

## Glenrothes Area Committee

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



Wednesday, 6th October, 2021 - 9.30 a.m.

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### AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of Meeting of Glenrothes Area Committee of 23rd June, 2021. 3 – 5
4. **YOUNG CARERS** – Report by the Executive Director - Education & Children's Services. 6 – 10
5. **COMPLAINTS UPDATE** – Report by the Head of Communities & Neighbourhoods. 11 – 39
6. **AREA ROADS PROGRAMME 2020-21 – FINAL REPORT** – Report by the Head of Assets, Transportation and Environment. 40 – 45
7. **GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME** 46 – 49
8. **PROPERTY TRANSACTIONS** – Report by the Head of Assets, Transportation and Environment. 50 – 51

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

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29th September, 2021

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**THE FIFE COUNCIL - GLENROTHES AREA COMMITTEE – REMOTE MEETING**

23rd June, 2021

9.30 a.m. – 10.50 a.m.

**PRESENT:** Councillors Fiona Grant (Convener), John Beare, Julie Ford, Derek Noble, Ross Vettraino and Jan Wincott.

**ATTENDING:** Norman Laird, Community Manager (Glenrothes), Communities and Neighbourhoods; Rick Haynes, Lead Consultant - Flooding, Shoreline and Harbours, Assets Transportation & Environment; John Flaherty, Housing Manager – Glenrothes & Tenancy Sustainment; Patricia Spacey, Team Manager - Safer Communities; Lisa Taylor, Lead Officer (Safer Communities Officer), Housing Services; Inspector Kirk Donnelly, Community & Response Policing Lead, Police Scotland, Fife Division; Andy Bennett, Station Manager, Glenrothes & St Andrews Fire Stations, Scottish Fire & Rescue Service; and Diane Barnet, Committee Officer, Legal & Democratic Services.

**APOLOGIES FOR ABSENCE:** Councillors Altany Craik and Mick Green.

**228. DECLARATIONS OF INTEREST**

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

**229. MINUTE**

The Committee considered the minute of meeting of the Glenrothes Area Committee of 19th May, 2021.

**Decision**

The Committee agreed to approve the minute, subject to an amendment to the heading at Para. 224 - 'Proposed 40 mph Speed Limit, U039 from **St Dorstan's** Cemetery to Markinch' - to read '**St Drostan's** Cemetery'.

**230. SAFER COMMUNITIES TEAM UPDATE REPORT**

The Committee considered a report by the Head of Housing Services providing an update on the operational activity of the Safer Communities Team within the Glenrothes Committee area during the 12-month period 1st April, 2020 to 31st March, 2021.

**Decision**

The Committee noted the wide range of safer communities' activity undertaken in the Committee area, in line with local priorities and emerging issues.

231./

**231. OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN GLENROTHES AREA – APRIL 2020-APRIL 2021**

The Committee considered a report by Inspector Kirk Donnelly, Community and Response Policing Lead, providing information on matters impacting on, or involving Police Scotland, which had relevance to community safety in the Glenrothes policing areas.

**Decision**

The Committee noted the contents of the report relating to the priorities set out in the Police Scotland, Glenrothes Area Plan for 2020-23.

**232. SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN ANNUAL PERFORMANCE REPORT**

The Committee considered a report by Andy Bennett, Station Manager, Glenrothes and St Andrews Fire Stations, providing incident information for the period 1st April, 2020 to 31st March, 2021 - which enabled the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Glenrothes Committee area against its key performance indicators (KPIs).

**Decision**

The Committee noted the contents of the report and the progress across a range of KPIs detailed in the report.

**233. AREA HOUSING PLAN UPDATE**

The Committee considered a report by the Head of Housing Services providing an update on progress in delivering service priorities and performance information for the financial year 2020/21 relating to the Glenrothes Area Housing Plan approved in October 2017. A revised Plan would be presented at this Committee once there had been the opportunity to consult on future priorities for the Glenrothes area.

**Decision**

The Committee:-

- (1) noted the contents of the report and the work progressed through the Area Housing Plan for the financial year 2020/21; and
- (2) acknowledged that a revised Glenrothes Area Housing Plan would be presented at a subsequent meeting of this Committee following consultation on future priorities for the Glenrothes area.

*Councillor Julie Ford joined the meeting prior to consideration of the following item.*

**234./**

**234. SEVERE FLOODING IMPACTS AND POTENTIAL MITIGATION**

The Committee considered a report by the Head of Assets, Transportation and Environment providing an update on the progress of intelligence gathering following the severe flooding of August 2020 and providing an update relating to Flood Risk Management activities and progress on mitigation measures.

**Decision**

The Committee:-

- (1) noted the update on the August 2020 flooding event in the Glenrothes area;
- (2) agreed to consider a further report to this Committee on the summary findings once the Glenrothes Flood Study had concluded; and
- (3) requested that Officers provide regular updates at Ward meetings, as appropriate, in the interim.

**235. GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME 2021/22**

The Committee considered the Glenrothes Area Committee draft Forward Work Programme 2021/22.

**Decision**

The Committee:-

- (1) noted the draft Glenrothes Area Committee Forward Work Programme 2020/21;
  - (2) agreed to feed back to the Community Manager (Glenrothes) and the Convener any suggestions for further reports to be included, within the context of the remit of this Committee; and
  - (3) noted the Forward Work Programme would be amended to include:-
    - revised Glenrothes Area Housing Plan (Para. 233. (2) above refers); and
    - report on the summary findings of the Glenrothes Flood Study at a future meeting of this Committee (Para. 234. (2) above refers).
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6th October, 2021.  
Agenda Item No. 4

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## Young Carers

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Report by: Carrie Lindsay, Executive Director (Education and Children's Services)

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Wards Affected: All

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### Purpose

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To provide an overview of the national and local context for Young Carers with a particular focus on those within the Glenrothes committee area.

### Recommendation(s)

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Members are asked to:

- (i) note the contents of this report;
- (ii) continue to seek updates on supports available to Young Carers within Fife and in each locality; and
- (iii) note the work being undertaken to support young carers across Fife.

### Resource Implications

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There are no resource implications

### Legal & Risk Implications

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None

### Impact Assessment

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

### Consultation

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No formal consultation was required

## 1.0 Background

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- 1.1 On the 1st April 2018 the Carers (Scotland) Act 2016 (the '2016 Act') was enacted. The Act placed an emphasis on recognising the significant contribution young carers make as well as the need to support young carers to continue to care if appropriate to do so.
- 1.2 The 2016 Act defines a young carer as 'anyone under the age of 18 years, or who is 18 years and still attending school, who provides or is intending to provide care'. Young carers are children and young people who in some way look after or support someone in their family who has an illness, a disability, or is affected by mental ill-health or substance misuse.
- 1.3 The Act requires that the authority prepares a range of supporting policy documents including a carers strategy. The Act requires that we undertake certain specific functions to support young carers. These include:
  - Identifying young carers and offering to prepare a young carers statement which includes specific elements. This must be prepared through a conversation.
  - Provide an information and advice service for carers.
  - Provide support for eligible carers to meet their identified needs for support.
  - Must involve carers, including in the discharge of persons they care for from a hospital setting.
- 1.4 In 2018 Fife Council updated its strategy for young carers aligning this directly with the Act and also with the carer's strategy for unpaid adult carers in Fife. The most important aspect of the strategy was it reflected the views, hopes and aspirations of young carers in Fife and gave them an opportunity to shape and influence how they are supported and how services are delivered to them. This is due to be reviewed in 2021.
- 1.5 Our vision for young carers "Young carers will have access to information at a time and place that best meets their needs. Support will be based on their individual outcomes and will be provided as appropriate to allow them to continue in their caring role if they wish to do so. Most importantly young carers will lead a fulfilling life with access to the same opportunities as their non-caring peers."

## 2.0 Current Position

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- 2.1 Recent statistics revealed that 6,785 young people identified themselves as Young Carers in Fife. This means Approximately **1 in 8** young people will have a caring role at some point in their life. (Fife Pupilwise Survey 2017/18).
- 2.2 The most recent statistics for Fife show that:
  - 21% of Young Carers (YC) look after a sibling with ASD/Autism/learning disability
  - 57% of Young Carers look after someone with a Mental Health illness (along with other comorbidities)
  - 18% of Young Carers look after someone with a physical disability that may require moving and handling support

- 2% of Young Carers look after someone with drug and alcohol issues (which is likely to be under reported)
- 2% of Young Carers look after someone with epilepsy

- 2.3 According to the 2011 census, 5,071 individuals identified themselves as a carer in Glenrothes. This is 10.2% of the population of Glenrothes. In Glenrothes, 113 of the 5,071 unpaid carers are aged 15 and under, with a further 285 aged 16 to 24. (source: Scotland Census 2011/NRS). We know these official figures are likely to significantly under-represent how many young carers there are.
- 2.4 Data from SEEMiS, reviewed in June 2021, indicates that 88 pupils are identified as young carers within the Glenrothes area. Of these 88 pupils, 4 are of primary school age. We believe this under-represents the number of young people who self-identify as a young carer, possibly not wishing to make their caring role known to their school team for a range of reasons.
- 2.5 In some cases a young person will identify themselves as a young carer or be identified by family or friends. In other cases, knowledge about a young person's caring status will be held by other adults who may be working with the young person or the person they care for such as health or education staff. All staff working with children and young people have a responsibility to know how to identify and support young carers, completing a Young Carer Statement as part of the wellbeing pathway as appropriate.
- 2.6 Whilst identification is important we need to recognise and respect the rights of a young person not to be identified or labelled as a young carer, and always to see them as a whole person. A statement can be offered and completed only if the young carer wishes to do so. This protects children and young person's rights under article 127 of the UNCRC to be recognised as responsible and their views taken into account.
- 2.7 When working with children in Fife we use best practice approaches outlined in the Getting it Right in Fife Framework (GIRIFF). A continuum of support will be considered and help direct the support required. This will also ensure the appropriate level of support for the child or young person at universal, additional or intensive levels.
- 2.8 The 2016 Act outlines clearly that assessment of need should be completed as a statutory duty in the form of a Young Carer Statement. Such an assessment, which can be requested by the young carer in their own right, should be offered before their caring role requires support at an intensive level.
- 2.9 Since July 2021 an amendment to the Act, passed by the Scottish Government, requires that all carers of persons who have received a diagnosis of a terminal illness have the right to be offered and to receive a young carers statement in an expedited manner. This new regulation places a duty on the authority to have a substantive conversation with a young carer within five working days of accepting the offer, and to prepare a light touch young carers' statement within a further five days. This light touch statement will contain the key elements to address any immediate and high priority support needs for the young carer, with a full young carers statement being prepared at the carer's convenience thereafter.

### **Range of support**

- 2.10 There is a variety of support available for Young Carers in Fife involving a range of services. Fife Young Carers enable young carers to meet regularly in supportive social groups across Fife. They also provide direct support to schools to help raise awareness



of the issues Young Carers face and to support the Young Carers Champions identified in each school.

- 2.11 Support in schools (schools carers champions and school nursing service), helps to identify young carers and to prepare a young carers' statement, including an outcome-based plan to meet their needs for support. Each school in the Glenrothes locality has this support in place. A significant uplift in investment was made in 2021 to enhance this support, commissioned by Fife Council/Fife Health and Social Care Partnership and delivered by Fife Young Carers.
- 2.12 Group and individual support is available through Fife Young Carers to help provide social integration. Further supports are available through:
- Befriending through Fife Young Carers and LEAD Scotland
  - Advocacy support service specifically for young carers, (previously a shared service with Fife Carers Centre, we doubled our investment in 2021).
- 2.13 Young Carers authorisation cards are on offer in Fife. These enable information sharing with Young Carers about the people they care for and also provide easy access to support. Opportunities for respite are available for through the 'Time for Me!' fund and Young Carers can also apply for funding for respite through 'Creative Breaks'.
- 2.14 We will support our young carers at a universal level with good quality, general advice and information. Ongoing awareness raising will continue through school in-service training, development sessions, notice boards and the work of the Young Carer Champions in schools. We will also continue to work in partnership with NHS Fife and Fife Young Carers to ensure the continued success of the authorisation cards, support work in schools and 'Time for Me!' fund.
- 2.15 Young carers can also access support through the universal support services that are available to any carer. These include:
- Support for carers of people who are due to be discharged from hospital through Fife Carers Centre. This service is increasing this year to also include all community hospitals.
  - Income maximisation support through Citizens Advice and Rights Fife.
  - Advice and information on our dedicated web-site for carers- <http://www.fifehealthandsocialcare.org/carers/>
  - Free access to digital resources and app for carers through Carers Scotland (<https://carersdigital.org/login/index.php>) using the access code DGTL6234. This includes access to Carers Scotland's 'Jointly' mobile app which can support improved communications within informal caring networks.

## 3.0 Conclusions

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- 3.1 From our consultation with young carers the following areas have been identified as important:
- Further awareness raising in schools and support to access help
  - Support to access activities and opportunities in their communities
  - Support with transitions into adulthood
  - Support with mental health, especially during school holidays

Future service planning for young carers will be based on these key points which will help services focus their limited resources where it is most needed.

- 3.2 The three year Getting it Right for Young Carers in Fife Strategy is due for renewal in 2021/22. We propose to have a single combined Carers Strategy for Fife to include adult and young carers, with a separate implementation and improvement plan for each service and will aim to bring this to committee for sharing by May 2022.
- 3.3 We are planning for Young Carer's day for March 2022 to be celebrated in Fife with a joint approach between Health and Social Care and Fife Council [Young Carers Action Day 2021 - Carers Trust](#).
- 3.4 Fife Young Carers have been commissioned to develop and deliver the following additional supports specifically for young carers in 2020/21, building on the success of their other commissioned programmes of support for young carers:
  - Young carers resource development workers – through Fife Young Carers, allowing them to expand the scope and reach of their support for young carers.
  - Funding to support skills capacity building for young carers champions in schools, and to support teaching and guidance staff in their role to identify and support unpaid young carers.
  - Reintroduction of Time for Me funding for young carers, with improved scheme rules and processes. This is now managed on our behalf by Fife Voluntary Action and is open to applications throughout the year.

In addition, we are investing in a wider range of support for all carers including:

- Support for carers of people with sensory impairment – also supporting carers with sensory impairment. This new service is provided by DeafBlind Scotland
- Support for carers of people with mental ill health – also offering support to help carers maintain their own good mental health and wellbeing. This new service is provided by Support in Mind Scotland (and Fife Carers Centre).

### **Report Contacts:**

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6th October, 2021.  
Agenda Item No: 5

## Complaints Update

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Report by: Mike Enston, Executive Director (Communities)

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Wards Affected: All Glenrothes Area Committee Wards

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### Purpose

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To provide an overview of complaints received relating to the Glenrothes area for the year from 1 April 2020 to 31 March 2021.

### Recommendation(s)

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The Committee is asked to consider the report on complaints received noting the complaints responded to in target timescales and the proportionality of Service complaints.

### Resource Implications

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There are no direct resource implications arising from this report.

### Legal & Risk Implications

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There are no direct legal and risk implications arising from this report.

### Impact Assessment

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An EqIA has not been completed and is not necessary for the following reasons:

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

### Consultation

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No public consultation has been carried out in relation to this report however there is on-going consultation with key staff in Council services on complaint handling performance.

## 1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the eighth annual report to area Committees, this report covering complaints relevant to the Glenrothes Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees will be taken into account when finalising the update report to Standards & Audit Committee later in the year.
- 1.4 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. A revised version of the procedure with minor changes was launched in April 2021.
- 1.5 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g., complaints concerning beaches in Dunfermline.
- 1.6 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

## 2.0 Area Complaints

### Volume & responsiveness – Glenrothes Area

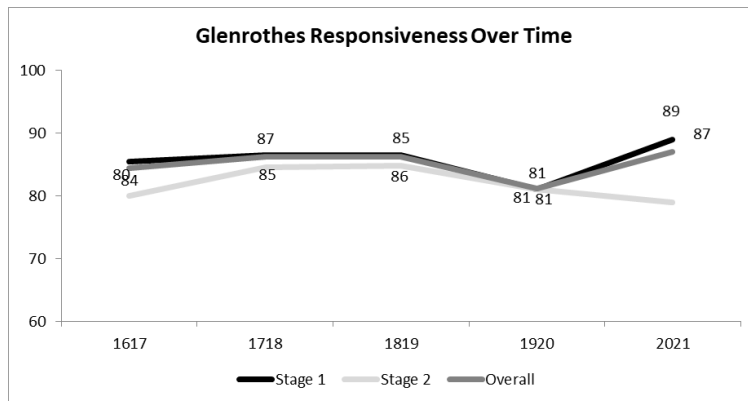
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	358	314	87 (81% 19/20)
Stage 1 (5 days)	316	281	89 (81% 19/20)
Stage 2 (20 days)	42	33	79 (81% 19/20)

- 388 complaints were received relating to the Glenrothes area in 20/21 of which 358 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.
- In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.
- Responsiveness improved over last year where the % of all complaints closed in target timescales increased from 81% to 87%, just below the Council average. Stage 1 improved from 81% however stage 2 decreased from 81%. The average time to close all complaints did improve over last year from 6.2 to 5.7 working days, better than the Council average of 6.6 working days.

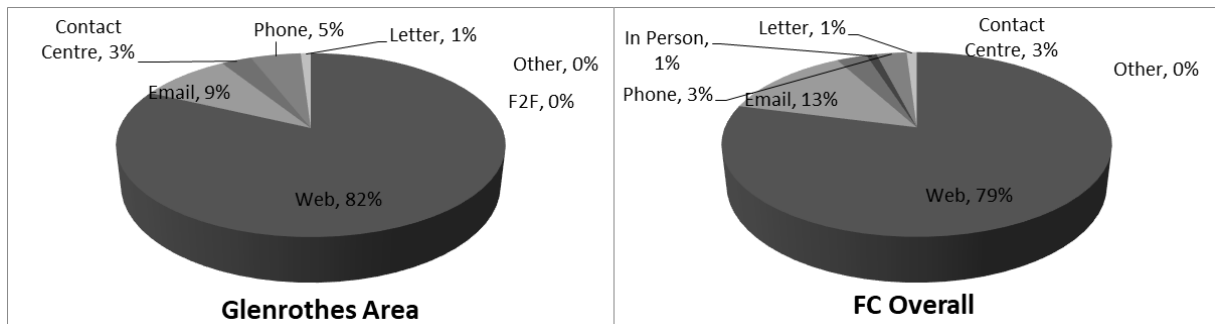
## Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,903	2,562	88.3% (85.4 in 19-20)
Stage 1 (5 days)	2,522 (87%)	2,256	89.5% (85.6 in 19-20)
Stage 2 (20 days)	381 (13%)	306	80.3% (84.2 in 19-20)

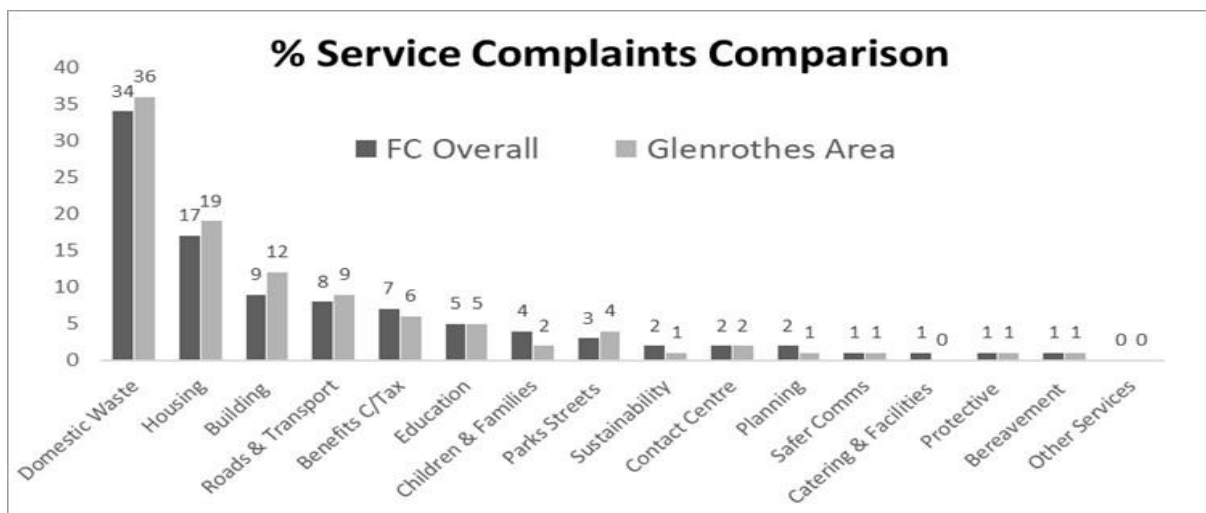
2.1 The general trend in time to respond to complaints can be seen from the graph. Generally performance impacted by poorer stage 2 responsiveness likely as a consequence of complex and serious cases using appropriate extensions.



2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of Fife Direct (57% in 19/20) for the Glenrothes area, clearly this increase is attributed to the pandemic and the main channel available to customers.



## Reason for complaint (upheld and not upheld)



2.3 Differences of note include that there are proportionally more complaints for Building Services where the largest category for complaints was inappropriate staff attitude / behaviour and Domestic Waste where the biggest category (like Council wide) was failure to collect or empty bins.

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

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All In Time
Property	0	100%	1	0%	1	0%
Transportation	29	66%	2	100%	31	68%
Education	5	60%	2	100%	7	71%
Parks Streets	14	71%	0	100%	14	71%
Children Family	6	83%	2	50%	8	75%
Sustainability	11	91%	1	0%	12	83%
Benefits C/Tax	20	85%	0	100%	20	85%
Housing	53	91%	14	64%	67	85%
Contact Centre	7	86%	3	100%	10	90%
Building Services	41	93%	0	100%	41	93%
Domestic Waste	116	95%	10	90%	126	94%
Safer Comms	2	100%	1	100%	3	100%
Audit & Risk	3	100%	2	100%	5	100%
Bereavement	1	100%	1	100%	2	100%
Catering Facilities	2	100%	0	100%	2	100%
Customer Service	1	100%	0	100%	1	100%
Democratic	1	100%	0	100%	1	100%
Local Office	3	100%	0	100%	3	100%
Planning	0	100%	1	100%	1	100%
Protective	0	100%	2	100%	2	100%
Welfare Fund	1	100%	0	100%	1	100%
<b>Total</b>	<b>316</b>	<b>89%</b>	<b>42</b>	<b>79%</b>	<b>358</b>	<b>87%</b>

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

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Safer Communities	Anything that doesn't fit within other categories.	0	0	1	1	0
	ASB neighbour dispute	0	1	0	0	0
	Dog issues	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	1
	Inappropriate staff attitude / behaviour	1	1	0	1	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0
	Pest control issues	0	0	0	2	1
	Poor communications (including lack of notice consultation and engagement)	0	0	0	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	0	0	0
	<b>Total</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>
Bereavement Services	Anything that doesn't fit within other categories.	0	0	2	0	1
	Damage / vandalism to property e.g., headstones	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	3	1	0	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Building Services	Restoration works e.g., fallen headstones	0	0	1	0	0
	Untidy / overgrown vegetation	3	2	2	0	0
	<b>Total</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>2</b>
	Anything else that doesn't fit within other categories	1	0	0	1	2
	Card left when tenant in property	0	0	0	0	0
	Council vehicle - driving behaviour / standards	2	3	0	1	2
	Council vehicle - parking	3	1	1	0	3
	Delay in start / completion of work	5	5	1	1	1
	Failure to attend at time advised / agreed	1	1	2	3	3
	Failure to fix first time	8	3	3	8	5
	Failure to meet timescales for job	1	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	0	0
	Health & safety / dangerous occurrence	2	3	1	1	5
	Inappropriate staff attitude / behaviour	4	6	7	6	8
	Noise levels from work activities	0	5	0	0	1
Poor communications - advance notice of work not given	1	0	0	0	0	



Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications - internal breakdown Building Services	2	0	0	1	1
	Poor communications - internal breakdown with other council areas	0	0	0	1	0
	Poor communications - poor regarding work being/to be undertaken	2	2	5	4	3
	Standard of workmanship - damage	2	6	6	3	1
	Standard of workmanship - mess	2	2	8	3	0
	Standard of workmanship - tenant unhappy with work	12	12	16	3	2
	Unplanned additional work required following repair/installation	0	1	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2	1	4
	<b>Total</b>	<b>48</b>	<b>52</b>	<b>54</b>	<b>38</b>	<b>41</b>
Catering Cleaning & Facilities Management	Anything that doesn't fit within other categories.	1	0	0	0	1
	Facilities available in Canteen	0	0	0	0	0
	Graffiti removal	0	0	0	1	0
	Inappropriate staff attitude / behaviour	0	2	0	4	0
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Meal options	0	1	0	0	0
	Standard of service Cleanliness, damage etc.	0	1	0	1	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	<b>Total</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>2</b>
Contact Centre	Anything that doesn't fit within other categories.	1	0	1	0	0
	Disagree with Council policy	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	2	0
	Inappropriate staff attitude / behaviour	5	4	2	1	6
	Incorrect information given	2	0	1	0	1
	Incorrect timescales given	1	1	0	0	0
	Lack of information	0	0	1	2	2
	Poor communications including lack of notice, consultation & engagement	0	1	1	0	0
	Time taken to answer call	0	2	16	3	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	3	1
	<b>Total</b>	<b>10</b>	<b>8</b>	<b>22</b>	<b>11</b>	<b>10</b>
Customer Service Improvement	Anything that doesn't fit within other categories.	0	0	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>
Children & Families	Dissatisfaction with assessment outcome - Parent/Carer	0	1	0	0	0
	Anything that doesn't fit within other categories.	0	0	0	1	1
	Delays in completion of assessment – Parent/Carer	0	0	0	1	1
	Dissatisfaction with policy / current delivery arrangements	8	0	0	1	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	0	1	0	1	0
	Dissatisfaction with policy / current delivery arrangements – Adult or Carer	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	5	1	2	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Poor communication	0	0	0	0	4
	Unacceptable standard of care / support families	7	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0
	<b>Total</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>8</b>

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Education	Accidents Injuries e.g., Physical education fights etc	4	2	0	1	0
	Anything that doesn't fit within other categories.	6	1	1	0	2
	Bulling by staff	4	0	0	1	0
	Bullying by pupil	6	2	4	1	0
	Dissatisfaction with policy current arrangements	9	7	4	2	4
	Inappropriate staff attitude behaviour	4	2	5	0	0
	Overgrown dangerous overhanging trees bushes	0	1	0	0	0
	Placement request decisions	1	0	0	0	1
	Poor communications including lack of notice consultation engagement	1	2	2	2	0
	Poor standard condition of school playground	1	0	0	0	0
	Standard of supervision	1	0	0	1	0
	<b>Total</b>		<b>37</b>	<b>17</b>	<b>16</b>	<b>8</b>
Domestic Waste	Anything that doesn't fit within other categories.	3	1	2	0	10
	Bin not returned properly / bin is missing	0	3	4	3	2
	Bulky not collected / only part collected	2	2	0	3	7
	Collection has left spilt waste in street / at property	2	0	1	0	1
	Customer turned away / refused entry	0	2	4	1	2

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Damage to vehicles / property during bin collection	1	2	3	2	2
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	8	8	10	0	8
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	0	2
	Dissatisfaction with standard of street cleanliness	0	0	0	0	3
	Dissatisfaction with Take Out & Return TOR service	8	8	8	7	18
	Failure to collect / empty bin	7	13	11	21	51
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	1	2
	Household waste dumped in street / garden / yard	1	0	0	0	2
	Inappropriate staff attitude / behaviour	3	3	3	5	7
	Inconsiderate / inappropriate use of council vehicle	0	4	4	3	3
	Mess / Litter around recycling point	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	2	1
	Quality of food waste bags provided	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	0	3

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	<b>Total</b>	<b>35</b>	<b>47</b>	<b>53</b>	<b>48</b>	<b>126</b>
Housing	Anything that doesn't fit within other categories.	4	0	1	1	2
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	0	0	0	0	1
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	0	1
	Debt management arrangements	0	1	0	1	0
	Delays in start / completion	9	3	0	1	3
	Discrimination race, gender, religion etc	0	0	1	0	0
	Dispute with neighbours	0	4	3	1	4
	Disputed recharges	0	0	0	0	0
	Dissatisfaction with policy / current arrangements	1	4	1	2	3
	Dissatisfaction with policy / current arrangements including allocations criteria	3	4	1	2	2
	Dissatisfaction with policy / current delivery arrangements	0	1	0	3	0
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	2	1	0	1
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	10	5	8	7	11

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	6	6	2	5
	Fencing	0	0	2	0	1
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	1	0	1
	Garden maintenance service	0	0	1	1	0
	Gypsy Travellers	1	0	0	1	0
	Inappropriate staff attitude / behaviour	2	7	11	10	6
	Internal communal areas includes cleanliness, lighting etc	1	0	0	1	0
	Maintenance of garages / lock-ups	0	0	0	2	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	3	0	5	4	1
	Missed from Programme	0	0	1	0	0
	Mutual repairs	3	0	1	2	1
	Noise	0	1	0	1	2
	Pets & animals	7	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	3	2	3	7	10

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor condition / standard of housing	1	1	0	1	0
	Poor standard/condition of property at start of tenancy	0	0	0	0	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	9	1	1	0	3
	Rent discrepancies includes delays in refund of credits	0	0	0	1	0
	Rubbish	5	0	3	2	1
	Snagging issues	0	0	0	0	1
	Support plans	0	2	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	4	7	2	4
	Waiting Times	5	0	0	1	3
	<b>Total</b>	<b>70</b>	<b>49</b>	<b>58</b>	<b>56</b>	<b>68</b>
Local Office	Disagree with Council policy	0	0	0	0	1
	Failure to provide a service	0	1	0	1	0
	Inappropriate staff attitude / behaviour	0	1	0	2	1
	Lack of / incorrect information	0	0	2	0	1
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>



Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Parks Streets & Open Spaces	Anything that doesn't fit within other categories.	0	2	4	0	0
	Area restoration work	0	1	0	1	0
	Damage to private property	0	0	0	1	2
	Discarded syringes / needles	1	0	0	0	0
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	1	0	0	0
	Dissatisfaction with standard of street cleanliness	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Fence damage	0	0	0	0	1
	Footpath clearance	0	1	0	1	3
	Grass cutting	2	0	3	3	3
	Grounds' maintenance policy	1	0	0	0	0
	Inappropriate staff attitude / behaviour	1	1	1	2	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0
	Location of Tree	0	0	1	0	0
	Overhanging / Damaged Trees & Shrubs	0	1	3	0	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Poor communications including lack of notice, consultation & engagement	0	1	0	2	0
	Quality of park area	0	0	1	0	2
	Untidy / overgrown vegetation	0	0	1	6	1
	Weed killing areas	0	0	0	1	1
	<b>Total</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>17</b>	<b>14</b>
Planning	Anything that doesn't fit within other categories.	0	1	1	1	1
	Delays in decisions / non-compliance with timescales	0	1	0	0	0
	Dissatisfaction with policy / delivery arrangements	0	1	0	1	0
	Inadequate consideration of objections	1	2	0	0	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	<b>Total</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>
Protective Services	Anything that doesn't fit within other categories.	2	0	1	1	0
	Burning waste at domestic properties	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	1	0	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Inappropriate staff attitude / behaviour	0	0	0	1	0
	Noise nuisance includes domestic / commercial / intruder alarms and noisy dogs	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
Benefits & C/Tax	Admin error	2	4	3	3	2
	Anything that doesn't fit within other categories.	1	2	3	0	1
	Availability of Advisor	0	0	0	1	0
	Disagree with legislation	0	1	1	3	0
	Inappropriate staff attitude / behaviour	0	2	2	1	2
	Lack of/Incorrect information	2	4	5	5	3
	Poor communications including lack of notice, consultation & engagement	0	1	0	2	2
	Procedures/Policy	5	3	6	1	2
	Time taken to process enquiry	1	0	1	0	8
	<b>Total</b>	<b>11</b>	<b>17</b>	<b>21</b>	<b>16</b>	<b>20</b>

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	0	7	2
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	0	0	1	1
	Bus Stations, quality, condition, layout, signage of bus stations including disabled access provision	0	0	0	1	1
	Concessionary bus Travel myFife Card Inaccurate ticketing for concessionary travel bus journeys	0	0	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	0	1	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	0	2
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	0	0	0	1	1
	Dissatisfaction with service provision	0	0	0	2	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Grit bin empty / not refilled	0	0	0	1	1
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	3	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	0	1	0

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	0	3	3
	Localised flooding due to damaged drains / water mains	0	0	0	1	0
	Localised flooding due to run-off from fields / land	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	2
	Poor condition of car park	0	0	0	1	0
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	0	0	2	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	1	2
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	0	0	2	1
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	0	2
	Potholes / poor condition of road surface	0	0	0	5	6
	School transport operation of Service i.e., late / did not arrive/condition of vehicle/driver conduct/behaviour of other passenger/route issues/timetable issues	0	0	0	0	1
	Street light repairs	0	0	0	1	1

Service	Category of Complaint	2016/17	2017/18	2018/19	2019/20	2020/21
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	<b>Total</b>	<b>7</b>	<b>13</b>	<b>20</b>	<b>35</b>	<b>31</b>
Sustainability	Customer turned away / refused entry	2	0	0	0	2
	Dissatisfaction with policy / current organisational arrangements including opening times	1	0	0	0	7
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Mess / litter around recycling point	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	1	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>12</b>

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

## Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Failure to collect / empty bin	<p>Despite being assured last week that the risk assessment would be carried out so the take and return scheme would be up and running this week, my paper bin has not been collected again. It is now 3 months since this was last emptied and to be honest, I am getting fed up with asking my daughter to email in every week. This has been ongoing since last November. I am partially sighted and live alone and could really be doing without this stress every week. If you could please advise of when this assessment will be carried out and when my bins will be taken and returned as part of the scheme designed to support people like myself, I would be most grateful as to be quite frank this is now just a piece of nonsense.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to customer and crew returned to empty the bin.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>I am complaining about your annual gas service, the massive inconvenience this causes and Fife Councils complete lack of flexibility. This is inconvenient every year due to the lack of flexibility but at this specific time during the global coronavirus pandemic it is now a major cause for concern. We received less than seven days' notice regarding this annual check to say someone will be coming out on 22/07/20 this is two days after I return to work after being furloughed for four months. My partner has also only been back at work for two weeks so it would be hugely disrespectful to our employers to ask for time off so soon after returning to work. This would also put our jobs at risk as redundancies have already been made at my work and I have been told that anyone who doesn't pitch in on their return will be returned to furlough or could risk being made redundant. My partner does not get paid for any days off he takes so after being paid only 80% of our wages for four months we simply cannot afford for him to take any time off. When we called to discuss this my partner advised that he gets home at 4.30pm Monday to Thursday and 3.30pm on Fridays so if you were able to show some flexibility, we could work something out. However, he was advised that the engineers</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>finish at 4.30pm Monday to Thursday and 2.30pm on Fridays and they do not work Saturdays. All we were told on the phone is that this is something that needs to be done and we have to work something out. I am absolutely furious with this level of service. At times like these Fife Council needs to be doing more to help their tenants rather than asking them to risk losing their jobs amidst a crumbling economy. You could quite easily have your engineers work flexible hours, work one late night per week or do weekend shifts to try to accommodate people working full time hours. You could also provide extensions for the date of the gas safety certificate similar to the MOT extension of six months. This would give people a chance to get back to a normal routine where they will be in a better position to ask for time off work. As we discovered during the phone call your office staff seem to lack the necessary understanding and compassion regarding this matter as they work comfortably from home - this is a luxury that we do not have.</p> <p><b>Outcome:</b> <i>Complaint partially upheld. Apology offered for the inconvenience caused. Process to be looked at to see if things can be changed to support tenants who work full time.</i></p>
Building Services	Inappropriate staff attitude / behaviour	<p>Tenant alleges that on 15/07/2020 when her gas service took place, she asked the gas tech to wear PPE including a mask. Allegedly the gas tech refused and threatened the tenant with enforcement and that the police would attend. Furthermore, it is alleged that the gas tech informed her that Fife Council do not provide masks and that he would have to provide these himself. Having to visit 10 houses a day would be an expense which he could not afford. Tenant is upset because she has been shielding and not seen any of her family. She says that she felt threatened with the threat of the police enforcing access and that Fife Council are going into houses without masks</p> <p><b>Outcome:</b> <i>Complaint upheld. Supervisor called customer with an apology offered and Gas Tech has been spoken to and reassures that this won't happen again.</i></p>



## 3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- The discharging procedure for glass collection vehicles was changed following complaints about glass fragments left on a road and liable to cause punctures. Glass collection vehicles are now steam cleaned to remove traces of glass shards that were falling into the road.
  - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
  - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Calling customers to assess the quality of complaint handling has now concluded and this was replaced in 2018 with a new approach to satisfaction, see section 6 Customer Satisfaction. The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given where the Council did not uphold their substantive matter.
- 3.8 The following table provides the details of complaint decisions in the Glenrothes area:

	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>
Overall Complaints	41% (39% FC overall)	46% (43% FC overall)	13% (18% FC overall)
Stage 1 Complaints	41% (41% FC overall)	47% (42% FC overall)	12% (17% FC overall)
Stage 2 Complaints	38% (25% FC overall)	45% (48% FC overall)	18% (27% FC overall)

- 3.9 There were 53 complaint surveys completed by Glenrothes area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction).



3.10 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the ‘business as usual’ process has not worked effectively and there have been 562 enquiries across all Committee areas in Fife during 2020/21. Support in the main is to the local MP and MSP politicians that represent Fife.

## 4.0 Scottish Public Services Ombudsman Cases

4.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.

4.2 In 2020/21 there was 1 case for the Glenrothes area that reached this final stage of the procedure detailed in the following table. The SPSO partially upheld the case and Fife Council made an apology for the failings (to reasonably communicate and engage) and applied corrective action as suggested by the Ombudsman that included sharing the areas of failure with staff in sympathetic manner to facilitate learning from the mistakes made.

4.3 Fuller details of the case are available from the SPSO Decision reference number as a hyperlink.

Service	SPSO Decision
Children & Families (compulsory supervision order)	Partially Upheld <a href="#">201900081</a>

## 5.0 Other Customer Issues

5.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a ‘complaint’ where a customer requested this.

5.2 These “softer” complaints that are considered outside of the definition include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table.

Enquiry Type	17/18	18/19	19/20	20/21	Note
Missed bins	1394	1093	1094	1047	No database poll as a consequence of Covid-19
Illegal Dumping	255	245	227	133	Includes mess in gardens
Street Cleaning	229	190	202	157	Untidy street reports
Dog Fouling	62	48	49	19	
Aggressive Dogs	45	49	42	28	
Abandoned Cars	47	45	45	22	
Litter Bin Issues	36	25	24	27	
Needles	19	26	11	7	Either made safe or require removal
Fallen Trees	13	51	11	15	
Emergency Pothole Carriageway	-	-	-	79	Added as data following Committee's comments last year (=10% of all reports of this type)
Routine Pothole Carriageway	-	-	-	41	Added as data following Committee's comments last year (=9% of all reports of this type)

- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded. The Committee should note that there were approximately 10,000 more pothole reports made over and above the data presented, completed using the fife.gov.uk website however these cannot be split into Committee area reports as the author cannot extract any element of address from these online forms.
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's 2020/21 diet. Additional information is also available from the Enterprise and Environment Directorate Section/Service Performance Reports that formed part of the Environment and Protective Services Sub Committee meeting of 2 September. Annual figures for all of Fife Council (all areas and wards) such as illegal dumping, grounds maintenance requests etc. are available. See the link within Background Papers.

## 6.0 Customer Satisfaction

6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:

- Repairs i.e., housing
- Reporting faults i.e., potholes, street lighting
- Environmental i.e., domestic waste

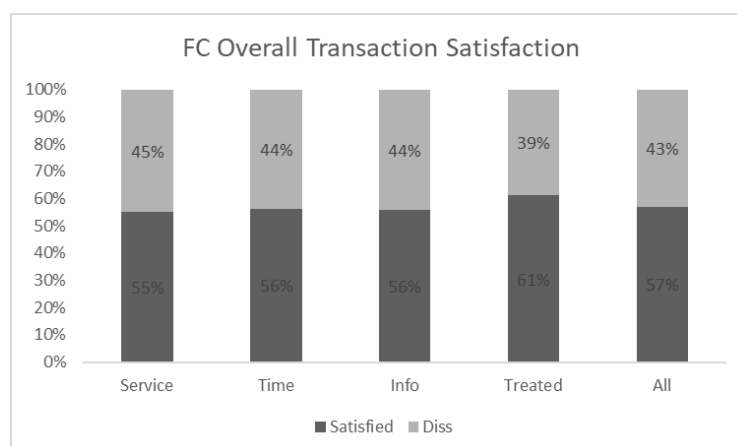
6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:

- I got everything I needed from the service
- I was happy with the time taken to deal with my request or enquiry
- I got all the information I needed
- I was happy with the way I was treated

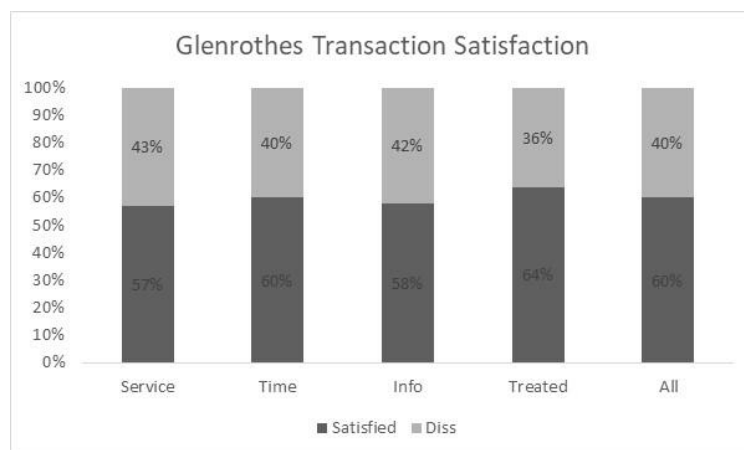
6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer satisfaction with the transaction undertaken.

6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. There are no resource implications for Services in the gathering of this feedback. They are simply asked to consider the content of quarterly reports with the aim of improving service delivery or introducing corrective action to mitigate repeat circumstances that cause dissatisfaction.

6.5 The Fife Council overall results for 2020/21 has 57% of those surveyed (58% 2019/20) agree with the satisfaction statements (see 6.2), graph as shown (6904 surveys returned):



6.6 By comparison respondents from the Glenrothes area had 60% (65% in 2019/20) agreeing with the satisfaction statements (see 6.2), graph as shown:



6.7 The breakdown by transaction type is as shown in the following table, it is worth noting that not every transaction has an address recorded that would allow analysis by the local area.

Transaction Family	Overall Satisfaction 20/21	No of Surveys
Bins/Waste	54%	154
Comments/Enquiries	100%	1
Community Alarms	100%	15
Complaint	35%	53
Concessionary Travel * the respondent only answered x2 from x4 questions (all positively)	50%	1
Environmental Complaint	50%	3
Housing	79%	43
Meals on Wheels	68%	7
MyFife Card	95%	55
Payment Receipt	67%	12
Pest Issue	90%	13
Road or Street Fault	35%	71
Traffic or Streetlight Fault	67%	3
<b>Grand Total</b>	<b>60%</b>	<b>431</b>

## 7.0 Compliments

7.1 Improved database access now allows reporting of compliments by area Committee level. This analysis is based upon the address rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.

7.2 The following table provides some details of the 35 compliments received from customers in the Glenrothes area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Bereavement Services	1	Cemetery in excellent nick - please pass on thanks to cemetery staff
Building Services	8	Just want to commend Alan the plumber who came out to my address this is second time he has been at house and both time explains what is wrong what he is doing and such a pleasant workman
Contact Centre	3	I dont actually have a complaint. I wish to express my extreme gratitude to your employee Julie from repair department. Twice I have had to contact the council and happily got to speak to Julie on both occasions. She was very very helpful with all my concerns and needs absolutely brilliant she needs some sort of gift/praise for her work and being a great asset to the council.
Customer Service Centres	4	I would like to thank Diane Seath, Assistant Registrar, Glenrothes Local Office for making the death registration of my mum as painless as possible. It is a very stressful time for my dad and I and we were very pleased with her professional attitude and the service received. Thank you again
Domestic Waste	4	Customer would like to pass on his gratitude to the bin men who often wheel his bin back down the hill to his house as he is disabled and to stop him having to climb up it as very steep.
Housing	6	I feel the need to write to you to advise you about Liam who is my housing officer. He is a wonderful housing officer & fantastic at the job he does. I have never had the need to contact the housing officer in the 14 years I have lived here and I am truly grateful for the support, kindness & professionalism he has shown towards me & my family since my fall last April. He has most definitely played a part on my recovery.
Parks Streets	3	Text received to compliment Brian Taylor and his Team from Grounds Maintenance for doing a great job on the tree in her garden.
Planning	1	That's fantastic news – thank you for letting me know and thank you also for being so thorough with the application. I know how these things can turn on the slightest omission.
Safer Communities	2	My online report of fly tipping has been dealt with quickly. Many thanks for responding so swiftly, especially when services are under strain due to the Covid crises.
Transportation	3	Customer came through on webchat and wanted to pass on her thanks to the roads maintenance teams for gritting and the snow plough services that's been provided to the local area.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year despite the increased volume (up 39%) however results were slightly below the Council average. The average working days to respond also improved over last year and was better than the Council average.
- 8.2 The issues customers complained about within the Glenrothes area are broadly like those made across Fife however there were proportionally more complaints for Building Services where the largest category for complaints was inappropriate staff attitude / behaviour and Domestic Waste where the biggest category (like Council wide) was failure to collect or empty bins.

### Background Papers

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

## Report Contacts

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6th October, 2021.  
Agenda Item No. 6

## Area Roads Programme 2020-21 – Final Report

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

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**Wards Affected:** 13, 14 & 15

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### Purpose

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The purpose of this report is to advise the Committee on the delivery of the 2020-21 Area Roads Programme (ARP).

### Recommendation(s)

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Committee is asked to note the contents of the report and Appendices.

### Resource Implications

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The 2020-21 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure that expenditure remained within the Service budget.

### Legal & Risk Implications

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

### Impact Assessment

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

### Consultation

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Members were consulted on the list of projects forming the 2020-21 ARP.



## 1.0 Background

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- 1.1 Committee agreed the list of projects forming the 2020-21 ARP on 4 March 2020 (2020 GAC 81 para. 174 refers).
- 1.2 This is the final report to Committee on the progress of the programme.

## 2.0 Issues and Options

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- 2.1 Attached are Appendices 1-4 which detail the final position on the progress of individual projects in the programme.
- 2.2 Despite the impact of the COVID 19 restrictions, which meant works were not able to commence on site until July 2020, good progress was made with the delivery of the 2020-21 Area Roads Programme.
- 2.3 To improve information on how annual ARP programmes are progressing throughout the year, an on-line system is in place and continues to be developed. This means that quarterly progress reports, which were often out of date before reaching committee, are no longer being required. The following link provides access to the webpage [ARP webpage](#).

## 3.0 Conclusions

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- 3.1 The attached Appendices show the Glenrothes Area Roads Programme for 2020-21. The type of works, work location and expenditure are provided for each project.

### List of Appendices

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

### Report Contact

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## Roads & Transportation

Appendix 1

### Area Roads Programme 2020-21 - Glenrothes Area

#### Carriageway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
15	Thornton	C6 Strathore Road		£ 150,000 *	£ 157,741	Complete	
13	Kinglassie	B921 Main Street	West End to surfacing joint o/s no. 86 Main Street	£ 128,000 *	£ 124,207	Complete	
15	Glenrothes	Strathburn Drive	Foxtan Drive to Parbroath Road	£ 110,000 *	£ 112,099	Complete	
13	Glenrothes	C129 South Parks Road	Rimble Loan to St Columbas Roundabout	£ 57,946 *	£ 62,707	Complete	
13	Glenrothes	Ramsden Road	Full length	£ 30,836 *	£ 30,998	Complete	
13	Glenrothes	Ivanhoe Drive/Willow Crescent		£ 55,000	£ 57,958	Complete	Carry over from 2019/20, which was delayed due to Covid-19 Lockdown in March 2020.
15	Thornton	Station Road Phase 1 of 2	Main Street to west of A92 O/bridge	£ 82,488 *	£ 75,624	Complete	Promoted to Cat1 (savings made across the programme)
<b>TOTAL</b>				<b>£ 614,270</b>	<b>£ 621,334</b>		

\* Allocation changed to design estimate

## Roads & Transportation

Appendix 2

### Area Roads Programme 2020-21 - Glenrothes Area

#### Footway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
14	Leslie	Roths Park	Full length	£	45,237 *	£ 52,481	Complete	
14	Markinch	School Street	Craik Terrace to Commercial Street	£	11,267	£ 13,839	Complete	
14	Markinch	Manse Road	Full length	£	14,468 *	£ 15,578	Complete	
14	Rural	A911 Kinross Road	Ingrie Avenue to K10 (at The White House west of Leslie)	£	34,727 *	£ 31,056	Complete	
14	Leslie	North Street	Murray Place to Blair Place	£	25,587 *	£ 32,381	Complete	
14	Leslie	Glenwood Road	High Street to no. 11 & opposite no's 25-47	£	15,601 *	£ 13,063	Complete	
<b>TOTAL</b>				£	<b>146,887</b>	£ <b>158,398</b>		

#### Footway Schemes with Lighting

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
14	Leslie	A911 Kinross Road	Anderson Drive to Ingrie Avenue (north side)	£	62,648 *	£ 68,714	Complete	
<b>TOTAL</b>				£	<b>62,648</b>	£ <b>68,714</b>		

\* Allocation changed to design estimate

## Roads & Transportation

Appendix 3

### Area Roads Programme 2020-21 - Glenrothes Area

#### Road Safety & Traffic Management

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
13	Kinglassie	Lochty Road	Pedestrian Facility - Raised Table	£ 15,000	£ 14,162	Complete	
13	Kinglassie	Laurence Park	Speed Reduction for existing zebra crossing	£ 18,600 *	£ 19,065	Complete	
13	Glenrothes	Bilsland Road	Raised Junction at Rimbleton Avenue	£ 20,000	£ 19,455	Complete	
14	Markinch	B9130	Speed Reduction Measures at Bowen Place	£ 11,000	£ 575	Postponed	Design fees only - Scheme delayed due to the pandemic shortened year
<b>TOTAL</b>				<b>£ 64,600</b>	<b>£ 53,257</b>		

* Allocation changed to design estimate
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## Roads & Transportation

Appendix 4

### Area Roads Programme 2020-21 - Glenrothes Area

#### Lighting Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
13	Glenrothes	Whitehill Road		£ 60,000	£ 3,492	Postponed	Design fees only - Scheme delayed due to the pandemic shortened year
15	Glenrothes	North Street		£ 60,000 *	£ 67,579	Complete	
14	Leslie	A911 Douglas Road		£ 20,000	£ 21,084	Complete	
13	Glenrothes	Rimbleton Ph2		£ 120,000 *	£ 127,079	Complete	
13	Glenrothes	Rimbleton Ph3		£ 142,086 *	£ 160,630	Substantially Complete	Completed early April 2021
14	Leslie	Ramsay Gardens		£ 10,000	£ 7,912	Complete	
<b>TOTAL</b>				<b>£ 412,086</b>	<b>£ 387,776</b>		

#### Lighting Schemes with Footways

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate	Outturn	Progress	Comments
14	Leslie	A911 Kinross Road	Anderson Drive to Ingrie Avenue (north side)	£ 52,500	£ 61,537	Complete	
<b>TOTAL</b>				<b>£ 52,500</b>	<b>£ 61,537</b>		

\* Allocation changed to design estimate

<b>Glenrothes Area Committee of 6 October 2021 - Remote Meeting</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
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. Expected 18.08.21: deferred to 06.10.21.
Annual Complaints Update	Communities and Neighbourhoods Service	David Thomson-CRM	
Area Roads Programme 2020-21 – Final Report	Assets, Transportation and Environment	Vicki Connor	Deferred from 18.08.21.
Glenrothes Area Committee Forward Work Programme			

<b>Glenrothes Area Committee of 1 December 2021</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Glenrothes Area Housing Plan Update	Housing Services	John Flaherty	Para 233 (2) of 2021.GAC.107, meeting 23.06.21 refers - updated report following consultation.
Glenrothes Area Committee Forward Work Programme 2021/22			

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

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

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
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.
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.

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Lock-up Review	Housing Services	Mark Mccall – on long term sickness absence	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 - to carry out feasibility work for the park requires to be spent or awarded by end March, 2021.



<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Corporate Parenting/Looked After Children	Education and Children's Services	Kathy Henwood, Caroline Morgan	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, Caroline Morgan	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, Caroline Morgan	Annual report - previously considered 09.10.19. Delayed due to COVID-19 - date to be advised.
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.
Update - Glenrothes Flood Study		Rick Haynes, Ross Speirs	Para 234 (2) of 2021.GAC.108, Minute of 23.06.21 refers further report on the summary findings of the Glenrothes Flood Study when concluded.

6th October, 2021.

Agenda Item No. 8

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## Property Transactions

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

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Wards Affected: 13, 14 and 15

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### Purpose

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The purpose of this report is to advise members of action taken using the List of Officer Powers in relation to property transactions.

### Recommendation(s)

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The Committee is asked to note the contents of this report.

### Resource Implications

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There are no resource implications arising from these transactions, as any expenditure is contained within the appropriate Service budget.

### Legal & Risk Implications

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There are no legal or risk implications arising from these transactions.

### Impact Assessment

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An EqlA is not required and is not necessary for the following reasons: the items in this report do not propose a change or revision to existing policies and practices.

### Consultation

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All consultations have been carried out in relation to this report.

## 1.0 Background

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- 1.1 In dealing with the day-to-day business of the Council, there are a number of matters relating to the purchase, disposal and leasing of property and of property rights. This report advises of those transactions dealt with under powers delegated to officials.

## 2.0 Transactions

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### 2.1 Disposals

#### 2.1.1 Former Clinic and Library, 34 Main Street, Kinglassie

Date of Sale: 30 July 2021  
Price: £90,000  
Purchaser: P J Gordon 1 Limited

## 3.0 Conclusions

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

### Report Contact

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