

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(s) in particular items on the agenda and the nature of the interest(s) at this stage. | |
| 3. MINUTE OF MEETING OF KIRKCALDY AREA COMMITTEE OF 29 AUGUST 2023. | 3 - 5 |
| 4. COMPLAINTS ANNUAL UPDATE – Report by the Executive Director - Communities | 6 - 34 |
| 5. HIGH STREET AND LINKS PLACE, BURNTISLAND - PROPOSED DISABLED PARKING BAYS – Report by the Head of Roads and Transportation Services | 35 - 38 |
| 6. DUNNIKIER PARK 2019 COURSE: ENHANCEMENT WORK TO FACILITIES – Report by the Head of Communities and Neighbourhoods | 39 - 46 |
| 7. PROPERTY TRANSACTIONS – Report by the Head of Property Services | 47 - 48 |
| 8. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME – Report by the Executive Director - Finance and Corporate Services | 49 - 54 |

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.

Lindsay Thomson
Head of Legal and Democratic Services
Finance and Corporate Services

Fife House
North Street
Glenrothes
Fife, KY7 5LT

24 October, 2023

If telephoning, please ask for:

Lesley Robb, Lead Officer - Committee Services, Fife House 06 (Main Building)

Telephone: 03451 555555, ext. 441094; email: Lesley.Robb@fife.gov.uk. Agendas and papers for all Committee meetings can be accessed on www.fife.gov.uk/committees

BLENDED MEETING NOTICE

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

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

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

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

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

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

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

THE FIFE COUNCIL - KIRKCALDY AREA COMMITTEE – BLENDED MEETING

Small Committee Room, Floor 1, Town House, Kirkcaldy

29 August 2023

2.05 pm - 3.40 pm

PRESENT: Councillors Ian Cameron (Convener), Blair Allan, Lesley Backhouse, Alistair Cameron, Rod Cavanagh, Judy Hamilton, James Leslie, Kathleen Leslie, Carol Lindsay, Julie MacDougall, Nicola Patrick and David Ross.

ATTENDING: Julie Dickson, Community Manager (Kirkcaldy Area), Andy MacLellan, Community Projects Team Manager, Communities and Neighbourhoods; Paul Hocking, Co-ordinator - Asset Management and Programme Development, Keith Johnston, Technician Engineer, Traffic Management South, Roads and Transportation Services; Elaine Campbell, Housing Team Manager, Housing Services; Archie Melville, Team Manager (Street Cleansing), Environment and Building Services and Lesley Robb, Lead Officer - Committee Services, Finance and Corporate Services.

Prior to the start of business, the Convener intimated the intention to vary the sequence of items from that on the agenda.

59. DECLARATIONS OF INTEREST

Councillor Alistair Cameron declared an interest in Para. 63 - Proposed Parking Restrictions - Ravenscraig Flats and Mid Street, Kirkcaldy - being a resident of the area and left the meeting for the duration of the item, taking no part in the discussions or voting on the item.

60. MINUTE OF MEETING OF KIRKCALDY AREA COMMITTEE OF 6 JUNE 2023.

The committee considered the minute of the meeting of the Kirkcaldy Area Committee of 6 June 2023.

Decision

The committee agreed to approve the minute.

61. AREA ROADS PROGRAMME 2022-23 - FINAL REPORT

The committee considered a report by the Head of Roads and Transportation Services advising on the delivery of the 2022-23 Area Roads Programme.

Decision

The committee noted the contents of the report and appendices.

62. AREA HOUSING PLAN 2023-26

The committee considered a report by the Head of Housing Services seeking approval for a revised area housing plan setting out

2023 KAC 26

area performance, service delivery and highlighting key housing issues following consultation with key stakeholders.

Decision

The committee:

- (1) noted the information contained in the additional appendix "Normalisation statement for Area Lettings Plan" which had been circulated to members separately from the published agenda;
- (2) approved the Kirkcaldy Area Housing Plan for 2023 – 2026; and
- (3) agreed that an update report would be submitted to the meeting on 19 December 2023 and that six monthly reports would be considered going forward.

Councillor Alistair Cameron, having declared an interest, left the meeting prior to consideration of the following item.

63. PROPOSED PARKING RESTRICTIONS- RAVENSCRAIG FLATS AND MID STREET, KIRKCALDY

The committee considered a report from the Head of Roads and Transportation Services detailing proposals to introduce parking restrictions at Ravenscraig Flats and Mid Street, Kirkcaldy.

Decision

The committee, in the interests of traffic management and road safety:

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the parking restrictions detailed in drawing no. TRO23_35 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

Councillor Alistair Cameron rejoined the meeting prior to consideration of the following item.

64. PROPOSED PARKING RESTRICTION - ST JAMES PLACE, KINGHORN

The committee considered a report from the Head of Roads and Transportation Services detailing proposals to introduce parking restrictions in St James Place, Kinghorn.

Decision

The committee, in the interests of traffic management and road safety:

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the parking restrictions detailed in drawing no. TRO23_36 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

65. CAPSHARD PLAY PARK DEVELOPMENT AND ENHANCEMENT

The committee considered a report by the Head of Communities and Neighbourhoods Service updating on the potential refurbishment and enhancement of Capshard playpark and seeking agreement for the next steps.

Decision

The committee:

- (1) agreed that officers investigate availability of an alternative location for a playpark that met the current play standards; and
- (2) noted that officers would submit proposed options for repurposing the existing Capshard park as a green space area.

66. KIRKCALDY HIGH STREET - REPLACEMENT BINS

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement for an allocation of funding from Wards 10, 11 and 12 Local Community Planning Budgets.

Decision

The committee agreed to allocate £12,500 towards replacement bins for Kirkcaldy High Street from Wards 10, 11 and 12 Local Community Planning Budgets.

67. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME

The committee considered a report from the Executive Director, Finance and Corporate Services relating to the workplan for future meetings of Kirkcaldy Area committee.

Decision

The committee reviewed, discussed and noted the Kirkcaldy Area committee forward work programme.

31 October 2023
Agenda Item No. 04

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Kirkcaldy Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Kirkcaldy area for the period 1 April 2022 to 31 March 2023.

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

An 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

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the tenth annual report to area Committees, this report covering complaints relevant to the Kirkcaldy Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees may be used 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 – Kirkcaldy Area

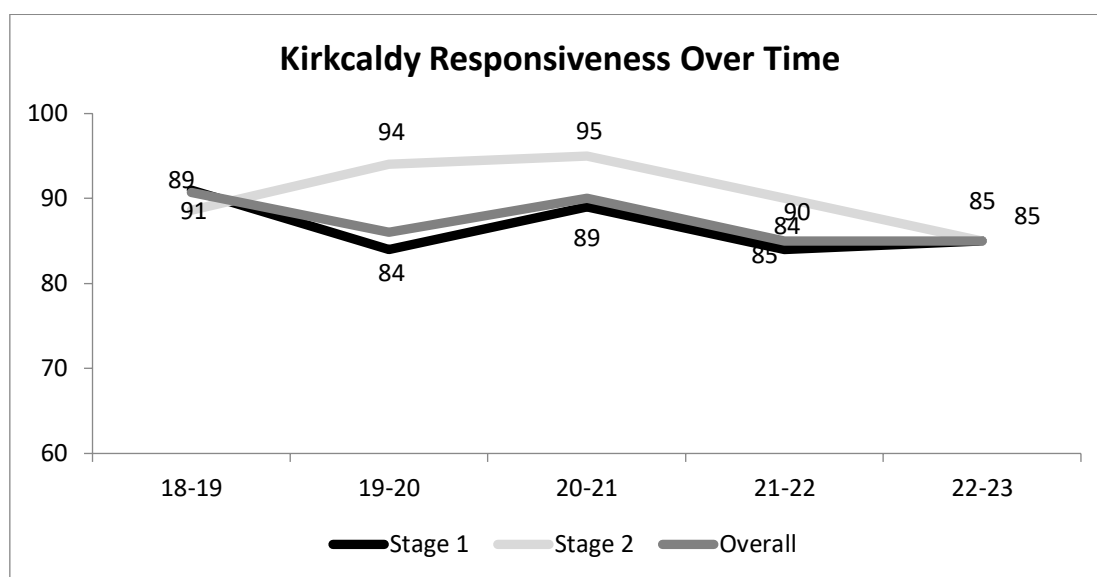
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	416	354	85 (85% 21-22)
Stage 1 (5 days)	369 (89%)	314	85 (84% 21-22)
Stage 2 (20 days)	47 (11%)	40	85 (90% 21-22)

- 423 complaints were received in 22/23 of which 416 were closed (the remainder were still open or pending an allocation decision). Complaints are categorised in the system (reason for complaint, channel, root cause etc.) once closed.
- Procedurally we aim to deal with stage 1 within 5 working days. Stage 2 should be dealt with in 20 working days, with updates if investigations will take longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.
- Responsiveness remains like last year where only stage 2 cases are worse than last yet remain above the Council average (x3 stage 2 had agreed extensions). The average time to close all complaints has however improved to 5 (5.2 21-22) working days better than the Council average of 6.2

Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,970	2,497	84% (82) in 21-22
Stage 1 (5 days)	2,521 (85%)	2,157	86% (83 in 21-22)
Stage 2 (20 days)	449 (15%)	340	76% (76 in 21-22)

2.1 This Committee area is typically around or above the Council average in terms of responsiveness.

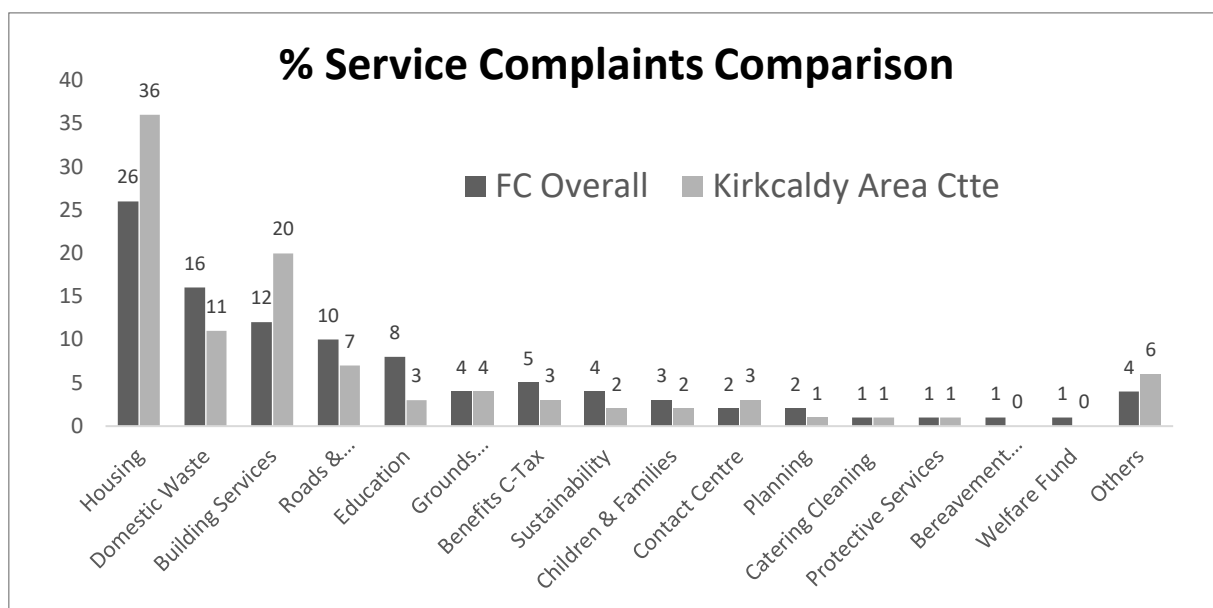


2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of the web over last year (67% in 21/22)

Receipt Channel	Kirkcaldy Area	FC Overall
Web	73%	71%
Email	7%	16%
Contact Centre	8%	5%
F2F	5%	1%
Tel	2%	4%
Letter	3%	2%
Other (Paper forms & Texts)	0%	1%

2.3 The following table provides the proportionality of complaints. Differences of note include that there are proportionally more complaints concerning Housing (as per previous years) and Building Services where the largest category for Housing complaints were failure to respond to previous complaint / request for service / enquiry / reported fault and failure to fix first time for Building Services. There were

also proportionally lower complaints concerning Domestic Waste and Education when compared with the Council overall.



2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Note that from the complaint cases that ran over timescale 52% (32 from 62) were in an agreed (just not target) timescale as extensions are valid within the procedure. Meaning 93% of all complaints were responded to in a procedurally valid timescale.

Service	Vol St 1	% Stage 1	Vol St 2	% Stage 2	Vol	% All In Time
Legal	1	0%	0	100%	1	0%
CSI	3	67%	0	100%	3	67%
Planning	3	67%	0	100%	3	67%
Children Families	6	83%	1	0%	7	71%
Grounds	14	71%	3	100%	17	76%
Housing	130	76%	21	86%	151	77%
Wellbeing	5	80%	0	100%	5	80%
Transportation	28	82%	1	100%	29	83%
Protective	2	100%	4	75%	6	83%
Sustainability	6	100%	2	50%	8	88%
Building	79	90%	5	100%	84	90%
Education	7	86%	4	100%	11	91%
Domestic Waste	44	98%	3	67%	47	96%

Service	Vol St 1	% Stage 1	Vol St 2	% Stage 2	Vol	% All In Time
Bereavement	1	100%	0	100%	1	100%
Employability	1	100%	0	100%	1	100%
Catering Clean	3	100%	0	100%	3	100%
Contact Centre	13	100%	1	100%	14	100%
Criminal Justice	3	100%	1	100%	4	100%
Financial Services	2	100%	0	100%	2	100%
Local Office	2	100%	0	100%	2	100%
Property	1	100%	0	100%	1	100%
Ben C/Tax	13	100%	1	100%	14	100%
Welfare Fund	2	100%	0	100%	2	100%
Grand Total	369	85%	47	85%	416	85%

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

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Building Services	Anything else that doesn't fit other categories	0	0	2	0	0
	Card left when tenant in property	1	0	3	0	0
	Council vehicle - driving behaviour/standards	3	1	2	0	2
	Council vehicle - parking	2	0	1	0	1
	Delay in start / completion of work	1	3	2	1	0
	Escalated to stage 2 based on timescale	0	0	0	0	1
	Failure to attend at time advised / agreed	4	6	3	8	11
	Failure to fix first time	4	7	5	7	14
	Failure to meet timescales for job	3	2	1	2	3
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	5	2	2	0
	Health & safety / dangerous occurrence	1	0	3	3	1
	Inappropriate staff attitude / behaviour	10	5	4	8	8
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	2
	Noise levels from work activities	1	0	2	1	1
Poor communications - advance notice of work not given	1	1	0	1	0	

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor communications - internal breakdown Building Services	2	2	0	1	1
	Poor communications - internal breakdown with other council areas	2	0	1	0	0
	Poor communications - poor regarding work being/to be undertaken	4	7	4	5	21
	Standard of workmanship - damage	3	8	2	5	4
	Standard of workmanship - mess	8	5	1	1	2
	Standard of workmanship - tenant unhappy with work	4	8	1	6	11
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	1	2	1
	Total	56	61	40	53	84
Catering Cleaning & Facilities Management	Car parking	1	0	0	0	0
	Facilities available in Canteen	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	1	0	2	1
	Meal options	0	1	1	0	0
	Meals on Wheels service not correct	0	0	0	0	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Standard of service cleanliness, damage etc.	2	1	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Total	4	5	2	2	3
Contact Centre	Anything that doesn't fit within other categories.	0	0	1	0	0
	Disagree with Council policy	0	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	3	0	2
	Inappropriate staff attitude / behaviour	4	4	3	3	4
	Incorrect information given	3	0	0	0	2
	Incorrect timescales given	0	0	0	0	1
	Lack of information	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	3	0	0	0	1
	Time taken to answer call	25	5	0	1	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	2	3	2
	Total	41	16	12	7	14

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Children & Families	Anything that doesn't fit within other categories.	0	1	0	0	0
	Delays in completion of assessment - Child or Young Person	1	1	0	0	0
	Delays in completion of assessment - Parent/Carer	0	5	1	0	0
	Dissatisfaction with assessment outcome	0	0	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	0	0	0	1	1
	Dissatisfaction with assessment outcome - Parent/Carer	1	0	2	1	1
	Dissatisfaction with policy / current delivery arrangements	0	2	0	0	0
	Inappropriate staff attitude / behaviour	3	3	3	2	3
	Poor communications including lack of notice, consultation & engagement	1	0	1	0	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	1	0
Total		6	12	9	5	7
Education	Anything that doesn't fit within other categories	1	2	9	0	1
	Accidents Injuries e.g., physical education fights etc	3	0	0	0	0
	Bullying by Pupil	2	1	0	2	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Bullying by Staff	0	0	1	0	0
	Dissatisfaction with closure following industrial action	0	0	0	0	2
	Dissatisfaction with policy current arrangements	5	7	5	2	1
	Inappropriate staff attitude behaviour	2	4	3	0	3
	Overgrown dangerous overhanging trees bushes	1	1	0	0	0
	Placement request decisions	0	0	3	0	0
	Poor communications including lack of notice consultation engagement	0	7	2	2	1
	Standard of care	0	0	0	0	1
	Standard of supervision	0	0	0	0	1
	Total	14	22	23	6	11
Domestic Waste	Anything that doesn't fit within other categories.	1	2	6	0	0
	Bin not returned properly / bin is missing	3	0	2	0	2
	Bulky not collected / only part collected	1	5	13	3	8
	Collection has left spilt waste in street / at property	2	1	4	1	1
	Customer turned away / refused entry	3	2	3	0	0
	Damage to vehicles / property during bin collection	2	0	3	1	2

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	6	3	15	5	3
	Dissatisfaction with policy / organisational arrangements including charging policy	0	1	1	3	3
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	6	2	7	0	0
	Dissatisfaction with standard of street cleanliness	0	0	4	0	1
	Dissatisfaction with Take Out & Return TOR service	5	5	19	5	11
	Dog waste bin broken / missing / not replaced / not emptied	0	0	2	0	0
	Failure to collect / empty bin	22	22	56	20	8
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1	3	3	3
	Inappropriate staff attitude / behaviour	3	5	9	3	1
	Inconsiderate / inappropriate use of council vehicle	1	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	1	1	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	1	0	1	2
	Total	58	51	149	45	47

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
Housing	Anything that doesn't fit within other categories.	0	3	1	1	0
	ASB neighbour dispute	0	0	0	0	7
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	1	2	0	0
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	1	1	4
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	2	2
	Debt management arrangements	0	1	0	0	3
	Delays in start / completion	5	4	3	4	10
	Dispute with neighbours	4	6	5	8	1
	Disputed Recharges	0	0	0	0	1
	Disputed service charges	0	0	1	0	0
	Dissatisfaction with legislative decision made	0	0	0	0	1
	Dissatisfaction with policy / current arrangements	12	13	9	2	4
	Dissatisfaction with policy / current arrangements including allocations criteria	7	1	5	2	3
Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	0	0	0	2	

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	9	10	8	8	12
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	0	0	0	0
	Drugs	0	0	1	0	1
	Escalated to stage 2 based on procedure timescale	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	14	10	12	7	23
	Fencing	1	1	1	3	1
	FHR process – Dissatisfied as process not meeting applicants needs	2	1	1	1	4
	FHR process – Dissatisfied with time on housing list waiting to be made a fair offer	0	0	0	0	4
	Garden maintenance service	0	0	1	0	0
	Homeless – offer of temporary accommodation	0	0	0	0	2
	Inappropriate staff attitude / behaviour	7	8	11	1	4
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Internal communal areas include cleanliness, lighting etc	2	0	4	1	0
	Internal system issues	0	0	0	0	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Maintenance of garages / lockups	0	0	2	0	0
	Management of communal Areas includes grass cutting, overgrown trees & bushes	1	3	1	0	3
	Missed from programme	0	0	0	0	1
	Mutual repairs	2	2	3	1	2
	Noise	1	0	3	2	1
	Pets & animals	0	2	0	2	0
	Pest control issues	0	0	0	2	1
	Pets & Animals	0	0	0	0	2
	Poor communications including lack of notice, consultation & engagement	22	15	14	2	17
	Poor condition / standard of housing	3	4	4	5	10
	Poor standard/condition of property at start of tenancy	1	2	1	0	0
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	8	3	2	1	1
	Redecoration allowance	0	0	0	1	0
	Rent Discrepancies includes delays in refund of credits	1	0	0	0	0
	Risk management	0	1	0	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Rubbish	5	5	10	4	1
	Snagging issues	4	3	0	0	0
	Staff behaviour	1	0	0	0	0
	Transfers includes mutual exchanges	0	0	4	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	12	8	6	11	19
	Waiting Times	2	3	1	2	2
	Total	120	101	110	77	151
Grounds Maintenance	Anything that doesn't fit within other categories.	2	1	0	0	1
	Damage to private property	0	0	1	1	1
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	1	0	0	0
	Dissatisfaction with standard of street cleanliness	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	2	0
	Grass cutting	1	1	3	0	4
	Grounds maintenance Policy	1	0	1	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Inappropriate staff attitude / behaviour	1	3	0	0	3
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	0
	Overhanging / damaged trees & shrubs	1	2	0	0	4
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Quality of footpath	0	1	1	0	0
	Quality of park area	0	0	1	0	2
	Toilet access problems	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Untidy / Overgrown vegetation	1	0	2	1	0
	Total	8	9	11	4	17
Planning	Anything that doesn't fit within other categories.	0	0	1	2	0
	Delays in decisions / non-compliance with timescales	0	0	1	0	0
	Dissatisfaction with policy / delivery arrangements	1	0	1	2	0
	Failure to follow process	0	0	1	0	0
	Failure to respond	0	1	0	0	1
	Inadequate consideration of objections	3	0	0	0	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Poor quality of assessment	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	4	2	4	4	3
Protective Services	Anything that doesn't fit within other categories.	1	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Inappropriate staff attitude / behaviour	0	0	0	2	0
	Poor communications including lack of notice, consultation & engagement	0	1	2	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	2	1	3
	Total	2	2	4	4	6
Benefits & C/Tax	Admin Error	6	2	4	2	1
	Anything that doesn't fit within other categories.	0	0	1	0	0
	Availability of advisor	1	0	0	0	0
	Data protection	0	0	0	1	0

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Disagree with legislation	0	3	0	2	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	2	0
	Lack of / incorrect information	9	1	4	6	0
	Poor communications including lack of notice, consultation & engagement	1	0	3	1	0
	Procedures / policy	6	8	8	4	2
	System failure	2	0	0	1	0
	Time taken to process enquiry	2	0	7	6	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Total	28	15	27	25	5
Roads & Transportation	Anything that doesn't fit within other categories.	0	2	5	0	0
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	1	0	2	3
	Bus station quality, condition, layout, signage of bus stations including disabled access provision	0	0	0	0	1
	Commercial and subsidised Bus Service issues lack of provision, timetable changes, driver conduct,	0	0	0	0	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	accessibility					
	Complaint about blue badge application	0	0	0	0	1
	Damage to vehicles / property	0	0	1	0	0
	Dissatisfaction with car parking provision / charging policy	0	1	1	1	4
	Dissatisfaction with emergency response to flooding	0	1	0	0	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	2	2	0	0
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	0	0	1	0	1
	Dissatisfaction with management rules and level of harbour charges etc.	0	0	1	1	0
	Dissatisfaction with service provided	0	0	0	1	0
	Dissatisfaction with service provision	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inadequate notification or consultation about installation of new street lighting	0	1	0	0	0
	Inadequate notification of road and footpath works	0	0	0	1	1

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	including road closures					
	Inappropriate staff attitude / behaviour	0	0	1	0	1
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	1	1	0	0
	Insufficient number of grit bins provided	0	0	1	0	1
	Issue with faulty cards	0	0	0	0	1
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc	0	1	4	0	0
	Localised flooding due to damaged drains / water mains	0	0	1	0	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	2	1	1
	Opposition to traffic calming measures including humps, build-outs and 20mph zones	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	2
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	1	0	1
	Poor standard of road repairs / maintenance work including incomplete work	0	2	0	2	3
	Potholes / poor condition of road surface	0	2	6	4	2

Service	Category of Complaint	2018/19	2019/20	2020/21	2021/22	2022/23
	Street light repairs	0	1	1	0	0
	Traffic signals / controlled crossing not working correctly	0	0	0	1	0
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	0	1	4
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Vehicular access to pedestrianised areas	0	0	0	1	0
	Total		21	15	31	18
Sustainability	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	5	3	0
	Dissatisfaction with booking policy	0	0	0	3	3
	Dissatisfaction with location of Recycling point	0	0	0	0	1
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	0	0	4
	Total		0	0	5	6

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Housing Services	Unsatisfactory response to previous complaint / request for Service / reported fault	<p>Nothing has been done when the housing management officer said it would be done, I have been waiting 2 years for my guttering to be repaired, and over 6 months for my shed, my housing officer said they would be in touch to let me know what was going on and I haven't had a phone call or any other form of contact from them.</p> <p>Outcome: <i>Complaint Partially Upheld. Called customer and apologised for poor level of Service. Staff member advised must retain communication when request for service received.</i></p>
Building Services	Failure to attend at time advised / agreed	<p>I have just received a gas safety certificate through the post, as stated in the email below NO ONE attended my property on this day as my mum was there from 9.15am until 2.45pm so can you please enlighten me how anyone could have gained access to my property this day to carry out the annual gas safety check? Unless gas engineers are now invisible and able to gain access to properties without anyone knowing I find it very unprofessional that someone has lied on this document I have been sent out. I would like to raise a formal complaint about this as this could result in serious consequences if anything was to happen to me and my son due to your employee's negligence and lies as there has not been a gas safety check carried out on my property. I have attached a copy of the gas safety certificate for your information.</p> <p>Outcome: <i>Complaint Upheld. Telephoned customer to discuss complaint and have arranged for another visit for the annual service.</i></p>
Domestic Waste	Failure to collect / empty bin	<p>I emailed the council to complain that previous reports of a missed bin collection for my street had been ignored. My email has been ignored - I've not had any response to explain what is happening and our bins are still left unemptied. The background to this issue is that our grey bins were missed. Multiple residents have logged the issue via the phone number, the missed bins form online, by email or even by Twitter. None of us have been listened to, there has been no explanation of the reason why we</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>remain unemptied almost 3 weeks later, and now my follow up email from Monday has also been ignored.</p> <p>This is completely unacceptable behaviour. Our bins can't be missed for such a long time - especially given that our blue and brown, and even green bins have all been emptied as usual in the past few weeks while our grey bins sit out. Your Service level agreements say that a missed street will be collected the next business day. 3 weeks is so far beyond this promise that it has to be taken seriously and looked into on a priority. As one of my neighbours has pointed out, fly tipping around here is on the rise, and this is part of the reason why.</p> <p>Please investigate and explain to me the complete radio silence from whoever handles missed bin reports. In particular, I want to know why my follow up email from Monday has also been ignored. Finally, I would like to know when these bins are going to be emptied as I have a pile of paper and cardboard cluttering up my flat.</p> <p>Thanks.</p> <p>Outcome: <i>Upheld. Apology offered for the inconvenience cause. Arrangements made for collection.</i></p>

3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence.
- 3.4 There are good examples when the Council listens to customer feedback and makes improvements to future service provision. Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:

- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
- Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.

3.7 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the 'business as usual' process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent's cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.

3.8 The following tables provide the details of complaint decisions in the Kirkcaldy area compared with the Fife Council overall results.

Kirkcaldy	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	38%	15%	12%	35%
Stage 1	36%	14%	14%	36%
Stage 2	55%	13%	2%	30%

Comparison to the Fife Council overall results.

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

4.0 Complaint Satisfaction

4.1 In historic reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council's website and the customer management system this transactional survey became obsolete.

4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.

4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.

- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.

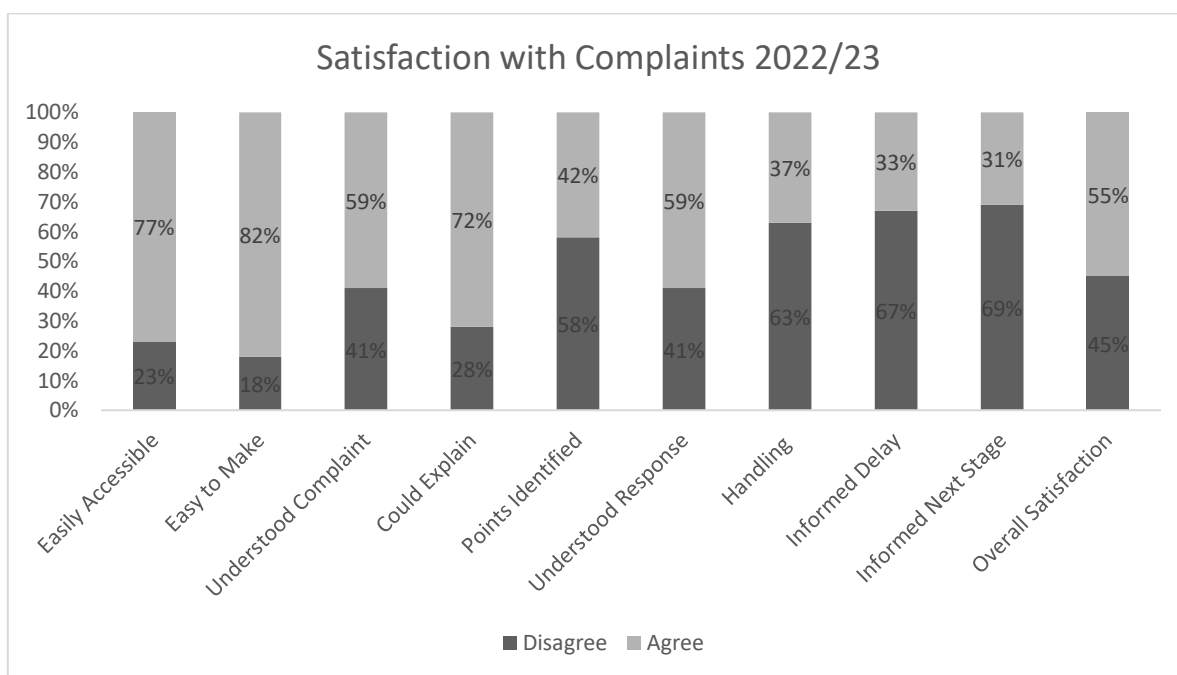
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and responded to.
- The response to my complaint was easy to understand.
- Overall, I was satisfied with the handling of my complaint.
- I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
- I was clearly told what the next stage of the complaints process was for me.

4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed

4.5 There were 104 replies from complainants claiming residency in the Kirkcaldy Committee area. Comments included:

- Very happy with the way my housing officer dealt with things after I phoned.
- Complaint was acted on and resolved fast and professionally.
- Really what's the point as Fife Council's policy for complaints is to deny any responsibilities or blame.
- I've never heard anything regarding my complaint since I submitted it.

Overall satisfaction was 55% however has declined from last year's figure of 57%. The result is above the council average of 50%. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that improvement is required in the overall handling of complaints where complaint handlers carefully respond on all issues raised in the complaint and are clear to point out the need for any delay and revised arrangements. Stage 1 complaint handlers would also benefit from including a statement that refers to stage 2 when completing a stage 1 case.

5.0 Scottish Public Services Ombudsman Cases

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

5.2 In 2022/23 there were 8 cases for the Kirkcaldy Committee area that reached this final stage of the procedure.

- 5.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	Complaint Summary	SPSO Decision
Housing	Request for fencing	Not taken forward for investigation
Bereavement Services	Ashes stored in crematorium	Not taken forward for investigation
Area Services	Lease of sport ground	Not taken forward for investigation
Protective Services	Noise nuisance	Not taken forward for investigation
Education	Bullying	Not taken forward for investigation
Housing	Housing application	Not taken forward for investigation
Benefits C-Tax	Council Tax amount	Not taken forward for investigation
Planning	Listed building consent	Not taken forward for investigation

6.0 Other Customer Issues

- 6.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 6.2 Issues that are considered outside of the definition include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table.

Enquiry Type	19/20	20/21	21/22	22/23	Note
Missed Bins	1578	1471	1531	923	
Illegal Dumping	306	215	159	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Street Cleaning	238	205	212	62	
Dog Fouling	73	49	29	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Aggressive Dogs	53	34	25	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Abandoned Cars	63	30	19	-	Enquiries recorded differently

					over previous years – author has no database access (see 6.5)
Litter Bin Issues	50	44	44	11	Request new / overflowing
Needles	32	37	27	2	Either made safe or require removal
Fallen Trees	9	10	11	2	

- 6.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.
- 6.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 6.5 For a fuller understanding of the volume of some of these service enquiries including blank areas shown in the table at 6.2 please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included within this Committee's annual diet.

7.0 Compliments

- 7.1 By adding a database marker we can now report compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 36 compliments received from customers in the Kirkcaldy area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	8	The tenant could not be more complimentary about the finished bathroom. She is over the moon. She thought you were a great squad and was really impressed with how nice you were to her and how all of you conducted yourself on site.
Catering & Cleaning	2	We have been out and about in the region recently and would like to thank you for the standard of the toilets in Crail and in Falkland.
Contact Centre	5	Spoke to advisor on phone. She quickly identified I had been paying the wrong reference number and gave me the information to rectify with patience and kindness.
Customer Service Centre	13	I would like to thank Alana from Kirkcaldy Customer Service Centre, Town House whilst attending an appointment with her today. She went over and above to help me, and I can't thank her enough.

Service	Vol	Example
Domestic Waste	2	Customer called to compliment the bin crew operating in the area of Orkney and Caithness Place this morning. She said the guys are working very well and she would like them to know that she appreciates their hard work.
Grounds Maintenance	3	I cannot praise our local road sweeper in Burntisland enough. Andrew is a hardworking, kind and professional asset to our community.
Planning	1	Many thanks for you work on the obstructive hedge and actions of other colleagues. This comes at a great relief.
Transportation	2	Just to say thanks for all your well appreciated services you all do. The Ring & Ride Services are a godsend, I don't know what I'd do without it. Many thanks to all the telephonists and drivers of the Ring and Ride.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) remains like last year however there was a drop in responsiveness to stage 2 complaints. The results for the Kirkcaldy Committee area are however better than the Council average. The average working days for complaints has however improved and is also better than the Council average. This is important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the Kirkcaldy area are broadly like those made across Fife as a whole, however, there were proportionally more complaints concerning Housing (as per previous years) and Building Services where the largest category for Housing complaints were failure to respond to previous complaint / request for service / enquiry / reported fault and failure to fix first time for Building Services. There were also proportionally lower complaints concerning Domestic Waste and Education when compared with the Council overall.

List of Appendices

None

Background Papers

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

Report Contacts

Diarmuid Cotter, Head of Customer & Online Services

New City House, Dunfermline

Telephone: 03451 55 55 55 + 480050

Email Diarmuid.cotter@fife.gov.uk

Dave Thomson, Customer Experience Lead Officer / SPSO Liaison Officer

1 Floor Fife House, Glenrothes

Telephone: 03451 55 55 55 + Not available by telephone during pandemic

Email: david.thomson-crm@fife.gov.uk

31 October 2023

Agenda Item No. 05

High Street and Links Place, Burntisland – Proposed Disabled Parking Bays

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

Wards Affected: Ward No. 9 – Burntisland, Kinghorn and Western Kirkcaldy

Purpose

The purpose of this report is to allow the Kirkcaldy Area Committee to consider proposals to introduce additional disabled parking bays in High Street and Links Place, Burntisland.

Recommendation(s)

It is recommended, in the interests of traffic management, that Committee:

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce the disabled bays detailed in drawing no. TRO23_45 (Appendix 1) with all ancillary procedures; and
- (2) authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

Resource Implications

The cost to formally promote this TRO will be approximately £3,250 which covers Roads & Transportation Services' and Legal Services' staff costs, advertising, and implementation. This will be met from approved Service budgets.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

The general duties section of the impact assessment and the summary form have been completed. No negative impacts have been identified.

Consultation

The local Ward Councillors, Police Scotland, Burntisland Community Council, and Parking Management have been advised.

All three Ward Councillors and Burntisland Community Council have expressed their support for the proposal.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper and on the affected length of roads. In addition, details of the proposed TRO will be made available on Fife Council's website.

1.0 Background

- 1.1 Burntisland has a busy town centre and attracts many visitors and tourists to the area. There have been several requests to increase the disabled parking bay provision within the town centre.
- 1.2 Blue badge holders can park within any of the limited waiting parking areas without a time limit.

2.0 Issues and Options

- 2.1 There are 5 existing disabled bays in the High Street (between Lothian Street and Links Place).
- 2.2 There are several other disabled bays within the town centre that have been applied for by individuals and provided through the Disabled Persons Parking Places (DPPP) legislation.
- 2.3 To address the demand for blue badge holder parking within the town centre it is proposed to introduce 4 new disabled parking bays in the area as shown in drawing no. TRO23_45 (Appendix 1) to create a total of 9 disabled parking bays. This includes a new disabled parking bay on Links Place.

3.0 Conclusions

- 3.1 Introducing 4 additional disabled parking bays will provide a balance in meeting the demand for blue badge holder parking while ensuring the road space is used to its maximum potential.
- 3.2 It is considered, in the interests of traffic management, that these traffic restrictions be promoted.

List of Appendices

1. Drawing no. TRO23_45

Report Contacts

Lesley Craig

Lead Consultant, Traffic Management

Roads & Transportation Services

Bankhead Central, Glenrothes

Telephone: 03451 55 55 55 + VOIP Number 480082

Email: lesley.craig@fife.gov.uk

Keith Johnston

Technician Engineer, Traffic Management

Roads & Transportation Services

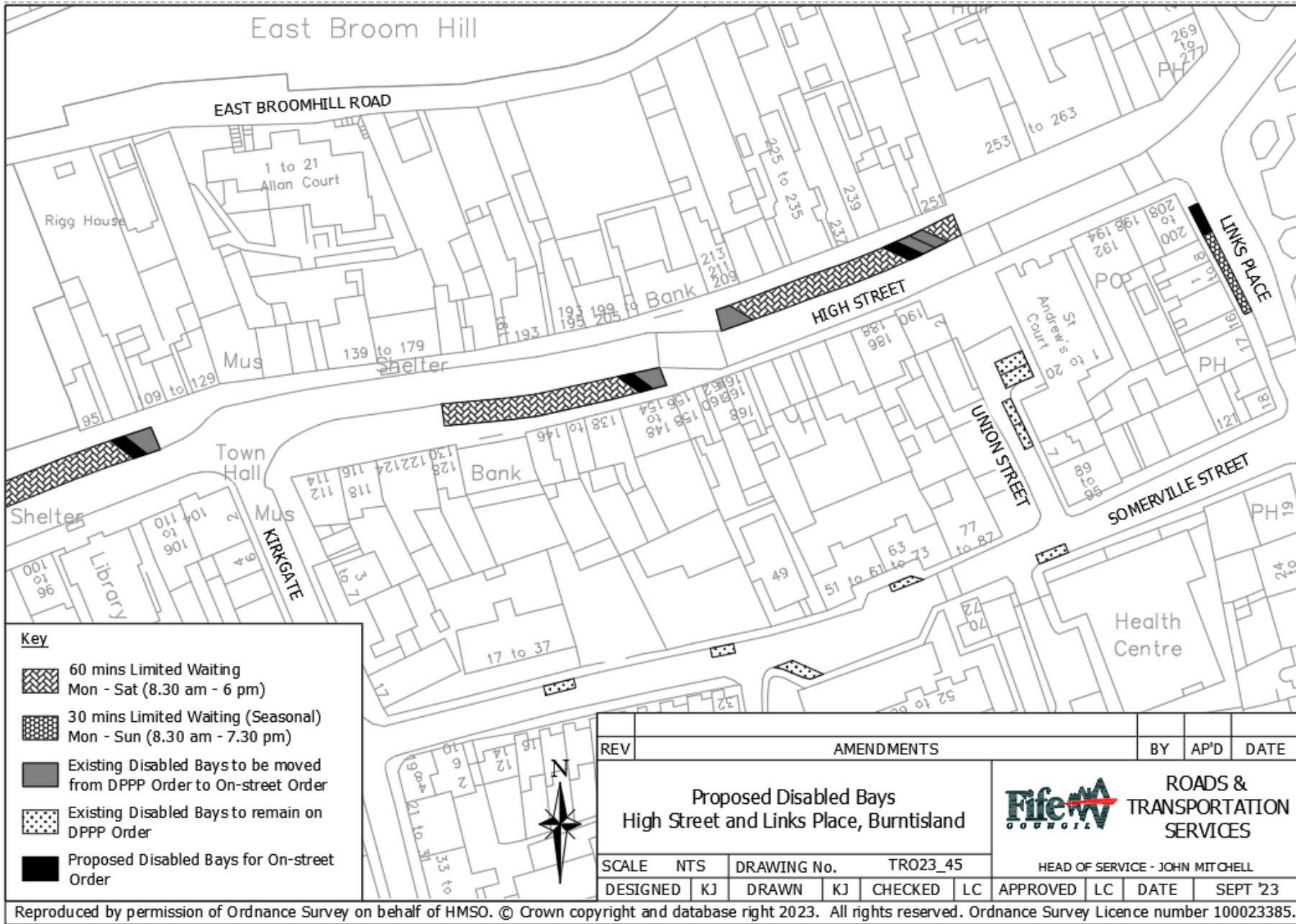
Bankhead Central, Glenrothes

Telephone: 03451 55 55 55 + VOIP Number 442935

Email: keith.johnston@fife.gov.uk

Sara Wilson
Service Manager, Roads Network Management
Roads & Transportation Services
Bankhead Central, Glenrothes
Telephone: 03451 55 55 55 + VOIP Number 453348
Email: Sara.Wilson@fife.gov.uk

Appendix 1 – Drawing no. TRO23_45



31 October 2023

Agenda Item No. 06

Dunnikier Park 2019 Course: Enhancement Work to Facilities

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 11

Purpose

The purpose of this report is to seek agreement from the Area Committee for the funds previously allocated to Dunnikier Park Golf Club from the Capital Budget to be repurposed.

Recommendation

The Committee is asked to approve that the remaining allocation of £16,000 be used for course enhancement as outlined in the body of the report.

Resource Implications

There is sufficient funding available in the Capital Budget.

Legal & Risk Implications

There are no legal or risk implications.

Impact Assessment

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

Consultation

The consultees listed below, recognise the benefit that further improvements would bring to the current facilities:

- Active Fife Sports Coordinators
- Dunnikier Park Golf Club
- Dunnikier Park Community Golf
- Scottish Golf
- The local PGA Professional

- Parents/guardians of junior members of Dunnikier Park Golf Club
- Local primary and secondary schools, through their Business Managers/Active Fife.

1.0 Background

- 1.1 In February 2021, a £20,000 Area Capital grant was approved to part fund covered bay facilities at the new 6-hole golf course called the 2019 Course at Dunnikier Park Golf Course. Designs/tenders were progressed in 2022 but unfortunately due to the economic climate/construction inflation the tender returns were unaffordable, and the project was put on hold. The professional fees/surveys and various applications were £4,000 leaving a balance of £16,000 which is currently sitting in the Communities Capital Budget.
- 1.2 Since the budget was allocated the focus of the 2019 Course has changed. Fife Golf Trust working in partnership with the newly formed Dunnikier Park Community Golf have developed a very successful community model that both provides a clear commitment to health and wellbeing but also a pathway to golf for both juniors and adults.
- 1.3 The programme now focusses on the continued development of a new game called "Park Golf", which is a sport played with one club and a ball with roots in Japan, most of the local area councillors have played the game over the last two years.

2.0 Proposed Work

- 2.1 The proposed works would now include:
- Increased security to the 2019 Course by installing a fence to the front..
 - Building 18 new Astro turf winter tees on the golf course to encourage junior/adults' progression from the 2019 Course and to continue playing during the winter months.
 - Improved course furniture tee presentation on both 2019 Course and main golf course
- 2.2 Since Dunnikier Park officially opened its 2019 course in August 2019, the short, 6-hole course, incorporating training and development facilities, has attracted great interest. The 6-hole course is widely used by members of Dunnikier Park Golf Club and the local community. However, the greatest success story relates to the partnerships that Fife Golf Trust, Dunnikier Park Community Golf and the course's PGA Professional have established with:
- Local primary schools, with over 240 pupils coming along to enjoy Park Golf 'taster sessions' between April '23 and end June.
 - Care Homes in Fife through the setting up of a Park Golf Care Home League. Our last event, 23rd August was attended by 8 teams from 4 care homes.
 - Scottish Golf, in Dunnikier launching Girls' Sixes (a coaching programme exclusively designed to attract girls into golf), a programme that was significantly oversubscribed in the recent school summer holidays.

- Parents/guardians in attracting new junior members, with 50 participating in weekly subsidised coaching lessons.
- Active Schools Fife in organising targeted golfing activities/coaching programmes eg Girls into Golf.
- Chosen as one of only a few clubs to launch of the R&A Pilot Golf for Health referral programme – two 6-week coaching sessions in 2023.
- Local community support groups coming along to enjoy weekly/monthly fun sessions of Park Golf. These groups include Alzheimer Scotland, Phoenix Futures (drug and alcohol rehabilitation), Sporting memories, The Nourish Support Centre, The Salvation Army and Step by Step (a bereavement support group).
- Kirkcaldy Foodbank – a Park Golf fundraiser on 9th August raised much-needed funds - over £600 - for the Foodbank.

3.0 Conclusions

3.1 This initiative supports the following Place based Kirkcaldy Area Priorities:

- Sense of Pride, Identity and Safer Communities
- Outdoor Places and Spaces

Appendix 1- Business Case

Report Contact

Author Name	Julie Dickson
Author's Job Title	Community Manager
Workplace	Kirkcaldy Town House
Email:	julie.dickson@fife.gov.uk

Project Title	Dunnikier Park 2019 Course: Enhancement Work to Facilities
Local Community Plan reference	
Project Sponsor	Julie Dickson, Community Manager (Kirkcaldy Area)
Project Manager	Paul Murphy (CEO, FGT)
Approval Committee	Kirkcaldy Area Committee
Date	04/10/2023 V2

Section 1: Proposal

1.1 What is the project going to do?

In February 2021, £20,000 Area Capital grant was approved to part fund covered bay facilities at the new 6-hole golf course called “the 2019 Course” at Dunnikier Park Golf Course. Designs/tenders were progressed in 2022 but unfortunately due to the current economic climate/construction inflation the tender returns were unaffordable, and the project was put on hold. The professional fees/ surveys and various applications were £4,000 leaving a balance of £16,000 which is currently sitting in the Communities Capital Budget.

Since the budget was allocated the focus of the 2019 Course has changed. Fife Golf Trust working in partnership with the newly formed “Dunnikier Park Community Golf” have developed a very successful community model providing a clear commitment to health and wellbeing but also a pathway to golf for both juniors and adults.

The programme now focusses on the continued development of a new game called “Park Golf”, which is a sport played with one club and a ball with roots in Japan and has been played by many members of the community over the last two years.

This change of focus has created a rethink on the need for the covered bays and this business case proposes using the remaining £16,000 to continue to develop the facilities available and create more opportunities for particularly junior players to progress onto the main golf course.

The proposed works would now include.

- Increased security to the 2019 Course by installing a fence to the front.
- Building 18 new Astro turf winter tees on the golf course to encourage junior/adults’ progression from the 2019 Course and to continue playing during the winter months.
- Improved course furniture tee presentation on both 2019 Course and main golf course

Since Dunnikier Park officially opened its 2019 course in August 2019, the short, 6-hole course, incorporating training and development facilities, has attracted great interest.

The 6-hole course is widely used by members of Dunnikier Park Golf Club and the local community. However, the greatest success story relates to the partnerships that Fife Golf Trust, Dunnikier Park Community Golf and the course’s PGA Professional have established with:

- Local primary schools, with over 240 pupils coming along to enjoy Park Golf

‘taster sessions’ between April ‘23 and end June 23.

- Care Homes in Fife through the setting up of a Park Golf Care Home League. Our last event, 23rd August was attended by 8 teams from 4 care homes.
- Scottish Golf, in Dunnikier launching Girls’ Sixes (a coaching programme exclusively designed to attract girls into golf), a programme that was significantly oversubscribed in the recent school summer holidays.
- Parents/guardians in attracting new junior members, with 50 participating in weekly subsidised coaching lessons.
- Active Schools Fife in organising targeted golfing activities/coaching programmes eg Girls into Golf.
- Chosen as one of only a few clubs to launch of the R&A Pilot Golf For Health referral programme – two 6-week coaching sessions in 2023.
- Local community support groups coming along to enjoy weekly/monthly fun sessions of Park Golf. These groups include Alzheimer Scotland, Phoenix Futures (drug and alcohol rehabilitation), Sporting memories, The Nourish Support Centre, The Salvation Army, Step by Step (a bereavement support group).
- Kirkcaldy Foodbank – a Park Golf fundraiser on 9th August raised much-needed funds - over £600 - for the Foodbank.

Public/Media Recognition

The extensive community activity around the 2019 course has not gone unnoticed. It has attracted strong media interest: a 25-minute podcast on BBC Sounds, Fife Today, the Courier, Fife Free Press, Kingdom FM, Scottish Golf docuseries (currently being filmed) and Japan’s Nippon Park Golf Club Association’s newsletter.

By the end of this calendar year, more than 1,000 games of Park Golf will have been played this year, double the number of games played in 2022. 90%+ of all feedback falls into the rated ‘excellent’ category.

1.2 Which Local Community Planning priority does it meet?

Improve and Promote Health and Well-being.
Improving Outcomes for Families, Early Years and Young People.

1.3 What consultation / engagement has taken place on this project?

Consultation on enhancing the golf coaching, training and facilities at Dunnikier Park, has included conversations with:

- Active Fife Sports Coordinators
- Dunnikier Park Golf Club

- Dunnikier Park Community Golf
- Scottish Golf
- The local PGA Professional
- Parents/guardians of junior members of Dunnikier Park Golf Club
- Local primary and secondary schools, through their Business Managers/Active Fife.

All consultees recognise the benefit that further improvements would bring to the facilities we currently have.

1.4. What are the desired outcomes and benefits, and what measures will be used?

Outcome	Benefit	Measures
Enhanced training and development facilities	<p>Continuity and certainty of provision by providing well maintained facilities.</p> <p>Less interruption to coaching programmes enabling momentum to be built, supporting personal development and enjoyment.</p>	Providing enhanced facilities on both courses

Outcome	Benefit	Measures
Improved support for “community-based” golf provision, which contributes to health and well-being of the community	Increased access to facilities throughout the year.	<p>Customer feedback on the use/quality of facilities, and the benefits (inc health and well-being) from using the facilities.</p> <p>User statistical information e.g.:</p> <ul style="list-style-type: none"> • number of participants enrolled in coaching programmes. • junior membership participation

1.5 What are the known costs and timescale? How will this be funded?

1.5.1 Costs

Total expected one-off cost	Maintenance strategy
<p>£16,000</p> <p>The plan would have the proposed works completed during Autumn 2023 and the mower purchased for the start of the 2024 season.</p>	Maintained by FGT staff (minimal)

1.5.2 Funding requested

How much funding is being requested? £16,000

1.5.3 Funding availability

This will list all sources of funding including any match funding.

- £16,000 Kirkcaldy Area – Grant request
- £5,000 Fife Golf Trust (labour)

1.5.4 Resource availability

Further resource availability is limited. All coaching is heavily subsidised by Dunnikier Park Golf Club through a combination of fund-raising and donation from sponsors. The charging policy is designed to remove cost as a barrier to participation in golf/sport.

1.6 What are the known risks?

1.6.1 Risk Assessment

Risk description	Probability score (1-5)	Impact score (1-5)	Overall score (probability x impact)
Grant funding not secured	2	5	10
Capital cost higher than expected	1	5	5

1.6.2 Risk mitigation

Risk description	Mitigation Measures
Grant funding previously secured from the Area budget, would result in the improvement works not going ahead. This would severely curtail the pupils' coaching programmes, the progression of juniors to the main course, and impact on golf progression and development, health and well-being.	Attempts would be made to source alternative funding, which at best would significantly delay the continuation of the great work already being achieved.
Capital cost higher than expected.	Re-negotiate fixed price from suppliers.

1.6 Proposal sign-off

Approved by	Role	Date approved
Julie Dickson	Project Sponsor	29/10/2023
Andy MacLellan	Project support	04/10/2023

31 October 2023

Agenda Item No. 07

PROPERTY TRANSACTIONS

Report by: Alan Paul, Head of Property Services

Wards Affected: 9, 10, 11 and 12

Purpose

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)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

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

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

1.0 Background

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

2.1 Acquisitions

2.1.1 69b Links Street, Kirkcaldy

Date of Acquisition: 14 July 2023
Price: £73,000
Seller: Helen McAlpine and Ronald Ross McAlpine

2.1.2 163 Glamis Road, Kirkcaldy

Date of Acquisition: 18 August 2023
Price: £48,000
Seller: Lauren Elizabeth Galloway

2.1.3 69 Howard Place, Kirkcaldy

Date of Acquisition: 15 September 2023
Price: £70,000
Seller: Robert Bruce

3.0 Conclusions

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

List of Appendices

1. N/A

Background Papers

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

N/A

Report Contact

Author Name Michael I McArdle
Author's Job Title Lead Professional
Workplace Property Services – Estates
Bankhead Central
Bankhead Park
Glenrothes, KY7 6GH
Telephone 03451 555555 Ext No 440268
Email Michael.mcardle@fife.gov.uk

31 October 2023

Agenda Item No.08

Kirkcaldy Area Committee Workplan

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

Wards Affected: 9, 10, 11 and 12

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

None required for this paper.

Consultation

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

1.0 Background

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

2.0 Conclusions

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

List of Appendices

1. Workplan

Background Papers

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

None

Report Contact

Helena Couperwhite
Committee Services Manager
Telephone: 03451 555555 Ext. No. 441096
Email- helena.couperwhite@fife.gov.uk

Kirkcaldy Area Committee
31 October 2023
Agenda Item No. 08

Kirkcaldy Area Committee of 19 December 2023			
Title	Service(s)	Contact(s)	Comments
Putting People First: Kirkcaldy Test of Change	Communities and Neighbourhoods Service	Julie Dickson	Agreed at KAC meeting 20.9.22 that follow up report was required. Deferred to next meeting as per Community Manager as Members workshop to take place prior to report being submitted.
Domestic Waste and Street Cleansing Service Annual Review	Environment & Building Operations (AT&E)	Alexander Anderson-Es	Report last presented 25.11.22.
Grounds Maintenance Service Annual Review	Environment & Building Operations (AT&E)	Scott Clelland	Report last presented 25.11.22.
Common Good and Settlement Trust Annual Report 2022-23	Finance and Corporate Services	Eleanor Hodgson	Annual report to be presented after year end.
Supporting the Plan 4 Kirkcaldy Area - Funded Projects Progress Report	Communities and Neighbourhoods Service	Julie Dickson	Progress report required on projects awarded funding at meeting on 7.2.23. As requested by members. As per Community Manager report to be deferred until next meeting as Members workshop is required to take place prior to report to committee.
Kirkcaldy Area Committee Forward Work Programme	Finance and Corporate Services	Lesley Robb	
Bereavement Services Cemetery Strategy	Property Services	Liz Murphy	Added as per Liz Murphy.
Area Housing Plan Update Report	Housing Services	Elaine Campbell	6 monthly update report for Area Housing Plan due Dec 23, as agreed at KAC 29.8.23.

Kirkcaldy Area Committee
31 October 2023
Agenda Item No. 08

Kirkcaldy Area Committee of 27 February 2024			
Title	Service(s)	Contact(s)	Comments
Local Area Economic Profiles Annual Report	Business and Employability	Peter Corbett	Update report required for KAC. Last presented February 2023.
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2023/24	Communities and Neighbourhoods Service	Julie Dickson	Annual Report - last presented 7.2.23.
Kirkcaldy Area Local Community Plan - Plan 4 Kirkcaldy Area 2023-2026 Progress Report	Communities and Neighbourhoods Service	Julie Dickson	Annual progress reports to be submitted. Last report 7.2.23.
Kirkcaldy Area Committee Forward Work Programme	Finance and Corporate Services	Lesley Robb	
Health and Social Care Locality Planning Report	Health and Social Care	Jacquie Stringer-fc	Members workshop to take place prior to report to committee.

Kirkcaldy Area Committee of 30 April 2024			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Finance and Corporate Services	Lesley Robb	

Kirkcaldy Area Committee of 25 June 2024			
Title	Service(s)	Contact(s)	Comments
Common Good and Settlement Trust 2023-24 Annual Report	Finance and Corporate Services	Eleanor Hodgson	Annual progress report to be presented post April 24.
Safer Communities Team Annual Update Report	Housing Services	Dawn Jamieson, Suzanne Scobie	Annual update report due to be presented June 24.
Operational Briefing on Policing Activities Within Kirkcaldy Area	Police Scotland		Annual report last presented June 2023. Contact: Inspector Nicola Black.

Kirkcaldy Area Committee
31 October 2023
Agenda Item No. 08

Kirkcaldy Area Committee of 25 June 2024			
Title	Service(s)	Contact(s)	Comments
Scottish Fire and Rescue Service - Kirkcaldy Area Annual Performance Report	Scottish Fire & Rescue Service		Annual report last presented June 2023. Contact: Station Commander Michael Henderson.
Educational Outcomes Annual Report	Education and Children's Services	Shelagh McLean, Jackie Funnell	Annual report last presented June 2023.
Kirkcaldy Area Committee Forward Work Programme	Finance and Corporate Services	Lesley Robb	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Parking Charges in Kirkcaldy	Roads & Transportation	Andy Paterson-ts	Report requested at the meeting 24.8.21 as part of submitted motion. As per Convener the report to be submitted to Area Committee after other car parking reports have been considered i.e. ISG report and report re demolition of multi storey car parks.
Pupilwise, Parentwise and Staffwise Survey Report	Education and Children's Services	Deborah Davidson, Shelagh McLean, Jackie Funnell	Confirmed with Shelagh Maclean that next surveys will be carried out in 2024 with report to committee after that.
Member Update on Skills Development Scotland reporting of Positive Destinations	Business and Employability	Gordon Mole	Agreed report required at meeting of KAC 19.1.21.
Area Roads Programme 2023-24 Final Report	Assets, Transportation and Environment	Neil Watson	Original report approved at KAC meeting 7.2.23. Progress report to be presented after April 2023, post summer recess.

Kirkcaldy Area Committee
31 October 2023
Agenda Item No. 08

Unallocated			
Title	Service(s)	Contact(s)	Comments
Area Housing Plan 2023-2026 - Annual Update	Housing Services	Elaine Campbell	Annual update report due. Last report, Area Housing Plan 2023-2026 approved at committee 29 August 2023.
Capshard Play Park Development and Enhancement Progress Report	Communities and Neighbourhoods Service	Julie Dickson	Progress report to be presented to committee (date TBC) as agreed at KAC 29.8.23.