

South and West Fife Area Committee

Civic Centre, Inverkeithing / Blended Meeting

Wednesday, 6 September 2023 - 9.30am



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 South and West Fife Area Committee of 21 June 2023. 3 – 6
4. **APPOINTMENT TO EXTERNAL ORGANISATION - CARNEGIE DUNFERMLINE AND HERO FUND TRUST** – Report by the Head of Legal and Democratic Services. 7 – 8
5. **FIFE COAST AND COUNTRYSIDE TRUST - OVERVIEW** – Report by the Chief Executive Officer, Fife Coast and Countryside Trust. 9 – 12
6. **AREA ROADS PROGRAMME 2022-23 - FINAL REPORT** – Report by the Head of Roads and Transportation Services. 13 – 21
7. **THE CAIRNS, CHARLESTOWN - VERBAL UPDATE ON PROJECT** – Verbal update by Ian Jones, Lead Consultant (Network Management), Roads and Transportation Services.
8. **COMPLAINTS UPDATE** – Report by the Executive Director (Communities). 22 – 48
9. **WELFARE SUPPORT AND ANTI-POVERTY ANNUAL REPORT 2022-23** – Report by the Head of Communities and Neighbourhoods Service. 49 – 62
10. **SOUTH AND WEST FIFE AREA FORWARD WORK PROGRAMME 2023-24** – Report by the Executive Director (Finance and Corporate Services). 63 - 68

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.

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Finance and Corporate Services
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30 August, 2023

If telephoning, please ask for:

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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.

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THE FIFE COUNCIL - SOUTH AND WEST FIFE AREA COMMITTEE – INVERKEITHING – BLENDED MEETING

Meeting Room 6, Civic Centre, Inverkeithing

21 June 2023

9.30am – 12.30pm

PRESENT: Councillors David Barratt (Convener), Patrick Browne, Dave Dempsey, Graeme Downie, Brian Goodall, Andy Jackson, Sarah Neal, Sam Steele and Conner Young.

ATTENDING: Michael Collins, Safer Communities Lead Officer, Housing Services; Alastair Mutch, Community Manager (South and West Fife) and Mandy MacEwan, Area Community Development Team Manager, Communities and Neighbourhoods Service; and Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services.

ALSO ATTENDING: Community Inspector Cheryl Young and Community Sergeant Barry Stewart, Police Scotland and Station Commander Craig Robertson, Scottish Fire and Rescue Service (for paras. 74, 75 and 76 only); and Christine McLean, Head of Cultural Heritage and Wellbeing, Fife Cultural Trust (for para. 77 only).

APOLOGY FOR ABSENCE: Councillor Andrew Verrecchia.

72. DECLARATIONS OF INTEREST

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

73. MINUTES

- (a) The committee considered the minute of the meeting of the South and West Fife Area Committee of 26 April 2023.

Decision

The committee agreed to approve the minute.

Arising from the minute:-

- in relation to para. 61 - requested that an elected member briefing note be provided to members on the Maintenance of Private Land by Private Landowners;
- in relation to para. 66 – requested an update with regard to the workshop that was to be organised by the Education Service to analyse the attainment figures within secondary schools;
- in relation to para. 70 – noted that a workshop on flooding issues would take place following the committee meeting in September; and
- in relation to para. 71 – requested that an update be provided to members in relation to the bus mobility hub on the A985.

(b)/

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- (b) The committee considered the minute of the meeting of the West Fife Area Common Good Sub-Committee of 7 February 2023.

Decision

The committee agreed to approve the minute.

74. SAFER COMMUNITIES TEAM UPDATE REPORT

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

Decision

The committee noted the contents of the report.

75. OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN SOUTH AND WEST FIFE AREA

The committee considered a report by the Local Area Commander, Police Scotland updating members on policing activity in the South and West Fife Area.

Decision

The committee noted the contents of the report.

76. SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT 2022/23

The committee considered a report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service providing an update on incident information for the period 1 April 2022 to 31 March 2023.

Members were provided with an update on the recent announcement that the Scottish Fire and Rescue Service were proposing reductions in service appliances including fire engines and height appliances removed from across Fife and the impact this would have on the South and West Fife area.

Decision

The committee noted the contents of the report.

The meeting adjourned at 11.15am and reconvened at 11.25am.

77. ONFIFE UPDATE

The committee considered a report by the Director of Creative Development, Fife Cultural Trust, providing an update on OnFife's service offer in the area, reviewing activity in the past six months and outlining plans in the coming year.

Decision

The committee noted the contents of the report.

78./

78. COMMUNITY LEARNING AND DEVELOPMENT PARTNERSHIP UPDATE

The committee considered a report by the Head of Communities and Neighbourhoods Service updating members on the activities of the Community Development Partnership provision offered to young people, children and families from April 2022 to March 2023.

Decision

The committee noted the contents of the report

79. PROPERTY TRANSACTIONS

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

Decision

The committee:-

- (1) noted the contents of the report; and
- (2) wished to express their disappointment at the limited number of houses being bought back from within the South and West Fife Area in relation to the Council's Buy Back Scheme.

80. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2023-24

The committee considered a report by the Executive Director (Finance and Corporate Services) supporting the committee's consideration of the Forward Work Programme for future meetings of the committee.

Decision

The committee:-

- (1) reviewed and noted the South and West Fife Area Committee Forward Work Programme 2023/24;
- (2) noted that Fife Coast and Countryside Trust would be submitting a report to the September meeting and that Fife Sports and Leisure Trust would be submitting a report to the December meeting, each providing an overview of their organisations' remit;
- (3) noted that a workshop would take place following the meeting in September on the Playpark Strategy; and
- (4) requested a report be submitted to the September meeting providing an update on the parking project at the Cairns, Charlestown.

81./

81. NOTICE OF MOTION - PARKING ATTENDANTS

In terms of Standing Order No. 8.1(1), the following Notice of Motion was submitted:-

Councillor Dave Dempsey, seconded by Councillor Sarah Neal, moved the following:-

"Committee

- notes
 - the considerable disruption and inconvenience that arises locally from traffic levels at locations which are particularly popular in good weather
 - the annoyance caused to residents by continuing examples of antisocial parking
 - the difficulty under present arrangements of deploying Parking Attendants to diverse locations at short notice
- considers that decentralising elements of that deployment to Area level has the potential to address these issues

asks for a report laying out the pros and cons of various degrees of decentralisation to help determine what (if any) comments and recommendations South and West Fife Area Committee might wish to submit to full Council".

Decision

The motion was unanimously agreed.

82. NOTICE OF MOTION - ROAD CONDITIONS - EXTERNAL ORGANISATIONS

In terms of Standing Order No. 8.1(1), the following Notice of Motion was submitted:-

Councillor Dave Dempsey, seconded by Councillor Conner Young, moved the following:-

"Committee is concerned about the reputational damage to Fife Council when an outside organisation digs up a newly resurfaced piece of road and recommends that the Environment, Transportation and Climate Change Scrutiny Committee investigates this further".

Decision

The motion was unanimously agreed.

6 September 2023

Agenda Item No. 4

Appointment to External Organisation – Carnegie Dunfermline and Hero Fund Trust

Report by: Lindsay Thomson, Head of Legal and Democratic Services

Wards Affected: Wards 1 and 5

Purpose

As at 14 June 2023, Councillor Sam Steele resigned as a member of the Carnegie Dunfermline and Hero Fund Trust and it is therefore necessary for the Committee to appoint a replacement.

Recommendation(s)

The Committee is asked to nominate an elected member from either Ward 1 or Ward 5 to replace Councillor Steele on the Carnegie Dunfermline and Hero Fund Trust.

Resource Implications

None.

Legal & Risk Implications

External organisations have their own governance structures and members should seek advice from the Head of Legal and Democratic Services on any concerns they have on membership of the organisations. In particular, members may be subject to other legislation such as the Companies Acts (directors' responsibilities) and charity law.

Failure to make such appointments may mean the external organisation cannot function effectively or secure a quorum at meetings.

Impact Assessment

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

Consultation

The respective organisation has been consulted as appropriate.

1.0 Background

- 1.1 Carnegie Dunfermline and Hero Fund Trust supports and initiate projects and activities across a wide range of arts, sport, recreation, education, heritage, community and welfare in Dunfermline.
- 1.2 At the meeting of the South and West Fife Area Committee on 10 August 2022, the committee were asked to appoint two members from Wards 1 and 5 to the Carnegie Dunfermline and Hero Fund Trusts.
- 1.3 The committee agreed to appoint Councillors Goodall and Steele to the Trust.

2.0 Conclusion

- 2.1 Following the resignation of Councillor Steele as a member of the Carnegie Dunfermline and Hero Fund Trust, it is necessary for the committee to appoint a council replacement to fill this vacancy.
- 2.2 It should be noted that the council replacement does not require to be from within Ward 1 and an appointment can therefore be made from either Ward 1 or Ward 5.

Background Papers

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

- Appointments to External Organisations - Report to Committee on 10 August 2022.

Report Contact

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6 September 2023

Agenda Item No. 5

Fife Coast and Countryside Trust - Overview

Report by: Jeremy Harris, Chief Executive Officer, FCCT

Wards Affected: Ward 1, Ward 5, Ward 6

For information

Information on the activities of Fife Coast and Countryside Trust, particularly in the South and West Fife Area.

Recommendation(s)

The Committee is asked to consider the content of the report and comment as appropriate.

Resource Implications

None to note.

Legal & Risk Implications

None to note.

Impact Assessment

An EqIA, EIA, or DPIA have not been completed and are not necessary for the following reasons:

These assessments are not required because the report does not propose a change or revision to existing policies and practices, recommend any new or altered activity that would have an environmental impact, or contain any recommendations, project proposals for decision, or changes to established practices where personal data must be considered.

Consultation

This report has been compiled with input from Fife Coast and Countryside Trust's Head of Conservation and Engagement and Head of Operations.

1.0 Background

- 1.1 It was agreed at the South and West Fife Area Committee meeting on 26 April 2023 that Fife Coast and Countryside Trust (FCCT) would provide an overview of the organisation and current activities carried out in South and West Fife.
- 1.2 Information is provided on FCCT and its Mission and Vision.
- 1.3 Information is provided on FCCT activity carried out in 2023 relating to South and West Fife Area Committee.

2.0 Context and Current Position

- 2.1 **Introduction to Fife Coast and Countryside Trust (FCCT).** FCCT is an Arms-Length External Organisation (ALEO) of Fife Council, governed by a Board of up to fourteen Trustees approved by Fife Council. Up to four elected member Trustees or “Partner Directors” are directly appointed to FCCT’s Board by Fife Council.
 - 2.1.1 FCCT places great value on the close partnership with Fife Council, and most of the work carried out by FCCT is funded through a Service Level Agreement with Fife Council.
 - 2.1.2 FCCT operates with a degree of independence from Fife Council and is empowered to set its own strategy, develop additional partnerships and secure funding from sources other than Fife Council. It is this independence, founded on trust, that delivers the greatest possible value for the financial contribution made by Fife Council.
 - 2.1.3 FCCT’s Mission Statement is *“Connecting Environment and People”*. We recognise the value of the outdoors. We also know the challenges facing the natural world and those that face us as part of the wider system. We believe that by providing better connections, we will find solutions to these challenges.
 - 2.1.4 FCCT’s Vision is that *“We lead in the care of Fife’s Outdoors. Working together with you, we create a healthier environment that supports wellbeing and sustains the balance between people and the natural world”*. Our leadership is intentionally collaborative. We encourage participation and engagement but take our responsibility seriously as a visible and accountable operator across Fife. Our work covers practical elements of site management, including dealing with litter, managing vegetation, installing, maintaining and repairing infrastructure and engaging with and supporting visitors.
 - 2.1.5 We work hard to drive strategic environmental conservation efforts across Fife through the development of local and regional policy and procedures, as well as engaging directly in, and leading conservation activities on the ground. We build partnerships and seek funding to deliver projects to support Fife’s biodiversity and address the climate emergency.
 - 2.1.6 We support the Scottish Outdoor Access Code and are vocal defenders of the freedoms that it provides. We recognise the importance of the associated responsibility that the public carry and work hard to educate and inform users as they explore Fife’s outdoors. We also work proactively with landowners to address issues that may arise, seeking practical solutions that support the principles of the Code.

2.1.7 Working together with education providers, we are building a programme of outdoor education that can be delivered through schools in Fife. People of all ages, cultural, and socio-economic backgrounds benefit from access to the outdoors, and we are working to ensure as many people as possible can have their lives enriched by Fife's exceptional landscapes.

2.2 South and West Fife Area

2.2.1 Long Distance Walking Routes: FCCT has a regional remit covering 73 locations in Fife and hundreds of miles of footpaths including the Fife Coastal Path (FCP) and Fife Pilgrim Way (FPW). Both high-profile and heavily used routes pass through the South and West Fife Committee Area.

2.2.2 The Fife Coastal Path is a linear route that stretches from Kincardine Bridge to Newburgh (117 miles). Twenty-five miles of the FCP fall within the Southwest Fife boundary and is actively maintained at numerous points by FCCT to ensure access.

2.2.3 Award Beaches: There are 2 designated Bathing Beaches that fall within the National Bathing Water directive within the South and West Fife Area (Aberdour Silver Sands and Aberdour Black Sands). In recent years, Silver Sands has experienced far greater footfall that has presented significant challenges around inappropriate parking, dirty camping and anti-social behaviour. The greater demand at Aberdour Silver Sands has required FCCT to increase staffing levels and changes on the way we manage the area. FCCT now have a member of staff in attendance everyday (April – October) who is the first point of contact for members of the public and they maintain the public toilets, empty bins, deliver litter picks and deal with other relevant issues as and when required, e.g. parking, minor facility repairs, etc.

2.2.4 FCCT co-ordinate the Beach Lifeguard Cover at Aberdour Silver Sands (delivered by the RNLI) and have facilitated the setup of the Local Coast Watch Group who monitor this part of the Forth Estuary.

2.2.5 This year we have co-ordinated the improved provision of parking management through the installation of signage, designated parking bays and through education and engagement. This has noticeably improved challenges associated with over parking of motorhomes but has not yet fully resolved the issue.

2.2.6 Inappropriate wild camping has also greatly reduced thanks to the introduction of parking rules, improved signage and the increase in FCCT staff presence and engagement.

2.2.7 For the period July - October 2023, the provision of public toilets at Aberdour Silver Sands has been increased from daily 10:00 – 18:00 to a 24 hour, seven days per week service. This was achieved with the introduction of an overnight facility installed and constructed by FCCT staff thanks to funding provided by Fife Council. An outdoor changing facility has also been installed to accommodate the significant increase in open water swimming.

2.2.8 Litter Maintenance: FCCT work to a dedicated Fife Wide Litter Maintenance Plan that stretches from North Queensferry to Newburgh. The plan focusses on areas with the greatest footfall. Within the South and West Fife Boundary, we regularly service:

- Aberdour Silver Sands (300 visits per quarter approx.)
- Aberdour Black Sands (300 visits per quarter approx.)
- North Queensferry, West Sands (35 visits per quarter approx.)
- North Queensferry, South Bay (35 visits per quarter approx.)

2.2.9 FCCT also organises, or otherwise facilitates community litter picks and between January and April 2023 supported or delivered additional litter picks in Limekilns, Dalgety Bay, Carling Nose and Preston Quarry.

2.2.10 Parking Management: FCCT has been implementing measures to address issues surrounding the inappropriate parking and overcrowding of facilities by motorhomes throughout Fife. Driven by our consultation with communities, we have taken a variety of approaches to managing this issue with the primary objective of facilitating safe and responsible access for all users of Fife's Countryside. Currently measures are in place at Aberdour Silver Sands and Limekilns. FCCT is continually monitoring the performance of these measures and is committed to engaging with communities and adapting approaches as necessary.

3.0 Conclusions

- 3.1 FCCT carries out a wide range of activities on behalf of Fife Council across Fife. We serve as the principal point of contact for the public on matters relating to the Coast and Countryside in Fife and deal with or if necessary, redirect thousands of enquiries each year.
- 3.2 We are keen to engage with Area Committees and hear how our work may better serve the priorities of each Committee Area and the needs of the communities that these committees serve.

Background Papers

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

- Articles of Association of Fife Coast and Countryside Trust (as altered by written resolution dated 12 February 2015)
- FCCT Annual Report 2020
- Freedom Camping – Options Paper on Motorhome Use in Fife

Report Contact

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Area Roads Programme 2022/23 – Final Report

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

Wards Affected: Wards 1, 5 and 6

Purpose

The purpose of this report is to advise the committee on the delivery of the 2022-23 Area Roads Programme (ARP).

Recommendation(s)

The committee is asked to note the contents of the report and Appendices.

Resource Implications

The 2022-23 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure expenditure remained within the Service budget.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Members were consulted on the list of projects forming the 2022-23 ARP.

1.0 Background

- 1.1 Committee agreed the list of projects forming the 2022-23 ARP on 2 February 2022 (2022.SWFAC.272, para. 324 refers).

2.0 Issues and Options

- 2.1 Attached are Appendices 1-5 which detail the final position on the progress of individual projects in the programme.
- 2.2 To improve information on how the programme is progressing throughout the year, an online system is in place and continues to be developed.

3.0 Conclusions

- 3.1 The attached Appendices show the South and West Fife Area Programme for 2022-23. The type of works, work location and expenditure are provided for each project. Any underspend or overspend is carried through to the following year's allocation for the committee area.

List of Appendices

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

Report Contact

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South & West Fife Area Committee
Area Roads Programme 2022-23
Carriageway Schemes Outturn

Ward	Town	Street	Original Estimate	Design Estimate Plus 20%	Outturn Cost	Progress at 31st March 2023	Comments
1	Rural	B914 (Steelend to Dunnygask House access)	£38,400	£49,920	£49,026	Complete	Carried Forward from 2122
1	Oakley	A907 Carnock Road	£180,000	£216,000	£223,942	Complete	Carried Forward from 2122
1	Culross	Kirk Street/Tanhouse Brae/Erskine Brae	£76,506	£91,807	£79,388	Complete	Carried Forward from 2122
1	Comrie	Porterfield	£30,896	£40,165	£153,772	Complete	Carried Forward from 2122- Scheme extended due to deterioration
1	Saline	C51 (A823 to U006)	£140,689	£168,827	£4,858	Postponed	Design Only - On hold budget availability
1	Rural	C5 Nr Blair Castle	£64,107	£76,928	£6,908	Postponed	

Ward	Town	Street	Original Estimate	Design Estimate Plus 20%	Outturn Cost	Progress at 31st March 2023	Comments
1	Rural	C53 Cairncubie Road at Bowershall	£135,466	£162,559	£164,087	Complete	
5	Rosyth	St Margaret Way	£202,407	£242,888	£5,543	Postponed	Programmed for April 2023, deferred due to budget availability
1	Oakley	Sir George Bruce Road	£37,481	£44,977	£1,539	Postponed	Design Only, On Hold due to budget availability - Programmed for April 2023
1	Oakley	James Hog Crescent	£28,639	£34,367	£1,969	Postponed	Design Only, On Hold due to budget availability - Programmed for April 2023
6	Dalgety Bay	C90 Earl of Moray R/bout	£90,000	£108,000	£255,683	Complete	
6	Dalgety Bay	C90 Moray Way South & R/A	£105,500	£126,600	£73,296	Complete	
TOTAL			£1,130,091	£1,363,039	£1,020,011		

South & West Fife Area Committee
Area Roads Programme 2022-23
Footway Schemes Outturn

Ward	Town	Street	Original Estimate	Design Estimate Plus 10%	Outturn Cost	Progress at 31st March 2023	Comments
21	Carnock	Hawthorn Bank Ph 3 of 3	£68,172	£74,989	£46,642	Complete	
21	Inverkeithing	Deas Road Phase 2 of 2	£55,441	£60,985	£46,000	Complete	Final Costs To Be Confirmed
21	Rosyth	Findlay Street Phase 1 of 2	£54,063	£59,469	£60,254	Complete	Combined with Ph2
21	Rosyth	Findlay Street Phase 2 of 2	£41,285	£45,414	£5,164	Complete	Combined with Ph1
		TOTAL	£218,961	£240,857	£158,061		

South & West Fife Area Committee

Area Roads Programme 2022-23

Road Safety & Traffic Management Schemes Outturn

Ward	Town	Street	Description	Original Estimate	Outturn Cost	Progress at 31st March 2023	Comments
1	Carnock	A907 Main Street/bridge	Signal Upgrade	£30,000	£1,254	Unallocated	Carried Forward from 2122- Now completed
6	Inverkeithing	High Street by church	Replace Pedestrian Crossing	£30,000	£40,563	Complete	Carried Forward from 2122
5	Rosyth	Castlandhill Road	Changes to Pedestrian Crossing at Coop	£25,000	£18,220	Complete	Carried Forward from 2122
6	Aberdour	A921 Main Street	Replace Zebra Crossing to Puffin	£35,000	£30,789	Complete	
6	Inverkeithing	Church Street	Bus Boarder	£10,000	£0	Ongoing	Still at Design Stage
6	Inverkeithing	A921	Replace Map -type ADS sign(s)	£10,000	£0	Ongoing	Brief issued to D&C - Trial Holes Required

Ward	Town	Street	Description	Original Estimate	Outturn Cost	Progress at 31st March 2023	Comments
6	Dalgety Bay	Moray Way South	New Footway for drop=off zone	£10,000	£9,213	Complete	
6	Dalgety Bay	Moray Way North	VAS	£6,000	£1,829	Complete	Carried Forward from 2122
			TOTAL	£156,000	£101,867		

South & West Fife Area Committee
Area Roads Programme 2022-23
Lighting Schemes Outturn

Ward	Town	Street	Original Estimate	Design Estimate	Outturn Cost	Progress at 31st March 2023	Comments
1	Oakley	Wardlaw Cres & Wardlaw Way	£30,000	£45,000	£29,376	Complete	
1	Kincardine	Ph3	£72,500	£80,000	£38,810	Complete	
1	Blairhall	B9037, South Ave, Houlsworth St, Rintoul Ave	£57,500	£50,000	£34,381	Complete	
5	Limekilns	Brucehaven Cres, Charles Way, Charles Way South, Overhaven, Upper Wellheads	£80,000	£110,000	£122,468	Complete	
6	Dalgety Bay	Moray Way North	£119,000	£280,000	£190,865	Complete	
TOTAL			£359,000	£565,000	£415,899		

South & West Fife Area Committee
Area Roads Programme 2022-23
Structures Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Progress at 31st March 2023	Comments
1	Blairhall	Dunfermline to Alloa Cycleway	Comrie Dean Viaduct	£16,978	Complete	
6	Aberdour	Shore Road	Dour Burn Footbridge	£274,000	Complete	Completed in 2324
TOTAL				£290,978		

6 September 2023
Agenda Item No. 8

Complaints Update

Report by: Mike Enston, Executive Director (Communities)

Wards Affected: All South and West Fife Wards

Purpose

To provide an overview of complaints received relating to the South and West 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 and 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 South and West Fife Committee area.
- 1.3 Any feedback on local issues gathered from the individual Area Committees will be taken into account when finalising the update report to Standards and 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 and responsiveness – South and West Fife Area

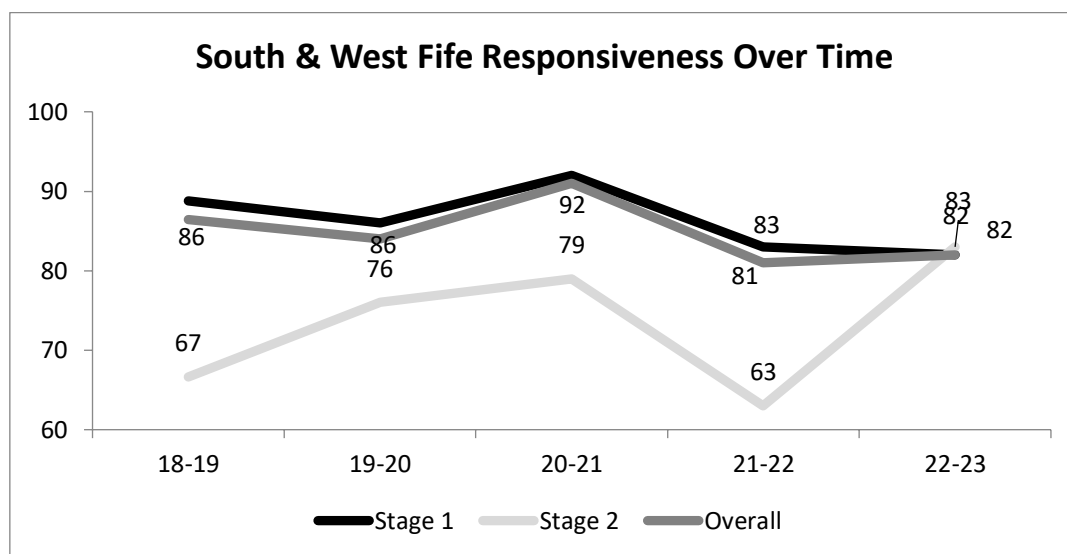
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	239	196	82% (81% 21-22)
Stage 1 (5 days)	209	171	82% (83% 21-22)
Stage 2 (20 days)	30	25	83% (63% 21-22)

- 242 complaints were received relating to the South and West Fife area in 22-23 of which 239 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason, 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 five working days. Stage 2 should be dealt with in twenty 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.
- Responsiveness has generally improved when compared against last year to stage 2 cases and overall, in timescale. The average time to close all complaints was 5.5 working days better than last year's 5.9 working days and better than the Council average of 6.2 working days.

Volume and 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)

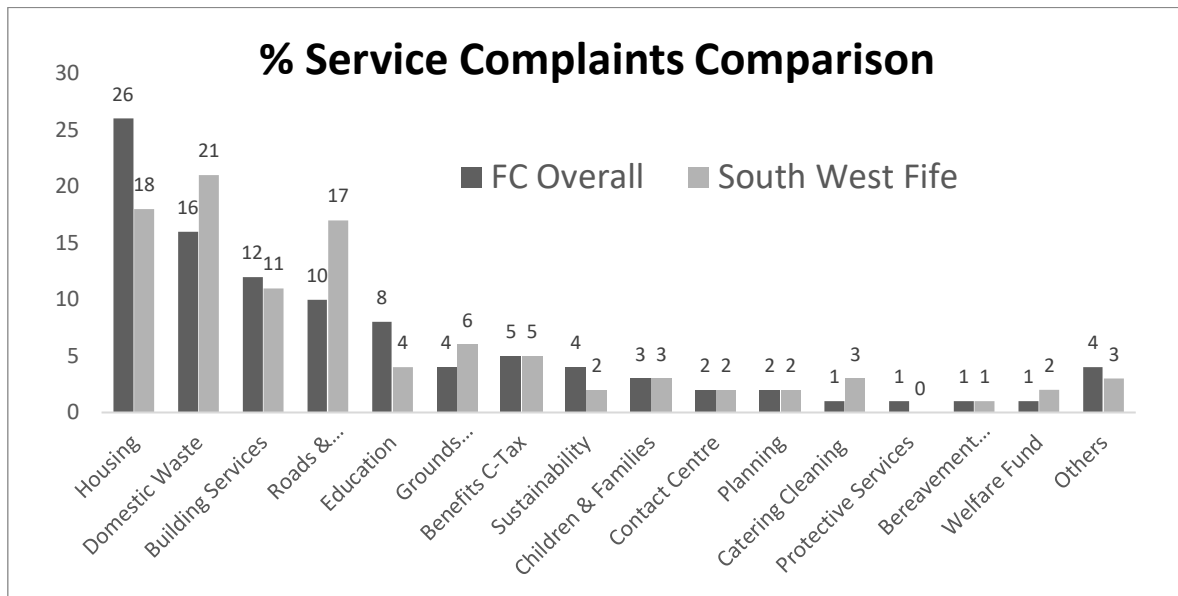
- 2.1 The graph shows a small decline in stage 1 performance over time and an improving stage 2 performance despite the low figure of year 21-22.



- 2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of the web (68% in 21-22).

Receipt Channel	South & West Fife	FC Overall
Web	86%	71%
Email	7%	16%
Contact Centre	4%	5%
F2F	3%	1%
Tel	0%	4%
Letter	0%	2%
Other (Paper forms & Texts)	0%	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 less complaints for Housing Services. There were proportionally more complaints concerning Roads and Transportation where the largest category was potholes / poor condition of road surface and Domestic Waste where the main complaint category was a dissatisfaction with policy / collection arrangements, e.g. number of bins, frequency of collection, etc.

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	Total Vol	% All in Time
Customer Service	1	0%	0	100%	1	0%
Children Families	4	0%	2	100%	6	33%
Bereavement	2	50%	0	100%	2	50%
Wellbeing	2	50%	0	100%	2	50%
Local Office	1	0%	1	100%	2	50%
Property Services	1	0%	1	100%	2	50%
Planning	4	75%	1	0%	5	60%
Housing	37	68%	5	80%	42	69%
Audit & Risk	2	50%	2	100%	4	75%
Contact Centre	4	75%	0	100%	4	75%
Education	3	100%	6	67%	9	78%
Roads	36	75%	5	100%	41	78%
Catering	7	86%	0	100%	7	86%
Grounds	13	92%	1	0%	14	86%
Building	22	91%	4	100%	26	92%
Domestic Waste	48	98%	1	100%	49	98%
Financial	1	100%	0	100%	1	100%
Ben C/Tax	13	100%	0	100%	13	100%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
Sustainability	5	100%	0	100%	5	100%
Welfare Fund	3	100%	1	100%	4	100%
Grand Total	209	82%	30	83%	239	82%

- 2.6 Please note that from the 43 cases that ran over timescale 20 of those cases had extensions agreed with customers (47%). This means that 90% 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% of complaints in agreed timescale and Housing would have 90%.

2.8 Table showing the “root cause” category of main complaints received and compared with previous years.

Service	Category	2019/20	2020/21	2021/22	2022/23
Building Services	Anything else that doesn't fit existing categories	1	2	0	0
	Card left when tenant in property	1	0	0	0
	Council vehicle - driving behaviour / standards	2	1	1	1
	Council vehicle - parking	1	1	0	0
	Delay in start / completion of work	0	0	0	0
	Failure to attend at time advised / agreed	0	2	0	1
	Failure to fix first time	2	1	3	5
	Failure to meet timescales for job	1	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0
	Health & safety / dangerous occurrence	2	1	0	0
	Inappropriate staff attitude / behaviour	1	5	6	3
	Poor communications - advance notice of work not given	2	2	1	1
	Poor communications - internal breakdown Building Services	1	0	2	0
	Poor communications - internal breakdown with other council areas	0	0	0	1
Poor communications - poor regarding work being/to be undertaken	3	1	2	5	

Service	Category	2019/20	2020/21	2021/22	2022/23
	Standard of workmanship - damage	3	0	1	1
	Standard of workmanship - mess	1	1	1	3
	Standard of workmanship - tenant unhappy with work	4	0	0	3
	Unplanned additional work required following repair/installation	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	3	2
	Total	26	19	22	26
Catering & Facilities	Inconsiderate / inappropriate use of council vehicle	0	4	0	0
	Meal options	0	0	1	2
	Meals on wheels service not correct	0	1	1	1
	Non delivery of service	0	0	0	1
	Quality of meals	0	0	1	0
	Quality of the service provided	1	0	0	1
	Standard of service cleanliness, damage etc.	0	0	0	1
	Toilet access problems	0	0	0	1
	Total	1	5	3	7

Service	Category	2019/20	2020/21	2021/22	2022/23
Contact Centre	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Inappropriate staff attitude / behaviour	2	1	2	1
	Incorrect information given	1	0	0	0
	Time taken to answer call	2	1	1	0
	Unknown	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0
	Wrong information given	0	0	0	1
	Total	6	2	3	4
Customer Service	Anything that doesn't fit within existing categories.	4	0	0	0
	Content of web page	0	0	1	0
	Escalated to stage 2 based on timescale	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0
	Inappropriate staff attitude / behaviour	1	0	0	0
	System Failure	0	1	0	0
	Total	6	1	1	1

Service	Category	2019/20	2020/21	2021/22	2022/23
Children & Families	Anything that doesn't fit within existing categories.	1	0	0	0
	Dissatisfaction with assessment outcome	0	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	0	1	0	0
	Dissatisfaction with assessment outcome - Parent/Carer	2	5	1	0
	Dissatisfaction with policy / current delivery arrangements	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	0	0	0
	Inappropriate staff attitude / behaviour	2	1	0	5
	Poor communications including lack of notice, consultation & engagement	0	3	1	1
	Unacceptable standard of care / support (families) - Child or Young Person	0	0	0	0
	Unacceptable standard of care / support (families) - Parent/Carer	2	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	0
	Total		7	11	3
Education	Anything that doesn't fit within existing categories.	5	0	1	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case. POLICY FAILURE	0	1	0	0
	Bulling by Staff	0	0	1	0

Service	Category	2019/20	2020/21	2021/22	2022/23
	Bullying by Pupil	1	2	0	1
	Discrimination race gender religion etc	0	0	0	1
	Dissatisfaction with closure following industrial action	0	0	0	1
	Disputed exclusions exclusion decisions	0	0	0	0
	Dissatisfaction with policy current arrangements	6	0	2	3
	Inappropriate staff attitude behaviour	0	1	1	0
	Inconsiderate inappropriate use of council vehicle	0	0	0	0
	Placement request decisions	0	2	2	0
	Poor communications including lack of notice consultation engagement	2	0	0	1
	Standard of supervision	0	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Total	14	7	7	9
Domestic Waste	Anything that doesn't fit within other categories.	4	1	1	0
	Bin not returned properly / bin is missing	1	3	0	0
	Bulky not collected / only part collected	2	12	7	6
	Collection has left spilt waste in street / at property	1	1	1	0

Service	Category	2019/20	2020/21	2021/22	2022/23
	Customer turned away / refused entry	0	2	0	0
	Damage to vehicles / property during bin collection	3	4	3	2
	Dissatisfaction with location of recycling point	0	1	0	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	9	45	19	29
	Dissatisfaction with policy / organisational arrangements including charging policy	0	1	0	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	3	6	0	0
	Dissatisfaction with Take Out & Return TOR service	6	6	2	2
	Failure to collect / empty bin	6	14	13	5
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	6	7	1
	Inappropriate staff attitude / behaviour	1	2	2	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	2	1	0	0
	Rodent / insect infestation	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	1	2
	Total	42	107	57	49

Service	Category	2019/20	2020/21	2021/22	2022/23
Housing	Anything that doesn't fit within existing categories.	3	1	1	0
	ASB neighbour dispute	0	0	0	1
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	1	1	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	2	2	0
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	1
	Debt management arrangements	0	1	0	0
	Delays in Start / Completion	0	0	1	1
	Dispute with Neighbours	2	3	3	0
	Dissatisfaction with policy / current arrangements	0	0	0	1
	Dissatisfaction with policy / current arrangements including allocations criteria	6	3	2	1
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	1	0	0	1
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	2	2	6	6
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	4	2	6
	Fencing	0	0	1	1
FHR process – Dissatisfied as process not meeting applicants needs	2	2	1	1	

Service	Category	2019/20	2020/21	2021/22	2022/23
	Fixed penalty notice	0	0	1	0
	Garden maintenance service	1	0	0	0
	Inappropriate staff attitude / behaviour	3	2	1	5
	Maintenance of garages / lock-ups	0	1	0	0
	Mutual repairs	0	0	0	1
	Management of communal areas includes grass cutting, overgrown trees & bushes	1	0	1	0
	Noise	0	2	0	0
	Pets & animals	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	2	1	4	2
	Poor condition / standard of housing	0	1	1	4
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	1	0	1	2
	Resettlement Programme	0	0	0	1
	Redecoration allowance	0	0	1	0
	Rubbish	0	0	1	0
	Snagging issues	0	0	1	0

Service	Category	2019/20	2020/21	2021/22	2022/23
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	4	5
	Waiting times	0	0	0	1
	Total	28	26	37	42
Grounds Maintenance	Anything that doesn't fit within existing categories.	0	2	0	0
	Change of designation of area	0	1	0	0
	Damage to private property	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	0
	Footpath Clearance	0	0	0	1
	Grass cutting	0	0	3	6
	Grounds maintenance policy	1	0	1	2
	Inappropriate staff attitude / behaviour	1	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0
	Overhanging / damaged trees & shrubs	0	1	2	2
	Poor communications including lack of notice, consultation & engagement	0	0	0	1
Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	

Service	Category	2019/20	2020/21	2021/22	2022/23
	Weed killing areas	0	1	0	1
	Total	2	8	8	14
Planning	Anything that doesn't fit within other categories.	2	0	1	0
	Dissatisfaction with policy / delivery arrangements	1	1	0	2
	Delays in decisions / non-compliance with timescales	0	0	1	1
	Failure to follow process	1	0	0	0
	Failure to respond	0	0	1	1
	Inadequate consideration of objections	0	1	2	1
	Poor communications including lack of notice, consultation & engagement	0	2	0	0
	Poor quality of assessment	0	0	1	0
	Total	4	4	6	5
Protective Services	Anything that doesn't fit within other categories.	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2	0
	Total	1	2	2	0

Service	Category	2019/20	2020/21	2021/22	2022/23
Benefits C/Tax	Admin error	2	6	4	1
	Anything that doesn't fit within other categories.	1	0	1	0
	Availability of advisor	0	1	0	0
	Disagree with legislation	1	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	0	1
	Inappropriate staff attitude / behaviour	1	0	1	0
	Lack of / incorrect information	3	2	1	3
	Poor communications including lack of notice, consultation & engagement	1	1	3	0
	Procedures / policy	7	5	2	3
	System failure	0	0	0	1
	Time taken to process enquiry	1	3	5	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	2
Total		19	19	18	13
Roads & Transportation	Anything that doesn't fit within existing categories.	4	0	0	0
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	1	2	0

Service	Category	2019/20	2020/21	2021/22	2022/23
	Card not received by customer	0	0	1	1
	Commercial and subsidised bus service issues lack of provision, timetable changes, driver conduct, accessibility	2	0	0	1
	Complaint about blue badge application	1	0	0	0
	Compensation claims	0	0	0	1
	Dissatisfaction with emergency response to flooding	2	2	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	1	5
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	5	0	1
	Dissatisfaction with service provided	0	0	0	1
	Dissatisfaction with service provision	0	0	0	1
	Escalated to stage 2 based on timescale	0	0	0	1
	Grit bin damaged / displaced / not replaced	0	0	0	2
	Inappropriate staff attitude / behaviour	0	1	1	0
	Insufficient number of grit bins provided	0	0	0	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	1	0	0	0
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc.	1	4	0	1

Service	Category	2019/20	2020/21	2021/22	2022/23
	Localised flooding due to damaged drains / water mains	0	1	0	0
	Localised flooding due to run-off from fields / land	1	0	0	0
	Major flood prevention schemes related issues	1	0	0	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	3
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	1	0	2
	Poor communications including lack of notice, consultation & engagement	2	0	0	1
	Poor condition of footpath / cycle path	0	0	0	2
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	1	0	0	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	1	1	1
	Poor standard of road repairs / maintenance work including incomplete work	4	1	1	0
	Potholes / poor condition of road surface	5	5	4	9
	Street light repairs	0	1	1	0
	Structures damaged and not repaired promptly resulting in extended Road Closure	0	0	0	1
	Traffic concerns including traffic noise / volume / speed	0	0	0	2

Service	Category	2019/20	2020/21	2021/22	2022/23
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	1	1
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	1	1
	Total	26	23	14	41
Sustainability	Anything that doesn't fit within existing categories.	0	1	0	0
	Customer turned away / refused entry	0	0	1	0
	Dissatisfaction with booking policy	0	0	2	2
	Dissatisfaction with policy / current organisational arrangements including opening times	0	4	1	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Total	0	5	9	5

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste and Street Cleansing	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>Logged a complaint regarding missed bin collection and was given your reference number. End of the week and no communication regarding this missed collection. Neighbours also no bin collection and when they contacted Fife Council, said they were not aware of any issue. Suggest you check complaints before replying. Are you putting an additional service in place to collect?</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Service teams returned over the weekend and serviced bins which were kerbside.</i></p>
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>My home was needlessly broken into today so my boiler could be serviced 20 days before the old service was due to expire and without a single phone call or effort to contact me.</p> <p>I have had several appointments at the beginning of this year, and I call for every single one of the to say I have started a business and its difficult for me to be at home all day as I'm in a shop. I request a pm appointment and a phone call for when the engineer is on his way as I live and work in Rosyth and can be home in less than 5 minutes. There have been no problems until the engineer failed to call me this time and the last time for this appointment.</p> <p>My last appointment was missed due to the engineer not calling me. like I called and requested. If you look at all my appointments, I request a phone call for them all. The only appointments I have missed are the appointments where I don't get a phone call.</p> <p>Now due to the fact that I never got a phone call, I'm expected to pay for whatever services were used to needlessly force access into my home. Never mind the fact I had to sit outside my home with my dog and 8-month-old pup until new keys arrived.</p> <p>If I had a bad record of allowing access to my home for repairs or a bad record of payments to my rent I would have understood why this happened but I'm not and I'm absolutely taken aback with this.</p> <p>Outcome: <i>Complaint upheld apology offered.</i></p>

Service Area	Category	Complaint (summarised / redacted)
		<i>Corrective action of the Gas Manager raising the issue as part of a tool box talk within Building Services and Housing being careful in future where there is a cross over between the HMO for enforcement and the area HMO.</i>
Roads & Transportation	Potholes / poor condition of road surface	<p>Initially reported large pothole outside address 1mx1m and deepening every time it rains. This pothole is now becoming not only a danger to vehicles, (with neighbour having already had to have suspension repairs to his car) but pedestrians and property, as whenever a large vehicle passes through it, stones and debris are being discharged at high speed. I am fearful that my own or another child for example step onto the footpath as a vehicle passes and is hit by the projectiles. The depth is such that passing vehicles also are now causing vibrations throughout my own property. I feel this has been reported for an excessive amount of time and would like immediate resolution as I will also be looking to make contact with my councillor. The weather is worsening, and I fear this also will worsen the issue. Simply filling with Tarmac will not work as it breaks up and is just as dangerous as it is brittle in nature.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Explanation letter issued to customer. Inspector recorded a P2 5 working day repair.</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 following tables provide the details of complaint decisions in the South and West Fife area compared with the Fife Council overall results.

South & West Fife	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	32%	17%	9%	41%
Stage 1	33%	16%	10%	41%
Stage 2	30%	27%	3%	40%

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 previous reports to this committee, the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a more 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 with a replacement pending development.
- 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 four weeks after their complaint has closed.

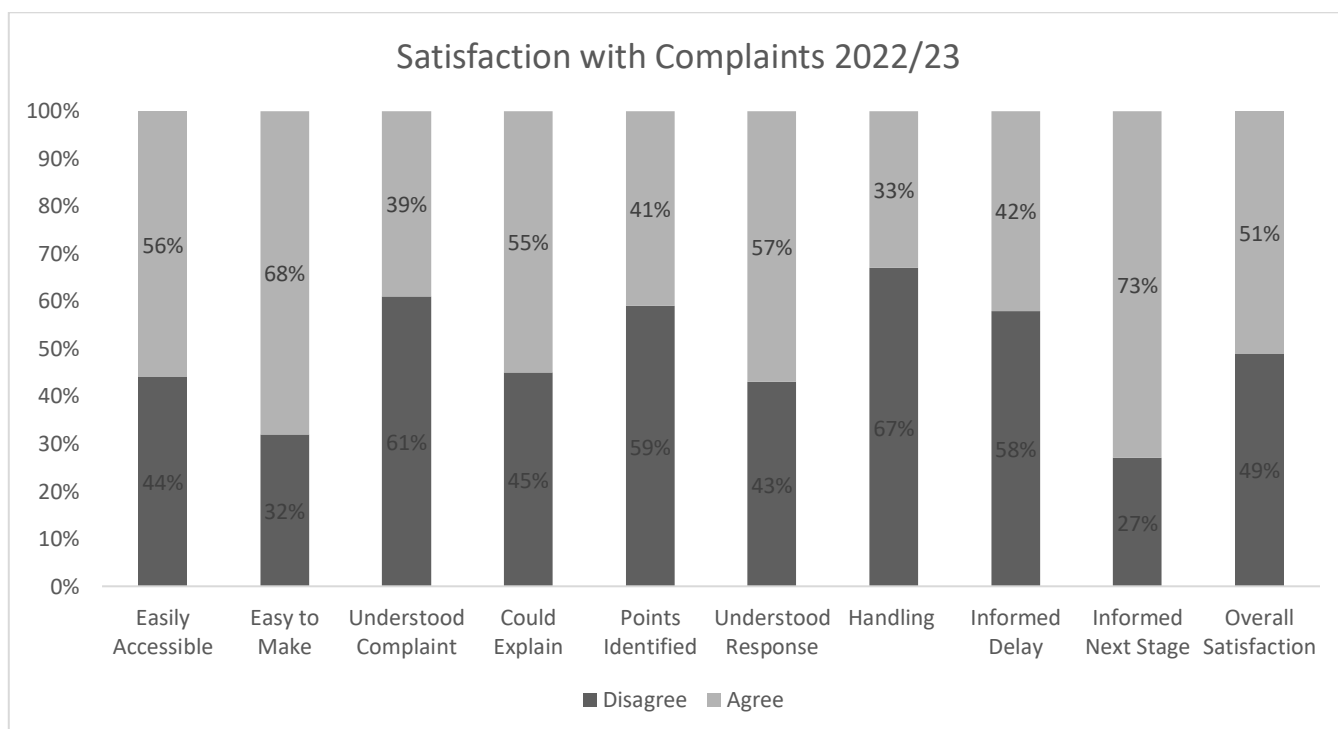
- Information about the complaint procedure was easily accessible
- I found it easy to make my complaint
- I was happy that the person considering the matter fully understood my complaint
- I was given the opportunity to fully explain my complaint
- The points of my complaint were identified and responded 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 twenty 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 twenty-five replies from complainants claiming residency in the South and West Fife Committee area. Comments included:

- Straightforward and was dealt with promptly. And with a very positive outcome.
 - I was very impressed by the speed which my complaint was rectified and an apology given too
 - I feel that the complaint procedure is just a "tick box" exercise for the council so they can say they have looked into this, but no one actually has
 - A complete waste of time and effort complaining. No action taken and each point sent on to a different department which I have never heard from.

Overall satisfaction was 51% and below last year's figure of 66%. The result is better than the council average of 49%. 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 complaints by carefully considering the issues to be addressed and keeping complainants informed of any delay.

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 twelve cases for the South and West 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
Building Services	Repair delays	Not taken forward for investigation
Housing	Anti-social behaviour	Not taken forward for investigation
Planning	Planning permission	Not upheld
Planning	Planning permission	Not taken forward for investigation
Housing	Flood from neighbouring tenancy	Not taken forward for investigation
Housing	Anti-social behaviour	Not taken forward for investigation
Grounds Maintenance	Right of way	Not taken forward for investigation
Education	Bullying	Not taken forward for investigation
Roads	Verge maintenance	Not taken forward for investigation
Planning	Planning permission change of use	Not taken forward for investigation
Education	Special needs assessment	Not taken forward for investigation
Children & Families	Adoption process	Pending

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	1155	1387	1211	1077	
Illegal Dumping	117	64	73	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Street Cleaning	133	93	80	34	
Dog Fouling	24	12	18	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Aggressive Dogs	26	21	32	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Abandoned Cars	38	15	10	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Litter Bin Issues	51	27	17	6	Request new / overflowing
Needles	5	2	2	0	Either made safe or require removal
Fallen Trees	4	6	2	2	

- 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 para. 6.2, please refer to the Safer Communities Team Update report (Report by the Head of Communities and Neighbourhoods) likely included within this committee's annual diet.

7.0 Compliments

- 7.1 By adding a database marker we can now report compliments by Area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained, it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the fifteen compliments received from customers in the South and West Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	4	Tenant called into Contact Centre to compliment standby Joiner Rab & Plumber Allan who attended to change the locks on property. Tenant said they were ultra-professional & wanted to thank them for everything.
Contact Centre	1	I wish to pass on my thanks to the community alarm staff and the emergency care staff for attending to my wife who had fallen. It was an effective service; everyone was very polite and the response to assist my wife was fantastic. I am now going to consider adding myself onto the system in the event I require any help.
Customer Service Centre	3	I wish to compliment the outstanding employee Heather at Inverkeithing Civic Centre this morning. Despite a broken photocopier she ploughed on trying everything to get my photocopying completed. This was urgent as a Film Company needed it. She went above and beyond in her considerable efforts to help me. She was pleasant, warm, and welcoming throughout and such an asset to you.
Domestic Waste	1	On Monday evening the two binmen working around Dalgety Bay were amazing. My son spotting the bin lorry passing our house and started to wave - they both very enthusiastically waved back, the driver beeped the horn and his face lit up. He raced around to watch them collect our bin and again the guys were great. I know they are short staffed, even the driver helped empty the bins. Please pass on my thanks to them.
Grounds Maintenance	2	Noticed that in the last few weeks the High St in Inverkeithing is looking so much better, so much tidier. Weeds have been getting pulled up, in general the overall maintenance of the High St is so much better.
Housing Services	2	My wife and I would like to express our thanks to Andrea of the Ukraine Refugee support team. She has been an absolute star and a great support. She made us feel like we had a helping hand all the way and a person who was readily available to offer advice and having great knowledge on the subject. We cannot praise her enough and were grateful that we were able to have been dealt with by her during the whole of our Ukraine Super Sponsor dealings.
Planning	1	Good morning, firstly, I would like to offer my sincere thanks for the speed in which you replied to my email & the explanations you provided, a credit to Fife Council and compared to our previous dealings with planners Edinburgh Council it restores our faith!
Street Cleansing	1	Customer's daughter has called in to say a big thank you to the team with the mechanical sweeper that came to clean on her father's street the leaves etc on Monday. She has said that they have done a great job and they are very appreciative of this.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was generally better than last year however stage 1 cases in target timescales was slightly below last year's performance. The average time to close all complaints was 5.5 working days better than last year and better than the Council average of 6.2 working days. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the South and West Fife area are broadly similar to those made across Fife as a whole, however, there were proportionally less complaints for Housing Services. There were proportionally more complaints concerning Roads and Transportation where the largest category was potholes / poor condition of road surface and Domestic Waste where the main complaint category was a dissatisfaction with policy / collection arrangements, e.g. number of bins, frequency of collection, etc.

Background Papers

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

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6 September, 2023
Agenda Item No. 9

Supporting the Local Community Plan - Welfare Support and Anti-Poverty Annual Report 2022-23

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

Wards Affected: Wards 1, 5 and 6

Purpose

This report updates members on achievements and outcomes of the welfare support and anti-poverty activities taking place in South and West Fife (S&WF), taking cognisance of the wider Local Community Plan and the Tackling Poverty and Preventing Crisis work.

Recommendation(s)

Area Committee members are asked to:-

- (i) comment on the outcomes and achievements of the 2022-23 South and West Fife Welfare Support and Anti-Poverty Projects; and
- (ii) provide comment and feedback on the preventative measures designed to tackle poverty and inequality in South and West Fife.

Resource Implications

There is sufficient funding available at an area level from the Anti-Poverty and Community Recovery budgets.

Legal & Risk Implications

There are no legal implications. There is a risk that taking no action to address the impact of poverty will result in poorer outcomes for residents in the area.

Impact Assessment

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

Consultation

The South and West Fife Poverty Action Group have been consulted on the production of this report.

1.0 Background

- 1.1 The Welfare Reform and Anti-poverty (WRAP) Group had been operational for approximately seven years before the pandemic. Budget to support collaborative anti-poverty related initiatives has always existed and been available through the WRAP. The pandemic hampered the ability for the group to meet but also allowed the group to refocus its priorities. As detailed in the Area Committee report on 16 June 2021, much of the focus turned to emergency food provision and how to support those individuals most in need/at risk during that time.
- 1.2 After an unprecedented 2020 and 2021, the remit of WRAP group was reviewed ahead of a potential relaunch. It was apparent that the landscape had changed significantly in the wake of the pandemic and that the requirement for support to individuals with welfare reform issues was decreasing.
- 1.3 In addition to the recovery phase of the pandemic, the price of energy and food were increasing either in line with, or above inflation levels, meaning the squeeze on household finances was even tighter than during the pandemic. It was clear that the provision needed to tackle poverty had changed and services should refocus accordingly.
- 1.4 In the period between the end of 2021 and November 2022, the previous WRAP action plan expired. The WRAP membership landscape had changed significantly too; many of the staff involved previously had moved on. The pandemic unfortunately halted much of the momentum that had been built over the preceding years. Subsequently, the WRAP was relaunched in November 2022 and renamed as the South and West Poverty Action Group (SWPAG or simply PAG).
- 1.5 As the landscape had changed around the old community planning structures, it was important that the PAG aligned with current and emerging priorities. Consequently, the PAG became a working group linked to the People Leadership Group. Since its relaunch, the PAG has undertaken a facilitated self-evaluation, which took place on 30 March 2023, where short, medium and long-term areas for improvement were developed (Appendix 1). The PAG works collaboratively towards the 'Tackling Poverty' outcomes contained within the Local Community Plan (LCP).
- 1.6 The newly refreshed South and West Fife LCP 2022- 2025 (Appendix 2) lists specific priorities around supporting economic recovery, tackling the climate emergency, community wealth building, the prevention of homelessness and tackling poverty, all of which reflect the Recovery and Renewal Plan for Fife update. The LCP outcomes will be delivered collectively by the People and Place Leadership groups, partners and stakeholders over its lifespan.
- 1.7 The Fife Tackling Poverty and Preventing Crisis (TPPC) board's primary aims/actions are:
 - Maximising incomes from benefits,
 - Providing concessions and reducing cost barriers to participation;
 - Preventing homelessness;
 - Building a network of community food and support;
 - Ensuring early joined-up support to avoid people getting into crisis and
 - Improving opportunities for community voice.

It's essential that partners, stakeholders and the community work collaboratively to achieve the aims of this board, which overlap significantly with local priorities.

2.0 Progress

- 2.1 Despite the disruption created by the pandemic, there were several local initiatives which aimed to tackle poverty and inequality in S&WF in the period from 2022-23. The actions contained within the LCP formed the basis for much of this work and underpins everything the council, the third sector and the partnership aims to do over the next three years. The focus is on preventative approaches to tackling poverty but, inevitably, there is still a demand for short-term, emergency support to individuals facing hardship or crisis.
- 2.2 The development of four main 'Community Assistance Hubs': Parkgate Community Centre, Inverkeithing Civic Centre, Oakley Community Centre and High Valleyfield Community Centre started in autumn 2022. Funding totalling £63,812.63 was granted through the PAG to develop inclusive and wrap-around support in these venues. These centres have a staff presence from Monday to Friday (Communities & Neighbourhoods, Housing, Social Security Scotland and others) as well as additional practical resources for people looking for support with the cost of living and to mitigate against food/fuel costs in winter, e.g. free hot drinks from newly purchased vending machines, air fryers, slow cookers and 'oodies'. Communities and Neighbourhoods staff will continue to co-ordinate the offering to local people with planning already underway.
- 2.3 The South and West Fife 'Get Help' webpage (cost of living information and support) has developed significantly since it was introduced in 2022. The page includes information on where people can access community food, job club and welfare support, Café Inc and 'Warm Spaces' within the area. Communities and Neighbourhoods' staff will work with Comms and Marketing colleagues to ensure this resource is as detailed and up-to-date as possible ahead of winter 2023/24.
- 2.4 The TPPC recommendation to maximise household income has been implemented locally - there are trained advisors (Welfare Support Assistants) in the area to carry out benefit calculation checks. This was introduced in Spring 2023 and data is being captured regularly on the volume of enquiries and the impact this support is having.
- 2.5 Approximately 35 community volunteers have been recruited and trained as 'Energy Champions'. These individuals have a baseline knowledge of energy consumption issues and efficiency measures and can refer people on for further support as required. Much of this support is built into or around our community food providers. The aim is to train up a total of 100 Community Energy Champions across S&WF over the next two winters. As well as the Energy Champion training, Cosy Kingdom has also provided intensive support to specific neighbourhoods. £10,000 has been allocated from the PAG budget for this.
- 2.6 The Next Steps programme provided youth employability support for 17-24 year olds. A collaborative approach which saw Fife Council work in partnership with WEA Scotland and Fife College to achieve positive outcomes for the young people. They achieved Level 5 qualifications in ICT, Communication, Personal Development and a Nat 5 Silver SQA Award. The need for this course was identified after young people couldn't access provision which took place in either Kirkcaldy or Glenrothes – transport was their main barrier to participation. The adult learning environment (i.e. that takes place in the learning centres in Parkgate and Valleyfield) felt like too big a leap for the learners, so this course filled that void. Funding totalling £12,928 was provided through the PAG for the programme.

- 2.7 £20,000 from the Anti-poverty budget was provided to Rural Skills Scotland to undertake their 'Grounds for Growth' five week employability course, which includes modules such as: health and safety, manual handling, first-aid and brush cutting training. The course accepted referrals from DWP as well as wider PAG partners to allow 20 local residents to enrol. At the end of the five weeks, 15 of the participants took part in the 12-week waged programme. All 15 went to positive destinations and 11 went into employment.
- 2.8 The group carried out a number of clean ups and woodland thinning type works during the programme. They also assisted Fife Council Housing Service and the Community Council in Cairneyhill to deliver a project to revitalise a strip of woodland used by local school children. In addition, they worked alongside Limekilns Community Council and a local Councillor to clear a space for a community garden. Participants provided positive feedback on their experiences and all have gone on to further develop their skills in some way.
- 2.9 To support those in crisis or emergency situations, £19,000 has been spent through the PAG. This support usually comes in the form of supermarket vouchers to allow individuals/families to purchase food and household items at critical times of the year when they might be experiencing greater hardship e.g. Christmas. Any support of this nature comes with additional assistance from frontline staff (mainly Welfare Support Assistants and Community Education Workers) to make referrals and do benefit calculations to remove any future crisis. Referral volumes have increased since the implementation of Community Assistance Hubs as more multi-agency staff are based under one roof at the same time.
- 2.10 The emergency support offered above for adults is complemented by the offering of cooking classes and food at the youth clubs operating in S&WF. As the numbers of young people re-engaging in youth work provision in the area increased, it was apparent that many were turning up reporting being hungry. Funding of £9,360 allowed these clubs to not only offer snacks to meet immediate needs around food, but also to offer cooking classes where hot meals are prepared and then are taken away by the young people. This extra resource has proved very popular and has allowed participation levels to remain high.

3.0 Community Food

- 3.1 The growth of community food initiatives across South and West Fife is a positive legacy from the pandemic. Most of these projects were set up at very short notice and in direct response to the crisis we faced at the time, particularly for those most at risk. These initiatives were supported by Fife Council and other third sector providers and proved to be a vital lifeline for people during unprecedented times.
- 3.2 The South and West Fife Food Resilience Group which brings community food providers together to explore common themes, offer support with wider issues such as transport, logistics, procurement, etc. This group is chaired by a member of staff from the C&N team and takes direction from the Fife-wide Food Insecurity Group. Members of the Food Resilience Group include: EATS Rosyth, Kincardine Food Hub, Food for Thought Inverkeithing, North Queensferry Community Complex, Saline and Steelend Fabulous Food Pantry, High Valleyfield Pantry and Oakley Tower Pantry.
- 3.3 The Food Insecurity Group links to the work of the TPPC board and acts as a two-way information mechanism to update local groups but also to take back key findings/issues that are faced locally, e.g. food grouping shortages, procurement challenges, etc.

- 3.4 Fortunately, in S&WF the majority of the local providers continued to operate post-pandemic and many have evolved their offerings to suit the needs of people now, e.g. some have developed ‘shop’ models where customers can choose food to suit their requirements and some have even added energy advice, café provision or other ‘wrap-around’ services. The Communities and Neighbourhoods Service continues to offer ongoing support to each community food provider in S&WF.
- 3.5 The four main Community Assistance Hubs (CAHs) will work on a ‘hub and spoke’ model as not all of them offer community food. The CAHs will act as ‘anchor points’ for support in communities with referral on to other services and venues as required. In Inverkeithing, for example, The Civic Centre is the Community Assistance Hub but the community food is offered via Food for Thought at Ballast Bank. Anyone requiring support with food at Civic Centre would be referred (and accompanied if appropriate) to Ballast Bank, so there’s a ‘no wrong door’ approach in place across the area.
- 3.6 As the food providers in S&WF consistently see the highest level of footfall into council and partners’ premises, the aim is to widen the offer out beyond food to include: benefits advice (CARF and Social Security Scotland and our own Welfare Support Assistants), energy advice (Cosy Kingdom and Home Energy Scotland), financial literacy and promotion of savings and credit union membership (Kingdom Community Bank), health and wellbeing advice (The Well) and other practical measures, e.g. winter warmer packs, fuel top-ups and super market vouchers.
- 3.7 For the reasons set out above, it is crucial that support to community food providers continues. Often, they prove to be a crucial means of bringing people together. This has allowed us to rebuild the momentum lost during the pandemic and respond to current challenges. In the coming year, we will continue to support the providers to evolve, develop and thrive through both local and Fife-wide support measures.
- 3.8 Café Inc continues to be a vital lifeline to families during the school holidays. Since there is a strong network of community providers, many of whom deliver both food and activities for families during the holidays. This model of delivery always puts dignity at the heart of delivery, allowing families to access food and learning/activities in a stigma-free environment. This model will continue to be implemented locally and support will be provided to partners to deliver these outcomes. We’ve received support from elected members with this model too.

4.0 Next Steps

- 4.1 In late summer 2022, the Cabinet Committee agreed a £10million spend to support economic recovery and assist with the cost-of-living crisis across Fife. Subsequently, the allocation of the funding was decided, approximately £1.2m for each of the seven areas. It was agreed that communities should be involved in deciding how the money is spent and that Area Committees would approve spend. How the funding was allocated was to be decided locally. In S&WF, there were a few projects ‘in the pipeline’ that had been earmarked for funding.
- 4.2 Proposals for funding were made by Dalgety Community Trust, Kingdom Community Bank and Fife Council Communities and Neighbourhoods Service and approved by Area Committee on 25 January 2023.
- 4.3 Through dialogue with South and West Fife elected members and workshops, a process to distribute the remaining funds was agreed and a process to enable community groups to apply was decided. Due to the procedure for this sitting out with the reporting period, a report will be submitted at a future Area Committee about the projects supported.

5.0 Conclusions

- 5.1 The SWPAG, People and Place Leadership Groups will continue to work collaboratively to tackle poverty and inequality in South and West Fife. The partnerships will continue to report to S&WF Area Committee on a regular basis.
- 5.2 The three C&N Community Recovery Funded posts will continue their early work in driving change to how we support those most in need and the wider population affected by the cost-of-living crisis. The Community Education Worker will co-ordinate the Fife Council offering to local communities during the upcoming winter period, with a particular focus on a diverse programme of activities across our four Community Assistance Hubs.
- 5.3 Ongoing support and development must be offered to our community food providers, who arguably play an even more important role now than they did during the pandemic. Wrap-around support should continue to be made available when food is offered, allowing people to access dignified, co-ordinated support when they most need it.
- 5.4 Delivering the outcomes in the Local Community Plan will be prioritised by People and Place Leadership Groups over the next two years. The outcomes and actions that don't overtly tackle poverty will still play a role in reducing inequalities in South and West Fife.

List of Appendices

1. SWPAG Facilitated Self-evaluation
2. The South and West Fife Local Community Plan 2022 - 2025

Report Author

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Facilitated Self Evaluation (FSE) – South West Poverty Action Group (SWPAG)

Background

Project Lead: - Mandy MacEwan, Facilitators: - George Murray and Tricia Ryan

An initial meeting took place between Project Lead and Facilitators to gather some background information about the group and some of the key challenges. Key points noted included: *working together effectively in partnership, having a clear vision and forward plan, and recognising the difference the work of the group makes / can make.*

As a result, it was agreed that the FSE would focus on three indicators from How Good is our Community Learning and Development (HGIOCLD) 4:

2.3 Improving life chances

3.2 Partnership Working

5.1 Vision, culture, and direction

A range of challenge questions from HGIOCLD4 were adapted and used to support the discussion and the session was structured to support the FSE guidance.

The session took place on Thursday, 30 March and was structured in three parts:

- Introduction and outline of the process
- Questions and discussion
- Scoring (1-6)

Key discussion points are noted over the page and highlight key strengths and areas for improvement.

Recommendations

As a result of this process, it is recommended that the SWPAG;

- Recognises their key strengths and the impact of the work they are doing together
- Considers the agreed areas for improvement and uses these to plan and develop their future work

3.2 Partnership Working

How developed and understood are the vision and aims of this partnership?

How well do we ensure that the roles and responsibilities of everyone in this partnership are clearly understood?

How effectively do we plan, monitor, and evaluate within this partnership?

Key Strengths	Areas for improvement
<ul style="list-style-type: none"> • Membership of the Group includes a wide range of Partners, covering all aspects of poverty – partners turn up, take part, and actively contribute • The Group has recently developed its Terms of Reference, and this reflects the range of roles and responsibilities in the Group. Connections to other groups and partners are strong • Partners regularly share what they do. This supports joint working and a holistic approach to poverty issues. • The joint work of the Group has supported realignment / targeting of resource and this has ensured there is continuity, and reduces duplication • The Group has successfully supported funding for key projects / activity. Use of funding application and monitoring forms enables information to be gathered on what has been achieved and what outcomes have been met. This robust process is well embedded and ensures relevant scrutiny is in place and helps to keep focus. It is officer led so can be turned round quickly. This work is also reported to Area Committee 	<p>The Group is still in its infancy and needs further developed and understood by others. There are also some partners missing from the Group and this needs further exploration.</p> <p>There is a need to look at other Partnership groups across the area – is there an opportunity to reduce / rationalise some of these? This would further support how key issues are represented to other groups</p> <p>The leadership of the Group is effective, but the Group are keen to further develop this role with 3rd sector reps.</p>

Agreed score – 5 – very good

2.3 Improving life chances

How well does the work of this group meet the needs local people / communities?

How well are we supporting those living in the most disadvantaged circumstances?

What is in place to measure the impact on people / communities?

Key Strengths	Areas for improvement
<ul style="list-style-type: none"> • Funding and resource held by the group is making a difference e.g. Next Steps and young people achieving positive outcomes. Funding can also be committed quickly so can ensure quick response to those in greatest need • Good communication within the Group also supports appropriate response that can be quick and effective • The make up of the Group is broad and the sharing of information between services and organisations gives the opportunity to see the bigger picture – this in turn gives everyone a broad understanding of need and the ability to identify where the gaps are. 	<p>The Group recognise that some response work has been acutely reactive and at times a sticky plaster approach. There is now a need to look more closely at an enabling approach and medium to long term aims</p> <p>Consider how funding can enable short term projects to be expanded or extended</p> <p>Use case studies and evaluation to further tell the good news stories</p>

Key Strengths	Areas for improvement
<ul style="list-style-type: none"> • The Group have been creative with resources coming into the area and have been able to dedicate this to specific areas of need e.g., financial education offer • Evaluation at the end of each year enables the Group to review the impact of their work and gather good news stories and case studies • The Group also recognise and celebrate success 	

Agreed score – 5 – very good

5.1 Vision, culture and direction

Are our vision, values, aims and objectives clear and consistent with local and regional priorities? And do they align with wider community planning priorities?

How well are these shaped by the lives of those we work with?

How effective are we in identifying and responding to new and emerging needs?

Key Strengths	Areas for improvement
<ul style="list-style-type: none"> • Positive links with wider strategic groups and involved in consultation around plans • Local knowledge and understanding of local need us informing the work of the Group • Benefits of local project work are clear • Good support across local organisations in managing and responding to crisis • First front-line engagement is positive • Alignment with CPP priorities is in place and connects well with that and the CLD plan – this Group brings a strength in connecting that and has added value to • Local focus is supporting the ability to respond to new and emerging needs 	<p>Group to build on a plan for longer term development to support people out of poverty and moves away from immediate crisis response</p> <p>Roles need further clarified whilst still supporting those in most need (including pandemic recovery work)</p> <p>There is a need to change perceptions of the difference key projects are making e.g., Café Inc vs targeted work</p> <p>Further bridging with local organisations to identify gaps and connect in the correct / appropriate support</p> <p>Further connect Plans with practice on the ground (policy v reality)</p> <p>Connecting to / sharing practice with other local groups and other PAGs</p> <p>Further build evidence base and narrative (e.g., local data, focus group discussions) that will support and influence a proactive longer-term approach, local focus, and best use of targeted resources</p>

Agreed score – 4 – good

South and West Fife Local Community Plan 2022 - 2025

Area Priority	Improvement Focus	Associated Actions
<p>Develop additional local preventative responses to support people through the ongoing cost-of-living crisis, working to move people out of poverty where possible.</p>	<p>Estimates show that 60-70% of households in Scotland will be in fuel poverty by winter 2022/23. For S&WF, this means up to 16,440 households spending more than 10% of their total income on fuel.</p> <p>As the cost-of-living crisis worsens, more residents will require access to financial, food, fuel and clothing interventions.</p> <p>To improve income maximisation in the area for people to effectively plan their expenditure and to have greater control of their financial situation.</p>	<p>Develop preventative, community wealth building approaches to tackling poverty through the implementation of advice hubs, which bring together key support services under one roof, so that people get the support they need quickly. Although designed to target the families/individuals in most need, these services are open and available to everyone.</p> <p>Develop and maintain energy advice sessions and events and by targeting specific data zones/neighbourhoods in S&WF.</p> <p>Train up energy champions to build a solid knowledge base amongst staff and volunteers in the area, with a view to making onward referrals to appropriate agencies/services as required.</p> <p>Support and develop post-pandemic community food provision and continue to support community food providers individually and collectively, while promoting zero waste approaches, affordable and sustainable food. Explore ideas for collaboration and co-operative models through local partnership groups e.g. Food Resilience Group.</p> <p>Promote the benefits of credit union membership and secure a credit union presence in S&WF either in a physical building or a satellite presence in advice hubs and in the community.</p> <p>Increase social media coverage and engage community connectors and champions in local places to raise awareness of responses to poverty-related initiatives.</p>

Area Priority	Improvement Focus	Associated Actions
<p>Increase employment, training, learning and volunteering opportunities to support sustained economic growth in the area</p>	<p>Employment rates in S&WF are almost 10% below the Scottish average and the rate of economic inactivity among working age adults in the area is the highest in Fife (35.2%).</p> <p>The 2022 Place Standard survey identified work and the local economy as a key issue for residents.</p> <p>The Economic Profile for S&WF shows that there are proportionally more people with no or low levels of achieved qualifications than the Fife average.</p>	<p>Work collaboratively with services and local businesses to bring additional employability support to the area. Through this provision, identify labour market priorities, trends and gaps to provide relevant training and support to people, which in turn improves their prospects of securing meaningful and sustained employment.</p> <p>Regenerate town centres and neighbourhoods with a focus on Inverkeithing, Rosyth, Kincardine and Dalgety Bay.</p> <p>Increase the number of individuals engaging in community-based adult learning (CBAL) programmes who are supported or referred by other agencies from the People Leadership Group. Use community wealth building approaches to improve the pathways from these local learning/training opportunities to employment, further education, both for adults and school leavers.</p> <p>To promote the newly refreshed CLD plan, which prioritises the most disadvantaged learners living in the most deprived areas for adult learning opportunities. The CLD plan also has flexibility to adapt and change depending on community need.</p> <p>Attract new businesses to the area and support growth in existing business, which will be key to improving job prospects, with the help of government grants to aid new businesses and investing money to help develop enterprise.</p> <p>Continue to encourage and enable 'Culture of Enterprise' and 'Developing Young Workforce' programmes throughout the locale. Work with communities and involve young people to help shape our places developing healthy streets with community hubs, cafes and gardens, graffiti art and places to connect and enjoy.</p>

Area Priority	Improvement Focus	Associated Actions
		<p>Support the Green Freeport bid which will bring considerable business, employment and economic opportunities to Rosyth and the surrounding areas. Work with services and partners to prepare the area for this new development and that will link to our CBAL offer.</p> <p>Support the infrastructure which will maximise the potential of key tourism assets including world heritage site, the Coastal Path, Pilgrims Way and other local trails and woodland walks.</p> <p>Review the effectiveness of training and employment pathways and identify how these can be improved, including the skills gap in climate actions, such as retrofitting homes and renewables.</p>
<p>Develop and sustain approaches which target the effects of climate change and improve infrastructure around measures that lead to reductions in carbon footprint</p>	<p>The local strategic assessment highlighted the risk of increased flooding due to climate change, and the socio-economic vulnerability of residents to cope and bounce back from these events. Flooding has a disproportionate impact on people living in poverty, both financially and in terms of health and wellbeing.</p> <p>Consider co-benefits for land use for resilience to impacts of climate change, mitigation of emission and improving biodiversity.</p> <p>Local consultation exercises and charrettes show that local residents would like to see public transport options in the area improved.</p> <p>There are currently 24 public electric car charging points in South and West Fife. As demand for electric vehicles grows, further development of the infrastructure to support this is required. Responses to climate change should be equitable i.e. not everyone can afford EVs – active travel/public transport etc should be equally prioritised.</p>	<p>Identify areas where natural planting can mitigate the impacts of high rainfall events.</p> <p>In areas that will become and are prone to flooding, promote solutions which include low maintenance planting, frequent clearing of drains and flood-plane storage to mitigate. Increase resilience of built assets to flooding and ensure residents are aware of Flooding Fife Council and how to prepare and react to flooding.</p> <p>Work with partners to explore improvements to transport options either via existing contractors e.g. Stagecoach or by exploring innovative opportunities e.g. car sharing groups, car clubs etc. and improve the active travel infrastructure, which can include walking routes and cycle paths. With the ageing population in the area, walking routes should be accessible and include shaded and seating areas where appropriate.</p> <p>Work with colleagues in Transportation to increase the number of public charging points available to users of electric vehicles.</p> <p>Work with relevant services and agencies to improve biodiversity in the area e.g. support local sustainable farming, increased ‘grow your own’ food schemes etc.</p>

Area Priority	Improvement Focus	Associated Actions
<p>Tackle the shortfall in affordable housing in the area, help to ensure that people live in good quality housing and provide good housing advice to help prevent homelessness</p>	<p>The area requires additional affordable homes to meet current demand. There is a particular and acute shortage of larger family accommodation, wheelchair properties and accommodation for older people.</p> <p>The Local Housing Strategy attaches targets which help to address the requirement for specialist housing, for example individuals with mobility issues, wheelchair users or any other specific needs.</p> <p>There are issues around the quality and availability of shorter term private rented accommodation.</p> <p>Good quality housing advice on all housing tenures is required for those who are threatened with homelessness and those who live in unsuitable housing.</p>	<p>Work with appropriate services, stakeholders and partners to ensure the future housing provision in S&WF meets the needs of the projected increase in the older adult population.</p> <p>Help to meet the need for specialist housing with 30% of new affordable housing provided as specific needs and at least 5% as wheelchair adapted. Develop specific affordable housing projects and identify land availability to enhance provision. Affordability should not be to the detriment of quality, with new homes built to Housing for Varying Needs & Secured by Design standards and achieving EPC rating A and B.</p> <p>Build on the public availability of information of the location of all Fife Council sheltered and retirement housing by adding further information and visual displays of the complexes.</p> <p>Work with the Disabled Persons Housing Service to create a database of wheelchair and accessible private properties.</p> <p>Work with identified suitable partner company on a Fife Wheelchair and Specialist Housing looking at current provision and gaps of this type of housing.</p> <p>Increase the supply of affordable housing by providing new units and improving conditions in the private rented sector.</p> <p>Work with all stakeholders including private landlords and Fife Private Rental Solutions to improve information, access and ongoing support to those looking for housing in the area and to assist retention of current tenancies and prevention of homelessness.</p>

Area Priority	Improvement Focus	Associated Actions
<p>Work with partners to improve the quality of life and wellbeing of residents</p>	<p>Data shows that the population in S&WF is ageing and by 2030 the number of people aged 65 and over living in the area will increase by 22% (H&SC Needs Assessment)</p> <p>The Physical Activity and Sports Group have identified that the area would benefit from a map of physical activity provision, working with relevant partners to identify gaps in provision, tangible benefits by implementing sport, leisure or recreational activity.</p> <p>Further work with Health and Social Care and third sector partners is required to analyse locality health data, identify areas with greatest health inequalities and target resource accordingly to improve the health and wellbeing of S&WF residents.</p> <p>To ensure that services are community-led; working with local people to establish what priorities are, ensuring that S&WF residents feel empowered, safe and consulted in local processes.</p>	<p>Improve the quality of life of adults and older people by engaging with the local community to understand what services are available and identify any gaps in provision for example increasing the number of services available to older people.</p> <p>Maximise the opportunities of physical and outdoor activities by making use of local open spaces, leisure and recreational facilities and ensure greater community leisure opportunities for people and use of all our facilities and assets, consider co-benefits of carbon sequestration, active travel, energy generation and water management for open spaces.</p> <p>Work collaboratively to promote and action the Health and Social Care Locality Plan, which places a focus on living well and improve population health outcomes and reduce inequalities through targeted interventions.</p> <p>Provide a platform for people’s voices to be heard and shape service delivery through the development of people-led local action plans, Neighbourhood Plans, Local Place Plans and Local Development Plans.</p> <p>Work collaboratively (including with local residents) to ensure the most pressing community safety issues are addressed and resolved.</p>

6 September 2023
Agenda Item No. 10

South and West Fife Area Committee Forward Work Programme

Report by: Eileen Rowand, Executive Director (Finance and Corporate Services)

Wards Affected: All

Purpose

This report supports the committee's consideration of the work programme for future meetings of the committee.

Recommendation(s)

It is recommended that the committee review the work programme 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 implication for council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the Work Programme 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 work programme 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 Work Programme 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 Work Programme is included as Appendix 1 and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. South and West Fife Area Committee Forward Work Programme

Report Contact

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South and West Fife Area Committee

1st November, 2023			
Title	Service(s)	Contact(s)	Comments
Radiation Monitoring at Dalgety Bay	SEPA / MoD	Paul Dale/Nina Patton / Dick Harker	Six monthly update – last update 26th April, 2023
Area Housing Update	Housing Service	Claire MacKinlay	Six monthly update – last update 1st March, 2023
Area Lettings Plan	Housing Service	Claire MacKinlay	
Annual Report on Outcomes of Care Inspectorate Inspection and Grading Process	Health and Social Care	Alan Adamson / Fiona McKay	Annual report – last update 23rd November, 2022
Health and Social Care Partnership Locality Planning – South West Fife	Health and Social Care	Audrey Valente / Jacquie Stringer	Six monthly update – last update 26th April, 2023
Common Good and Settlement Trust Funds Annual Report 2022-2023	Finance and Corporate Services	Eleanor Hodgson	As per Ashley Birrell's email of 25th November, 2022
Summer Provision Activities	Communities and Neighbourhoods Service	Mandy MacEwan	Annual report – last update 23rd November, 2022
Local Community Planning Update / South and West Fife Community Learning Development Partnership Update	Communities and Neighbourhoods	Alastair Mutch / Mandy McEwan	Six monthly update
WORKSHOP – <i>Playpark Strategy (following conclusion of committee meeting)</i>	<i>Communities and Neighbourhoods Service</i>	<i>Kevin O'Kane</i>	

13th December, 2023			
Title	Service(s)	Contact(s)	Comments
Fife Sports and Leisure Trust - Overview	FSLT	Emma Walker	As agreed at 26th April, 2023 meeting

South and West Fife Area Committee

14th February, 2024			
Title	Service(s)	Contact(s)	Comments
Local Area Economic Profile	Business and Employability	Peter Corbett	Annual update – last update 1st March, 2023
Grounds Maintenance Service / Domestic Waste and Street Cleansing Service Annual Review	Environment and Building Services	John Rodigan / Scott Clelland	Annual report – last update 1st March, 2023
Criminal Justice Social Work Service – Community Payback Unpaid Work Scheme	Children and Families	Joan Gallo	Annual report – last update 1st March, 2023
Area Capital Update Report 2023/24	Finance and Corporate Services	Eleanor Hodgson	Annual report – last update 1st March, 2023

17th April, 2024			
Title	Service(s)	Contact(s)	Comments
School Attainment and Achievement Report	Education and Children’s Services	Sarah Else	Annual report – last update 26th April, 2023
Local Community Planning Update / South and West Fife Community Learning Development Partnership Update	Communities and Neighbourhoods	Alastair Mutch / Mandy McEwan	Annual report

12th June, 2024			
Title	Service(s)	Contact(s)	Comments
Radiation Monitoring at Dalgety Bay	SEPA / MoD	Paul Dale/Nina Patton / Dick Harker	Six monthly update – last update 1st November, 2023

South and West Fife Area Committee

12th June, 2024			
Title	Service(s)	Contact(s)	Comments
Safer Communities Team Update Report	Communities and Neighbourhoods Service	Michael Collins	Annual report – last update 21st June, 2023
Operational Briefing on Policing Activities within South and West Fife Area	Police Scotland	Chief Inspector / Kathryn Fairfield / Inspector Cheryl Young	Annual report – last update 21st June, 2023
Scottish Fire and Rescue Service Annual Performance Report 2022/23	Scottish Fire and Rescue Service	Station Commander Craig Robertson	Annual report – last update 21st June, 2023
Area Housing Update	Housing Service	Claire MacKinlay	Six monthly update – last update 1st November, 2023
Health and Social Care Partnership Locality Planning – South West Fife	Health and Social Care	Audrey Valente / Jacquie Stringer	Six monthly update – last update 1st November, 2023

Unallocated			
Title	Service(s)	Contact(s)	Comments
Housing Service – Allocations Process Update	Housing Services	TBC	To be invited to a meeting of the Committee to provide an update on the allocations process undertaken in relation to new builds as agreed at 1st March, 2023 meeting
Water Environment Fund (WEF) Project Update	SEPA	TBC	As agreed at 23rd November, 2022 Committee (para. 30 of 2022.SWFAC.16 refers)
Trauma Informed Practice		TBC	Report request from Councillor Neale at 10th August, 2022 Committee
Bike Park Strategy	Communities and Neighbourhoods	Kevin O’Kane	Report request from Councillor Goodall at 10th August, 2022 Committee
Additional Nursery Hours Update	Education and Children’s Services	Shelagh McLean	As agreed at 4th March, 2020 meeting

Unallocated			
Title	Service(s)	Contact(s)	Comments
Report of the Pupilwise and Parentwise Surveys	Education and Children’s Services	Deborah Davidson	Annual report
<i>Children’s Services Report</i>	<i>Education and Children’s Services</i>	<i>Deborah Davidson</i>	
<i>Early Learning and Childcare</i>	<i>Education and Children’s Services</i>	<i>Jacqueline Price</i>	
<i>WORKSHOP – Educational Outcomes</i>	<i>Education and Children’s Services</i>	<i>Shelagh McLean</i>	<i>Date to be confirmed</i>
<i>WORKSHOP – Pupil Equity Fund (PEF)</i>	<i>Education and Children’s Services</i>	<i>Zoe Thomson</i>	<i>Date to be confirmed</i>