

Glenrothes Area Committee

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



Wednesday, 23rd June, 2021 - 9.30 a.m.

AGENDA

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- | | | |
|----|---|---------|
| 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 Glenrothes Area Committee of 19th May, 2021. | 3 – 6 |
| 4. | SAFER COMMUNITIES TEAM UPDATE REPORT – Report by the Head of Housing Services. | 7 – 26 |
| 5. | OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN GLENROTHES AREA – APRIL 2020-APRIL 2021 – Report by Inspector Kirk Donnelly, Community and Response Policing Lead. | 27 – 35 |
| 6. | SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN ANNUAL PERFORMANCE REPORT – Report by Andy Bennett, Station Manager, Glenrothes and St Andrews Fire Stations. | 36 – 56 |
| 7. | AREA HOUSING PLAN UPDATE – Report by the Head of Housing Services. | 57 – 62 |
| 8. | SEVERE FLOODING IMPACTS AND POTENTIAL MITIGATION – Report by the Head of Assets, Transportation and Environment. | 63 – 71 |
| 9. | GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME 2021/22. | 72 – 75 |

<p>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.</p>

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16th June, 2021

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THE FIFE COUNCIL - GLENROTHES AREA COMMITTEE – REMOTE MEETING

19th May, 2021

9.30 a.m. – 11.05 a.m.

PRESENT: Councillors Fiona Grant (Convener), John Beare, Altany Craik, Julie Ford, Mick Green, Derek Noble, Ross Vettraino, Craig Walker and Jan Wincott.

ATTENDING: Norman Laird, Community Manager (Glenrothes); JP Easton, Team Manager (Community Development), Communities and Neighbourhoods; Dhusjan Sivaratnam, Technician Engineer - Traffic Management (North Fife), Assets, Transportation & Environment; Rona Weir, Education Manager; Pamela Davie, Acting Headteacher, Education & Children's Services; and Diane Barnett, Committee Officer, Legal & Democratic Services.

ALSO ATTENDING: Professor Karen McArdle (Emerita) FRSA, University of Aberdeen (for Para. 222.).

220. DECLARATIONS OF INTEREST

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

221. MINUTE

The Committee considered the minute of meeting of the Glenrothes Area Committee of 24th March, 2021.

Decision

The Committee agreed to approve the minute.

222. TACKLING POVERTY IN GLENROTHES AREA

Professor Karen McArdle (Emerita) FRSA, University of Aberdeen, presented the findings of research carried out during the second wave of the COVID-19 pandemic detailing its impact on individuals and communities in the Glenrothes area, referring to the report titled 'Work Together for a Common End'. There then followed a question and answer session.

The Committee considered a report by the Head of Communities and Neighbourhoods seeking the Committee's support on the proposals to tackle poverty in the Glenrothes area, based on the recommendations of the 'Work Together for a Common End' report.

Decision

The Committee:-

- (1) welcomed the report - 'Work Together for a Common End' - and its findings and recommendations and thanked Professor Karen McArdle for her presentation;
- (2) /

- (3) acknowledged and congratulated the Communities Team for their input to the survey; and
- (4) agreed to approve the proposed work areas in the Glenrothes area - as detailed in the Appendix to the report: 'Tackling Poverty Together 2021-22'.

223. PROPOSED REMOVAL OF 20MPH ZONE AND INTRODUCTION OF 30MPH SPEED LIMIT, B9130 MARKINCH

The Committee considered a report by the Head of Assets, Transportation and Environment seeking approval of the proposal to:-

- (1) remove the 20 mph zone on the B9130, Markinch from its limit with the 40 mph west of Bowen Place to a point east of its junction with the access road to Balbirnie Estate; and
- (2) replace the current 20 mph with a 30 mph speed limit.

Decision

The Committee, in the interests of accessibility and road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to remove and introduce the new restrictions detailed in drawing no. TRO/20/19 with all ancillary procedures;
- (2) authorised officers to confirm the TRO within a reasonable period unless there were objections; and
- (3) agreed to an additional recommendation that any infrastructure associated with the replacement of the 20 mph speed limit be agreed with Ward 14 Councillors. If Ward Councillors were unable to reach agreement, then the approval of any associated infrastructure proposed by Roads and Transportation Services be remitted to the Glenrothes Area Committee for decision.

224. PROPOSED 40MPH SPEED LIMIT, U039 FROM ST DORSTAN'S CEMETERY TO MARKINCH

The Committee considered a report by the Head of Assets, Transportation and Environment seeking the Committee's agreement to the proposal to introduce a 40 mph speed limit on the U039, Markinch, from a point near St Drostan's Cemetery to the 20 mph limit at Markinch.

Decision

The Committee, in the interests of road safety:-

- (1) agreed to the promotion of a TRO to introduce the restrictions detailed in drawing no. TRO/21/29 with all ancillary procedures; and
- (2) authorised officers to confirm the TRO within a reasonable period unless there were objections.

225./

225. SCHOOL ATTAINMENT AND ACHIEVEMENT REPORTS

The Committee considered a report by the Executive Director, Education and Children's Services providing a summary report on 2019-2020 school attainment for young people who left school in 2019-20 across the secondary schools serving the Glenrothes area. Details of how to access School Standards and Quality reports and Recovery/Improvement Plans were also provided for primary and secondary schools across the area as outlined in the Appendices to the report.

Decision

The Committee:-

- (1) welcomed the presentation by Rona Weir, Education Manager and Pamela Davie, Acting Headteacher, Glenrothes High School relating to the different approach to reporting on school attainment and achievement from previous years due to the impact of the COVID-19 pandemic;
- (2) agreed to engage directly with local schools to find out more about school attainment and achievement;
- (3) noted the details contained in the report in relation to the nature of this year's report due to the impact of the COVID-19 pandemic;
- (4) noted the information provided in the secondary schools' reports appended to the report;
- (5) agreed to engage with secondary school headteachers to discuss arrangements for this year's Alternative Certification Model for SQA Qualification and how this was progressing in their school;
- (6) acknowledged the upcoming retirement of Alan Pithie, Rector of Auchmuty High School, wishing him a long, happy and healthy retirement and acknowledging his service to the school and to education in Fife; and
- (7) congratulated Pamela Davie, recently appointed replacement Rector of Auchmuty High School.

226. PROPERTY TRANSACTIONS

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

Decision

The Committee noted the contents of the report.

227./

227. GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME 2021/22

The Committee considered the Glenrothes Area Committee draft Forward Work Programme 2020/21.

Decision

The Committee:-

- (1) noted the draft Glenrothes Area Committee Forward Work Programme 2020/21; and
 - (2) agreed to feed back to the Community Manager (Glenrothes) or the Convener any suggestions for further reports to be included, within the context of the remit of this Committee.
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23rd June 2021

Agenda Item No. 4

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: Glenrothes area (Wards 13, 14 and 15)

Purpose

The purpose of this report is to provide members with an update on the operational activity of the Safer Communities Team within the Glenrothes committee area during the 12 month period 1st April 2020 to 31st March 2021.

Recommendation(s)

The Committee is asked to note and comment on the activity to date.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An Equality Impact Assessment (EqIA) is not required as this report presents an update on the activity of the Safer Communities Team. No policy or funding changes are being proposed that are likely to have an impact on equality groups.

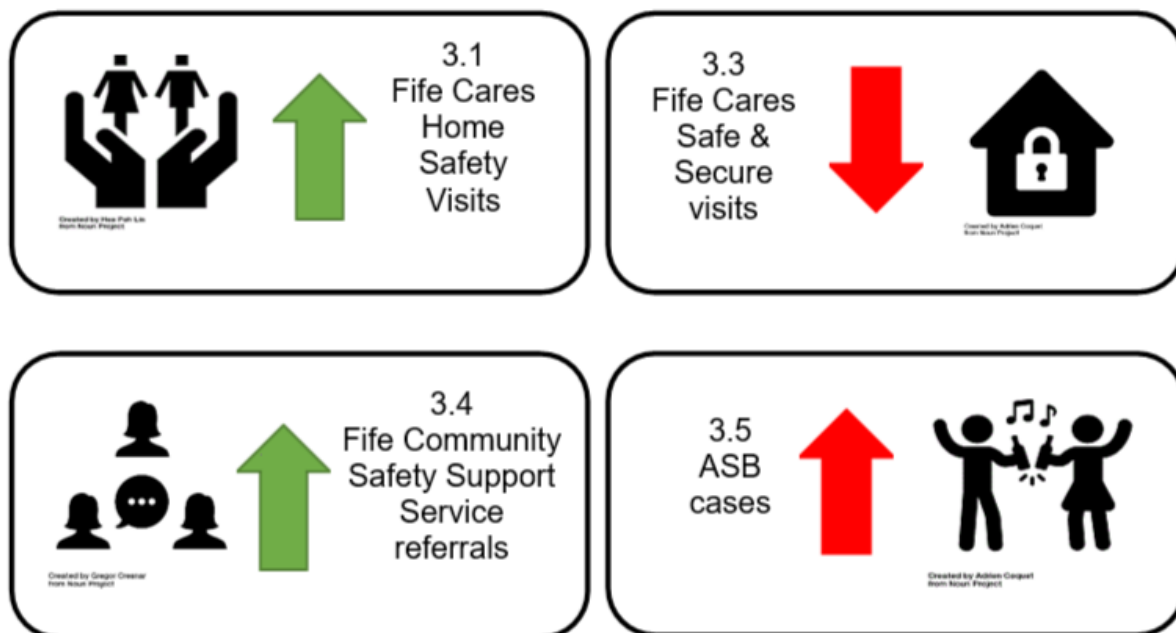
Consultation

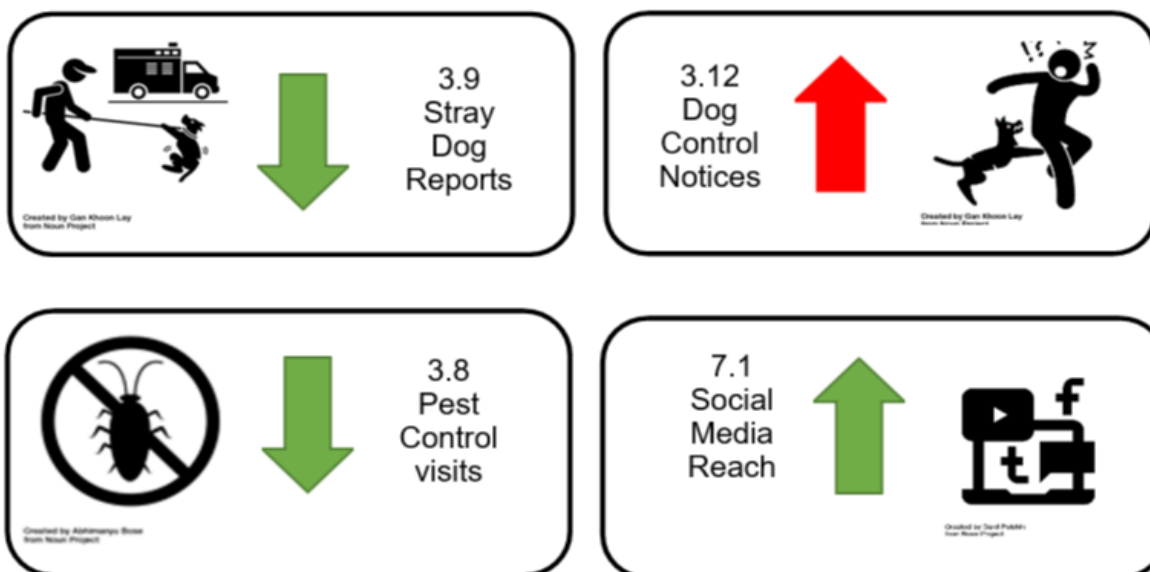
Consultation has taken place with community safety partner agencies.

1.0 Background

- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within the Glenrothes area during the financial year 2020/21.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should be noted that the three core agencies (Police Scotland, SFRS and Fife Council's SCT) may comment on work carried out *in partnership* with each other and other agencies but cannot comment specifically on work carried out independently by other services.
- 1.3. Information is also provided on Fife-wide activity in order to ensure that members are aware of the range of activities which may be of interest to them and their constituents.
- 1.4. The performance information in sections 2 and 4 provide a summary of the Safer Communities Team annual activity within this committee area during the reporting period compared to the previous financial year.
- 1.5. The activity is denoted using RAG arrows to demonstrate whether an activity has increased or decreased on the previous year (up or down arrow) and whether this is positive or negative (denoted by red, amber, or green).
- 1.6. The narrative describing each of these activities and associated statistics can be found in the sections referenced.

2.0 Performance Summary - People



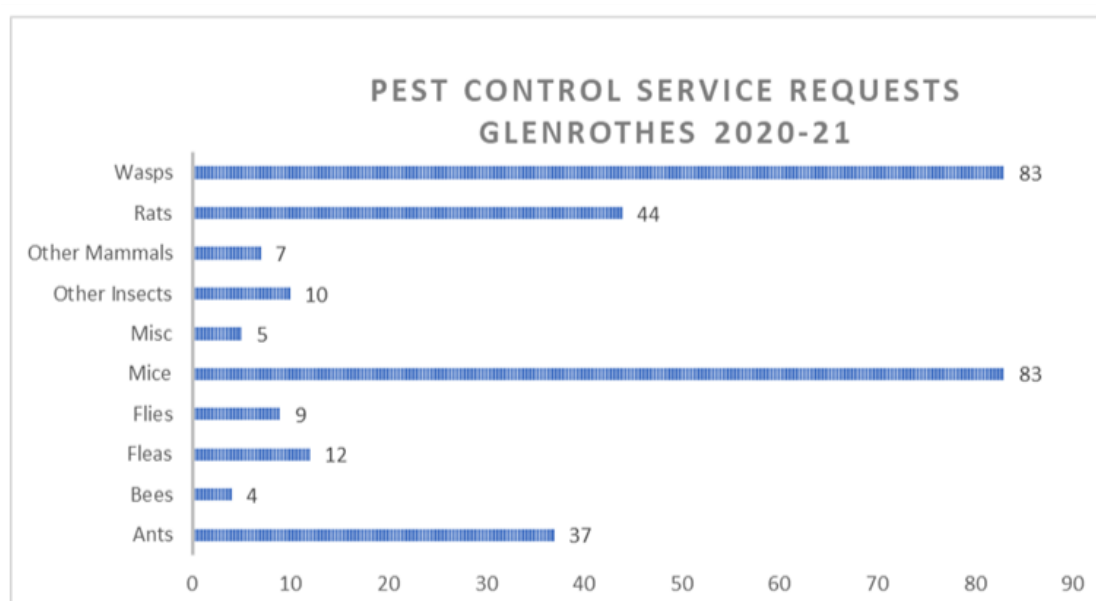


3.0 Performance narrative – People

- 3.1 Despite the restrictions around home visits during the pandemic, the number of clients contacted by our Fife Cares service increased very slightly in 2020/21, compared with the previous year. The majority of referrals related to requests for tailored **home safety advice** for families with young children. Whilst no face-to-face visits were carried out by our officers, 59 families were contacted by phone (compared with 58 home visits the previous year) and all doorstep deliveries took place within social distancing guidelines.
- 3.2 Recognising that Fife Cares is one of our most valued services, we took the opportunity to work with Evaluation Scotland and the Scottish Community Safety Network, to pilot an evaluation around Measuring What Matters. The project focused specifically on Unintentional Harm, which is often difficult to report on as the data which demonstrates the impact of services, such as Fife Cares, is generally qualitative rather than quantitative. The evaluation pilot commenced in February 2021 and so is still in its infancy. However, from feedback already received we are seeing the positive (and welcome) impact our officers make in terms of raising awareness of child safety within the home environment by engaging parents and carers in discussion about aspects that they may not already have considered. We intend to provide more information on this evaluation in next year's annual report but, in the meantime, a copy of the case study produced by Evaluation Support Scotland is attached (appendix 7).
- 3.3 Referrals to the Fife Cares service regarding **home security advice** under the Safe, Secure and Supported at Home initiative decreased slightly, although visits continued to take place given the serious nature of the issues being experienced by customers. All visits were carried out within social distancing guidelines and using appropriate PPE (74 visits in 2020/21 compared with 80 the previous year).
- 3.4 Of the 47 referrals to **Fife Community Safety Support Service (FCSSS)**, 26 resulted in the provision of support whilst the remaining 21 involved some form of mediation, albeit contact was made by phone. Referrals to FCSSS

increased compared to the previous year (41). Appendix 1 provides examples of some of the feedback received by the service.

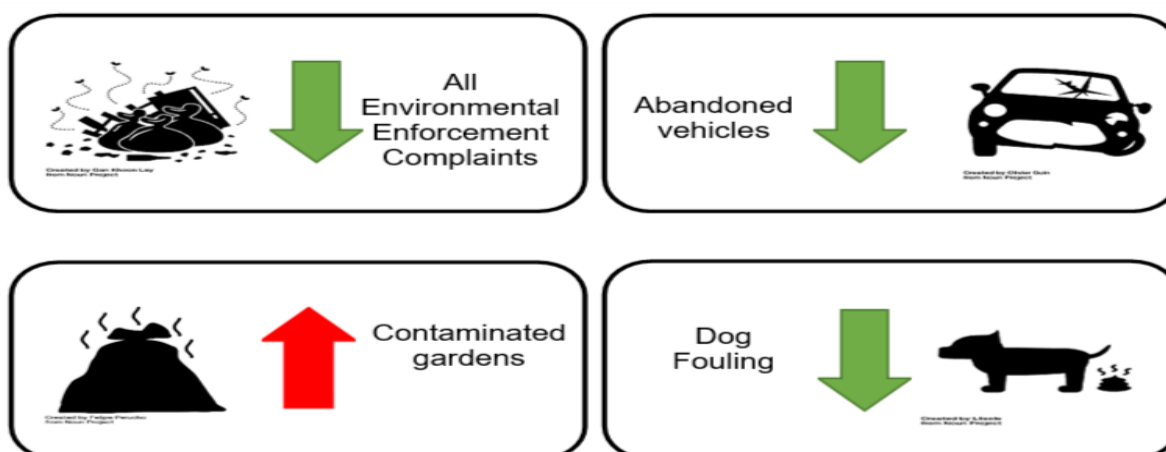
- 3.5 The Area Co-ordinator investigated 334 **antisocial behaviour** cases, a substantial increase on the previous year (87). One of the reasons for the increase is that our Area Co-ordinators handled the majority of antisocial behaviour complaints on behalf of the local office for the first six months of 2020/21.
- 3.6 A review of Fife Council's Antisocial Behaviour (ASB) process commenced prior to the first lockdown, the overall objective being the delivery of improved outcomes for customers experiencing private space antisocial behaviour. Discussions with interested parties took place, including consultation workshops with elected members, to identify improvements to the ASB process. Consequently, the ASB policy has been updated to include, amongst other things, criteria of what will/will not be considered antisocial behaviour, and timescales have been included to provide customers with a clear picture as to when they can expect contact and how long a case may take to resolve. In addition, it has been agreed that there should be a single point of contact for customers. To this end, it is expected that all investigations into private space ASB will sit with the Safer Communities Team, and this should commence within the next 12 months.
- 3.7 Due to COVID restrictions and staff sickness, our Pest Control workforce was reduced from five officers to two during most of 2020/21. The decision was taken at the beginning of the first lockdown to carry out treatments in Fife Council housing and facilities only. This is reflected in the number of jobs carried out by the team. It is anticipated that the current pest control treatments offered to Fife Council tenants will be made available to private tenants as of 10th May 2021. Once all Covid restrictions are lifted, we will operate a full treatment service.
- 3.8 Our **Pest Control** officers responded to 294 requests for their services during 2020/21 (down from 643 in the previous year). The number and type of pests dealt with are depicted in the following graph:

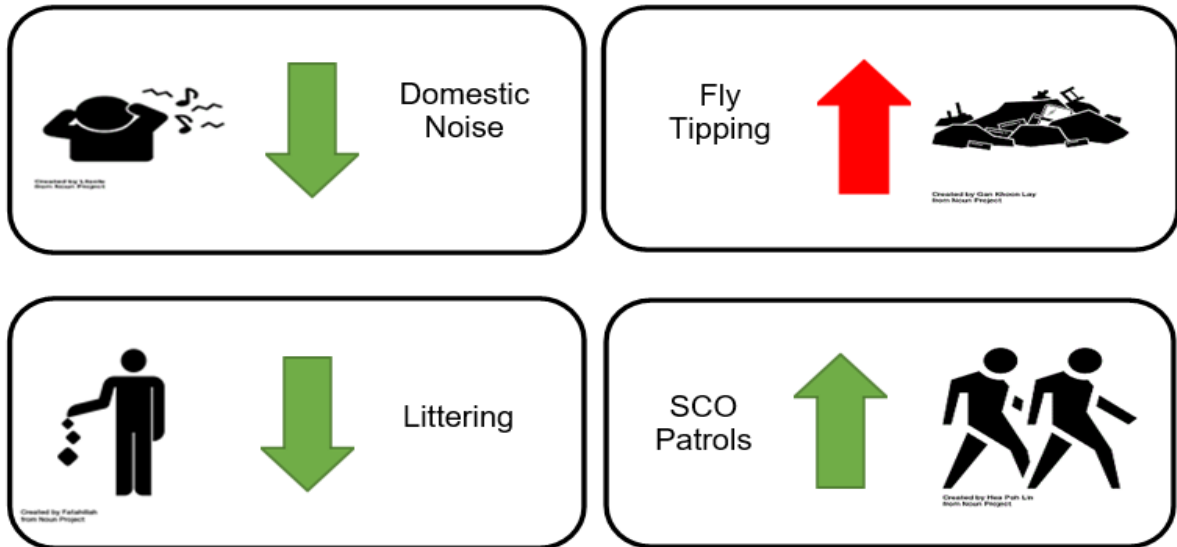


- 3.9 Fourteen **stray dogs** were reported to the Safer Communities Dog Wardens, a decrease from 2019/20 (40). All dogs were microchipped, but only four reflected the correct details of their owners. Twelve dogs were subsequently claimed/returned to their owner and the remaining two were passed to an animal charity for assessment prior to being rehomed.
- 3.10 Five Glenrothes residents were given **advice** regarding the control of their dog, no change from 2019/20.
- 3.11 The number of dog control **warning letters** sent to residents in the area decreased from 16 during 2019/20 to nine in 20/21.
- 3.12 Four **Dog Control Notices** (DCNs) were issued in the area, an increase of one on the previous year.
- 3.13 The case studies in appendices 2 and 3 provide examples of the work carried out by our Dog Wardens in respect of strays and dog control.
- 3.14 The number of **Road Safety** initiatives were significantly curtailed by the pandemic, due to the restrictions on face-to-face engagement. However, over the course of the year, our Project Officers not only took part in redeployment to assist other services such as Older Persons Housing, pharmacy, and PPE deliveries, but also created a variety of virtual courses and workshops to try to provide some level of road safety information and advice. Projects such as Safe Drive Stay Alive and Drivewise did not run at all in 2020/21, but we are optimistic that these will take place towards the end of this calendar year. Appendix 4 provides further information about Road Safety activity.
- 3.15 Again, due to the pandemic, our **Youth Justice** Officer (YJO) was unable to engage with as many young people, especially on a face-to-face basis, as they would normally. While still on hand to provide support and advice to parents, carers, and young people by phone, our YJO was redeployed to assist other essential services, who were experiencing staff shortages due to the pandemic. This included working within Older Persons Housing and assisting a variety of community projects, especially those ensuring that vulnerable residents were provided with food and medication.

4.0 Performance Summary – Place

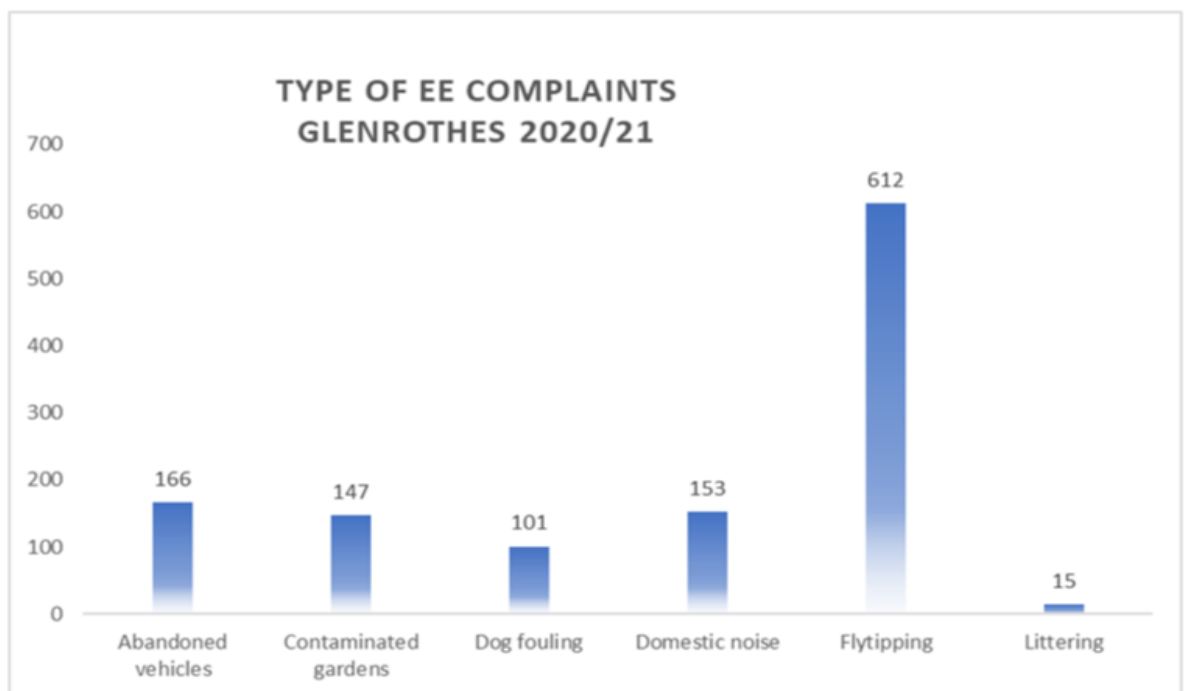
- 4.1. For the narrative around our 'place' based activity, please see section 5





5.0 Performance narrative - Place

- 5.1. In terms of **environmental enforcement** issues, 1194 complaints were received for this area during 2020/21, a decrease from the previous year (1321 complaints).
- 5.2. The following graph shows the type and number of complaints received by the Safer Communities Team relating to environmental enforcement complaints within the Glenrothes area during 2020/21:



- 5.3. Compared to the previous year, our team received fewer reports regarding abandoned vehicles, dog fouling, domestic noise nuisance, and littering (268, 151, 226 and 32 respectively in 2019/20).

- 5.4. Reports about contaminated private gardens and fly tipping both increased compared to the previous year (120 and 524 complaints respectively in 2019/20).
- 5.5. Our Safer Communities Officers (SCOs) carried out 2719 **patrols** in this area over the reporting period, an increase on the previous year (1645).

6.0 Other activities

- 6.1. The last week of the 2019/20 reporting period saw the introduction of the first **Covid-19** national lockdown. The normal day to day business of the team was severely interrupted and many staff were redeployed to assist other services, while the remainder continued to provide a community safety service remotely and/or in a socially distanced manner. Over the course of the year, as restrictions eased, we were able to return to some semblance of normality. However, as described in the performance narrative in sections 4 and 5, there were various initiatives and areas of business that we were unable to resume. We are optimistic that 2021/22 will see us being able to reinstate these areas of our team activity.
- 6.2. Appendix 5 illustrates the type of work our staff have been involved in where they were unable to perform their own duties.

7.0 Campaigns and events

- 7.1 Team members are normally involved in a variety of **events** throughout each year. Due to the pandemic, 2020/21 saw us rely quite heavily on our **social media** platforms to convey the community safety message to the residents of Fife. We provided information, advice, and assistance on several campaigns, including those detailed in Appendix 6. The number of people following our Facebook page is currently 5408 and, overall, our social media reach increased from 620,000 in 2019/20 to 1.65 million during 2020/21.
- 7.2 In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife** or follow us on Twitter **@safeinfife**.

8.0 Conclusion

- 8.1 This report provides members with information on the wide range of safer communities' activity being undertaken in this committee area, in line with local priorities and emerging issues.

List of Appendices:

- Appendix 1 - Example of feedback received by FCSSS
- Appendix 2 - Stray dog case study
- Appendix 3 - Dog control case study
- Appendix 4 - Road Safety activity
- Appendix 5 - Covid-19 activity

Appendix 6- Safer Communities Team Facebook page
Appendix 7 - Fife Cares 'Measuring What Matters' case study

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Fife Community Safety Support Service (FCSSS)

Examples of customer feedback.

Do you think there have been positive changes to your life since taking part in the Service?

- "Yes, I got an agreement with my neighbour which has been working so far and we are now talking to each other"
- "Yes, I've been able to be heard and get things sorted. I feel much more relaxed and at peace where I am living now."
- "Yes, I've got things sorted with my neighbour. The corona virus put things into perspective for me."
- "I am now aware of where I stand with my neighbour, so it's a way forward"
- "I looked forward to her visit and to know I had someone to talk to, someone to listen to what I had to say. It made a big difference in my life"

What did FCSSS do well?

- "Everything was done well"
- "Listening to me and thinking outside the box to allow me and my neighbour to mediate during lockdown"
- "Sacro have been a tremendous help and listened when no one else did "
- "Arranged food parcels "
- "Provided time to talk and listen "
- "They were all really nice and friendly"
- "When I phoned the office the person who answered was always friendly and nice"
- "Always helpful and friendly, made the meetings easy and not something to be worried about"

What could FCSSS do better?

- "Nothing"

Stray Dog Case Study

In March 2021, the Dog Warden service received a telephone call from Fife Council Contact Centre regarding a stray dog that was found by a member of public.

The Dog Warden on duty for the area immediately dispatched and attended at the locus. The member of public had the stray dog within her home and informed the Dog Warden that she had found the dog running on the main road. She had put a post on a popular social media site, but after an hour nobody had come forward, so she decided to contact Fife Council.

On inspecting the dog, it was apparent that it had a significant flea infestation and urine scorching on the underneath of its body. Advice was given to the member of public who had taken the dog into her property regarding preventing the flea infestation spreading through her home. The dog was seized as a stray under the Environmental Protection Act 1990, placed within a specially converted vehicle, and taken to a kennel facility. On arrival, the dog was scanned for a microchip and a full check of the dog was carried out by Dog Warden. It was determined that the dog would not need veterinary treatment but was treated for fleas by the Dog Warden. All relevant paperwork was completed, including a photograph, before the dog was placed into a kennel.

According to current legislation, a dog must be microchipped (The Microchipping of Dogs (Scotland) Regulations 2016) and must also wear a collar with the owner's details inscribed or attached (The Control of Dogs Order 1992).

Dog Wardens will make every effort to find the rightful owner of a stray dog. This includes:

- searching national databases with the microchip number
- calling veterinary practices to ask if any of their clients have reported their dog missing
- contacting Police Scotland when lost dogs have been reported to them
- using contact details from the dog's collar
- responding to contacts made to the kennels directly.

On this occasion the dog was not claimed. Although it was microchipped, the details held on the national database were incorrect and the owner could not be traced.

After every stray dog is picked up, our vehicles must be cleaned out to prevent contamination or spread of any disease. In this case, because the flea infestation was so severe, the Dog Warden also went home to decontaminate (shower) and change into a fresh uniform.

After three days in the kennels a dog groomer, who operates on site, bathed, and cut the nails of dog in question, making the dog much more comfortable (and looking and smelling great!).

Under the Environmental Protection Act 1990, the local authority must keep a stray dog for seven days before it can be moved onto rescue. In those seven days the local authority is responsible for any veterinary treatment and any other costs incurred. Luckily, our Dog Wardens have built up great relationships with dog charities both locally and nationally. Securing rescue spaces for our unclaimed stray dogs is our preferred course of action, however if there is a concern regarding the temperament of a dog a full assessment will be carried out and a course of action taken that keeps people safe.

In this case, the dog was eventually re-homed through a local charity following appropriate assessment of the prospective owners and their circumstances.

Dog Control Case Study

Whilst off duty, one of our Dog Control Officers was contacted by officers from Police Scotland, Fife Division who reported that two staff members had been attacked by a dog that had been private boarding at a kennel in Fife. Police Officers requested backup as the dog was still running free within the grassed area of the kennel block, although secure within the property. The Dog Control Officer contacted their colleague, and both headed to the kennels to secure the dog.

On their arrival the dog was identified as an Alaskan Malamute and was still displaying aggressive behaviour. Two Police Officers were present, along with a Police Dog Handler and a member of the kennel staff. Two further members of staff had already been taken to hospital by ambulance following injuries sustained when trying to secure the dog.

After carrying out a risk assessment - which included discussing how they would secure the dog, the exact route to be taken, and which kennel the dog would be secured in - the Dog Control Officers removed all trip hazards and dried the floor. Both understood their safety and the safety of others must come first and so requested that the Police Officers, the Police Dog Handler, and the member of the kennel staff leave the immediate kennel area. After 20 mins the Dog Control Officers managed to secure the dog and contain it within a small kennel. They subsequently contacted a local vet to request their attendance and assisted the vet by restraining the dog, which was still acting aggressively despite being sedated. Unfortunately, following assessment, the dog was humanely destroyed.

The two kennel staff remained in hospital for over a week and required numerous surgical procedures to help them to recover from their injuries.

It should be stressed that the dog involved in this serious incident was not a stray, but an animal rescue dog being housed at a local kennel by private arrangement. On this occasion, our Dog Control Officers attended outwith their normal working hours to assist Police Scotland colleagues.

There are currently two full time Dog Control Officers employed within Fife and they are based at Rothesay House in Glenrothes and Halbeath Depot Dunfermline. Their responsibilities are enforcing dog related legislation such as the Control of Dogs (Scotland) Act and, regarding stray dogs, the Environmental Protection Act. They also deal with the recently introduced Microchip regulations.

If a person has any concerns about dog related behaviour in their area, they should call 03451 550022.

Road Safety activities

Car Seat Checks – staff were unable to host any car seat clinics but have promoted the [Good Egg](#) virtual check sessions. This platform will not reach as many people across Fife as face-to-face sessions would but will go some way to addressing the needs of those concerned about the fitting of their child car seats.

Drivewise – both April 2020 and Oct 2020 were cancelled due to the pandemic. Plans are in place to resume this initiative in October 2021. A venue has been booked and community safety partners are on board, but this all depends on the situation during the second half of this year.

Safe Drive Stay Alive (SDSA) – the November 2020 show was cancelled and although plans are in place for November this year, it remains to be seen whether we can host the same number of pupils in the Rothes Halls as in previous years. We have, however, begun to look at an alternative, which will include filming the speakers who would normally present during the roadshow, and create a video which can be issued to schools. Whilst this platform may not be as effective as the in-person SDSA it will allow us to provide some appropriate road safety material to schools.

Active Travel – our officers created a PowerPoint presentation which can be shown in primary schools at road safety assemblies and shown on screens at secondary schools.

Junior Road Safety Officers and Road Safety Plays – due to pupils not being in school for a large extent of 2020/21, this project has not been run. However, it is hoped that interest will pick up again perhaps after the summer holidays this year.

Pass Plus – there have been no evening inputs since February 2020 and driving lessons were also cancelled for a while throughout 2020/21. A virtual Pass Plus session has been developed however, although not used during the reporting period.

Offenders – on a similar note to above, no face to face courses took place during 2020/21, although an online input has been developed as a temporary solution.

Taxi Drivers – again, no courses have taken place since March 2020 and once restriction ease, it is hoped these will be reinstated.

Older Road Users – any groups booked for inputs during 2020/21 were cancelled. Although an online option has been offered to groups, there appears to be a preference from groups to wait until face-to-face meetings can resume.

Safer Communities Team Covid-19 Activities

From the outset of the pandemic, the Safer Communities Team continued to support our business critical tasks (i.e. those identified as statutory duties), albeit there was an immediate need to adjust a substantial number of practices to suit the move from office based to mobile and lone working. In the same way as many services and organisations, this included finding ways to access the systems and information we normally have easy access to.

A few weeks into lockdown, our officers began high visibility proactive patrolling of areas to help tackle the rising issue of fly tipping and to provide reassurance to members of the public and vulnerable people in communities around the impact of COVID-19. Officers also monitored public spaces on bikes, identified where there was a need for onward reporting to colleagues in other connected services and actioned issues where appropriate.

Officers within the team have proven they are able to turn their hand to almost anything and often at very short notice. All officers either working in their normal area of business, or redeployed to help other services/agencies, have shown a real willingness to help in different circumstances to try to alleviate the impact of Covid-19, particularly on the most vulnerable members of our local communities.

Specific examples include:

1. A joint protocol between the Safer Communities Team and Police Scotland in relation to the social distancing guidance provided by the Scottish Government – the focus of which has been more in terms of education than enforcement. This initiative has involved excellent local partnership working between the services involved and staff from both organisations have worked well together. Due to the success of this venture, it is hoped additional partnership working projects will be identified in the future.
2. One of our SCOs was asked to take part in a project run by Clued Up which was aimed at helping young people affected by their own or someone else's substance abuse during this period. Several agencies - including Active Schools JKS Kaishi Karate, Just For Kicks, School of Hard Knocks, Dundee FC as well as local gyms and fitness clubs – were involved. Our officer, who has fitness experience, developed a session to help with the young people's mental and physical health. He also scheduled a Q&A session at the end to highlight the work of the Safer Communities Team and allow the young people to learn about the things we do to try to help keep them safe in their communities.
3. Our Youth Justice Officer was asked to provide advice and guidance by a local community centre and assisted a local high school family support worker by providing food and wellbeing parcels to families.

4. Various members of staff, including Project Officers, Home Safety Advisers, Area Co-ordinators, Safer Communities Officers and Team Managers carried out pharmacy deliveries across Fife on behalf of Fife Voluntary Action, and officers have been working in the Asymptomatic Covid Testing Centres.
5. Our Safer Communities Assistants, Area Co-ordinators, Partnership Officer, Team Managers and Youth Justice Officers assisted our elderly and vulnerable residents in various local communities, to ensure they had appropriate support and this included ensuring they had the necessary medical services in place, providing shopping delivery services (especially for those whose family or friends were themselves in isolation), serving lunches in sheltered housing complexes and supporting staff working in homelessness hostels.
6. Our Dog and Pest Officers meanwhile continued their work trying to resolve issues around stray/dangerous dogs and pest control throughout Fife, which are statutory duties.

As we have moved through the different phases of the route map, our officers have gradually returned to carry out their normal areas of business, whilst meeting all safety guidance regarding PPE and social distancing.

Finally, despite the period of turmoil, we have identified a few positives: our social media presence has been extremely well utilised, and we have noticed an increase in the number of followers and comments. This has allowed us to strengthen our relationships with people in every Committee area within Fife, plus several community groups whose work out in their local communities is having a positive impact on people's quality of life. One example of this being the excellent work of Fife Street Champions, whose membership has also increased considerably, as they support volunteers throughout Fife picking litter in their communities on a daily basis.

We would like to increase our community engagement and are looking at ways to commence and continue dialogue with as many residents in Fife as possible. If members have any suggestions in terms who we could reach out to in this way, we would welcome input via your area contact in the first instance.

Safer Communities Social Media Examples

KIRKCALDY – TWILIGHT INITIATIVE 10th – 16th NOVEMBER 2020

Date	Post type	Reach	Comments	Share	Like
10 Nov	Launch post	1.5k	4	1	12
11 Nov	Post about the initiative	1.2k	0	4	14
12 Nov	Post and photo of SCO B'sland by footprint	814	0	3	28
12 Nov	Post and new poster	977	3	4	16
13 Nov	SCO Walkings	4714	12	7	114
13 Nov	New post - clean feet	925	2	2	15
14 Nov	New Poster - even if raining	611	0	0	14
16 Nov	Sign with graphic	3.5k	11	11	109
TOTAL REACH OVER ONE WEEK		14, 241			

SPECIAL THEMED WEEKS

THEME	DATE	REACH
Family Safety Week	30th Mar – 3rd Apr	3.6k
Mental Health Week	18th – 24th May	4.5k
Child Safety Week	1 st – 7 th June	52k
Police Summer Safety Campaign	Launched 22 nd Jun	1.1k
Suicide Prevention Week	6 th – 12 th Sep	9.5k
Road Safety Week	16 – 22 Nov	2k
Anti-Bullying Week	16 – 22 Nov	3k
Xmas Countdown Week	13 – 24 Dec	35.5k

AREA SPECIFIC POSTS ON FOOD POVERTY

AREA	POSTS	REACH
Dunf	F3	721
Rosyth	Edible, Tasty Spaces	961
Cowdenbeath	Max's Meals	1.5k
Leven	Café Connect	400
Kelty	Oor Wee Café	910

OTHER

POSTS	REACH
Rural Watch Fife	41k
Slips on Ice	130k

Fife Cares: Measuring What Matters Case Study

Scottish Community Safety Network (SCSN) and Evaluation Support Scotland (ESS) brought together practitioners from across the sector to develop **Measuring What Matters** - a toolkit to help those working in the field to have a better understanding about their outcomes and how to measure what matters in their work to prevent unintentional harm. This case study shows what **Fife Cares** learned when testing out the toolkit.



About Fife Cares

'Fife Cares' is a Fife Council Safer Communities Team initiative. It offers a range of free home safety and security visits which can be arranged directly or made on behalf of a client or relative. Fife Cares Advisers:

- Carry out home safety visits to vulnerable adults, and parents or carers of children under 5 years of age, to provide advice on how to minimise the risk of accidents in the home.
- Deliver awareness raising sessions to client groups to try to raise awareness of key home and child safety issues.

During the Covid-19 pandemic much of this work was carried out on the phone.

Background

Liz Watson from the Safer Communities Team explains why they wanted to test the toolkit for Fife Cares:

The service has been in place for several years and, while there have been various measures put in place to try to capture the impact of the service, it has proven difficult to establish something meaningful and sustainable. In the main, performance is measured by counting the numbers of visits in different areas, and hospital admission data.

Neither of these provide an accurate measure of the impact of a visit on the individuals or families we visit. Through using this toolkit, we hoped to have the opportunity to test different ways of evaluating. We also hoped to obtain some support to evaluate remote service delivery, as much of our work changed during the Covid-19 pandemic.

The service we decided to pilot is targeted at parents or carers looking for advice and equipment to help keep their children safe at home. Parents are often referred to us from health visitors, but they can also self-refer. Our advisers currently contact parents by phone to provide information and advice about safety in the home and assess whether any equipment might be required. Subsequently, officers carry out follow up calls four weeks later.

What we did

We used the framework and the learning session with ESS (Evaluation Support Scotland) to develop an **evaluation plan** for our **phone service** with parents and carers of children under 5 years of age.

We set a **short-term outcome** for this pilot project: **Following our input, parents and carers have a better understanding of risks for children within the home.**

The first call is about talking through concerns parents may have about child safety in their home, and whether there is a need for any equipment such as a safety gate or cupboard locks, for example. Advisers then need to identify whether the equipment will in fact meet those needs, or whether there are other alternatives available. Even at the first contact, we often help raise awareness of other child safety issues in the home, such as access to medicine cabinets and cleaning products. In the longer term, we hoped that our input would help parents/carers to be in a better position to make changes around the home to keep their children safer.



Fife Cares staff member on a phone call to parents discussing child safety issues.

Our successes

Our Advisers spoke to 89 parents during this pilot phase. We recorded comments and phrases from parents during our phone conversations to show they got something out of that call.

Parents told us:

"I hadn't thought about how dangerous blind cords can be"

"I'll think about moving my cleaning products to a higher cupboard"

"I plan to use this when the baby starts crawling"

During follow up calls 4 weeks later to check how things are going and if the equipment has been useful, parents said:

"Everything is fine, thanks. Got the safety gate up, and the door jammer is handy too".

"Very happy with the service and equipment".

"All useful – the furniture strap used on cube units in the living room are helpful".

From this feedback, we can already tell we are achieving our short-term outcome - **Following our input, parents and carers have a better understanding of risks for children within the home.**

Challenges we faced

Very few parents responded to our follow up texts and calls four weeks later, so it was difficult to know if we were achieving any longer term change. We felt quite disappointed that the response rate was so low. From 59 texts/calls we only had six responses – although those who did respond were all very positive about the service. We feel that a lot of people might only respond if something isn't right or they are unhappy about something.

Our learning

Both the process and **approach** have been valid, and we are certainly in a better position than we were. This has given us a sense that we are helping raise parents' awareness of child safety within the home.

Whilst we didn't get the responses that we really wanted we are going to keep trying. Without contact with people after the event, it is difficult to know if longer term change is happening. At the moment though, it's enough to know we are achieving our **short-term outcome**.

We have learned how important face to face contact is for our service and our evaluation. When you go into someone's home, even just for half an hour, they remember who you are. In person we can ask people to show us where they plan to use the safety gate, where their cleaning products are, and we can spot possible causes of unintentional harm which we can't over the phone.

Our next steps

We have agreed this pilot was a worthwhile thing to do and we plan to use a similar evaluation approach when we return to face to face visits. We think it will be a lot easier to gather evidence of longer term change when we can see people in their homes again. We would like to know more about our long-term impact. What are parents doing differently 12 weeks after our visit, for example?

We are also wondering whether other partners (such as health visitors) might see the longer-term change happen, so we may ask referrers to gather evidence too.

An ongoing challenge is not just about whether we want to gather qualitative or quantitative evidence but **who is interested in this information** and what it is they want to see or know more about. We really want to be able to say to our local communities and elected members that we have helped make a sustained change with regard to keeping our communities safer.

Resources

[Measuring what Matters toolkit](#)

[Evaluating at a distance](#)

Contact details

If you would like ESS support please contact us at info@evaluationsupportscotland.org.uk.

If you would like to find out more about SCSN (Scottish Community Safety Network) please visit <https://www.safercommunitiesscotland.org/>

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May 2021

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23 June 2021

Agenda Item No. 5

Operational Briefing on Policing Activities within Glenrothes Area – April 2020-April 2021

Report by: Inspector Kirk Donnelly, Community and Response Policing Lead

Wards Affected: Ward Nos. 13,14 and 15

Purpose

The purpose of this report is to provide Elected Members with information on matters impacting on, or involving Police Scotland, which have relevance to community safety in the Glenrothes policing areas

Recommendation(s)

Elected Members are asked to consider and comment upon the update provided.

Resource Implications

There are no additional resource implications arising from the activity outlined in this report.

Legal & Risk Implications

There are no identified legal or current risk implications.

Impact Assessment

An EqIA has not been completed and is not necessary because the report does not propose a change or revision to existing policies and practices.

Consultation

Consultation is an ongoing process with Elected Members from Wards 13, 14 and 15, local communities through Community meetings and partner agencies achieved through established meeting processes. Some of these processes have been adapted using technology (MS Teams) to enable accessibility for such groups to Police Scotland throughout the Covid-19 Pandemic.

1.0 Background

- 1.1 This report provides members with an update of the performance with regards to the Area Plan priorities, campaigns and other initiatives undertaken by Glenrothes Ward Officers from April 2020 to April 2021. All police activity highlighted in this report was undertaken in line with local and national objectives and in support of other organisational priorities within the Glenrothes policing area. It should be noted this report reflects work carried out in line with Covid-19 Government Restrictions in terms of consultation and contact and does not reflect normal practice of Glenrothes Police standard partnership working strategies and outcomes.

2.0 Police Scotland, Glenrothes Area Plan - Update

- 2.1 The priorities set within the Area Plan for 2020-23 mirror last year's report:
- Violent Crime
 - Acquisitive Crime
 - Substance Misuse
 - Protecting People at Risk of Harm
 - Threats to Public Safety
 - Anti-Social Behaviour
 - Road Safety
- 2.2 Local community and partnership involvement in identifying priorities and scrutinising performance is integral to maintaining high levels of service delivery and their ongoing support in this regard is appreciated.
- 2.3 In February 2020 the Fife Division Local Police Plan 2020-23 was presented for approval to Fife Council Environment, Protective Services and Community Safety Committee. This followed a period of development and consultation internally and externally with key stakeholders and elected representatives.
- 2.4 Access to the Fife Local Police Plan can be found using the following [LINK](#)

3.0 Ward 13 Glenrothes West and Kinglassie

- 3.1 Anti Social / Violent Crime - During the last year of restrictions Ward 13 has had no significant increase in anti social behaviour or any areas of major concern.
- 3.2 Aquisitive Crime - Tesco Express located within the Glenwood Centre continues to be targeted by shoplifting offenders. Glenrothes Prevention Unit worked alongside retail staff offering safety and preventative advice, which led to the detection of 93% of offences reported. A 35 year old male prolific offender was handed a custodial sentence following multiple and frequent offending and the impact on the community being presented before

the Crown. Following this welcomed sentence there has been a dramatic reduction in offences reported at these premises.

- 3.3 A spate of thefts from motor vehicles took place in the Newcastle area which heightened tensions within the community. Local officers using the media and the public's assistance were able to formally identify a well-known criminal who was subsequently arrested and charged with these offences. A report was sent to the Procurator Fiscal.
- 3.4 A commercial premise was targeted in a Theft by Housebreaking at Faraday Road resulting in thousands of pounds worth of property being stolen. Through the use of CCTV and witnesses, Police Scotland were able to arrest, detect and charge two males aged 16 who reside locally.
- 3.5 Substance Misuse - In line with Covid-19 guidelines no pre planned drugs operations took place during this reporting period in Ward 13. Drug execution warrants were only approved and carried out where there was an additional or heightened risk to the community or safety of children or vulnerable persons.
- 3.6 Serious Crime – In June 2020 an infant child suffered significant injuries at an address in Minto Crescent, Glenrothes. Following a Major Incident Team investigation a 30 year old male was arrested and charged with Attempted Murder
- 3.7 In September 2020 at Whitehill Industrial Estate, Glenrothes unidentified skeletal human remains were found in suspicious circumstances. A large-scale policing operation was instigated requiring significant Police resources, including Detectives and Forensic Experts. A Major Investigation Team enquiry commenced, and this is an ongoing criminal enquiry.

4.0 Ward 14 Glenrothes North, Markinch and Star

- 4.1 Anti Social / Violent Crime – During the past year and despite Covid-19 restrictions small groups of young people began to congregate in the areas of Coull, Balbirnie Park and Gilvenbank Park. These groups took part in disorder and mindless vandalism following the consumption of alcohol. Working alongside our partners in Safer Communities, Police Scotland created and implemented a bespoke patrol matrix and action plan to target and address this kind of anti social crime. A school group call with a hard hitting message was sent to every parent across the three Glenrothes High Schools highlighting concerns and placing responsibility on the parent to take steps to protect their children. As detailed in Sect 9.0 the proxy sale of alcohol to minors is a key focus for Glenrothes officers moving forward and a contributing factor in this type of behaviour.
- 4.2 Between March and May 2021 several fires were set in the Leslie area including charity bins and refuse skips. Through analysis of patterns of behaviour and the sharing of local intelligence a 15 year old male was identified and charged with wilful fireraising for all these incidents. A report was sent to the Scottish Children's Reporter Administration.
- 4.3 Off road motorcycles continue to cause some distress to residents in both Glenrothes North and Leslie area. Glenrothes officers have attended Community Councils updating residents of the key information Police require to identify and prosecute the rider. Due to the risk to public and officers, Police will not pursue an off road motorcycle. Operation Blutang was created to tackle the offending, supported by CSO's from local authority.

Two individuals from Glenrothes North were charged with offences relating to off road motorbike offences.

- 4.4 Acquisitive Crime - North Glenrothes has low levels of Theft by Shoplifting offences and no trends or patterns have been identified in relation to this crime.
- 4.5 Substance Misuse - No drug enforcement warrants were executed in Ward 14 during this reporting year due to Covid-19 risk assessments.
- 4.6 Serious Crime - In May 2020 at Balsillie Avenue Farm track Leslie, a domestic incident occurred where a vehicle collided with a 19 year old male. He was pronounced dead at the scene. Following this incident a 19 year old female was arrested and charged with Murder. This case is awaiting trial.
- 4.7 In January 2021 in the Pitcoudie area, two males entered a shop, armed with knives and robbed a staff member of alcohol and other goods. An investigation was launched and two males (both aged 16 years) were swiftly traced, arrested and charged with Robbery. The Procurator Fiscal is currently preparing the case for trial at the High Court.
- 4.8 In February 2021 at an address in Uist Place, Glenrothes a 65 year old male was assaulted and succumbed to injuries. A male family member, aged 29, was quickly traced, arrested and charged with Murder. This case is also awaiting trial.
- 4.9 In March 2021 a 15 year old male was assaulted within Balbirnie Park which resulted in a significant brain injury. A 17 year old male was identified and arrested and charged with attempted murder. This case is still to be heard in the Scottish Courts.

5.0 Ward 15 Glenrothes Central and Thornton

- 5.1 Anti Social / Violent Crime - Riverside Park continues to be an area of concern in terms of large gatherings of young people predominatly between the hours of 12pm - 6pm. Joint operations are already in place through partnership working, enagement with the young people and a high visibility police presence during these times.
- 5.2 Throughout February 2021 the Bus Station and Kingdom Centre were the subject of £10,000 worth of damage to windows, following an increase of young people gathering. A local action plan was put in place, which identified a 15 year old male who was charged with these offences. A report was sent to the Childrens Reporter.
- 5.3 Acquisitive Crime - Glenrothes Central Ward houses the majority of Glenrothes retail outlets including food establishments. Local Community officers have worked closely with businesses that remained open throughout the lockdown restrcitions and have supported staff and key workers to prevent any disorder and reinforce public safety during Covid-19.
- 5.4 Substance Misuse - In February 2021 following local community intelligence being received, officers executed a drug search warrant at an address in Inverary Avenue, Glenrothes. Almost £20,000 worth of Herbal Cannabis was recovered - a 44 and a 43 year old male, along with a 39 year old female, were charged with producing and being concerned in the supply of controlled drugs. This case is waiting to be heard at court.
- 5.5 Serious Crime - Between September and October 2020 a male targeted the most vulnerable and elderly individuals in Thornton. The subject coerced these victims in to

believing that essential roofing and gardening work was required at their properties. The subject would collect upfront payments, with some victims handing over thousands of pounds with no work being carried out at all. An extensive investigation was carried out linking the crimes and a 26 year old male was arrested. Following a recent court appearance, the male was found guilty and sentenced to two years imprisonment.

6.0 Protecting People from Risk of Harm

- 6.1 Police Scotland continue to work with partners from a wide range of services including: Education, Health and Social Care. Risk management discussions, plans and actions are all assessed and agreed within Fife Divisions Risk & Concern Hub. This department ensures joint working approaches and the sharing of information to protect vulnerable people and children within our community.
- 6.2 Glenrothes Police Station has a dedicated Community Safety Officer, PC Steven Black who works closely with a variety of other departments. PC Black carries out proactive safety visits to elderly and vulnerable victims offering free advice and guidance on personal and home safety. PC Black is qualified to provide detailed security surveys to commercial premises and properties on request.
- 6.3 Throughout April and June a number of bogus workman calls were received to Police in Glenrothes reporting a male person appearing to target the elderly in relation to unnecessary work being carried out. This took place in each ward area. Working closely with our Criminal Investigation Department and members of the Glenrothes Community a 26 year old male was arrested and sent back to prison for these offences.
- 6.4 Glenrothes Police have been proactive in terms of local media releases aimed at the vulnerable and elderly which provided information including home safety, company verification processes and the requirement of ID for all doorstep sales. A similar article was released along with links to internet and telephone scammers, which have seen a significant increase across Glenrothes. As Covid restrictions ease Glenrothes Community Team plan to attend local meetings personally and place identity and internet fraud on the agenda

7.0 Glenrothes Retail Prevention Unit

- 7.1 Glenrothes Prevention Unit (GPU) was rebranded in 2019 from the previously known Retail Crime Unit. The departments main focus is that of prevention by working closely with local shopkeepers and larger national chains to ensure steps are taken to make theft by shoplifting as difficult as possible. This is achieved through crime prevention/estate surveys and the sharing of key intelligence on known offenders who operate and are persistent.
- 7.2 Restrictions on gatherings indoors have meant that it has been impossible to continue the quarterly meetings of the Glenrothes Retailers Association. Despite this the GPU have continued to maintain contact with the Retail Sector by means of a quarterly newsletter which has been distributed both electronically and in hard copy where appropriate.
- 7.3 The GPU has continued to work closely with Retailers Against Crime Scotland (RACS) and regularly disseminates information to local retailers regarding emerging retail crime trends and organised crime gangs travelling throughout the UK. This relationship proved particularly valuable in a recent case, where two travelling criminals who targeted a local

supermarket and committed two high value thefts were successfully identified through information provided by RACS, a report will be submitted to the Procurator Fiscal for consideration of bail to remain out of Fife.

8.0 Working in Partnership

- 8.1 Working in partnership with our communities, other public services, the business community and the third sector is an integral aspect of community policing and we have continued to promote this throughout the review period and in our plans for the year ahead.

Participation

- 8.2 Glenrothes ward officers continue to build on strong relationships within the wards to gather and understand the views which reflect the needs of the community. Ward officers attend local community council and tenants and resident association meetings when they can, although a number of these meetings have moved toward video conferencing post Covid-19. Ward officers also take the opportunity to provide groups with relevant safety information including preventing doorstep crime and fraud.

Localism

- 8.3 PC Ross Fisher continues in his role as Campus Officer for now the 5th consecutive year, building on strong partnerships with our Secondary Schools. As part of his role PC Fisher supports the schools as appropriate with crime and associated issues impacting on the school community. He plays an important role in preventing crime and vulnerability affecting our young people such as issues related to violence, alcohol, substance misuse and online safety.
- 8.4 Throughout 2020 - 21 PC Fisher has had only limited access to target audiences due to the pandemic but has delivered online learning and is still a visible presence throughout the three Secondary Schools.
- 8.5 Glenrothes Police Station have continued to support our partners and communities during the pandemic by providing funding to HomeStart and Collydean Community Centre to assist with their work with vulnerable people. Our officers continued to support and assist key workers where possible. We helped with some tasks out with the policing remit to lend a hand. Working together during a worldwide pandemic has ensured we have continued to build and keep strong partnerships moving forward.

Prevention

- 8.6 The management of licensed premises must be tested regularly to ensure it is robust and effective. Although most public houses have remained closed during a large proportion of the year, regular inspections of premises assessing staff knowledge, training records, support of national poster campaigns, reception of the police, the mood and level of intoxication of patrons is essential to the prevention of crime and the support of the community and this work has recommenced.

Ward Officers have established an ongoing rolling initiative of licensed premises checks and visits to ensure compliance. Increased police presence is well received by both staff and patrons alike.

- 8.7 A focus for local officers moving forward will be to target and address those involved in the proxy sale of alcohol. Social Media appears to be the platform being used by those over the age of 18 to allow minors access to alcohol through an ordering process. We will

work closely with our licensing department, LSOs and local shop keepers to ensure strict measures and challenges are put in place when adults purchase alcohol in bulk.

Collaboration

- 8.8 Collaborating with partners and finding new and creative ways to improve crime prevention in Glenrothes has been a priority over the last year. We have been fortunate to have benefited from the enthusiasm and team ethic of our partners in Fife Council, Community Learning and Development and Safer Communities. The ever-changing guidelines during Covid has made intervention and face to face work more challenging, however, officers are looking forward to some normality during 2021.

In particular, the support of the local Ward Members relating to the pilot scheme of rapid deployment CCTV has been a huge success in deterring and preventing crime. Glenrothes now has eight cameras throughout a variety of locations. These have been instrumental for modern day policing for a prolonged time period. These cameras are available to Local Authority for other uses where deemed necessary and will be supported by police where practical and where resources permit.

9.0 Licensed Premises

- 9.1 Licensed premises are subject to Red, Amber and Green (RAG) grading system, which highlights specific premises that, for a variety of reasons, have come to the notice of the police. The definition of the three RAG categories is as outlined below:
1. **Red** - Problematic Premises (highest grading)
 2. **Amber** - Premises subject to formal intervention (subject to some form of monitoring & intervention where appropriate), and
 3. **Green** - Monitored Premises – (all reported incidents)
- 9.2 All incidents and crimes occurring within or linked to licensed premises are the subject of a licensed premises report that allows us to continually monitor the management of premises and assess whether enhanced measures aligned to RAG may be required.
- 9.3 During the reporting period no premises within Glenrothes have reached red status. During the opening and closing of public houses throughout the Covid-19 pandemic officers have supported licensed premises to ensure they were adhering to new Government guidance. Some teething problems occurred given a number of public houses did not have the hosting capabilities of beer garden. This required mild intervention to avoid licensed premises from breaching the terms of their licence.

10.0 Policing Central Fife / Management Structure

- 10.1 The policing structure in Glenrothes continues to place a strong focus on community policing and is well received by the communities we serve.
- 10.2 Central Fife continues to be led by our Local Area Commander Chief Inspector Tom Brown. He is supported by Glenrothes Community and Station command Inspector Kirk Donnelly. Inspector Donnelly is further supported by Sgt Cheryl Young who took over from Sgt Neil Ewing as Community Sergeant. The Community Sgt is a depute to the

Inspector. Sgt Peter Wordie has also been employed and takes up his post as Performance and Community Investigations Sergeant from June 2021.

- 10.3 Response Policing is made up from five shifts of Constables who work dayshift, backshift and nightshift patterns. Each response shift is supervised by a Sergeant. The local Community Investigation Team work alongside Response Officers supporting domestic abuse crime and crimes which affect the vulnerable.
- 10.4 Local CID are also stationed at Glenrothes who have oversight of serious crime and complex investigations. Detectives are also supervised by a designated Detective Sergeant.
- 10.5 The Community Ward Officers for Glenrothes are:
- Ward 13 - Constable Craig Simpson and Constable Mark Brown
 - Ward 14 - Constable David Dalgleish and Constable Daniel Forbes
 - Ward 15 - Constable Kayleigh Simpson and Constable Leeann Eadie
 - School Liaison - Constable Ross Fisher
 - Preventions Unit (Retail) - Constable Leanne St Aubyn and Constable Andrew Cessford

11.0 COVID-19 Pandemic

- 11.1 The Covid-19 Pandemic has been a significant challenge over the last year. The constant change of restrictions, new legislation and guidelines has placed additional pressures on front line officers to learn, engage and advise the public. Calls to the police via 101 reporting Covid-19 breaches quickly became common and frequent. During the last year it is testament to the residents of Glenrothes that only 17 fixed penalty tickets were issued and 23 charges recorded for non compliance on our local crime database. From the outset Police Scotland operated an “Engage, Encourage and Educate” strategy with Enforcement being the final disposal for serial offenders or those whose actions showed disregard for public safety.
- 11.2 Glenrothes Police Officers have been given continual messages of support, kind gestures and positive engagement from the communities we serve. Officers are now looking forward to a return to normality in terms of day to day life and collaborative policing duties.
- 11.3 Future Plans – Inspector Donnelly and his team look forward to working with our community on a face to face basis, personally attending meetings and events and re engaging with the community we serve on a more personal level.
- 11.4 Scoping plans are already in place for diversion and public events. A range of our partners are scoping out what local people want to see from their communities. It is likely that some funding bids will be submitted to elected members in due course to support any work considered or approved.

Report Contact

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23rd June 2021
Agenda Item No 6

Scottish Fire and Rescue Service

Local Plan Annual Performance Report

Report by: Andy Bennett, Station Manager Glenrothes and St Andrews Fire Stations.

Wards Affected: All Glenrothes wards

Purpose

This report provides the Committee with incident information for the period 1st April 2020 – 31st March 2021. The incident information enables the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Glenrothes Committee Area - against its key performance indicators (KPIs).

Recommendation(s)

The committee is asked to:

1. Consider and comment on the progress across a range of KPI's within this report.

Resource Implications

Not applicable

Legal & Risk Implications

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for fire reform, including the responsibility to:

- Put in place statutory planning and reporting requirements including providing facilities for consultation;
- Make new arrangements for strengthening local engagement and partnership working, including a new statutory role in the LSO and development of local fire and rescue plans linked to community planning, along with clear powers for local authorities in relation to the provision of fire and rescue services in their area.

Impact Assessment

An Equality Impact Assessment checklist is not required as this report does not have any immediate implications for service delivery and policy.

Consultation

This document is circulated amongst SFRS Fife LSO managers and appropriate partners to enable areas of high incidence to be scrutinised for reduction strategies.



ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change because of ongoing quality assurance and review.

ANNUAL PERFORMANCE REPORT

1st April 2020 – 31st March 2021

Covering the activities and performance in support of the Glenrothes Local Area Fire Plan.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

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Definitions

Accidental Dwelling Fire

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties consist of persons requiring medical treatment including first aid given at the scene of the fire, but not those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury are recorded as precautionary 'check-ups'.

Deliberate Fire

Includes fires where deliberate ignition is merely suspected, and recorded by the FRS as "doubtful".

Non-Domestic Fires

These are fires identified as deliberate other building fires or accidental other building fires.

False Alarms

Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Unwanted Fire Alarm Signal

Where the FRS attends a non-domestic location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Primary Fires:

- Buildings (including mobile homes) fit for occupation (i.e. not wholly derelict) and those under construction.
- Caravans, trailers etc.
- Vehicles and other methods of transport (not derelict unless associated with business e.g. scrap metal).

- Outdoor storage (including materials for recycling), plant and machinery.
- Agricultural and forestry premises and property.
- Other outdoor structures including post-boxes, tunnels, bridges, etc.

Secondary Fires

- Single derelict buildings.
- Grassland etc., including heath, hedges, railway embankments and single trees.
- Intentional straw or stubble burning.
- Outdoor structures, including: lamp-posts, traffic signs and other road furniture, private outdoor furniture, playground furniture, scaffolding, signs and hoarding etc.
- Refuse and refuse containers.
- Derelict vehicles (a vehicle without a registered keeper).

1. INTRODUCTION













1.1 This annual performance report for the period April 1st, 2020 to March 31st, 2021 inclusive provides comparative data across the previous 3 years for the same period. The KPI's detailed below support the delivery of the Glenrothes Area Fire plan in support of the SFRS Fife Local Fire and Rescue Plan priorities and are shown in bold text;

- **Domestic Fire Safety**
Continuously monitor the number of accidental dwelling fires
Continuously monitor the severity and cause of accidental dwelling fires
Continuously monitor the number and severity of fire related injuries
- **Deliberate Fire Setting**
Monitor the number, type and cause of deliberate fire setting incidents in Fife
- **Built Environment**
Monitor the number and severity of fire related incidents in our relevant premises
- **Unwanted Fire Alarm Signals**
Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across Fife
- **Transport and Environment**
Monitor the amount of water related incidents
Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

2. PERFORMANCE SUMMARY

2.1 The table below provides a summary of annual activity 2020-2021 and a comparison of the previous two years activity.

It aims to provide at a glance our direction of travel based on the previous year's figures.

Accident Dwelling Fires  2021 = 38 2020 = 38 2019 = 44	ADF Fatal Casualties  2021 = 0 2020 = 0 2019 = 0	ADF Non-Fatal Casualties  2021 = 3 2020 = 8 2019 = 7
Deliberate Primary Fires  2021 = 45 2020 = 19 2019 = 26	Deliberate Secondary Fires  2021 = 166 2020 = 91 2019 = 57	Non-domestic Building Fires  2021 = 16 2020 = 14 2019 = 16
Fatal Casualties in Non-Domestic Building Fires  2021 = 0 2020 = 0 2019 = 0	Non-Fatal Casualties in Non-Domestic Building Fires  2021 = 0 2020 = 0 2019 = 0	Unwanted Fire Alarm Signals  2021 = 165 2020 = 200 2019 = 177
Road Traffic Collision (RTC) Incidents  2021 = 5 2020 = 12 2019 = 20	Fatal RTC Casualties  2021 = 1 2020 = 3 2019 = 1	Non-Fatal RTC Casualties  2021 = 5 2020 = 6 2019 = 12

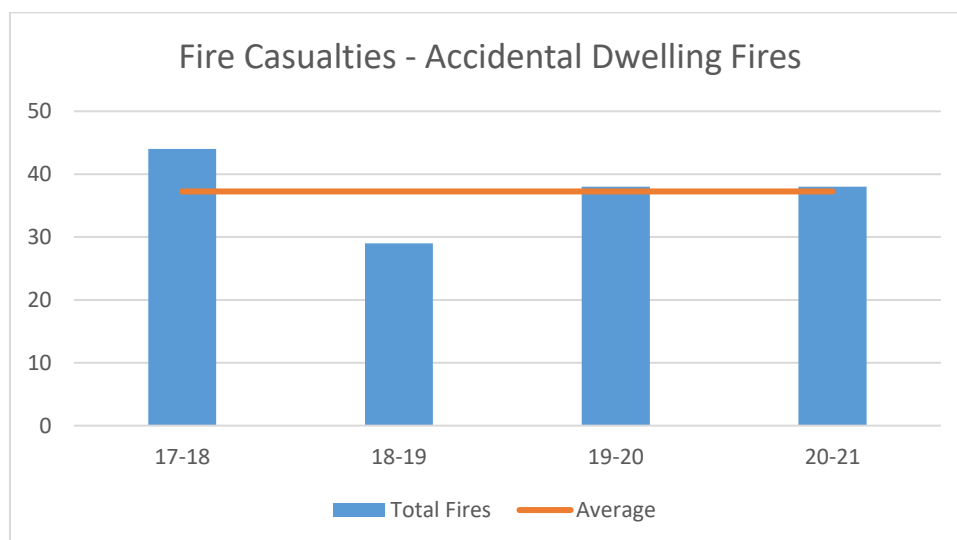
PERFORMANCE HIGHLIGHTS

Of the indicators, the following performance should be noted for twelve months period April 1st, 2020 to the period March 31st, 2021, inclusive comparing data across the previous 3 years for the same period;

- The number of **Accidental Dwelling Fires- 38** This is the same figure as last year and is the second lowest recorded number of ADF's over a 4-year period and is below the average figure for the period covered in the table.
- There were no **Accidental Dwelling Fire Fatal Casualties** during this period. The number of **Accidental Dwelling Fires Non-Fatal Casualties** was 3 which **is a significant reduction from the previous 3 years.**
- The number of **Deliberate Primary Fires** during this period was **45**. This is an increase of 26 from the previous year as well as being the highest figure in the last 4 years and is well above the average figure for previous years.
- The number of **Deliberate Secondary Fires** during this period **was 166**. This is a significant increase of 75 incidents and is well above the previous average.
- The number of **Non-Domestic Building Fires** recorded was 16. **This is an increase of 2 incidents** over this period after a reduction of 2 in the previous year and again, is well below the average for the previous years.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 165. This is a decrease of 35 incidents, we are still below the four-year average from the previous years due to high numbers in 18-19 and 19-20.
- The number of **Road Traffic Collisions** for the reporting period was 5. This is a significant decrease of 7 from last year's figure and a continued reduction across the area over the last 3 years.
- **RTC Fatalities** Fatality figures have reduced from 3 to 1 which is a welcome reduction after the previous figure of 3.
- The number of **Non-Fatal RTC Casualties** during this period was 5 which is a reduction of 1 on the previous year's figures.

3. Domestic Fire Safety

- 3.1 Accidental Dwelling Fires have reduced by seventeen incidents when compared to the previous year figures.



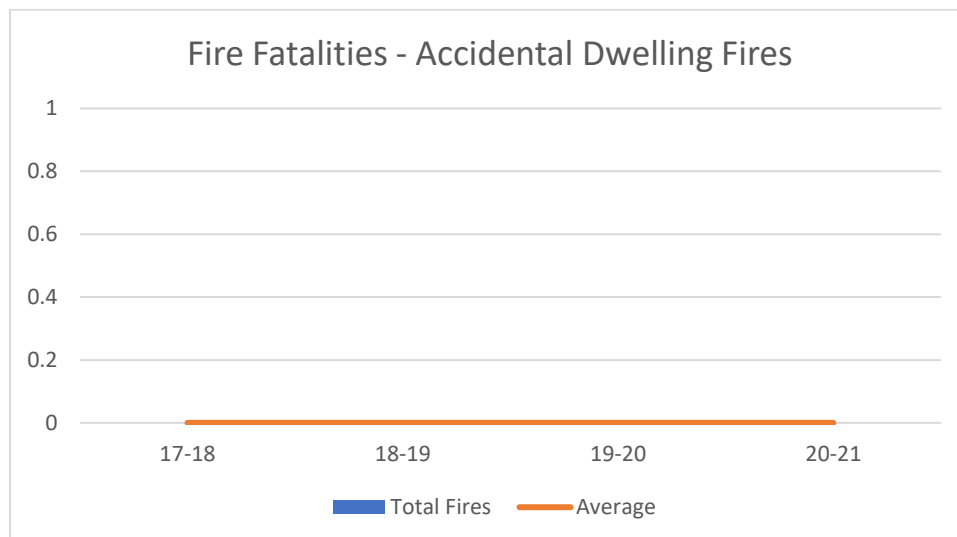
Graph 1 Accidental Dwelling Fires April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	11	17	7	9
Glenrothes North Leslie and Markinch	18	13	9	11
Glenrothes West and Kinglassie	15	8	13	18
Total	44	29	38	38

Table 1 Accidental Dwelling Fires by Committee Area April - March 2017-2021

- 3.2 The number of Accidental Dwelling Fires- 38 This is the same figure as last year and is the second lowest recorded number of ADF's over a 4-year period and is just above the average figure for the period covered in the table.
- 3.3 27 of the recorded 38 Accidental Dwelling Fires for this reporting period were caused within the kitchen by cooking or items left unattended. With 16 incidents being restricted to either little fire damage or limited to the item first ignited or room of origin.
- 3.4 It is pleasing to note that 29 out of 38 of those addresses had a detection system and that on 22 occasions they operated and raised the alarm.
- 3.5 20 of the incidents were resolved either without Scottish Fire and Rescue Service intervention, or by very limited action on arrival. 5 incidents required the use of a Hose Reel Jet.
- 3.6 The information above describes a trend of reduction in severity and occurrence. This can be attributed to the high number of detection systems being tested and where necessary fitted by SFRS and partners, which give an early warning of fire.

3.7 Fire Fatalities – Accidental Dwelling Fires



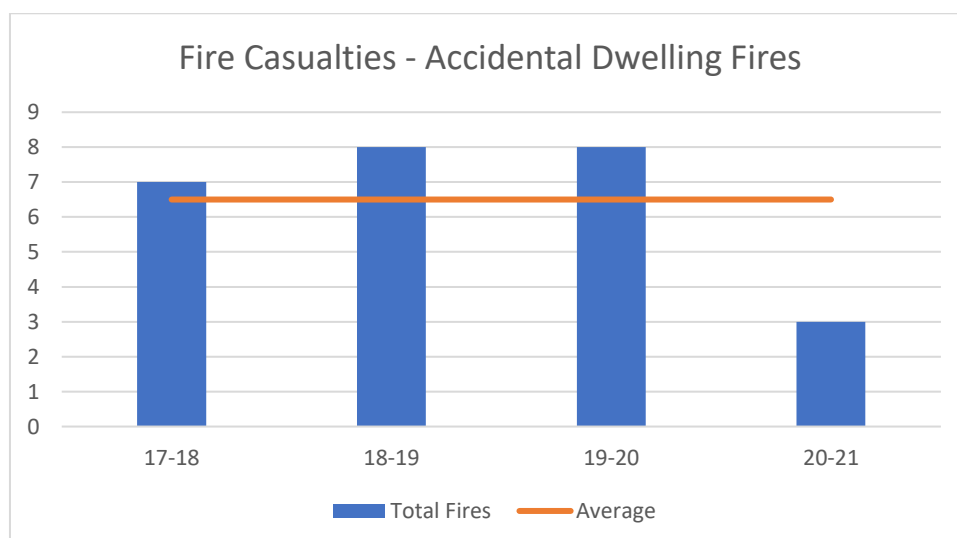
Graph 2 Accidental Dwelling Fire Fatal Casualties April – March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	0	0	0	0
Glenrothes North Leslie and Markinch	0	0	0	0
Glenrothes West and Kinglassie	0	0	0	0
Total	0	0	0	0

Table 2 Accidental Dwelling Fire Fatal Casualties

- 3.8 No fire fatalities have occurred within Glenrothes Area for the reporting period. This has been the case for several years now across the area and hopefully attributable to the ongoing preventative work by the local crews.

3.9 Fire Casualties – Accidental Dwelling Fires (not including precautionary checks)



Graph 3 Accidental Dwelling Fire Casualties April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	2	3	2	0
Glenrothes North Leslie and Markinch	2	4	3	1
Glenrothes West and Kinglassie	3	1	3	2
Total	7	8	8	3

Table 3 Accidental Dwelling Fire Casualties April - March 2017-2021

3.10 Fire casualty numbers have reduced significantly over this reporting period, from 8 in 19-20 to 3. Again, hopefully as a direct result of the ongoing preventative work by local crews.

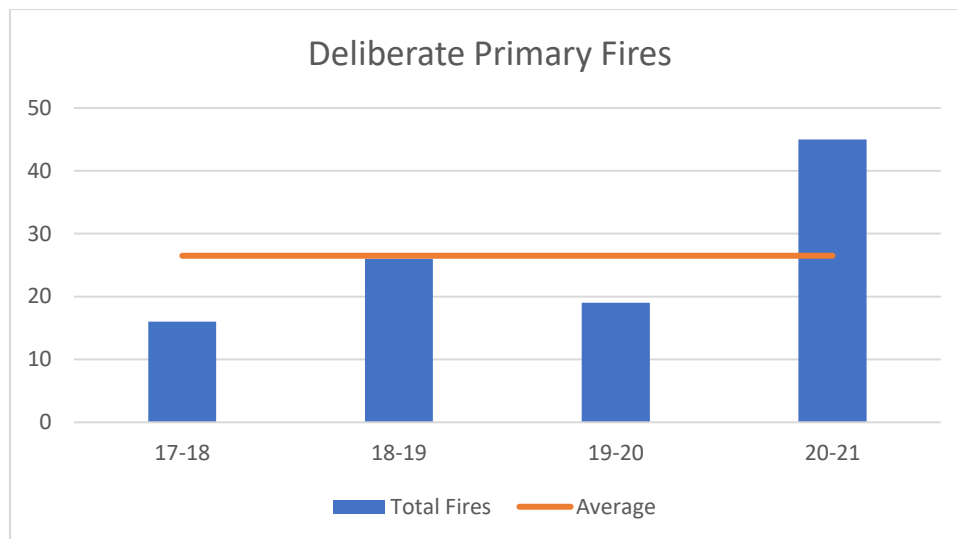
3.11 All 3 casualties recorded were given first aid and precautionary checks on scene.

3.12 Domestic Fire Reduction Strategy

Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. Station personnel completed 1355 visits in the previous reporting period but **COVID restrictions have meant that only a small number of Very High-risk visits were carried out.** These visits are used to deliver vital fire safety messages and install detection systems, as well as trip, slip and falls messages and safety equipment for our elderly and very young population and these visits have just resumed in conjunction with the move to Level 2 COVID protection protocols which allows us to target medium and low risk as well as high.

4. Deliberate Fire Setting

4.1 Deliberate Primary Fires

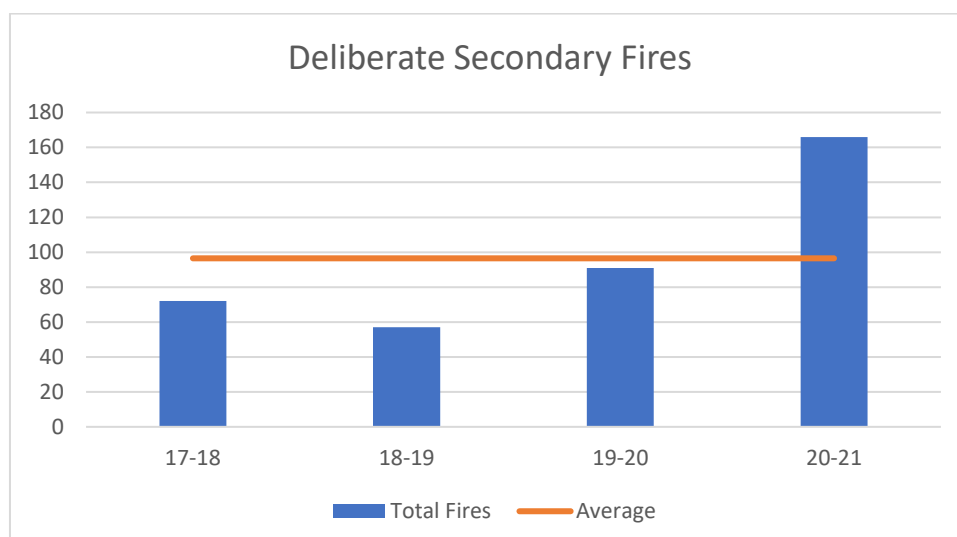


Graph 4 Deliberate Primary Fires April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	6	10	4	15
Glenrothes North Leslie and Markinch	7	8	5	21
Glenrothes West and Kinglassie	3	8	10	9
Total	16	26	19	45

Table 4 Deliberate Primary April - March 2017-2021

4.2 Deliberate Secondary Fires



Graph 5 Deliberate Secondary Fires April – March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	24	22	19	53
Glenrothes North Leslie and Markinch	21	17	37	61
Glenrothes West and Kinglassie	27	18	35	52
Total	72	57	91	166

Table 5 Deliberate Secondary Fires April – March 2017-2021

4.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, sheds, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict vehicles.

4.4 The graphs and tables above show that Primary Deliberate fires have increased by 26 but Secondary Deliberate fires incidents have increased significantly from 91 to 166.

4.5 Deliberate Fire Reduction Strategy

As COVID restrictions ease we will continue to target education and prevention activities in high activity areas to deliver education regarding the dangers and consequences of deliberate fire setting.

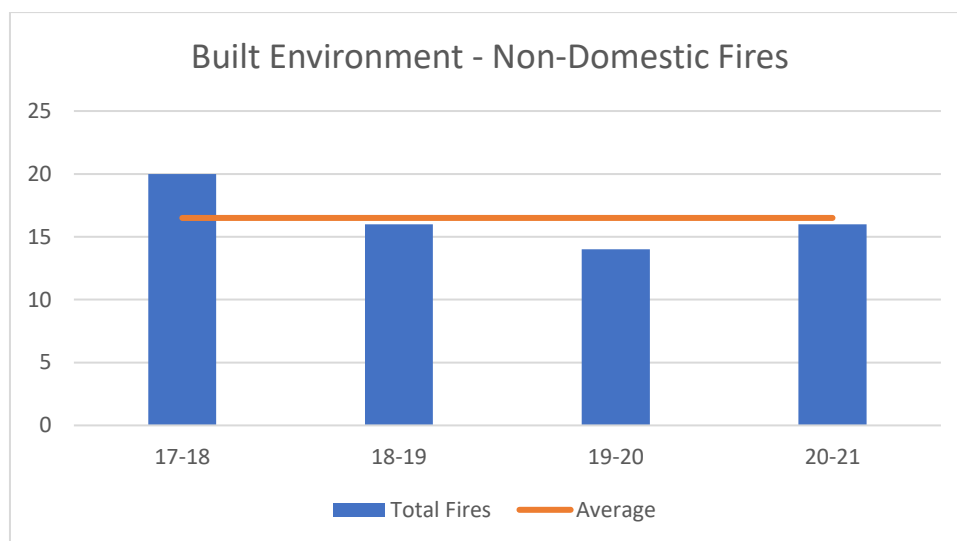
We are working closely with our Police and Local Authority partners to ensure that those responsible are identified and dealt with robustly.

We liaise with premises occupiers both domestic and retail to give advice on refuse storage and security, which can be a target of deliberate fire setters.

Comprehensive Deliberate Fire Reduction Plans have been implemented in Glenrothes and continue to be developed and reviewed with partner agencies to address and reduce operational demand and anti-social behaviour.

5. Built Environment

5.1 Built Environment – Non- Domestic Fires



Graph 6 Built Environment Non - Domestic Fires April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	7	5	6	7
Glenrothes North Leslie and Markinch	4	4	4	2
Glenrothes West and Kinglassie	9	7	4	7
Total	20	16	14	16

Table 6 Built Environment Non - Domestic Fires April - March 2017-2021

5.2 The table above shows that Non-Domestic Fires have shown a decrease of 2 from last year and falls just below the 4-year average of 17.5. The type of buildings/structures involved are mainly Private sheds and garages and summer houses, accounting for over 50% of incidents with industrial, retail and recycling premises adding to the total.

5.3 There were no casualties or fatalities resulting from incidents within Built Environment Non- Domestic Fires for this period.

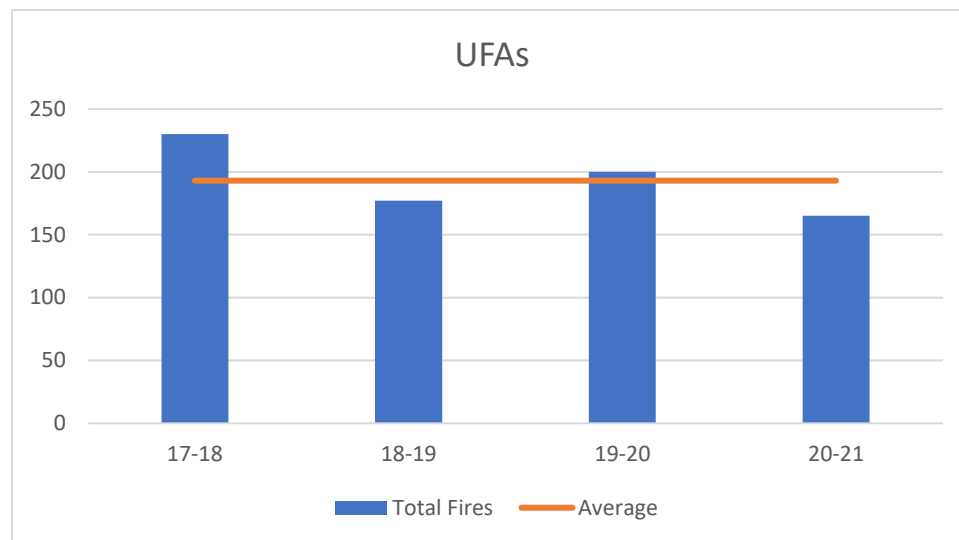
5.4 Built Environment Fire Reduction Strategy

As COVID restrictions ease we continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a risk group.

As well as the audit programmes described above, we also deliver 'post fire audits' which take place as soon as possible after a fire has occurred in premises. The purpose of these audits is to deliver further fire safety advice to the premises occupier, and to identify any issues which could be used to inform other similar premises types in order to prevent further incidents of a similar nature.

6. Unwanted Fire Alarm Signals

6.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as ‘any alarm activation which is not the result of a fire or a test’. UFAS incidents have fluctuated over the four-year period. The table and graph below details the incident numbers over four years.



Graph 7 Unwanted Fire Alarm Signals April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	126	84	97	81
Glenrothes North Leslie and Markinch	22	15	27	25
Glenrothes West and Kinglassie	82	78	76	59
Total	230	177	200	165

Table 7 Unwanted Fire Alarm Signals April - March 2017-2021

6.2 This period has seen a decrease of 35 incidents from last year's figures, it is lowest figure in the 4 reporting periods. We hope to continue reducing the figures through enforcing our UFAS Policy. The table below highlights where our attention is focussed to achieve reductions for 2019/20.

Property Types

Residential Home, Nursing/Care
 Industrial Processing, Distillery plant (including alcohol)
 Hospitals and medical care, Hospital
 Education, Infant/primary school

6.3 Reduction in Unwanted Fire Alarm Signals Strategy

Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a 'UFAS Champion' who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. This strategy, along with many others had seen the numbers of UFAS decrease significantly for the first time in a considerable period. The UFAS Champion will continue to engage robustly with duty holders and occupiers to address this recent spike and drive these types of incident down.

The strategies implemented in Fife, has been recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.

7. Transport and Environment

7.1 These will be monitored alongside Police Scotland RTC incidence information

7.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. 7 flooding incidents were attended during this period all caused by burst pipes etc within a domestic setting. Glenrothes is a Water Rescue Station and the watches at Glenrothes continually maintain their boat and water rescue skills.

7.3 Road Traffic Collisions

As SFRS generally only attend RTC's of a serious nature, where persons are trapped, the figures below do not capture every RTC which occurs within Fife.

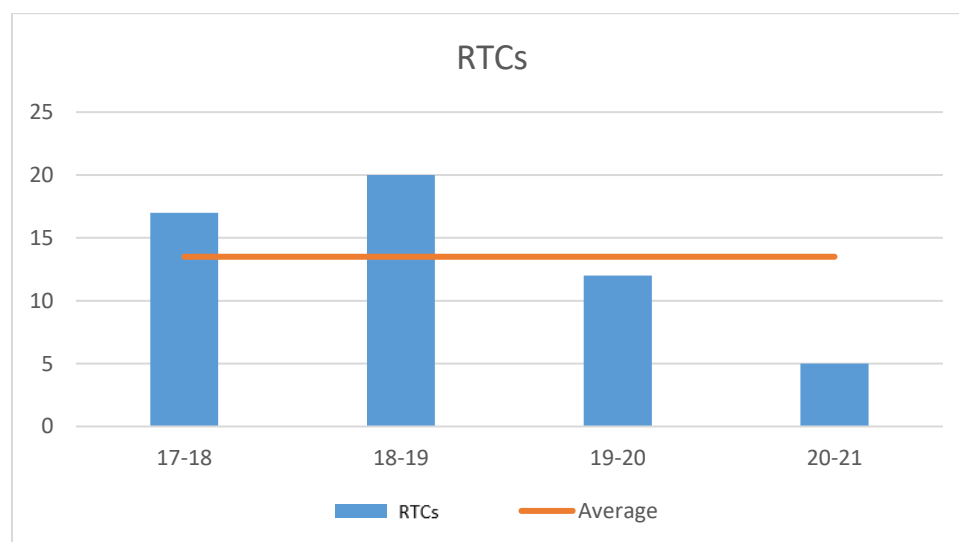


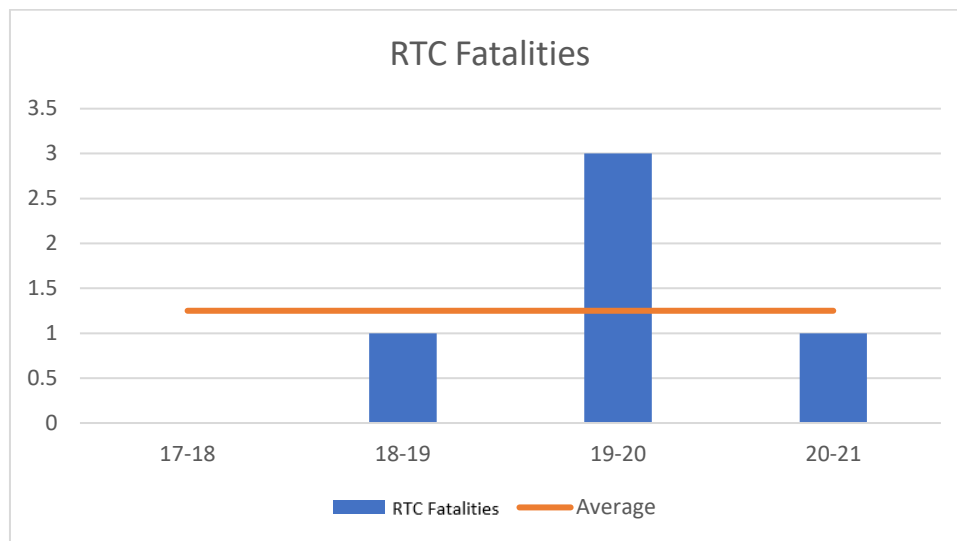
Table 8 Road Traffic Collisions April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	9	12	3	2
Glenrothes North Leslie and Markinch	5	5	6	3
Glenrothes West and Kinglassie	3	3	3	0
Total	17	20	12	5

Table 8 Road Traffic Collisions April - March 2017 - 2021

7.4 RTC's have seen a decrease from 12 to 5 incidents for this reporting period. This is the lowest figure over the years shown in the table above and is well below the average figure.

7.5 RTC Fatal Casualties



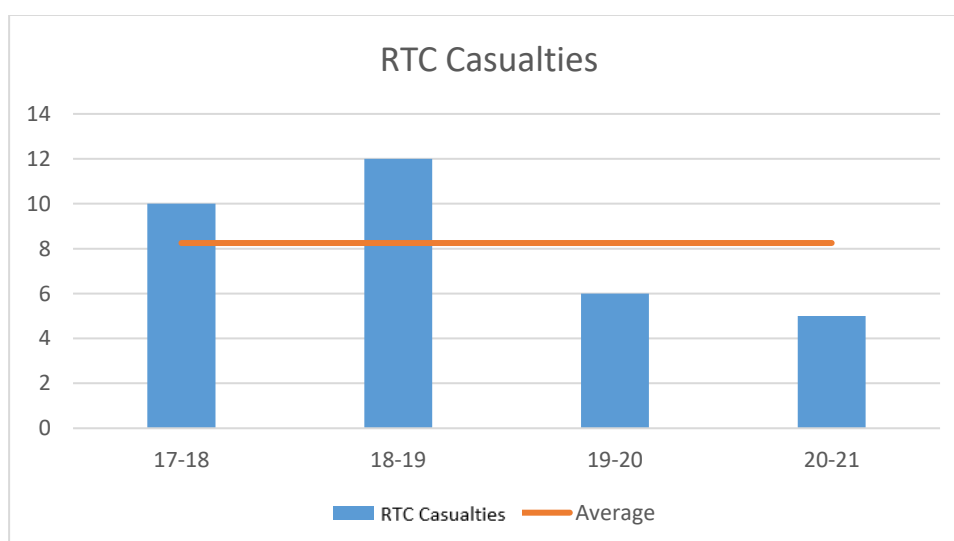
Graph 9 Road Traffic Collision Fatal Casualties April - March 2017-2021

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	0	0	0	1
Glenrothes North Leslie and Markinch	0	1	2	0
Glenrothes West and Kinglassie	0	0	1	0
Total	0	1	3	1

Table 9 Road Traffic Collision Fatal April - March 2017-2021

7.6 RTC Fatalities There was one fatality for this reporting period. This is a reduction of 2 from the last reporting period.

7.7 RTC casualties



Graph 10 Road Traffic Collision Casualties April - March 2017-20201

Ward	17-18	18-19	19-20	20-21
Glenrothes Central and Thornton	4	5	1	1
Glenrothes North Leslie and Markinch	2	6	3	4
Glenrothes West and Kinglassie	4	1	2	0
Total	10	12	6	5

Table 10 Road Traffic Collision Casualties April - March 2017-2021

7.8 RTC Casualties

This reporting period has shown a decrease from 6 casualties to 5, a reduction of 1. This follows on from the 50% reduction in the previous year and is the lowest figure over the 4 year reporting period.

7.9 Transport and Environment Related Incident Reduction Strategy

Fife LSO area, along with our partners, continue to deliver valuable educational projects including 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'.

As well as the projects detailed above, SFRS contribute as part of the Road Casualty Reduction Group (RCRG), which is a part of the current Fife Community Safety Strategy 2015-2020.

8. Conclusions

This reporting period sees a repeat of last year's figures for Accidental Dwelling Fires with no fire fatalities. Fire Casualties have decreased significantly, and the severity of those casualties encountered continues to reduce. The number of Deliberate Primary fires has increased by 26 and deliberate Secondary fires have increased by 75. This may be due to the lack of preventative activity as per COVID restrictions. Watches will now start targeting schools etc. Non- Domestic fires have increased by 2 but UFAS incidents have decreased by 35. We will continue to drive these figures down in conjunction with the UFAS policy. RTC's have reduced by 7 and RTC casualties have seen a reduction from 6 to 5. RTC fatalities have however have dropped to 1 which is a decrease in 2 from last reporting period and any contributory factors identified through appropriate Police Scotland investigations will be considered for education and engagement activities with partners. The number of Home Safety Visits and educational engagement sessions within schools and communities during the reporting period has decreased due to COVID restrictions. We will focus on the areas of emerging increases identified in this annual report and seek to reverse any upward trends.

We will continue to manage demand reduction strategies linking in with key partner agencies to create a safer place to live, work and visit.

Background Papers

SFRS Local Fire and Rescue Plan for Fife Local Authority Area 2017. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Andy Bennett

Station Commander

Glenrothes and St Andrews Service Delivery Manager

Scottish Fire and Rescue Service

Email – andy.bennett@firescotland.gov.uk

23rd June 2021

Agenda Item 7

Area Housing Plan Update

Report by: John Mills, Head of Housing Services

Wards Affected: 13,14,15

Purpose

Members approved the Glenrothes Area Housing Plan in October 2017. This interim report provides an update on progress in delivering service priorities and performance information for the financial year 2020/21.

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

Recommendation(s)

Members are asked to:

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Local tenants were involved in the initial development of the Area Housing Plan through local groups and events, as well as taking part in walkabouts with staff and members. We also used feedback from the annual tenant survey to develop the plan. A similar approach will be taken to the development of the revised Glenrothes Area Housing Plan.

1.0 Background

- 1.1 Members approved a report in October 2017 which outlined the 2017/19 Glenrothes Area Housing Plan and set out how we intended to:
- Understand and address housing needs in the area
 - Deliver effective housing management
- 1.2 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. Housing Services, working in collaboration with statutory and voluntary sector partners, can improve the lives and opportunities of its tenants through effective neighbourhood management and community-led improvement initiatives. We also have a key role to work in partnership with others to reduce poverty in Fife.
- 1.3 This report includes measures to outline how well we are performing and addressing housing need in Glenrothes. Comparative performance data for the previous financial year is provided. It also outlines how staff have continued to deliver services during COVID restrictions. Housing Officers are now able to be more visible in local communities and enter tenancies as we work our way through the Recovery Plan.
- 1.4 A revised Glenrothes Area Housing Plan will outline future priorities that reflect the views of our local communities.

2.0 Issues and Options

- 2.1 This report will focus on the following Plan for Fife headings-
- Opportunities for all
 - Community-led services
 - Thriving places
- 2.2 Attached to the report is Appendix 1 providing a summary of performance information.
- 2.3 **Opportunities for all**
- Housing Service staff have continued to support new and existing tenants through the various restrictions put in place during the pandemic. Annual Gas inspections and other emergency work have been covered throughout, but, more recently, estates inspections and actions, as well as over the threshold visits have been reintroduced.

Staff teams are now discussing the introduction of a hybrid home/office-working model to ensure we meet the needs of our customers alongside recognising the needs and preferences of staff.

Appendix 1 contains key performance information on the following areas:

- Void properties were turned around and reallocated during 2019/20 within 24 days. Performance during 2020/21 was 62 days, compared to the Fife-wide average of 54 days, reflecting the severe restrictions in place regarding access to properties, especially at the start of the crisis.

Performance in this area of work improved during the course of the year. The half-year figures presented to committee in December 2020 confirmed a 67-day turn-around, compared to the then Fife-wide figure of 51 days.

A briefing paper to members following the December report confirmed that the reason for the higher Glenrothes figures was a combination of

- Glenrothes having a high number of properties placed on hold when, due to the impact of the pandemic, the decision was taken to halt change of tenancy work and allocations to sheltered properties. For some properties which were void early on in the pandemic, the time on hold amounted to over 5 months. When these properties were eventually repaired, then let, they skewed the average 'time to let' figures significantly.
- Glenrothes having seen the highest concentration of new-builds and acquired properties in Fife during the pandemic. Building Services attempted to manage this additional demand as best they could, but it diverted resources from more routine change of tenancy work and, as a result, repairs times increased generally.
- Glenrothes turnover being high and close to the level in the previous year, due partly to the new-build transfer policy and acquisitions.
- A total of 394 allocations have been made. This is a significant increase from previous years when the figure has averaged 300. This reflects the addition of over 100 new-build tenancies to our stock in Glenrothes last year. The amount of allocations to each housing list category was 40% to homeless, 39% to transfer and 21% to waiting list applicants. The percentage of allocations to homeless was lower in comparison to the previous year but additional allocations were made to the waiting list, often to prevent housing crises which may otherwise have resulted in a homelessness application. The percentage increase to transfer applicants reflects the fact that new-build properties are allocated, in the main, to that group.
- The Tenant Incentive Scheme (TIS) continues to be used to assist tenants with the costs associated with moving home, including where tenants are under-occupying larger family-sized properties and they have indicated they wish to move. Practical help is provided with the things that can sometimes be a barrier for people wishing to downsize and this includes removal costs, decoration, new carpets, furnishings and white goods.
- The Property Acquisition Policy was used over the last year to buy back 30 family-sized former council houses in Glenrothes. These were initially used to provide permanent housing for homeless families. Although a policy change during the year directed these properties to be allocated more to Transfer applicants, staff will always endeavour to include homeless applicants in any associated 'chain' of allocations.

- Improving rent collection rates was a challenge throughout the year. The year-end Glenrothes figure was 95.43%, compared to 98.53% in 2019/20, while the Fife figure was 91.51%. A related area where the reduction in direct contact between staff and tenants has had an impact is in the percentage of tenants in arrears who have made payment arrangements with us. The 2010/2011 figure was 24%, down from 35% the previous year. In comparison, the Fife-wide average was 21%.
- Staff continue to prioritise work with tenants in debt within their patches and liaise effectively with Revenue Officers and Universal Credit Officers. The aim is to prevent arrears accruing by supporting new tenants and promoting early intervention. Affordability, the Welfare Fund and other options for sourcing household items are discussed with new tenants. Through the Locality Managed Budget, household items and other practical help can be provided to new tenants in financial need who are struggling to set up their home.
- The Coronavirus (Scotland) Act 2020 prevented the eviction of tenants for rent arrears throughout the year. The priority became to reach out to tenants who were experiencing a disruption to their employment. Advice and assistance were offered to those who were self-employed, faced redundancy or were part of the government's furlough scheme.

2.4 Community-Led Services

The 4 tenants' and residents' associations (TRA's) across the Glenrothes area make an active contribution to improving their local communities. The ability of TRA's to hold meetings was restricted during the year and staff were only able to offer support remotely. Now that restrictions are being lifted and staff are entering tenancies and being present in their patches, I expect that we will be able to engage more actively with TRAs and individual tenants on a daily basis.

2.5 Thriving Places

The Housing Service Locality Managed budget has been used to support a range of projects across Glenrothes Area to address issues identified by tenants, staff and elected Members throughout the year. The key areas of spending have been on tree management, environmental clean-up works, landscape improvements, fencing, dealing with fly tipping and maintaining land on the housing account. Activity in this area of work was significantly limited last year and staff have now been encouraged to be particularly proactive in identifying suitable projects through which we can contribute to both large- and small-scale improvements across the Glenrothes Area.

3.0 Conclusions

- 3.1 Our aim is to be a top performing social landlord in Scotland. Through the Area Housing Plan, we will identify local issues and take action to address these. This enables member scrutiny of our work to address any concerns and demonstrate improved outcomes.

List of Appendices

1. Area Performance Data

Background Papers

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

- Glenrothes Area Housing Plan 2017

[ghhttp://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=F8DE672E-9E81-7BF7-35CB487BC1DAC3E8](http://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=F8DE672E-9E81-7BF7-35CB487BC1DAC3E8)

Report Contact

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Glenrothes Area

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Glenrothes Area Housing Plan update June 2021

Appendix 1 - Area Performance Data

Indicator	Glenrothes 2020/21	Glenrothes 2019/20	Fife 2020/21
Average days to turnaround an empty property	61.7	24	53.8
rent collection rates	95.43%	98.53%	91.51%
% of tenants on payment agreements	24%	35%	21%
% allocations to homeless households	40%	68%	52%
% allocations to transfer list	39%	23%	29%
% allocations to waiting list	21%	9%	19%

23 June 2021

Agenda Item No. 8

Severe Flooding Impacts and Potential Mitigation

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

Wards Affected: Ward 13 (Glenrothes West & Kinglassie),
Ward 14 (Glenrothes North, Leslie & Markinch),
Ward 15 (Glenrothes Central & Thornton)

Purpose

To update Committee on the progress of intelligence gathering following the severe flooding of August 2020, to provide an update with regards to Flood Risk Management activities and provide an update on progress with regards to mitigation options.

Recommendation(s)

It is recommended that the Committee:

1. Note the update on the August 2020 Flooding event in relation to Glenrothes Area; and
2. Agree that once the Glenrothes Flood Study has concluded that a further report will be provided on the summary findings to this committee

Resource Implications

Funding has been made available in Financial Year 2020-21 and 2021-22 to carry out identified investigations and follow-up works. A programme of works to carry out flood mitigation measures will be created accordingly Capital funding has been allocated at £0.5m per year for a 10yr period from 2021-22 financial year.. Any mitigation measures greater than £0.010m will require Capital resources to deliver.

Legal & Risk Implications

There is a risk that continued reactive mitigation could lead to a higher number of claims made to the Council for remuneration in line with perceived Council liability to protect private property. Carrying out investigation and follow up works will help to mitigate against this risk.

Impact Assessment

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

Consultation with Finance, Scottish Water, SEPA and Scottish Government has been carried out to inform this report.

1.0 Background

- 1.1 Fife was subject to severe disruption from extreme rainfall events on 11 - 12 August and 25 August 2020 which caused severe flooding to many locations across Fife. There was damage to roads, structures, private properties, council buildings as well as service disruption. This disruption was discussed at length within a report at the Policy and Coordination Committee on 19 November 2020 (2020 PC 115), focussing on a perceived lack of coordination between Fife Council and external agencies with regards to reports of flooding.
- 1.2 An email request was issued on 24 November 2020 to all 75no Councillors, plus key contacts in SEPA, Police Scotland and Scottish Fire and Rescue. As of 02 March 2021, valuable returns were received from approximately 35% of those asked, including representatives of Wards 13, 14 and 15.
- 1.3 Further information of flood events were provided and this has been incorporated into the detailed information provided at Appendix 1 for a Glenrothes Area Committee wide representation, in Appendix 3 for a Ward centric view.
- 1.4 Through this extensive data gathering exercise and support from the Environmental and Protective Services Sub Committee a programme of investigation and mitigation is being progressed which has enabled the progression of a risk based assessment of affected areas which will inform mitigation works.
- 1.5 Additional detail is available with regards to each flood record, but due to GDPR constraints, the full extract is not available for inclusion in this report. Requests for more detail will be considered via the FRM@fife.gov.uk mailbox.

2.0 Issues and Options

- 2.1 The sites are being assessed through a Red/Amber/Green (RAG Status) Risk Assessment and initial investigation of the red sites is being progressed through site investigation which includes CCTV inspection of drainage networks affected.
- 2.2 The cold weather and snow of early 2021 has hampered progress, but the CCTV contract is due to complete within the next 6 weeks.
- 2.3 Collaborative working with Scottish Water is also being progressed on sites where there is a joint responsibility or where the flooding reported in August was attended by Fife Council staff on a reactive basis, however it was noted that the flooding was from Scottish Water assets. This collaborative work will continue for all sites reported and included within the attached Appendices and will progress future discussions for sites occurring in future flood events.
- 2.4 The Glenrothes Area Committee is also covered by three Potentially Vulnerable Areas as defined under the Flood Risk Management (Scotland) Act 2009.

- 2.5 These are (see Appendix 2):
- 07/19 – Auchtermuchty & Pleasance:
https://www2.sepa.org.uk/frmstrategies/pdf/pva/PVA_07_19_Full.pdf
 - 10/04 – Kinross, Milnathort, Glenrothes & Kinglassie:
https://www2.sepa.org.uk/frmstrategies/pdf/pva/PVA_10_04_Full.pdf
 - 10/05 – Kirkcaldy, East Wemyss & Methil:
https://www2.sepa.org.uk/frmstrategies/pdf/pva/PVA_10_05_Full.pdf
- 2.6 Potentially Vulnerable Area 07/19 and 10/05 are only partially covered by Glenrothes Area Committee but includes actions to reduce economic damages to residential and non-residential properties in the area and support of the Community Flood Action Groups in the area and assist with Self Help advice and Awareness Raising.
- 2.7 Potentially Vulnerable Area 10/04 covers most of the Glenrothes Area Committee area of interest and includes the commissioning of a Flood Protection Study for Glenrothes in 2021, a Surface Water Management Plan for Glenrothes & Markinch, support the Community Flood Action Groups in the area and assist with Self Help advice and Awareness Raising.
- 2.8 The Glenrothes Flood Study is due to commence in March/April 2021 once a tendering exercise is concluded.
- 2.9 The Glenrothes Surface Water Management Plan is dependent on the regulatory sign off the Levenmouth Integrated Catchment Study as led by Scottish Water. This is due to take place in the first half of 2021, with the Surface Water Management Plan to be issued to tender shortly after.
- 2.10 The Kinglassie Flood Study was due to be commissioned as part of the Flood Risk Management (Scotland) Act 2009- Cycle 2 activities, but due to the extensive flooding in August 2020 which resulted in residents homes being flooded and tenants being decanted to allow repairs, the Study is due to be commissioned in early 2021.

3.0 Conclusions

- 3.1 Climate change is here to stay and the impacts of such storm events in late 2020 require equivalent levels of investigation and design to deliver mitigation measures to manage repeat flooding in the same locations.
- 3.2 The flood events of August were extensive causing flooding throughout South Fife. However, not all events were reported to Fife Council by the affected residents of Fife. Therefore, a more detailed record has now been produced to fully understand the extent of the flooding through receipt of information from Emergency Services, SEPA and a call to Local Members. This register of events will inform what mitigation measures, if any, are required going forward as well as examine a holistic approach, based on a lessons learnt exercise from August 2020, on how Fife Council can look to manage future flood events. This work has now commenced
- 3.3 Given this additional information and the evidence of additional sites impacted by weather events, this reinforces the justification for additional resources to deliver any measures required.
- 3.4 The Actions listed in Sections 2.6-2.8 and the specific Studies listed in 2.9-2.11 will serve to deliver robust conclusions of the scale of flood risk to the Glenrothes Area Committee area and allow the development of mitigation activities that can ideally access Scottish Government funding.

- 3.5 Alongside these Studies, Fife Council will continue with their responsibility under section 18 and 59 of the Flood Risk Management (Scotland) Act 2009 to assess and maintain relevant watercourses from time to time.

List of Appendices

1. Illustration of Flood Records across Glenrothes Area Committee – August 2020 onwards.
2. Illustration of Glenrothes Area Committee – Potentially Vulnerable Areas and Surface Water Management Plan Areas
3. Fife Flood Record distribution by Ward

Background Papers (delete section if none)

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

- Environment & Protective Services Sub Committee 2020 EPS 65, Item 6
- Environment & Protective Services Sub Committee 2020 EPS 65, Item 7
- Policy & Coordination Committee 2020 PC 115, Item 17
- Policy & Coordination Committee 2021 PC 127, Item 8

Report Contact

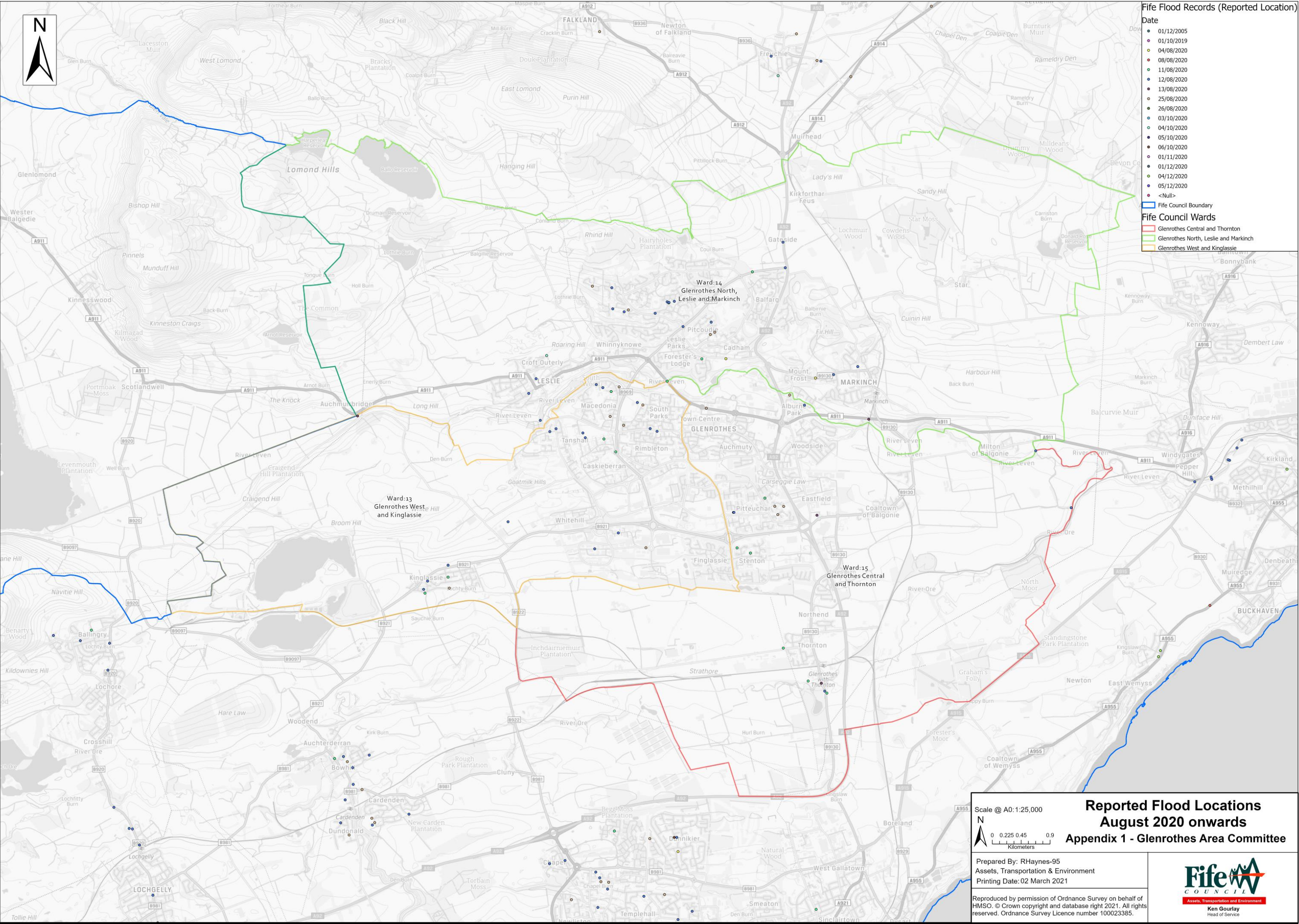
Dr Rick Haynes

Lead Consultant – Flooding, Shoreline & Harbours (Structural Services)

Bankhead Central, Glenrothes

03451 55 55 55, Ext No 450496

rick.haynes@fife.gov.uk



Fife Flood Records (Reported Location)

Date

- 01/12/2005
- 01/10/2019
- 04/08/2020
- 08/08/2020
- 11/08/2020
- 12/08/2020
- 13/08/2020
- 25/08/2020
- 26/08/2020
- 03/10/2020
- 04/10/2020
- 05/10/2020
- 06/10/2020
- 01/11/2020
- 01/12/2020
- 04/12/2020
- 05/12/2020
- <Null>

Fife Council Boundary

Fife Council Wards

- Glenrothes Central and Thornton
- Glenrothes North, Leslie and Markinch
- Glenrothes West and Kinglassie

Scale @ A0: 1:25,000

N

0 0.225 0.45 0.9 Kilometers

Reported Flood Locations
August 2020 onwards
Appendix 1 - Glenrothes Area Committee

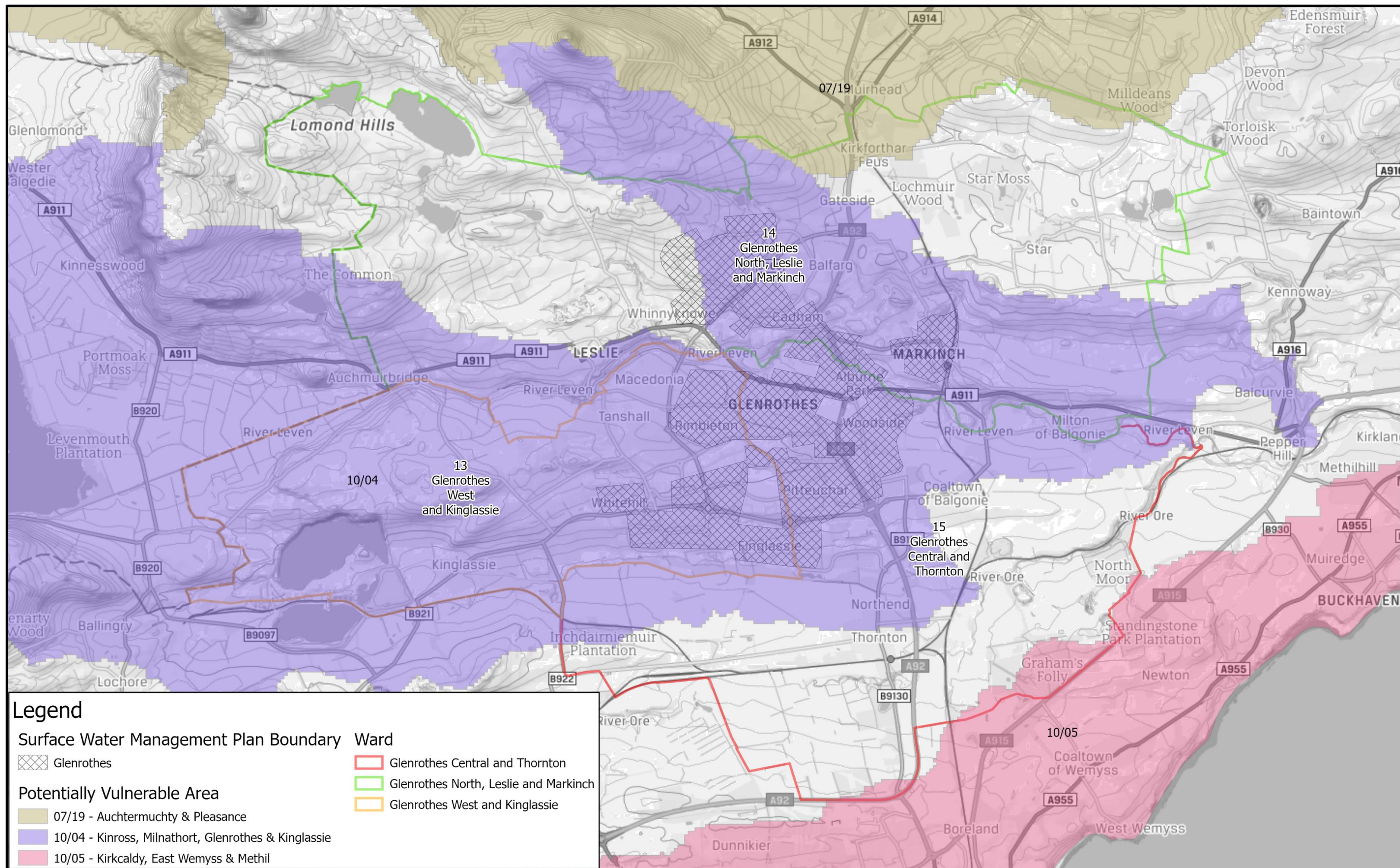
Prepared By: RHaynes-95
Assets, Transportation & Environment
Printing Date: 02 March 2021

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Fife
COUNCIL

Assets, Transportation and Environment

Ken Gourlay
Head of Service



Wards vs Potentially Vulnerable Areas & Surface Water Management Plans

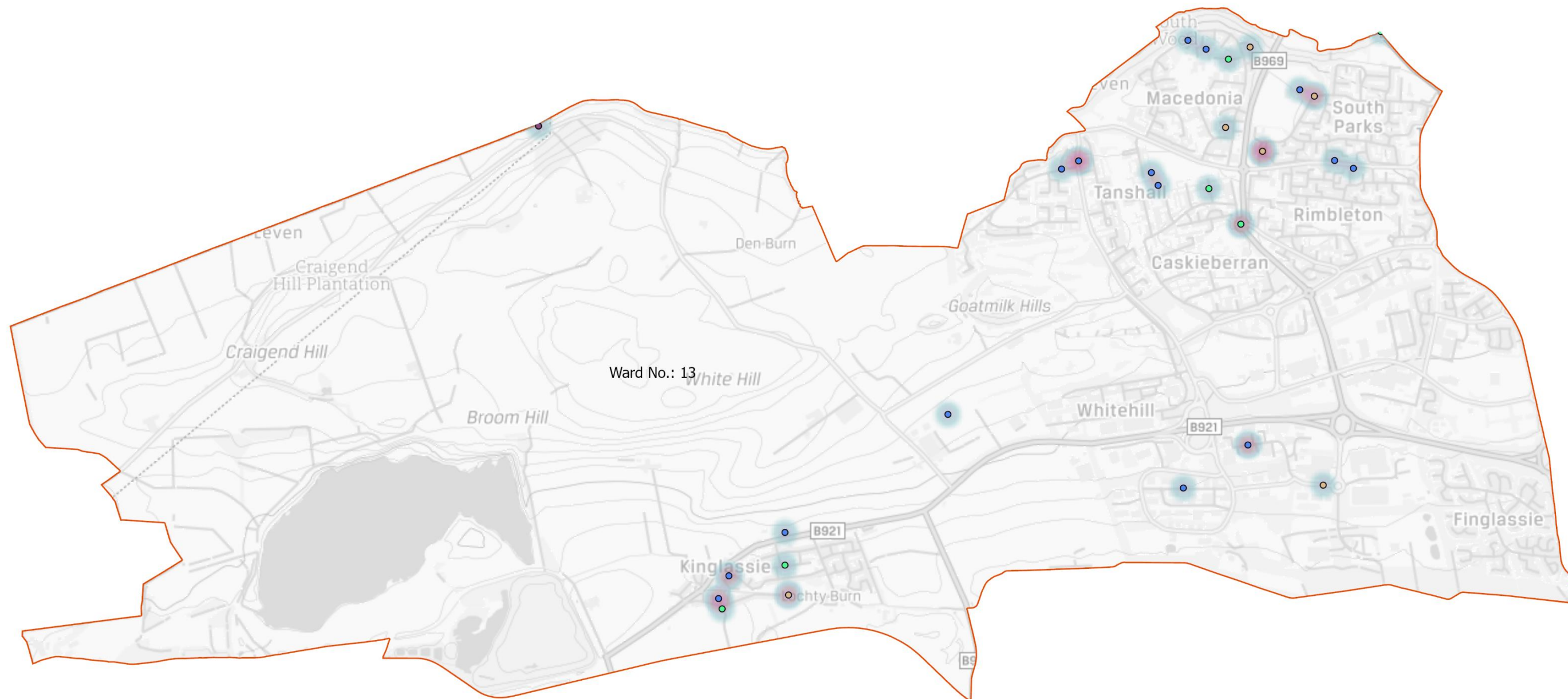
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Glenrothes Area Committee

Prepared By: RHaynes-95

Service: Assets, Transportation & Environment



Fife Flood Records (Reported Location)

Date

- 01/12/2005
- 01/10/2019
- 04/08/2020
- 08/08/2020
- 11/08/2020

- 12/08/2020
- 13/08/2020
- 25/08/2020
- 26/08/2020
- 03/10/2020
- 04/10/2020
- 05/10/2020

- 06/10/2020
- 01/11/2020
- 01/12/2020
- 04/12/2020
- 05/12/2020
- <Null>

Fife Flood Records (Heatmap)



Fife Council Ward Boundaries 2018

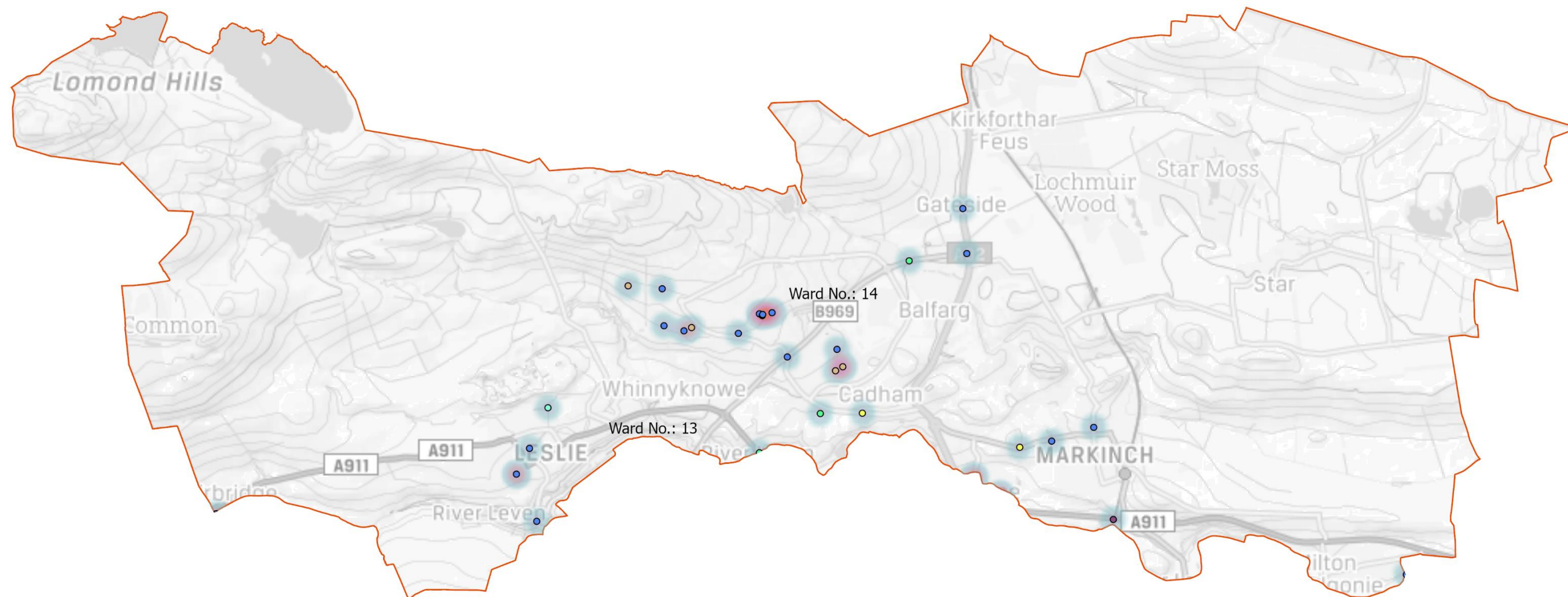
- Fife Council Wards

Appendix 3: Glenrothes West and Kinglassie

Prepared By: RHaynes-95

Service: Assets, Transportation & Environment

Printing Date: 02 March 2021



Fife Flood Records (Reported Location)

Date

- 01/12/2005
- 01/10/2019
- 04/08/2020
- 08/08/2020
- 11/08/2020

- 12/08/2020
- 13/08/2020
- 25/08/2020
- 26/08/2020
- 03/10/2020
- 04/10/2020
- 05/10/2020

- 06/10/2020
- 01/11/2020
- 01/12/2020
- 04/12/2020
- 05/12/2020
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Fife Flood Records (Heatmap)



Fife Council Ward Boundaries 2018

- Fife Council Wards

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Scale@A3:
1:38,000

Appendix 3: Glenrothes North, Leslie and Markinch

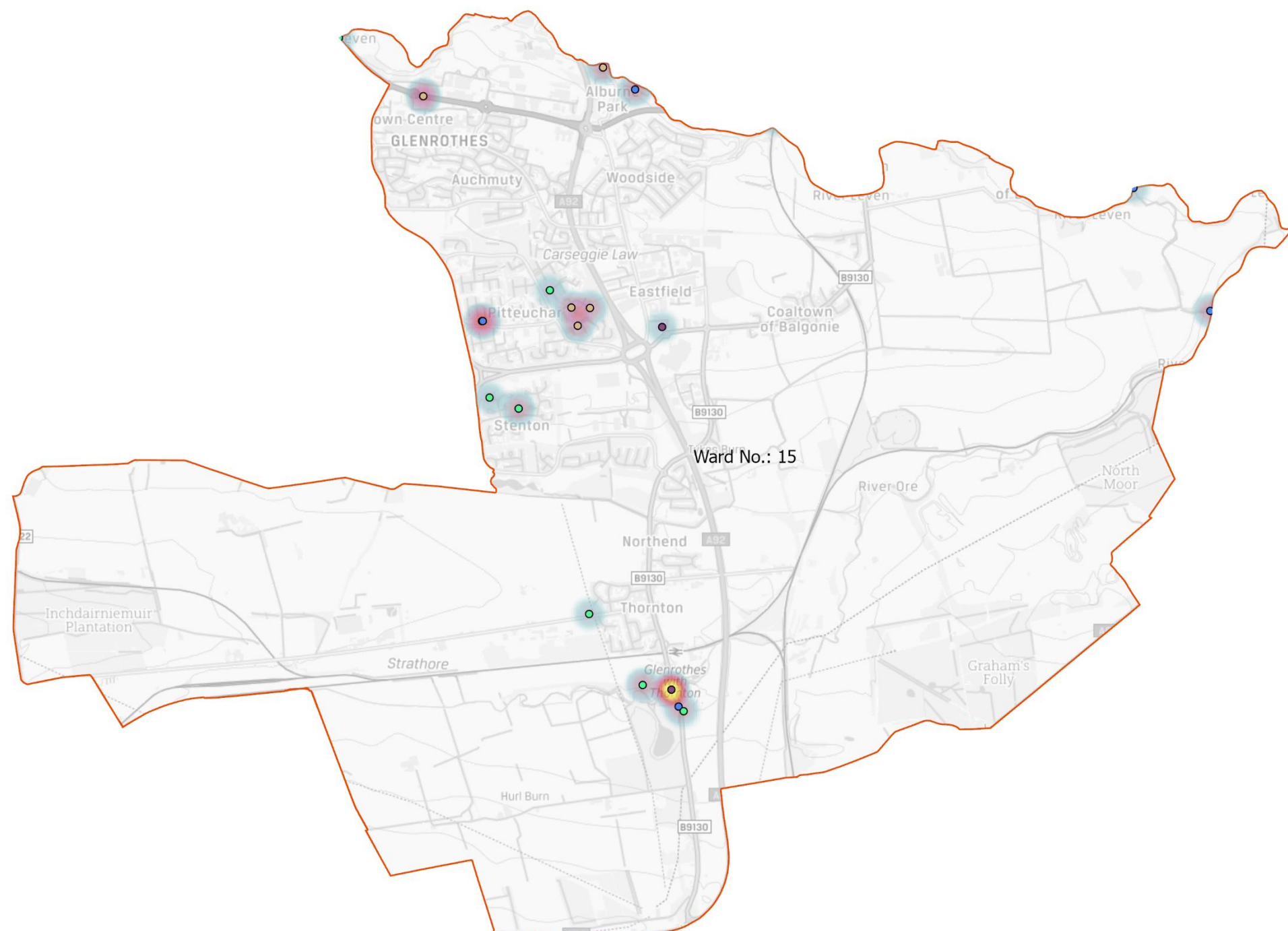
Prepared By: RHaynes-95

Service: Assets, Transportation & Environment

Printing Date: 02 March 2021



Ken Gourlay
Head of Service



Fife Flood Records (Reported Location)

Date

- 01/12/2005
- 01/10/2019
- 04/08/2020
- 08/08/2020
- 11/08/2020

- 12/08/2020
- 13/08/2020
- 25/08/2020
- 26/08/2020
- 03/10/2020
- 04/10/2020
- 05/10/2020

- 06/10/2020
- 01/11/2020
- 01/12/2020
- 04/12/2020
- 05/12/2020
- <Null>

Fife Flood Records (Heatmap)



Fife Council Ward Boundaries 2018

- Fife Council Wards

Appendix 3: Glenrothes Central and Thornton

Prepared By: RHaynes-95

Service: Assets, Transportation & Environment

Printing Date: 02 March 2021

Glenrothes Area Committee of 18 August 2021			
Title	Service(s)	Contact(s)	Comments
Children Performing Caring Duties	Education and Children's Services	Sarah Else	As agreed at GAC 04.03.20 - Para. 176. (3) of 2020.GAC.83 refers. Delayed due to COVID-19.
Glenrothes Area Committee Forward Work Programme 2021/22			

Glenrothes Area Committee of 6 October 2021			
Title	Service(s)	Contact(s)	Comments
Annual Complaints Update	Communities and Neighbourhoods Service	David Thomson-CRM	
Glenrothes Area Committee Forward Work Programme 2021/22			

Glenrothes Area Committee of 1 December 2021			
Title	Service(s)	Contact(s)	Comments
Glenrothes Area Committee Forward Work Programme 2021/22			

Glenrothes Area Committee of 2 February 2022			
Title	Service(s)	Contact(s)	Comments
Glenrothes Area Committee Forward Work Programme 2021/22			

Glenrothes Area Committee of 30 March 2022			
Title	Service(s)	Contact(s)	Comments
Glenrothes Area Committee Forward Work Programme 2021/22			

Unallocated			
Title	Service(s)	Contact(s)	Comments
Fife Health & Social Care Partnership - Glenrothes Area Locality Planning Update	Health and Social Care	Fiona Mckay	GAC 29.11.17 - Min Ref Para 25 (2) refers. Briefing note 19.01.18. Expected 19.06.19. 2020/21 - locality work suspended due to COVID. Date to be advised.
Report of the Pupilwise & Parentwise Surveys	Education and Children's Services	Deborah Davidson	3-yearly surveys - due 2021. Previously considered 31.10.18. 2020/21 - due to COVID-19, Education unable to progress with surveys at this time. Education considering how to continue gathering views of children, young people and families in a way that is relevant to current challenges and their situation.
Director of Public Health Annual Report 2018-19			Dona Milne, Director of Public Health, NHS Fife - briefing note issued to members on 19.08.19. May wish to receive an update at a future meeting.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupil Equity Fund	Education and Children's Services	Angela Logue, Sarah Else	Suggested HT, St Andrews RC HS attend Committee. Previous Member Workshop on 12.09.19.
Lock-up Review	Housing Services	Mark Mccall	Decision, C&HSC 14.02.19. Consider area improvements as part of a Fife-wide 10-year HRA capital improvement project.
Making Glenrothes a Living Wage Place: Update Report	Economy, Planning and Employability	Peter Corbett	Previously considered 06.03.19 - Para 107 refers. Date for update report to be advised.
Walking Routes to School - Outcome of Consultation	Education and Children's Services	Shelagh McLean	Member briefings issued on 21.08.19 and 22.01.20. Update delayed due to COVID-19 - date to be advised.
Presentation/Update - Community Hospital & Intermediate Care Beds Redesign	Health and Social Care		Presentation/update 21.08.19 (Karen Gibb/Dr Helen Hellewell). Advised Feb'20, awaiting outcome of Integration Transformation Board scrutiny process. Claire Dobson, Divisional General Manager West - leading (clairedobson@nhs.net). Work subsequently suspended due to COVID-19.
Riverside Park Improvement Plan 2020 - 2030 - Update	Communities and Neighbourhoods Service	Andrew Walker	Costings, improvements and repairs approved 04.03.20 - Para. 173 (4) of 2020.GAC.82 refers. Update expected 24.03.21. Ec Dev funding, Glenrothes area - £15k/

Unallocated			
Title	Service(s)	Contact(s)	Comments
			£15k - to carry out feasibility work for the park requires to be spent or awarded by end March, 2021.
Corporate Parenting/Looked After Children	Education and Children's Services	Kathy Henwood, Lynn Gillies	To link with educational attainment, as agreed at GAC 04.03.20 - Para. 176. (3) of 2020.GAC.83 refers.
Secure Care Pathway	Education and Children's Services	Kathy Henwood, Lynn Gillies	Including info on out of Fife/high cost placements - GAC 04.03.20 - Para. 176. (3) of 2020.GAC.83 refers.
Children's Services in Fife - Local Area Report (Glenrothes Area) (due 02/12/2020)	Education and Children's Services, Health and Social Care	Kathy Henwood	Annual report - previously considered 09.10.19. Delayed due to COVID-19 - date to be advised.
Glenwood Centre - Update	Communities and Neighbourhoods Service	Andy Maclellan	Expected 24.03.21, deferred to 23.06.21 at request of Service. Future date to be advised - once CPOs are concluded and there is a plan for post clearance of the site.
Justice Social Work – Additional Funding	Education and Children's Services	Steve Hopton	Report considered at C&HS Sub-Committee, 26 May 2021. Reports to ACs.