

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 – Minute of the meeting of Kirkcaldy Area Committee of 26 August 2025. | 4 - 8 |
| 4. PROPOSED SPEED LIMITS - KIRKCALDY – Report by the Head of Roads and Transportation Services. | 9 - 23 |
| 5. OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN KIRKCALDY AREA – Report by Kim Stuart, Community Inspector, Kirkcaldy Area, Police Scotland. | 24 - 53 |
| 6. SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN ANNUAL PERFORMANCE REPORT – Report by Station Commander for Kirkcaldy Area, Scottish Fire and Rescue. | 54 - 71 |
| 7. SAFER COMMUNITIES TEAM UPDATE REPORT – Report by the Head of Housing Services | 72 - 101 |
| 8. SUPPORTING THE PLAN 4 KIRKCALDY AREA: UPDATE ON PREVIOUS ALLOCATIONS AND NEW APPLICATIONS – Report by the Head of Communities and Neighbourhoods Service. | 102 - 106 |
| 9. COMPLAINTS ANNUAL UPDATE – Report by the Head of Customer and Online Services. | 107 - 131 |
| 10. PROPERTY TRANSACTIONS – Report by the Head of Property Services. | 132 - 134 |
| 11. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME – Report by the Executive Director Finance & Corporate Services | 135 - 141 |

The Committee is asked to resolve, under Section 50(a)(4) of the Local Government (Scotland) Act 1973, as amended, to exclude the public and press from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph(s) 8 and 9 of part 1 of schedule 7a of the Act.

- | | |
|---|-----------|
| 12. SEASONAL GRAZING, 2.34 HECTARES, HAUGH ROAD, BURNTISLAND – Report by the Head of Property Services | 142 - 145 |
|---|-----------|

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

21 October, 2025

If telephoning, please ask for:
Elona Thomson, Committee Officer, Fife House 01(West Building)
Telephone: 03451 555555, ext. 475481; email: Elona.Thomson@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

Large Committee Room, 1st Floor, Town House, Kirkcaldy

26 August 2025

2.00 pm – 3.15pm

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, Communities and Neighbourhood Service; Michael O’Gorman, Service Manager, Estates and Asset Management, Property Services; Joan Lamie, Service Manager, Housing Estates and Safer Communities, Housing Services; Kenny Bisset, Lead Officer, Environmental Health, Environment and Protective Services; Lesley Craig, Lead Consultant, Traffic Management, Roads and Transportation Services and Elona Thomson, Committee Officer, Finance and Corporate Service.

167. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 22.

168. MINUTE

The committee considered the minute of the meeting of the Kirkcaldy Area Committee of 24 June 2025.

Decision

The committee agreed to approve the minute.

169. PETITION - SUPPORT KINGHORN COMMUNITY CENTRE

In terms of Standing Order No. 13.0, the committee considered a petition submitted by Mr. Peter Gunn, containing over 750 signatures, the terms of the petition being - to gain council support to help the Kinghorn Community Centre, which is at risk of closing. The Convener introduced the petition by reading out the petition statement, then invited the Community Manager to provide a verbal update from the service, following which Members were invited to ask questions.

Decision

The committee agreed:

- (1) that Fife Voluntary Action would collaborate with Council officers and the local community to strengthen Kinghorn Community Centre’s capacity to deliver services and activities. This partnership would support progress toward incorporation and the securing of a long-term lease, thereby ensuring the long-term sustainability of the Centre; and

2025 KAC 69

- (2) that a report would be submitted to a future meeting of this committee aimed at identifying opportunities to enhance financial sustainability.

170. SUPPORTING THE PLAN 4 KIRKCALDY AREA - SUGGESTED BUDGET ALLOCATIONS

The committee considered a report by the Head of Communities and Neighbourhood Services providing the necessary information to allocate funding for various projects from the Local Community Planning Budget (LCPB), Anti-Poverty Underspends, Common Good, Settlement Trust, Area Trust Funds and the remaining Community Recovery Fund Allocation (CRF) for the Kirkcaldy Area.

Decision

The Committee: -

- (1) approved the following amounts from underspends in the Local Community Planning Budget (LCPB) (approx. £80,000):
 - signage and wayfinding - £50,000
 - Glebe Park Centre adaptations - £20,000
 - replacement of 10 Bins in Beveridge Park - £4,000;
- (2) approved the following amount from Area Trust Fund, Smith and Gow Beveridge Bequest (approx. £10,925):
 - towards the lighting in Beveridge Park - Lighting Phase 1 - £10,000;
- (3) approved the following amount from the Settlement Trust Fund:
 - Kirkcaldy Area Settlement Trust (approx. £100,000) - Wealth of Nations Celebrations up to £40,000;
- (4) approved the following amount from underspend in the area Anti-Poverty Budget - approx. £100,000:
 - towards soundproofing and decoration of Veronica Halls - £40,000
 - towards the continuation of Warm Spaces Funding for 25/26 - £50,000
 - Rural Skills Scotland Grounds for Growth Programme - £10,000;
- (5) approved the following amounts from The Kirkcaldy Common Good Fund (approx. £100,000 in revenue) and authorised full utilisation of the current budget from the Kirkcaldy Common Good Fund, with no further investment purchases to be made:
 - towards the lighting in Beveridge Park Lighting Phase 1 - £28,000
 - extension of the lighting on the Waterfront - £63,000;
- (6) approved the following amounts from the remaining Community Recovery Fund totaling £37,000:
 - The Polar Academy - £25,000

2025 KAC 70

- towards the lighting in the Beveridge Park Lighting Phase 1 - £12,000; and

(7) noted that a workshop would be arranged to discuss funding for further projects which will be considered at the October meeting.

171. **OBJECTIONS TO PROPOSED TRAFFIC CALMING - A921 KINGHORN ROAD, BURNTISLAND**

The committee considered a report from the Head of Roads and Transportation Services relating to objections raised to a proposal to install a raised table on the A921 Kinghorn Road, Burntisland.

Decision

The committee agreed to set aside the 2 outstanding objections to the Road Hump Notice to introduce a raised table on A921 Kinghorn Road, Burntisland, as shown in drawing no. TRO25_20 (Appendix 1 in the report), to allow the works to be constructed.

172. **OBJECTION TO PROPOSED SPEED LIMITS - BURNTISLAND**

The committee considered a report from the Head of Roads and Transportation Services relating to an objection to a proposal to introduce 20 mph speed limits in various streets in Burntisland, and a 40-mph speed limit on the A909 Cowdenbeath Road.

Decision

The committee agreed to set aside the outstanding objection to the proposed Traffic Regulation Order (TRO) to introduce speed limits as shown in the drawing nos. TRO25_05/PE (Appendix 1 of the report) and TRO25_05/PW (Appendix 2 of the report), to allow the restrictions to be installed.

173. **CHARGES FOR THE CLEANING OF THE COMMUNAL AREAS IN LOW/MID RISE BLOCKS**

The committee considered a report by the Head of Housing Services relating to applying a consistent charging procedure where the Council cleaned the stairwells and other communal areas on behalf of its tenants. This would address the current inequality and help recover the costs to the Council of providing the service.

Decision

The committee agreed to amend the report recommendation to the following:

“Agree to harmonise charges in principle and apply this to all tenants in each Area. This will reduce pressure on the HRA from 2026/27 onwards through a two-year implementation programme.”

174. DELEGATED PROPERTY TRANSACTIONS

The committee considered a report by the Head of Housing Services detailing a number of property transactions that had been processed under delegated powers between 2017 and March 2025.

Decision

The committee agreed to note the report and future reporting proposals.

175. REVIEW OF MOSSMORRAN AND BRAEFOOT BAY COMMUNITY AND SAFETY COMMITTEE - GENERAL ANNUAL REPORT 2024

The committee considered a report by the Head of Protective Services providing the findings of the latest 2024 general annual report for the operations at the Mossmorran and Braefoot Bay facilities.

Decision

The committee:

- (1) noted the contents of the report (Appendices A-D) and, in particular, the continued large reduction in complaints following investment in improvement technologies at the complex;
- (2) noted the ongoing noise and air quality monitoring arrangements introduced around the complex; and
- (3) provided feedback on what additional information could be included for future annual reports.

176. PROPERTY TRANSACTIONS

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

Decision

The committee noted the contents of the report.

177. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME

The committee considered a report by the Executive Director Finance and Corporate Services, relating to the future work programme of the Kirkcaldy Area Committee.

Decision

The committee: -

- (1) noted the content of the Kirkcaldy Area Committee forward workplan; and

2025 KAC 72

- (2) agreed that members would advise the Convener, Depute Convener, Lead Officer and Committee Officer of any other items to be included on the workplan, within the remit of the committee.

28th October 2025

Agenda Item No. 4

Proposed Speed Limits - Kirkcaldy

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

Wards Affected: Wards 9, 10, 11, & 12

Purpose

The purpose of this report is to allow the Kirkcaldy Area Committee to consider a proposal to introduce 20 mph speed limits in various streets, Kirkcaldy and a 30-mph speed limit on Dunnikier Way.

Recommendation(s)

It is recommended, in the interests of road safety, that committee:

- (1) agrees to the promotion of a Traffic Regulation Order (TRO) to introduce 20 mph speed limits and a 30 mph speed limit as detailed in drawing nos. TRO25_33/1; /2; /3; /4; /5; /6; /7; /8; /9; /10 (Appendices 1 - 10), 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 £2,000 which covers Roads & Transportation Services' and Legal Services' staff costs and advertising. This will be met from approved Service budgets. The cost of delivery of the new infrastructure will be funded by Transport Scotland as part of the National 20 mph Strategy.

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 has been completed. No negative impacts have been identified.

Consultation

The local Ward Councillors, Kirkcaldy West and Dysart Community Councils, and Police Scotland have been advised.

A public engagement exercise was carried out using Fife Council's Consultation Hub, Citizen's Space and further details are described in the Background Section of this report.

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 at www.fife.gov.uk.

1.0 Background

- 1.1 Fife Council’s Cabinet Committee reviewed a report recommending the adoption of 20 mph as the standard limit on suitable roads, in line with Scottish Government guidelines, and approved Fife’s 20mph Strategy. [Minute 2025 CC 183, Item 347]. Link in background papers.
- 1.2 Requests have been made to reduce the speed limit to 30 mph on Dunnikier Way, following concerns about traffic speed and recent accidents.
- 1.3 On 24 June 2025, speed limit reduction proposals, prepared in line with the 20mph Strategy, were presented to the Kirkcaldy Area Committee, which requested a wider public engagement exercise. This would gather views on the proposed 20 mph plans and identify other areas that may benefit, ahead of developing a Traffic Regulation Order [Minute 2025 KAC 65, Item 162].
- 1.4 A public engagement exercise was conducted via Fife Council’s consultation hub, 'Have Your Say', hosted on Citizen Space from 14 August to 25 September 2025. To raise awareness, the Communications Team promoted the consultation through social media, local community groups, and digital screens in libraries and the leisure centre. Partners from the Kirkcaldy People and Place Partnership were also contacted.
- 1.5 While our community engagement exercise received 358 responses out of a potential 60,000 residents, it’s important to recognise that public communications often attract feedback primarily from individuals who feel strongly about the issue—whether positively or negatively. This response level reflects the segment of the population that is particularly motivated to share their views, which can provide valuable insights, even if not fully representative of the wider community. The responses, reflected a broad range of views from residents, pedestrians, cyclists, and drivers. Many supported the introduction of a 20 mph limit, citing benefits for pedestrian safety, reduced traffic noise, and encouragement of active travel. There was also support for complementary measures such as speed bumps and pedestrian crossings. Those opposed felt the proposals were too broad and raised concerns about enforcement and road maintenance. A small minority expressed strong opposition, viewing the plans as unnecessary or unlikely to be respected by drivers. Some comments included offensive language and extreme views, which do not reflect constructive civic discourse. A full set of comments is available on request. The number and percentage of responses can be grouped as follows:

	Number	Percentage of Total
Generally Against or negative comments	243	67.9%
Generally in Agreement or positive comments	63	17.6%
Comments not biased either way	52	14.5%
Total Responses	358	

- 1.6 Road safety in Kirkcaldy has improved over the years due to factors such as infrastructure upgrades and advances in vehicle technology. However, further progress is

needed to meet Scotland’s long-term road safety vision. Between 2019 and 2023, on roads proposed for a 20 mph limit in Kirkcaldy, there were 23 serious injuries from road crashes—9 involving pedestrians or cyclists—and one pedestrian fatality. This mirrors national trends highlighted by Road Safety Scotland, which reported that in 2022, serious casualties were most common on 30 mph and 60 mph roads, with over half of urban fatalities involving pedestrians or cyclists. The implementation of 20 mph limits, guided by the Scottish Government’s ‘place criteria’, is part of a national strategy to enhance road safety.

2.0 Issues and Options

2.1 Key concerns raised through the community engagement, along with the Services’ responses, are outlined below.

2.2 Several respondents felt that funding would be better spent on road maintenance.

Service Response: The Council Administration sets out Service budgets and significantly more funds are allocated to road repairs and maintenance, such as resurfacing, pothole repairs and patching works than for road safety improvements. Given road traffic collisions have massive implications for those involved in such tragedy and the economic impacts of such incidents, road safety projects are proven to be well worth the investment. The cost of delivery of the new infrastructure will be funded by Transport Scotland as part of the National 20 mph Strategy

2.3 Feedback included concerns with driver behaviour and compliance.

Service Response: The position of Police Scotland in respect of the enforcement of 20 mph aligns with the enforcement activity criteria for all published speed limits, contained within the Speeding Standard Operating Procedure which states: “deployment of resources must prioritise sites which represent the greatest risk and should only be undertaken where considered necessary and in the interests of casualty reduction.” As implementing 20 mph is a national strategy and adopted for Fife, all our towns and villages in Fife will have 20 mph speed limits which will be well signed with terminal signs and repeater signs throughout. It is expected that average traffic speeds will reduce. On roads where evidence suggests wider speed management measures would be beneficial, assessments will be undertaken to consider what additional engineering measures may be appropriate.

2.4 Some suggested the proposals were excessive, whereas others welcomed the proposals and wished for further reductions and other measures such as pedestrian crossings and traffic calming features.

Service Response: Extra streets requested for 20 mph speed limits are listed in a background paper along with Service comments. In consideration of these suggested extra streets, a section of Templehall Avenue and a section of Millie Street have been added to the proposals. It is considered that the proposed reduction in speed limits is in line with the Scottish Government’s “place criteria”, takes cognisance of the feedback received, and provides a balanced proposal carefully considered with local knowledge and experience. It is considered the proposals are appropriate and will offer consistency with all other towns and villages in Fife and across Scotland. Specific locations where individuals request further engineering measures will be given consideration in due course by the Service.

2.5 In line with the Scottish Government’s “place criteria” identifying roads which are appropriate for proposed reduction to 20 mph and with cognisance of the feedback received from the public engagement exercise, it is proposed to introduce speed limits as shown in Appendices 1 - 10 (Drawing nos. TRO25_33/1; /2; /3; /4; /5; /6; /7; /8; /9; 10). These are described below.

Introduce 20 mph at the following locations:

- Pratt Street / Abbotshall Road from Links Street to Beveridge Park roundabout.
- Nicol Street from Esplanade to Beveridge Park roundabout.
- Boglily Road from Beveridge Park roundabout to just past the bus stops near Raith Drive.
- Abbotshall Road / St Brycedale Avenue / Townsend Place / Coal Wynd / Mitchell Street from Beveridge Park roundabout to Dunnikier Road.
- Forth Avenue and Whyte Melville Road.
- Oriel Road from existing 40 mph to Aldi roundabout.
- Bennochty Road / Victoria Road from Adam Smith junction to a point approx. 150 metres east of Dunnikier Road.
- Bennochty Road from Victoria Road to Hillcrest Avenue.
- Forth Park Drive.
- Hendry Road from Bennochty Road to Hayfield Road.
- Dunnikier Road from Mitchell Street to Hayfield Road.
- Hayfield Road from Hendry Road to Whyteman's Brae.
- Whyteman's Brae.
- Dysart Road from St Clair Street to the Strathearn Hotel.
- St Clair Street / Rosslyn Street from Dysart Road to Oswald Road.
- Millie Street from St Clair Street past the soft play facility.
- Cairns Street West from Beatty Crescent to Overton Road.
- Overton Road from Kidd Street to Dunnikier Way.
- Dunnikier Way at Kirkcaldy High School.
- Boreland Road from Standing Stane Road to last house past Care Home.
- Templehall Avenue from Crammond Gardens to Fair Isle Road.
- Glen Albyn Drive / Glen Feshie Place (new houses).
- A few culs-de-sac (most of these are within the above extents): Mill Street, Hally's Court, Legion Court, Bennochty Gardens, Loanhead Place, Provost Kay Park, Canon Byrne Glebe, The Kyles, Boreland Place.

- 2.6 These are 20 mph speed limits and no additional vertical speed reduction measures (road humps) are proposed.
- 2.7 Existing part-time 20 mph speed limits outside Kirkcaldy High School, St Andrews High School and Pathhead Primary School will be revoked and the electronic signs removed.
- 2.8 To address local concerns, it is proposed to introduce a 30 mph speed limit on Dunnikier Way from Hendry Road roundabout to Gallatown roundabout (except past the High School where it is proposed 20 mph).

3.0 Conclusions

- 3.1 It is considered, in the interests of road safety, that this Traffic Regulation Order be promoted through the statutory consultation.

List of Appendices

1. Drawing no. TRO25_33/1 – Proposed Speed Limits, Kirkcaldy Plan 1 of 10
2. Drawing no. TRO25_33/2 – Proposed Speed Limits, Kirkcaldy Plan 2 of 10
3. Drawing no. TRO25_33/3 – Proposed Speed Limits, Kirkcaldy Plan 3 of 10
4. Drawing no. TRO25_33/4 – Proposed Speed Limits, Kirkcaldy Plan 4 of 10
5. Drawing no. TRO25_33/5 – Proposed Speed Limits, Kirkcaldy Plan 5 of 10
6. Drawing no. TRO25_33/6 – Proposed Speed Limits, Kirkcaldy Plan 6 of 10
7. Drawing no. TRO25_33/7 – Proposed Speed Limits, Kirkcaldy Plan 7 of 10
8. Drawing no. TRO25_33/8 – Proposed Speed Limits, Kirkcaldy Plan 8 of 10
9. Drawing no. TRO25_33/9 – Proposed Speed Limits, Kirkcaldy Plan 9 of 10
10. Drawing no. TRO25_33/10 – Proposed Speed Limits, Kirkcaldy Plan 10 of 10

Background Papers

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

- Cabinet Committee Report – Fife Council 20 mph Strategy (March 2025)
https://www.fife.gov.uk/__data/assets/pdf_file/0035/658790/Agenda-and-Papers-Cabinet-Committee-of-6-March-2025.pdf
- List of extra streets requested to be included in proposal and Service comments to them


Report Contacts

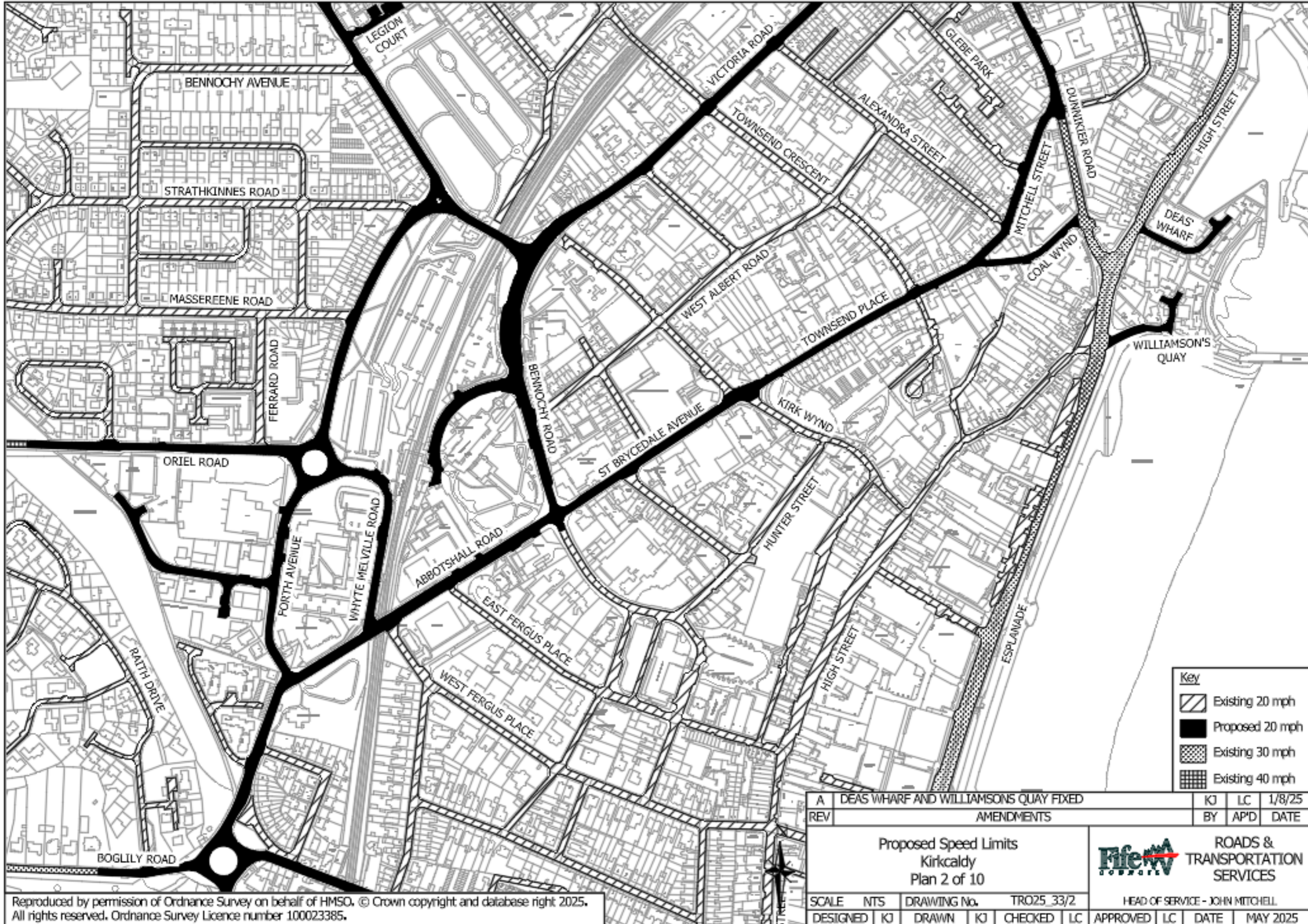
Lesley Craig
Lead Consultant, Traffic Management
Roads and Transportation Services
Bankhead Central
03451 55 55 55 Ext No 480082
Lesley.Craig@fife.gov.uk

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

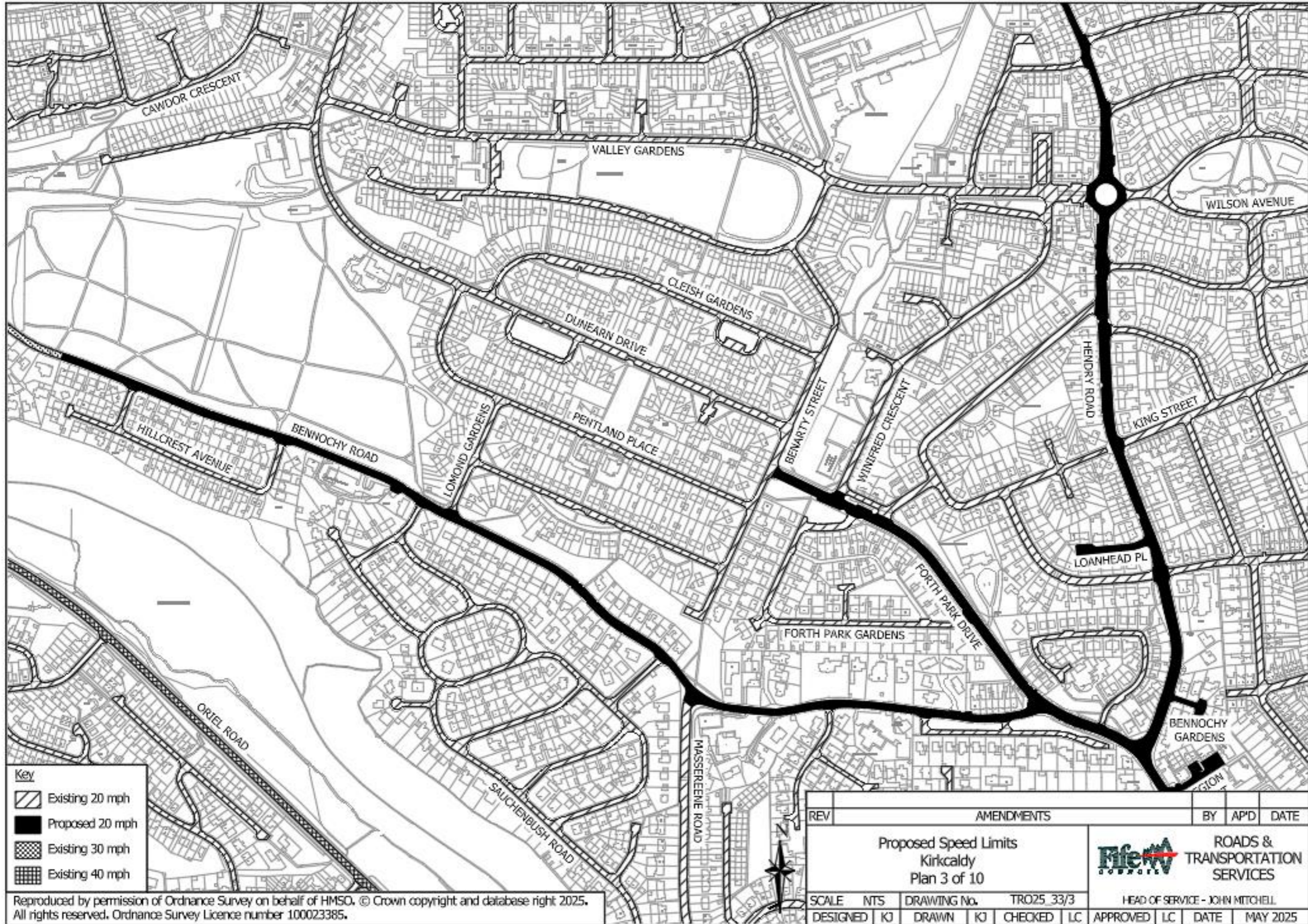


Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

REV	AMENDMENTS	BY	AP'D	DATE
Proposed Speed Limits Kirkcaldy Plan 1 of 10		 ROADS & TRANSPORTATION SERVICES		
SCALE	NTS	DRAWING No.	TRO25_33/1	
DESIGNED	KJ	DRAWN	KJ	CHECKED LC
HEAD OF SERVICE - JOHN MITCHELL		APPROVED	LC	DATE MAY 2025



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

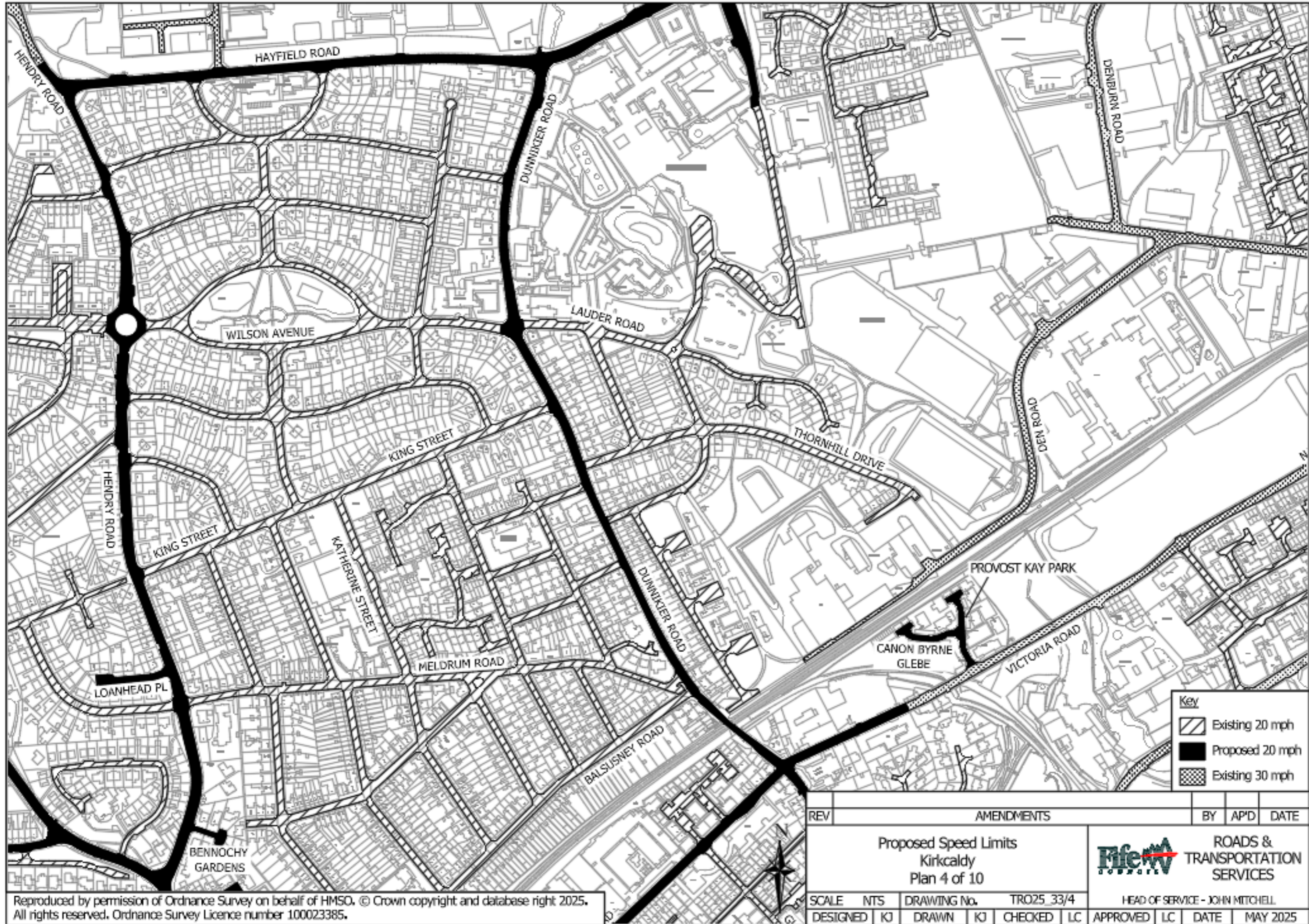


Key

- Existing 20 mph
- Proposed 20 mph
- Existing 30 mph
- Existing 40 mph

Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

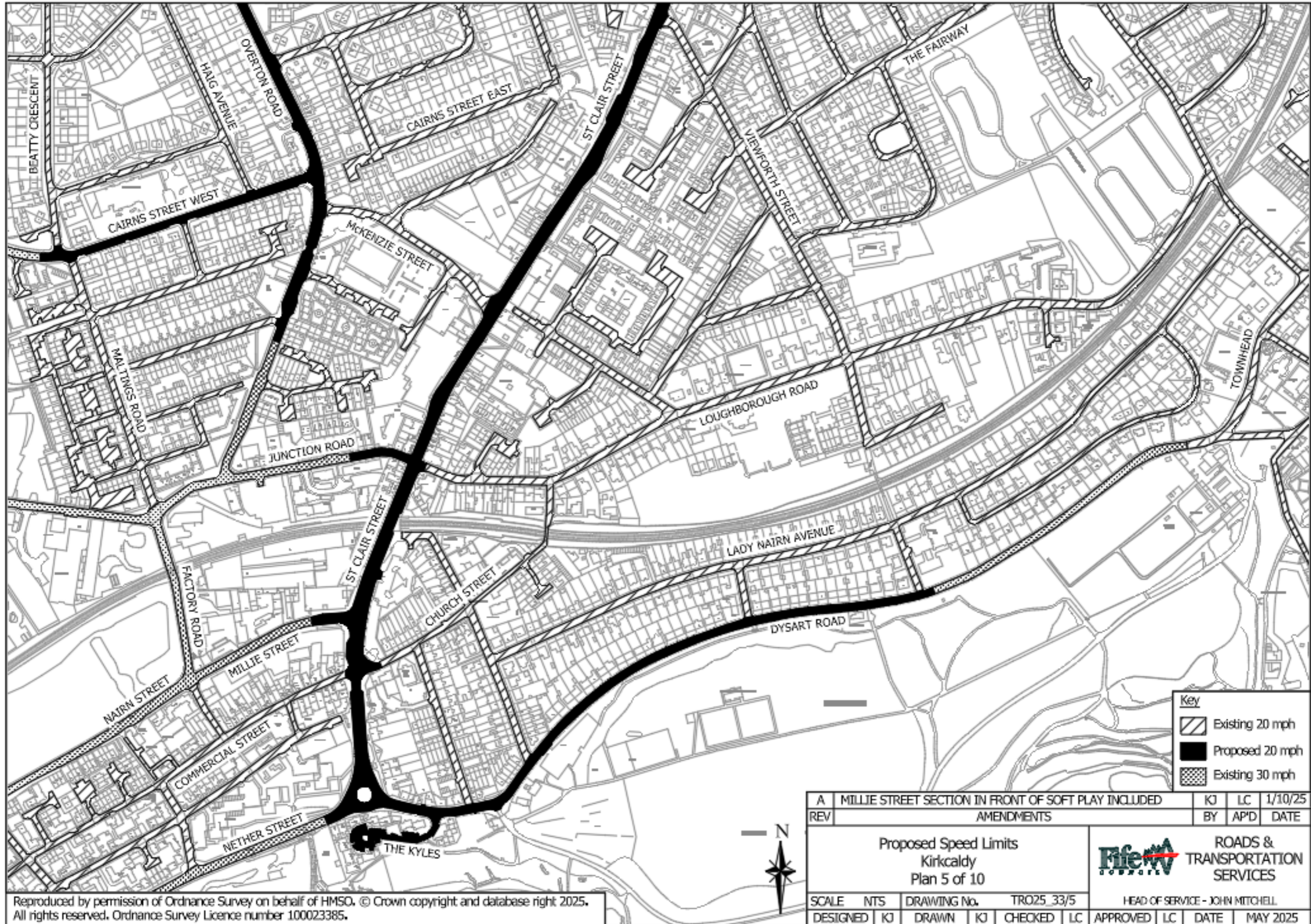
REV	AMENDMENTS	BY	AP'D	DATE
	Proposed Speed Limits Kirkcaldy Plan 3 of 10			
		ROADS & TRANSPORTATION SERVICES		
SCALE	NTS	DRAWING No.	TRO25_33/3	
DESIGNED	KJ	DRAWN	KJ	CHECKED LC
HEAD OF SERVICE - JOHN MITCHELL		APPROVED	LC	DATE MAY 2025



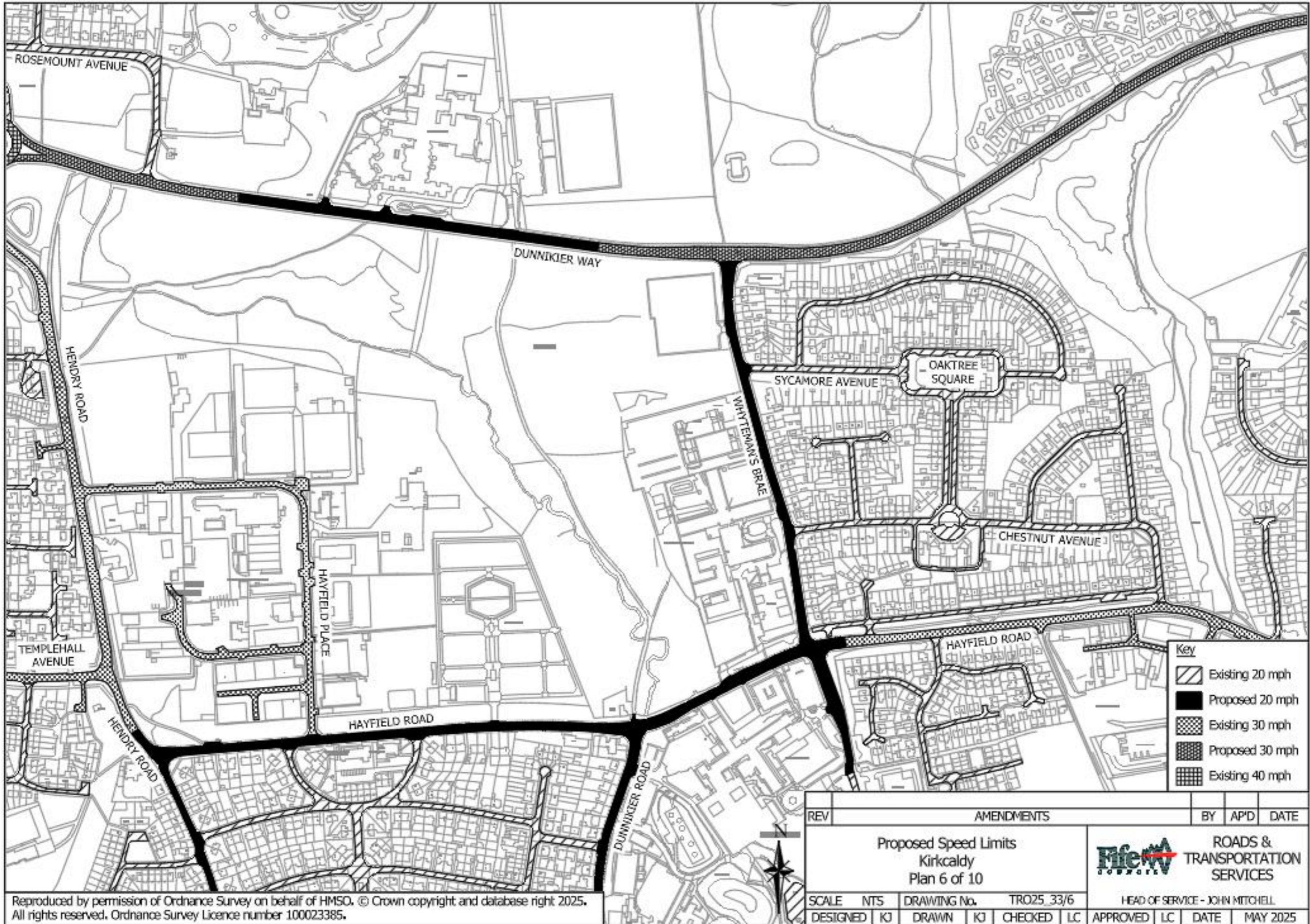
Key	
	Existing 20 mph
	Proposed 20 mph
	Existing 30 mph

REV	AMENDMENTS	BY	AP'D	DATE
Proposed Speed Limits Kirkcaldy Plan 4 of 10				
SCALE	NTS	DRAWING No.	TRO25_33/4	
DESIGNED	KJ	DRAWN	KJ	CHECKED
			LC	APPROVED
			LC	DATE
				MAY 2025


Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.



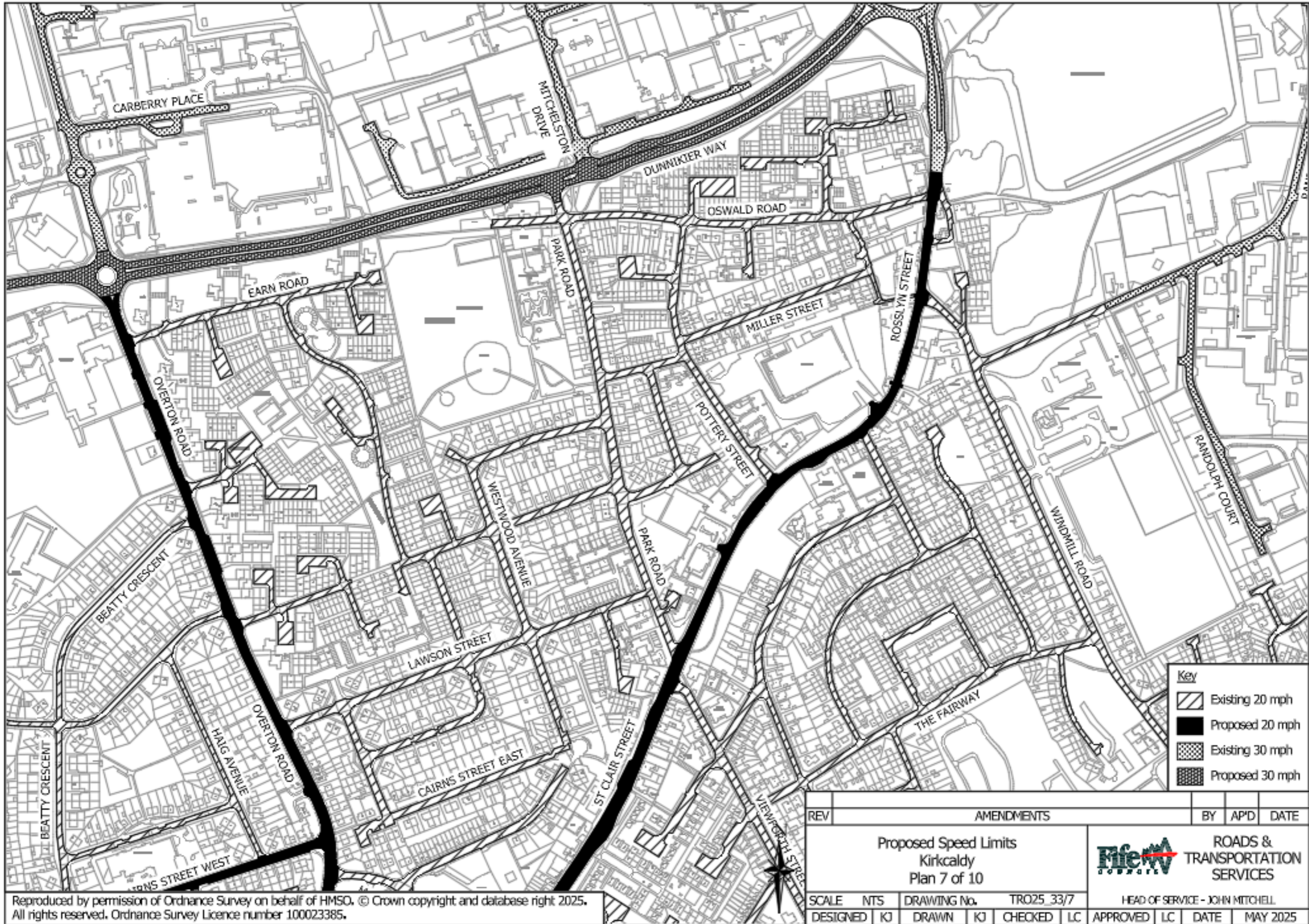
Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

REV	AMENDMENTS	BY	AP'D	DATE
Proposed Speed Limits Kirkcaldy Plan 6 of 10		 ROADS & TRANSPORTATION SERVICES		
SCALE	NTS	DRAWING No.	TRO25_33/6	
DESIGNED	KJ	DRAWN	KJ	CHECKED LC
		APPROVED LC		DATE MAY 2025

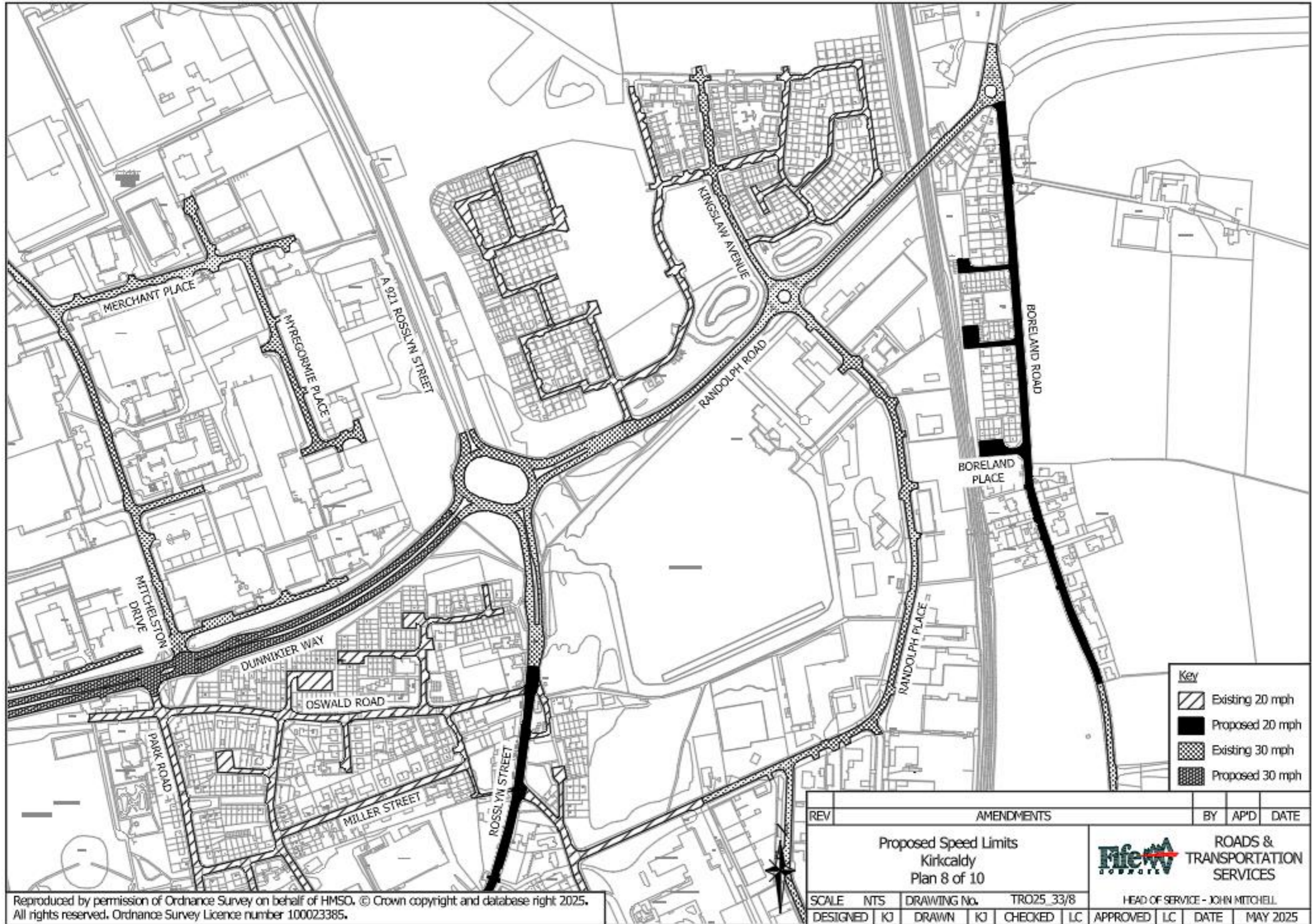


ROADS & TRANSPORTATION SERVICES

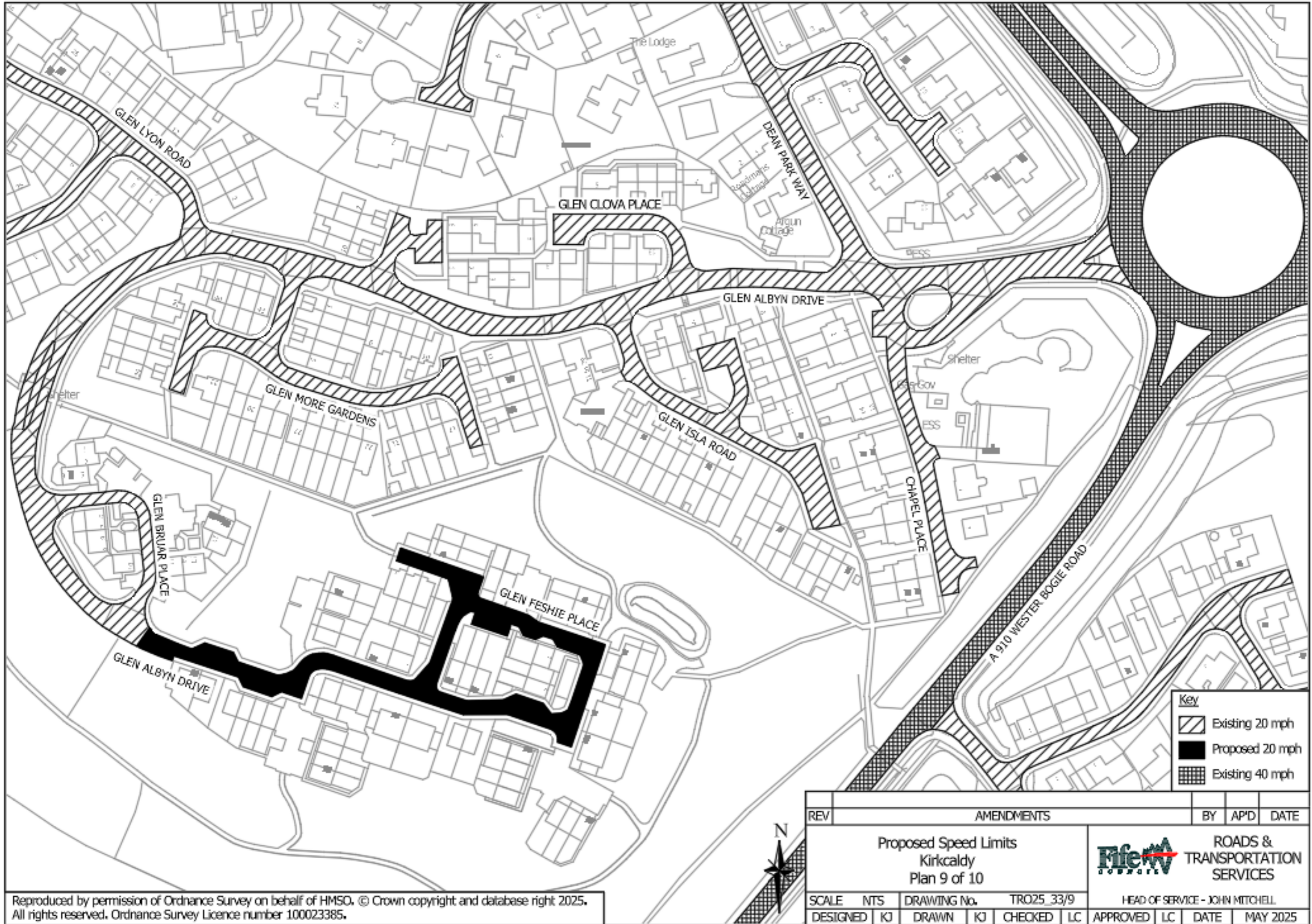
HEAD OF SERVICE - JOHN MITCHELL




Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

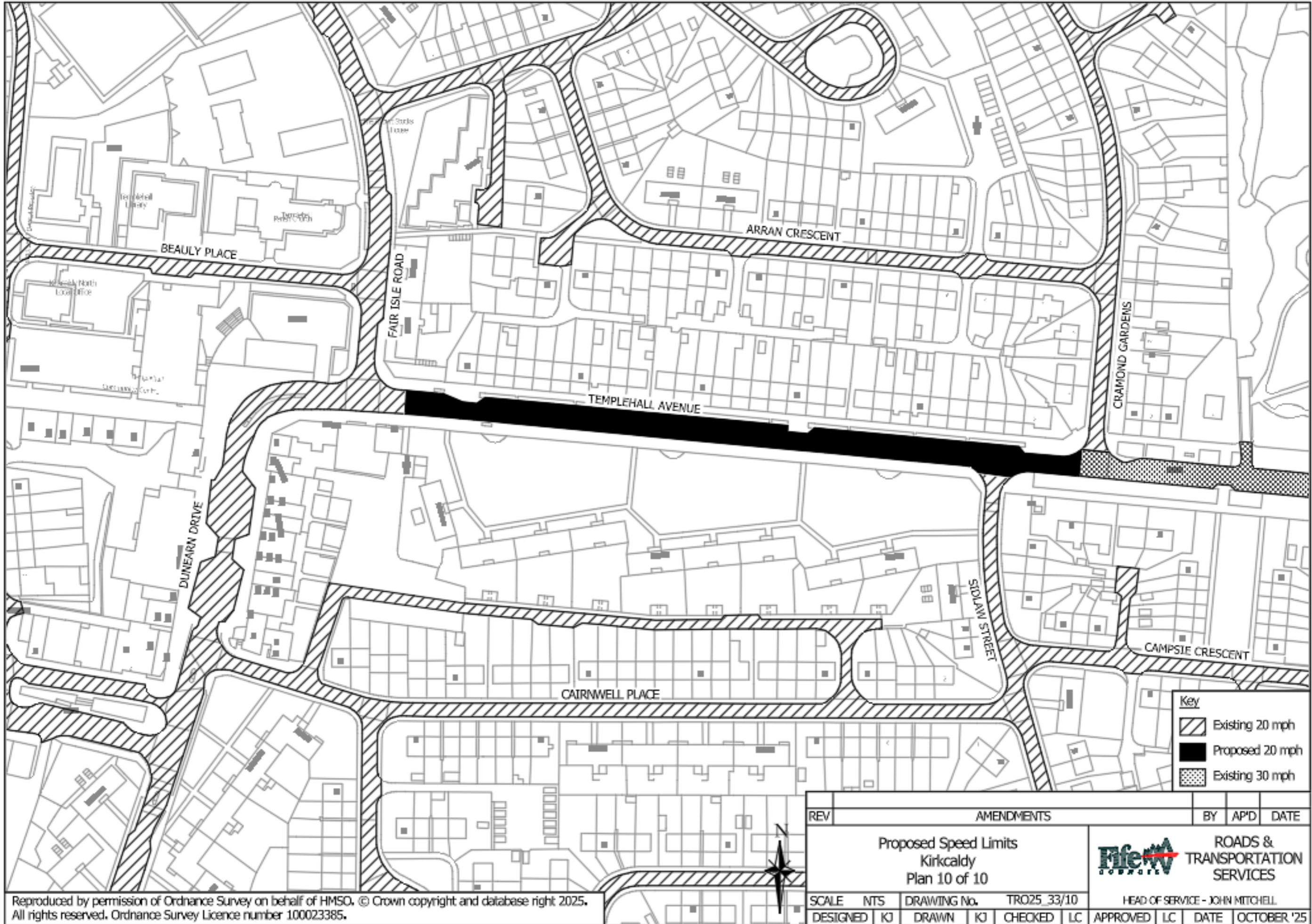


Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

REV	AMENDMENTS	BY	AP'D	DATE
Proposed Speed Limits Kirkcaldy Plan 9 of 10		 ROADS & TRANSPORTATION SERVICES		
SCALE	NTS	DRAWING No.	TRO25_33/9	
DESIGNED	KJ	DRAWN	KJ	CHECKED LC
APPROVED LC		DATE MAY 2025		
HEAD OF SERVICE - JOHN MITCHELL				



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2025. All rights reserved. Ordnance Survey Licence number 100023385.

REV	AMENDMENTS		BY	AP'D	DATE
	Proposed Speed Limits Kirkcaldy Plan 10 of 10				
SCALE	NTS	DRAWING No.	TRO25_33/10		
DESIGNED	KJ	DRAWN	KJ	CHECKED	LC
APPROVED			LC	DATE	OCTOBER '25

Fife ROADS & TRANSPORTATION SERVICES
ROADS

HEAD OF SERVICE - JOHN MITCHELL

28 October 2025
Agenda Item No. 5

Operational Briefing on Policing Activities within Kirkcaldy Area

Report by: Inspector Kim Stuart, Community Inspector, Kirkcaldy and Burntisland Ward areas from 1st April 2024 to 31st March 2025

Wards Affected: 9 (Burntisland, Kinghorn, Auchtertool Kirkcaldy West), 10 (Kirkcaldy North), 11 (Kirkcaldy Central) and 12 (Kirkcaldy East)

Purpose

This report is to provide elected members with information on matters impacting on, or involving Police Scotland, which have relevance to community safety in the Kirkcaldy and Burntisland ward policing area.

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

There are no identified legal or current risk implications.

Impact Assessment

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

Consultation

Consultation is an ongoing process with Elected Members from Wards 9-12, local communities through Community meetings and partner agencies through established meeting processes.

1.0 Background

- 1.1 This report provides members with an update of the performance with regards to the Area Plan priorities, campaigns and other initiatives undertaken in Kirkcaldy from 1st April 2024 to 31st March 2025. All Police activity highlighted in this report was undertaken in line with local and national objectives and in support of other organisational priorities within the Kirkcaldy and Burntisland Policing area.

2.0 Police Scotland, Kirkcaldy Area Plan - Update

- 2.1 The Fife 'P Division' Local Policing Plan 2023-26 demonstrates Police Scotland's commitment to ensuring the safety and wellbeing of the people and communities of Fife. It confirms how we will address the Policing priorities, based on threat and risk, whilst delivering on public concerns raised via the 'Your Police' survey.

More information on the Policing can be found at [Fife Policing Plan](#)

The priorities within the Fife Local Police Plan are:

- Substance Misuse
- Violent Crime
- Anti – Social Behaviour
- Protecting People at Risk of Harm
- Road Safety

In line with previous years the priorities for the Kirkcaldy area are identified by data from the P Division strategic assessment and also from feedback from local authorities, partners, and residents in the 'Your Police' survey.

Local community and partnership involvement in identifying priorities and scrutinising performance is integral to maintaining high levels of service delivery and their ongoing support in this regard is appreciated.

The Kirkcaldy Community Policing Team currently consists of a Police Inspector, Police Sergeant and 8 Community Ward Officers, in addition to 1 Schools Liaison Officer

3.0 Violent Crime

- 3.1 The prevention, investigation and detection of all forms of violence remains a focus both nationally and locally.

During the reporting period the volume of serious assaults was similar to the previous year, with Fife having one of the best detection rates in the country (81%).

Our local Violence Reduction and Antisocial behaviour action plan continues to be successful in disrupting, deterring, and detecting anti-social behaviour and violent crime. With a focus on prevention and enforcement, emphasis is placed on:

- Management of violent offenders by robustly dealing with bail conditions
- Reduction of violent crime by targeting violent individuals wanted on warrant.
- Disruption of ASB and youth disorder through patrols of 'hot spot areas'
- Management of licenced premises through pro-active visits

- 3.2 Drugs misuse and dealing are fundamentally linked to crimes of violence and disorder. During the review period the Gallatown, the area known locally as the Highlands and Islands, Smeaton, Templehall and the area of the Links/Inverteil were highlighted as hot spots.

Intelligence led and targeted patrols of hotspot areas, utilising regular high-visibility deployments and strategic use of stop and search powers, have been used to deter drugs possession and supply.

Partnership working and problem orientated planning have been used to great effect in the Kirkcaldy area. Local Police Community and Community Investigation Unit officers collaborated with partner agencies including Fife Council housing, Fife Council Safer Communities, Police Scotland's PSYV and Crimestoppers to tackle ongoing issues with violence and drugs misuse.

- 3.3 Protecting victims of domestic crimes and violence within relationships remain a key priority for Police Scotland. Domestic incidents are reviewed daily by the Central Local Area Command Team. They are robustly managed and prioritised, focusing on apprehending offenders and supporting/protecting victims and witnesses.

We work closely with Fife's Public Protection Unit (PPU) and partner agencies both locally and nationally.

The Domestic Abuse Investigations Unit (DAIU) is dedicated to protecting victims of domestic abuse. This team investigates incidents, including but not limited to serious

OFFICIAL

and sexual offences, coercive and controlling behaviours and honour-based violence.

High-risk cases are discussed at Multi-agency Risk Assessment Conferences (MARAC), where we collaborate closely with partners to support victims, assess risk, and take swift and appropriate action. Our Detective Constables are specially trained, and trauma informed.

Nationally we work with Domestic Abuse Task Forces to ensure the most serious offenders and targeted and brought to justice.

3.4 Education is also important in changing behaviours and keeping people safe.

During the review period our School Liaison Officer worked with local high schools in the 'Mentors in Violence Prevention' programme. This involves Police and school staff working in partnership to address a range of behaviours including physical violence, sexting, coercive and controlling behaviour and harassment. It also empowers onlookers with the ability to support and challenge peers, whilst keeping themselves safe.

In addition, we have worked with Fife Council Safer Communities, and given inputs on No Knives, Better Lives (NKBL). NKBL is a Scottish national programme that aims to deter young people from anti-social behaviour and carrying knives. Evidence based sessions help young people to understand and address the drivers of youth violence in our community.

3.5 The following crimes were notable during the review period:

- On 28th March 2025 at Dunearn Drive, Kirkcaldy a 52-year-old male was the victim of a robbery. The victim, a taxi driver, was held by the neck and threatened with a hypodermic needle. As a result of a joint investigation by local policing and the Criminal Investigation Department (CID) a 38-year-old female was reported to the Crown Office and Procurator Fiscal service in relation to Robbery.
- On 16th February 2025, a 37-year-old female was the victim of an attempted murder at Crammond Gardens, Kirkcaldy. The victim was stabbed in the head, lacerating an artery and causing significant blood loss. Following a Police investigation a 38-year-old female was reported to the Crown Office and Procurator Fiscals service in relation to Attempted Murder.
- On 5th September 2024 at Birnam Road, Kirkcaldy a 26-year-old male shopkeeper was the victim of a knife point robbery. Enquiries identified a 45-year-old male, was responsible. He was subsequently reported to the Crown Office and Procurator Fiscal service in relation to Robbery.
- On 28th August 2024, a 44-year-old male was the victim of an Attempted Murder on the High Street in Kirkcaldy. This unprovoked and prolonged attack saw the accused violently kick, punch, and strangle the victim. Following a significant Police Investigation, a 32-year-old male was reported to the Procurator Fiscal in relation to Attempted Murder.

- On 13th June 2024 at Victoria Street, Dysart a 54-year-old female was the victim of an Attempted Murder. A 50-year-old male was reported to the Crown Office and Procurator Fiscal Service, having attacked the female victim with a hammer and cricket bat, to her significant injury.

4.0 Crimes of Theft and Dishonesty

- 4.1 Crimes of theft and dishonesty are broad ranging and evolving with technological advances. They include complex frauds, bogus workers, online shopping or phishing scams, theft by shoplifting, acquisitive and vehicular crime. This list is not exhaustive.
- 4.2 Community Ward Officers work closely with our Community Safety Officer, PC MacGregor. The Community Safety Officer role is wide ranging, and we are fortunate to be supported by experts in this field. The officers take a pro-active approach to community safety and crime reduction, working with partners at both local and national levels.

Officers engage with victims of fraud and rogue trader type crimes providing advice and sign posting to relevant partners and third sector agencies. We encourage neighbours and families to create strong community support networks.

The Community Safety Officers stay abreast of crime trends providing safety, security and crime prevention advice relevant to current issues. They also conduct surveys and audits residentially, commercially and environmentally to reduce the likelihood and impact of crime.

Our Community Safety Officer has worked with community groups, third party agencies and operated pop-up stalls in the Kirkcaldy area covering ATM fraud, security and bogus callers.

- 4.3 Theft by Shoplifting continue to be a priority for Kirkcaldy Officers.

The three-hotspot areas have been identified as Fife Central Retail Park, Kirkcaldy East and Templehall, which represent over 50% of the total thefts recorded.

During the reporting period, the area has recorded a total of 1303 Theft by shoplifting offences. Of these, 780 (59.8%) were detected. This is a 13% increase in detections from the previous period; however, the number of shopliftings has increased from 796 to 1303.

A breakdown of ward areas is as follows:

Ward 10a – Burntisland/Kinghorn – 75 of which 25 are detected.

Ward 10c – Linktown – 54 of which 21 are detected.

Ward 11a/11b – Templehall – 261 of which 184 are detected.

Ward 11c – Retail Park – 247 of which 150 are detected.

OFFICIAL

Ward 12a/12b/12c – Town Centre – 141 of which 88 are detected.

Ward 12d/12e – Kirkcaldy North – 99 of which 54 are detected.

Ward 13a/13b/13c – Kirkcaldy East – 424 of which 256 are detected.

Police Scotland have increased efficiency and streamlined the processes of CCTV recovery and suspect identification, placing less strain on Officers and businesses. Divisional electronic briefing systems increase the identification and help tackle travelling criminals.

Our Ward Officers work alongside the Retailers Against Crime national agency (RACs) and have formed close working relations with retail partners both in the Retail Park and wider town centre area. An application has been developed that allows for direct reporting of offences online. This application is specifically designed to capture low level offending and streamline the reporting process.

We have, where resources permit, increased uniformed presence in the Retail Park area. Our Community and Community Investigation and Prevention Officers are allocated high tariff youth and adult offenders respectively, ensuring robust management and pro-active efforts to bring offenders to justice.

The following are just a few examples of high tariff offenders.

- In June 2024, a 41-year-old female was apprehended by the Community Investigation and Prevention Unit in relation to 22 offences of dishonesty including Theft, Theft by shoplifting and Assault of a retail worker. She was subsequently reported to the Procurator Fiscal.
- Between July and September 2024, a 31-year-old man committed 14 Theft by Shoplifting offences. The male was apprehended by the Community Investigation and Prevention Unit and subsequently reported to the Procurator Fiscal.
- Between August and November 2024, another 31-year-old male committed 20 offences of Theft by Shoplifting. The male was apprehended in the commission of a crime by the Community Investigation and Prevention Unit and subsequently reported to the Procurator Fiscal.

- 4.4 Throughout 2024-2025 P Division officers continue to pro-actively respond to vehicle thefts and cross-border acquisitive crime.

Keyless car thefts provide criminals with a high reward for little effort and less risk of confrontation or detection due to how swiftly and silently the security of the vehicles can be overcome and stolen.

Between 2022-2023 and following a significant increase in vehicle thefts across Scotland, a nation-wide operation (Enzone) was commenced, which is Police Scotland's response to the investigation/detection of these thefts. This Operation remains ongoing and has dedicated officers locally.

OFFICIAL

Our team in Kirkcaldy support this Operation by conducting high visibility patrols and stop points, particularly during nightshifts, collaborating with neighbouring divisions and Road Policing colleagues.

During the reporting period there were 11 keyless motor vehicle thefts in the Kirkcaldy area. A reduction of 12 from the previous period for the second successive year.

To date, four nominals have been charged in relation to 15 offences throughout Central Fife. It is anticipated that the number of detections and individuals will increase significantly once forensic results are received.

4.5 Acquisitive crime such Theft by Housebreaking and Theft from vehicles remain a key focus for officers in Kirkcaldy.

Theft by housebreaking occurs when whenever the security of the house is violated and some article abstracted or removed for the purpose of being carried off. This relates to a dwelling-house, other roofed building, any part of a building used as a separate dwelling, which is secured against intrusion by unauthorised persons. This includes break ins to sheds and garages.

Such thefts can have a detrimental effect on the victim, and their families, including the loss of sentimental items, a loss of control over one's security and safety, financial implications and wider fear/anxiety in the communities.

These crimes not only affect residential properties but can cause significant issues and disruptions for commercial premises in the local area.

Some notable incidents are included below:

- Between 29th October 2024 and the 10th of November 2024, a series of thefts from vehicles and dwellings occurred in the Kirkcaldy East area. Following a significant enquiry conducted by Kirkcaldy's Community Investigation and Prevention Unit a 30-year-old was apprehended and reported to the Procurator Fiscal.
- Between 12th September 2024 and the 24th of September 2024, a 51-year-old male committed a series of housebreakings to commercial premises in the Kirkcaldy area. Dedicated patrols were undertaken, resulting in the person responsible being traced in the commission of a crime. He was subsequently reported to the Procurator Fiscal in relation to five crimes of Theft by Housebreaking and one Attempted Housebreaking.
- Between 10th September 2024 and the 20th of September 2024, a 33-year-old male committed numerous crimes of dishonesty including Theft, Theft by Housebreaking and Theft from motor vehicle. Following a Police investigation the male responsible was apprehended and a significant amount of stolen property recovered. The male was reported to the Crown Office and Procurator Fiscal Office in relation to 10 separate charges.

- On 24th July 2024 at Turnberry Drive, Kirkcaldy a high value Theft by Housebreaking occurred. A CID led enquiry resulted in full recovery of sentimental items of property. A 22-year-old male, from out with the local area, was reported to the Procurator Fiscal.

5.0 Substance Misuse

- 5.1 Efforts continue to combat the illicit possession and supply of controlled drugs. We have a dedicated intelligence unit that is responsible for the assessment and dissemination of intelligence. This intelligence comes from a variety of sources including directly from members of the public, Police enquiries and Crimestoppers.

Substance misuse is linked with other forms of criminality and exploitation, requiring a partnership approach, where prevention and disruption activities are key to positive outcomes.

Our Officers continue to form positive relationships and increase confidence with the local community and groups to build on intelligence gathering and tackle substance misuse in Kirkcaldy. Local officers also work closely with the Reactive and Proactive CID departments.

- 5.2 Proactive patrols and the execution of drugs search warrants are a crucial tool in the detection and prevention of drug dealing and associated criminality.

In February 2025, Officers from Kirkcaldy, supported by Police Scotland's Operational Support Unit, executed 8 pre-planned and intelligence led Drugs search warrants. Subject addresses were located at Links Street, East March Street, Cook Street, West Torbain, Lismore Avenue, Cheviot Road, Overton Mains and Chapelhill, Kirkcaldy.

In addition, Officers worked in collaboration with Fife Council Housing and Safer Communities and displaced 4 individuals from addresses in Kirkcaldy owing to the dealing of controlled substances. These persons were not recorded as the tenant and were using Council owned properties to deal drugs.

- 5.3 Throughout the review period Police Scotland created a bespoke action plan in the Smeaton area in response to an increase in drugs misuse and dealing.

As part of the action plan Officers carried out daily high visibility and re-assurance patrols, utilising stop and search powers to deter and detect crimes.

Officers also work with Fife Council and supported the inception of the Smeaton Tenants and Residents Association (TRA) and an estate management plan to tackle drugs misuse and associated criminality.

The Officers reviewed and developed drug intelligence and obtained drugs search warrants.

On the 9th of July 2024, drugs search warrants were executed at Melrose Crescent and Chiefs Close, Kirkcaldy, targeting known drug dealers servicing the Smeaton area. £20,000 in cash and controlled drugs to the value of £1700 were recovered

resulting in 3 females and 2 males being reported to the Procurator for being concerned in the supply of controlled drugs.

- 5.4 Our prevention strategy remains focused on working with our Partners and signposting individuals to support services.

To educate our young people in the dangers of drug and alcohol abuse, PC Battrick, the School Liaison officer, has developed strong links with the local High Schools, providing inputs and guidance on the dangers of substance misuse.

The Community Ward Officers continue to work with partner agencies and youth groups, including Clued up and Gallatown YMCA to prevent young persons from engaging in dangerous behaviours surrounding alcohol and drugs misuse.

- 5.5 Below are examples of reported incidents during the review period:

- On 13th June 2024, Officers executed a drugs search warrant at an address in Cook Street, Dysart. A 25-year-old male and a 22-year-old female were traced in possession of over £7000 of cannabis and cannabinoid vapes. Both were reported for being concerned in the supply of a controlled drug.
- On 18th March 2025 officers obtained and executed a drugs search warrant on the High Street, Kirkcaldy. Officers traced a 31-year-old male within who was arrested for being concerned in the supply of controlled drugs under the Misuse of Drugs Act and reported to the Procurator Fiscal. He was found to be in possession of over £80000 worth of Class A drugs.

6.0 Anti-Social Behaviour

- 6.1 Tackling anti-social behaviour is key to providing community re-assurance and ensuring Kirkcaldy is a safe space for all.

During the review period local officers dealt with 4416 anti-social related calls including, public disturbances, neighbour disputes, hate crimes and noise nuisance.

This represents a 26% reduction from the previous reporting period and evidences the positive steps taken in reducing anti-social behaviour.

The call type breakdown is as follows:

- Disturbance: 1801
- Public Nuisance: 1232
- Noise: 797
- Neighbour Dispute: 586

- 6.2 Partnership working is an integral aspect of modern policing and crucial to tackling anti-social behaviour. The management team at Kirkcaldy are committed to working with our communities, public services, local businesses, third sector partners and stakeholders to deliver local priorities.

OFFICIAL

Police Scotland co-chair the Kirkcaldy Together Initiative. Implemented in 2022, the initiative seeks to counter issues affecting the Kirkcaldy area, including anti-social behaviour and youth disorder.

Kirkcaldy Together creates an effective partnership working protocol to tackle issues affecting the communities, whilst also providing a platform for young people to take part in diversion opportunities.

- 6.3 Anti-social youth disorder continues to be a focus for local Officers. The availability of free public transport allows youths to move easily throughout the town and further afield. Furthermore, this reporting period has seen an increase in social media arranged gatherings/fights.

We remain alert to this and act accordingly. Where intelligence dictates, we draft in additional officers and work closely with our partners in Fife Council Safer Communities and the transportation hubs – bus station supervisors, Stagecoach and Scotrail staff. A bespoke action plan has been created and dedicated patrols targeting large groups of youths take place.

On 28th February 2025, following intelligence gleaned from the community and local secondary schools, Officers from Police Scotland and Safer Communities carried out joint patrols, successfully disrupting a planned gathering of 200 young persons. This partnership work and clear lines of communication were undoubtedly a key aspect of the success.

- 6.4 Fife Central Retail Park continues to attract youth related anti-social behaviour. The Retail Park and immediate surrounding area, form part of our hot spot patrol matrix and are recorded on our Sergeant's log for daily attention.

Local Community Officers work with partners from Safer Communities, Clued Up, and the Multi-Systemic team of Fife Social Work in addition to shop owners/staff and the local secondary schools to tackle the issues.

Dedicated high visibility and plain clothes patrols have been carried out at Fife Central Retail Park and Kirkcaldy High Street area focusing on anti-social behaviour and Theft by Shopliftings.



- 6.5 Local Ward Officers continue to tackle Wilful Fire-raising in the Kirkcaldy area. Key to disruption is the identification of derelict buildings, hot spots and areas of risk.

OFFICIAL

The Community Policing team have continued to work closely with partner agencies, including Fife Council and the Scottish Fire and Rescue Service, focusing on early intervention and effective management of the premises and owners.

Police Scotland's Community Safety Officer and Fife Council's Safer Community Officers carried out environmental reviews of several hotspots identifying the risk of combustible materials and providing advice to shop owners. We also held meetings with the landlords of Fife Retail Park. Numerous issues were highlighted and actions implemented to reduce the likelihood of fire-raising in the nearby area.

Police Scotland and partners also review information and intelligence to identify emerging trends. During the review period there has been an increase in young person's deliberately setting fires with a view to gaining views/likes on social media.

Local Community and Community Investigation and Prevention Unit Officers have diligently reviewed CCTV in the transport hubs, identifying offenders and clothing, to increase interventions and reduce offending.

- On 10th April 2024 at Sainsbury's, Kirkcaldy, two youths under the age of 13, were identified in relation to a wilful fire-raising resulting in the submission of a report to the Children's Reporter and the Youth Offender Management Group.
- On 6th May 2024, at Chapel Level, Kirkcaldy, a 13-year-old male was reported in relation to a wilful fire-raising on a public bus. The child was reported to the Youth Offender Management Group.

6.6 In 2024, 8 energy efficient cameras were installed across the local Ward areas. The cameras are operated via solar power and are attached to lamp post columns in prominent or high tariff locations. The camera's can be accessed and monitored by Police in real time or reviewed retrospectively.

6.7 Anti-social behaviour is not only confined to public spaces and often occurs in residential settings, causing frustration and alarm within the local communities. Community Officers work closely with Fife Council Housing Managers, Safer Community officers, Housing organisations and mediation services in tackling anti-social behaviour and neighbour disputes. We attend regular meetings, where joined up working is used to solve issues.

An example is included below:

Between September 2024 and February 2025 at Castlerig, Kinghorn a 34-year-old male was reported on 5 separate occasions for a breach of his Anti-social Behaviour Order. Robust management of crimes and partnership working ensured this matter was resolved for neighbours in the community and no further breaches have been reported at the submission of this report.

7.0 Road Safety



- 7.1 Road safety and casualty reduction continues to be a priority across Fife Division. Speeding and the anti-social use of vehicles remain an ongoing issue in the Kirkcaldy area.

To promote road safety, we collaborate closely with colleagues in Road Policing, deploying in joint operations, and fully support both local and national campaigns.

We work closely with partners, reviewing road management surveys and analysing data to highlight trends or hot spot areas.

In addition to enforcement operations, Community Ward Officers focus on education and intervention to increase road safety, reduce road crimes and road casualties.

OFFICIAL



- 7.2 Officers regularly conduct dedicated, intelligence led, speeding deployments at areas identified as hot spots.

In May 2024, Officers conducted a deployment in the Kirkcaldy Central area, following complaints from the public. Over a two-day period 74 vehicles were stopped, particulars and vehicle safety checks completed, and 13 roadside breath tests conducted. During the initiative Officers also used positive engagement and education to deal with minor road traffic issues.

- 7.3 Anti-social use of vehicles and careless/dangerous driving has been highlighted as a key concern at Fife Central Retail Park and the Chapel Level area.

In response local Community Ward and Community Investigation and Prevention Unit officers have carried out joint patrols with our Roads Policing Unit, including plain clothes officers acting as spotters.

- 7.4 Community Police Officers work in partnership with Fife Council Roads and Transport department to support the 'Park Safe' Initiative. Throughout the year Community Ward Officers have deployed to Kirkcaldy Primary Schools providing education to drivers when dropping children off.

The ever popular 'Pop Up Bairns' and 'Pop Up Bob' have been used to function as a visual stimulus for those driving dangerously or carelessly, particularly in the vicinity of schools.

Local Ward Officers have also visited schools and educated the Junior Road Safety Officers about how they can support the parking pledge.



- 7.5 Road Safety is also a key priority at our 4 High Schools in the Kirkcaldy area. School liaison Officer, PC Batrick, conducts high visibility patrols at key times to deter and detect criminality.

Following concerns regarding speeding, PC Batrick has also carried out several speeding deployments in or around school premises.

- 7.6 Local Officers of Kirkcaldy in collaboration with colleagues from Road Policing, supported Police Scotland's Festive Drink and Drug Driving Campaign.

The campaign aims to make our roads safer by preventing or targetting drink or drug related driving during the festive period. Nationally across Scotland prevention messages are issued in public houses and a media campaign launched on social media and other platforms. Officers utilise intelligence led and road safety data accompanied by local knowledge and stop points to target anyone driving whilst under the influence.

8.0 Ward Officer Updates

8.1.1 Ward 9 - Burntisland, Kinghorn and Western Kirkcaldy



PC's Horne and Paterson continue to further enhance relationships between the Police and the local community. High visibility Policing remains key to public satisfaction and confidence in the Burntisland, Auchtertool and Kinghorn area.

PC's Horne and Paterson continue to prioritise their Ward area carrying out high visibility mobile and foot patrols.

This provides the opportunity to speak with residents first hand and gather further intelligence on any emerging issues or latest trends.

8.1.2 The Officers appreciate the value of partnership and have fostered excellent working relationships with key partners, including:

- Community Councils
- Tenants and Residents Associations (TRA)
- British Transport Police
- Locally Elected Members
- Fife Council
- Trading Standards and Licencing
- Care Establishments
- Charities

Our excellent working relationship with Fife Council Safer Communities mean we can respond swiftly to dynamic incidents and carry out joint high visibility and plain clothes patrols where necessary.

Local hotspots have been identified and are included on our local matrix. Identified areas for additional patrols include:

- Links
- The Beacon
- Thistle Street
- Pettycur Road
- Burntisland and Kinghorn Beach
- Identified Derelict and Vacant Buildings

OFFICIAL

PC's Horne and Paterson have built strong relationships with Bus Station Supervisors, Stagecoach Inspectors and BTP allowing early identification of young persons travelling into the Kinghorn and Burntisland area.

8.1.3 Towards the end of the review period, PC's Horne and Paterson along with the local community and council identified issues surrounding jet skis in the water. Officers continued to review the issue and have collaborated with partners leading to a new directional sign being erected. Extra patrols continue in this area including engagement with beach goers to ensure their understanding.

8.1.4 PC's Horne and Paterson remain committed to the safety of young persons in the area.

They continue support the local schools, teaching staff and parents by creating lasting positive relationships with the children during their formative years. They regularly visit the three primary schools in the area and have delivered inputs to the children.

PC's Horne and Paterson have deployed at all 3 Primary Schools, in relation to Park Safe Initiative, which looks to address dangerous/inconsiderate parking. This continues to be positively received. Parents within the ward area are supportive and understand the safety issues.



8.1.5 During the review period speeding continues to be raised as a concern for residents.

Through community engagement the following sites were identified as a concern:

- B925 (Main Street, Auchtertool)
- B923 (near to Birch Avenue, Kinghorn)
- Kinghorn Road, Burntisland.

PC's Horne and Paterson regularly deploy at the hot spot sites.

Similar to previous years no significant offences have been detected during speeding deployments, however, the Officers have embarked on an education campaign, highlighting the impact and effect speeding can have on a local community.

8.2 Ward 10 – Kirkcaldy North

8.2.1 The Kirkcaldy North Ward includes a range of geographic, commercial and residential areas. Key areas include Fife Central Retail Park and Kirkcaldy High School. In addition, it includes the Chapel Level dual carriageway and the A92.

8.2.2 Youth anti-social behaviour continues to be an issue in the area. Hot spot areas include Fife Central Retail Park, Templehall Shops/Community Centre and Valley Gardens/Park View.

Community Ward Officers work in partnership to pro-actively address the issues. We work closely with Safer Communities and other partners, carrying out regular high visibility patrols in the area. This includes days of action specifically targeting Fife Central Retail Park. Engagement and positive relationships with staff and managers in the area remain key to tackling the issues.

We also work closely with our High Schools to tackle anti-social behaviour in the community. In response to youth disorder in the North ward area, PC Battrick, carried out assemblies with the 4 High Schools tackling the topics of anti-social behaviour, behaviour and conduct on public transport, road safety and fire-raising.

8.2.3 Anti-social use of motor vehicles remains an issue in the Ward area. This includes careless or inconsiderate driving on Dunnikier Way, Dunnikier Park, Chapel Level and Fife Central Retail Park. In addition, there is a growing trend of drivers congregating within the retail park during the hours of darkness causing noise nuisance to nearby residents.

Officers carry out high-visibility patrols in these areas, utilising vehicle stops where appropriate, carrying out speeding deployment and engage with young drivers who have been frequenting the areas. Efforts continue to disrupt this behaviour and joint patrols with Road Traffic Officers take place.

In July 2024, the Community Ward Officers executed a targeted action plan in the Kirkcaldy North area, focusing on Fife Central Retail Park. Resources from Community Policing, Road Policing and Response worked in collaboration, utilising Officers in plain clothes to identify offending vehicles. One notable incident resulted in a male being charged with a fail to stop, dangerous driving, driving whilst unfit and failing to provide a specimen of breath.

Kirkcaldy Community team and Bryan Kirk, Lead Officer, Fife Council Safer Communities have held meetings with the Retail Park Estate Management representatives in a bid to reduce the impact of anti-social behaviour on the neighbouring housing estates. To date speed bumps have been installed in car park areas. Engagement is currently underway regarding increased CCTV and the potential for the implementation of barriers preventing vehicle access at night.

- 8.2.4 PC's Jane Parker and Frazer Wilson recognise the importance of positive engagement with children during their formative years. The officers work hard to maintain positive working relationships and support the Primary Schools and Nurseries within the Ward area. In addition, they support local youth groups, conducting talks and attending events.
- 8.2.5 PC's Parker and Wilson continue to focus on drugs misuse and dealing during the review period. The officers understand the negative impact drugs misuse and dealing have on individuals, the community and businesses in the area. Drugs search warrants are regularly carried out in the North ward area.

8.3 **Ward 11 – Kirkcaldy Central**

- 8.3.1 The Kirkcaldy Central Ward includes many key areas of importance to the Town, including the High Street, many independent retailers/small businesses and several of Kirkcaldy's large supermarkets. It also includes communal areas such as Beveridge Park, Seafield Beach, Promenade, Library and Memorial Gardens and Raith Rovers Football Club.

Located within the Central area are our transport hubs with Kirkcaldy Bus Station and Train station in close proximity.

- 8.3.2 Youth disorder continues to be a focus for PC's Dillon and Foley. The transport hubs, Beveridge Park, Mercat Shopping Centre and a number of vacant buildings create a prime environment for youth disorder.

PC's Dillon and Foley, appreciate the importance of visible Policing in their area, where early intervention is key to tackling the issues.

Officers have conducted regular patrols of hot spot areas, robustly dealing with the offending youths in question. The Ward officers have forged strong links with Police Scotland's Youth Justice to prevent recurring behaviours.

In addition, PC's Dillon and Foley work closely with partner agencies to ensure a joined-up approach and increase early intervention. Engagement with the Bus Station Supervisors and Mercat security/management have proved fruitful in bringing offenders to justice.

Ward officers have worked closely with Fife Council Safer Communities Officers and successfully managed hot spot areas, such as the Thistle Car Park and Bus Station.

In addition, increased patrols and engagement are routinely carried out with several large supermarkets in the Kirkcaldy Central area, in recognition of an increase in anti-social behaviour and thefts perpetuated by young offenders within these settings.

- 8.3.3 The Town Centre and night-time economy is robustly managed to ensure the safety of all patrons within or travelling to the Kirkcaldy area.

OFFICIAL

Officers support publicans and licence holders and are active participants in the Pub Watch Scheme. Furthermore, local Response and Community Ward Officers carry out a dedicated night-time economy action plan running every Friday and Saturday.

- 8.3.4 PC's Dillon and Foley are committed to increasing visibility and Police presence within their ward area.

The Officers regularly attend the Tenants and Resident Associations, have carried out talks and presentations at the local Primary Schools and attended seminars, warm spaces and fun days. The Officers also understand the importance of positive public relations and look for opportunities to support the community during events.



In 2024/2025 local Community Ward Officers, assisted by colleagues from across P Division, also supported the Links Market event in Kirkcaldy, working closely with partner agencies, including Stagecoach, Scotrail and Fife Council Safer Communities.

Europe's Longest Street fair and the oldest of its kind in Scotland attracts up to 200,000 visitors each year.

Kirkcaldy Community Team consulted with residents, Tenants and Residents Associations, retail units including public houses, and supported public transport during the event.

- 8.3.5 Engagement with the communities and charities is important for our local Ward Officers. We aim to support good causes wherever possible.

PC's Dillon and Battrick supported the Jail or Bail event in Kirkcaldy, which saw them arrest Vanessa Motion of Fife's Kingdom FM on live radio. This charity event was in support of Maggie's Cancer Care and saw several members of the community raise

OFFICIAL

money for the charity (bail money). This presented an excellent opportunity for the Officers to assist in the community event and support Maggie's.



Similarly PC's Dillon and Foley championed the Cottage Centre Christmas appeal, obtaining donations from serving Officers. Officers carried out regular patrols of the donation sites.



8.3.6 The local Ward Officers understand that partnership working is key to serving the community.

They have engaged in multi-agency walkabouts and supported partners during patrols and events.

OFFICIAL

Local community officers collaborated with Police Scotland's Community Safety Officer, PC Ashley MacGregor and Fife Council Safer Community Officers. They have carried out pop up events in the Mercat Shopping Centre covering topics of personal and home safety.



8.4 Ward 12 – Kirkcaldy East

8.4.1 The Kirkcaldy East Ward area is home to 2 High Schools, large retail outlets and supermarkets, public parks and beaches.

The area is served diligently by Local Community Ward Officers PC's Danskin and Taylor. Whether it is Tenants and Residents Associations, community groups, Elected Members, partners and allies or the public, PC's Danskin and Taylor ensure their availability.

Staying locally and representing Kirkcaldy in sports, most notably Fife Flyers, PC Danskin has worked in Kirkcaldy for 20 years ensuring excellent local knowledge and continuity for the public.

8.4.2 PC's Danskin and Taylor have worked hard to ensure crime prevention activities in their area and have carried out crime prevention patrols in targeted areas, providing advice to members of the public with Fife Council Safer Communities.

PC Taylor conducted a winter safety pop up event in Rejects, Kirkcaldy focusing on personal and general safety. He was supported by Fife Council Safer Communities and Community Safety Officer, PC MacGregor.



8.4.3 During the first part of the review period the Officers worked alongside Support Staff at Viewforth High School to run a Youth Diversion Hockey initiative.

The programme operated every Friday during term time, engaging with students from a variety of backgrounds, promoting teamwork and discipline, and building vital relationships which are then cemented in the Community.

Funding has been sourced, and this is due to be resumed for the 2025 to 2026 review period.

8.4.4 From November 2024 to January 2025, 26 vandalisms were recorded in Caithness Place area. Consequently, a pro-active action plan was formulated by Kirkcaldy East Officers, PC's Danskin and Taylor, with daily patrols by Police and Fife Council Safer Communities Officers. Several youths were subsequently identified and reported to the Youth Offender Management Group.

8.4.5 Fife Youth Justice currently consists of two Youth Justice Co-ordinators overseen by one Detective Sergeant. They are based at Fife Divisional Headquarters. Their role is the oversight and management of all Youth Offending and ACRA Harmful Behaviour management. The Detective Sergeant also has the role of Care and Risk Management of children and young people aged between 12-17 years of age who pose an imminent risk of harm to themselves or others.

The Youth Offender Management Group (YOMG) sits weekly and looks to divert young people aged between 12-17 years old who have offended to appropriate early and effective interventions through partner agencies.

The primary aims of the YOMG are:

- To enable more timely and appropriate interventions for young offenders,
- To reduce re-offending rates and the number of repeat offenders, and
- To identify the most appropriate outcome to address the offending behaviour.

OFFICIAL

The core partners that sit on the YOMG are Police Scotland, Fife Council Social Work, The Safer Communities Team and SACRO. Input is also provided from the Scottish Children's Reporter Administration (SCRA) and Fife Council Education to allow the most appropriate outcomes to be established.

There is a tiered response to Youth Offending: -

Tier 1 – Direct Measures such as a police warning, Restorative Justice carried out by trained police officers, and in certain circumstances Education also can address the offending behaviour if the incident has occurred within School and is of low level.

Tier 2 – Early Intervention – carried out by trained officers from Fife Council's Safer Community Team.

Tier 3 – Intermediate – work carried out by SACRO or Fife Council Young People's Team to address the offending behaviour.

Tier 4 – SCRA referral – where compulsory measures are sought.

The Early and Effective Intervention (EEI) Review Group meets quarterly and strategically manages and reviews the YOMG process.

- 8.4.6 PCs Danskin and Taylor also recognise the importance and benefits of local Community Council and Tenants and Residents Association meetings. The Officers ensure regular attendance, in addition to attending community walk abouts and meetings.

By attending these meetings, the Officers get a real sense of the issues which the residents in these areas are facing. The Officers can then use a problem orientated Police approach to make real change and improvement to the area in which they Police.

- 8.4.7 PC's Taylor and Danskin, along with Fife Council's tenant participation team, were active participants of the newly formed Smeaton Gardens TRA following issues with drugs misuse affecting the community.

They have been part of community meetings, environmental reviews and engaged with partners, Elected MemberS and stakeholders alike.

The Smeaton Gardens and surrounding areas were the subject of a dedicated action plan tackling drugs misuse in the area. Officers carried out high visibility patrols, engaged with young persons in the area and tackled drugs misuse by means of stop and search powers and the execution of drugs search warrants.

Joint patrols with Fife Council's Safer Communities officers were key to the success of the action plan. The Smeaton and Highlands and Islands remain hot spot areas for increased Police patrols.

8.5 Schools Liaison Officer

During the review period, PC Matthew Battrick has worked with Kirkcaldy, Balwearie, Viewforth and St Andrews High Schools in his capacity as Schools Liaison Officer.

OFFICIAL

He continues to support staff, pupils and residents alike encouraging responsible pupil behaviours and personal safety within the school and wider community.

PC Battrick addresses issues highlighted by the schools by undertaking workshops, assemblies, and dealing with crimes reported. He works with the school staff, parents, youth justice and other professionals using restorative justice practices where necessary.

In February 2025, PC Battrick developed and delivered a Police Scotland input to over 100 modern studies pupils in the Kirkcaldy area, who learned about Police Scotland and aspects such as criminality, Policing our communities, the role of the Police and personal safety.

In December 2024, PC Battrick arranged a litter pick event, supported by Balwearie High School, tackling an emerging trend of littering by school pupils. This was supplemented by assembly inputs by Police and school staff.



PC Battrick continued supporting and delivering the Punch Beyond programme until November 2024 at all 4 High Schools.

The course is a collaborative multi agency approach and operates in partnership with Linktown Boxing Club and Active Schools. The 6-week course accommodates up to 20 pupils per course, who are on the periphery of youth offending or already committing crimes. The children have a 45-minute input from Police Scotland which focuses on common youth offending issues, followed by a 45-minute boxing session with a professional boxer. PC Battrick is looking forward to continuing same during the 2025-2026 review period.

PC Battrick continues to deliver the Jessica's Story input with secondary schools. Police Scotland and Fife Council Safer Communities developed the interactive input titled 'Jessicas Story' aimed at S3 & S4 pupils. The input focuses on bullying and crimes commonly committed because of making life poor choices. This particular year group had been identified as using social media platforms such as Snapchat, Instagram, and Tiktok to bully classmates. The bullying which often starts off low level can then escalate to more severe crimes being committed.

It was ascertained that the children involved had little or no understanding of the laws and legislations surrounding their behaviours. The input was designed to provide information in relation to common youth offending situations and to discuss the impact of it on the victim, the perpetrator, and their peer groups. This input was constructed and presented in a fun, modern, relatable way to enable discussions, make choices, discuss outcomes, and provide an overall education to the children that they could then take forward into their own lives. The input has been successfully rolled out at 3 of the Kirkcaldy High Schools and as a result the children have a significant awareness of how their behaviours effects other.

PC Battrick attended and helped run the Police Scotland Football Initiative – Rivals United. Over 100 pupils around Fife attended for a day of inputs on football violence, mental health, and use of pyrotechnics. Pupils also received football training and games from Raith Rovers and Dunfermline Athletic.



9.0 Protecting People at Risk of harm.

- 9.1 The protection of vulnerable people is a primary focus for the day-to-day Policing within Kirkcaldy. The decision-making process which determines the type of Policing response received centres primarily around the Threat, Risk and Harm posed.

As a result, Policing focusses on responding to those most in need through their own vulnerability, or vulnerability through the position they have found themselves in.

OFFICIAL

Protecting vulnerable people continues to place significant demand on Policing across the country.

Sharing of these concerns with Fife Social Work often triggers further safeguarding, including Adult Support and Protection and Initial Referral Discussions (IRD). Fife Concern Hub Adult Support and Protection Co-Ordinators participated in 1,537 multi agency discussions throughout the review period, including IRDs, case conferences and professionals' meetings.

Over the review period, P division recorded 18,111 concern reports on the Vulnerable Person Database. 6,138 of these concern reports were created for vulnerable persons in the Central Fife area, which includes Kirkcaldy and Glenrothes.

Following reports of the financial exploitation of vulnerable adults within specific supported accommodation in Central Fife, P Division Officers participated in the Social Work led Large Scale Investigation into the circumstances. Adult Support and Protection co-ordinators ensured a dedicated Detective Constable led the Police response, while our Community Safety Officers carried out crime prevention visits to the affected adults. The ongoing investigation disrupted the exploitation and led to the safeguarding of the vulnerable adults.

9.2 Local Policing have worked with our CID colleagues to tackle criminal exploitation in the Kirkcaldy area.

Partnership working is key to dealing with the exploitation of vulnerable individuals for criminal gain. Police work with partners to identify and disrupt supply chains and combat County Lines networks. With support from local communities the Officers tackle cuckooing of vulnerable persons, safeguarding those exploited and their properties.

Cuckooing involves the exploitation of vulnerable individuals, whereby their home is taken over by crime groups, to be used as a base for illegal activity, most notably selling drugs. This often forms part of a county lines operation.

County lines is a form organised criminal activity where criminals create networks for the movement, supply and sale of drugs typically using vulnerable individuals or young persons to carry, store or sell the drugs.

Both cuckooing and county lines are associated with coercion, intimidation, violence and other forms of criminality to ensure compliance.

During the review period our proactive and reactive CID departments have focused on targeting County Lines/Human Trafficking activity within P Division. Two cases have been reported for consideration of prosecution.

During County Lines Intensification week Officers focused on raising awareness of vulnerable individuals and how they may be targeted. A presentation was delivered to over 800 officers within Fife and disseminated to 23 partner agencies including Fife Council/NHS and local charities.

OFFICIAL

- 9.3 During the reporting period, Police in Kirkcaldy dealt with 458 missing person incidents, which represents a marginal increase of 7 missing person episodes from the previous year. The top two locations for missing people were a residential care establishment and NHS establishments, Victoria Hospital and Ravenscraig Ward, Whytemans Brae.

69% of all missing people were aged 10-19 Years, with 15% being recorded as Care Experienced Young People. Most missing persons were recorded in the afternoon (33%), with most missing episodes lasting 0-12hrs (71%).

Local Policing is supported by our Divisional Missing Person Operational Co-ordinator and Young Runaways Missing Person Co-ordinator, who review all missing persons reported up to the age of 18 years or on a social work order. Their role supports local Policing in keeping people safe and ensuring local resources are deployed to the greatest need.

Their role includes working with partner agencies, often chairing professional's meetings, reviewing missing person episodes and carrying out return home meetings. The Officers can identify risk and subsequently direct juveniles to partners including social work, the mutli-systemic team, education and includem.

The Officers also proactively work to reduce missing episodes. They hold quarterly Care Home Forum's, consult with colleagues across the UK, attend national missing persons meetings and complete regular rapport building visits to local care establishments.

- 9.4 A mental health initiative was agreed between Fife Health and Social Care Partnership, SAMH, Scottish Ambulance Service and Police Scotland. In June 2024, the Mental Health Triage vehicle was launched in the Levenmouth area, staffed with a paramedic and mental health nurse, with deployments on each of the weekend nights 2000-0500hrs. In October 2024, the car extended its remit to cover the local Ward area, to attend and treat people in mental health crisis, alleviating much of the pressure from frontline Police Officers. A full report on the pilot, including incidents attended, will be presented by NHS Fife in due course.

- 9.5 During December 2024 officers carried out a day of action, supported by Police Scotland's PSYV carrying out high visibility patrols. During this information packs were hand delivered to areas highlighted by intelligence providing practical advice on personal and home safety.



10.0 Licensed premises

10.1 The Licensing Scotland Act 2005 is underpinned by the following objectives: -

1. Preventing Crime and Disorder.
2. Securing Public Safety.
3. Preventing Public Nuisance.
4. Protecting and Improving Public Health; and
5. Protecting Children and Young Persons from Harm.

Licensed premises are subject to Red, Amber and Green (RAG) grading system, which highlights specific premises that, for a variety of reasons, have come to the notice of the police. The definition of the three RAG categories is as outlined below:

1. **Red** - Problematic Premises (highest grading)
2. **Amber** - Premises subject to formal intervention (subject to some form of monitoring & intervention where appropriate), and
3. **Green** - Monitored Premises – (all reported incidents)

Any premises within the red category is subject to increased monitoring and joint working with the PSOS licencing department.

All incidents and crimes occurring within or linked to licensed premises are the subject of a licensed premises report that allows us to continually monitor the management of premises and assess whether enhanced measures aligned to RAG may be required.

During the reporting period Kirkcaldy did not have any licenced premises feature in the red category.

Regular licenced premises checks are conducted as part of the Violence and Antisocial Behaviour Reduction and the Night-time Economy Action Plans providing a robust management of all off-sale premises and licenced premises in the Ward

OFFICIAL

area. This is particularly important during the weekend and periods of night-time economy.

During the review period there were 471 recorded incidents at licenced premises and 892 licenced premises inspections demonstrating the Police's commitment to a safe and sustainable night-time economy.

- 10.2 The Kirkcaldy area has a healthy night-time economy with a host of licenced premises populated in the High Street area. This increases the potential for alcohol or substance fuelled instances of sporadic violence.

Community Inspector, Kim Stuart, and Sergeant Judson Howie support Kirkcaldy's 'Pub Watch Scheme.'

The scheme allows owners and managers of licensed premises to come together, with the goal of improving the overall safety of persons visiting their premises; whilst also helping to reduce antisocial and violent behaviour associated with the nighttime economy.



- 10.3 Several licensed premises engaged in this year's Best Bar None process. The scheme engages with and supports licensed premises to be safe employers and create safe spaces for the public and their staff to work, visit and enjoy. The Community Safety Officer is heavily involved in the support, training and visibility for these premises, who work towards recognition and annual awards. This year saw 13 GOLD Awards given to licensed premises in Kirkcaldy, an increase in 5 from 2023-2024.

The Duchess - GOLD
Robert Nairn -GOLD
The Exchequer - GOLD
The Steadings - GOLD
Montagues - GOLD
The Dean Park Hotel - GOLD
The Path Tavern – GOLD
Kirkcaldy Rugby Club - GOLD
Styx, Kirkcaldy - GOLD
Café Continental -GOLD
The Chapel Tavern – GOLD
Adam Smith Theatre – GOLD

OFFICIAL

The Star - GOLD

In addition, The Adam Smith Theatre Kirkcaldy won the Heart of the Community Award, whilst The Duchess was the recipient of the Diamond Award.



Recognition and thanks should be given to all the licensees and their employees for the considerable hard work completed to accomplish their status, making Kirkcaldy a safer place to work, live and visit.

11. Recommendation

- 1.0 Members are invited to consider and comment on the content of this report as per the recommendations made at the front of the report.

List of Appendices.

Report Contact:

Kim Stuart
Community Inspector
Central, Fife Division
St Brycedale Avenue
Kirkcaldy

Email: kim.stuart@scotland.police.uk
Website: www.scotland.police.uk
Twitter: [@policescotland](https://twitter.com/policescotland)
Facebook: www.facebook.com/policescotland

28 October 2025

Agenda Item No. 6

Scottish Fire and Rescue Service

Local Plan Annual Performance report

Report by: Niall Miller, Station Commander for the Kirkcaldy Area.

Wards Affected: All

Purpose

This report provides the committee with incident information for the period 1st April 2024 – 31st March 2025. The Incident information enables the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Kirkcaldy Committee Area - against its key performance indicators (KPIs)

Recommendation(s)

The committee is asked to consider the progress across a range of KPI's within this report, and comment as appropriate.

Resource Implications

Not applicable.

Legal & Risk Implications

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

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

Impact Assessment

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

Consultation

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

Background Papers

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

Report Contact

Niall Miller

Station Commander

Kirkcaldy Service Delivery Commander

Scottish Fire and Rescue Service

Email – niall.miller@firescotland.gov.uk



Fife

Kirkcaldy

2024-25

Scrutiny Report



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together
for a safer Scotland**

Fife

Kirkcaldy

Multiple selections

Fife

Kirkcaldy

2024-25

Scrutiny Report

Contents









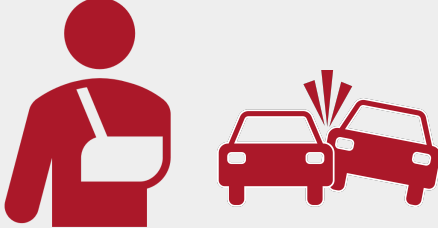



1	Summary	Page 3
2	Trends	Page 4 & 5
3	Accidental Dwelling Fires (ADFs)	Page 6
4	Accidental Dwelling Fire Casualties	Page 7
5	Non-Fire Casualties	Page 8
6	Deliberate Fires	Page 9
7	Non-Domestic Fires	Page 10
8	Unwanted Fire Alarm Signals (UFAS)	Page 11
9	Road Traffic Collisions (RTCs)	Page 12
10	Home Fire Safety Visits (HFSVs)	Page 13
11	Fire Safety Enforcement	Page 13
12	Community Safety & Engagement	Page 14
13	Glossary of Terms	Page 15

About the statistics within this report

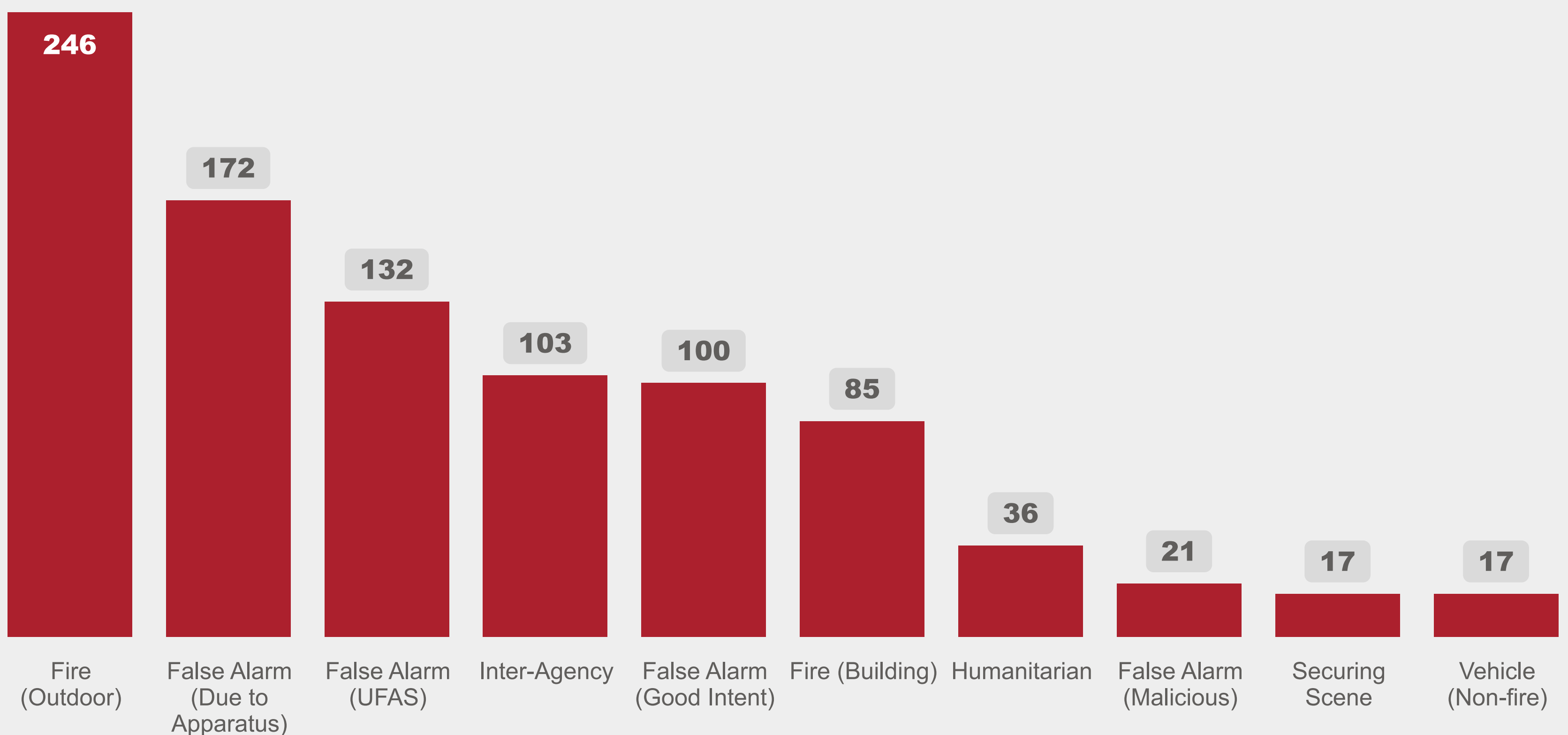
The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

1. Summary

2024-25

 <p>973 Total Incidents (Incl. Incompletes)</p>	 <p>346 Fires</p>	 <p>202 Non-Fire Incidents</p>	 <p>425 False Alarms</p>	 <p>132 UFAS</p>
 <p>27 People Rescued by Firefighters</p>	 <p>9 People Receiving First Aid or Hospital Treatment (Fires)</p>	 <p>0 Fire Fatalities</p>	 <p>12 People Receiving First Aid or Hospital Treatment (Non-Fire)</p>	 <p>8 Non-Fire Fatalities</p>
 <p>511 Home Fire Safety Visits</p>	 <p>70 Fire Safety Audits</p>			

Top 10 Incident Types

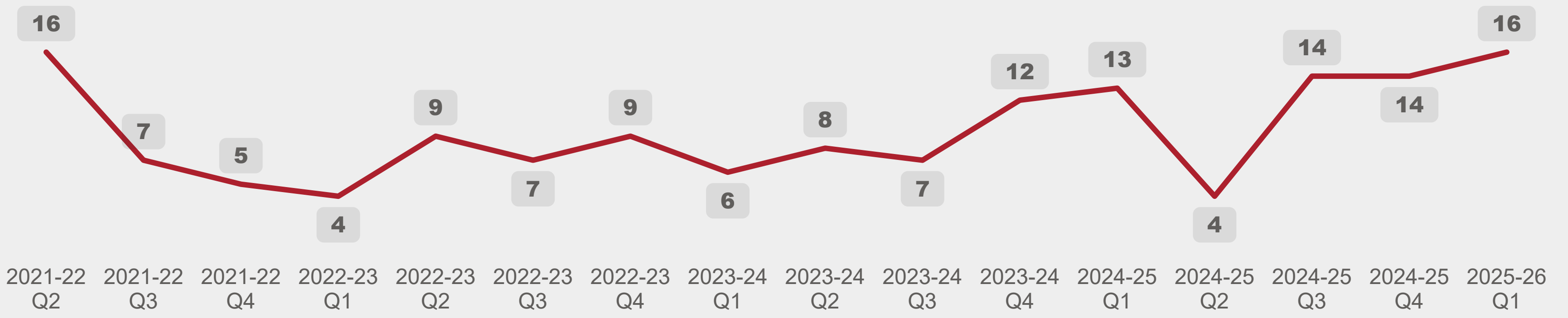


The section above provides a summary of the Annual activity across Key Performance Indicators from 1st April 2024 to the 31st of March 2025 for the Kirkcaldy area.

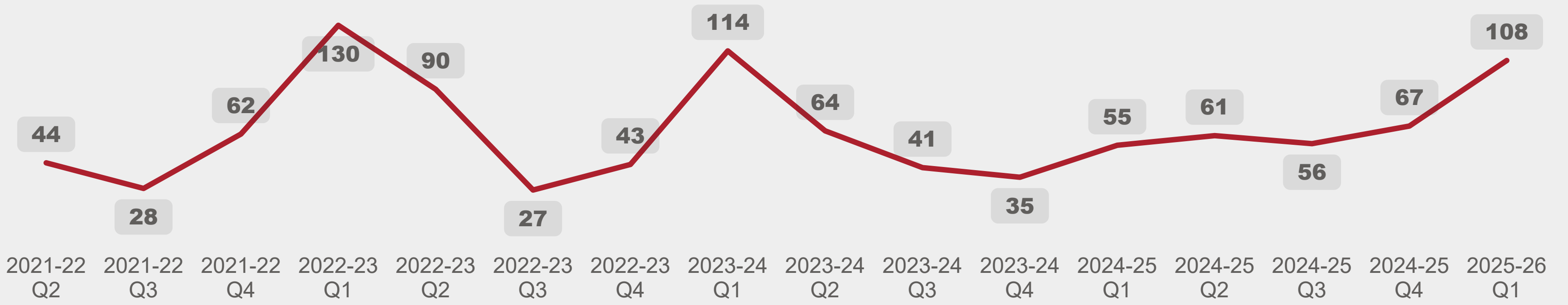
2. Trends

Previous 16 quarters (4 years)

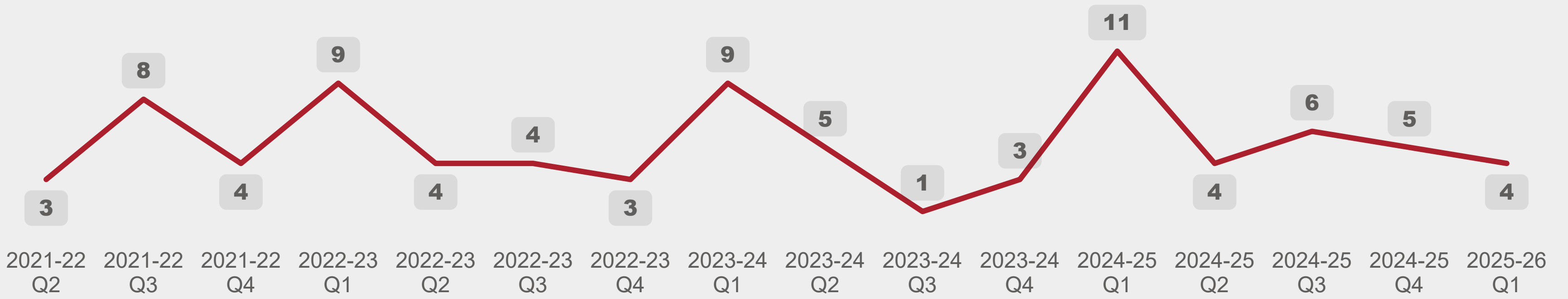
Accidental Dwelling Fires



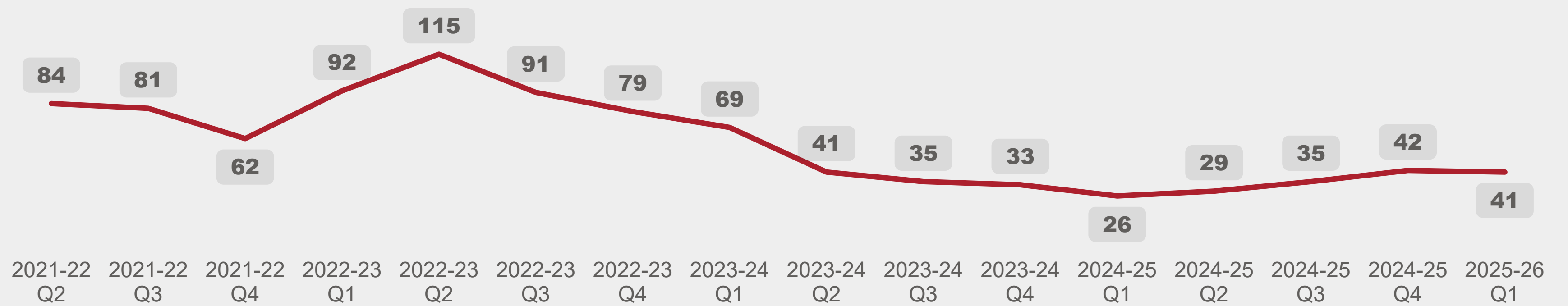
Deliberate Fires



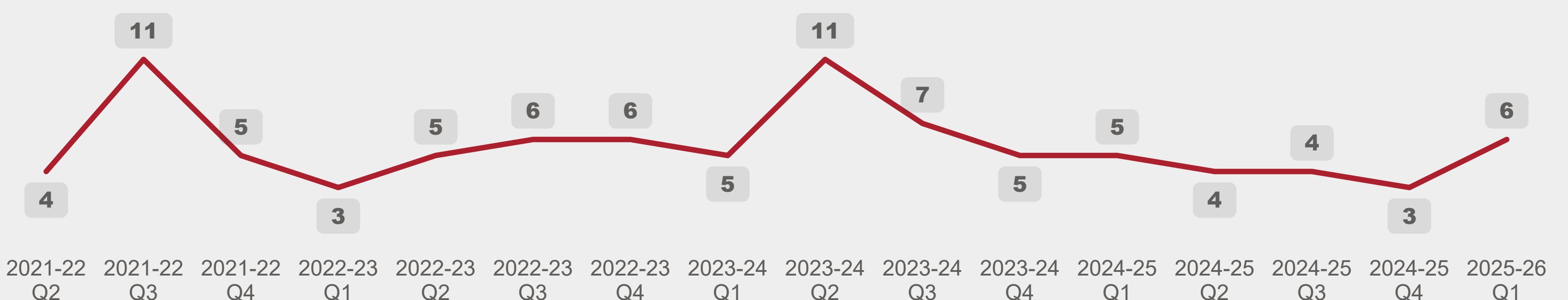
Non-Domestic Fires



Unwanted Fire Alarm Signals



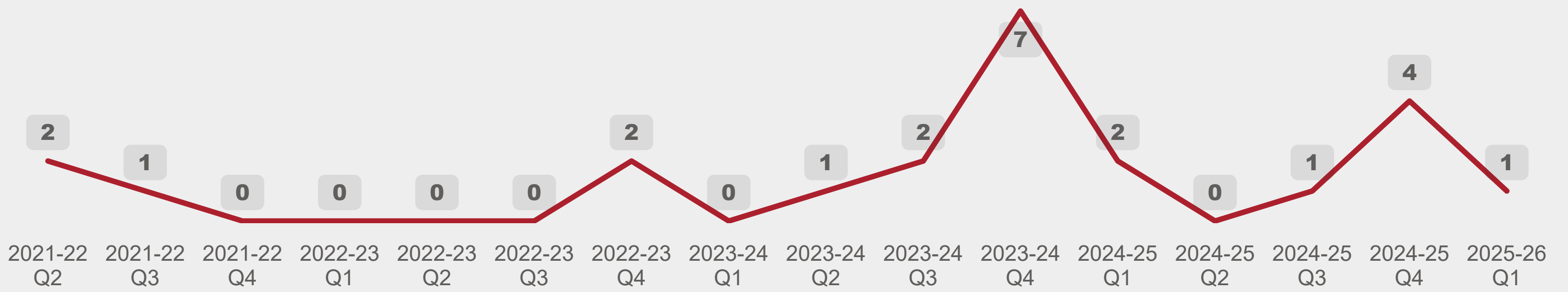
Road Traffic Collisions



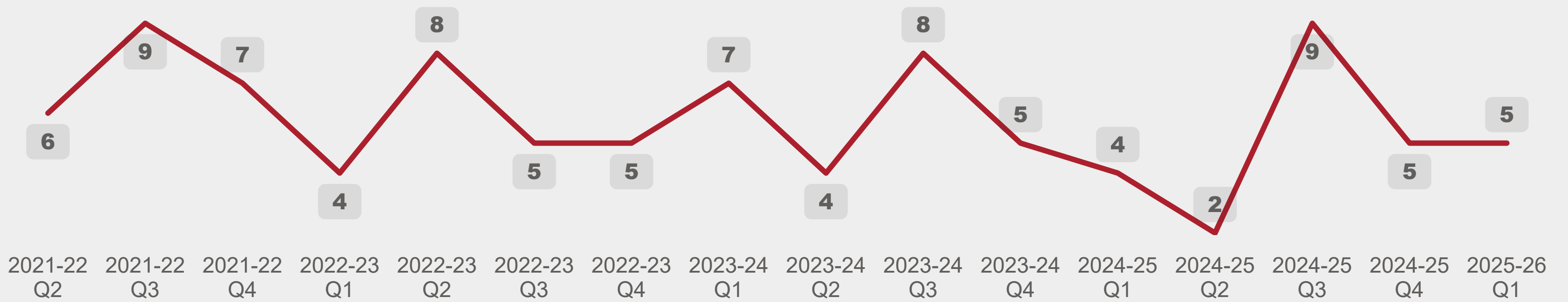
2. Trends

Previous 16 quarters (4 years)

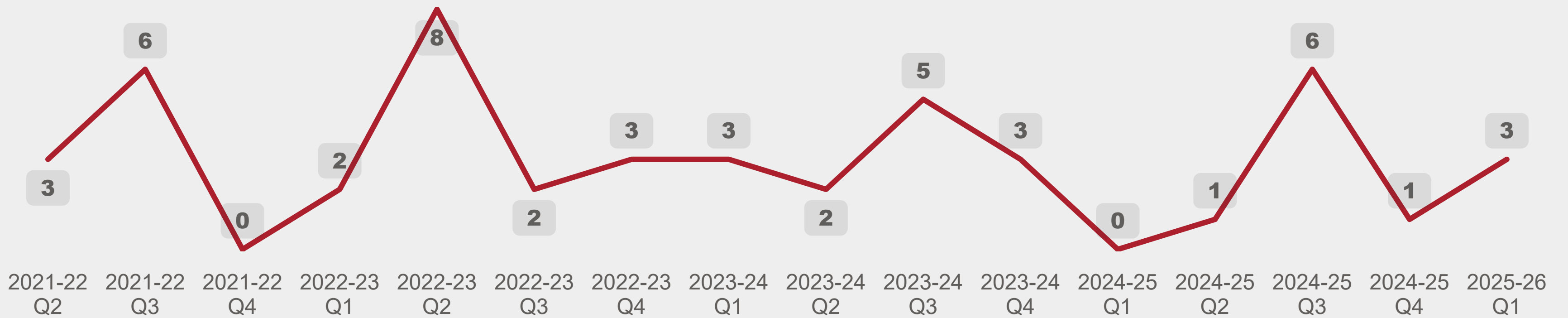
Accidental Dwelling Fire Casualties



Non-Fire Casualties



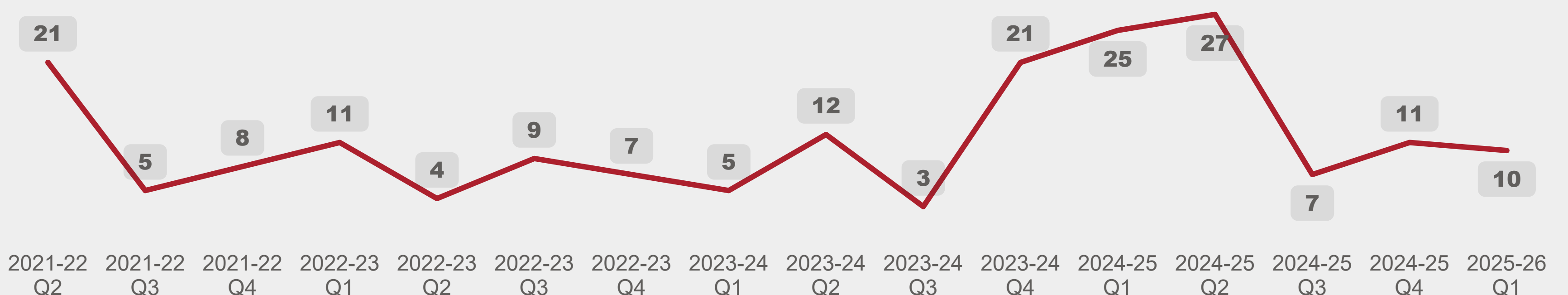
Road Traffic Collision Casualties



Home Fire Safety Visits



Fire Safety Audits



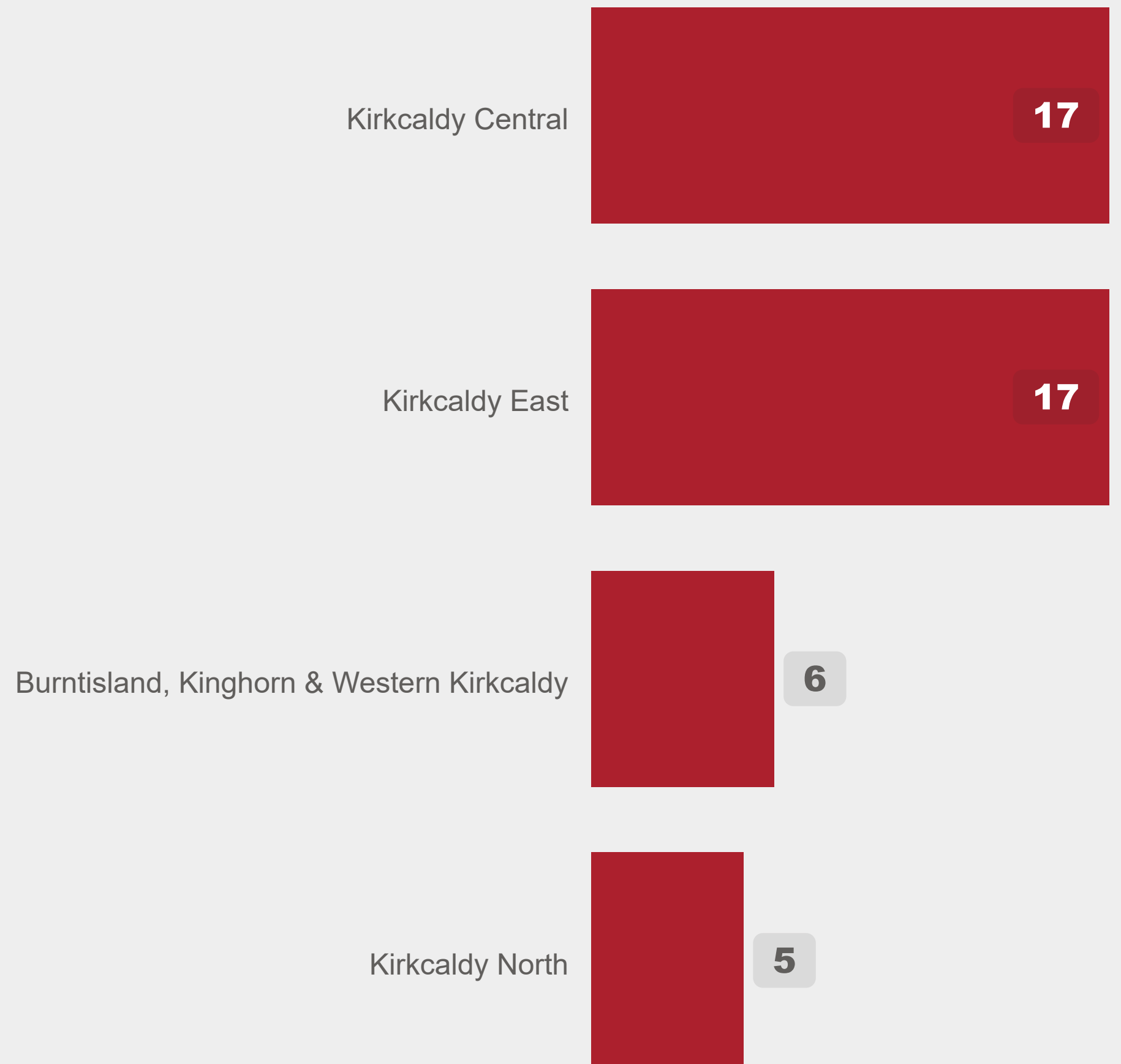
3. Accidental Dwelling Fires

2024-25

Trend by Quarter (4 years)



Incidents by Ward

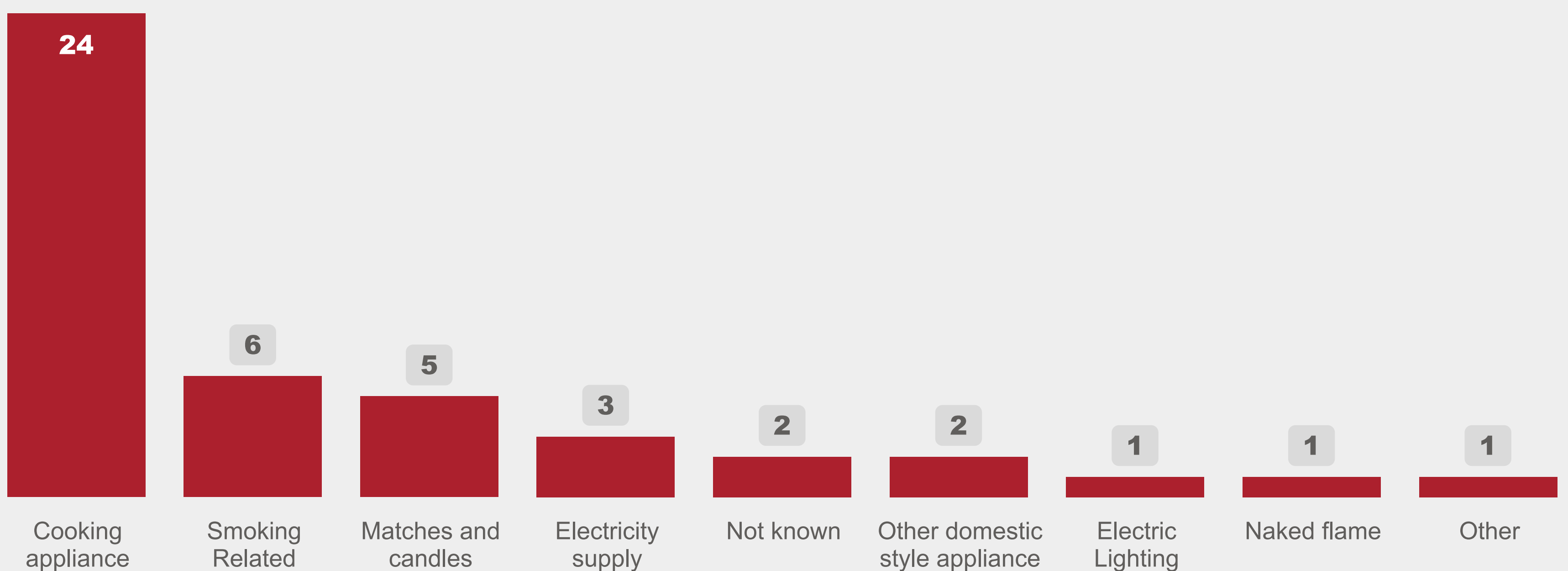


Extent of Damage	Incidents
Limited to item 1st ignited	21
Limited to room of origin	10
Not applicable	10
Limited to floor of origin (not whole building)	4

45

Accidental Dwelling Fires in this period

Source of Ignition (Top 10)



There were 45 Accidental Dwelling Fires recorded across this period, with 17 in the Kirkcaldy Central ward, 17 in the Kirkcaldy East ward, 6 in the Burntisland, Kinghorn & Western Kirkcaldy ward, and 5 in the Kirkcaldy North ward.

24 of these recorded fires for this reporting period started as a result of ignition by a cooking appliance. 27 of these recorded incidents resulted in damage to the item first ignited only or no recordable damage at all.

Smoke alarms were not present in the properties at the time of 10 of these incidents.

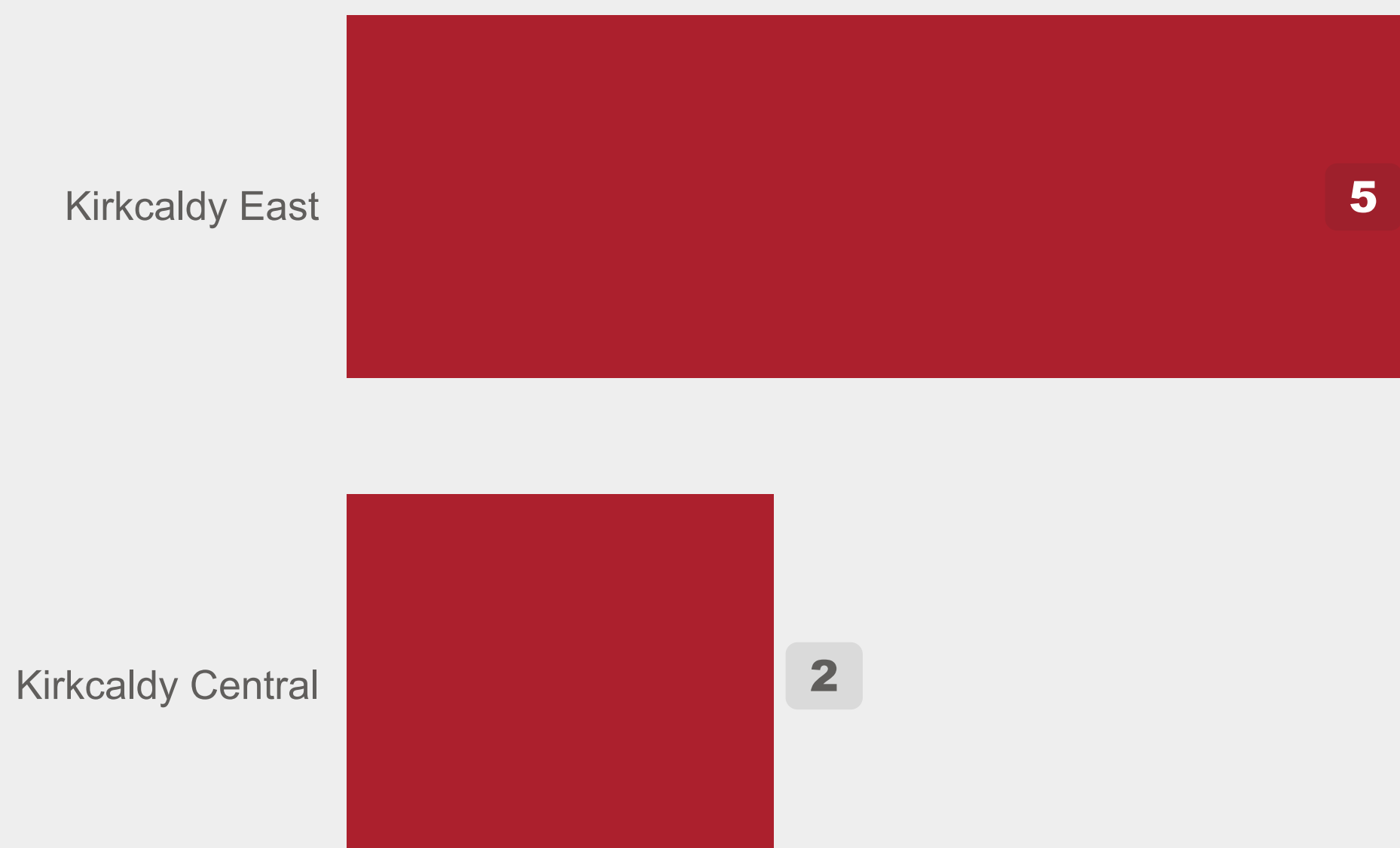
4. Accidental Dwelling Fire Casualties

2024-25

Trend by Quarter (4 years)



Casualties by Ward



Nature of Injury/Cause of Death	Casualties
Overcome by gas, smoke or toxic fumes; asphyxiation	6
Breathing difficulties (Other than 'Overcome by gas, smoke or toxic fumes, asphyxiation')	1



Extent of Harm (Non-Fatal)



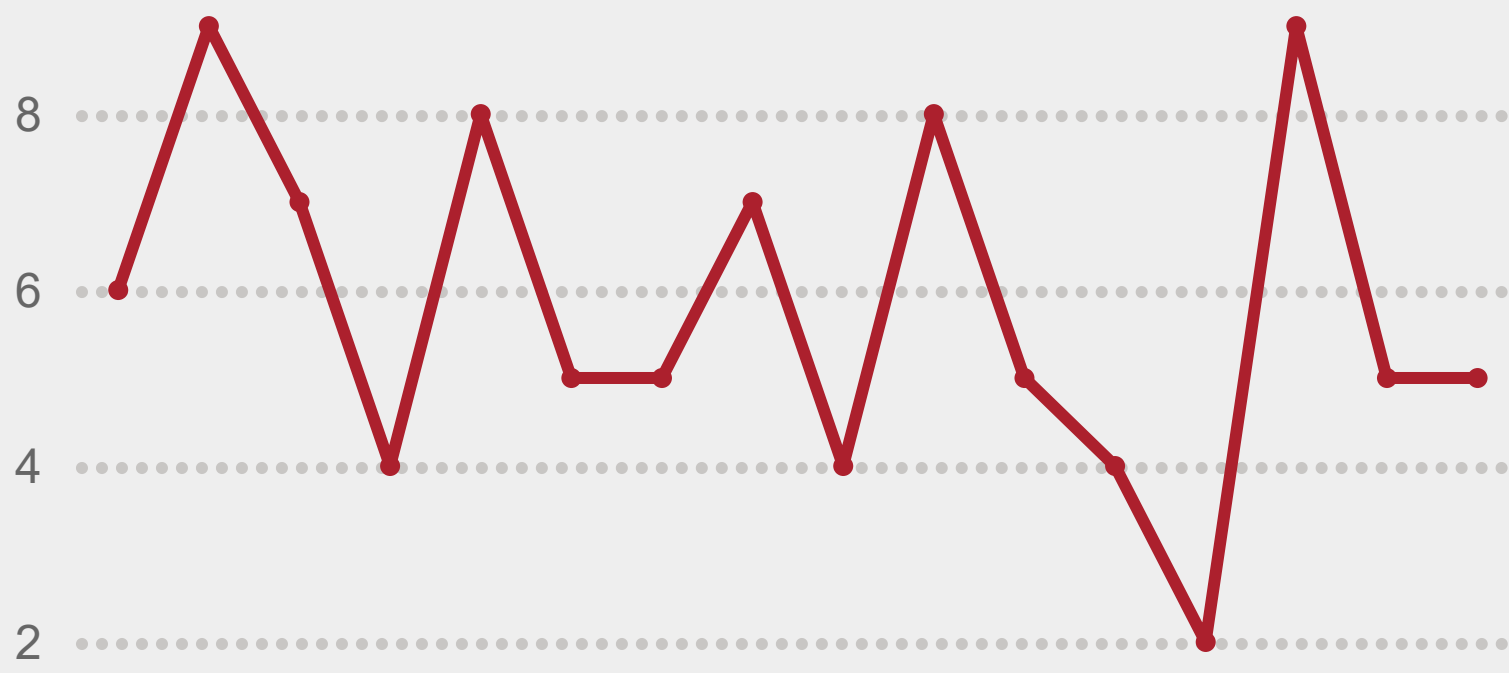
The Kirkcaldy area wards have recorded 7 Accidental Dwelling Fire Casualties and no fatalities for the recording period.

3 of these casualties received First Aid at the scene of the incident and did not require to attend hospital. 3 casualties were taken to hospital with slight injuries, and 1 further casualty was transported to hospital with serious injuries.

5. Non-Fire Casualties

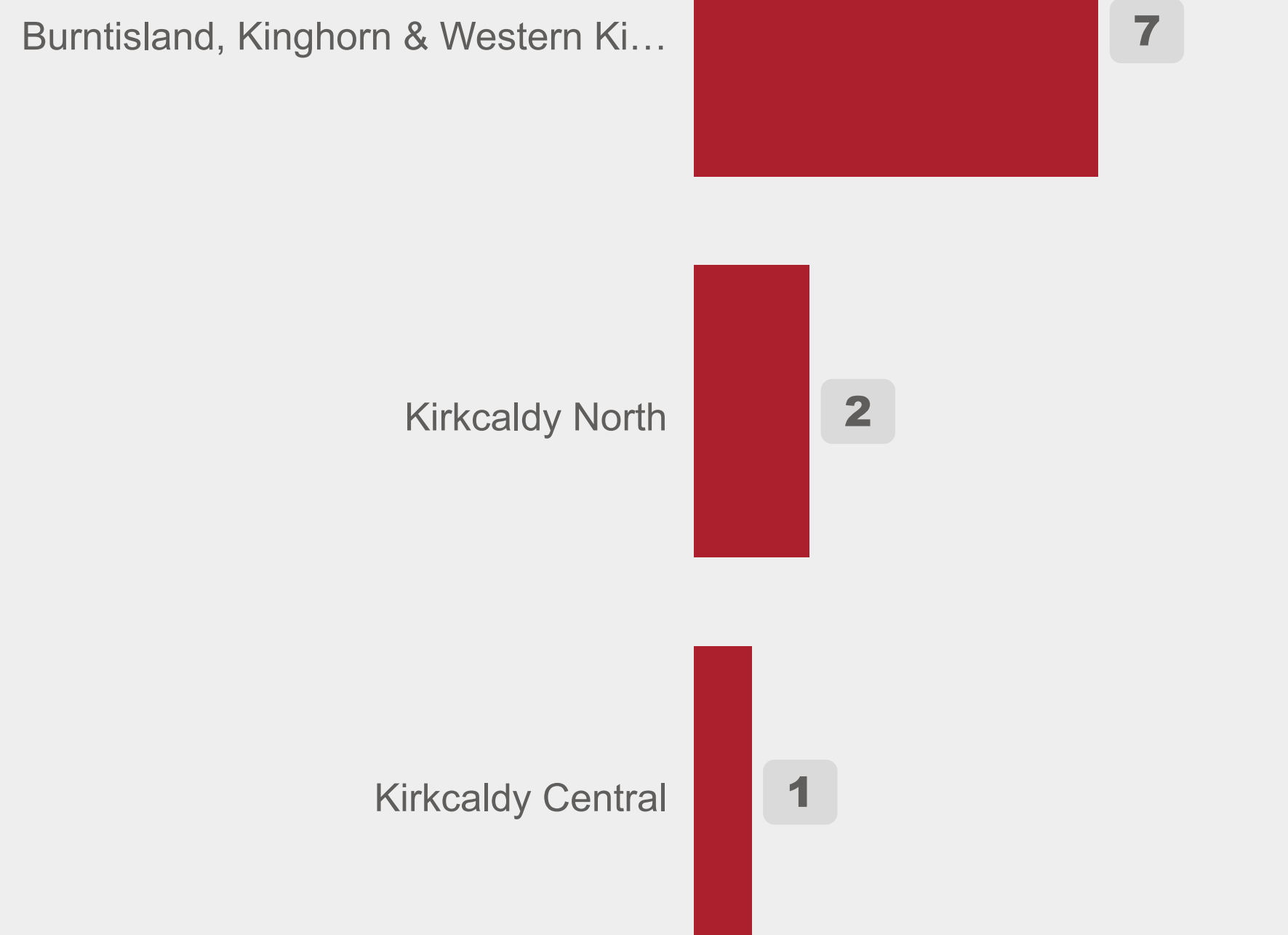
2024-25

Trend by Quarter (4 years)



Casualties by Ward

Nature of Injury/Cause of Death	Casualties
Other	5
Cuts/Lacerations	4
Not known	4
Back / Neck injury (spinal)	3
Bruising	1
Chest pain / Heart condition / Cardiac arrest	1
Head injury	1
Unconscious, fitting or unresponsive (no other evident significant injury)	1



12

Non-Fatal Casualties

8

Fatal Casualties

23

People Rescued by Firefighters

Extent of Harm (Non-Fatal)

1

First Aid Given at Scene

5

Hospital Slight Injuries

6

Hospital Serious Injuries

Non-fire Casualties include Water Rescue, Effecting Entry and other incidents where people have been rescued by the Scottish Fire and Rescue Service.

In total, there were 12 Non-Fatal Casualties across all wards, 23 individuals who were Rescued by Firefighters and, sadly, there were 8 Fatal Casualties.

Of the Non-Fatal Casualties, 1 individual was given first aid at the scene and did not require to attend hospital, 5 individuals were transported to hospital with Slight Injuries, and 6 individuals were transported to hospital with Serious Injuries.

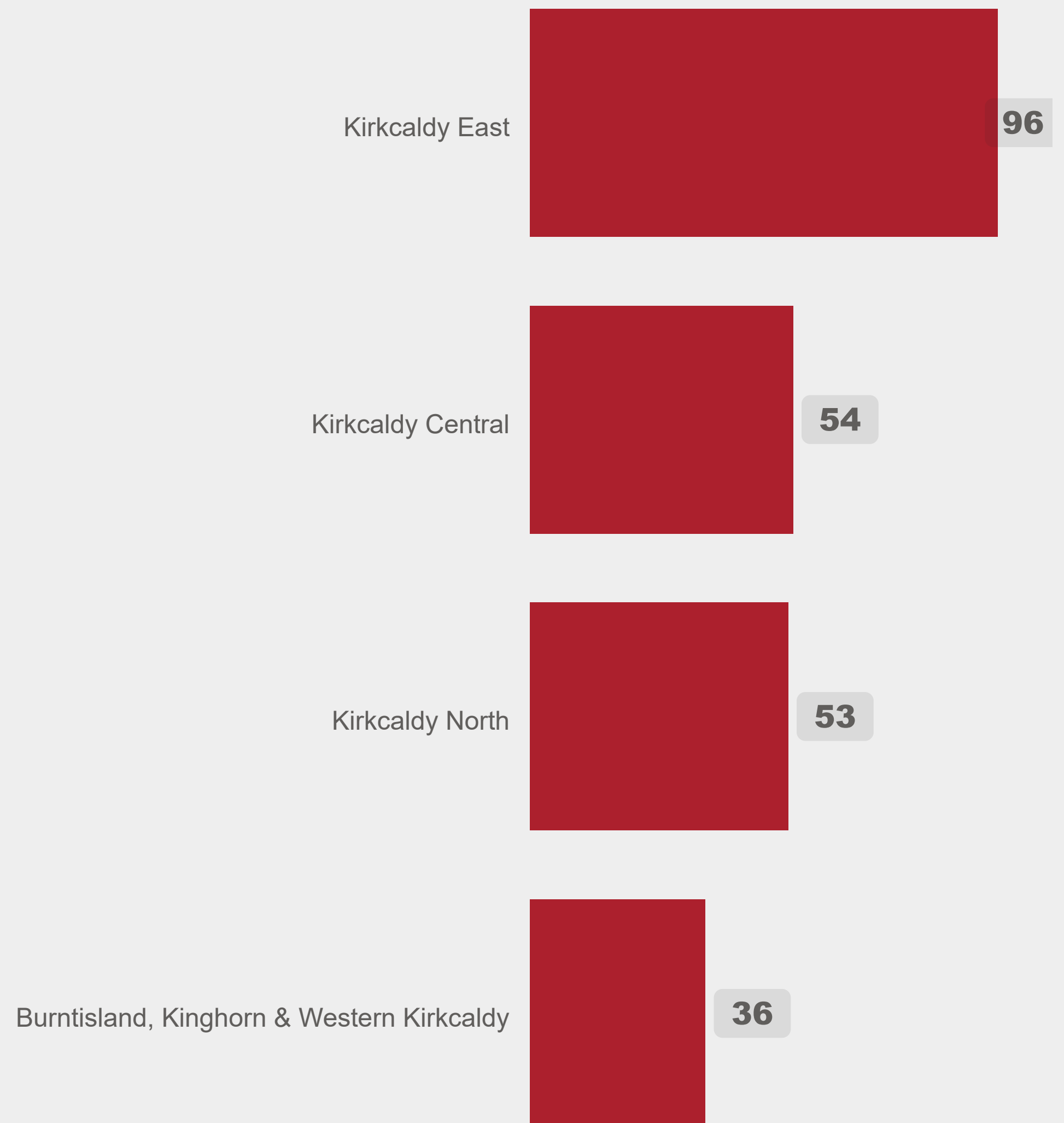
6. Deliberate Fires

2024-25

Trend by Quarter (4 years)



Incidents by Ward

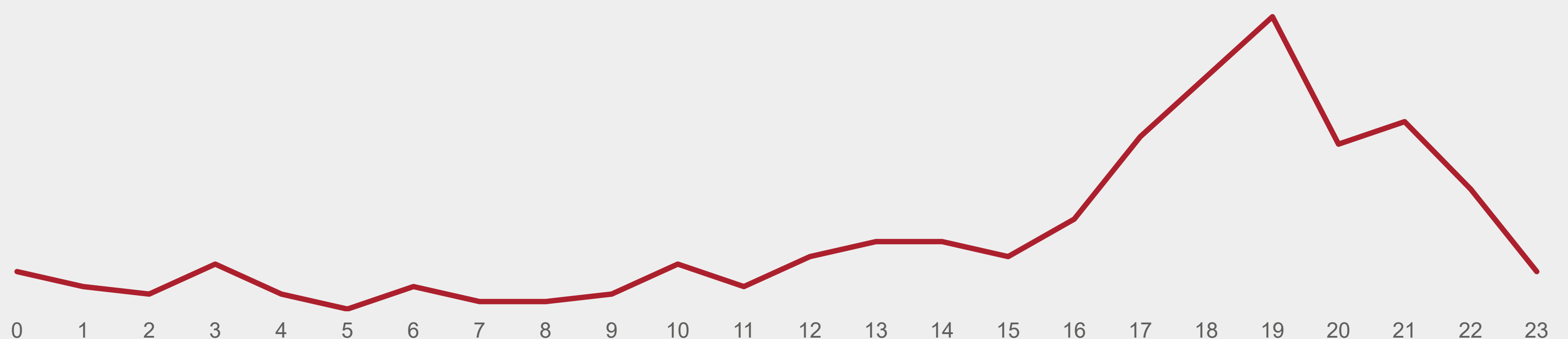


Property Type	Incident
Grassland, woodland and crops	97
Refuse	66
Other outdoors (including land)	42
Non Residential	14
Dwelling	9
Outdoor structures	5
Road Vehicle	3
Outdoor equipment and machinery	2
Other Residential	1

239

**Deliberate Fires
in this period**

Hour of Day



The Kirkcaldy wards area recorded 239 Deliberate Fires during the reporting period with Kirkcaldy East recording the largest share of these incidents.

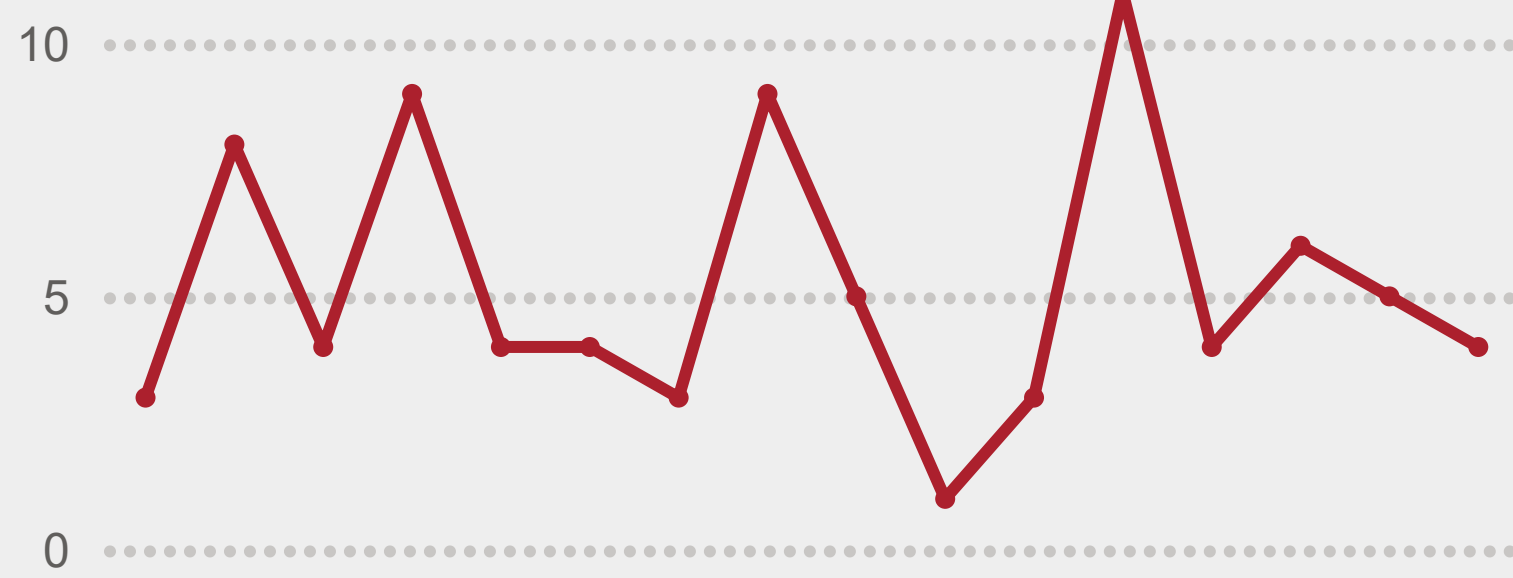
Grassland and refuse fires account for approximately 65% of these incidences of deliberate fire setting, and we continue to work with partners on reduction strategies to tackle this problem. This involves engagement at both Primary and Secondary school level, and joint patrols with our colleagues in Police Scotland and Safer Communities.

Grassland and outdoor fires continue to rise year on year as the climate changes within Scotland. This is an area of focus for the SFRS with the introduction of our Wildfire Strategy.

7. Non-Domestic Fires

2024-25

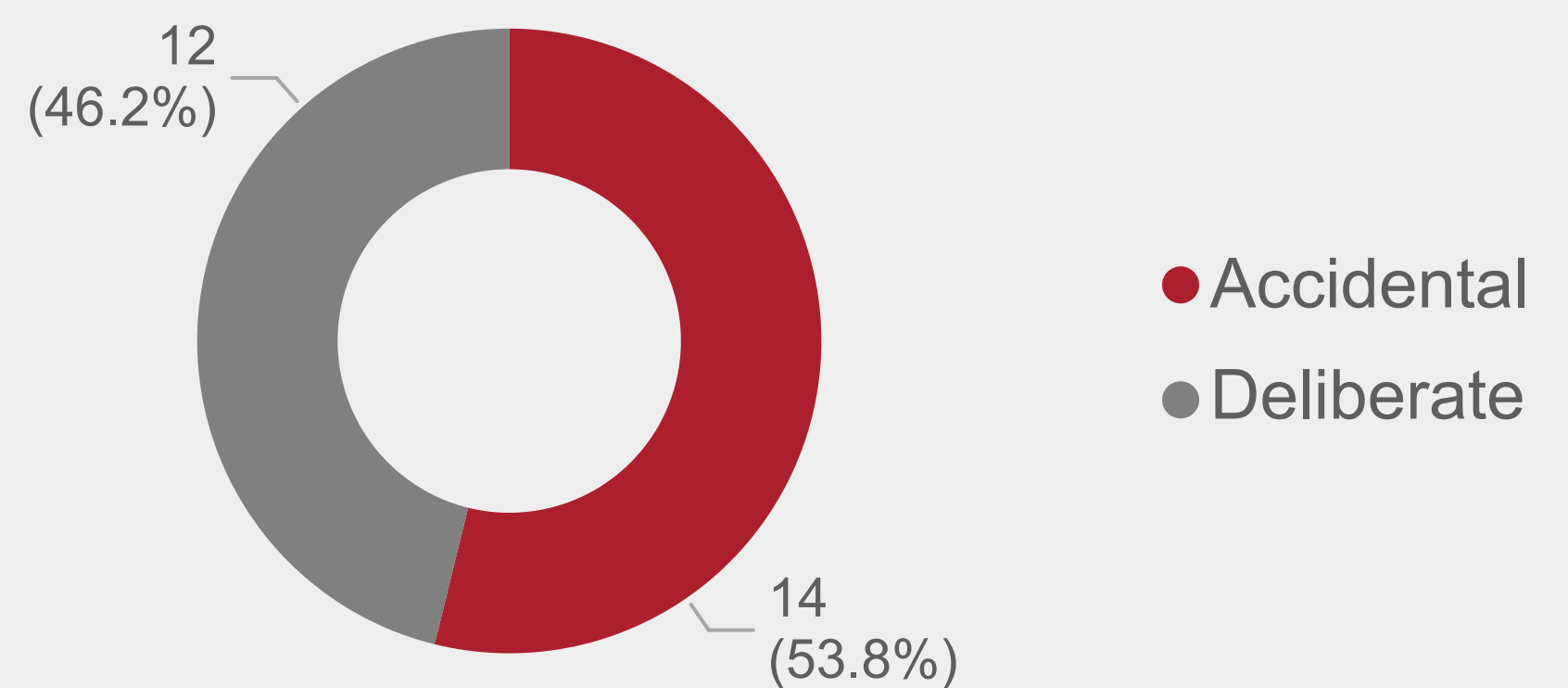
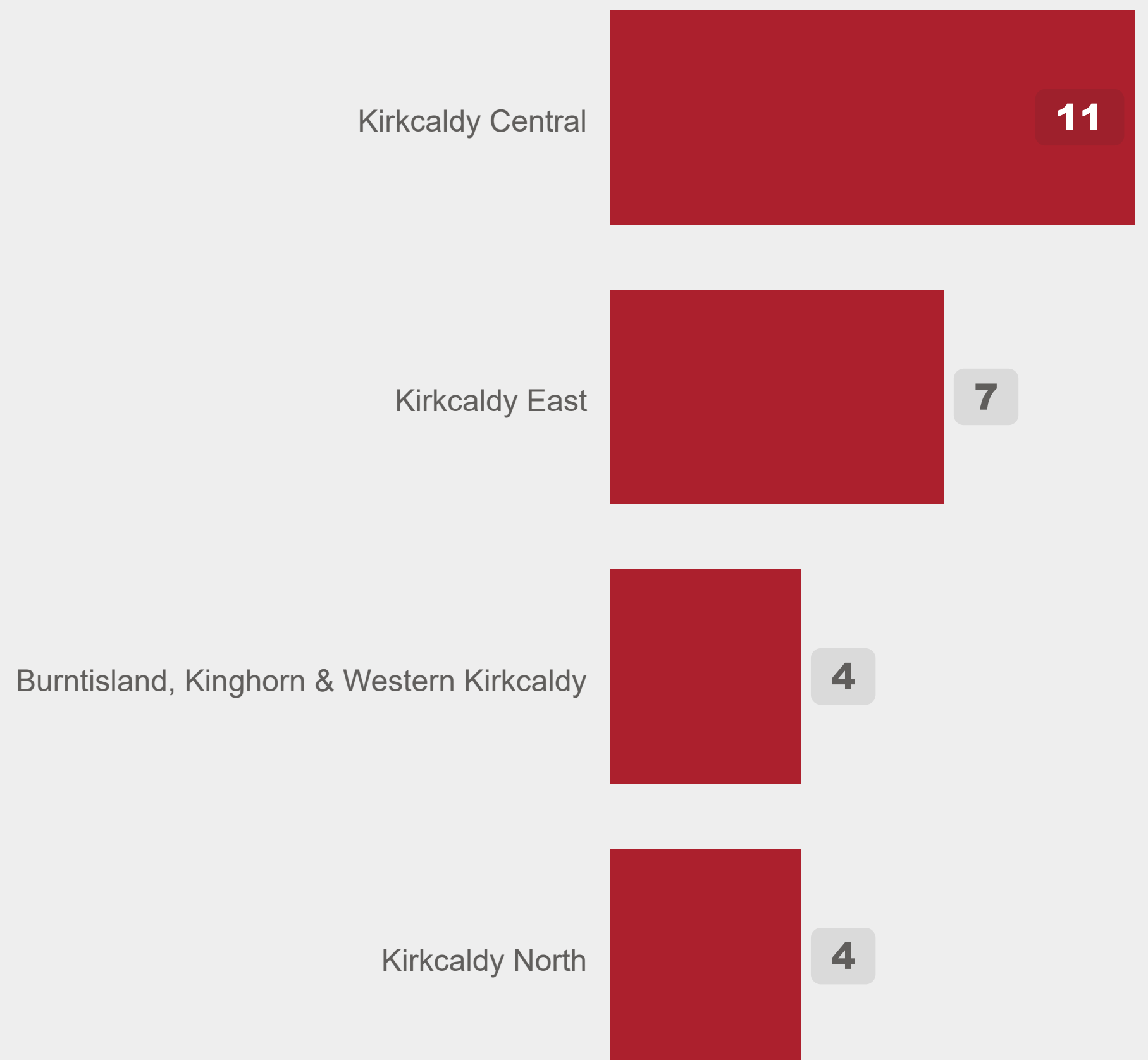
Trend by Quarter (4 years)



Top 15 Property Types

Property Type	Incidents
Education	4
Hospitals and medical care	3
Permanent Agricultural	3
Retail	3
Food and Drink	2
Boarding House/B&B for homeless/asylum seekers	1
Boarding School accommodation	1
Car Parks	1
Entertainment and culture	1
Industrial Manufacturing	1
Industrial Processing	1
Other buildings/use not known	1
Public admin, security and safety	1
Public toilets	1
Sheltered Housing - not self contained	1
Vehicle Repair	1

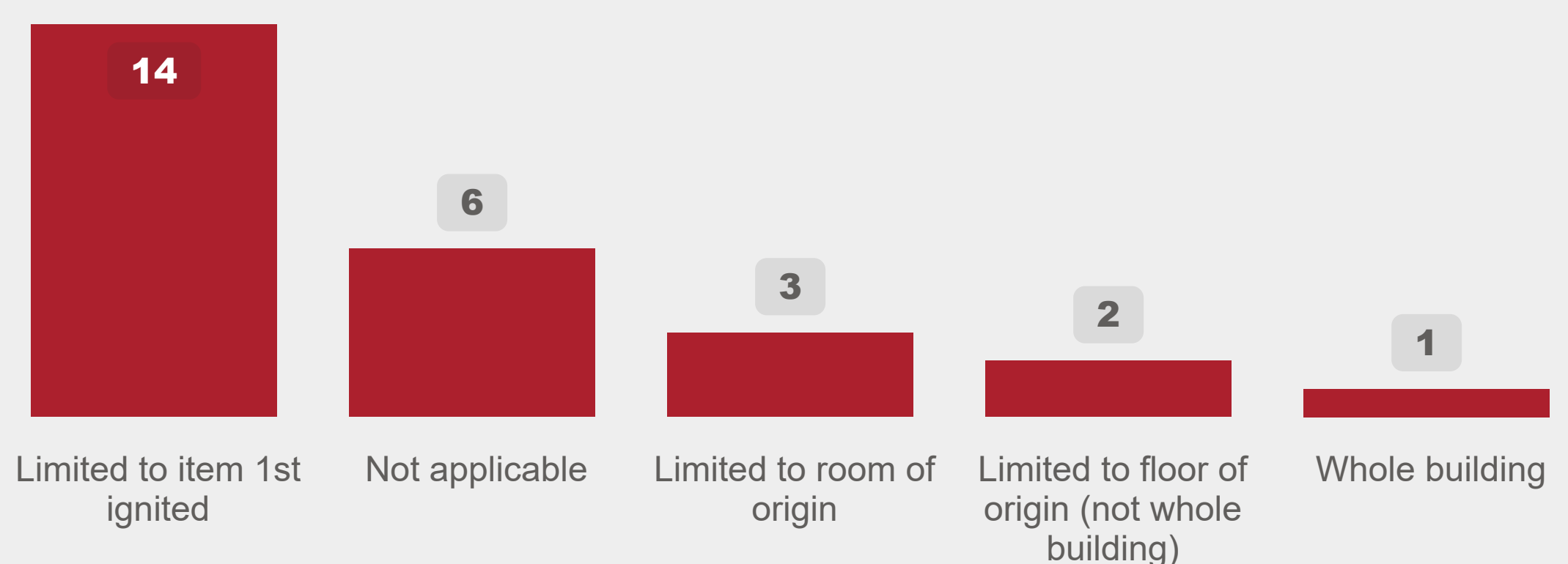
Incidents by Ward



26

Non-Domestic Fires in this period

Extent of Damage



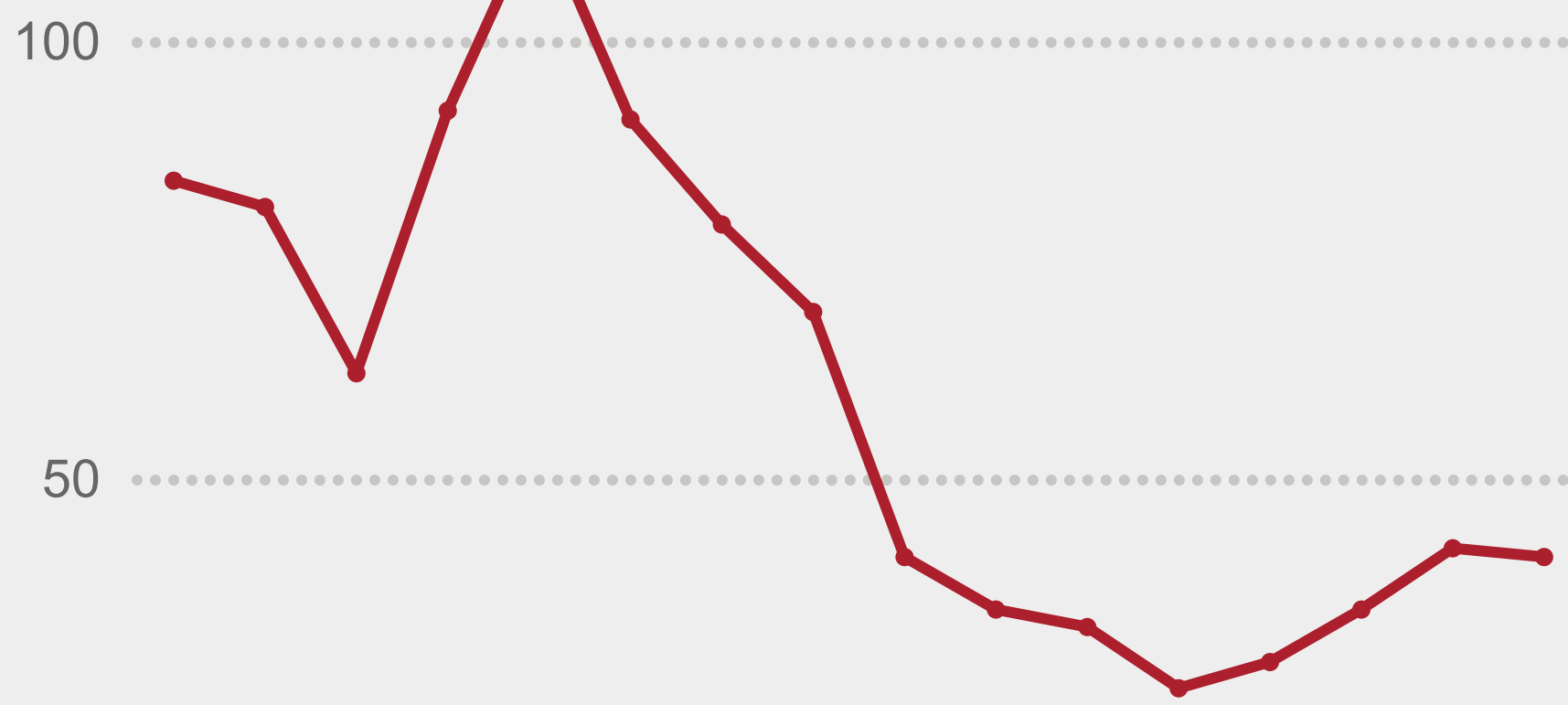
There have been 26 Non-Domestic Fires recorded in Kirkcaldy wards for the period covered by this report.

Of the 26 incidents, 14 were Accidental and 20 were either limited to the item ignited first only or no recordable damage.

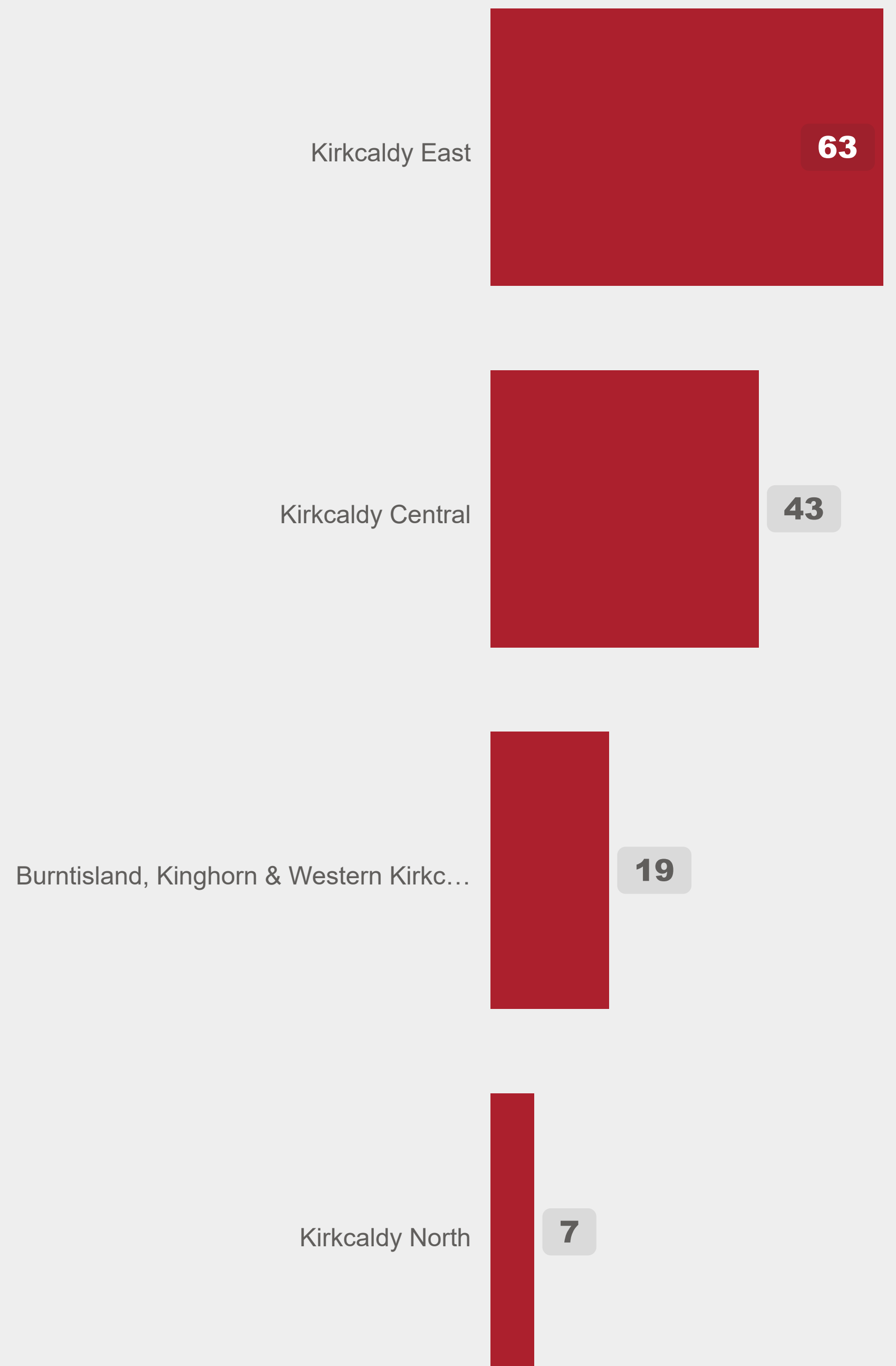
8. Unwanted Fire Alarm Signals

2024-25

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

Property Type	Incidents
Hospitals and medical care	46
Residential Home	33
Sheltered Housing - not self contained	24
Boarding School accommodation	9
Hotel/motel	3
Boarding House/B&B for homeless/asylum seekers	2
Hostel (e.g. for homeless people)	2
Industrial Manufacturing	2
Student Hall of Residence	2
Education	1
Entertainment and culture	1
Food and Drink	1
Industrial Processing	1
Offices and call centres	1
Permanent Agricultural	1
Public admin, security and safety	1
Retail	1
Youth hostel	1

132

Unwanted Fire Alarm Signals in this period

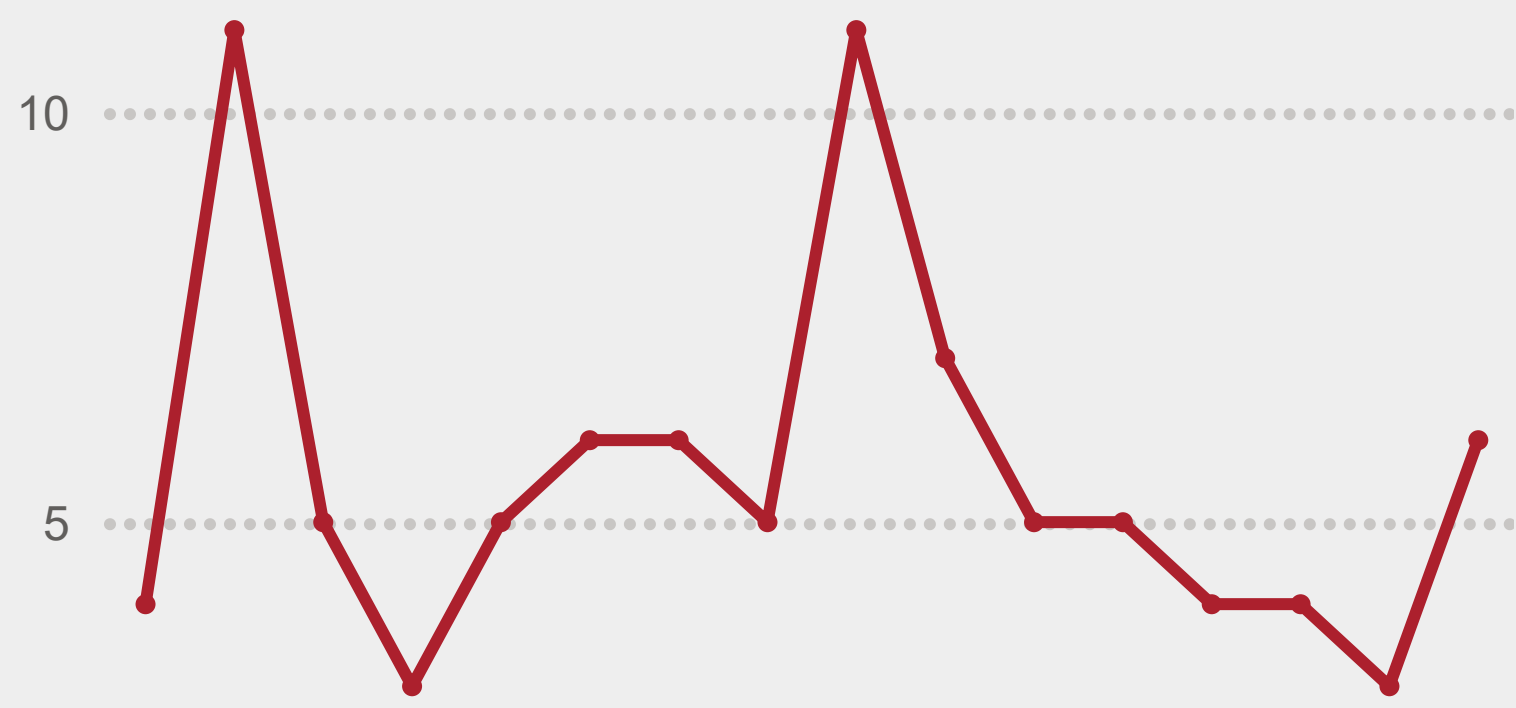
Hospitals, Residential Care Homes and Sheltered Housing account for almost 80% of all UFAS incidents and our Fire Safety Enforcement teams and Operational Crews work closely with these premises to achieve fire safety compliance and reduce unwanted calls.

Following the introduction of our Unwanted Fire Alarm Signal (UFAS) Reduction Strategy in July 2023, we continue to see a significant reduction in UFAS incidents, with 54 fewer UFAS incidents compared to the previous reporting period. We remain committed to supporting Premises Duty Holders achieve high levels of Fire Safety and the UFAS Champion will continue to engage robustly with all stakeholders in order to address spikes and drive down these types of incidents.

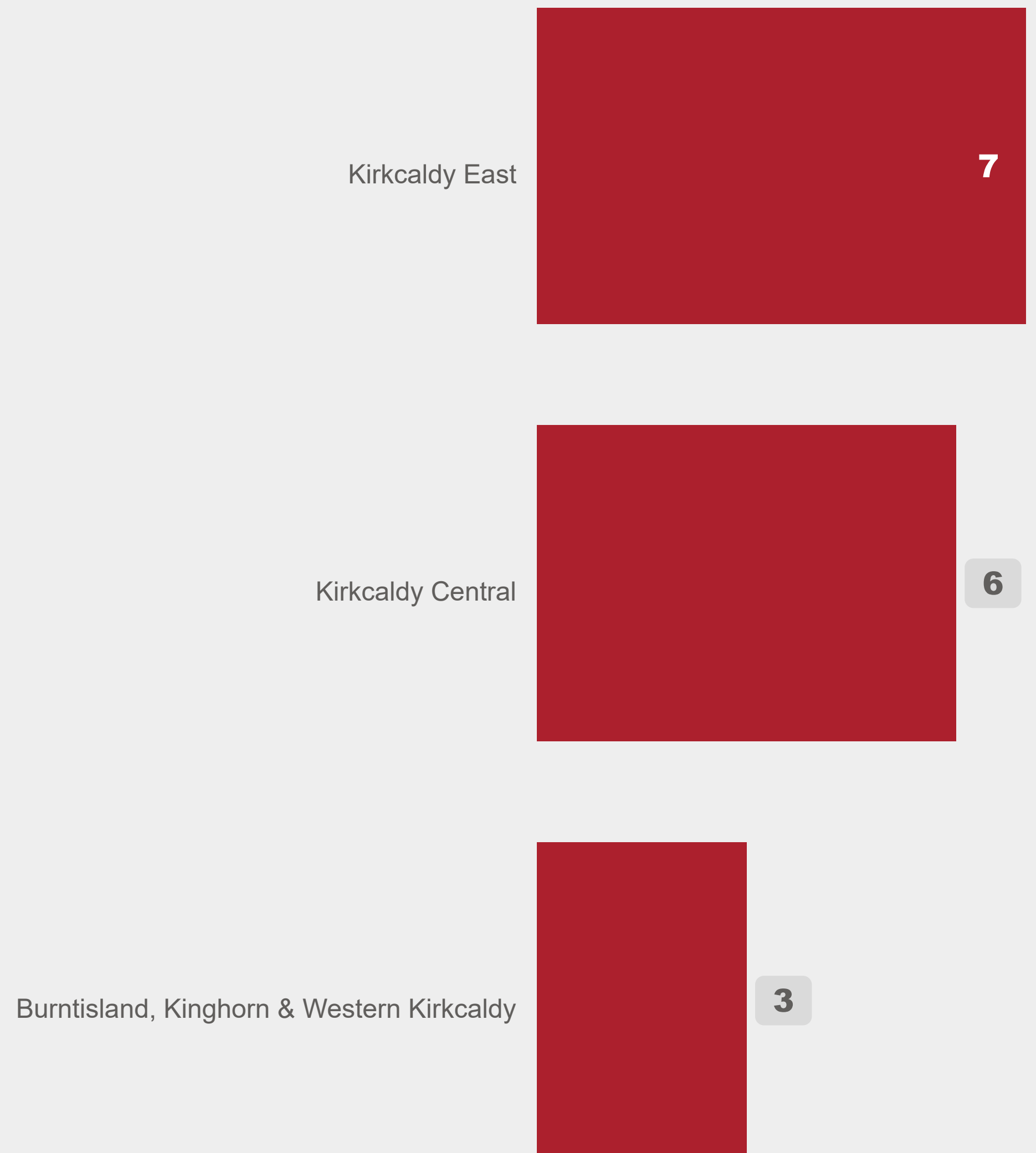
9. Road Traffic Collisions

2024-25

Trend by Quarter (4 years)



Incidents by Ward



16

Road Traffic Collisions in this period

Property Type	Incidents
Car	15
Bus/coach	1

Incident Type	Incidents
Vehicle (Non-fire)	16

7

Non-Fatal Casualties

1

Fatal Casualties

2

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



1

First Aid Given at Scene



3

Hospital Slight Injuries



3

Hospital Serious Injuries

As SFRS crews generally only attend RTCs of a serious nature, where persons are trapped, the figures do not capture every RTC that occurs within the Kirkcaldy area.

We experienced a decrease of 12 RTCs compared to the previous reporting period. Kirkcaldy East and Central accounted for the majority of these incidents.

Of the 7 Non-Fatal casualties as a result of RTCs, 1 was given first aid at the scene only, 3 were transported to hospital with slight injuries and 3 were transported to hospital with serious injuries. Sadly, there was 1 fatality within the reporting period.

SFRS contribute as part of the Road Casualty Reduction Group (RCRG), which is part of the Fife Community Safety Strategy. Our teams are also key partners in delivering the Biker Down, Safe Drive Stay Alive and Drive Wise Road Safety Initiatives.

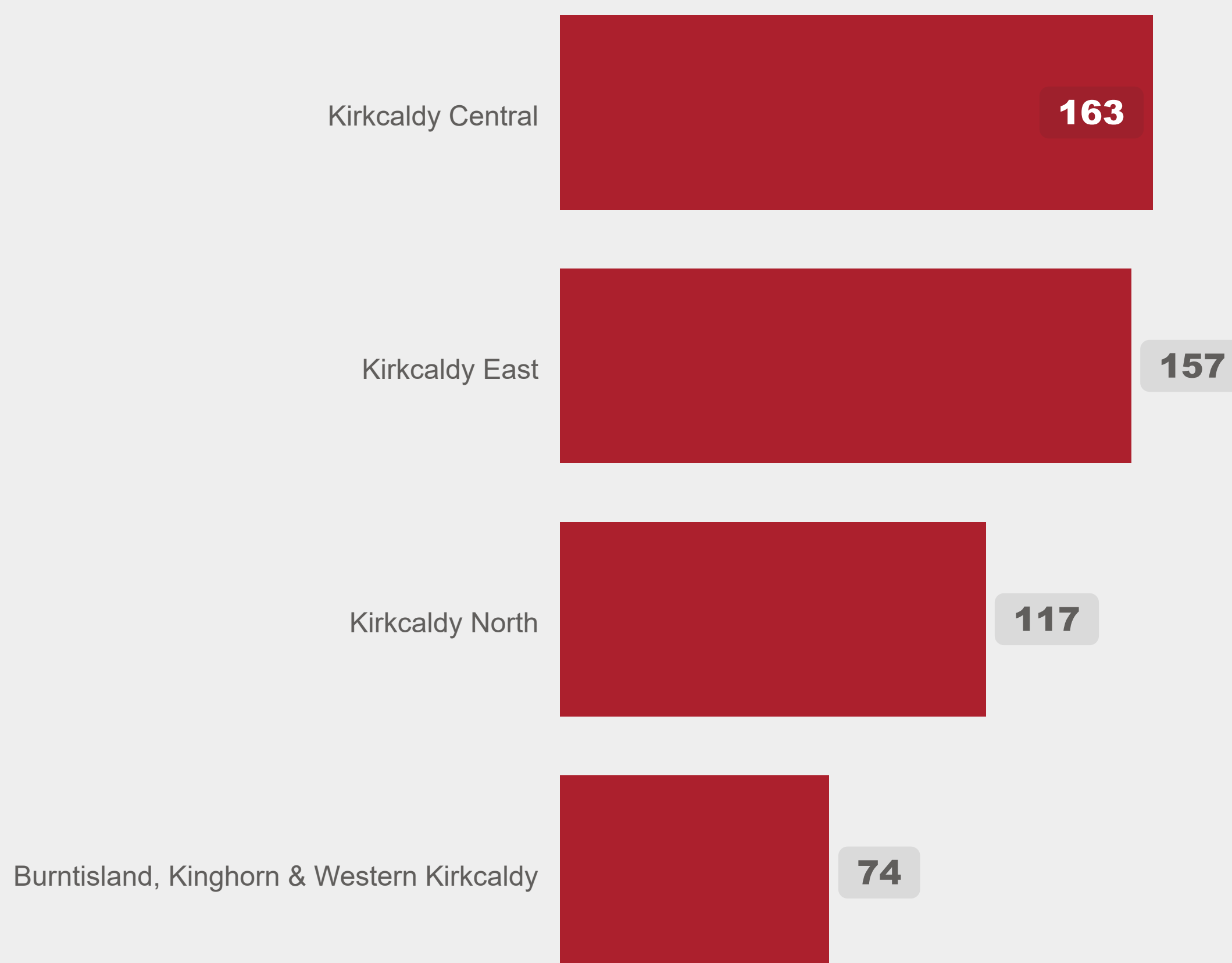
10. Home Fire Safety Visits

2024-25

HFSVs by Ward

511

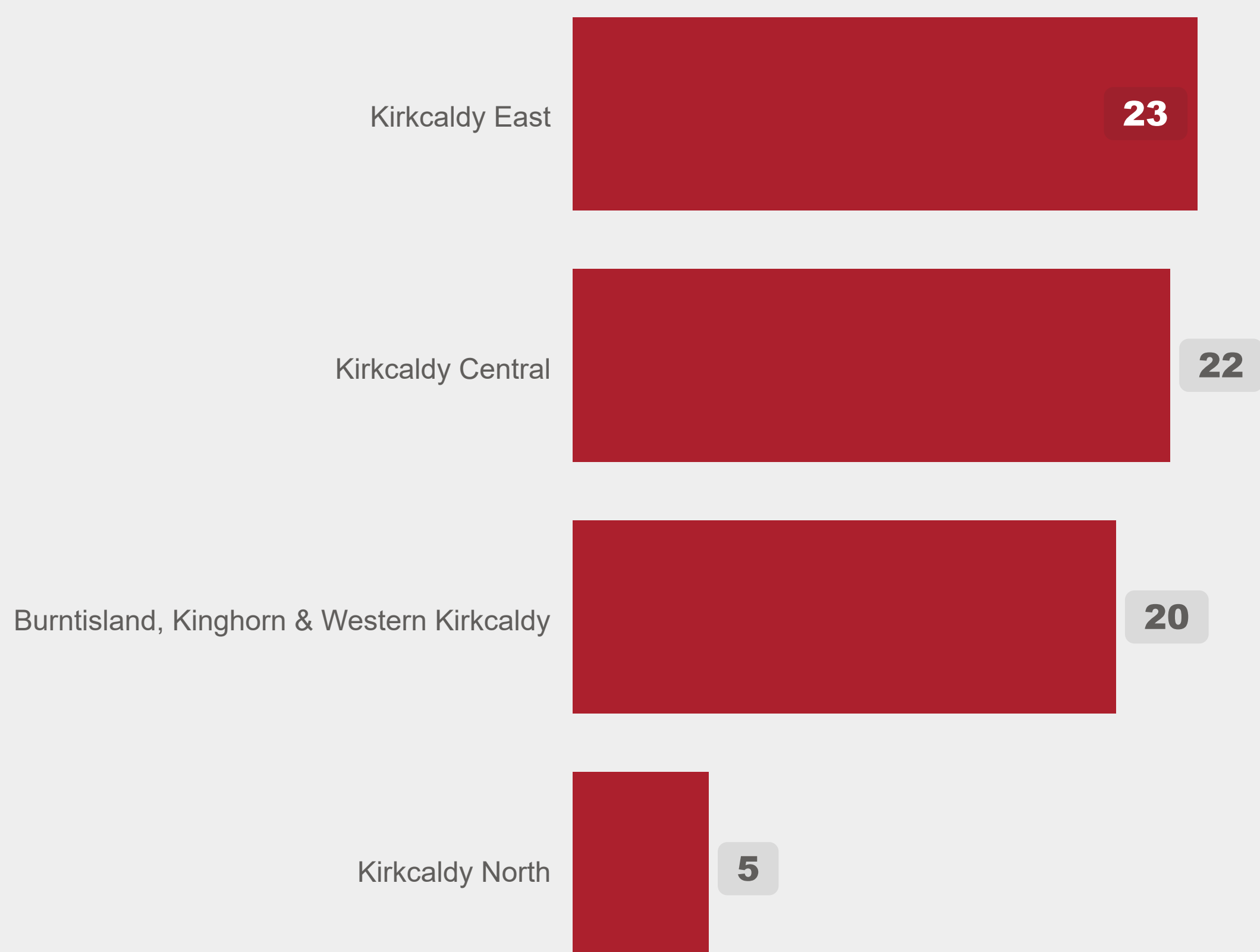
Home Fire
Safety Visits



11. Fire Safety Enforcement

Job Type	Count
Audit	70
Consultation	46
Specific Visit	1

Audits by Ward



To support Community Safety and ensure people stay safe within their own homes, the SFRS continues to carry out their Home Fire Safety Visit programme, specifically targeting those deemed as High Risk. To that end, we carried out 511 Home Fire Safety Visits in person over the recording period, with additional Home Fire Safety information being provided to households not falling within the High-Risk category.

Our Legislative Fire Safety Enforcement Officers carried out 455 audits within relevant premises throughout the Fife Council area with 70 of those audits taking place within the Kirkcaldy Area wards.

Figures for Fife Local Authority Area:

Home Fire Safety Visit Programme

The SFRS carried on with our Home Fire Safety visit programme within the Fife Council area, visiting 744 high risk premises. This year also saw the introduction of a new Home Fire Safety Visit App that will allow us to target HFSVs to those most at risk and allow us to refer onwards to partner organisations in a more streamlined manner. Numbers include:

Total Completed - 1,900 (744 High Risk)
Adult Protection (AP1) Referrals - 147

Anti-Social Behaviour (ASB) and Bonfire Safety

Ten talks to over 600 young people carried out by the Community Action Team. Some large events and some smaller more targeted events in problem areas across a range of schools and youth groups. Additionally, schools were given information for their digital boards and presentations for their own use to support delivery of ASB information and reduction initiatives.

Partnership Training

Locally we carried out twenty partnership training sessions on risk recognition and referring into SFRS. Groups we worked with included NHS, Social Work and education groups. In total 360 people received training.

Youth Volunteer Scheme

This course has continued at Methil Community Fire Station over the year. As a national course, the YVS aims to provide a safe, welcoming and enjoyable environment for young people to learn and work together.

Water Safety and Water Safety School Talks

SFRS attended a number of events to promote water safety. These included joint patrols with Police Scotland and engaging with the public at problem areas to reassure and educate the public. Also, six talks were carried out at schools in the area to approximately 785 young people ahead of the Summer Holidays.

13. Glossary of Terms

Term - What it means

ADF

Accidental Dwelling Fire.

HFSV

Home Fire Safety Visit.

PDIR

Post Domestic Incident Response, a term used to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow up home fire safety visit.

RTC

Road Traffic Collision.

Special Service

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies.

UFAS

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident.

UFAS Policy Change

In response to COVID, on the 6th May 2020, the SFRS decided to send 1 pump to UFAS premises that did not have their own Predetermined attendance (PDA).

As of 1st July 2023, the COVID interim 1 pump response was ended and a new UFAS policy was implemented.

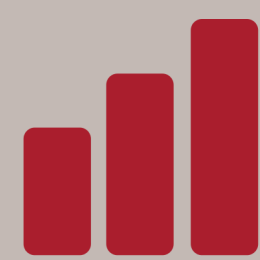
The new policy is to call challenge all UFAS incidents with the intention of non-attendance. Hospitals, care homes, and sleeping risk premises are all exempt and receive either 2 pumps or their premise specific PDA.



SCOTTISH

FIRE AND RESCUE SERVICE

Working together for a safer Scotland



**BUSINESS
INTELLIGENCE**

Design, figures and charts by the Business Intelligence team.

28 October 2025

Agenda Item No. 7

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: Wards 9, 10, 11 and 12

Purpose

The purpose of this report is to provide elected members with an update on the operational activity of the Safer Communities Team within the Kirkcaldy committee area during the 12-month period 1st April 2024 to 31st March 2025.

Recommendation

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

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

Consultation

Consultation has taken place with community safety partner agencies.

1.0 Background

- 1.1 The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within this committee area during the financial year the reporting period.
- 1.2 This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should be noted that the three core agencies (Police Scotland, SFRS and Fife Council's SCT) may comment on work carried out *in partnership* with each other and other agencies but cannot comment specifically on work carried out independently by other services.
- 1.3 Some information may be included on Fife-wide activity to raise awareness of the range of activities which may be of interest to members and their constituents.
- 1.4 Each activity is categorised as either People or Place focussed.

2.0 People Focussed Activity

Home Safety & Security

- 2.1 Our Fife Cares service carried out a total of 61 visits in relation to **home safety advice**, a slight decrease from the previous year (69 visits).
 - 2.1.1 The majority of home safety visits (87%) related to requests for tailored home safety advice specifically for families with children under five years of age, with the remainder for home safety advice for vulnerable adults.
 - 2.1.2 Health Visitors were the main source of home safety referrals for child safety, whilst the remainder came from a variety of other sources such as Homestart, Housing colleagues, Social Work and various NHS Services.
 - 2.1.3 Home safety referrals in relation to vulnerable adults were received mainly from Mobile Emergency Care Teams and Home Care services.
 - 2.1.4 The Fife Cares service also provides **home security advice** under the Safe, Secure and Supported at Home initiative. Visits in relation to this service increased during the reporting period (147) compared to the previous year (110).
 - 2.1.5 Following a successful pilot, the Safe and Secure at Home referral process for ASB cases identified by our Investigations Officers as requiring urgent attention, has now been rolled out across Fife. Traditionally, such referrals would have been made via Police Scotland. However, it was agreed that delivering this advice through Fife Cares would allow the Safer Communities Team to respond to residents' needs more efficiently. This approach enables Investigations Officers to provide a more holistic and timely service, while freeing up Police resources to focus on wider community demands.
 - 2.1.6 Safe Secure and Supported at Home referrals were mainly received from our own Investigation Officers, Police Scotland and Housing services but were also received from other sources such as Fife Women's Aid, Victim Support and Social Work.

Private Space Antisocial Behaviour

2.2 **Fife Community Safety Support Service (FCSSS)** is a voluntary service delivered by Sacro and funded by Fife Council, offering a range of services to enhance community safety including:

- Practical and emotional support for people experiencing hate incidents and anti-social behaviour (including support to young people)
- Mediation
- Training
- Restorative Work
- Attendance at Community events
- Witness Support (provided for those in civil proceedings).

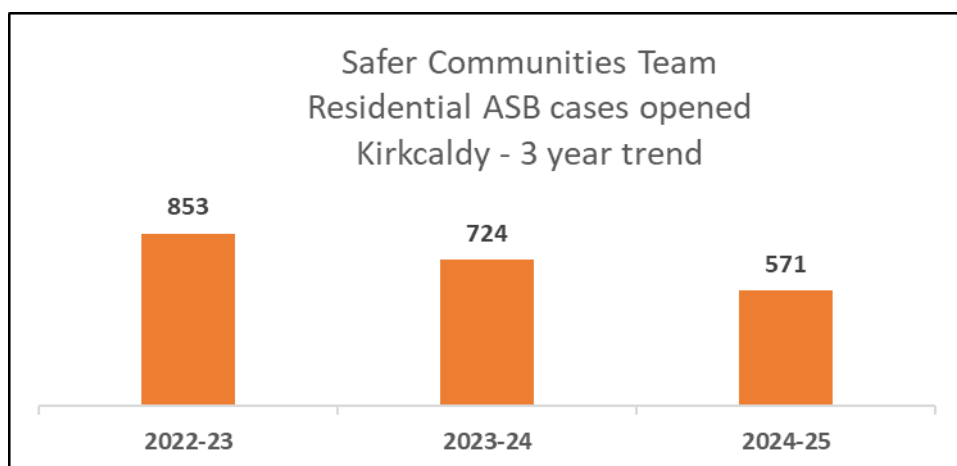
2.2.1 During 2024-25, the service received 78 referrals, the same as the previous year. Of these, 45 involved some form of mediation between the parties involved, although all were provided emotional and/or practical support. Appendix 1 provides examples of feedback received by FCSSS plus some additional information on the service.

2.2.2 Work continues to encourage referrals to this service, and Elected Members are reminded that, where they have permission of the parties involved, they are able to refer directly to FCSSS or encourage their constituents to self-refer if they require support via the following:

- **01592 593100**
- infofifecm@sacro.org.uk

2.2.3 The Safer Communities Team is Fife Council's single point of contact for all cases of **private space (residential) antisocial behaviour (ASB)**.

2.2.4 The team opened 571 ASB cases in this area during the reporting period. The following graph shows the number of residential ASB cases opened by the Team over the past three financial years:



2.2.5 Of the 571 cases opened, 496 (87%) were contacted within locally agreed timescales (see table 1 below):

Category	Type	Priority	Target timescale: <i>Initial contact</i>	Target timescale: <i>Resolution</i>
A	Extreme	High	1 working day	12 months
B	Serious	Medium	3 working days	6 months
C	General	Low	5 working days	2 months

Table 1 - ASB Locally Agreed Timescales

2.2.6 During the reporting period, 556 ASB cases were resolved (closed) in line with the Scottish Housing Regulator's guidelines (see Appendix 2 for definitions). 96% of these were resolved within the locally agreed timescales shown in Table 1 above.

2.2.7 Of those at 2.2.6, resolution was achieved by the following methods:

- 45 cases where appropriate advice was provided (this preceded the split in recipient following feedback received at last year's area committee meetings).
- 197 cases where appropriate advice was provided to complainer. This included cases where:
 - the perpetrator was unknown,
 - there was insufficient evidence to proceed with formal action, or
 - the complainer did not wish any further action taken.

On these occasions, advice was provided on how and when to report any further incidents, and the complainer was provided with a point of contact within the Safer Communities Team.

- 46 cases where appropriate advice was provided to the person responsible (where there was insufficient evidence to proceed with formal action, but advice was given in order to try to prevent further incidents occurring).
- 129 warnings were issued.
- 42 cases were investigated with appropriate action taken and were subsequently referred to another service (such as FCSSS) for further suitable action.
- 17 cases were closed following either the complainer or the perpetrator moving away.
- 80 cases were closed following investigation, appropriate action taken, and subsequently returned to the referrer for further action on their part.

2.2.8 In addition to the above, six cases also involved legal action as follows:

- One notice of proceedings issued
- Two interim ASBOs granted
- One full ASBO granted
- One Short Scottish Secure Tenancy conversion
- One eviction.

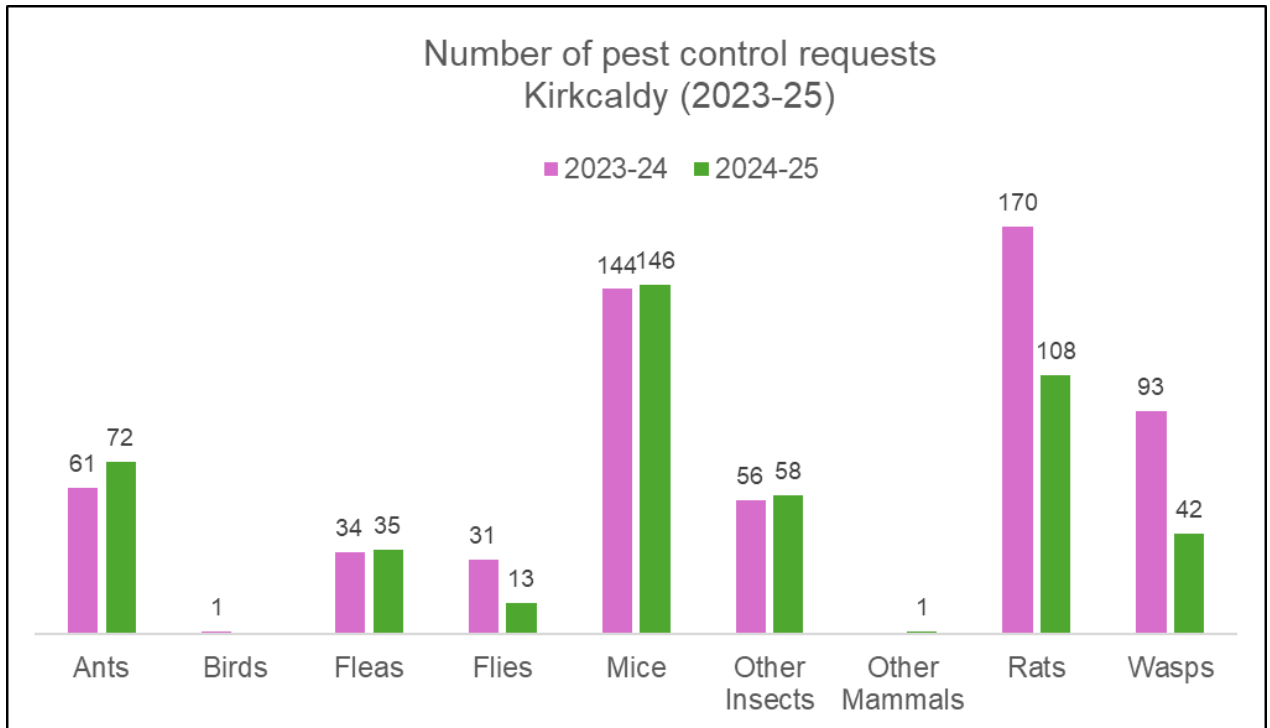
2.2.9 The Safer Communities Team works in partnership with Police Scotland and Housing Service colleagues through monthly meetings focused on residential antisocial behaviour. These meetings aim to strengthen joint efforts in addressing ASB issues within communities. Key outcomes and actions from these discussions are then shared with local Together groups and People/Place meetings to support coordinated responses.

2.2.10 During the reporting period, Safer Communities Officers attended the Philp Hall Community Hub, locally referred to as “Philp Hall Fridays.” This forum provides a safe and accessible environment for tenants and residents to engage with officers and partner services. Officers were available to receive complaints and offer advice on matters relating to antisocial behaviour, including neighbour disputes, and environmental offences.

Pest Control

2.3 Our **Pest Control** officers responded to 475 requests for service during 2024-25, a reduction on the previous year (590).

2.3.1 The number and type of pests dealt with, compared to the previous year, are depicted in the graph below:



2.3.2 The following key performance indicators provide an overview of our effectiveness in meeting service standards and achieving organisational objectives over the reporting period:

- Number of requests responded to within target - 266 (56%) (the target response time is 3 working days)
- Number of requests resolved within target – 403 (85%) (the target resolution time is 28 working days).

Stray dogs and dog control

2.4 A slight increase in the number of **stray dogs** reported to the Safer Communities Dog Wardens was noted on the previous year (31 in 2024-25 compared with 27 in 2023-24). Only nine of the dogs were microchipped, none of which reflected the correct details of their owner. Six dogs were subsequently claimed/returned to their owners, with the remainder passed to an animal charity for assessment prior to being rehomed. Officers continue to raise awareness of the importance of microchipping and the legislation in force.

Take the Lead

- 2.4.1 This initiative builds on actions started in 2023 following a tragic dog attack in South West Fife that resulted in the deaths of one ewe and 19 lambs. Since then, we have maintained our collaboration with Police Scotland to host a series of pop-up displays at various locations across Fife, aimed at raising public awareness about the importance of keeping dogs under control in public spaces.

Dog Watch

- 2.4.2 This scheme continues to encourage commercial dog walkers to register with the Safer Communities Team. As part of the process, SCT staff carry out visits to inspect vehicles and review paperwork, including insurance documents and client records, to ensure everything meets required standards. Once checks are completed and the associated fee is paid, the dog walker is added to the publicly accessible Dog Watch register. This allows members of the public to see which dog walkers have been inspected by Fife Council, helping them make informed decisions. While commercial dog walkers are not currently subject to licensing or regulation, we believe this scheme offers valuable oversight.
- 2.4.3 During 2024-25, there were three registered Dog Walkers in the Kirkcaldy area

Road Safety

- 2.5 The Fife Community Safety Partnership has recently reinvigorated the Road Casualty Reduction Group, in which officers from Safer Communities Team are involved.
- 2.5.1 The development of road safety activity is guided by road casualty statistics provided by Transportation Scotland and development of recent project and initiatives include the following (please see appendix 3 for more information on all of our road safety activity):
- a new Pedestrian Toolkit,
 - the Drivewise 65+ project,
 - the refresh of the Safe Drive Stay Alive initiative.
- 2.5.2 In addition to the above, our Project Officers provided a number of **Road Safety** initiatives which covered the whole life spectrum from birth onwards (see Appendix 4 for road safety activities focussed on each life stage).
- 2.5.3 Whilst many campaigns and events were delivered to a Fife-wide audience and held in more central venues, the following were delivered specifically in the Kirkcaldy area:
- Safe Drive Stay Alive (four schools – 462 pupils)
 - Pass Plus – four participants from Kirkcaldy area
 - One Older Drivers talk - nine participants.

Water Safety

- 2.6 Officers from the Safer Communities Team support the Fife Water Safety Group, which is a working group set up under the Fife Community Safety Partnership's Reducing Harm priority. SCT officers have attended the Train the Trainer for **Waterside Responders Course** and are working with RNLI to set up a course in 2025-26 for local businesses. The aim is to have local responders on hand in areas where water safety issues may occur.
- 2.6.1 Our officers also identified the gap for an emergency first aid and water safety course for **Wild and Open Water Swimmers**. SCT officers will work with RNLI to create a suitable course to offer to these groups during 2025-26.

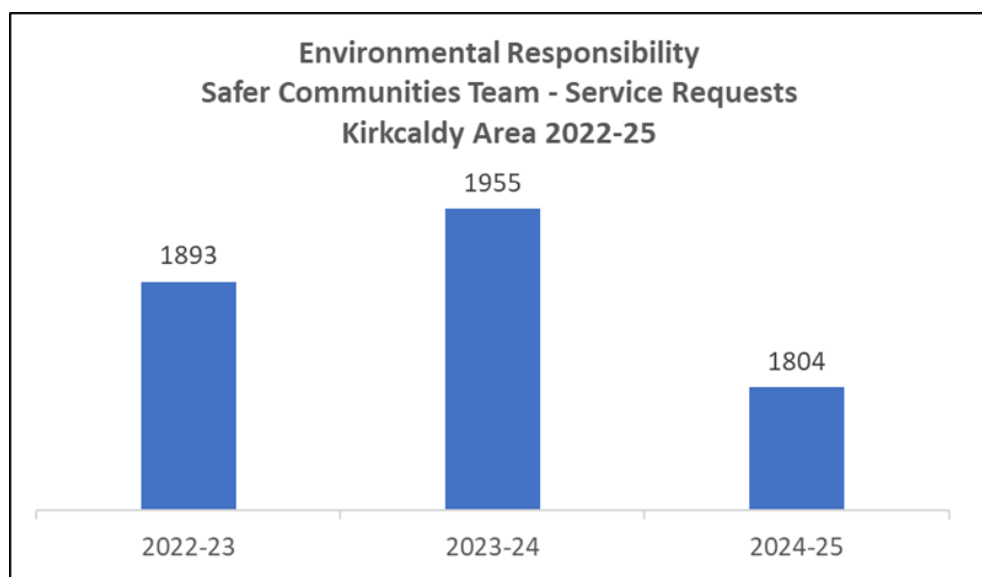
Youth Justice

- 2.7 Our **Youth Justice Officers** (YJOs) received 30 referrals from the Youth Offender Management Group (YOMG) during 2024-25, which is a decrease from the previous year (39 referrals).
- 2.7.1 In addition to this, the YJOs also supported young people at Kirkcaldy High School – both on a one-to-one basis and in groups - who were referred to them, tailoring the approach required depending on the needs of the young people involved.
- 2.7.2 During the reporting period, the YJOs have also been involved in partnership activity with colleagues from SFRS, Police Scotland, Active Schools, Barnardo's, Clued Up, CLD, Fife Violence Against Women Partnership, Fife Health & Social Care Partnership.
- 2.7.3 Partnership activities involving young people from the Kirkcaldy area specifically included:
- School ASB inputs at Kirkcaldy, Balwearie and Viewforth High Schools
 - Diversifire
 - Open/public space ASB support
 - Mentors in Violence Prevention training.
- 2.7.4 Appendix 5 provides more information about our youth justice activities during the reporting period.

3.0 Place Focussed Activity

Environmental Responsibility

- 3.1 In terms of **environmental responsibility**, 1798 requests for service were received during the reporting period.
- 3.1.1 The following graph shows comparative figures for service requests received over the past three financial years. It should be noted that the figure for 2024-25 now incorporates service requests for dog barking which are now dealt with by the Safer Communities Team:



- 3.1.2 Appendix 6 provides data showing the number of service requests per type of environmental responsibility over the past three financial years.

3.1.3 The following key performance indicators provide an overview of our effectiveness in meeting service standards and achieving organisational objectives over the reporting period:

- Number of requests responded to within target - 1501 (83%)
(the target response time is 3 working days)
- Number of requests resolved within target – 1645 (91%)
(the target resolution time is 28 working days).

Patrols

3.2 Our Safer Communities Officers (SCOs) operate to a Patrol Matrix and carried out a range of patrols within the Kirkcaldy area. These covered a variety of community issues, including public space antisocial behaviour, dog fouling, youth issues, fire raising, noise, vandalism, motorbike/vehicle misuse, littering, illegal dumping, derelict building monitoring and partnership working. Support referrals, intelligence and requests came from numerous sources including, but not limited to, public reporting, police, fire and housing colleagues, elected members, social work, education and various partnership meetings.

3.2.1 Our Patrol Matrix is reviewed and updated every four weeks at our Team Meeting and considers any intelligence from our partners at our monthly HUB and IMM meetings. See Appendix 7 for examples of SCO Patrols and Community Engagement.

3.2.2 During the week commencing 16th March 2025, we ran our “Just Bin It” Twilight Patrols where Safer Communities Officers spent dedicated time in the early morning, afternoon and early evening patrolling, monitoring and engaging with dog walkers at and around the promenade in Kirkcaldy.

- Our Project Officers advertised the Twilight Patrols on our social media page, helping raise awareness about dog fouling while encouraging people to “Just Bin It”. The post received some great engagement from members of the public along with requests for help with dog fouling issues.
- During the patrols Officers advised they had received very positive feedback from members of the public and how happy they were to see us. No fixed penalty notices were issued over the course of the week however Twelve dog fouls removed by our Safer Communities Officers, one black bag of litter was also removed by our Safer Communities Officers and one verbal warning was given to a dog walker who was not in possession of bags to remove his dogs waste, bags were then supplied by our Safer Communities Officers. (See Appendix 7)

3.2.3 Throughout the reporting period, Safer Communities Officers evidenced and reported 69 instances of graffiti across Kirkcaldy, Dysart, and Burntisland. Their swift action ensured prompt removal, reinforcing public confidence and showcasing Fife Council’s proactive stance on environmental upkeep.

3.2.4 To tackle misuse of community recycling facilities, Officers conducted high-visibility patrols at key recycling points. These efforts targeted fly-tipping by business owners, resulting in 11 formal reports submitted to the Duty of Care team for further investigation.

3.2.5 Beyond routine fly-tipping cases, Officers pursued investigations into repeat offenders whose actions posed a more serious environmental threat. Two individuals were referred to the Scottish Environment Protection Agency (SEPA) for consideration of enhanced penalties due to the persistent nature of their offences.

- 3.2.6 In Dysart, Officers played an active role in supporting the local community through close collaboration with Community Police, schools, and residents. This joint approach focused on tackling anti-social behaviour among young people. Working alongside the Clued-Up project, Officers helped design and deliver targeted diversionary activities aimed at fostering positive engagement and reducing disruption.
- 3.2.7 During the reporting period, 412 abandoned vehicles were reported. Of these, 16 were uplifted by a specialist contractor, while a further 123 were referred to the DVLA for enforcement action due to being untaxed or lacking a valid MOT.
- 3.2.8 Safer Communities Officers conducted patrols within the grounds of Victoria Hospital, engaging with members of the public and offering guidance on the **Smoking, Health and Social Care (Scotland) Act**, which prohibits smoking within a 15-metre perimeter of hospital buildings. In addition to providing advice, officers issued one Fixed Penalty Notice (FPN) for smoking within the restricted area after the individual refused to comply. A second FPN was issued for littering outside the hospital grounds. Furthermore, 56 warnings were given to individuals found smoking within the 15-metre perimeter.

Open (Public) Space Antisocial Behaviour

- 3.3 The Safer Communities Team engages regularly with partners through monthly area hub meetings and weekly Incident Management Meetings (IMM). These forums bring together Police, Fire, Housing Services, Fife Coast & Countryside Trust, and—where relevant—organisations such as Clued-Up, Includem, Community Learning & Development, and Education.
- 3.3.1 At IMM meetings, partner resources are coordinated in advance of weekend operations, informed by data analysis and operational intelligence identifying the most prevalent times and locations of ‘hot spot’ activity across Fife. This targeted planning enables effective deployment of staff to address open space ASB, with an emphasis on early engagement with young people to discourage risk-taking and poor behaviour.
- 3.3.2 Through both the area hub and IMM meetings, emerging issues are identified, resources are allocated where needed, and valuable data is shared among partners. Where joint mobilisation is not required, Safer Communities Officers focus on local patrols in their own areas. Joint patrols are also conducted, when necessary, with SCOs working closely with Police and other partners to address ongoing concerns and share intelligence to tackle ASB and community safety related incidents.
- 3.3.3 Building on strong partnerships, the Safer Communities Team worked closely with Police Scotland and other Council services to address ongoing vehicular anti-social behaviour at Fife Central Retail Park, particularly outside B&Q. Groups congregating in vehicles have continued to cause concern, and joint efforts remain focused on tackling this issue effectively.
- 3.3.4 Further collaborative action saw Safer Communities Officers and Police Scotland carry out patrols in response to the persistent problem of off-road vehicles in the Highlands and Islands estate and Smeaton areas of Kirkcaldy. Officers gathered on-the-ground intelligence and targeted hotspots to improve safety and reduce disruption in these communities with the intention of making the community a safer environment to live in.

Community Engagement and Events

- 3.4 Safer Communities Officers attended a number of events and meetings within this area over the last year including Tenants and Residents meetings, Community Councils, galas

and community events. Officers also actively support Community Litter Picks with equipment and advice on locations in tandem with Keep Scotland Beautiful.

4.0 Social Media Campaigns

- 4.1 Due to the success of our Facebook presence during the pandemic and in subsequent years, we continued to utilise this platform to convey community safety messages to the residents of Fife during 2024-25.
- 4.2 We provided information, advice, and assistance on a number of different campaigns, and attracted over 11,579 followers on Facebook during the reporting period.
- 4.3 We reached an overall audience of 1.6 million views, with our page being visited 38,000 times, and 22,000 people either liking, sharing or commenting on our posts.
- 4.4 Our furthest reaching post was in March this year and highlighted the importance of not allowing dogs to approach others. This post was viewed over 96,000 times.
- 4.5 In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife**.



5.0 Conclusions

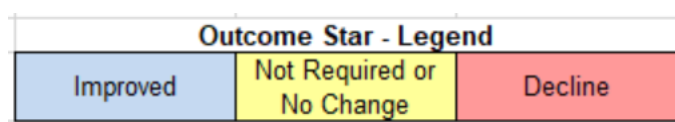
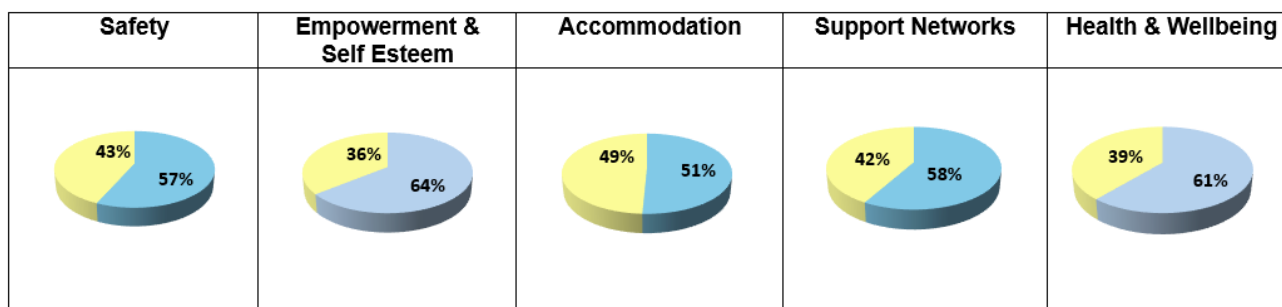
- 5.1 This report provides members with information on the wide range of safer communities' activity being undertaken in this committee area, in line with local priorities and emerging issues, and in partnership with other community safety organisations.

List of Appendices

1. FCSSS – further information on Fifewide services (2024-25)
2. Scottish Housing Regulator ASB Guidance (March 2023)
3. Road Safety initiatives
4. Road Safety timeline
5. Youth Justice activity
6. Environmental responsibility service requests (2022-25 graphs)
7. SCO patrols and Community Engagement

FCSSS - Further information on Fifewide services (2024-25)

- All referrals were responded to within 2 working days (100%).
- The majority of referrals were received from the Safer Communities Team (70%).
- Complaints about noise were most common (34%), followed by issues in relation to clashes of lifestyle (26%).
- A total of 457 households were involved with FCSSS during 2024-25.
- Outcomes in relation to support cases are measured using the Empowerment Star assessment tool, where clients feedback on how their involvement with FCSSS has affected five different areas of their lives. The diagram below indicates the percentages of positive outcomes through FCSSS involvement:



Examples of service user feedback:

- *"Thank you so much for helping me. So glad I met you and was introduced to the service you provide"*
- *"FCSSS has been a game-changer in our community. Their prompt response and effective interventions have significantly improved our neighbourhood's atmosphere"*
- *"Thanks to FCSSS, we've noticed a marked decrease in disruptive activities. Their dedication and professionalism are truly commendable"*
- *"The team at FCSSS is exceptional. They listen attentively and take swift action, making our community a safer and more pleasant place to live."*
- *We're incredibly grateful for FCSSS. Their proactive approach and consistent follow-up have made a huge difference in reducing antisocial incidents."*
- *"FCSSS has provided us with peace of mind. Their effective strategies and support have transformed our area, making it a better place for everyone."*
- *"I've been impressed with FCSSS's commitment to resolving issues. Their efforts have led to a noticeable improvement in our neighbourhood's quality of life."*
- *The responsiveness and thoroughness of FCSSS are outstanding. They've managed to address and resolve problems that we thought were unsolvable."*

Feedback received from a support worker:

- *I have had this case for about a month that came through from Safer Communities Team, Fife Council as support required. Poor girl and family living in situation where they were getting abuse from [neighbours] and likewise within the area. Met on a home visit and kept in contact with phone calls providing emotional support, advice and guidance. She called me today informing me that she has been offered [another property...] which is also the catchment school area. She thanked me for my support and when I replied I haven't done anything she replied that I kept her sane and from losing her sanity."*

Scottish Housing Regulator Guidance for Landlords (March 2023)

Antisocial Behaviour

<p>Indicator</p> <p>15</p> <p>(Updated)</p>	<p><i>Percentage of anti-social behaviour cases reported in the last year which were resolved.</i></p> <p>(i) Number of cases of anti-social behaviour reported in the last year.</p> <p>Of those at (i):</p> <p>(ii) Number of cases resolved in the last year.</p>
<p>Definition</p>	<p>Resolved</p> <ul style="list-style-type: none"> • where the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint and has advised the complainant of the outcome; or • where the landlord does not have the authority or powers to resolve, and it has provided a full explanation of the landlord's position to the complainant. <p>A Case</p> <ul style="list-style-type: none"> • A case is opened when a tenant or service user reports an incident of ASB to their landlord. • A case can be made up of a single report/complaint of ASB; or • Multiple reports/complaints about the same party, made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case. • Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case.

Road Safety Updates Annual Report April 2024 - March 2025

Overview

The last figures released were for the year 2023. These show that in Scotland there were 155 fatalities due to road traffic collisions. Although this was the fourth lowest fatality rate since records started the overall casualty stats rose due to serious and slight injuries and predictions show that the fatality stats for 2024 will be up on this. Fife had 14 fatalities during this 2023 year and although this does not seem a large number, our aim is to have no deaths on Fife roads, and this is the reason for all the preventative measures we put in place.

In Car Safety



Clinics – We continue to hold child car seat clinics during the warmer months, and this year have tried some different venues. Some have worked and some not so successful.

Pull-Overs – Along with our colleagues in Road Policing, we held two pull-over clinics at Kirkcaldy Prom and Leven Prom. These are always very successful and busy, with 28 cars being stopped and checked. More have been planned for 2025-26.



Individual Checks – These are carried out on an ad hoc basis for those individuals who contact us directly.



Partnerships – This year we worked more with SFRS, who have also had full training, to deliver clinics. We also will continue to work with Road Police on the pull over clinics.



Training – We continued to share our knowledge with Fife Women's Aid and trained their staff to help them feel confident with carrying children in their vehicles.

Primary

JRSO Initiative – Our team continue to support the Junior Road Safety Officer (JRSO) initiative across all Fife Schools. A number of schools have already established JRSO pupils/groups within their schools and continue to run the initiative and therefore our input is not required. However, we are still available to support schools looking to set up new JRSO's as and when required.

Individual School Inputs – Our team is unable to deliver individual inputs to all schools, but we will respond if there is a specific issue at a school. In this instance Benarty Primary had a road traffic issue in relation to cycling and in conjunction with Transportation's Bikability Officer we attended to deliver assembly inputs to P4 and P5's.

Road Safety Magic Show – We recently made contact with a company that delivers Road Safety Magic Shows and managed to secure some free sessions of this for some of our primary schools. These have now been arranged but will take place in the next financial year.

Secondary

S1 Talks – Our project officers continue to support areas where statistics are high or where a recent incident has occurred. During 2024-25 we delivered S1 talks within Kirkcaldy High School and Auchmuty High School. We carried out 17 class talks to 392 S1 Pupils at these two schools. The school guidance staff are also provided an additional resource which we encourage them to use as a follow up session to generate more discussion.

Fife Pupil Support – SCT were invited back in to Fife Pupil Support Service to deliver a road safety input based around passenger behaviour to this challenging group of pupils. Discussion is also in place to deliver an input to their younger S1/S2 pupils

SDSA

New Film Resource

In 2024 we were given the opportunity to create a new film resource for Safe Drive Stay Alive. The previous film was created in 2014 and was starting to show age with the current pupils watching it. The new film was created and donated by Simplicity Marketing and the script was written and developed in partnership with SCT, Police, SFRS, Ambulance and NHS. The launch of this was held in October 2024 and 50 partners attended.



Inputs and follow up resource – The new SDSA resource has been designed to be taken in to individual schools and this has been well received by schools as it is easier for them to timetable. This is still a partnership project but is led and co-ordinated by Safer Communities Project Officers. All 18 high schools plus 1 private school were offered the SDSA input, and it is also now part of the 5th Year PSE Curriculum. A total of 18 schools and 2292 pupils received the input during 2024-25.

We have also produced a follow up resource for the guidance staff to use within subsequent PSE classes. This enables teachers to hold more in-depth discussion with pupils and to develop the messages given in the main presentation.



College

Princes Trust – Fife College in Dunfermline requested we deliver a road safety input to their Prince's Trust Course. During 2024-25 we delivered 2 inputs to 2 separate groups covering 23 students. Dunfermline have also recommended us to the Glenrothes campus who run a similar course.

New Drivers



Pass Plus - We continued to support and fund new drivers to gain additional driving knowledge and experience. During 2024-25 we held 5 online courses with a total of 26 new drivers attending. This project continues to have support from a Fife Road Policing officer. The breakdown of attendees is as follows:

Numbers are not high in this project as funding is limited, and continuation is currently under review.

Road Traffic Offenders

Course – This 5 week course is run by Justice Social Work, although we are invited to present an input during week 1 and then present SDSA in week 5. During 2024-25, two courses took place, involving 21 participants from across Fife (no area breakdown available).

New Project – Justice Social Work contacted us to discuss the development of a new resource for Fife residents who they need to work with but are not in the system long enough to attend one of the above courses. We developed an input that JSW staff could deliver on a 1:1 basis and delivered this training to 12 JSW staff.

Driving For Work

Taxi Drivers - This course is organised by Fife Council Licensing Team, and we are an invited speaker. Safer Communities presents a generic road safety input around occupational road risk and during 2024-25 we attended 11 courses and delivered to 413 taxi drivers.

Kingdom Housing – SCT were invited by Kingdom Housing to deliver a road safety occupational road risk input to their staff. These inputs are delivered on an ad-hoc basis when they have an influx of new staff, and during 2024-25 we delivered one input to 50 staff members.

Amazon – We are currently in discussion with Amazon in Dunfermline around supporting them to develop a campaign around safety in and around their Car Park.

Older Drivers

Practical Days – In 2022, we introduced the new Drivewise 65+ days. This is a practical session for older drivers who attend a venue and go on a drive observed by a Road Policing officer. They are then given hints and tips to help keep them safe and driving for longer. We held three events during the 2024-25, as follows:

Drivewise 65+ Events in Kirkcaldy - https://youtu.be/_ygiz_n8qOQ

Drivewise 65+ Event in Cupar - <https://youtu.be/Njp8OvPMfyA>



Talks – We offer talks to older groups about how to stay driving safely for longer. During 2024-25 we gave 4 talks

Older Driver Events – In partnership with Road Police and SFRS we attended at three venues across Fife to speak to Older Drivers about driving safer for longer and to carry out quick eye sight checks. Across the three events we spoke to around 100 people.



Events

Levenmouth Schools Event @ Savoy Park – As part of the new railway station opening, an event was held for primary pupils at Savoy Park. Safer Communities were invited to have a practical fun station at this event and deliver messages around Safer Communities and Road Safety to 350 pupils who attended.



Family Fun Day at Lochore Meadows – In a follow up to the previous year's successful event, the Safer Communities Team held another family fun day event at Lochore Meadows in July 2024. Along with partners from various services, we staged a number of fun events including themes such as water safety, road safety and orienteering. The weather was lovely on this occasion, and we had a great turnout to the event.



Forget Me Not Event at Buckhaven – We were invited to attend this event in December 2024 and held a stall which provided details around the role of the Safer Communities Team, which included road safety. As part of this event, we developed a walk around treasure hunt which contained messages about what our team does.

Radio Campaigns

We formed a partnership with Fife Ford in December 2022 and, as part of this, they fund our radio campaigns for Slow Down for Schools, Winter Driving and some other subjects outside of road safety.

Slow Down for Schools – We produced this radio campaign to encourage drivers to think about their speed when they are driving near to schools when the pupils are starting and finishing. The messages were recorded by Safer Communities and Police Scotland staff and the campaign ran when the schools started back after summer holidays in August 2024. The radio audio messages were aired 56 times over the campaign dates and reached 38,000 people with each person hearing the advert/message around 3 times.

Slow Down for Schools Video - <https://youtu.be/0XULfslmkxs>

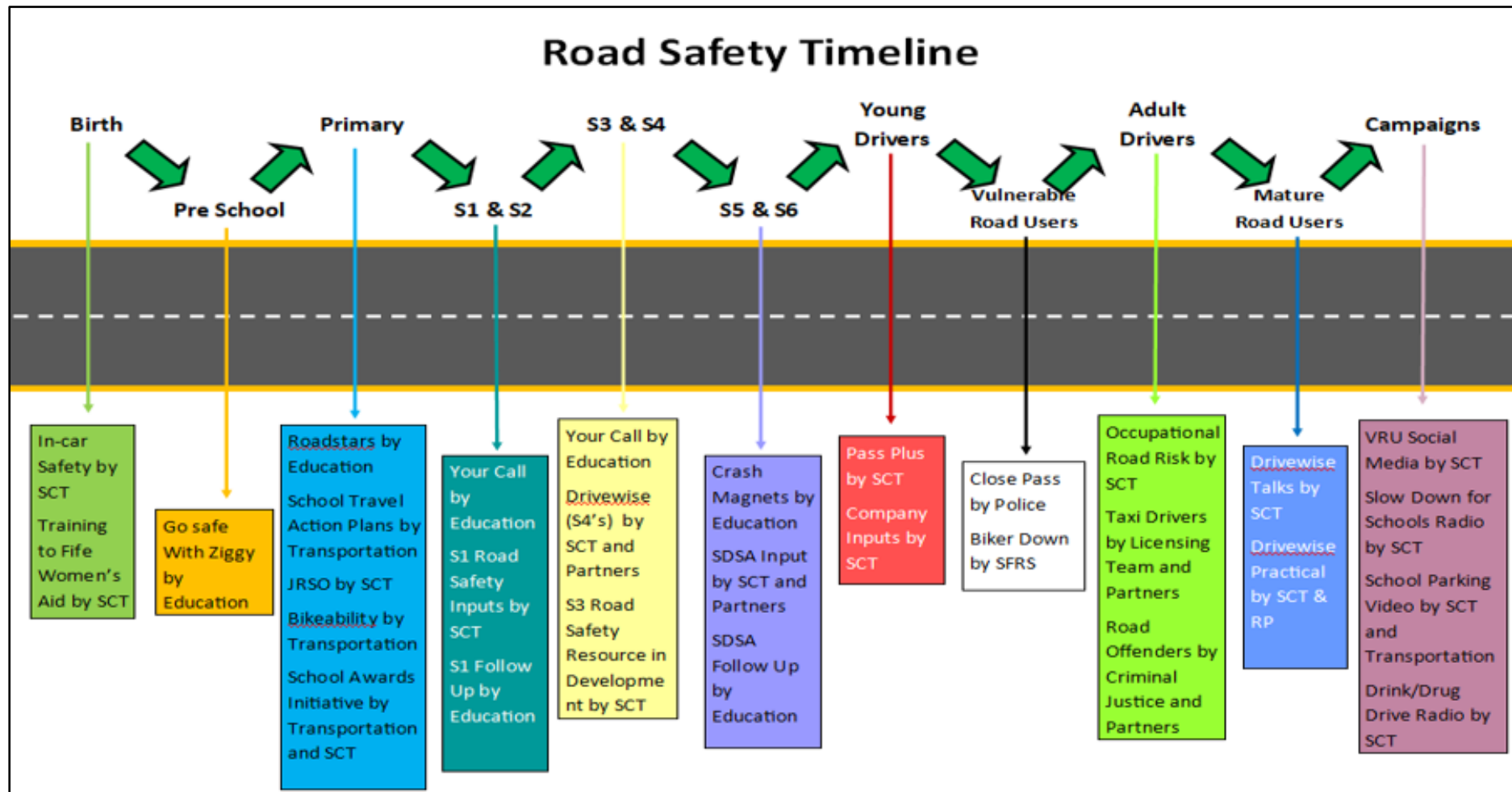
Winter Driving - This radio campaign was produced and run in December to coincide with the national Police Scotland winter driving campaign. Again, messages were written and recorded by Safer Communities and Road Policing officers. A video was also created to promote these messages. The radio audio messages were aired 56 times over the campaign dates and reached 45,990 people with each person hearing the advert/message around 5 times.

Winter Driving Video - <https://youtu.be/uIPoGDTT1mQ>

Pedestrian Social Media Campaign



During 2024-25, Safer Communities staff were tasked through the Road Casualty Reduction Group with organising the creation of a Pedestrian Social Media Campaign. This was based on a successful campaign run by Glasgow Council. A campaign toolkit was created by Safer Communities Project Officers in conjunction with Fife Council Communications Team and was launched in October 2024, with messages put out on social media to coincide with the clocks change in October. Messages shared on our Safer Communities facebook page had a reach of over 40,000 people.



Youth Justice Activities

This year we've been involved in supporting, delivering and/or facilitating the following:

- Delivered our own bullying input with Police at Kirkcaldy HS, Viewforth and Wade.
- Antisocial Behaviour inputs at Balwearie HS, Wade, Inverkeithing HS, Queen Anne HS, Lumphinnans PS, Pitreavie PS, St Leonards PS, Easy P at the Maxwell Centre.
- Designed a new ASB input with Police in Cupar, with others currently being developed to include online safety
- High School transition event for Inverkeithing Primary School as well Levenmouth Academy cluster groupwork with Clued Up.
- Diversifire for pupils that attended schools in Lochgelly/Cowdenbeath, Glenrothes as well as Kirkcaldy areas.
- Punch Beyond diversion at Lochgelly High School.
- Secured funding for the F24 program at Auchmuty High – resulted in the capacity to deliver three groups now with a view to offering all schools in Glenrothes.
- Supporting Active Schools with a 'Healthy Body Healthy Mind' girls' group in Glenrothes.
- Supporting Barnardo's and Clued Up with individual sessions.
- Involved in response to youth ASB in Cupar, Dunfermline, Rosyth, Inverkeithing and Glenrothes (supporting Clued Up, Cupar Youth Café and CLD partners).
- Co facilitating Ask/Tell Suicide Prevention training with Fife Health and Social Care Partnership and Under Pressure Training with VAWP.
- Attended Daring Ventures training, this explores the impact of relationships and how we seek connections. This will help inform training for early years/primary schools
- Mentors in Violence Prevention training, supported sessions at Levenmouth Academy, Glenwood HS, Kirkcaldy High and Balwearie High as well as facilitated capacity building sessions for staff throughout Fife. Also spoke at the first ever MVP conference in Fife.
- Training for Trainers - 'GBV - Early Intervention for primary and early years staff'. This is to enable a delivery of gender-based violence training to early years and primary school staff, so that we can start educating school communities in this area at a far earlier stage.

We have also supported identified young people individually and in groups at the following schools:

- Inverkeithing HS
- Woodmill HS
- St Columba's
- Auchmuty HS,
- Madras College
- Lochgelly HS
- Glenwood HS
- Glenrothes HS
- Levenmouth Academy
- Bell Baxter
- Beath HS
- Queen Anne HS
- Kirkcaldy HS.

YJOs are part of the following initiatives:

- Fife Suicide Prevention Network
- Violence Against Woman Partnership,
- Secondary Support Multiagency/SLG,
- YAP Group.

YJOs on the Spot - questions asked and answered:

Why did you get involved in an event/project?

We attend regular meetings such as YOMG, youth work meetings, strategy groups, MVP strategy group amongst others, because of attending these meetings, it allows us opportunities to offer support and offer earlier intervention/prevention.

Who asked for your help?

Partners such as Education, Police Scotland and SFRS. Other third sector partners we have approached directly, for support with their expertise, such as BRAG with their F24 experience or Barnardo's to support summer programs with inputs.

What partnership working took place?

We've launched a new partnership with the YMCA in Glenrothes to expand the F24 program. As part of this, the YMCA will deliver a digital youthwork experience, giving young people the chance to develop new skills and explore STEM in a fun and engaging way. This collaboration will not only broaden access to the program but also support its continued growth and delivery.

What was the outcome?

While it can be challenging to measure the outcomes of preventative work, our goal is to give young people the opportunity to be educated and supported in a way that helps them understand the impact of antisocial behaviour in their community and become aware of the agencies that can offer support.

The following photos are from some of the various projects mentioned above:

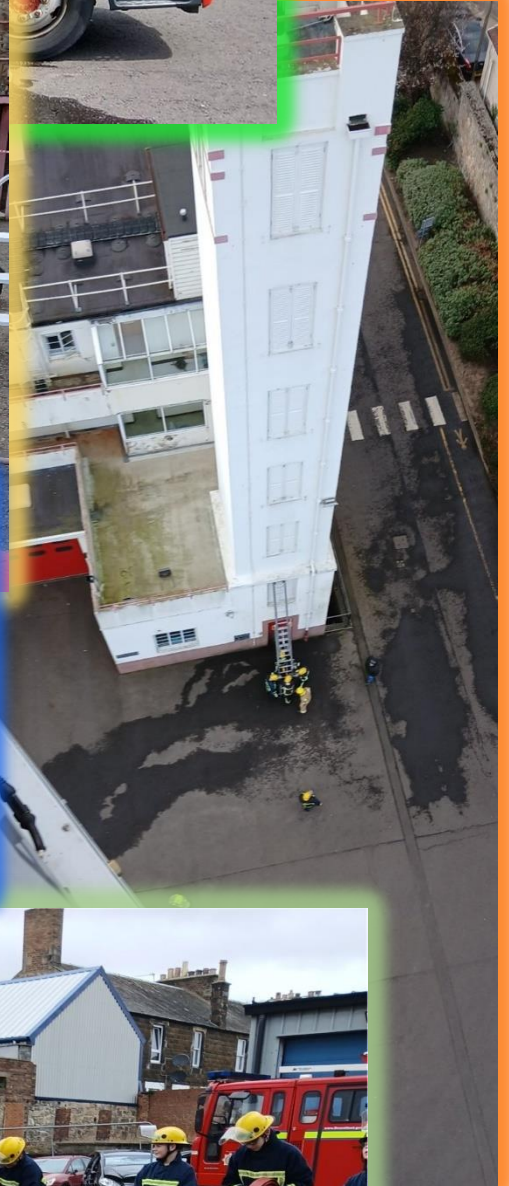
F24 2024-25

Winning the 'best team' in the Fife Schools competition as well as a group photo of all the participants

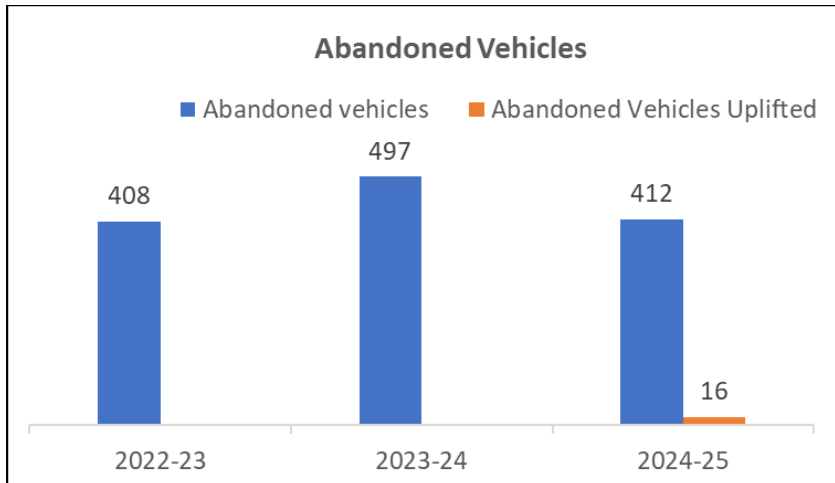


DIVERSIFIRE 2024-25

A variety of photos from the Diversifire Project during 2024-25.

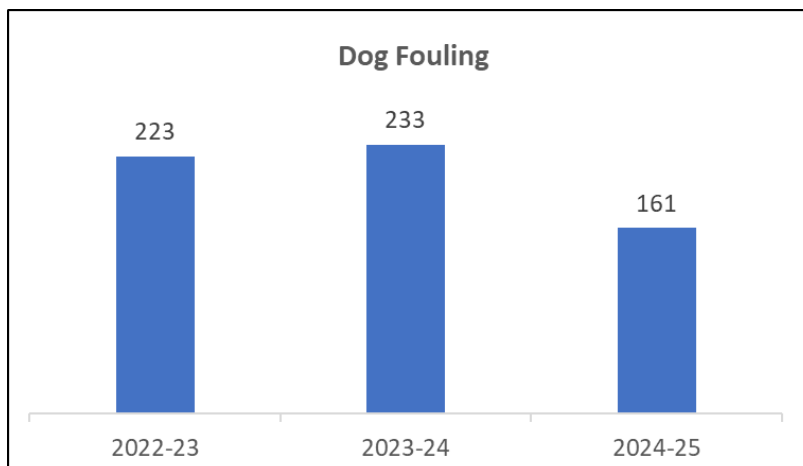


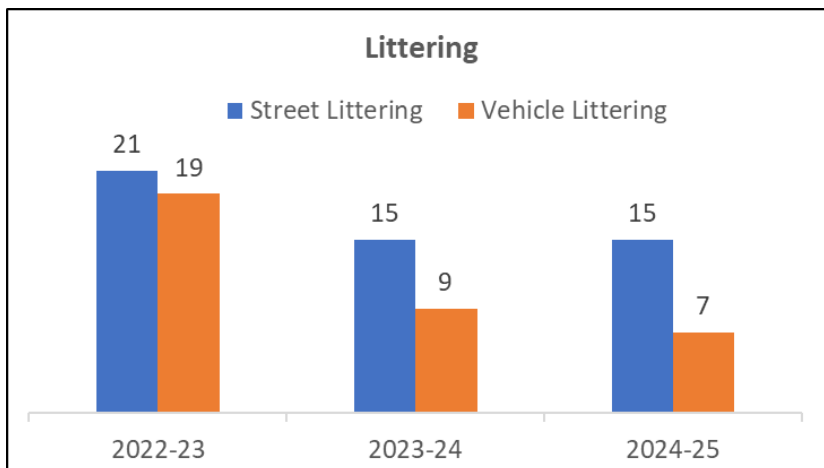
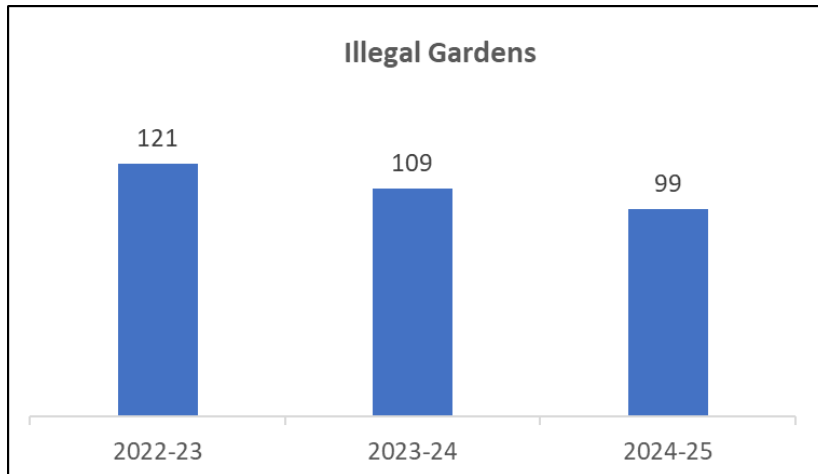
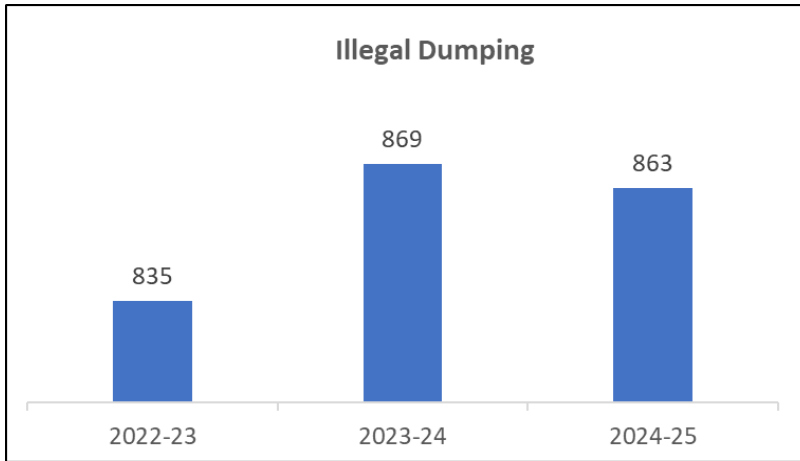
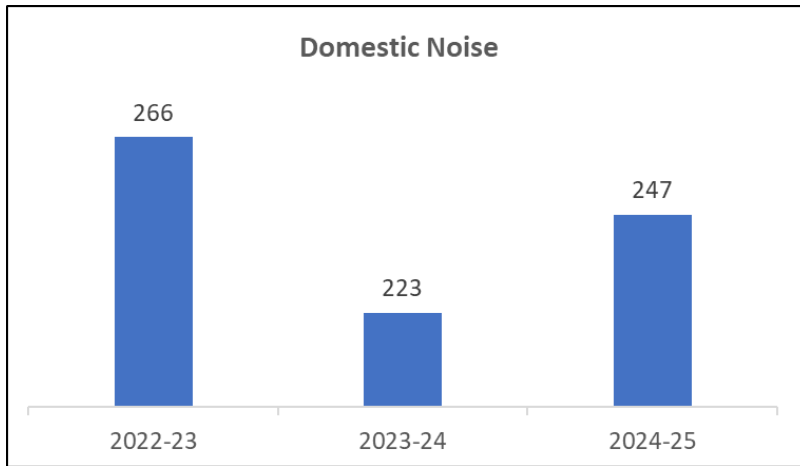
Environmental Responsibility Service Requests Received by Safer Communities Team Kirkcaldy Committee Area 2022-25



The abandoned vehicle graph above includes new information for 2024-25 regarding the number of vehicles assessed as abandoned and subsequently uplifted.

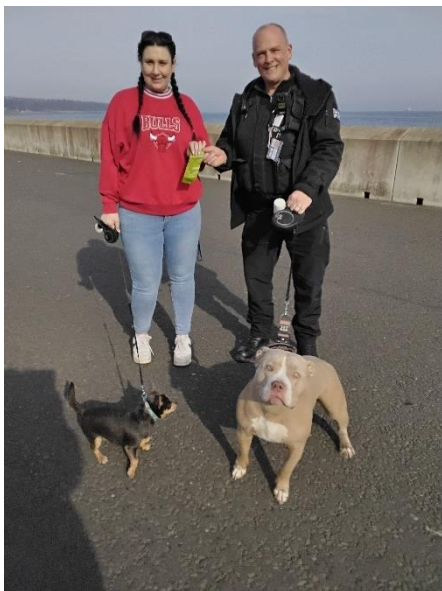
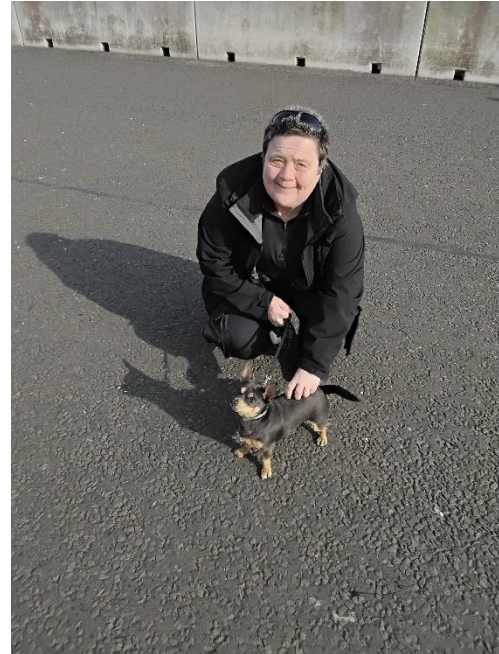
There are various reasons why a vehicle may be reported as abandoned when they are not, and these can include: lack of movement, condition of vehicle, expired MOT/Tax, neighbour disputes, poorly parked, unfamiliar vehicle in an area, temporary breakdown.





SCO Patrols and Community Engagement

Safer Communities Officers Lee Duffy and Bev Taylor are pictured conducting patrols along Kirkcaldy promenade, engaging with dog walkers as part of the 'Just Bin It' Twilight Patrols campaign.



Officers from our Safer Communities Team attending Philp Hall Fridays



Examples of incidents of graffiti which Safer Communities Officers attended and conducted appropriate arrangements to have removed.



Safer Communities Officers and Police Scotland are shown conducting patrols in Kirkcaldy, targeting areas affected by illegal use of off-road motorbikes and quad bikes.



Safer Communities Officer Lauren Ferguson pictured working alongside four of the seven young people from Link Living Ltd, participating in a park and beach clean-up while sharing experiences to build confidence and self-esteem.



A child-designed Safer Communities Led anti-dog fouling sign which is displayed at the entrance of Sinclairtown Primary School, part of a Safer Communities initiative promoting responsible pet ownership and cleaner school grounds.



December saw Safer Communities Officers joined by pupils from Balwearie High School, officers from Police Scotland and the council's Street Cleansing Team from Environment Waste Operations carrying out a litter pick of the local area.



Safer Communities and Police Scotland officers are pictured in the car park at Fife Central Retail Park during evening patrols addressing vehicular anti-social behaviour.



Safer Communities Officers are pictured attending the annual Carol Singing event at Linktown Community Garden, engaging with residents to discuss local issues; one image features Santa Claus alongside Officers during the festive gathering.



Images show a stolen safe discovered by Safer Communities Officers, the safe contained 1.5kg of cannabis and items such as passports, other images show material from a large cannabis cultivation site prior to officer's cleanup efforts, and the same area cleared of waste following Police Scotland's attendance.



Safer Communities Officers working in partnership with Police Scotland and the Clued-Up organisation conducting patrols of Kirkcaldy High Street and Kirkcaldy Bus Station.



28 October 2025
Agenda Item No. 8

Supporting the Plan 4 Kirkcaldy Area: Update on Previous Allocations and New Applications

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

Wards Affected: 9,10,11 and 12

Purpose

To provide members with an update on projects funding allocated from the Community Recovery Fund (CRF).

Recommendation(s)

The committee is asked to give feedback on the updates in the report.

Resource Implications

There are no further resource applications in relation to this fund as it is all now allocated.

Legal & Risk Implications

There are no legal or risk implications based on this report.

Impact Assessment

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

Consultation

The People and Place Leadership group influenced and shaped the priorities in the Plan 4 Kirkcaldy Area and identified gaps in provision. Elected Members were consulted on allocations at various points.

1.0 Background

- 1.1 On 25th August 2022, the Cabinet Committee agreed to allocate £10 million of revenue balances as a Community Recovery Fund (CRF). Further to this, the subsequent Cabinet Committee meeting on 22nd September approved the 'Help with Cost of Living: Extending Community Support' report which set out a general approach and criteria for the Fund, including the allocation of £9m across the seven Area Committees. Kirkcaldy Area received an allocation of £1.36m as part of this allocation.
- 1.2 The specific criteria for the fund was as follows;
 - Projects should link to Local Community Plan priorities.
 - Projects should take account of Plan for Fife recovery priorities (Community Wealth Building, Tackling Poverty, Economic Recovery, Climate).
 - Projects should provide assessment of benefit to ensure no unintended consequences.

2.0 Project Summary and Update

- 2.1 **Rural Skills Scotland (RSS)** are a not-for-profit sharing learning provider directly delivering Apprenticeships and SVQ's across Scotland with projects from Inverness to Dumfries and across the central belt. This project was led by Rural Skills Scotland, in partnership with Fife Council. This investment saw the use of a long-derelict Council Parks Service Nursery in Kirkcaldy as an employment and training hub for green jobs, primarily in the land-based sector. RSS, in September 2022, secured a 20-year lease on the site from Fife Council. The RSS National Apprenticeship programme is based there, as will it's contracting business and employability programme.

RSS and Fife Council were successful in attracting an additional £491,582 from the Scottish Government's Vacant and Derelict Land Innovation Programme. A specific member briefing will follow in due course with more detail on this initiative.
- 2.2 **Safe Families.** This two-year pilot project, delivered by Safe Families has now concluded. As a test of change initiative, the project provided learning for partners principally for Health and Social Care, NHS Fife and Safe Families. Families who have received support have clearly benefited from the model which has been developed by Safe Families who partner with over 30 local authorities across the UK. The approach provided early intervention to isolated, overwhelmed families through local volunteers, helping them build stable homes and strong community connections. Additional information is included in the CRF members briefing circulated separately.
- 2.3 **Cosy Kingdom** has provided a lifeline for many people during and post pandemic. Offering area-based funding allowed a more targeted approach to vulnerable groups who often don't meet thresholds or criteria or were less likely to come forward for support and assistance. A separate, more detailed report will be circulated to members as part of the, CRF members briefing.
- 2.4 A **Place Officer** post was established with a specific focus on Place, Tourism and Town Centres to provide a much-needed opportunity to package up some of the stories to tell of people and place that the Kirkcaldy Area has to offer. The Kirkcaldy Area is steeped in heritage and history, but it is not easy to find for visitors to the Towns and villages, often

leading to people visiting other neighbouring towns and cities. This allocation has created a post and a staff member has been appointed who will research and package up these stories and bring the existing attractions and trails together as well as a digital tool or platform for visitors to easily access information on attractions, history and events. The postholder has also led on a number of place initiatives including the street games on the Esplanade.

The post was extended until March 26 and work is ongoing to secure funding to extend the contract or to make it permanent.

2.5 **Adam Smith Tercentenary.** This work was reported on previously. A reminder is in the CRF members briefing paper.

2.6 **Additional Welfare Staff.** It was widely acknowledged that additional resource was required to support families and individuals through the cost-of-living crisis and through a period of recovery. This work includes providing information, advice, signposting to food, fuel and financial assistance as well as the ongoing development of, and enhanced wrap around support within the community assistance hubs and warm spaces.

This allocation allowed 2 additional staff to join the existing, stretched Welfare Support Team in the area providing support to individuals in accessing benefits advice, on-line job-search, learning and employability resources.

One of the post holders has had their post extended until March 26 using core staffing funding to assist with staffing shortages.

2.7 **Participatory Budgeting** activity was not new for the Kirkcaldy Area pre pandemic. The Kirkcaldy Area strategic assessment highlighted that there is a need to better connect with people to have more of a sense of influence and control. Building on this previous experience, an allocation of £300,000 would allow partners to develop a robust framework to distribute this money including opportunities to engage local communities across the Kirkcaldy Area in dialogue, discussion and deliberation leading to a direct influence on the spend.

Team members benefitted along with colleagues in Glenrothes from support from DEMOTEC, a European Consultancy specialising in initiatives which engage citizens in decision-making. A citizen led steering group was formed to ensure that the design and delivery of the programme was shaped and influenced using a bottom-up approach. Priorities reflected those of the Local Community Plan. Thirty-two initiatives were successful with the public vote and officers are working to support the groups, where necessary, to acquire the various permissions etc. The Kirkcaldy You Decide PB project was nominated by Fife Council for a COSLA award.

2.8 **Foodbank Fundraiser.** Kirkcaldy Foodbank received a community grant of £10,000; the grant was used to create a fundraising position to aid with the sustainability of the foodbank. The fundraising position was engaged on a contractual basis of 10 hours per week, with Linton Lane hosting the employment contract.

The position was responsible for applying for numerous relevant grants, many of which were successful to the total value of £28,500 across 7 grant providers. In addition to the grants, the fundraiser created a new website, this website allows individuals to gift money or to provide a shopping basket. This brings in a small regular income on a weekly basis.

Angela Campbell, Chair of Kirkcaldy Foodbank commented:

“The fundraising position was a very valuable addition to the Foodbank efforts to raise funding during a difficult time, in that landscape when multiple organisations were trying to achieve the same purpose in a diminishing pot of money. We are grateful that the funding provided allowed us to explore the options that were available and from multiple applications we were successful on a number of occasions.”

- 2.9 **Handy Person Service.** Funding was approved to pilot a Handyperson Service across the Kirkcaldy Area. This initiative has not yet finished – a more detail report will be circulated to members when the programme ends.
- 2.10 **Communication and Marketing Officer.** A dedicated Communications and Marketing Officer for the Kirkcaldy Area was approved. As well as two editions of Kirkcaldy Matters Magazine there have been a number of focussed communications both in the press and across social media detailed in the CRF members briefing.
- 2.11 **Signage and Interpretation Boards – Burntisland.** The allocation for Signage and Interpretation Boards for Burntisland Links is in progress. Officers are in the process of arranging a series of walkabouts with local groups and elected members to identify wayfinding and interpretation board needs.
- 2.12 **Dysart Cliff Face** A cocktail of funding was approved, including an allocation from the CRF for urgent repairs to Dysart Cliff face. The work includes the stabilisation of rock slopes using rockfall netting. The work has started and will be carried out over 6 days a week for 6 weeks (weather permitting).
- 2.13 **Polar Academy** The allocation has been transferred to the local High School, a report on the initiative will follow the expedition.
- 2.14 **Beveridge Park Lighting.** A cocktail of funding has been allocated to install much needed lighting from the nursery to the car park. Officers from the area team are working alongside colleagues in Grounds maintenance to progress this work.

3.0 Conclusions

- 3.1 The CRF allocation enabled a number of local organisations to try new ways of working, we were able to invest in place and in some cases use the allocation to lever in additional funding. It also allowed work to progress that may not have been possible without the injection of funding from this budget.

Background Papers

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

- 'Help with Cost of Living : Extending Community Support'. Fife Council Cabinet Committee, 22nd September, 2022.
- Supporting the Plan 4 Kirkcaldy Area: Area LCPB Underspend and Community Recovery Fund, 7 September 2023
- CRF Members Briefing – additional information October 2025

Report Contact:

Julie Dickson
Community Manager, Kirkcaldy Area
Workplace; Town House, 2 Wemyssfield, Kirkcaldy
Email: Julie.Dickson@fife.gov.uk

28 October 2025
Agenda Item No. 9

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 2024 to 31 March 2025.

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 annually 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 twelfth annual report to Area Committees, this report covering complaints relevant to the Kirkcaldy Committee area.
- 1.3 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.
- 1.4 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.
- 1.5 The council responds to over 7 million contacts (includes web page hits) from customers across Fife every year. This figure then puts into context the comparatively small number of corporately defined complaints received. When received, we aim to resolve quickly and to employ corrective and preventative action appropriately to upheld cases.

2.0 Area Complaints

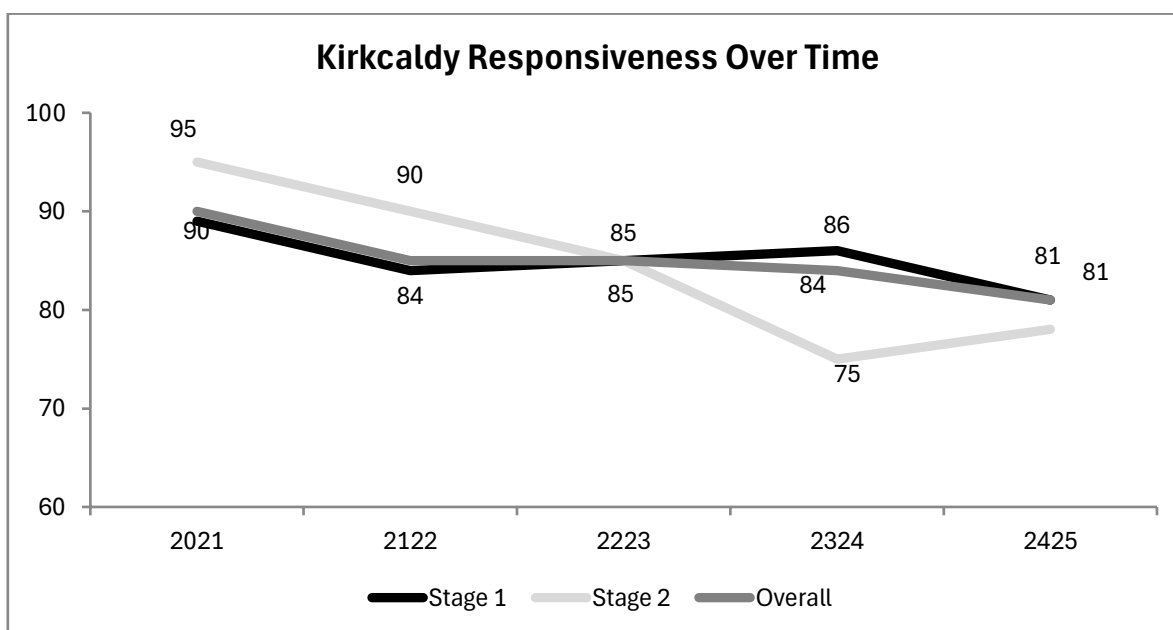
- 2.1 The following table provides the volume of complaints and the responsiveness to target timescales for the Kirkcaldy Committee area.

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	455	367	81% (84% 23-24)
Stage 1 (5 days)	391	317	81% (84% 23-24)
Stage 2 (20 days)	64	50	78% (87% 23-24)

Volume & Responsiveness – Fife Council Overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,969	2,423	82% (84% in 23-24)
Stage 1 (5 days)	2,405 (82%)	1,999	83% (86% in 23-24)
Stage 2 (20 days)	564 (18%)	424	75% (75% in 23-24)

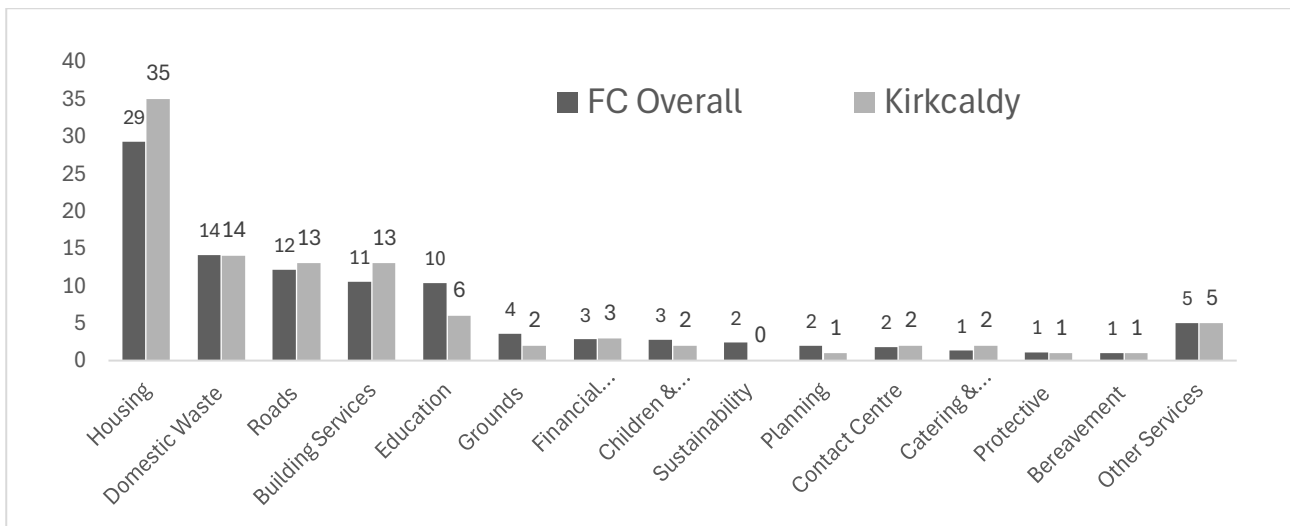
- 2.2 455 complaints were received relating to the Kirkcaldy area in 2024-25 of which 455 were closed. Complaints are currently categorised in the system (reason for complaint, channel, root cause, etc.) after complaints are closed.
- 2.3 In line with procedure, we aim to deal with stage 1 complaints immediately if we can but at least within five working days. Stage 2 should be dealt with in 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.
- 2.4 Responsiveness to target timescales has worsened from last year, however, procedural extensions have been used (see paras. 2.11 & 2.12). The average time to close all complaints has improved to 5.9 working days compared with 6.2 working days from last year. This is better than the council average of 6.6 working days.
- 2.5 The trend is broadly declining performance in responding to complaints in target timescales from 2020-21.



- 2.6 The contact channel used for complaints can be seen in the following table. The spread of contact channels remains broadly unchanged from last year.

Receipt Channel	Kirkcaldy	FC Overall
Web	64.6%	65.8%
Email	10.2%	17.3%
Contact Centre	12.7%	7.2%
F2F	6.6%	2.9%
Tel	4.3%	3.8%
Letter / Form	1.3%	3.1%

- 2.7 The following graph provides the proportionality of Service complaints (upheld as well as not upheld) compared with Fife Council as a whole.



2.8 To assist with accessibility the following table is provided. This details the main differences in proportionality between Fife Council Service complaints as a whole and those made from residents with a Kirkcaldy Committee area postcode.

Service	FC Overall	Local Area
Housing	29%	35%
Building Services	11%	13%
Education	10%	6%
Grounds Maintenance	4%	2%

2.9 Differences of note include that there were proportionally more complaints concerning Housing and Building Services and less complaints concerning Education and Grounds Maintenance. The largest category of complaint for Housing was “Unsatisfactory response to previous complaint / request for service / enquiry / reported fault” and for Building Services was “Poor communications - poor regarding work being/to be undertaken”.

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

	Vol Stage 1	Stage 1 In Time	Vol Stage 2	Stage 2 In Time	Total	All in Time
Legal	0	100%	1	0%	1	0%
Criminal Justice	2	50%	0	100%	2	50%
Children Families	5	60%	3	67%	8	63%
Planning	2	100%	4	50%	6	67%
Education	20	60%	9	89%	29	69%
Housing	139	71%	19	79%	158	72%
Insurance	3	67%	1	100%	4	75%

	Vol Stage 1	Stage 1 In Time	Vol Stage 2	Stage 2 In Time	Total	All in Time
Roads	51	78%	7	71%	58	78%
Local Office	5	80%	1	100%	6	83%
Wellbeing	8	88%	5	80%	13	85%
Building	57	89%	3	33%	60	87%
Grounds	10	90%	1	100%	11	91%
Domestic Waste	61	97%	4	100%	65	97%
Bereavement	6	100%	0	100%	6	100%
Catering	7	100%	0	100%	7	100%
Chief Executive	0	100%	1	100%	1	100%
Contact Centre	7	100%	0	100%	7	100%
Customer Service	2	100%	2	100%	4	100%
Democratic	1	100%	2	100%	3	100%
Property	1	100%	0	100%	1	100%
Protective	2	100%	1	100%	3	100%
Sustainability	2	100%	0	100%	2	100%
Grand Total	391	81%	64	78%	455	81%

2.11 Please note that from the 88 cases that ran over timescale, 59 of those cases had extensions agreed with customers (67%). This means that 95% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

2.12 Taking account of the valid extension greatly improves the tabled results e.g. Planning, adjusting for the extension, would then have 100% of complaints in agreed timescale, Education would have 90%, Housing would have 93% and Roads & Transportation would have 86%.

2.13 Table showing the “root cause” category of main complaints received to the top x9 Services (by volume) and compared with previous year (ordered alphabetically).

Service	Complaint Category	2022-23	2023-24	2024-25
Building Services	Card left when tenant in property	0	1	1
	Council vehicle - driving behaviour/standards	2	2	3
	Council vehicle - parking	1	0	3
	Failure to attend at time advised / agreed	7	1	2
	Failure to fix first time	11	3	5
	Failure to meet timescales for job	1	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0
	Health & safety / dangerous occurrence	0	1	0
	Inappropriate staff attitude / behaviour	7	5	7
	Inconsiderate / inappropriate use of council vehicle	2	0	0
	Noise levels from work activities	1	1	2
	Poor communications - advance notice of work not given	0	0	1
	Poor communications - internal breakdown Building Services	1	0	0
	Poor communications - poor regarding work being/to be undertaken	7	3	5
	Standard of workmanship - damage	4	2	2

Service	Complaint Category	2022-23	2023-24	2024-25
	Standard of workmanship - mess	1	1	0
	Standard of workmanship - tenant unhappy with work	9	1	4
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	3
Building Services Total		54	22	39
Contact Centre	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	1
	Inappropriate staff attitude / behaviour	1	1	0
	Incorrect information given	2	1	1
	Incorrect timescales given	1	0	0
	Lack of information	0	0	1
	Poor communications including lack of notice, consultation & engagement	1	0	0
	Time taken to answer call	2	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2	2
Contact Centre Total		10	6	5

Service	Complaint Category	2022-23	2023-24	2024-25
Domestic Waste and Street Cleansing	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	0	1
	Bin not returned properly / bin is missing	2	1	1
	Bulky not collected / only part collected	7	4	4
	Collection has left spilt waste in street / at property	1	0	1
	Damage to vehicles / property during bin collection	2	1	1
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	2	0	1
	Dissatisfaction with policy / organisational arrangements including charging policy	1	0	0
	Dissatisfaction with standard of street cleanliness	1	1	2
	Dissatisfaction with Take Out & Return TOR service	10	5	6
	Failure to collect / empty bin	4	15	14
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	2	2
	Inappropriate staff attitude / behaviour	1	3	4
	Inconsiderate / inappropriate use of council vehicle	1	2	1
Poor communications including lack of notice, consultation & engagement	0	1	0	

Service	Complaint Category	2022-23	2023-24	2024-25
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	0
Domestic Waste and Street Cleansing Total		37	35	38
Children & Families	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	3	1
Children & Families Total		0	4	3
Education	Accidents Injuries e.g., Physical education fights etc	0	2	1
	Anything that doesn't fit within above categories. To be reviewed regularly by the service	1	1	0
	Dissatisfaction with policy current arrangements	0	0	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1
	Inappropriate staff attitude behaviour	3	2	0
	Overall standard of service and treatment of family	0	0	2

Service	Complaint Category	2022-23	2023-24	2024-25
	Poor communications including lack of notice consultation engagement	0	2	5
	Standard of supervision	1	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1
Education Total		5	7	13
Financial Wellbeing and Revenues	Admin Error	0	4	0
	Disagree with Council policy	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2	0
	Inappropriate staff attitude / behaviour	0	1	1
	Lack of/Incorrect information	0	1	0
	Poor communications (including lack of notice, consultation & engagement)	0	2	1
	Time taken to process enquiry	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	3
Financial Wellbeing and Revenues Total		1	12	5

Service	Complaint Category	2022-23	2023-24	2024-25
Grounds Maintenance	Anything that doesn't fit within other categories. To be reviewed regularly by the service	1	1	0
	Damage to Private Property	1	1	0
	Dissatisfaction with scheduling/scheduled visits	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	3
	Grass Cutting	3	1	1
	Inappropriate staff attitude / behaviour	3	0	0
	Overhanging / Damaged Trees & Shrubs	3	1	1
	Poor communications including lack of notice, consultation & engagement	0	2	1
	Quality of Park Area	1	1	0
	Toilet access problems	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0
Weed Killing Areas	0	1	0	
Grounds Maintenance Total		13	10	7
Housing	ASB neighbour dispute	0	1	0

Service	Complaint Category	2022-23	2023-24	2024-25
	Assessment of FHR - Dissatisfaction with information/advice given	2	1	0
	Assessment of FHR - Dissatisfaction with time taken	1	1	2
	Condition of neighbour's garden	0	0	2
	Damp Team	0	1	1
	Delays in Start / Completion	3	2	1
	Disputed Recharges	1	0	0
	Dissatisfaction with policy / current arrangements	0	0	1
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	1	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	2	3	0
	Factoring	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	19	6	15
	Fencing	1	1	2
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	1
	Fixed Penalty Notice	0	0	1
	Homeless - Offer of temporary accommodation	0	1	0

Service	Complaint Category	2022-23	2023-24	2024-25
	Housing Technical Officer	0	2	4
	Inappropriate staff attitude / behaviour	3	2	1
	Inconsiderate / inappropriate use of council vehicle	1	0	0
	Internal System issues	1	0	0
	Maintenance of garages / lock-ups	0	0	1
	Management of Communal Areas includes grass cutting, overgrown trees & bushes	1	1	2
	Missed from Programme	1	0	0
	Mutual repairs	1	1	1
	Noise	0	1	0
	Pest control issues	1	0	1
	Pets & Animals	0	0	1
	Poor communications (including lack of notice, consultation & engagement)	0	1	5
	Poor communications including lack of notice, consultation & engagement	7	10	7
	Poor Condition / Standard of Housing	4	5	3
	Poor standard/condition of property at start of tenancy	0	0	1

Service	Complaint Category	2022-23	2023-24	2024-25
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	0	1	1
	Rubbish	0	1	0
	Transfers includes mutual exchanges	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	6	9	10
Housing Total		56	51	66
Roads & Transportation	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	7	1
	Application process such as timescale/proofs/photographs/ Mobility Assessment	2	0	1
	Bus Stations, quality, condition, layout, signage of bus stations including disabled access provision	1	0	0
	Card not received by customer	0	0	1
	Damage to vehicles / property	0	0	1
	Dissatisfaction of service provided	0	1	0
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	1	1	0
	Dissatisfaction with service provided	0	0	1

Service	Complaint Category	2022-23	2023-24	2024-25
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	3
	Inadequate notice of road and footpath works including road closures	0	2	0
	Inappropriate staff attitude / behaviour	1	1	4
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	1
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc	0	0	1
	Localised flooding due to run-off from fields / land	0	1	0
	Overgrown trees and bushes	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	2
	Poor condition of car park	0	0	1
	Poor condition of footpath / cycle path	0	0	1
	Poor condition of road markings e.g., white lining	0	1	1
	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	1	2

Service	Complaint Category	2022-23	2023-24	2024-25
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	1	0	1
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	0	1
	Poor standard of road repairs / maintenance work including incomplete work	1	0	1
	Potholes / poor condition of road surface	2	3	3
	Street light repairs	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	2
	Use / provision of disabled parking including on-street and off-street disabled parking bays	1	1	1
Roads & Transportation Total		10	22	32

Complaint examples

2.14 The following table provides summarised examples of actual complaints made to the 3 largest Services by volume and these Service's most selected complaint category.

Service Area	Category	Complaint (summarised / redacted)
Housing	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	<p>Example: I reported no power going to door access system on entrance doors of building in May which leaves the building unsecure. No action had been taken so I called again in June and was told someone would be out the next day to try to restore power / building security. That was two weeks ago, and the issue still persists.</p> <p>The entrance doors were replaced by yourselves in spring this year (we paid our share of the cost), so it is very disappointing that they are broken so quickly after a lot of money has been spent on them and that it takes months for them to be fixed. On your website you can only log this type of repair as an emergency, so I don't understand why this type of fault is left for months without being fixed.</p> <p>Outcome: Complaint upheld, and apology offered. Faulty component required specialist contractor that hadn't been arranged. Corrective action included discussions with the electrical team that repairs need to be escalated to the correct department to investigate so repairs can be dealt with and resolved in a timely manner.</p>
Domestic Waste	Failure to collect / empty bin	<p>Example: Not having the bin taken out has caused ongoing stress within the household as everything that does not go into the other bins goes into this bin that I now have the bags sitting at my front door due to a disability. The TOR service has been very beneficial, everyone in the team have been very good at putting my bin in and out in my garden where I would like it.</p> <p>The team that takes the blue bin this issue seems to happen, whenever this has happened before when I report a missed bin the team come out within around 2 days, but I cannot put into words what has happened this time. It has been almost 4 weeks since it has been emptied. I have had to spray the bin myself with disinfectant to prevent animals from going into my bin. I find this has been very neglectful of the bin service. It is unhealthy to have this sitting for this length of time.</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>Outcome: Complaint upheld and, apology provided by telephone. Crew on close monitor at the address.</p>
Building Services	Poor communications - poor regarding work being/to be undertaken	<p>I contacted Fife Council regarding water leak from my shower. This is now second time I have had problems with it.</p> <p>Fife Council Inspector attended in October; after checking shower he left and 10 minutes later phoned me telling me he was going to submit a work order for shower to be replaced, he then asked if I would be in house all day. He said Fife Council would come out take measurements. They never turned up. I took unpaid leave from work and sat in my flat all day. Phoned Fife Council the next day regarding this matter to be told a supervisor needs to check this and would call me. Again, no call was received.</p> <p>Phoned Fife Council in November and was told again a supervisor would call same day no call received. A week later and still not received a call.</p> <p>Can Fife Council contact me ASAP regarding this as the shower has only been temporarily sealed as Fife Council plumber said the shower needs replaced.</p> <p>You can look back your records to damage done previously there is now dampness in my bedroom.</p> <p>Fife Council have said someone will contact me but have not.</p> <p>Now end of another week and Fife Council not attended. As previously said, I need an appointment made on a Wednesday afternoon, can you help me regarding this issue</p> <p>Outcome: Complaint upheld, and apology offered. Survey planned for preferred date. Human error had caused the failure of contact.</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, MPs and MSPs 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 constituents' 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 Committee area compared with the Fife Council overall results.

Kirkcaldy	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	35%	19%	14%	32%
Stage 1	33%	18%	16%	33%
Stage 2	47%	25%	2%	27%

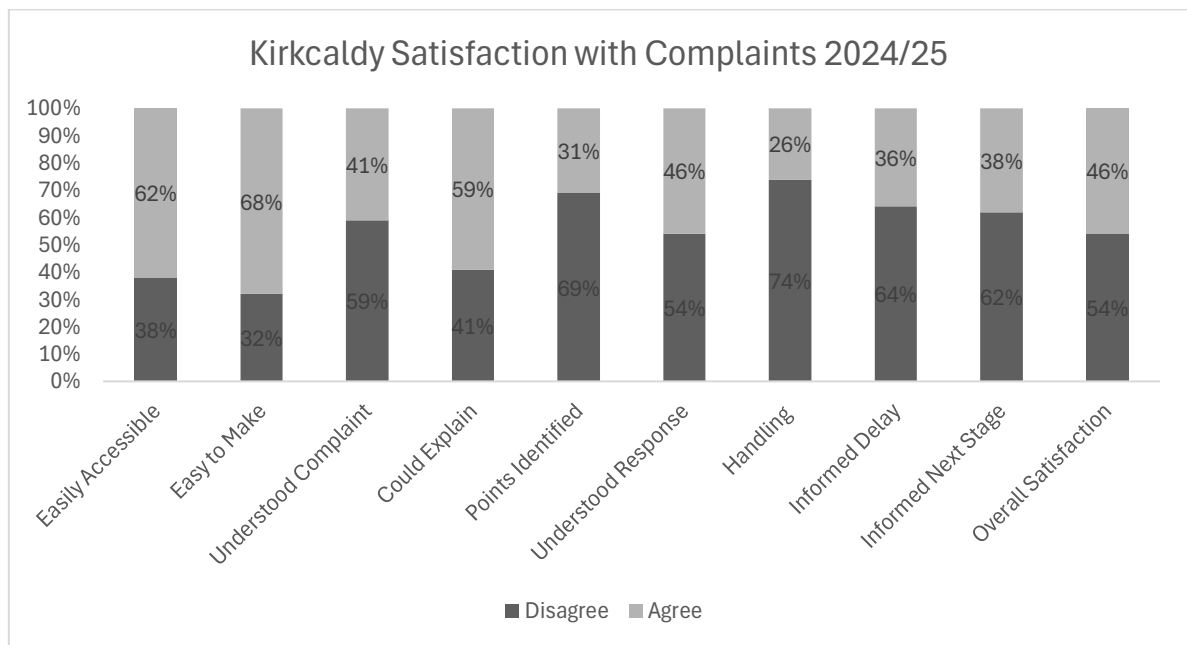
Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	36%	19%	17%	28%
Stage 1	33%	16%	20%	31%
Stage 2	50%	28%	4%	18%

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 four weeks after their complaint has closed.
- Information about the complaint procedure was easily accessible.
 - I found it easy to make my complaint.
 - I was happy that the person considering the matter fully understood my complaint.
 - I was given the opportunity to fully explain my complaint.
 - The points of my complaint were identified and responded to.
 - The response to my complaint was easy to understand.
 - Overall, I was satisfied with the handling of my complaint.
 - I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 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 72 replies from complainants claiming residency in the Kirkcaldy Committee area and a breakdown of some general comments follows. Like last year, some of the comments in some manner alleged the council's failure to respond.
- 4.6 Given the methodology used to gather this information, it remains impossible to evidence the accuracy of such statements. The survey was therefore modified slightly into 2024-25 with the following additional question included. *If you consider that you have had no response to your complaint, please in your own words explain the Council area or function that caused you to complain e.g. Housing, repairs, bins, roads, grounds, schools, planning etc.*
- Handled quickly and efficiently.
 - The team completed the job in good time, I was delighted by the response
 - Although the work should have been completed by the contractor many weeks earlier, once I made this complaint it was chased up with the contractor and completed.
 - I was surprised that someone from the department arrived at my door to refund my 60p. I had a good discussion with the person about these public conveniences and my complaint in particular. I was impressed with the way my complaint was handled.
 - Nobody answered my complaint
 - I had no response.
 - My complaint remains unanswered, and no apology given
 - Would have been better to if someone had come to see us and check up on our complaint.

- 4.7 The results from the additional question that covered the perceived failure to respond had some responses that could be considered useful. The areas highlighted were Housing repairs, bins and road repairs.
- 4.8 There is no complaint system evidence to suggest that these respondents received no response as the survey is generated from the record of the complaint that regularly contains details of the response (copies of emails, letters, etc.). The inclusion of comments that reflect matters that would not be covered by the complaint procedure perhaps indicates that respondents, on occasion, do not fully read the invitation email that contains a copy of their complaint.
- 4.9 A further possible explanation behind respondent's claims of receiving no response is that the response provided did not adequately address the matters raised from the complaint and, on occasion, the matters raised have not been resolved or improved. This would align with the result that 69% of respondents disagreed with the question "the points of my complaint were identified and responded to". Services should therefore be careful to cover all matters raised and to ensure, as far as is practical, that responses are accurately delivered.
- 4.10 Overall satisfaction was 46% and is worse than last year's figure of 53% noting that the response volumes are slightly lower than the previous year. Satisfaction with each question is as shown on the following graph.



4.11 To assist with the graph's accessibility the data contained is tabled as follows:

Survey Question	Disagree	Agree
Information about the complaint procedure was easily accessible.	38%	62%
I found it easy to make my complaint.	32%	68%
I was happy that the person considering the matter fully understood my complaint.	59%	41%
I was given the opportunity to fully explain my complaint.	41%	59%

Survey Question	Disagree	Agree
The points of my complaint were identified and responded to.	69%	31%
The response to my complaint was easy to understand.	54%	46%
Overall, I was satisfied with the handling of my complaint.	74%	26%
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).	64%	36%
I was clearly told what the next stage of the complaints process was for me.	62%	38%
Overall satisfaction	54%	46%

- 4.12 It would appear from the result that key improvements are required in carefully identifying the points raised in a complaint and keeping complainants updated with any delay and being clear to explain the next steps in the complaint process.
- 4.13 The methodology used for the survey does not align a complaint reference number back to any responses received. This is due to GDPR, and the storage method used for satisfaction as the data is captured using Microsoft Forms against a single officer's account. It would not be considered secure or an appropriate place to store a customer's personal data. The survey is therefore fit for wider organisational learning in contrast to the previous version where Services could see satisfaction with their own complaint handling.

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 2024-25 there were 11 cases for the Kirkcaldy 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
Financial Wellbeing & Revenues	IVR and telephone number provision	Not taken forward for investigation
Safer Communities	Response to anti-social behaviour	Not taken forward for investigation
Planning	Handling of a planning application	Not taken forward for investigation

Service	Complaint Summary	SPSO Decision
Customer & Online Services	Enquiry handling	Not taken forward for investigation
Building Services	Standard of repair	Not taken forward for investigation
Housing	Challenges reaching a Housing contact	Not taken forward for investigation
Children & Families	Social work service provision	Not taken forward for investigation
Safer Communities	Response to anti-social behaviour	Not taken forward for investigation
Roads & Transportation	Parking issues	Not taken forward for investigation
Planning	Planning application process	Not taken forward for investigation
Financial Wellbeing & Revenues	Council tax accuracy	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 Historically the following table included data on street cleaning requests, reports of illegal dumping, dog issues and abandoned vehicles amongst others. Data provided has always come with the caveat that this was a very simple database extract and likely different data from what would be expressed by owning Services The only data now available to the author is the volume of missed bins.

Enquiry Type	21/22	22/23	23/24	24/25	Note
Missed bins	1531	923	1268	1095	Actual complaints around missed bins will overlap with service requests.

- 6.3 Annual figures for customer issues such as illegal dumping, abandoned vehicles, dog issues etc. are available and likely to be included in this Committee's diet, many provided by Safer Communities.

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 22 compliments received from customers in the Kirkcaldy Committee area, the Service areas complimented, and some typical (redacted) examples of the type of compliments received.

Service	Vol	Example
Building Services	10	Hi, I just wanted to say thank you to the joiner who came out today. He was very courteous and repaired my back door explaining there was more of a repair than first thought. He sorted the door and resealed the frame taking all mess away with him. I think his name is Gus. Please pass my thanks on to him and his manager. Very professional.
Catering Cleaning & Facilities	1	Many thanks to the meals on wheels driver today for calling an ambulance and waiting onsite.
Contact Centre	4	I phoned yesterday to report I couldn't close my bedroom window. Lindsay who took my call was friendly and professional and nothing was too much trouble. My report was put through as an emergency and someone came out early evening to repair it. The guy (didn't get his name) came and was great and very professional. He found the problem and it was sorted within 15 minutes. I would just like to thank them both very much for their help.
Domestic Waste	1	I was looking to get a bin replaced. This was swapped over within 3 days. I'd like to say thank you for your prompt action.
Local Office	3	Customer wanted to thank the customer service advisors at Kirkcaldy Townhouse for the quick and efficient service she received when applying for her blue badge.
Roads & Transportation	2	Customer would like to thank the street lighting team who have come out and fixed her fault on Dunnikier road. Customer is very grateful.
Street Cleaning	1	Customer called to thank the CC and Street Cleansing for doing a good job of responding quickly to the report of litter on Windmill Place near the school, they have noticed a great improvement and wanted to pass thanks on.

8.0 Conclusions

8.1 Responsiveness (complaints in target timescales) is worse when compared with last year's performance and generally worse than the council average. The average working days to respond to all complaints improved from last year and is better than the council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction. When figures are compiled to include extensions valid under the procedure, the local area responds to 95% of complaints within target or extension agreed timescale. It is however worth noting that the complaint procedure states that, for stage 2 cases, an

extension should be the exception and that extended delays may have a detrimental effect on the customer.

- 8.2 Insight from the customer complaint survey suggests that complaint handlers should focus on picking up all substantive matters arising from customer complaints, being as responsive as possible and explaining any delays as soon as is practical. The next steps (particularly escalation to stage 2) should be properly set out in any written correspondence.
- 8.3 The issues customers complained about within the Kirkcaldy area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Housing and Building Services and less complaints concerning Education and Grounds Maintenance. The largest category of complaint for Housing was “Unsatisfactory response to previous complaint / request for service / enquiry / reported fault” and for Building Services was “Poor communications - poor regarding work being/to be undertaken”.

List of Appendices

None

Background Papers

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

Report Contacts

Diarmuid Cotter, Head of Customer & Online Services

Telephone: 03451 55 55 55 + 480050

Email Diarmuid.cotter@fife.gov.uk

Dave Thomson, Customer Experience Lead Officer / SPSO Liaison Officer

Telephone: (Team call preferred)

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

28 October 2025

Agenda Item No. 10

Property Transactions

Report by: Alan Paul, Senior Manager – Property Services

Wards Affected: 9, 10 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 Council Officers.

2.0 Transactions

2.1 Disposals

2.1.1 112a Rosslyn Street, Kirkcaldy

Date of Sale: 29 August 2025
Price: £106,000
Reason: Sale of commercial premises

2.2 Leases by the Council – New Leases

2.2.1 Unit 20 Enterprise Centre, Myregormie Place, Mitchelston Industrial Estate, Kirkcaldy

Term: 5 years from 1 September 2025
Rent: Stepped at: £8,250 per annum 1 September 2025 – 31 August 2027 then £9,000 per annum 1 September 2027 – 31 August 2030

2.2.2 Office 6, Business Incubator Kirkcaldy, Myregormie Place, Mitchelston Industrial Estate, Kirkcaldy

Term: 3 years from 19 August 2025
Rent: £7,415 per annum

2.2.3 Unit 13 Enterprise Centre, Myregormie Place, Mitchelston Industrial Estate, Kirkcaldy

Term: 3 years from 25 September 2025
Rent: £4,140 per annum

2.2.4 Office Unit 21 Business Incubator, Myregormie Place, Mitchelston Industrial Estate, Kirkcaldy

Term: 3 years from 27 May 2025
Rent: £2,800 per annum

2.2.5 Unit 10 Enterprise Centre, Myregormie Place, Mitchelston Industrial Estate, Kirkcaldy

Term: 5 years from 14 October 2025
Rent: £4,140 per annum

2.2.6 Ground Floor Office, 106 High Street, Burntisland

Term: 10 years from 1 September 2025
Rent: £19,800 per annum

2.2.7 Unit 5 Station Yard Industrial Estate, Station Brae, Kinghorn

Term: 5 years from 21 September 2025
Rent: £5,000 per annum

2.2.8 First Floor East, Lomond House, John Smith Business Park, Grantsmuir Road, Kirkcaldy

Term: 4 August 2025 to 31 December 2025 or date of commencement of Tenant's Lease of First Floor West
Rent: £1,787.50 per annum

3.0 Conclusions

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

List of Appendices

1. N/A

Report Contact

Author Name	Michael O’Gorman
Author’s Job Title	Service Manager – Estates and Assets Management
Workplace	Property Services Bankhead Central Glenrothes KY7 6GH
Telephone	03451 555555 Ext No 440498
Email	Michael.Ogorman@fife.gov.uk

28 October 2025

Agenda Item No. 11

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 of 9 December 2025			
Title	Service(s)	Contact(s)	Comments
Options for Leisure Centre Parking in the Kirkcaldy Area	Roads & Transportation	Andy Paterson-ts	
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Domestic Waste, Street Cleansing and Grounds Maintenance Service Annual Review		Alexander Anderson-Es, Scott Clelland	
Common Good and Settlement Trust 2024 - 25 Annual Report		Eleanor Hodgson	
Update on St. Clair Tavern and Ravensraig Flats	Property Services		
Supporting the Plan 4 Kirkcaldy Area - Promoting Safer Spaces	Communities and Neighbourhoods Service	Julie Dickson	
Craig Home Lane Double Yellow Lines and Kirkbank Road Permits	Roads & Transportation	Keith Johnston	

Kirkcaldy Area Committee of 17 February 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Local Area Economic Profiles - Annual Report	Economy, Planning and Employability	Alison Laughlin	
Area Roads Programme 2026-27	Roads & Transportation	Vicki Storrar	

Kirkcaldy Area Committee of 21 April 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	

Kirkcaldy Area Committee of 21 April 2026			
Title	Service(s)	Contact(s)	Comments
Report on Educational Outcomes 2024/25	Education	Jackie Funnell	
Health and Social Care Locality Planning - Kirkcaldy	Health and Social Care	Jacquie Stringer-fc	
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets Review 2025 - 26	Communities and Neighbourhoods Service	Julie Dickson	
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2026 -28	Communities and Neighbourhoods Service	Julie Dickson	
Supporting the Local Community Plan, Annual Kirkcaldy Area Anti-Poverty Review	Communities and Neighbourhoods Service	Julie Dickson	

Kirkcaldy Area Committee of 16 June 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Area Housing Plan 2025-26 Update	Housing Services	Elaine Campbell	

Kirkcaldy Area Committee of 1 September 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Area Roads Programme 2025/26 Final Report	Roads & Transportation	Vicki Storrar	

Kirkcaldy Area Committee of 27 October 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Review of Mossmorran and Braefoot Bay Community and Safety Committee - Annual Report	Protective Services	Rob Bowditch	
Complaints Annual Update	Customer Services Improvement Service	David Thomson-CRM	
Operational Briefing on Policing Activities within Kirkcaldy Area 2025-2026	Police Scotland		
Scottish Fire and Rescue Service - Kirkcaldy Area Annual Performance Report 2025-2026	Scottish Fire & Rescue Service		
Safer Communities Team Annual Update Report 2025-2026	Safer Communities	Suzanne Scobie	

Kirkcaldy Area Committee of 1 December 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Domestic Waste, Street Cleansing and Grounds Maintenance Service Annual Review	Environment & Building Operations (AT&E)	Alexander Anderson-Es, Scott Clelland	
Common Good and Settlement Trust 2025/26 Annual Report	Finance and Corporate Services	Eleanor Hodgson	

Kirkcaldy Area Committee of 2 February 2027			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Local Area Economic Profiles - Annual Report	Economy, Planning and Employability	Alison Laughlin	
Area Roads Programme 2027/28	Roads & Transportation	Vicki Storrar	

Kirkcaldy Area Committee of 23 March 2027			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Report on Educational Outcomes 2025/26	Education	Alan Cumming	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Parking Charges in Kirkcaldy	Roads & Transportation	Andy Paterson-ts	Original report requested at KAC meeting 24.8.21 as part of submitted motion (Para. 278 of 2021. KAC.121 refers). 27.2.24 - Convener requests that report be submitted to committee after other car parking reports have been considered i.e. ISG report and report re demolition of multi storey car parks.
Review of Experimental Traffic Regulation Order on High Street Kirkcaldy (between Kirk Wynd and Oswald's Wynd)	Roads & Transportation	Andy Paterson-ts	Experimental TRO approved by committee 25.6.24 (Minute Reference 2024 KAC 43 Para. 105) for 18 months. Further report to be presented to committee following conclusion.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Director of Public Health Report and Health and Wellbeing Survey Results	NHS Fife	Pamela Colburn	Annual report last presented 2024. Contacts Joy Tomlinson NHS and Pamela Colburn.
Property Transactions Update	Property Services		