

C&N Scrutiny PI Report

Key **KPI Status:**  OK  Warning  Alert  Data only  Unknown **Trend:**  Improving  No change  Getting worse

Customer

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Communities and Neighbourhoods Stage 1 Complaints actioned < 5 days	83%	50%	81%	86%	80%	90%		
Communities and Neighbourhoods Stage 2 Complaints actioned < 20 days	100%	75%	50%	75%	67%	85%		
External Funding Portal Hits	4,226	3,889	3,431	3,415	3,835	Target not appropriate		
Facebook Stats - Fife Funding Community (followers)	626	1,068	1,582	1,775	2,062	Target not appropriate		
Percentage of adult population with access to a bank account - Fife (Scottish Household Survey)	94%	Data not yet available	Data not yet available	Data not yet available	Data not yet available	Target not appropriate		
Percentage of adult population volunteering - Fife (Scottish Household Survey)	27%	18%	19%	26.20%	Data not yet available	Target not appropriate		
Percentage rating area as very good place to live (Fife residents) (Scottish Household Survey)	62%	62%	55%	57.50%	Data not yet available	Target not appropriate		

P4F

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
% agreeing that they can influence decisions (Scottish Household Survey) SOA 18a	26%	25%	24%	25.90%	Data not yet available	25%		
% agreeing that they can influence decisions 20% most deprived Fife (SHS)	25%	18%	25%	29.30%	Data not yet available	20%		
Communities & Neighbourhoods Employee Turnover	N/A	N/A	12.09%	7.70%	8.95%	10%		

Resources

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Crowdfunder	£30,334	£5,765	£100,024	£67,155	£101,144	Target not appropriate	○	↑
Communities & Neighbourhoods - Average WDL per FTE	8.48	11.3	12.3	8.63	10.79	8.5	●	↓
Communities & Neighbourhoods - Average Long Term WDL per FTE	6.65	8.77	9.05	6.24	8.06	6.2	●	↓
Communities & Neighbourhoods Workforce who are Female (%)	63%	63.40%	63.30%	66.20%	66.30%	Target not appropriate	○	↑
Communities & Neighbourhoods Workforce who are Full-time (%)	50.70%	49%	52.50%	43.20%	42.70%	Target not appropriate	○	↓
Communities & Neighbourhoods Workforce who are Permanent Employees (%)	96.90%	95.40%	91.90%	91.80%	91.70%	Target not appropriate	○	↓
Communities & Neighbourhoods Employee Turnover			12.09%	7.70%	8.95%	10%	▲	↑
Communities & Neighbourhoods Employees aged 24 and under (%)	6.80%	7.90%	5.70%	5.80%	5%	Target not appropriate	○	↓
Communities & Neighbourhoods Employees aged 25 to 39 (%)	17.4%	17.7%	17.8%	18.4%	18.9%	Target not appropriate	○	↑
Communities & Neighbourhoods Employees aged 40 to 54 (%)	37.6%	37.2%	38.8%	38.7%	37.2%	Target not appropriate	○	↓
Communities & Neighbourhoods Employees aged 55 and over (%)	38.20%	37.40%	36.40%	38.20%	39%	Target not appropriate	○	↑
Communities & Neighbourhoods Number of WYI Bids	5	5	1	0	0	Target not appropriate	○	↑
Communities & Neighbourhoods Number of WYI Programme new starts	3	8	1	0	0	Target not appropriate	○	↑
Communities & Neighbourhoods Number of Voluntary Redundancies (FTEs)	1	0	0	0	0	Target not appropriate	○	↑

Service Operations

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Total adults participating in adult learning	N/A	N/A	2,118	2,391	2,412	Target not appropriate	○	↑
Total Number of young people aged 10-18 participating in Fife Youth work services	N/A	N/A	3,570	3,486	3,539	Target not appropriate	○	↑
Total Number of attendances by 10-18 year olds in all youth work programmes	N/A	N/A	63730	57034	53237	Target not appropriate	○	↓
Total number of community groups receiving regular support (> 4 hours)	N/A	N/A	15	27	30	Target not appropriate	○	↑
Total number of community groups receiving regular support (< 4 hours)	N/A	N/A	158	227	212	Target not appropriate	○	↑
Total number of young people aged 10- 18 volunteering in a CLD setting	N/A	N/A	13	17	29	Target not appropriate	○	↑
Total number of adults volunteering in a CLD setting	N/A	N/A	126	142	178	Target not appropriate	○	↑
Total number of Attendances (Community Job Clubs)	1,900	4,062	4,143	7,217	5,931	Target not appropriate	○	↑
Total number of Engagements including job clubs	1,582	2,264	2,485	3,499	7,812	Target not appropriate	○	↑
Total - % Welfare Reform Support Service - SIMD	9.80%	15.81%	42.19%	54.07%	3,526	Target not appropriate	○	↑
Total - Referrals to Specialised Support Services	477	492	545	770	42.48%	Target not appropriate	○	↑
Allotments Waiting List - Fife-wide	1782	1960	2250	2135	597	Target not appropriate	○	↑
Number of recorded users Community Hall and Centres - FIFE WIDE	511801	671974	808549	903440	799064	Target not appropriate	○	↑
Number of adults participating in CUS courses and classes	48,800	362,929	227,641	129,421	136,780	Target not appropriate	○	↑
Number of constituted Clubs/Groups using programmes for self programmed activities	340	226	175	150	230	Target not appropriate	○	↑