please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included within this Committee's annual diet.

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 26 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	Vol	Example
Building Services	8	I am very happy with Martyn, Mobile working electrician who visited my property to deal with a small electrical repair. Martyn was very professional and had an excellent attitude. Martyn is a credit to Fife Council.
Catering Cleaning	1	Customer wanted to let the Meals on Wheels Service know that she really enjoys the driver's company, she appreciates that no matter the weather or what might be going on at the time, they're always cheerful and pleasant to talk to. She's very grateful for what they do and appreciates the Service.
Contact Centre	3	Customer wanted to thank Graeme in the contact centre for sorting out the delivery of her black bags. We always seem to miss the delivery to her and Graeme sorted this out for her. Extremely grateful.
Customer Service	6	I would just like to congratulate you on a wonderful lady that works in your department. Wendy went over and above for myself and my mother yesterday and today and is a real asset to the team. Thank you so much.
Domestic Waste	5	Customer would like to compliment the bin men for all their hard work. Her area is an awkward area to get the lorry around and the men are fantastic and do a great job. Many thanks for all the hard work.
Grounds Maintenance	1	Customer called to say that the 4 men who have worked on the garden area in Baker Lane in St Andrews yesterday and today have done a wonderful job and she wanted to make sure that they are complimented and recognised by their manager for their work.
Housing	2	Customer would like to compliment the incredible way that Lorna handles customers. Lorna is doing her job so well.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) has been maintained from last year however the percentage of stage 2 complaints closed in target timescales decreased from 85% and is worse than the Council average of 76%. The average time to close all complaints worsened from last year's 5.9 working days to 6.2 working days, the same as the Council average. These figures are important as we consider responsiveness a key driver of customer satisfaction.
- 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 "Dissatisfaction with policy / collection arrangements e.g., number of bins, frequency of collection etc."

List of Appendices

None

Background Papers

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

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16 August 2023

Agenda Item No. 12

Suspension of Parking Charges, Lammas Market, St. Andrews

Report by: John Mitchell, Head of Roads & Transportation Services

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

Purpose

The purpose of this report is to seek approval to recover lost income due to the suspension of on-street parking charges during the Lammas Market in August 2023.

Recommendation(s)

It is recommended that Committee agrees to support the recovery of £7,400 in lost income due to suspended on-street parking charges during the Lammas Market from the budget allocated to North East Fife Area Committee for devolved parking initiatives.

Resource Implications

The Council revenue budget for 2019/20 included a commitment to invest £100,000 to facilitate the process of decentralisation of parking, giving each Area Committee a degree of flexibility in how it approached parking charging, enforcement, and maintenance issues in its Area.

The Council revenue budget since 2019/20 has agreed that the £100,000 budget for devolved parking initiatives will remain and be distributed between the Area Committees on the same basis as in 2019/20.

North East Fife Area Committee has a budget allocation of £20,000 for 2023/24.

The cost to support the suspension of parking charges during the Lammas Market in (August 2023) is estimated at £7,400. This can be met within the budget allocated.

Legal & Risk Implications

There are no known legal risks.

Impact Assessment

An Equality Impact Assessment and a Fife Environmental Assessment Tool (FEAT) assessment are not required because the report does not propose a change or revision to existing policies or practices.

Consultation

The North East Fife Area Community Manager, Emergency Resilience Manager, Finance, and Legal Services were consulted in the development of this report.

1.0 Background

- 1.1 Formerly a Fife Council event, the Lammas Market has been operated by a third party since 2019. Paid on-street parking is suspended for the duration of the event. The parking suspensions are:
1. Market Street between Bell St and Union St; and Church Street (entire length) from 12.00hrs on 10/08/23 until 12.00hrs on 16/08/23 - access will be permitted for service vehicles only in an area at the west end of Market St and in Church St;
 2. South Street between West Port and Abbey St; and Bell Street (entire length) from 15.00hrs on 13/08/23 until 12.00hrs on 16/08/23 - access will be permitted for service vehicles only; and
 3. Queens Gardens (entire length) from 15.00hrs on 13/08/23 until 12.00hrs on 16/08/23 - access will be permitted for residents parking and service vehicles only.
- 1.2 In 2019, the Lammas Market became a third-party commercially operated event. At this time, costings were provided to the event organiser by Fife Council for services provided such as the removal of street furniture and arrangement of a Temporary Traffic Regulation Order. However due to an oversight, no formal arrangement was made for Roads & Transportation Services to recover lost parking revenue.
- 1.3 There is a need for early discussion with the event organiser regarding the loss of parking revenue associated with the Lammas Market in future years.

2.0 Issues and Options

- 2.1 The Lammas Market requires the suspension of paid parking from 13.00hrs on 13/08/23 until 12 noon on 16/08/23, as detailed in section 1.1.
- 2.2 The budget allocation for devolved parking initiatives for North East Fife Area Committee (2023/24) is £20,000. The costs for the suspension of parking charges are £7,400.
- 2.3 The remaining £12,600 would be available to allow development and consideration of further parking initiatives by North East Fife Area Committee in 2023/24, with support from officers from Roads & Transportation Services.

3.0 Conclusions

- 3.1 The cost of paid parking suspensions for the Lammas Market could be supported, funded from the budget allocated to North East Fife Area Committee for devolved parking initiatives.

List of Appendices

None

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16 August 2023

Agenda Item No. 13

North East Fife Area Committee Workplan

Report by: Eileen Rowand, Executive Director Finance & Corporate Services

Wards Affected: All

Purpose

This report supports the Committee's consideration of the workplan for future meetings of the Committee.

Recommendation(s)

It is recommended that the Committee review the workplan and that members come forward with suggestions for specific areas they would like to see covered in any of the reports.

Resource Implications

Committee should consider the resource implications for Council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the workplan by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

Impact Assessment

None required for this paper.

Consultation

The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

1.0 Background

- 1.1 Each Area Committee operates a workplan which contains items which fall under three broad headings: items for decision, supporting the Local Community Plan and Scrutiny/Monitoring. These items will often lead to reactive rather than proactive scrutiny. Discussion on the workplan agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

2.0 Conclusions

- 2.1 The current workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. Workplan

Background Papers

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

None

Report Contact

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North East Fife Area Committee of 25 October 2023			
Title	Service(s)	Contact(s)	Comments
Parking Congestion Measures in North East Fife	Assets, Transportation and Environment	Susan Keenlyside, Andy Paterson	Motion agreed at meeting 24/11/21 - Para. 402
Area Roads Programme 2022/2023 - Final Update	Assets, Transportation and Environment	Paul Hocking	
Common Good Funds Annual Report	Finance and Corporate Services	Eleanor Hodgson	Last reported 15/2/23.
Minute	Democratic Services	Diane Barnet	
North East Fife Area Committee Forward Work Programme	Democratic Services	Diane Barnet	
Non Settlement Trusts annual Update and Review of Trust Funds	Communities and Neighbourhoods Service	Eleanor Hodgson, Donald Grant	Annual report. Last report 2/11/22.
Health & Social Care Locality Planning Update - North East Fife	Health and Social Care	Jacque Stringer	Last report 26/4/23.
Deputation – Anstruther Skatepark Group			
Deputation – Please Keep Bankie Park Green Again			
East Neuk Skatepark	Communities and Neighbourhoods Service	Donald Grant	
OnFife Update	Fife Cultural Trust	Michelle Sweeney	

North East Fife Area Committee of 6 December 2023			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Diane Barnet	
North East Fife Area Committee Forward Work Programme	Democratic Services	Diane Barnet	
Grounds Maintenance Service, Domestic Waste & Street Cleansing Service - Annual Review 2023	Environment & Building Operations (AT&E)	Alexander Anderson	Annual Report. Last report 2/11/22.
Deputation by Cupar Development Trust on Bell Baxter catchment area.			

North East Fife Area Committee of 28 February 2024			
Title	Service(s)	Contact(s)	Comments
Update Report on Service Provision for North East Fife Holiday Villages and St Andrews	Business and Employability	Gordon Mole	
Minute	Democratic Services	Diane Barnet	
North East Fife Area Committee Forward Work Programme	Democratic Services	Diane Barnet	
Local Economic Profiles	Business and Employability	Peter Corbett	Annual Report. Last report 15/2/23.
Area Roads Programme 2024/25	Roads & Transportation	Paul Hocking	

North East Fife Area Committee of 24 April 2024			
Title	Service(s)	Contact(s)	Comments
North East Fife Local Community Plan 2023-2026 Progress Report	Communities and Neighbourhoods Service	Donald Grant	Last reported 15/2/23.
Minute	Democratic Services	Diane Barnet	
North East Fife Area Committee Forward Work Programme	Democratic Services	Diane Barnet	
Tay Cities Deal Annual Report	Business and Employability	Morag Millar	Annual Report. Last report 26/4/23.
Justice Social Work Service - Community Payback: Unpaid Work Scheme - Annual Update	Education and Children's Services	Joan Gallo	Annual report - last reported 26 April, 2023.
Report on Educational Outcomes - 2021/22	Education and Children's Services	Shelagh McLean	Last reported 26/4/23.

North East Fife Area Committee of 19 June 2024			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Diane Barnet	
North East Fife Area Committee Forward Work Programme	Democratic Services	Diane Barnet	
Safer Communities Annual Report	Communities	Sara Gray, Paul Coleman	Annual Report. Last report 21/6/23.
Police Scotland Annual Report	Police Scotland	Murray Gibson	Annual Report. Last report 21/6/23.
Fire Service Annual Report	Scottish Fire & Rescue Service	Niall Miller	Annual Report. Last report 21/6/23.

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 be carried out next session.
Review of Position following implementation of 50 mph speed limit at Strathkinnes Crossroads	Assets, Transportation and Environment	Steven Sellars	To be reviewed one year after implementation of speed limit.
Pupil Equity Fund	Education and Children's Services	Sarah Else, Zoe Thomson	Last report 26/1/22.
Capital Plan Projects in North East Fife	Finance and Corporate Services	Lesley Kenworthy, Eleanor Hodgson	