

## South and West Fife Area Committee

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



Wednesday, 25th August, 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. **MINUTES**
  - (a) Minute of South and West Fife Area Committee of 16th June, 2021. 3 – 6
  - (b) Minute of West Fife Area Common Good Sub-Committee of 16th June, 2021. 7 - 8
4. **COMPLAINTS UPDATE** – Report by the Executive Director (Communities). 9 – 32
5. **AREA ROADS PROGRAMME 2020-21 - FINAL REPORT** – Report by the Head of Assets, Transportation and Environment. 33 – 38
6. **PROPERTY TRANSACTIONS** – Report by the Head of Assets, Transportation and Environment. 39 – 40
7. **SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2021** 41 - 43
8. **NOTICE OF MOTION** - In terms of Standing Order No. 8.1(1), the following Notice of Motion has been submitted:-

“With regard to the current national speed limit (60mph) from the C53 junction with the B915 (at Balmule Fisheries), down through Bowershall and then southward, towards Townhill, as far as the ward boundary, Committee recognises the concerns expressed by the Police, the Bowershall community and the Townhill Community Council and acknowledges their request for a reduction to 40 mph in the interests of road safety. Officers are requested to please bring forward a report by the next Area Committee meeting which is scheduled for 6th of October 2021”.

Proposed by Councillor Mino Manekshaw  
Seconded by Councillor Bobby Clelland

<p><b>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.</b></p>
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Eileen Rowand  
Executive Director  
Finance and Corporate Services  
Fife House  
North Street  
Glenrothes  
Fife, KY7 5LT

18th August, 2021.

If telephoning, please ask for:  
Michelle McDermott, Committee Officer, Fife House  
Telephone: 03451 555555, ext. 442238; email: [Michelle.McDermott@fife.gov.uk](mailto:Michelle.McDermott@fife.gov.uk)

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**2021 SWFAC 257**

**THE FIFE COUNCIL - SOUTH AND WEST FIFE AREA COMMITTEE – REMOTE MEETING**

**16th June, 2021.**

**9.30 a.m. – 11.05 a.m.**

**PRESENT:** Councillors Alice McGarry (Convener), David Barratt, Bobby Clelland, Dave Coleman, Dave Dempsey, Sharon Green-Wilson, Mino Manekshaw, Tony Orton and Andrew Verrecchia.

**ATTENDING:** Alastair Mutch, Community Manager (South and West Fife), Mandy MacEwan, Team Manager (Community Development) and Mike Payne, Community Education Worker, Communities and Neighbourhoods Service; Dawn Jamieson, Team Manager (Safer Communities), Claire Mackinlay, Housing Manager (South West Fife Area Team) and Brian Westwater, Lead Officer (Safer Communities), Housing Services; Yvonne Stenhouse, Chief Inspector and Tony Rogers, Community Inspector, Police Scotland; Russell Hammell, Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service; and Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services.

**APOLOGY FOR ABSENCE:** Councillor Kate Stewart.

**ALSO IN ATTENDANCE:** Dr. Paul Dale, SEPA and Mr. Stephen Ritchie, Ministry of Defence (DIO) for para. 282 only.

**280. DECLARATIONS OF INTEREST**

Councillor Dave Coleman declared an interest at para. 282 – Radiation Monitoring at Dalgety Bay – as he was a sub-contractor to the main contractor dealing with the radiation works at Dalgety Bay.

**281. MINUTES**

The Committee considered:-

- (a) Minute of meeting of South and West Fife Area Committee of 21st April, 2021.

**Decision**

The Committee agreed to approve the minute.

- (b) Minute of West Fife Area Common Good Sub-Committee of 27th April, 2021.

**Decision**

The Committee agreed to approve the minute.

**282./**

**282. RADIATION MONITORING AT DALGETY BAY**

Stephen Ritchie, Ministry of Defence (DIO) advised that the contractor had now applied and received the licence required from SEPA to progress works. It was noted that SEPA had processed the licence expeditiously and, as from 17th May, 2021, the contractor had been on site to begin the process of decontamination of the beach. Mr. Ritchie advised that the MoD were still collaborating with SEPA to ensure that the project was completed by the timescale of September, 2022.

Dr. Paul Dale, SEPA confirmed that they continued to work with the MoD and that the permit had now been lodged and processed.

**Decision**

The Committee thanked Mr. Ritchie and Mr. Dale for their updates and were pleased to note that progress on the project was now underway.

**283. SAFER COMMUNITIES TEAM UPDATE REPORT**

The Committee considered a report by the Head of Housing Services updating members on the operational activity of the Safer Communities Team within the South and West Fife Committee area during the twelve month period 1st April, 2020 to 31st March, 2021.

**Decision**

The Committee noted the contents of the report.

**284. SUPPORTING THE LOCAL COMMUNITY PLAN - OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN SOUTH AND WEST FIFE AREA**

The Committee considered a report by the Local Area Commander, West Fife, Police Scotland providing members with an update on policing activity within the South and West Fife Area.

**Decision**

The Committee:-

- (1) endorsed the action taken to date and confirmed their support for Police Scotland in moving forward in addressing priorities; and
- (2) thanked colleagues within Police Scotland for all their efforts and support during the past year, particularly in relation to the Covid pandemic.

**285. SCOTTISH FIRE AND RESCUE SERVICE - SOUTH AND WEST FIFE AREA ANNUAL PERFORMANCE REPORT**

The Committee considered a report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service providing members with information relating to incidents for the period 1st April, 2020 to 31st March, 2021 in the South and West Fife Area.

**Decision/**

**Decision**

The Committee:-

- (1) noted the contents of the report; and
- (2) thanked colleagues within the Scottish Fire and Rescue Service for all their efforts and support during the past year, particularly in relation to the Covid pandemic.

**286. AREA HOUSING UPDATE**

The Committee considered an interim report by the Head of Housing Services providing members with an update on progress in delivering service priorities and performance information for the financial year 2020/21 where figures were available at an area level. Members noted that the production of a new Housing Area Plan had been delayed due to the pandemic and a revised Plan for 2021/23 would be presented to Committee once there had been the opportunity to consult on future priorities for the South and West Fife Area.

**Decision**

The Committee noted:-

- (1) the contents of the report; and
- (2) the expenditure for the HRA Locality managed budget for 2020/21 as detailed in Appendix 2 of the report.

**287. PITCH OPTIONS - ROSYTH FOOTBALL CLUB**

Alastair Mutch, Community Manager updated members on the pitch options for Rosyth Football Club. It was noted, however, that no discussions had taken place with Rosyth Football Club or any of the landowners regarding the proposed sites at the present time. Alastair advised that colleagues in Estates had identified sites that could locate a football pitch area or which were currently on a football pitch. Alastair then provided detailed information on the pros and cons for each of the seven sites proposed. A brief summary of the proposed sites was detailed below:-

**Site 1 - Whinnyburn Place** - privately owned with opportunities for housing development

**Site 2 - Camdean Primary School playing fields** - part of the site to the north of the school was subject to flooding however there was potential to develop a football pitch and pavilion on the western part of the site which was not affected by flooding

**Sites 3, 4 and 5 - Park Road Area of Rosyth** - Parkgate have existing football pitches or development pitches presently used by under 11s and 12 teams and part of the site also accommodated the existing rugby pitch and new football ground, however, part of the area was subject to flooding

**Site 6 - Fleet Grounds currently occupied by South West Fife Community Sports Partnership** - Rosyth FC currently utilise this pitch which has a synthetic turf pitch and is part of the site for the new Inverkeithing High School. Noted that the SFA would require boundary fencing to be put in place as part of their league requirements

**Site 7/**

**Site 7 - Civil Service Sports Ground** - Rosyth FC had indicated a strong interest in this site. Civil Service Sports Clubs UK had engaged a consultant on their behalf following the closure of the Civil Service Club in Rosyth and were undertaking a consultation exercise with interested parties who had indicated a desire to utilise part of the site or whole of the site

**Recreation Park** - was a possible further option but, due to potential loss of capital receipt, was not a financially viable alternative.

**Decision**

The Committee:-

- (1) thanked Alastair for his detailed update; and
- (2) agreed that an update be brought back to Committee once more information was available on the various site options.

**288. SUPPORTING THE LOCAL COMMUNITY PLAN - WELFARE REFORM AND ANTI POVERTY ANNUAL REPORT APRIL 2020-21**

The Committee considered a report by the Head of Communities and Neighbourhoods Service updating members on achievements and outcomes of the Welfare Reform and Anti-Poverty Action Plan for South and West Fife.

**Decision**

The Committee noted the contents of the report including the outcomes and achievements of the 2019/20 South and West Fife Welfare Reform and Anti-Poverty projects.

**289. SOUTH AND WEST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME 2021**

**Decision**

The Committee noted the Forward Work Programme 2021 which would be further updated as appropriate.

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**THE FIFE COUNCIL - WEST FIFE AREA COMMON GOOD SUB-COMMITTEE –  
REMOTE MEETING**

16th June, 2021.

8.45 a.m. – 9.05 a.m.

**PRESENT:** Councillors Helen Law (Convener), James Calder, Sharon Green-Wilson, Alice McGarry and Tony Orton.

**ATTENDING:** Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services; Andrew Gallacher, Community Manager (City of Dunfermline), Alastair Mutch, Community Manager (South and West Fife) and Mandy MacEwan, Team Manager (Community Development), Communities and Neighbourhoods Service.

**64. DECLARATIONS OF INTEREST**

No Declarations of Interest were submitted in terms of Standing Order No. 7.1.

**65. MINUTE**

The minute of the meeting of the West Fife Area Common Good Sub-Committee of 27th April, 2021 was submitted.

**Decision**

The Sub-Committee approved the minute.

**66. COMMON GOOD FUNDS UPDATE REPORT 2021/22**

The Sub-Committee considered a report by the Executive Director (Finance and Corporate Services) advising members of the current status of the Common Good Funds in the area to assist with the decision making process for new applications.

**Decision**

The Committee noted the contents of the report.

**67. WEST FIFE AREA COMMON GOOD FUND - APPLICATION FOR  
ASSISTANCE - INVERKEITHING BOWLING CLUB**

The Sub-Committee considered a report by the Head of Communities and Neighbourhoods Service seeking approval for an award from the West Fife Area Common Good Sub-Committee to assist with the costs of repairing and replacing Inverkeithing Bowling Club roof.

**Decision**

The Sub-Committee agreed to allocate £5,000 from the Common Good Fund towards the project.

**68./**

**68. WEST FIFE AREA COMMON GOOD FUND - APPLICATION FOR ASSISTANCE - REPAIR OF INVERKEITHING TOWN CLOCK HOUSING**

The Sub-Committee considered a report by the Head of Communities and Neighbourhoods Service seeking approval for an award from the West Fife Area Common Good Sub-Committee to assist with the costs of the repair to the clock housing of Inverkeithing Town Clock.

**Decision**

The Sub-Committee agreed to allocate £22,500 from the Common Good Fund towards the costs of the repairs.

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25th August, 2021  
Agenda Item No. 4

## Complaints Update

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Report by: Mike Enston, Executive Director (Communities)

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Wards Affected: All South & West Fife Wards

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### Purpose

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

### Recommendation(s)

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

### Resource Implications

There are no direct resource implications arising from this report.

### Legal & Risk Implications

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

### Impact Assessment

An EqlA has not been completed and is not necessary for the following reasons: It is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

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

## 1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the eighth annual report to Area Committees, this report covering complaints relevant to the South and West Fife Committee area.
- 1.3 Any feedback on local issues gathered from the individual Area Committees will be taken into account when finalising the update report to Standards and Audit Committee 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

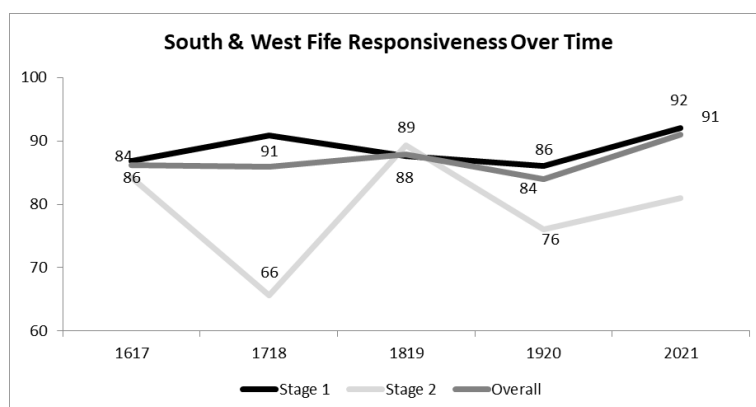
### Volume & responsiveness – South and West Fife Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	248	226	91% (85% in 19-20)
Stage 1 (5 days)	227 (92%)	209	92% (86% in 19-20)
Stage 2 (20 days)	21 (8%)	17	81% (79% in 19-20)
<ul style="list-style-type: none"><li>261 complaints were received relating to the South and West Fife area in 2020/21 of which 248 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason, channel, root cause, etc.) after complaints are closed.</li><li>In line with the procedure, 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.</li><li>Responsiveness improved across all stages and overall, when compared against last year. The average time to close all complaints also bettered from 6.1 to 5.9 working days over last year. Improved upon the Council average of 6.6 working days.</li></ul>			

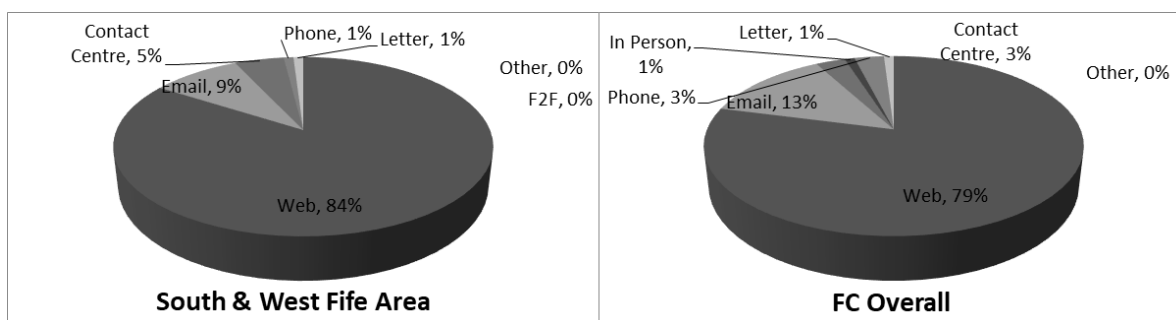
## Volume & responsiveness - Fife Council overall

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)

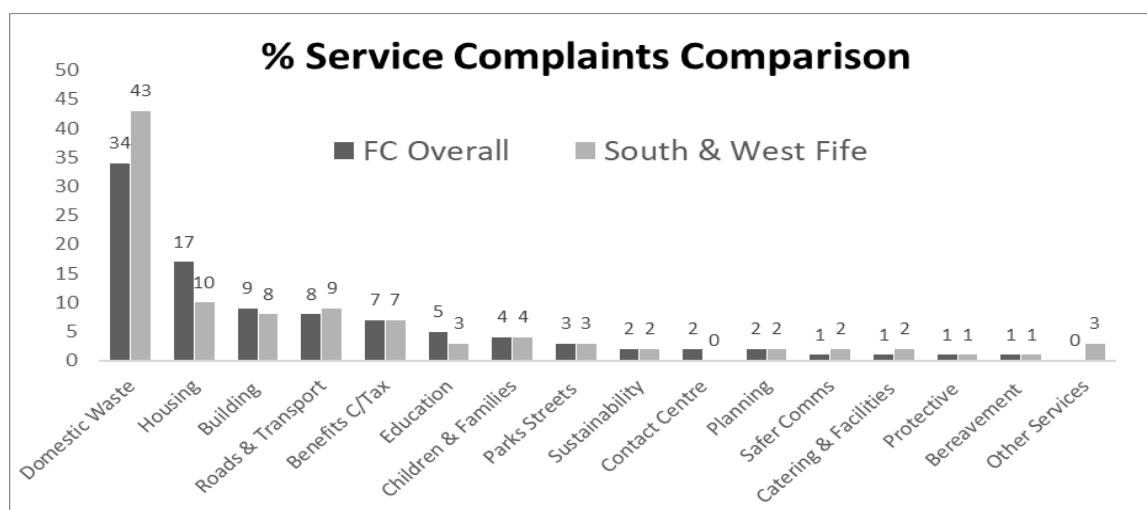
- 2.1 The graph appears to show a general upward trend in overall responsiveness. It is likely the stage 2 performance is impacted by smaller volumes and complex cases running over timescale.



- 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 (66% in 19/20) for the South and West Fife 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 concerning Domestic Waste (bin collection during the pandemic). There were proportionally less Housing complaints when compared with the Fife Council overall result.
- 2.4 The following table shows complaint responsiveness by Services. Ordered by percentage, all in timescale worst to best. Please note that from the 22 cases that ran over timescale, 59% of those cases (13 from 22) had extensions agreed with customers. This means that 96% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

	<b>Vol Stage 1</b>	<b>% Stage 1 In Time</b>	<b>Vol Stage 2</b>	<b>% Stage 2 In Time</b>	<b>Total Vol</b>	<b>% All in Time</b>
Education	2	50.0%	5	40.0%	7	42.9%
Planning	1	100.0%	3	66.7%	4	75.0%
Sustainability	5	80.0%	0	100.0%	5	80.0%
Safer Comms	5	80.0%	1	100.0%	6	83.3%
Benefits C/Tax	18	88.9%	1	100.0%	19	89.5%
Children & Families	9	88.9%	2	100.0%	11	90.9%
Roads & Transport	21	90.5%	2	100.0%	23	91.3%
Housing	22	90.9%	4	100.0%	26	92.3%
Domestic Waste	106	92.5%	1	100.0%	107	92.5%
Bereavement	3	100.0%	0	100.0%	3	100.0%
Building Services	18	100.0%	1	100.0%	19	100.0%
Catering & Facilities	5	100.0%	0	100.0%	5	100.0%
Contact Centre	2	100.0%	0	100.0%	2	100.0%
Customer Service	1	100.0%	0	100.0%	1	100.0%
Parks Streets	8	100.0%	0	100.0%	8	100.0%
Protective	1	100.0%	1	100.0%	2	100.0%
<b>Grand Total</b>	<b>227</b>	<b>92%</b>	<b>21</b>	<b>81%</b>	<b>248</b>	<b>91%</b>

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

<b>Service</b>	<b>Category</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Safer Communities	Anything that doesn't fit within other categories.	1	2	2	1
	ASB neighbour dispute	1	0	0	0
	Dog issues	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	0
	Pest control issues	0	0	1	0
	Poor communications (including lack of notice consultation and engagement)	0	0	0	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	2
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>6</b>
Bereavement	Anything that doesn't fit within other categories.	0	1	0	0
	Damage / vandalism to property e.g., headstones	1	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0
	Restoration work e.g., fallen headstones	0	1	0	2
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>

Service	Category	2017/18	2018/19	2019/20	2020/21
Building Services	Anything else that doesn't fit above categories	0	0	1	2
	Card left when tenant in property	1	0	1	0
	Council vehicle - driving behaviour / standards	3	0	2	1
	Council vehicle - parking	1	0	1	1
	Delay in start / completion of work	3	0	0	0
	Failure to attend at time advised / agreed	1	1	0	2
	Failure to fix first time	1	1	2	1
	Failure to meet timescales for job	0	1	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	1
	Health & safety / dangerous occurrence	2	2	2	1
	Inappropriate staff attitude / behaviour	3	1	1	5
	Poor communications - advance notice of work not given	1	0	2	2
	Poor communications - internal breakdown Building Services	0	0	1	0
	Poor communications - internal breakdown with other council areas	1	0	0	0
	Poor communications - poor regarding work being/to be undertaken	0	0	3	1
	Standard of workmanship - damage	1	3	3	0

Service	Category	2017/18	2018/19	2019/20	2020/21
	Standard of workmanship - mess	0	2	1	1
	Standard of workmanship - tenant unhappy with work	3	2	4	0
	Unplanned additional work required following repair/installation	1	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	<b>Total</b>	<b>23</b>	<b>13</b>	<b>26</b>	<b>19</b>
Catering & Facilities	Anything that doesn't fit within other categories.	1	0	0	0
	Facilities available in canteen	0	0	0	0
	Inappropriate staff attitude / behaviour	0	1	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	0	4
	Meals on wheels service not correct	0	0	0	1
	Quality of the service provided	0	0	1	0
	Standard of service cleanliness, damage etc.	2	4	0	0
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>5</b>
Contact Centre	Anything that doesn't fit within other categories.	0	0	0	0
	Inappropriate staff attitude / behaviour	3	4	2	1
	Incorrect information given	0	0	1	0

Service	Category	2017/18	2018/19	2019/20	2020/21
	Incorrect timescales given	0	0	0	0
	Lack of information	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	2	0	0	0
	Time taken to answer call	2	20	2	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	0
	<b>Total</b>	<b>8</b>	<b>25</b>	<b>6</b>	<b>2</b>
Customer Service	Anything that doesn't fit within other categories.	0	0	4	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	1	0
	System Failure	0	0	0	1
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>
Children & Families	Anything that doesn't fit within other categories.	2	0	1	0
	Dissatisfaction with assessment outcome	3	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	2	1	0	1
	Dissatisfaction with assessment outcome - Parent/Carer	1	2	2	5
	Dissatisfaction with policy / current delivery arrangements	0	0	0	0



Service	Category	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	2	0	0
	Inappropriate staff attitude / behaviour	0	1	2	1
	Poor communications including lack of notice, consultation & engagement	1	0	0	3
	Unacceptable standard of care / support (families) - Child or Young Person	1	0	0	0
	Unacceptable standard of care / support (families) - Parent/Carer	0	3	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Unacceptable standard of care looked-after children	1	0	0	0
	<b>Total</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>11</b>
Education	Access to facility	0	0	0	0
	Accidents Injuries e.g., physical education fights etc	2	0	0	0
	ADMINISTRATIVE CLOSE inaction by the officer and service following an unreasonable time period in excess of 4 months despite repeated appeals by Escalation to close the case. POLICY FAILURE	0	0	0	1
	Anything that doesn't fit within other categories.	4	3	5	0
	Bulling by Staff	1	0	0	0
	Bullying by Pupil	2	2	1	2
	Disputed exclusions exclusion decisions	1	0	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy current arrangements	2	4	6	0
	Inappropriate staff attitude behaviour	4	3	0	1
	Inconsiderate inappropriate use of council vehicle	1	0	0	0
	Placement request decisions	0	0	0	2
	Poor communications including lack of notice consultation engagement	1	0	2	0
	Standard of supervision	0	0	0	1
	Withdrawal of Subject	1	0	0	0
	<b>Total</b>	<b>19</b>	<b>12</b>	<b>14</b>	<b>7</b>
Domestic Waste	Anything that doesn't fit within other categories.	1	3	4	1
	Bin not returned properly / bin is missing	7	1	1	3
	Bulky not collected / only part collected	0	3	2	12
	Collection has left spilt waste in street / at property	2	1	1	1
	Customer turned away / refused entry	0	1	0	2
	Damage to vehicles / property during bin collection	2	0	3	4
	Dissatisfaction with location of recycling point	0	0	0	1
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	21	18	9	45

Service	Category	2017/18	2018/19	2019/20	2020/21
	Dissatisfaction with policy / organisational arrangements including charging policy	1	1	0	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	1	4	3	6
	Dissatisfaction with Take Out & Return TOR service	2	3	6	6
	Failure to collect / empty bin	11	4	6	14
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	3	3	6
	Inappropriate staff attitude / behaviour	0	1	1	2
	Inconsiderate / inappropriate use of council vehicle	1	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	2	1
	Rodent / insect infestation	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	1
	<b>Total</b>	<b>50</b>	<b>44</b>	<b>42</b>	<b>107</b>
Housing	Anything that doesn't fit within other categories.	0	2	3	1
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	0	0	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	0	2

Service	Category	2017/18	2018/19	2019/20	2020/21
	Assessment of FHR - Dissatisfaction with time taken	0	1	0	0
	Debt management arrangements	0	0	0	1
	Delays in Start / Completion	3	2	0	0
	Dispute with Neighbours	1	2	2	3
	Dissatisfaction with policy / current arrangements including allocations criteria	1	1	6	3
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	0	1	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	3	1	2	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	2	1	4
	FHR process – Dissatisfied as process not meeting applicants needs	0	1	2	2
	Garden maintenance service	0	0	1	0
	Inappropriate staff attitude / behaviour	6	3	3	2
	Maintenance of garages / lock-ups	0	1	0	1
	Management of communal areas inc grass cutting, overgrown trees & bushes	2	0	1	0
	Noise	0	0	0	2
	Poor communications including lack of notice, consultation & engagement	4	4	2	1

Service	Category	2017/18	2018/19	2019/20	2020/21
	Poor condition / standard of housing	0	0	0	1
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	1	2	0
	Waiting times	0	0	0	0
	<b>Total</b>	<b>23</b>	<b>21</b>	<b>28</b>	<b>26</b>
Parks Streets & Open Spaces	Access to park	1	0	0	0
	Anything that doesn't fit within other categories.	1	1	0	2
	Change of designation of area	0	0	0	1
	Damage to private property	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Fence damage	0	0	0	1
	Grass cutting	2	2	0	0
	Grounds maintenance policy	0	1	1	0
	Inappropriate staff attitude / behaviour	1	1	1	0
	Inconsiderate / inappropriate use of council vehicle	1	2	0	0

Service	Category	2017/18	2018/19	2019/20	2020/21
	Overhanging / damaged trees & shrubs	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	0
	Quality of park area	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0
	Untidy / overgrown vegetation	0	0	0	0
	Weed killing areas	0	0	0	1
	<b>Total</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>8</b>
Planning	Anything that doesn't fit within other categories.	0	1	2	0
	Dissatisfaction with policy / delivery arrangements	1	0	1	1
	Failure to follow process	1	0	1	0
	Inadequate consideration of objections	2	0	0	1
	Lack of public information	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	2
	Poor quality of assessment	1	0	0	0
	<b>Total</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>

Service	Category	2017/18	2018/19	2019/20	2020/21
Protective Services	Anything that doesn't fit within other categories.	0	0	0	1
	Dangerous products / premises including tattoo parlours	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
Benefits C/Tax	Admin error	1	4	2	6
	Anything that doesn't fit within other categories.	2	1	1	0
	Availability of advisor	2	0	0	1
	Disagree with legislation	2	1	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	0
	Inappropriate staff attitude / behaviour	1	0	1	0
	Lack of / incorrect information	4	2	3	2
	Poor communications including lack of notice, consultation & engagement	0	0	1	1
	Procedures / policy	4	3	7	5
	System failure	1	0	0	0
	Time taken to process enquiry	1	1	1	3

Service	Category	2017/18	2018/19	2019/20	2020/21
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	<b>Total</b>	<b>18</b>	<b>12</b>	<b>19</b>	<b>19</b>
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	4	0
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	0	0	1
	Commercial and subsidised bus service issues lack of provision, timetable changes, driver conduct, accessibility	0	0	2	0
	Complaint about blue badge application	0	0	1	0
	Dissatisfaction with emergency response to flooding	0	0	2	2
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	5
	Inappropriate staff attitude / behaviour	0	0	0	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	1	0
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc.	0	0	1	4
	Localised flooding due to damaged drains / water mains	0	0	0	1
	Localised flooding due to run-off from fields / land	0	0	1	0
	Major flood prevention schemes related issues	0	0	1	0



Service	Category	2017/18	2018/19	2019/20	2020/21
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	2	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	1	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	0	1
	Poor standard of road repairs / maintenance work including incomplete work	0	0	4	1
	Potholes / poor condition of road surface	0	0	5	5
	Street light repairs	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	<b>Total</b>	<b>13</b>	<b>13</b>	<b>26</b>	<b>23</b>
Sustainability	Anything that doesn't fit within other categories.	0	0	0	1
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	0	4
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</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	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>Once more my paper bin has not been emptied. This is the fourth time my bin has not been collected as before lockdown it had been ignored, I get my bin taken out and emptied as I am an elderly old woman. It is now full too heavy for me to take downstairs and put out.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to customer over the phone, returned and serviced the bin with address on close monitor.</i></p>
Housing	Failure to respond to previous complaint / request for service / enquiry / reported fault	<p>I have still not had any resolution to this issue. I am still not able to access the garage. I am not able to use my motorbikes which I store in this garage. Twice I have been told someone will call me back. This fault was reported months ago, and the door was ordered months ago. I have been paying my rent for the garage despite not being able to use it. This is unacceptable and no I wish to lodge a formal complaint.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered to tenant and have arranged for repairs to take place at the garage and customers rent account will be adjusted.</i></p>
Roads & Transportation	Potholes / poor condition of road surface	<p>I wish to formally complain about the poor state of the walking pavement on Ridgeway in Dalgety Bay. The pavement is so lumpy that I tripped over a significantly raised section and fell, injuring myself (cut knee, sprained ankle and hand). It is disconcerting that I cannot go for a walk, minutes from my house, in safety. This pavement, between Moubray Road and the recycle centre, needs to be sorted before someone else is injured.</p> <p><b>Outcome:</b> <i>Complaint partially upheld. Telephone apology offered, planned patching programme issued for footpath.</i></p>

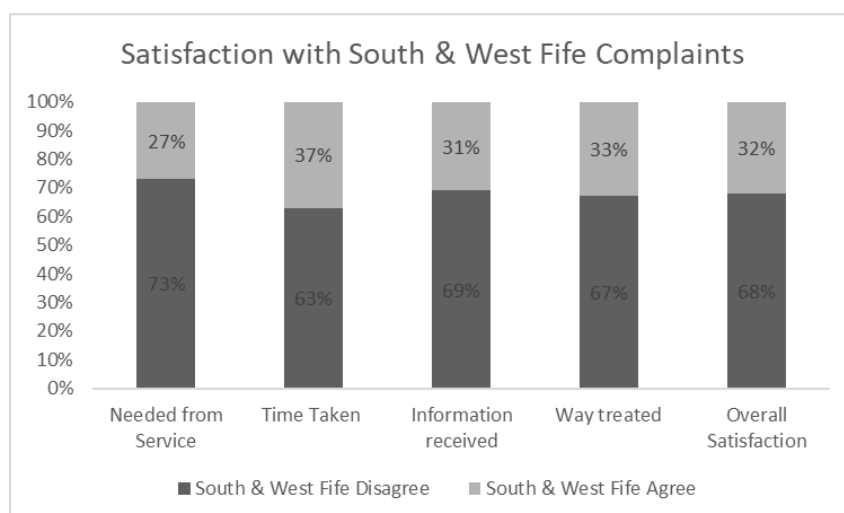
## 3.0 Learning from Complaints

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 this right and listens to customer feedback and makes improvements. Some from this reporting period for this Committee area included:
- Following a complaint to Planning that certain objections to a planning application in Saline were not shown online and therefore possibly not considered by the Planning Committee the internal process was amended so that alerts correctly trigger from the database thereby prompting officers to upload and correctly process redacted objections.
  - 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 South and West Fife area:

	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>
Overall Complaints	31% (35% FC overall)	46% (48% FC overall)	23% (17% FC overall)
Stage 1 Complaints	32% (36% FC overall)	45% (48% FC overall)	23% (16% FC overall)
Stage 2 Complaints	26% (27% FC overall)	53% (49% FC overall)	21% (25% FC overall)

- 3.9 There were 31 complaint surveys completed by South and West Fife 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, MPs and MSPs 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 colleagues 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 one case for the South and West Fife area that reached this final stage of the procedure.
- 4.3 The following table provides the detail of the SPSO's decision:

Service	SPSO Decision
Housing – delayed action	Council asked to undertake the investigation again

## 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	415	1201	1155	1387	
Illegal Dumping	169	139	117	64	Includes mess in gardens
Street Cleaning	152	151	133	93	Untidy street reports

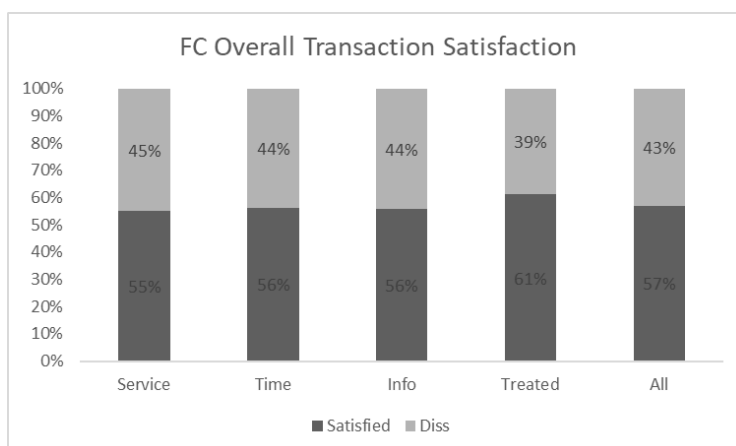
Enquiry Type	17/18	18/19	19/20	20/21	Note
Dog Fouling	40	33	24	12	
Aggressive Dogs	35	21	26	21	
Abandoned Cars	45	34	38	15	
Litter Bin Issues	38	30	51	27	Requested / overflowing etc.
Needles	10	14	5	2	Made safe or require removal
Fallen Trees	4	14	4	6	

- 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.
- 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 diet.

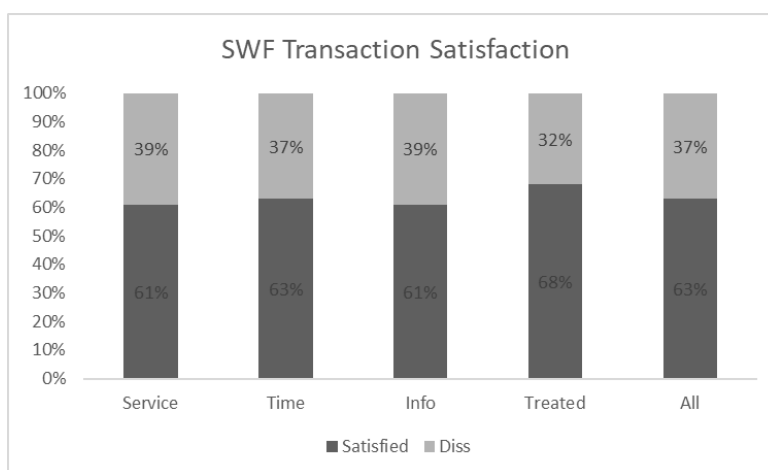
## 6.0 Customer Satisfaction

- 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 South and West Fife area had 63% (63% 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 local Area Committees:

Transaction Family	No of Surveys	Satisfaction
Bins / Waste	199	56%
Blue Badge	3	67%
Comments / Enquiries	1	0%
Community Alarms	11	85%
Complaint	31	32%
Environmental Complaint	5	55%
Housing	21	79%
Meals on Wheels	3	100%
MyFife Card	72	99%

Transaction Family	No of Surveys	Satisfaction
Payment Receipt	15	75%
Pest Issue	9	88%
Road or Street Fault	76	47%
Traffic or Streetlight Fault	8	69%
<b>Grand Total</b>	<b>454</b>	<b>63%</b>

## 7.0 Compliments

- 7.1 Improved database access now allows reporting of compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 14 compliments received from customers in the South & West Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	3	Customer called to outline his satisfaction with the repairs and the manner in which the job was carried out. He is extremely pleased with the work carried out and in such a professional manner, and wishes to pass on his comments to the individual who attended his property
Contact Centre	1	Please thank everyone concerned. We are very grateful for this service.
Domestic Waste	1	Can you please thank the environmental / bin crew who delivered our new bins so quickly after they had been stolen. Great service and a thank you from us!
Local Offices	5	Customer wished to thank Kirsty, Shirley and an unknown gentleman, working on the COVID Helpline for all their help in getting a food box. She stated that this is a great help to her and she greatly appreciates the hard work that all the staff working on this project are doing for the community.
Parks Streets	1	Just to say thank you for the speed and efficiency of dealing with my complaint about verges adjoining my house. Thank you
Roads Transport	2	Just wanted to thank the team that go out and look for potholes in South West Fife and also the team that fix the potholes in that area . They have done an absolutely excellent job on the road leading into Torryburn and we are delighted. Thank you so very much to both teams for a fantastic job . You all deserve a pay rise !!!! Please pass this on to all involved. Thanks again.
Safer Communities	1	Customer phoned to thank Kincardine Community Hub/Association/Centre for delivering a food box to her, she is very appreciative and that we are all doing a good job helping people.

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) improved from last year and is better than the Council average despite the increased volume over last year (up 32%) and the challenges faced by the organisation during the pandemic. The average working days to respond was also improved compared to 2019/20. Responsiveness is recognised as a key driver of customer satisfaction.

- 8.2 The issues customers complained about within the South and West Fife area are broadly like those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste. The main root cause categories of these complaints were directly related to service provision during the restrictions imposed as a consequence of the pandemic.

## **List of Appendices**

**None**

## **Background Papers**

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

## **Report Contacts**

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25th August, 2021.  
Agenda Item No. 5

## Area Roads Programme 2020-21 – Final Report

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**Report by:** Ken Gourlay, Head of Assets, Transport & Environment

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**Wards Affected:** 1, 5 & 6

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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 SWFAC 191 para. 207 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.

## 3.0 Conclusions

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- 3.1 The attached Appendices show the South West Fife 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 - South West Fife Area

#### Carriageway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
5	Rosyth	Albert Street		£	33,547 *	£ 31,146	Complete	
5	Rosyth	Middlebank Street	From and including Burnside Place / Burnside Street junction to Park Lea	£	53,729 *	£ 39,969	Complete	
1	Saline	West Road	West Gateway to Main Street	£	158,952 *	£ 199,337	Complete	
6	North Queensferry	B981 Main Road Phases 1 & 2	Junction area at The Brae / Old Kirk Road / Main Street junction up to and including the sett area.	£	52,000 *	£ 58,496	Complete	
5	Rosyth	Parkgate	Institute to Park Road	£	21,295 *	£ 23,028	Complete	
1	Carnock	Camps Road	Hawthorn Bank to 20s at community centre	£	18,669 *	£ 19,726	Complete	
1	Rural	B914	Steelend to Dunnygask House access	£	65,520	£ 13,664	Postponed	Staff design fees only, -Scheme deferred to 2021/22 due to lockdown period, treatment type is usually carried out during spring/early summer months.
1	Oakley	Boswell Drive	Full length	£	31,200 *	£ 31,249	Complete	
1	Culross	Kirk Street / Tanhouse Brae	End of cobbles to abbey	£	76,506	£ 6,129	Postponed	Flood Study required
6	North Queensferry	Old Kirk Road	Main Street to Forthside Terrace	£	21,946 *	£ 23,634	Complete	
1	Oakley	Wardlaw Crescent	Full length	£	35,347 *	£ 39,507	Complete	
6	Inverkeithing	Preston Crescent	Full length	£	115,838 *	£ 6,671	Postponed	Delayed due to shortened year and winter weather in February 2021 - design fees only
1	Rural	B9037 Ph 1 of 2	West Torryburn to Adia Road	£	83,237 *	£ 78,343	Complete	
TOTAL				£	767,786	£ 570,899		

\* Allocation changed to design estimate

## Roads & Transportation

Appendix 2

### Area Roads Programme 2020-21 - South West Fife Area

#### Footway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
5	Rosyth	Albert Street		£ 33,879	*	£ 34,575	Complete	
1	Carnock	Hawthorn Bank Phase 1 of 3	West side from Camps Road to end of Ash Grove and back to north of 14	£ 52,000	*	£ 59,208	Complete	
5	Rosyth	McGrigor Road Phase 1 of 2	East of 25/27 to south of 123-127, north of 34-48 and west of 57-61 to east of 56-60	£ 112,000	*	£ 106,581	Complete	
<b>TOTAL</b>				<b>£ 197,879</b>		<b>£ 200,364</b>		

* Allocation changed to design estimate
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## Roads & Transportation

Appendix 3

### Area Roads Programme 2020-21 - South West Fife Area

#### Road Safety & Traffic Management

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
6	Dalgety Bay	Moray Way North	VAS	£	12,000	£	-	Postponed Delayed due to shortened year
1	Carnock	Main Street	Signals upgrade. Subject to design and feasibility	£	80,000	£	3,428	Postponed Delayed due to shortened year, design fees only
6	Inverkeithing	High Street by church	Replace pedestrian crossing	£	30,000	£	-	Postponed Delayed due to shortened year
TOTAL				£	122,000	£	3,428	

\* Allocation changed to design estimate

## Roads & Transportation

Appendix 4

### Area Roads Programme 2020-21 - South West Fife Area

#### Lighting Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
5	Rosyth	Phase 5	Camdean Cres & Park Road West	£ 106,231	*	£ 122,116	Complete	
6	Dalgety Bay	Pentland Rise		£ 28,816		£ 28,732	Complete	
TOTAL				£ 135,047		£ 150,848		

\* Allocation changed to design estimate

25th August, 2021.

Agenda Item No. 6

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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: 1, 5 and 6

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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 EqIA 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 Leases by the Council – New Leases

#### 2.1.1 Site of Substation at Lochhead Landfill Site, off A823, Dunfermline

Date of commencement: 7 May 2021  
Rent: £1 per annum  
Tenant: SP Distribution plc

## 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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6th October, 2021			
Title	Service(s)	Contact(s)	Comments
Traffic Regulation Orders	Assets, Transportation and Environment	Phil Clarke	If required.
Future Provision of Cemeteries	Assets, Transportation and Environment (Burial Service)	Liz Murphy	To be submitted Autumn 2021
Maintenance of Private Land by Private Landowners	Assets, Transportation and Environment	John Rodigan	Motion as agreed at January 2021 meeting (Committee date tbc as awaiting legal findings)
Annual Common Good Fund Report	Finance and Corporate Services	Eleanor Hodgson	<b>Annual report</b> – Last update 7th October, 2020
Area Capital Update Report 2019-2020	Finance and Corporate Services	Eleanor Hodgson	<b>Six monthly report</b> – Last update 21st April, 2021
South East Inverkeithing Regeneration - Progress Report	Communities and Neighbourhoods Service Housing Services	Alastair Mutch Greig Henderson	<b>Six monthly update</b> – Last update 21st April, 2021
Local Community Plan	Communities and Neighbourhoods Service	Alastair Mutch	
Settlement Trusts	Communities and Neighbourhoods / Finance	Alastair Mutch / Eleanor Hodgson	
Annual Report on Outcomes of Care Inspectorate Inspection and Grading Process	Health and Social Care	Fiona McKay / Alan Adamson	<b>Annual report</b> - Last update 12th August, 2020 (waiting to hear back when due to be reported back to Committee)
Local Community Planning Budget Requests	Communities and Neighbourhoods	Mandy MacEwan	If required

1st December, 2021			
Title	Service(s)	Contact(s)	Comments
Traffic Regulation Order	Assets, Transportation and Environment	Phil Clarke	If required.
Radiation Monitoring at Dalgety Bay	SEPA MOD	Nina Patton Stephen Ritchie	<b>Six monthly update</b> - Last update 16th June, 2021
South and West Fife Community Learning and Development Partnership (CLD) Update	Communities and Neighbourhoods Service	Mandy MacEwan	
Criminal Justice Social Work Service - Community Payback Unpaid Work Scheme	Education and Children's Services	Stuart MacArthur	<b>Annual update</b> - Last update 25th November, 2020
Area Housing Plan Update	Housing Services	Claire Mackinlay	<b>Six monthly update</b> - Last update 16th June, 2021
Settlement Trust - Annual Update on Expenditure and Funds Held	Communities and Neighbourhoods Service	Alastair Mutch	Annual report - Last update 25th November, 2020.
North Queensferry and Forth Bridges Area – Update	Business and Employability / Communities	Gordon Mole / Alastair Mutch	As agreed at 7th October, 2020 meeting – Update to be provided to Committee late 2021 summarising progress
Local Community Planning Budget Requests	Communities and Neighbourhoods	Mandy MacEwan	<b>If required</b>

Unallocated			
Title	Service(s)	Contact(s)	Comments
Stephen Memorial Hall, Culross – Update on Facility	Assets, Transportation and Environment		As agreed at 14th November, 2018 Committee meeting.
Social Security Scotland Agency – Update	Social Security Scotland Agency	Lyndsey Maricic	As agreed at 24th April, 2019 meeting. Update to be provided later in the year – tbc.
Highlighting the Work of the Reducing Offending and Re-offending Partnership (ROAR)	Communities and Neighbourhoods Service	Kirstie Freeman	As agreed at 13th November, 2019 meeting (was due to be submitted in April, 2020 but meeting cancelled due to Covid-19)
Additional Nursery Hours Update	Education and Children’s Services	Shelagh McLean	As agreed at 4th March, 2020 meeting
Credit Union Update	Communities and Neighbourhoods Service / Credit Union	Alastair Mutch	Briefing or Committee presentation (tbc)
<i>Report of the Pupilwise and Parentwise Surveys</i>	<i>Education and Children’s Services</i>	<i>Deborah Davidson</i>	<b>Annual report</b> – Last update 14th August, 2019 (no survey in 2020). Survey to be undertaken end of 2021. Report to come back in 2022
<i>Children’s Services Report</i>	<i>Education and Children’s Services</i>	<i>Deborah Davidson</i>	No report submitted in 2020 – Agile Action Plan for Children’s Services in Fife was emailed to Conveners and Community Managers in September, 2020. Deborah will advise on new date for submission (2021)
<i>Early Learning and Childcare</i>	<i>Education and Children’s Services</i>	<i>Jacqueline Price</i>	Last update 2nd October, 2019. No report submitted in 2020. Jacqueline will advise on new date for submission.
<i>Pupil Equity Fund</i>	<i>Education and Children’s Services</i>	<i>Sarah Else</i>	Last update 2nd October, 2019. No report submitted in 2020 – A workshop with Headteachers to take place via Teams