

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

Tuesday, 8 June, 2021 - 2.00 p.m.

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## AGENDA

### Page Nos.

- |    |  |         |
|----|--|---------|
| 1. | <b>APOLOGIES</b>   |         |
| 2. | <b>DECLARATIONS OF INTEREST</b> – 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. | <b>MINUTE</b> – Minute of the meeting of Kirkcaldy Area Committee of 27 <sup>th</sup> April 2021   | 3 - 5   |
| 4. | <b>PEOPLE LEADERSHIP - TEST OF CHANGE FOR GREATER COLLABORATION OF LOCAL SERVICES TO FOCUS ON POVERTY</b> – Joint Report by the Head of Housing Services, the Head of Communities & Neighbourhoods and the Head of Education & Children's Services | 6 - 13  |
| 5. | <b>AREA HOUSING PLAN UPDATE</b> – Report by the Head of Housing Services   | 14 - 22 |
| 6. | <b>OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN KIRKCALDY AREA</b> -Report by Community Inspector, Kirkcaldy and Burntisland Ward Areas, Police Scotland   | 23 - 37 |
| 7. | <b>SCOTTISH FIRE AND RESCUE SERVICE - KIRKCALDY AREA ANNUAL UPDATE</b> – Report by Station Commander, Kirkcaldy Community Fire Station, Scottish Fire and Rescue Service   | 38 - 64 |
| 8. | <b>SAFER COMMUNITIES TEAM ANNUAL UPDATE REPORT</b> – Report by the Head of Housing Services  | 65 - 84 |
| 9. | <b>KIRKCALDY AREA COMMITTEE WORK PROGRAMME</b>   | 85 - 86 |

<p><b>Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.</b></p>
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1 June, 2021

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

27th April, 2021

2.00 p.m. – 4.40 p.m.

**PRESENT:** Councillors Neil Crooks (Convener), Lesley Backhouse, Alistair Cameron, Rod Cavanagh, Judy Hamilton, Zoe Hisbent, Gordon Langlands, Kathleen Leslie, Carol Lindsay and David Ross.

**ATTENDING:** John Rodigan, Senior Manager - Environment & Building Services, Scott Clelland, Service Manager (Acting), Stephen Duffy, Team Manager - Kirkcaldy & Glenrothes Area, Assets, Transportation and Environment; Jackie Funnell, Education Manager, Derek Allan, Rector – Kirkcaldy High School, Patrick Callaghan, Headteacher – Balwearie High School, Neil McNeil, Rector – St Andrews High School, Lisa Moore, Head Teacher - Viewforth High School, Jillian Mellis, Headteacher - Pathhead Primary School, Drew Murray, Headteacher – St Patrick's RC Primary School, Carol Wyse, Headteacher – Kinghorn Primary School, Education and Children's Services; Julie Dickson, Community Manager (Kirkcaldy Area), Communities and Neighbourhoods and Lesley Robb, Lead Officer (Committee Services), Legal & Democratic Services.

**APOLOGIES FOR ABSENCE:** Councillors Ian Cameron and Richard Watt.

**260. DECLARATIONS OF INTEREST**

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

**261. MINUTE**

The Committee considered the minute of the meeting of Kirkcaldy Area Committee of 2nd March, 2021.

**Decision**

The Committee approved the minute.

*Councillor Judy Hamilton joined the meeting during consideration of the following item.*

**262. GRASSLAND MANAGEMENT STRATEGY**

The Committee considered a report by the Head of Assets, Transportation and Environment detailing the proposed changes to the management of grassland in the Kirkcaldy area and the outcome of the community consultation and engagement exercise.

**Decision/**

**Decision**

The Committee, following analysis of the results of a public consultation and engagement exercise on proposed changes to the management of grassland in the area agreed:

- (1) to accept alternative grassland proposals for Ward 9 - Burntisland, Kinghorn and Western Kirkcaldy;
- (2) to partially accept alternative grassland proposals for Ward 10 - Kirkcaldy North, with areas proposed at Duddingston Drive, Kirkcaldy reverting back to amenity grassland maintenance regime;
- (3) to accept alternative grassland proposals for Ward 11 - Kirkcaldy Central and noted that further engagement would take place on the area of Rabbit Braes, with the Rabbit Braes Development Group, prior to implementing any changes to grassland management in that area; and
- (4) to accept alternative grassland proposals for Ward 12 - Kirkcaldy East.

*Councillors Kathleen Leslie and David Ross left the meeting during consideration of the following item.*

**263. SCHOOL ATTAINMENT AND ACHIEVEMENT 2019-2020**

The Committee considered a report by the Executive Director, Education and Children's Services providing a summary report on 2019-2020 School Attainment for young people who left school in 2019-20, across the secondary schools serving the area. Details of how to access School Standards and Quality Reports and Recovery / Improvement Plans were also provided for primary and secondary schools across the area in the appendices to the report.

*The meeting adjourned at 3.45 p.m. and re-convened at 3.55 p.m..*

**Decision**

The Committee:

- (1) were encouraged to engage directly with local schools to find out more about School Attainment and Achievement;
- (2) noted the details contained within the report in relation to the nature of the report for 2019-20 due to the impact of the COVID 19 pandemic;
- (3) noted the information provided in the secondary schools' reports, attached as appendices to the report; and
- (4) were encouraged to engage with secondary Headteachers to discuss arrangements for this year's Alternative Certification Model for SQA Qualifications and how this would progress in schools.

**264. PROPERTY TRANSACTIONS**

The Committee considered a report by the Head of Assets, Transportation and Environment advising on action taken using the list of Officer Powers in relation to property transactions.

**Decision**

The Committee noted the contents of the report.

**265. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME**

**Decision**

The Committee noted the contents of the Kirkcaldy Area Committee forward work programme.

8 June 2021

Agenda Item No. 04

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## **People Leadership – Test of Change for greater collaboration of local services to focus on poverty**

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Report by: John Mills, Head of Housing Services, Paul Vaughan, Head of Communities and Neighbourhood Services, and Kathy Henwood, Head of Education & Children Services

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

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### **Purpose**

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Within the context of the development of the People & Place Leadership Groups in Kirkcaldy, this report sets out the proposed Test of Change in the Kirkcaldy area to promote soft integration of 3 key local services; Housing Services, Community & Neighbourhood Services, and Community-based Social Work Services.

The intention of the Test of Change (ToC) is to offer a one-council service offering to work with people affected by poverty and disadvantage, and to improve their overall wellbeing in the post-pandemic period.

### **Recommendation(s)**

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Committee is asked to:

- consider and discuss the Test of Change proposal as outlined in this report;
- agree that the Test of Change runs from July 2021 to June 2022; and
- agree that an interim evaluation of the approach be reported back to this Committee by March 2022.

### **Resource Implications**

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The ToC will be founded on localised budgets but will require enhanced funding of £150k. The 3 Services have each agreed to fund a £50k share of the ToC budget for the 12-month period. The purpose of the additional budget is to empower front-line staff to meet short term needs on a “just-do-it” basis.

Staff from each of the services will resource the ToC. There are no additional resource requirements envisaged at this time.

## Legal & Risk Implications

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There are no direct risks arising from this report.

## Impact Assessment

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A EQIA is not required as there is no change to current policy proposed in this report.

## Consultation

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The Tackling Poverty and Preventing Crisis Members Working Group and the Officers Project Group have been consulted on the ToC. Discussion has also been held with Members of this Committee as part of the recent meeting with the Community Manager and the Area Housing Manager.

## 1.0 Background to the Test of Change (ToC)

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- 1.1 The Covid-19 pandemic response from the Council working with the voluntary sector to meet the basic needs of vulnerable households has been a standout for Members, Managers and officers. Working better together to work with members of our communities has produced better outcome for people in poverty.
- 1.2 The realisation that there is untapped potential which could be harnessed by adopting a more integrated approach to local working with vulnerable people is the basis of the proposed ToC for Kirkcaldy Area. Arising from the council response during the pandemic, the focus should continue to be on collaborative working to offer a more joined-up package of support to reduce poverty.
- 1.3 This report outlines a ToC involving Housing Services, Communities & Neighbourhood Services, and Community-based Social Work Services, working together to focus on the individual or family in poverty or facing crises in their lives. As the ToC develops, links will also be made to Employability Services and the Voluntary Sector agencies operating in the Kirkcaldy Area.
- 1.4 The linkage of Housing Management Officers, Community Workers, Social Welfare Assistants and Community Social Workers will bring together a significant cohort of local council workers to take a no wrong-door, anti-poverty approach to support the People Leadership Group in Kirkcaldy.
- 1.5 Specific outcomes anticipated from the Kirkcaldy Test of Change are:
  - Making a real and sustainable difference to people's lives. For families and individuals who are affected by poverty, the cohort of local workers will adopt a single point of contact, case management approach. They will do this by deploying a range of practical measures and supports, including debt advice and relief to improve the person's ability to enhance their wellbeing and aspiration.

- Prevention of homelessness and sustaining tenancies across tenures. Local workers will do this by working with Housing Management Officers, Prevention of Homelessness Officers and Housing Support Workers from the Public Social Partnership of voluntary sector support providers.
- Debt support and relief by bringing together financial supports available through the council budgets and specific Covid-support funding.

## 2.0 Focus on Reducing Poverty and Early Crisis Intervention

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2.1 Building on the work of the Multi-Disciplinary Teams during the pandemic, and as a contribution to the Kirkcaldy People Leadership Group development, this is an opportunity to work collaboratively to tackle poverty and inequality within a targeted geographical area. The aim being to lift individuals and families out of poverty so they can secure a better future. A 'stitch in time' approach will be adopted to prevent people reaching crisis point and requiring the intervention of statutory services at a later stage. The focus will be on the person/family and helping them all work towards self-reliance so they can make informed decisions about their future for themselves.

### 2.2 Housing Perspective

#### 2.2.1 Building on The Housing Operating Model

Following a significant managing change exercise with frontline housing staff, a revised Housing Operating Model was implemented in August 2016. The aims of the Operating Model are:

- Increasing the number of frontline housing practitioners from 75 to 120
- Reducing housing patch sizes to 250-350 council properties
- Build relationships with tenants in most need by focussing on them as individuals and working to assess their needs to sustain their tenancy
- Be more responsive to local Elected Members
- Empower practitioners to "just do it" to provide support
- Develop a formal Tenancy Sustainment Service to prevent homelessness
- Improving housing performance in reducing voids and improving rental income.

2.2.2 The formal evaluation of the Operating Model completed in 2019 confirms the success of the revised approach to increase tenancy sustainment for new tenants over a 12 months period to an average over the past 4 years of 90-91%. Relationships with Members has improved and positive feedback from staff confirmed the enhanced job satisfaction in their roles and being able to make a difference to peoples' lives.

#### 2.2.3 Moving to the next level of Local Working

Through local staff engagement and discussion, there is an appetite to further develop the Operating Model to enhance the housing management and tenancy sustainment role delivered to people by Housing Officers. A small number of Local Authorities and some RSL's have begun to deploy a "Community Coaching Model"

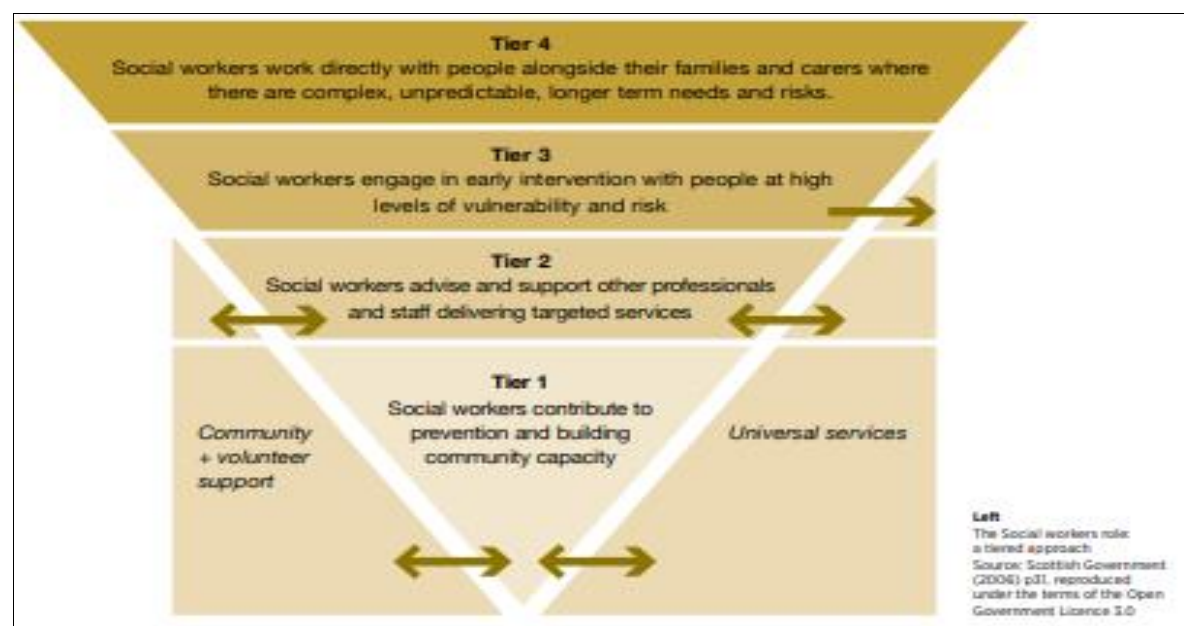


to enhance the capability of their Housing Officers to offer a range of anti-poverty support. Anti-Poverty work and assisting new and existing tenants to sustain and thrive in their tenancy becomes the revised aim of staff cohorts.

## 2.3 Social Work Perspective

- 2.3.1 Children and Families Social Work are committed to developing people and place leadership teams and are seeking opportunity to develop a different operating model that could afford greater visibility and a more credible preventative profile within communities. At present, children and families social work is positioned in Tier 3 and 4, organised around targeted and intensive supports, in line with statutory functions. (see Figure 1)

Figure 1- Social Workers Role



- 2.3.2 There is a growing narrative, through key drivers such as The Promise and the wider Council reform agenda that recognises the potential of prevention and early intervention, alongside the need to adopt asset-based approaches. Social work can hold a central role in supporting change at family and community level.
- 2.3.3 Current capacity within the existing social work system and structure is lean and, in line with its statutory functions, is rightly weighted towards process and systems. Staff work hard to develop and maintain meaningful relationships and have been credited for this in inspection reports, but this is limited to the context they operate within.
- 2.3.4 The intention for social work is to test out of a Community Social Work (CSW) model that sits outside of the current operating structure, recognising that we do have to support that system and keep practice safe. This model is rooted in prevention and early intervention, community and family asset building, to support families and divert from the need for more formal and targeted/intensive services. (Tiers 1 and 2)

- 2.3.5 This represents a fundamental shift in developing social work at a community-based, universal level. The model is based on advocacy, addressing social inequality and promoting individual agency so families have opportunity to address the wider societal and structural issues they face.
- 2.3.6 The ambition is to test if a CSW model can operate to augment current systems, diverting families from the more formal and targeted resources. We have identified capacity to support this work and there is further potential to link with the reform activities in Housing and Communities to expedite an integrated approach to change.

## 2.4 **Community & Neighbourhoods Perspective**

2.4.1 The focus of the Community Development Team in Kirkcaldy is to;

- improve life chances for people of all ages, through learning, personal development and active citizenship
- create stronger, more resilient, supportive, influential and inclusive communities

2.4.2 The current operating model uses a range of formal and informal community development methods of learning and social development with individuals and groups in their communities including youth work, community-based adult learning, family work & community capacity building. This model is enhanced by the contributions of the Welfare Support Team, who offer support with benefits, job searching and income maximisation.

2.4.3 Community Development provision is implemented through a neighbourhood development approach, using local profiles and trend data to target resources to geographical areas and communities in Kirkcaldy most affected by deprivation and poorer wellbeing outcomes.

2.4.4 The Anti-Poverty Agenda and the Council reform agenda that identifies the potential of multi-disciplinary council team approaches to prevention and early intervention in improving life chances.

The positive impact of multi-disciplinary delivery approach was evident during the pandemic. The Kirkcaldy Community Development Team developed new ways of working, partnerships and activities that have enabled more scope to deliver on the front line and thus better reach those most in need.

There is anecdotal evidence from the development of new multidisciplinary teams and enhanced partnership working during the pandemic with housing and social work that this integrated approach is effective in enhancing support at an early stage.

2.4.5 Through staff engagement and evaluation, there is an aspiration to further develop the Operating Model to enhance the capabilities of Community Development staff to offer a wider range of front-line community support. The potential in developing a collaborative “root cause” person centred approach has the potential to better support vulnerable individuals and communities at the earliest engagement point.

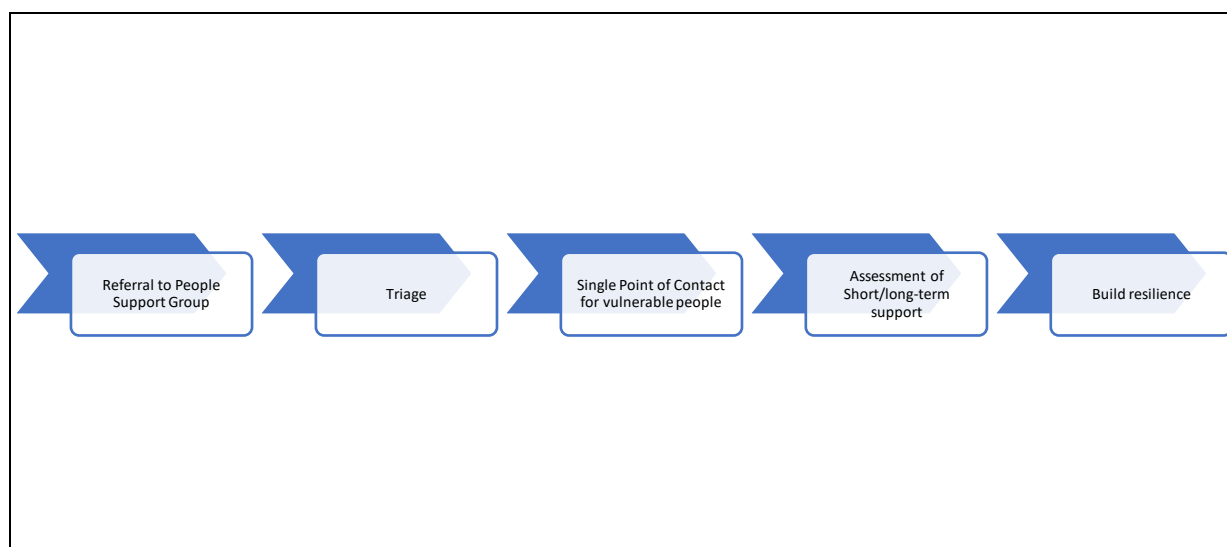
2.4.6 Kirkcaldy Community Development Team are dedicated to developing people and leadership teams and are seeking opportunity to develop a different operating model that could have a greater reach and engagement across the area.

## 3.0 How we would work together in practice.

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3.1 The proposed model for the ToC is outlined in figure 2.

Figure 2 – Proposed ToC Model.



### 3.2 Triage

A person-centered approach is needed to diagnose the appropriate help that is needed. It is important to listen to the customer and ask the right questions to get to the heart of the problem. For example, a tenant may initially present with a serious rent arrears problem and their home is at risk. However, it may only be through working with the tenant and building up trust that the root cause is determined to be a problem with multiple debts or financial abuse. A plan should be devised in consultation with the individual on how their diagnosed problems should be tackled and whether or not any specialist advice is required.

Investing time at this stage, to understand the extent of the individual's needs is a vital step in the recovery journey.

### 3.3 Single point of contact (SPOC)

People who are struggling to sustain a roof over their heads can sometimes find it difficult to navigate their way round services to find the right help that is required. **A generic case worker should be appointed to assist the individual and act as a single point of contact (SPOC).** The professional background of the case worker will depend on the nature of the problems that are identified at the triage stage. It should be the norm that staff based in the multi-disciplinary teams work across professional boundaries to share their expertise and provide our most vulnerable with wrap around support. Depending on the complexity of the problems the SPOC

may have to work with other partners within the Council and in the voluntary sector to obtain the right help for the tenant. This also needs to be offered at the right time so that any services provided are effective in improving the circumstances of the individual/family.

### **3.4 Quick fix or longer-term intervention?**

It is important that any interventions are person centered and tailor made for the circumstances of the individual. In some situations, a tenant may find that their lives have been temporarily turned upside down if they are made redundant. If this individual has a level of resilience, then a quick fix may be all that is required to help them pay the rent and put food on the table until another job can be found. For other struggling households the problems can be more complex. It is not unusual for council staff to work with families who are third generation unemployed and have only known a life characterised by struggle and poverty. A situation like this would require a high level of intervention over a prolonged period.

Considerable barriers would need to be tackled to improve the life chances of tenants and their families through offering training, education and employment. For most people, it is hoped a helping hand will be all that is needed to help them on the road to recovery. However, for others who will always struggle to sustain a tenancy an open- door approach to support provision may be what is required.

The purpose of any intervention will be to give the right help and when this is needed most by the tenant. If tenancy sustainment issues are addressed early enough then this may avoid more costly intervention by statutory services further down the line. Early intervention is also likely to be more successful in helping the tenant build up a level of resilience so they can deal with any future challenges in their lives.

### **3.5 Build resilience in our communities**

One of the positives from the recent pandemic has been the ability of our local communities to rally round and support the most vulnerable. The experience of the voluntary sector particularly in areas considered to be the most deprived could be harnessed to inform our decision making and reach out to those who have previously fallen through the net. Listening to the lived experience of people who have experienced poverty first-hand could prove invaluable in determining what measures should be put in place to build resilience so that individuals are empowered and know how to deal with future challenges. We should work towards equipping the most vulnerable to make informed decisions and enable them to be self-reliant.

### **3.6 Next steps to begin the ToC**

A team of workers will be seconded from Housing, Social Work and Community Development on their existing terms and conditions to work as generic caseworkers. A workload exercise will be carried out to determine the staffing level of that team. It is proposed that this project runs as a one- year pilot under the direction of the Community Manager, working closely with the Area Housing Manager, and Social Work Manager. Staff will retain their professional supervision through their existing line management.

Practical supports for staff, including effective smartphones to engage with people using a range of social media platforms will be deployed. Additional Business

Support staff resources will be arranged to support the Community Manager and the staff cohort during the ToC.

- 3.7 The Community Manager through the People Leadership Group will network with local voluntary sector organisations such as The Cottage Centre and Greener Kirkcaldy to build connections between the ToC for council services and local voluntary sector staff. Specific expertise and access to services for families and individuals as part of the case management approach.
- 3.8 This will be a learning experience and an opportunity to make a difference through a new way of working. An interim evaluation will be carried out to report back to this Committee in March 2022. The evaluation will focus on the anticipated outcomes and a number of case studies will be undertaken to measure success for the individuals/families who are assisted by this approach.

## 4.0 Conclusions

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- 4.1 Following the Covid-19 pandemic and the focus on the most vulnerable in our communities, the council and partners have worked better together with common purpose to respond effectively and at pace to meet the most basic needs of people. Multi-Disciplinary Teams (MDTs) were formed in the Areas to manage the response.
- 4.2 As agreed at Policy & Co-ordination Committee in March 2021, the Areas are developing People and Place Leadership Groups, led by the Community Managers. The ToC will be an important learning and development piece for the Kirkcaldy People Leadership Group on how council services can work in an integrated way to work with and support vulnerable people and families.

**John Mills, Head of Housing Services**  
**Paul Vaughan, Head of Communities & Neighbourhood Services**  
**Kathy Henwood, Head of Education & Children Services & CSWO**

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8th June 2021

Agenda Item No. 05

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## Area Housing Plan Update

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Report by: John Mills, Head of Housing Services

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Wards Affected: Ward 9 – Burntisland, Kinghorn, and Western Kirkcaldy

Ward 10 – Kirkcaldy North Ward 11 – Kirkcaldy Central Ward 12- Kirkcaldy East

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### Purpose

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Members approved the Kirkcaldy Area Housing Services Plan 2017/19 in January 2018. This interim report provides an update on progress in delivering service priorities and performance information for the financial year 2020/21 where figures are available at an Area level.

A revised Plan for 2021/23 will be presented at Committee once there has been the opportunity to consult on future priorities for the Kirkcaldy Area.

### Recommendation(s)

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Members are asked to:

- comment on the work progressed through the Area Housing Plan for the financial year 2020/21; and
- note the Expenditure for the HRA Locality Managed Budget for 2020/21 outlined in Appendix 2.

### Resource Implications

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Work is taking place within agreed HRA local and capital budgets.

### Legal & Risk Implications

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There are no legal / risk implications arising from this report.

### Impact Assessment

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

### Consultation

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Local tenants were involved in the development of the Area Housing Plan through local groups and events, as well as taking part in walkabouts with staff and members. We have also used feedback from the annual tenant survey to develop the plan. A similar approach will be taken to the development of the Kirkcaldy Area Housing Services Plan for 2021/23.

## 1.0 Background

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- 1.1 Members approved a report in January 2018 which outlined the 2017/19 Kirkcaldy Area Housing Plan and set out how we intended to:
  - Understand and address housing needs in the area
  - Deliver effective housing management
- 1.2 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the Plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services as the largest landlord in Fife can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvement initiatives. We have a key role to work in partnership with others to reduce poverty and to ensure that we are acting 'one step sooner'.
- 1.3 This report includes measures to outline how well we are performing and addressing housing need in Kirkcaldy. Performance figures for the previous financial year are provided where this is available at an Area level. It also outlines how staff have adapted to deliver services as we move out of lockdown. Housing Officers are now able to be more visible in local communities as we work our way through the Recovery Plan.
- 1.4 It is proposed that a revised Kirkcaldy Area Housing Plan be produced for 2021-23. This will outline future priorities that are informed through discussions at Ward Meetings and reflect the views of our local communities.

## 2.0 Issues and Options

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- 2.1 This report will focus on the following Plan for Fife headings-
  - Opportunities for all
  - Thriving places
  - Community led services
- 2.2 Attached to the report are two appendices –
  - Appendix 1 is a summary of Kirkcaldy Area performance information
  - Appendix 2 provides information on the expenditure of the 2020/21 locally managed budget allocation.
- 2.3 **Opportunities for all**
  - The period of lockdown was a difficult and challenging time for many in our communities. Housing have worked in partnership with others to help vulnerable households to obtain necessities such as food and prescriptions. We have also provided advice and support to tenants who were worried about their rent. Housing Services initially focused on delivering business critical services. This included gas safety inspections, emergency repairs, dealing with anti-social behaviour, welfare checks, urgent allocations to homeless and support to older people in sheltered

housing. Staff in the Kirkcaldy Team were redeployment to critical parts of the business and assisted colleagues in the Welfare Fund Team.

As we have worked our way through the Recovery Plan staff were able to be more proactive and undertake estate inspections. From the 17<sup>th</sup> May 2021, this will also include over the threshold visits to tenants in their homes. We will focus going forward on improving the condition of our estates and addressing the welfare needs of our tenants. Throughout this time, we have had to adapt to change and new ways of working. It has presented us with the opportunity to become more agile and review how we operate. The opportunity to be part of the proposed test for change multi-disciplinary approach to tackling poverty is welcomed by the Kirkcaldy Area Housing Team.

Appendix 1 provides a summary of key performance information for the Financial Year 2020/21. The following areas are highlighted –

- Void properties were turned around and reallocated 2020/21 within 56 days. This is an area where performance has greatly deteriorated due to the additional measures that had to be put in place to minimise any risks to public health. The Fife average for the same period increased to 54 days to turnaround an empty property. It is important to minimise rent loss over the period and to ensure a more efficient management of our stock to drive savings in the Housing Revenue Account which is reinvested to improve tenant services and build new homes. This is an area where we will need to focus our efforts on improving performance going forward.
- The amount of allocations to each housing list category was as follows – 60% to homeless, 24% transfer and 16% to the housing list. The allocations made to homeless applicants equated to 259 offers. Proportionately in percentage terms, the homeless outturn was considerably higher in comparison to the previous year. We could only allocate to homeless households for the first part of last year due to the government guidelines that were in place at this time. From Q3 onwards and as restrictions were eased, we returned to a transfer led approach to housing allocations. This should generate an increased turnover of stock so that housing needs can be met.
- We have been proactive in facilitating moves where tenants are under occupying larger family sized properties. We ensured family sized properties were made available last year for allocation following best use of stock moves. The Tenant Incentive Scheme (TIS) was used to assist thirteen of these tenants with the costs associated with moving home. Practical help can be provided with the things that can sometimes be a barrier for people wishing to downsize and this included removal costs, decoration, new carpets, furnishings and white goods. We will continue to engineer moves where suitable properties can be identified to match the preferences of tenants who are under occupying and who have indicated they may be prepared to move.
- The Property Acquisition Policy has been used over the last year to buy back ten former council houses. In the main, this has provided larger sized family homes to those most in need. We continue to actively look at opportunities to return larger former council properties back to stock to meet the housing needs of families in the Kirkcaldy area.



- Housing Opportunity Funding was secured to convert two bedsits in Harriet Street into one-bedroom properties. There is limited demand for bedsits in Kirkcaldy and this will make these properties easier to let. A major project has been completed to create a new car park for residents on open ground at the Forth View flats. Landscape work has also been undertaken on the Esplanade from the Forth View flats to Buchanan Court to remove shrubs, install turf and upgrade fencing.
- The table on Appendix One shows the recorded breaches of Tenancy actions for anti-social behaviour. Most complaints are of a low level and involve estate management or environmental type issues that are quickly resolved. We continue to work closely with the Safer Communities team to address the more serious issues reported involving anti-social behaviour.

2.4 The Housing team have been at the forefront of tackling poverty in the Kirkcaldy Area and assisting vulnerable tenants whose normal life has been disrupted due to the current pandemic.

- Improving rent collection rates continues to be a challenge and for Kirkcaldy the end of year figure was 98.57%. This figure represented an improvement and was above the Fife wide average of 97.95%. One area where we have made some inroads is the percentage of tenants in arrears who have arrangements with us to repay their debt. This figure increased to 39% by the end of last year. In comparison, the Fife wide average for the same period was 31%.
- The rent arrears in Kirkcaldy at the end of last Financial Year were reduced from £1.8 million to £1.5 million. We exceeded our target of reducing rent arrears in Kirkcaldy and this reflects the efforts made by staff to increase contacts with tenants with a view to resolving their difficulties. It will be a challenge to sustain this level of reduction going forward.
- It has been a priority for staff to work with tenants in debt within their patches and to liaise closely with Revenues Officers. A preventative approach is taken to support new tenants and promote early intervention. At the accompanied viewing staff discuss affordability with new tenants, the Welfare Fund and other options for sourcing household items. Through the Locality Managed Budget household items and other practical help can be provided to new tenants in need who are struggling to set up their home.
- The introduction of the Coronavirus (Scotland) Act prevented the eviction of tenants for rent arrears. It was recognised that we needed assist tenants facing financial pressures during the pandemic. The rent arrears process was suspended for the initial months of lockdown and a shift in focus to reach out to tenants who were experiencing a disruption to their employment. Advice and assistance were offered to those who were self-employed, faced redundancy or part of the governments furlough scheme. A total of 238 rent allowances were awarded to tenants in Kirkcaldy and this amounted to over £68k.

## 2.5 Community Led Services

Tenant engagement is critical for the Housing Service to receive feedback and to deliver community led and relevant services. Tenants indicated to us that they wished to be more involved in improving their local areas and this will be reflected in the new Area Housing Plan going forward. The following progress has been made:

- There are 16 tenants and residents' associations (TRA's) across the Kirkcaldy area who work closely with us and make an active contribution to improving their local communities. Most TRA's have not been able hold meetings due to current restrictions and staff have only been able to offer support remotely. It is hoped as we progress through the recovery plan that TRA's will continue to play an active role in their local communities.
- At the start of this year, we arranged a walkabout with Links TRA, Elected Members, Safer Communities, Waste Management and Grounds Maintenance to focus on the estate management in this area. During the lockdown, there had been an increase in illegal dumping, accumulation of rubbish in gardens, litter and the contamination of communal bins. Through working in partnership and engaging the local community various improvement have been made. Regular estate inspections will be undertaken to ensure the local environment is maintained.

## 2.6 Thriving Places

Within the Kirkcaldy area, the Housing Service Locality Managed budget has been used to support a limited number of projects across ward areas. Due to the restrictions that have been in place it has been more challenging to address issues in the community. As we work through the recovery plan, a focus will be placed on estate management and projects progressed throughout this year in consultation with elected Members. The key areas of spending have been on tree management, environmental clean-up works, landscape improvements, fencing, dealing with fly tipping and maintaining land on the housing account. A larger proportion of the budget this year has also been used to provide items for new tenants who are struggling to set up their home and support to those who are vulnerable to sustain their existing tenancies.

- 2.7 Several projects were completed over the last year to improve the local environment and make a difference in communities. This included upgrading the footpaths at Chapelhill, improving the backcourt areas at Oswald Road, lighting, bin stores and various fencing. A future environmental project is in the pipeline to demolish outhouses and build a retaining wall at St Kilda Crescent.
- 2.8 Following an area led lock-up review a ten- year improvement plan has been devised. Lock-up sites have been prioritised for essential maintenance or demolition where there is low demand and they are in poor condition. We will consult through ward meeting and with tenants and residents' groups to determine the future use of

sites where demolition is the preferred option. Refurbishment works have been completed at Craigmount, Greenloanings and Seafeld View lock-up sites. Following demolitions at Blairmore Road work has commenced to install a paved area and parking bays. Demolition work has also commenced at Aboyne Gardens and Orkney Place.

- 2.9 Information on how the Housing Service Locality Managed budget has been allocated for the Financial Year 2020/21 is attached in Appendix 2.

## 3.0 Conclusions

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- 3.1 Our aim is to be a top performing social landlord in Scotland. Through the Area Housing Plan, we will identify local issues and plan to address these. This is intended to encourage member scrutiny of our work to address those concerns and demonstrate improved outcomes. The plans can be updated to reflect where member scrutiny shows a need to quicken the pace of improvement.

### Background Papers

No papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

Link to Kirkcaldy Housing Services Plan:

<http://fish.fife/fish/detailedsearch/index.cfm?fuseaction=PubView&objectid=4A8CCB9B-9E35-987D-00568664234F68FE>

### Report Contact

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# Appendix 1 – Kirkcaldy

Indicator	Kirkcaldy 2020/21	Fife 2020/21
average days to turnaround an empty property	56 days	54 days
% of stock void	1.43%	1.70%
rent collection rates	98.57%	97.95%
% of agreements	39%	31%
% allocations to transfer	24%	29%
% allocations to homeless households	60%	52%
number of abandoned tenancies	26	115
number of evictions	0	0
number of reported breach of tenancies (ASB)	489	2546
Non ASB ( Gardens etc)	351	

Breach of tenancy details	Category	Description of behaviours
<p>Amount 208</p> <p>Responded in timescale 208....</p> <p>10 Passed to Safer Streets Team for Habitual Serious ASB</p>	<b>Cat B Serious Anti-Social Behaviour</b>	Verbal abuse; frequent/ongoing serious disturbances - i.e. loud music, parties, shouting & swearing; drug dealing.
<p>Amount 233</p> <p>Responded in timescale 233</p> <p>8 referrals to Safer Communities due to repeat offending</p> <p>9 to Mediation</p>	<b>Cat C Nuisance/Minor Anti-Social Behaviour.</b>	Occasional noise; family disputes affecting neighbours; behaviour of children; household noise; first complaints or infrequent disturbances; smell of drugs.
<p><i>Responded in timescale 44 ( 4 not responded due to reports being received over weekend) 1 case police advised Housing was already aware of case</i></p> <p>Amount 48</p>	<b>Cat D Extreme Behaviour -</b>	Physical violence/assault/ unprovoked attack; Threats of violence; Aggressive behaviour causing fear; drug charges/cultivation; hate incidents; immediate threats; Serious anti-social behaviour where Court action is being sought.
<p>Amount</p> <p>351 1<sup>st</sup> stage actions with letters</p> <p>164 2<sup>nd</sup> Stage letters</p> <p>35 where final actions were required</p>	<b>Estate management complaints</b>	Reports of untidy gardens, dumping of rubbish and stairwells in poor state.

## **Appendix 2**

### **Housing Service Locality Managed Budget 2020/21 Kirkcaldy Area**

The Locality Managed budget is used for three priorities which are:

- Estate Management
- Tenancy Sustainment
- Improvement Projects

#### **Estates Management**

The budget is used to deal with estate management related issues and is mainly reactive. Examples of this type of work would include managing open space areas on housing land, tree maintenance, fencing, removal of fly tipping and looking after garage sites.

#### **Tenancy Sustainment**

This involves supporting tenants to sustain their tenancies and ensuring balanced communities. Due to the impact of the pandemic we are having to take a more proactive role in this area. We can offer practical help to vulnerable tenants through tenancy assistance. The budget can be used in certain circumstances for clearing properties and providing help to source essential household items. The focus of this type of intervention is to work closely with other partner services to meet any gaps in provision.

#### **Improvement Projects**

The projects are usually identified through estates walkabouts, consulting with our tenants, and though working with Tenants and Residents Associations and Community Councils. These are usually proactive works to improve the local environment for our tenants. Examples have been lighting, parking provision, improvements to bin store areas, lock ups and communal areas and environmental improvements.

#### **Expenditure to date**

The budget for 2020/21 was £457k and there was a £292k underspend at the end of this year. We were unable to progress as many projects and other works due to the lockdown restrictions that were in place. The table below shows how the expenditure was proportioned.

Estate Management	28%
Tenancy Sustainment	30%
Projects	42%

The budget for 2021/22 is £457k.

#### **Monitoring**

Project work will be considered through discussions with elected members and issues identified at walkabouts. If the allocation of funds needs adjusted in line with the reactive nature of the budget, then this can be highlighted through further update reports.

8<sup>th</sup> June 2021  
Agenda Item No. 06

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## Operational Briefing on Policing Activities within Kirkcaldy Area

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Report by: Inspector Gordon Anderson, Community Inspector, Kirkcaldy and Burntisland Ward areas

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

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### Purpose

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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)

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

### Resource Implications

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

### Legal & Risk Implications

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There are no identified legal or current risk implications.

### Impact Assessment

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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

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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

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- 1.1 This report provides members with an update of the performance with regards to the Area Plan priorities, campaigns and other initiatives undertaken by Kirkcaldy and Burntisland ward officers from 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. 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

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- 2.1 The priorities set within the Area Plan are:

- Driver Behaviour
- Violence and Anti-social Behaviour
- Misuse of Drugs and Alcohol

The objectives of the plan were set following consultation with attendees at Community meetings and Community Council meetings across all the Kirkcaldy and Burntisland Wards.

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.

## 3.0 Ward 9 – Burntisland, Kinghorn, Auchtertool and Western Kirkcaldy

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### 3.1 Driver Behaviour

Through engagement with Community Groups and Elected Members it was clear there was an issue with speeding in both the Burntisland and Kinghorn areas. After a period of consultation a number of locations were identified as 'hot spot' areas for speeding and anti-social driving.

Ward Community Officers, PC Stuart Kinnes and Daniel Hatch were dedicated to pro-active 'speeding' deployments that formed part of a wider action plan dedicated to ASB. Officers decided upon a period of driver education through personal contact and social-media campaigns. This then moved towards a period of enforcement. From November to January, officers were involved in the Divisional Festive Road Safety Campaign. Due to the impact of Covid-19 and the restrictions put in place, officers were forced to take a different approach with roving patrols rather than static stop-points being used as a tactic; with the actions of officers being simple advice,



## OFFICIAL

fixed penalty notices; or reports being submitted to the Procurator Fiscal. Vehicle seizures also took place where appropriate.

- 3.1.2 Through public consultation, Ward Officers were made aware of the on-going issue with illegal and inconsiderate parking on the High Street area of Burntisland. Officer's compiled an action plan and gained the support of Fife Council who confirmed their parking wardens would also assist with this issue and would work in partnership with the police. Officers were dedicated to pro-active patrols in the area, to educate and advise drivers accordingly.
- 3.1.3 Officers continued to work in partnership with Fife Council Roads and Transport Department to support the 'Park Safe' initiative. Officers will continue to deploy with parking wardens to the area of primary schools. Through the year, Ward Community Officers have deployed on a number of occasions to Burntisland, Kinghorn and Auchtertool Primary Schools to educate drivers when dropping children off. The ever popular, 'Pop Up Bob' and 'Pop Up Bairns', have also been utilised in these areas. It must also be identified that schools were closed for a significant period this year.

### 3.2 Violence and Antisocial Behaviour

- 3.2.1 Due to the success of the "You're Asking For It" initiative in 2019/20 it was confirmed that this would continue and would be further developed to introduce a more robust management of all licenced premises in the Ward area. This initiative tasked officers with visiting and engaging with licence premises, including off-sale premises and educating staff and management regarding the sale of alcohol.

Government Covid-19 restrictions closed a number of public houses in the area however officers continued to visit all off-sale establishments educating staff and management.

- 3.2.2 During the months of March to June, the country entered a period of Covid-19 lockdown. This placed a number of significant restrictions on the public and business premises. Over this period we seen a large reduction in ASB and violent crimes connected to youth disorder and substance abuse in public areas. Throughout this time officers continued to carry out antisocial behaviour patrols in known hotspots and other areas identified by members of the public and partner agencies.

As the restrictions eased it became clear there were a number of areas in the ward that were again 'hot-spot' locations for ASB. Ward Community Officers were aware that Grange Farm Buildings, The View Point in Burntisland, the Ecology Centre and Kinghorn Primary School were locations which required extra attention.

In response, extra patrols were allocated to this area; this included officers changing shift times and dates to allow for maximum coverage. Through regular consultation with Community Groups and with the support of the Safer Communities Team, we were able to provide significant patrols to these area. The information and intelligence gained formed the spine of the Antisocial Behaviour Reduction Action-Plan. These patrols were planned, targeted, and reflected upon every week to ensure optimum, relevant performance.

- 3.2.3 Our School Liaison Officers PC's Cameron Lee and Michelle Murray continue to work closely with all High Schools in the Ward area. They have built a strong relationship with staff at Balwearie High School. On the re-opening of schools they

have attended and spoken at assemblies and have covered a number of subjects including anti-social behaviour and substance abuse. They have also been involved in smaller working groups within the school engaging with 5<sup>th</sup> and 6<sup>th</sup> year pupils. This has provided officers with a platform to gather intelligence regarding any future ASB issues associated to youth gatherings.

- 3.2.4 During the period of the public lockdown, Community Ward Officers were tasked with patrolling public spaces such as parks and other areas where the public gathered. These patrols were designed to build public trust through positive engagement. Officers were instructed to follow Police Scotland's '4 Es' message – Engage – Explain – Encourage – Enforce.
- 3.2.5 Community Ward Officers were tasked with investigating an incident where 20 separate vehicles in the Burntisland area were vandalised over night by having their tyres slashed. PC Daniel Hatch and Stuart Kinnes carried out extensive house to house enquiries and a full CCTV review of all privately owned cameras in the area where the vehicles were damaged. The officers also reached out to Elected Members and Community Groups to gain public support. Though their enquiries officers were able to gather CCTV footage and eye witness statements that allowed for the perpetrators to be identified. Two males were later traced and charged with the damage to all vehicles.

### **3.3 Misuse of Drugs**

- 3.3.1 In June 2020, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises in the Burntisland area resulting in a male being reported for drug offences and £1200 of cannabis being recovered.
- 3.3.2 In July 2020, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises in the Kinghorn area resulting in a female being reported for drug offences and £400 of cannabis being recovered.
- 3.3.3 In July 2020, officers were involved in an intelligence gathering operation regarding the supply of controlled drugs. A drugs search warrant was craved and executed at a premises in the Burntisland area resulting in a male being reported for drug offences and £11,200 of cannabis and £5000 of Valium being recovered.

## **4.0 Ward 10 – Kirkcaldy North**

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### **4.1 Driver Behaviour**

- 4.1.1 Through engagement with Community Groups and Elected Members, PC Vetrino and Farley were made aware of complaints regarding speeding and anti-social driving. After a period of consultation, a number of locations were identified as 'hot spot' areas. These area included Fair Isle Road, Glamis Road, Broom Road and the Dunnikier Estate areas.

Ward Community Officers were dedicated to pro-active 'speeding' deployments which formed part of a wider action plan dedicated to ASB. Officers decided upon a period of driver education through speeding deployments and social-media campaigns. This then moved towards a period of enforcement. Throughout this year, Ward Community Officers have issued a number of warnings and fixed penalty conditional offers to offending drivers for a number of road traffic offences. They have also been involved in the seizure of 3 vehicles due to them having no insurance documentation.

- 4.1.2 Over the period of 2019/20 there was a significant issue with off-road and quad bikes. An action plan was created which assisted in significant reduction in this type of ASB behaviour. In April and May 2020 there was a small but noteworthy resurgence in calls from members of the public regarding similar issues. As a result, an officer was allocated a task to collate every call of this nature. This was backed with a local social media campaign requesting members of the public to contact the Community Team with information and intelligence. This intelligence gathering phase allowed for an incident map to be created which provided areas and times where the issue was most prevalent. Through public engagement and participation we were also able to identify owners of some of the bikes.

This work allowed for targeted patrols and pro-active visits to be carried out. The mobile CCTV van was utilised as much as possible to accommodate this. This policing response had immediate and positive success, with the resurgence in calls of this nature reducing again to far lower numbers within a very short timescale.

- 4.1.3 PC Vetrino and Farley have built up a good working relationship with all Head Teachers at Capshard, Torbain, Fair Isle and Valley Primary Schools. Officers continue to deploy in the areas of these schools utilising 'Pop Up Bairns' on various occasions; this being a visual stimulus designed to alter the mind set of drivers who regularly drive at excessive speed in built up areas.

## **4.2 Violence and Antisocial Behaviour**

- 4.2.1 Ward Community Officers worked in conjunction with Police Scotland Licensing Department and Fife Council Licensing Enforcement Officers to target and manage licenced premises that were coming to our attention through the reporting incidents or criminality. This involved pro-active visits to premises where full inspections were carried out. This allowed Officers to engage with the dedicated premises manager (DPM) and to form an agreement on how to improve the issues raised.

Due to the success of the Violence and Antisocial Behaviour Reduction Action-Plan it was confirmed that this would continue and would be further developed to introduce a more robust management of all licenced premises in the Ward area.

Due to the restrictions and temporary closure of many licenced premises the action plan was altered to focus on off-sale premises and educating staff and management regarding the sale of alcohol. This was a continuation of the "You're Asking For It" initiative which was run in the Ward area the previous year.

- 4.2.2 During the Covid-19 lock down periods, officers set up and ran a Social Media campaign titled 'Do You Know Where Your kids Are?' This campaign was used to present issues identified to parents regarding youth ASB and gatherings when

restrictions were at their most severe. The officer's intention was to try and empower parents in preventing their children from breaching the restrictions.

This campaign was backed up by the officers patrolling the 'hot-spot' areas. They were tasked with engaging with groups of youths and gaining details. The officers would then carry out home visits at a later date and send letters home again with the intention of gaining the support of parents.

- 4.2.3 The grounds of Valley Primary School and the 'rocket park' in Templehall were identified by local Officers as hotspots for youth violence and general antisocial behaviour. As a result, these areas have remained on the weekend Violence and Antisocial Behaviour Reduction Plan tasking document for a number of months; ensuring that these areas are regularly patrolled at peak times whether live complaints are received from members of the public or not.

We have now noted a developing issue at the disused Chapel Farm Buildings regarding to youth disorder and ASB associated issues. This location has also been added to our patrol matrix on the Violence and Antisocial Behaviour Reduction Action-Plan. This area has been provided with a significant police presence and Ward Community Officers continue to engage with the land owner to try and come up with a solution to this problem.

- 4.2.4 In an attempt to share information and intelligence regarding ASB and Violence in public and private areas, PS Davidson has arranged weekly MS Teams meetings with enforcement Officers from Fife Council's Safer Communities Team. At this meeting details of on-going issues, hot-spot areas and problematic premises are discussed which covers all Ward areas. These meetings then provide information that feeds into the Violence and Antisocial Behaviour Reduction Action-Plan so we are directing patrols in partnership into the correct areas. This also allows for an exchange of contact numbers for the Police and Safer Community Officers who are dedicated to the patrols so they can communicate whilst on the ground.

PS Davidson has also arranged a monthly meeting between the Lead Officers from Fife Council Housing. At these meetings Information and intelligence is shared that allows for developing matters to be discussed and action put in place to try to prevent escalation.

### 4.3 **Misuse of Drugs**

- 4.3.1 PCs Lee and Murray, on the re-opening of schools, gave a drugs presentation to every student at Kirkcaldy High School. This presentation talked about the law in relation to controlled drugs, the dangers of taking drugs, the intelligence reporting methods available to all students, and the importance of obtaining urgent medical help should a peer suffer health troubles after taking a controlled substance.
- 4.3.2 In May 2020, officers were involved in an intelligence gathering operation regarding the supply of controlled drugs. A drugs search warrant was craved and executed at a premises in the Templehall area resulting in two males being reported for drug offences. Over £2700 of controlled drugs were also seized.
- 4.3.3 In November 2020 a proactive vehicle stop took place within the Templehall area. The male driver was found to be in possession of controlled drugs; with a combined street value of £3000. He was reported to the PF for being concerned in the supply of controlled substances.

- 4.3.4 In November 2020, a drug search warrant was enforced in the St Kilda Crescent area; acting on reliable intelligence that had been received. This resulted in one male being reported to the Procurator Fiscal; after £17,000 of controlled drugs were found within the property.
- 4.3.5 In February 2021 Officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises in the Cumbrae Terrace area resulting in a male being reported for drug offences and £24,000 of cannabis being recovered.

## 5.0 Ward 11 – Kirkcaldy Central

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### 5.1 Driver Behaviour

- 5.1.1 Officers have responded to concerns raised by members of the public regarding excessive speed certain areas of their Ward. As per the actions in the other Wards, officers have utilised 'Pop Up Bob' in various locations. Only recently Ward Officers have been involved in a speeding initiative in the Boglily Road area due to reports of significant speeding.

As detailed in the reports above, Kirkcaldy Central Ward Officers are also committed to the 'Park Safe' Initiative and have deployed alongside Fife Council Traffic Wardens to primary schools in their area. This was obviously stopped during the period when schools were closed.

- 5.1.2 Through engagement with Community Groups and Fife Council, PC McCulloch and Dillon became aware of issues of anti-social driving in the Linktown area of their Ward. Information and photographs were provided which suggested work vehicles had been using the grass area at Inveriel as a short cut causing damage and risk to the public. Officers were able to identify a number of the vehicles being used. The officers were able to approach the vehicle drivers where warnings and if appropriate, charges were preferred. The officers are continuing to work with Fife Council and the local Community Groups to try and gain a solution to prevent this matter occurring.

### 5.2 Violence and Antisocial Behaviour

- 5.2.1 As detailed in the entries above, Central Ward Officers were fully committed to the success of the Violence and Antisocial Behaviour Reduction Action-Plan.

Through the summer it became clear there were a number of areas in the ward that were again 'hot-spot' locations for ASB. Ward Community Officers are aware that Seafeld Tower, Beveridge Park, and the Rugby Club area were locations that required extra attention.

Through regular consultation with Community Groups and with the support of the Safer Communities Team we were able to provide significant patrols to these areas.

Officers engaged directly with Kirkcaldy Rugby Club and provided advice and guidance regarding the issues with youths gathering in the club stands. The Club was able to provide CCTV footage which evidenced a number of vandalism. Officers were able to use this footage to identify and charge the perpetrators.

- 5.2.2 As part of the Violence and Antisocial Behaviour Reduction Action-Plan PC Dillon and McCulloch were tasked with building relationships with off-sale premises in their area. This was as a result of intelligence suggesting there was an issue with the sale of alcohol via 'proxy' sales to underage persons. A number of premises in the area were visited with the intention of educating staff and management regarding the sale of alcohol. This was a continuation of the "You're Asking For It" initiative which was run in the Ward area the previous year.
- 5.2.3 As per the report covering the previous period, the relationship between local officers and the local community groups including Linktown and Inveriel Neighbourhood Development Group remains strong and of great importance. Due to the impact of Covid-19, officers have been unable to attend meetings or even engage on on-line discussions. PS Davidson has taken this responsibility on and attends all meetings through MS Teams to gain a far better insight of all aspects of the local community; this making it far easier to create efficient, relevant and achievable Policing plans for the area month on month.
- 5.2.4 During the period of the public lockdown Central Community Ward Officers were tasked with patrolling public spaces such as parks and other areas where the public gathered. These patrols were designed to build public trust through positive engagement. Kirkcaldy Central was identified as an area with a large number of areas where the public may exercise and gather.
- PC McCulloch and Dillon were tasked in providing a visible Police presence in the areas of Beveridge Park, Seafield and Esplanade areas to interact with the public and provide an opportunity for information and opinion to be shared.
- 5.2.5 Through engagement with community groups and our partners PC McCulloch and Dillon became aware of a growing issue of ASB and criminality in the Linktown area of their Ward. The officers, in partnership with Fife Council and the Safer Communities Team, were able to identify a number of individuals and dwellings that were the root of the issue. Through joint visits, officers have started to build up the trust of the public where further information has been gained. This work has allowed for a number of persons to be charged and reported for offences including violence and threatening behaviour. This work has also provided Fife Council Housing and Safer Communities with the information they required to further manage any problematic tenants.

### 5.3 **Misuse of Drugs**

- 5.3.1 In April 2020, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises in the Nicol Street area resulting in a male being reported for drug offences and £3,300 of cannabis being recovered.
- 5.3.2 In May 2020, a drug search warrant was enforced in the Strathkinnes Road area; acting on reliable intelligence which had been received. This resulted in two males being reported to the Procurator Fiscal, after £150,000 of controlled drugs were found within the property.
- 5.3.3 In September 2020, a drug search warrant was enforced in the Links Street area; acting on reliable intelligence which had been received. This resulted with one male being reported to the Procurator Fiscal, after £22,000 of controlled drugs were found within the property.

- 5.3.4 In December 2020, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises in the High Street area resulting in a male being reported for drug offences and £21,000 of cannabis being recovered.

## 6.0 Ward 12 - Kirkcaldy East

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### 6.1 Driver Behaviour

- 6.1.1 Through direct contact with members of the public and the local community groups, it was identified there was an issue with speeding in the Gallatoun and Dysart area. Dysart Road, Norman Road, Park Road and Hayfield Road were identified as the areas that gathered the most complaints.

PC Danskin and Campbell were dedicated to pro-active 'speeding' deployments which formed part of a wider action plan dedicated to ASB. Officers decided upon a period of driver education through personal contact and social-media campaigns. This moved towards a period of enforcement. After a 6 week period, officers were able to report back that although there were individuals that had been speeding the vast majority of drivers were driving within the speed limit.

- 6.1.2 PC Danskin and Campbell were involved in an action plan that was created to target parking issues in the Randolph Industrial Estate area. This action plan was created as a result of a number of complaints made by members of the public. Officers carried out a number of pro-active patrols in the area and were able to establish the parking issues were connected to a number of commercial premises in the area parking/leaving their own vehicles in areas that caused obstruction. Through a period of consultation with these premises an agreement was made regarding the areas where vehicles could be parked.
- 6.1.3 East Ward Community Police Officers continue to support Fife Council regarding the 'Parksafe' initiative. Since the schools re-opening and the return of pupils PC Danskin and Campbell have made contact with all primary schools in their area. At this time there have been no reports or complaints made either to or by the school.

### 6.2 Violence and Antisocial Behaviour

- 6.2.1 Local officers work closely with Dysart Community Council and other tenants and residents associations in the Kirkcaldy East area. The information received by working in partnership with these groups is vitally important to ensure that local Policing in the area is efficient, appropriate and meaningful. It also strengthens the relationship between the Police and residents within the area; this being vital to the type of Policing which we aspire to deliver.

Due to the current restrictions with Covid-19, many of the community groups have used other methods to communicate. PC Danskin and Campbell have committed to compiling a monthly community policing report that can be shared with all Community Councils, TRA's and Elected Members. This report reflects the

observations and complaints raised at the community meetings and provides vital information on what local initiatives are being carried out to try and improve the situations.

6.2.2 As detailed in other areas, all Ward Officers are committed to the Antisocial Behaviour Reduction Action-Plan. In the East Ward area, Ravenscraig Park and Castle continue to be the areas causing issues with ASB and youth disorder. As previously detailed, officers in partnership with the Safer Communities Team provide this area with dedicated patrols. PC Danskin and Campbell also work on a regular basis with youth outreach workers from the 'Clued-up' project.

6.2.3 PC's Danskin and Campbell have developed a very close link with their Elected Members and Community Groups. During the period where all schools in Scotland were closed, officers were made aware of a significant issue of ASB and youth disorder in the area of the 'Middle Den' area. Officers were tasked with reviewing the situation and confirming the extent of the problem. Through consultation with the public and carrying out their own patrols it was quickly identified the area was being subjected to gatherings of up to 100 youths on Friday and Saturday evenings.

PC Danskin and Campbell were able to add the location to the Violence and Antisocial Behaviour Reduction Action-Plan patrol matrix. They also gained the support of the Safer Communities Team who also committed to providing patrols. The officers approached the local High Schools who also committed to emailing all parents and placing information on their own social media platforms to try and gain their support.

Through a period of significant multi-agency attention this location no longer is a 'hot-spot' for this type of behaviour allowing it to be removed from the dedicated patrol matrix.

6.2.4 Ross Gardens, Kirkcaldy had also been subjected to a rise in ASB and criminality including bogus caller type crimes. The area is predominantly sheltered housing for the more vulnerable members of our community. PC Danskin and Campbell carried out a full crime prevention survey assisted by the Crime Prevention Officer. This identified a number of area where security could be improved to reduce criminality in the area. This survey was presented to Fife Council Housing who took on board all recommendations. Fife Council are currently in the process of improving and adding extra lighting in the area.

### 6.3 **Misuse of Drugs**

6.3.1 In May 2020, a drug search warrant was enforced in the Park Road area; acting on reliable intelligence which had been received. This resulted in two males being reported to the Procurator Fiscal; after £2,800 of controlled drugs were found within the property.

6.3.2 In September 2020, a drug search warrant was enforced at two separate dwellings on the Westwood Avenue area, officers were involved in an intelligence gathering operation regarding the supply of controlled drugs. A drugs search warrant was



craved and executed resulting in two females being reported for drug offences and £32,500 of controlled drugs being recovered.

- 6.3.3 In September 2020, officers were involved in an intelligence gathering operation regarding the production of controlled drugs. A drugs search warrant was craved and executed at a premises on Lawson Gardens, Kirkcaldy area resulting in a male being reported for drug offences and £2,250 of cannabis being recovered.
- 6.3.4 In November 2020, a drug search warrant was enforced in the Park Road area; acting on reliable intelligence which had been received. This resulted in a male and a female being reported to the Procurator Fiscal; after £6,500 of controlled drugs were found within the property.

## 7.0 Working in Partnership

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### 7.1 Participation and Localism

- 7.1.1 On the closure of the ASCG Meetings, PS Davidson noted that there was a reduction in information sharing between Fife Council Housing, Safer Communities Team and Police. As a result, PS Davidson has arranged weekly meetings on MS Teams with lead representatives of the Safer Communities Team so there is a continued communication platform that allows for information and intelligence to be shared. This meeting forms part of the actions contained within the Violence and Antisocial Behaviour Reduction Action-Plan.

PS Davidson has also arranged a meeting once per month on MS Teams with Fife Council Housing Lead Officers again to discuss on-going or developing issues. This allows for a joint approach to be made regarding problematic properties and tenants. These meetings are designed to streamline information sharing and speed up the ASB process.

- 7.1.2 During the period of Covid-19 restrictions and the removal of public meetings, PS Davidson through consultation with Elected Members, Community Councils and other community groups identified an issue with information sharing and local police reporting. It was confirmed that community group meetings were either being held on the 'Zoom' communication platforms or simply ceasing to take place.

PS Davidson has since made a commitment that all Ward Elected Members, Community Councils and other recognised community groups would be provided with a monthly Community Policing Report. The report would reflect the issues and concerns raised by the community with actions identified to combat these.

### 7.2. Prevention

- 7.2.1 The 'Shut our Scammers' campaign was launched in February 2021, this being a leaflet design and distribution campaign, designed to assist the more vulnerable in our community; and in particular those who may not have direct access to the

internet or on-line material. The three leaflets designed as part of the campaign were as follows:

- **Scam Awareness** – This leaflet contains a basic guide on how to identify online and telephone scams such as ‘phishing’ and ‘vishing’.
- **Keeping Fife Safe** – This leaflet is primarily aimed toward elderly and vulnerable persons, and contains contact details for numerous organisations such as Age Scotland, the Alzheimer’s Society, the Mental Health Helpline and the Domestic Abuse Helpline; amongst others. This leaflet also contains information relating to the Fife Trusted Trader scheme, and can even double up as a door sticker to prevent cold callers and bogus workmen.

Further to that, officers have been involved in pro-active days of action to target and deter bogus workmen. These days of action involves the patrolling of areas where vulnerable persons reside. There is also a period of enforcement where officers deploy static stop points to engage with trade’s persons traveling within and through our area.

**7.2.3 Violence and Antisocial Behaviour Reduction Action-Plan:** This action plan was introduced during the 2019/20 reporting period and was extremely successful in disrupting, deterring and detecting anti-social and violent crime. As a result this action plan has continued into this reporting year. The plan covers both preventative and enforcement phases. This has now been developed to cover the following areas -

- Anti-social driving/road traffic issues.
- Management of licenced premises through pro-active visits.
- Disruption of ASB and youth disorder through patrols of ‘hot-spot’ areas.
- Management of violent offenders by robustly checking those on curfew bail.
- Reduction of violent crime by targeting persons wanted on warrant.

### **7.3 Collaboration**

**7.3.1** PC Murray and Lee continue to work closely with all High Schools in the Ward area. They are heavily involved in pupil participation forums covering a manner of subjects such as:

- On-line safety.
- Drug/substance abuse.
- Anti-social behaviour and the impact on the public.

**7.3.2** Ward Officers work very closely with the Housing Management Officers and Safer Communities Officers for their area. They will assist with joint visits to problematic tenants.

**7.3.3** PS Davidson has reached out to all care homes in the Ward area and has put in place designated points of contacts. This confirms that every care home will be able to speak directly to a Ward Community Officer to gain advice and to also share

information. Officers have committed to visiting the care homes (Covid restrictions allowing) and building trust with the residents within.

- 7.3.4 Kirkcaldy Police Community Team have also donated a number of Police Mountain Bikes to the Gallatoun Bike Club. This charity works with underprivileged children and assists with access to cycling equipment. The Kirkcaldy Community Team have committed to joining the group when Covid restrictions allow.

## 8.0 Notable incidents

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- 8.1 In September 2000, a member of the public was seriously assaulted in the Templehall by a male in possession of a knife. The victim suffered significant injuries that the crime was investigated as an attempted murder. After a major investigation the perpetrator was identified and arrested.
- 8.2 In January 2021, two males were seriously assaulted in Burntisland by a number of males in possession of weapons. The victims were then abducted and subsequently taken and kept within a dwelling outwith the Fife area. A significant enquiry was carried out by officers from both Divisions which resulted in 3 males being arrested.
- 8.3 In March 2021 a male was seriously assaulted and robbed within his home address in the Burntisland area. The victim was an elderly male who was also vulnerable. The perpetrator attended and after gaining entry assaulted the victim with a weapon and thereafter stole property from him. An extensive enquiry was carried out to where a male was identified and traced.

## 9.0 Licensed premises

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- 9.1.1 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.

- 9.1.2 Over a significant period of 2020/21, a large number of Licences Premises in the Ward area were closed leaving only off-sale premises open to purchase alcohol. As part of the Violence and Antisocial Behaviour Reduction Action-Plan is dedicated to the management of licenced premises it was confirmed that this would continue and would be developed to introduce a more robust management of all off-sale premises in the Ward area.

As restrictions reduce and licence premises are allowed to trade, the Violence and Antisocial Behaviour Reduction Action-Plan will again be amended to include the management of pubs and clubs in our Ward area as detailed above.

Looking forward, Kirkcaldy Community Team have made a commitment to visit every licenced premises and off-sale establishment in the ward area at least twice as part of our continued engagement and enforcement part of the Violence and Antisocial Behaviour Reduction Action-Plan.

## 10.0 Policing in Central Fife

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- 10.1 Although there have been staff changes within the Kirkcaldy area, the policing structure continues to place a strong focus on community policing and is well received by the communities we serve.
- 10.2 Inspector Gordon Anderson remains in the role of Community Inspector, with Sergeant Kevin Davidson remaining in the role of Community Sergeant.
- 10.3 The Community Ward Officers currently are:
- Ward 9 - Constable Trevor Farley and Constable Stuart Kinnes.
  - Ward 10 - Constable Yasmin Vetrino and Constable Aidan Thomas.
  - Ward 11 - Constable Angela Dillon and Constable Mark McCulloch.
  - Ward 12 - Constable Richard Danskin and Constable Karly Campbell.
  - School Liaison – Constable Cameron Lee and Constable Michelle Murray.

During the reporting period PC Daniel Hatch worked within Ward 9 however has since left this post. He has been replaced by PC Trevor Farley.

The space left in Ward 10 by PC Farley leaving has been filled by a new Ward Community Officer, PC Aidan Thomas.

## 11. Recommendation

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- 11.1 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 - None**

**Report Contact:**

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**Twitter: @policescotland**

**Facebook: [www.facebook.com/policescotland](http://www.facebook.com/policescotland)**

8<sup>th</sup> June 2021

Agenda Item No. 07

## **Scottish Fire and Rescue Service**

# **Kirkcaldy Area Annual Performance Report**

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Report by: Graham Hogg – Station Commander – Kirkcaldy Community Fire Station -  
Scottish Fire and Rescue Service

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Wards Affected: All Kirkcaldy Area Wards

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### **Purpose**

This report provides the Committee with incident information for the period 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021. The incident information enables the Committee to scrutinise the Scottish Fire and Rescue Service (SFRS) Stirling-Clacks-Fife – Kirkcaldy Area - against its key performance indicators (KPIs)

### **Recommendation(s)**

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The committee is asked to:

1. Consider and comment on the progress across a range of KPI's within this report.

### **Resource Implications**

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Not applicable

### **Legal & Risk Implications**

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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**

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

### **Consultation**

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This document is circulated amongst SFRS Stirling-Clacks-Fife LSO managers to enable areas of high incidence to be scrutinised for reduction strategies.



# KIRKCALDY AREA COMMITTEE PERFORMANCE REPORT

**April 2020 – March 2021**

*Covering the activities and performance in support  
of the Fife Local Fire & Rescue Plan 2017*



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Working together  
for a safer Scotland**

## **ABOUT THE STATISTICS IN THIS REPORT**

The activity totals and other statistics quoted in this report are provisional in nature and subject to change because of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in reports submitted to the Committee.



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## **DEFINITIONS**

### **Accidental Dwelling Fire**

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

### **Fire Fatality**

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

### **Fire Casualty**

Non-fatal casualties consist of persons requiring medical treatment including first aid given at the scene of the fire, but not those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury are recorded as precautionary 'check-ups'.

### **Deliberate Fire**

Includes fires where deliberate ignition is merely suspected, and recorded by the FRS as "doubtful".

### **Non-Domestic Fires**

These are fires identified as deliberate other building fires or accidental other building fires.

### **False Alarms**

Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

## **Unwanted Fire Alarm Signal**

Where the FRS attends a non-domestic location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

### **Primary Fires:**

- Buildings (including mobile homes) fit for occupation (i.e. not wholly derelict) and those under construction.
- Caravans, trailers etc.
- Vehicles and other methods of transport (not derelict unless associated with business e.g. scrap metal).
- Outdoor storage (including materials for recycling), plant and machinery.
- Agricultural and forestry premises and property.
- Other outdoor structures including post-boxes, tunnels, bridges, etc.

### **Secondary Fires**

- Single derelict buildings.
- Grassland etc., including heath, hedges, railway embankments and single trees.
- Intentional straw or stubble burning.
- Outdoor structures, including: lamp-posts, traffic signs and other road furniture, private outdoor furniture, playground furniture, scaffolding, signs and hoarding etc.
- Refuse and refuse containers.
- Derelict vehicles (a vehicle without a registered keeper).

# 1. INTRODUCTION

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1.1 This 2020 / 2021 performance report for the period April 1<sup>st</sup> 2020 to March 31<sup>st</sup>, 2021 inclusive provides comparative data across the previous 4 years for the same period. They should be considered against the backdrop of the Covid Pandemic, associated restrictions and lockdowns which have significantly impacted behavioural habits and therefore influenced operational activity . The KPI's detailed below are drawn from the SFRS Fife Local Fire and Rescue Plan 2017 priorities and are shown in bold text;

- **Domestic Fire Safety**

Continuously monitor the number of accidental dwelling fires

Continuously monitor the severity and cause of accidental dwelling fires

Continuously monitor the number and severity of fire related injuries

- **Deliberate Fire Setting**

Monitor the number, type and cause of deliberate fire setting incidents in Kirkcaldy Area

- **Built Environment**

Monitor the number and severity of fire related incidents in our relevant premises

- **Unwanted Fire Alarm Signals**

Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across Kirkcaldy Area

- **Transport and Environment**













Monitor the amount of water related incidents

Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

## 2. PERFORMANCE HIGHLIGHTS

2.1 The table below provides a summary of annual activity 2020-2021 compared to annual activity 2019-2020.

It aims to provide – at a glance – our direction of travel during the current reporting period.

<b>Accident Dwelling Fires</b>  <b>2020/21: 55</b> <b>2019/20: 40</b>	<b>ADF Fatal Casualties</b>  <b>2020/21: 0</b> <b>2019/20: 0</b>	<b>ADF Non-Fatal Casualties</b>  <b>2020/21: 5</b> <b>2019/20: 2</b>
<b>Deliberate Primary Fires</b>  <b>2020/21: 24</b> <b>2019/20: 21</b>	<b>Deliberate Secondary Fires</b>  <b>2020/21: 155</b> <b>2019/20: 91</b>	<b>Non-domestic Building Fires</b>  <b>2020/21: 11</b> <b>2019/20: 17</b>
<b>Fatal Casualties in Non-Domestic Building Fires</b>  <b>2020/21: 0</b> <b>2019/20: 0</b>	<b>Non-Fatal Casualties in Non-Domestic Building Fires</b>  <b>2020/21: 2</b> <b>2019/20: 0</b>	<b>Unwanted Fire Alarm Signals</b>  <b>2020/21: 284</b> <b>2019/20: 301</b>
<b>Road Traffic Collision (RTC) Incidents</b>  <b>2020/21: 19</b> <b>2019/20: 23</b>	<b>Fatal RTC Casualties</b>  <b>2020/21: 0</b> <b>2019/20: 0</b>	<b>Non-Fatal RTC Casualties</b>  <b>2020/21: 8</b> <b>2019/20: 17</b>

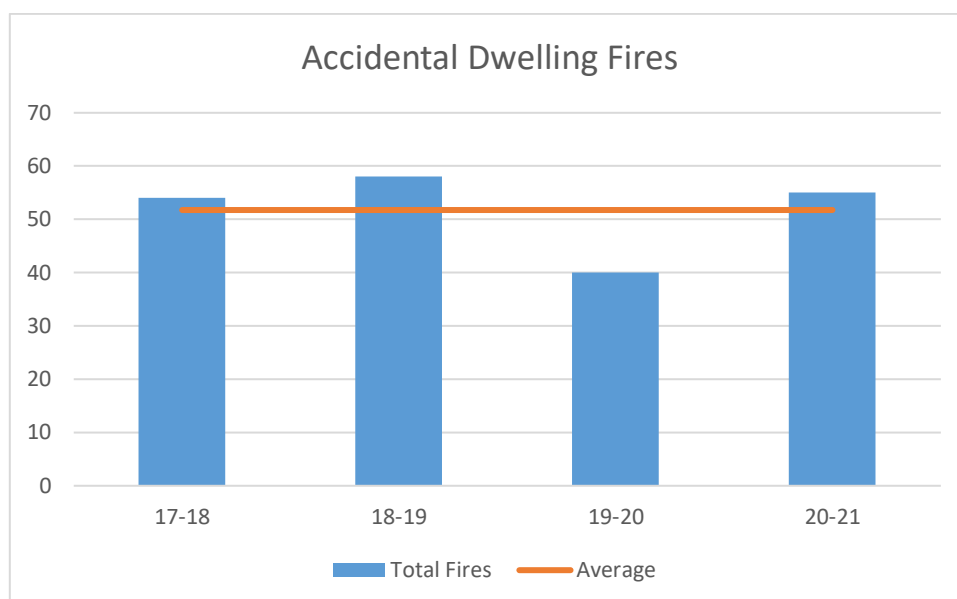
## PERFORMANCE SUMMARY

Of the indicators, the following performance should be noted for the period April 1<sup>st</sup> 2020 to March 31<sup>st</sup> 2021 inclusive, comparing data across the previous 4 years for the same period;

- The number of **Accidental Dwelling Fires** has seen a 6% increase from the previous four-year average.
- There were again no **Accidental Dwelling Fire Fatal Casualties** during this period. The number of **Accidental Dwelling Fires Non-Fatal Casualties** was 5. This is an increase on 2019/20 total of 2 and is marginally above the previous four years average of 4.75.
- The number of **Deliberate Primary Fires** during this period was 24. This is below the four year average of 25.25% but sees an increase of 3 incidents when compared to the same period last year.
- The number of **Deliberate Secondary Fires** during this period was 155. This is a 34% increase in the four years average.
- The number of **Non-Domestic Building Fires** recorded was 11. This is a 45% decrease in the four years average and a 35% reduction compared to the same period last year.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 284. This is an 6% decrease compared to the same period last year.
- **Flooding** and water related incidents continue to see a trend of increasing frequency from 14 incidents in 2017-18 to 27 incidents in 2020-21.
- The number of **Road Traffic Collisions** during 2020-21 was 19. This is a 22% decrease in the four years average and an 17% reduction compared to the same period last year.
- There were no **Fatal RTC Casualties** during this period. The number of **Non-Fatal RTC Casualties** was 8. This is 53% decrease compared to the same period last year.

### 3. Domestic Fire Safety

- 3.1 Accidental Dwelling Fires have increased by 15 incidents across the Kirkcaldy area in 2020-21 when compared to the previous year's figure.



**Graph 1 Accidental Dwelling Fires –2017-2021**

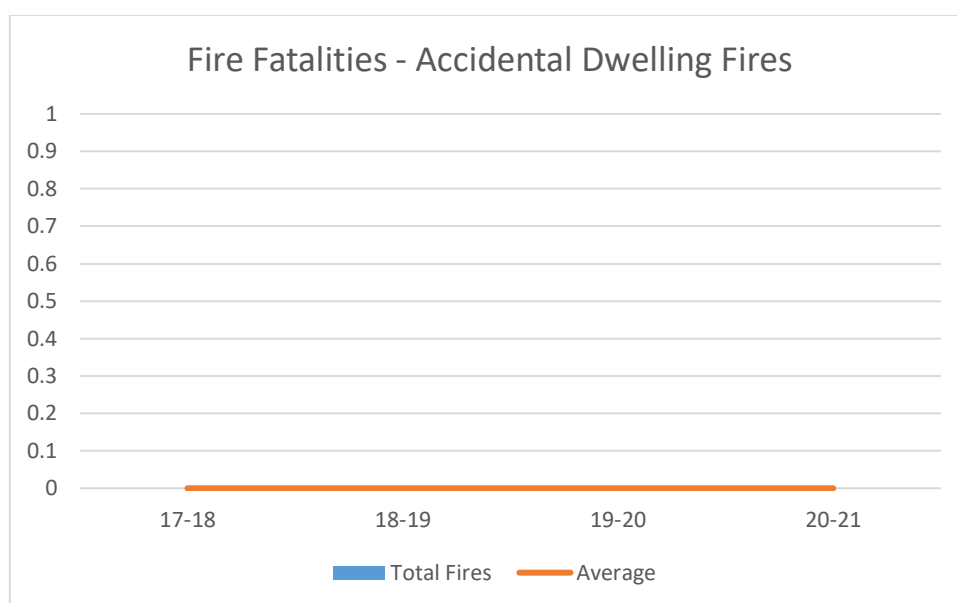
Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	13	18	8	11
Kirkcaldy Central	10	17	13	18
Kirkcaldy East	24	18	12	16
Kirkcaldy North	7	5	7	10
<b>Total</b>	<b>54</b>	<b>58</b>	<b>40</b>	<b>55</b>

**Table 1 Accidental Dwelling Fires by Kirkcaldy Ward Area April – March 2017- 2021**

- 3.2 This reporting period has seen a has seen an increase of 15 Accidental Dwelling Fires with a 6% increase from the previous four-year average of 51.75 as a result of the increased occupancy related to the Covid pandemic. As a result, Non-Fatal Fire casualties marginally increased from the four-year average of 4.75 to 5 during 2020-21.
- 3.3 Over the 2020-21 period 64% of Accidental Dwelling Fires were caused within the kitchen by cooking. With 71% being restricted to either no fire damage or limited to the item first ignited.

- 3.4 It is pleasing to note that 69% of those addresses had a detection system and that 63% of those operated and raised the alarm (on several occasions insufficient products of combustion to activate alarm, fire discovered by person.)
- 3.5 64% of the incidents were resolved without Scottish Fire and Rescue Service intervention, or by removal or disconnection of power supply.
- 3.6 The information above describes an ongoing trend of reducing fire severity. This can be attributed to the high number of detection systems being fitted by SFRS and partners, and installation of hardwired systems by builders and landlords which give an early warning of fire.

### 3.7 Fire Fatalities – Accidental Dwelling Fires



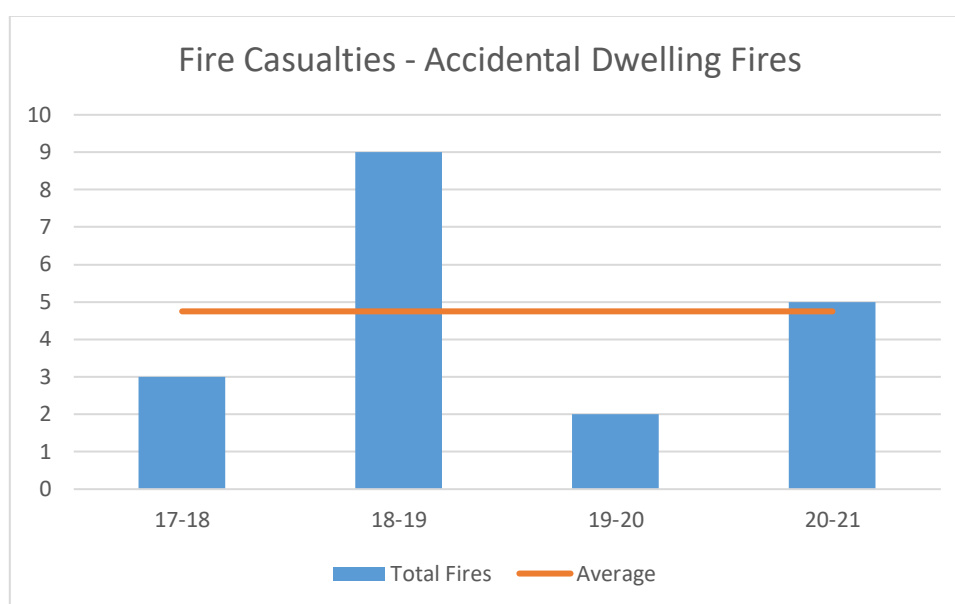
**Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	0	0	0	0
Kirkcaldy Central	0	0	0	0
Kirkcaldy East	0	0	0	0
Kirkcaldy North	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 2 Accidental Dwelling Fires Fatal Casualties Kirkcaldy Ward Areas  
April – March 2017-2021**



### 3.8 Fire Casualties – Accidental Dwelling Fires



**Graph 3 Accidental Dwelling Fire Casualties April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	3	6	0	2
Kirkcaldy Central	0	3	1	1
Kirkcaldy East	0	0	0	2
Kirkcaldy North	0	0	1	0
<b>Total</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>5</b>

**Table 3 Accidental Dwelling Fires Casualties Kirkcaldy Ward Areas April – March 2017-2021**

- 3.9 No fire fatalities have been recorded during this reporting period.
- 3.10 Fire casualties have increased by three this period compared to 2019-2020, marginally above the 4-year average.
- 3.11 Of the five casualties recorded, one required hospital treatment with the remaining four receiving first aid at the scene for slight injuries. Three of the incidents originated in the kitchen and three properties detection systems operated resulting in limited fire damage to either properties.

### **3.12 Domestic Fire Reduction Strategy**

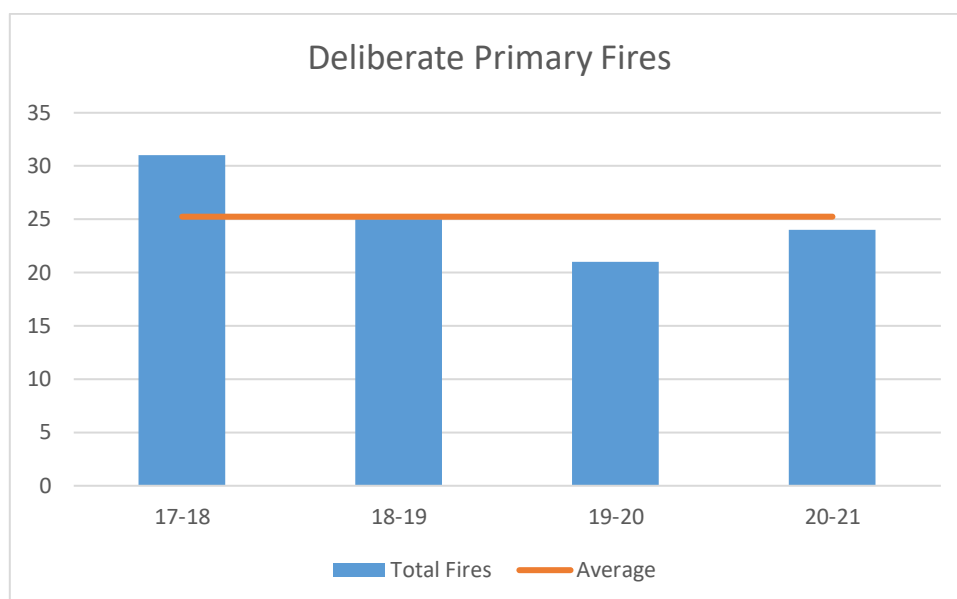
Home Safety Visits continue to play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. Our personnel completed 243 visits in the reporting period with an increasing focus on Very High Risk households. The number of visits carried out, which were significantly impacted due to the Covid Pandemic, are used to deliver vital fire safety messages and now install linked detection systems, as well as trip, slip and falls messages for our vulnerable, elderly and very young population. Due to the pandemic for much of the year, the targeting of resources to deliver Home Safety Visits was limited to Very High-Risk Premises and premises identified as potentially being the target of Fire Related Crime. Crews continue to offer advice over the phone to other risk rated properties and ensured that no property was left unprotected by the continued provision of smoke detectors. HFSV's undertakings will expand as Covid restrictions and control measures allow.

Detection systems being fitted during HFSV's comply with new regulations requiring alarms to be linked, the introduction of regulations have been delayed to 2022 from 2021 by the Scottish Government.

National TV and radio home fire safety campaigns were run during the year to counter the increased risk from home owners as a result of them spending increased time at home due to lockdown restrictions during the Covid Pandemic.

## 4. Deliberate Fire Setting

### 4.1 Deliberate Primary Fires

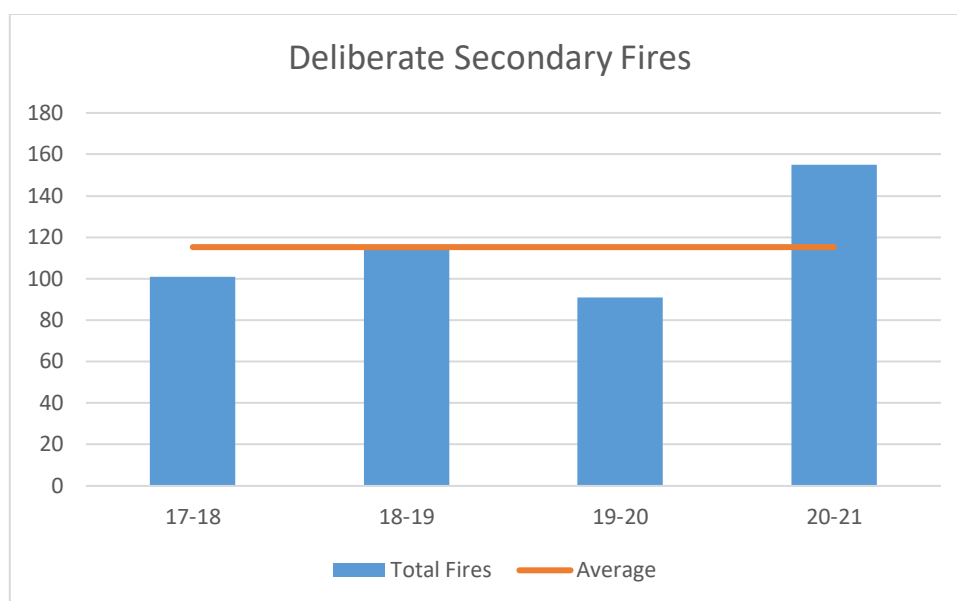


**Graph 4 Deliberate Primary Fires– April – March 2017-2021**

<b>Kirkcaldy Area Wards</b>	<b>17-18</b>	<b>18-19</b>	<b>19-20</b>	<b>20-21</b>
Burntisland, Kinghorn and Western Kirkcaldy	5	3	3	4
Kirkcaldy Central	8	6	5	4
Kirkcaldy East	13	13	8	12
Kirkcaldy North	5	3	5	4
<b>Total</b>	<b>31</b>	<b>25</b>	<b>21</b>	<b>24</b>

**Table 4 Deliberate Primary Fires Kirkcaldy Ward Areas April – March 2017-2021**

## 4.2 Deliberate Secondary Fires



**Graph 5 Deliberate Secondary Fires– April – March 2017-2021**

<b>Kirkcaldy Area Wards</b>	<b>17-18</b>	<b>18-19</b>	<b>19-20</b>	<b>20-21</b>
Burntisland, Kinghorn and Western Kirkcaldy	18	15	21	18
Kirkcaldy Central	25	32	21	38
Kirkcaldy East	38	52	40	77
Kirkcaldy North	20	15	9	22
<b>Total</b>	<b>101</b>	<b>114</b>	<b>91</b>	<b>155</b>

**Table 5 Deliberate Secondary Fires Kirkcaldy Ward Areas April – March 2017-2021**

4.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict properties.

4.4 The data above show that Deliberate Primary Fires have slightly increased from 21 to 24 incidents last year, below the average of 25.25 incident and Deliberate Secondary fires have seen a 42% increase.

#### **4.5 Deliberate Fire Reduction Strategy**

The past year has been extremely challenging as a result of the Covid pandemic impact.

We continue to target community centres, community groups and schools in high activity areas to deliver talks regarding the dangers and consequences of deliberate fire setting. Due to the Covid pandemic many of these contacts have been made using virtual meeting formats and the providing of presentations for groups and schools to deliver on behalf of SFRS personnel. These talks take place normally in April and October, which are the peak periods of activity. Throughout the year personnel deliver seasonal Tactical Action Plans (TAPs) to targeted areas and groups.

We work with our Police and Local Authority partners to identify deliberate fire setting incidents early, in order to ensure that solutions are implemented to prevent further incidents.

We liaise with premises occupiers, particularly in town centres to give advice on refuse storage and security, which can be a cause of deliberate fires.

Deliberate Fire Reduction Plans have been implemented in Kirkcaldy area with partner agencies in order to address and reduce operational demand.

#### **4.6 Case Study Former Viewforth High School Fire Saturday 15<sup>th</sup> August 2020**

SFRS Operations Control received the first of multiple calls to this premise at 17:28 on the evening of Saturday 15/8/21.

Initial 2 pump PDA was escalated to a Level 2 response (6 pumps, 1 Command Support Unit, 5 Officers, 2 Height Appliances, 1 Firefighter Safety Resource Pump). In total 14 appliances attend during the course of the incident to bring it to a safe conclusion.

When initial crews arrived, smoke was issuing from the bell tower wooden louvers central to the original old part of the property which had several glass roof lights nearby. Crews accessed the property via unsecured windows to the west side of the building but withdrew as within approximately 5-10 mins of arrival the roof space became fully developed in fire and crews concentrated firefighting operations external to the property.

As resources arrived from Fife and beyond, 4 firefighting sectors were established with the fire being substantially contained to the central, older part of the property. SFRS worked alongside Police Scotland, Scottish Ambulance Service, Fife Council, Scottish Water to resolve the incident. The Rapid Relief Crew attended and provided catering for crews.



### **Development Phase of Incident**

The Stop message (no more resources required to conclude incident) was declared at 08:54 on Sunday 16th August with the last appliance leaving the incident at 13:39 that afternoon. No casualties or injuries to crews were reported from this incident.

The most probable cause of the fire was deliberate ignition which seen a youth being arrested and charged in connection with the incident by Police Scotland.

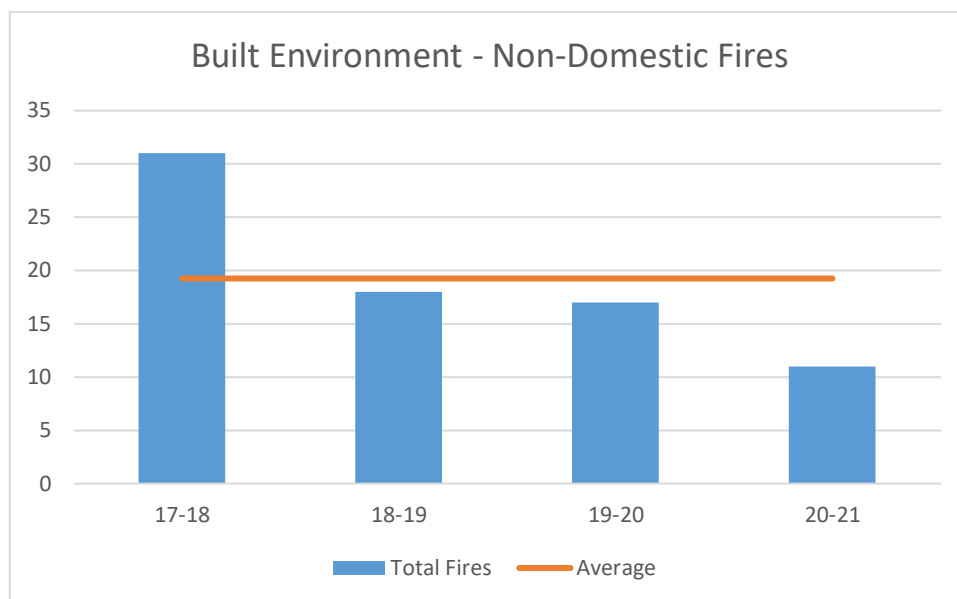


### **Closing Stage of Incident showing extent of fire damage**

Whilst SFRS have continued to work alongside partner agencies to prevent deliberate fires across the area, this fire was the 6<sup>th</sup> such incident at this address since 2017.

## 5. Built Environment

### 5.1 Built Environment – Non- Domestic Fires



**Graph 6 Built Environment Non - Domestic Fires– April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	3	3	3	3
Kirkcaldy Central	11	6	3	1
Kirkcaldy East	12	8	7	4
Kirkcaldy North	5	1	4	3
<b>Total</b>	<b>31</b>	<b>18</b>	<b>17</b>	<b>11</b>

**Table 6 Built Environment Non - Domestic Fires Kirkcaldy Ward Areas April – March 2017-2021**

5.2 The table above shows that Non-Domestic Fires continue to show a decreasing trend over the last four reporting periods of 45% across the Kirkcaldy Area and a 35% reduction over the previous 2019-20 reporting period. This may be due to many non-domestic premises not being occupied for large parts of the year as a result of Covid lockdown restrictions.

5.3 There have been zero casualties resulting from incidents within Built Environment Non-Domestic Fires for the 2020-21 reporting period.

#### **5.4 Built Environment Fire Reduction Strategy**

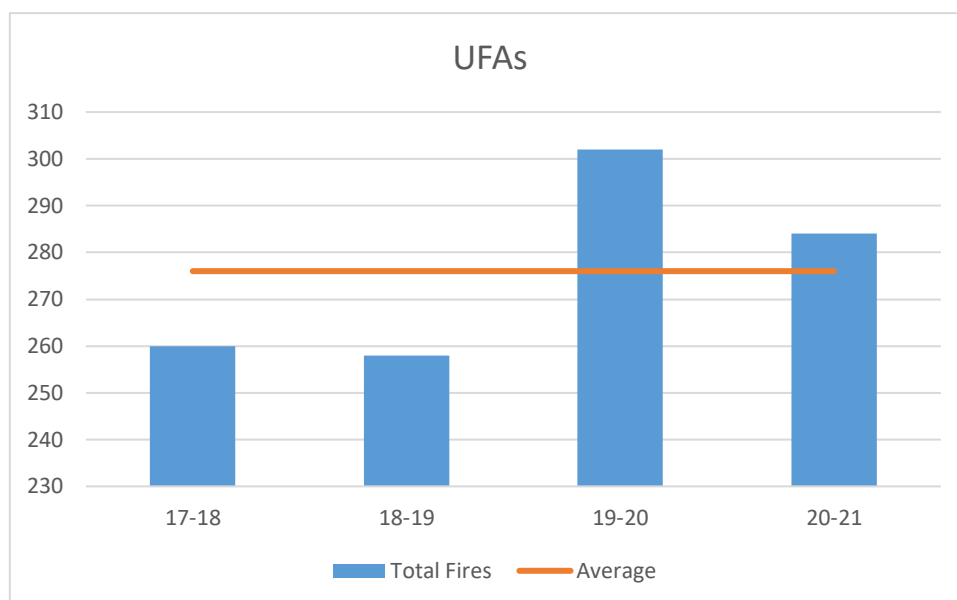
We continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a particular risk group. During the lockdown restrictions resulting from the Covid-19 pandemic, the Fire Safety Enforcement team conducted remote audits, engaging with duty holders in the form of a safety checklist to aid them in carrying out a physical check of the premises. This ensured that SFRS were able to meet their responsibilities whilst also providing support to duty holders and businesses during a challenging period.

As well as the audit programmes described above, we also deliver 'post fire audits' which take place as soon as possible after a fire has occurred in premises. The purpose of these audits is to deliver further fire safety advice to the premises occupier, and to identify any issues which could be used to inform other similar premises types in order to prevent further incidents of a similar nature.



## 6. Unwanted Fire Alarm Signals

6.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as 'any alarm activation which is not the result of a fire or a test'. UFAS incidents have, as detailed 7 below, fluctuated in the Kirkcaldy Area over the four-year reporting period.



**Graph 7 Unwanted Fire Alarm Signals – April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	31	25	36	35
Kirkcaldy Central	73	77	110	77
Kirkcaldy East	134	137	131	142
Kirkcaldy North	22	19	25	30
<b>Total</b>	<b>260</b>	<b>258</b>	<b>302</b>	<b>284</b>

**Table 7 Unwanted Fire Alarm Signals Kirkcaldy Ward Areas**

**April - March 2017-2021**

6.2 This period has seen a 6% decrease from the 19-20 reporting period. This may primarily be due to reduced business activity from Covid restrictions. 78% of UFAS incidents occurred within Hospital and medical care properties.

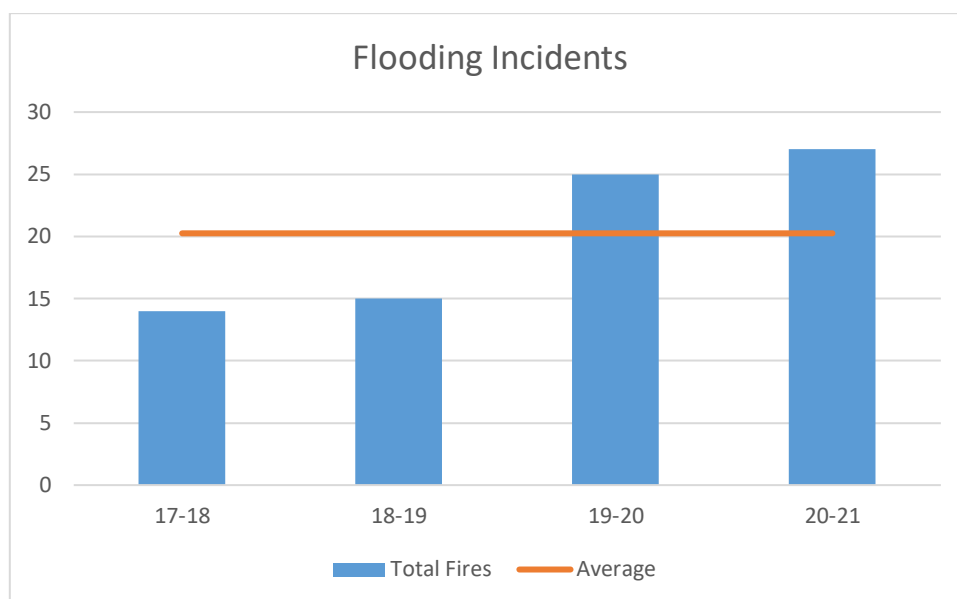
### **6.3 Reduction in Unwanted Fire Alarm Signals Strategy**

Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a 'UFAS Champion' who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. who continues to engage robustly with Fife Council Education, NHS Fife and other key stakeholders in order to provide support and drive new initiatives to continue to reduce the number of UFAS. The strategies implemented in the Kirkcaldy Area and across Fife continue to be recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.

## 7. Transport and Environment

7.1 These will be monitored alongside Police Scotland RTC incidence information

### 7.2 Water Related Incidents



**Graph 8 Flooding Incidents – April – March 2017-2021**

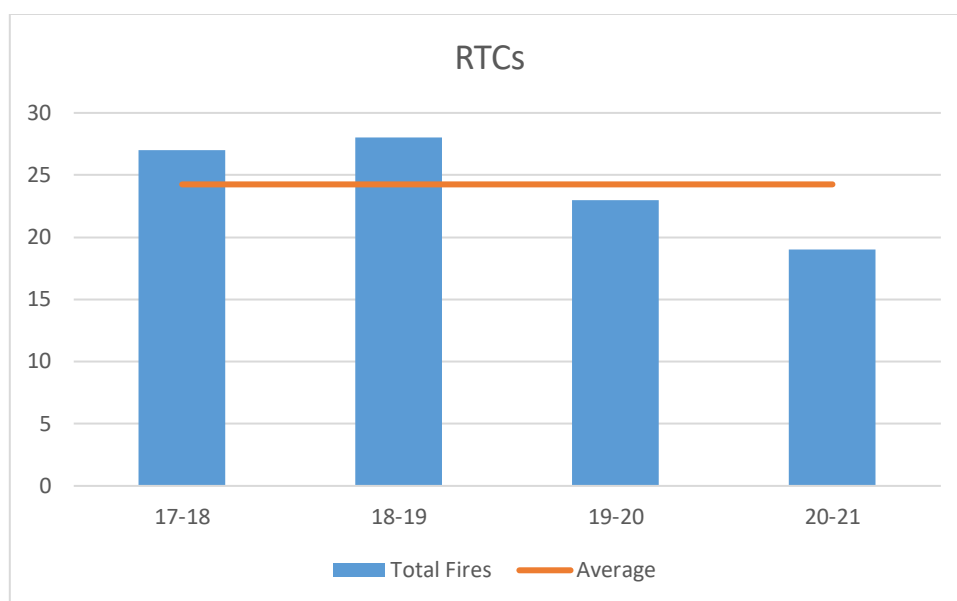
Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	2	0	6	7
Kirkcaldy Central	4	3	4	11
Kirkcaldy East	6	6	10	5
Kirkcaldy North	2	6	5	4
<b>Total</b>	<b>14</b>	<b>15</b>	<b>25</b>	<b>27</b>

**Table 8 Flooding Incidents Kirkcaldy Ward Areas April - March 2017-2021**

Water related incidents caused by environmental factors were the main cause for flooding incidents increasing from 25 to 27 during 2020-21 due primarily to short duration adverse weather conditions during the summer months. The 2020-21 incidents saw 3 persons requiring rescue and 1 casualty.

### 7.3 Road Traffic Collisions

As SFRS generally only attend RTC's of a serious nature, where persons are trapped, the figures below do not capture every RTC which occurs within the Kirkcaldy Area.



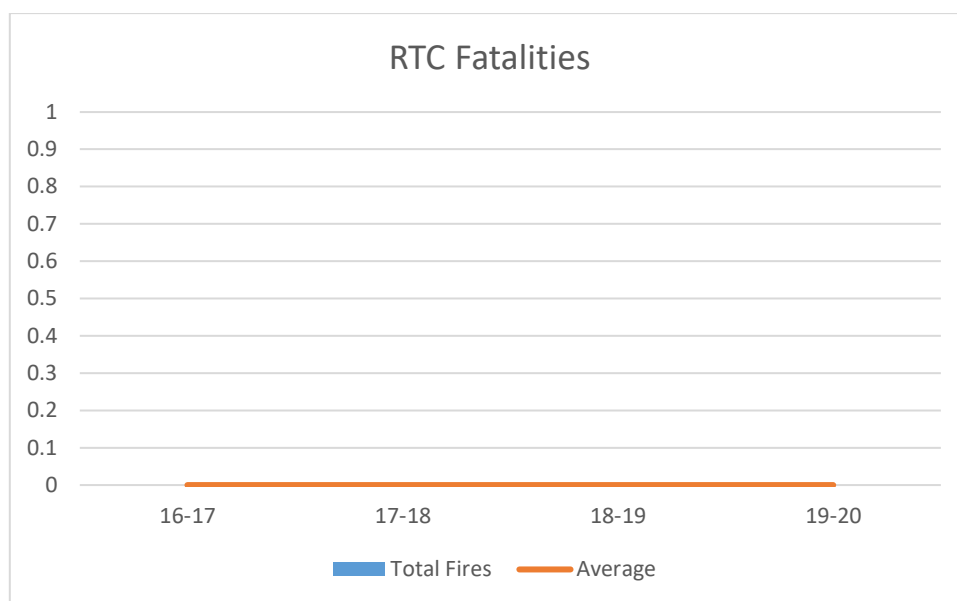
**Graph 9 Road Traffic Collisions – April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	9	10	5	6
Kirkcaldy Central	3	5	5	7
Kirkcaldy East	10	10	9	5
Kirkcaldy North	5	3	4	1
<b>Total</b>	<b>27</b>	<b>28</b>	<b>23</b>	<b>19</b>

**Table 9 Road Traffic Collisions Kirkcaldy Ward Areas April - March 2017-2021**

- 7.4 RTC's have continued to see a reducing trend over recent years with a further 17% reduction from the same period in 2019-20. This may be attributed due to reduced road transport use following travel restrictions implemented to control the Covid pandemic.

## 7.5 RTC Fatal Casualties



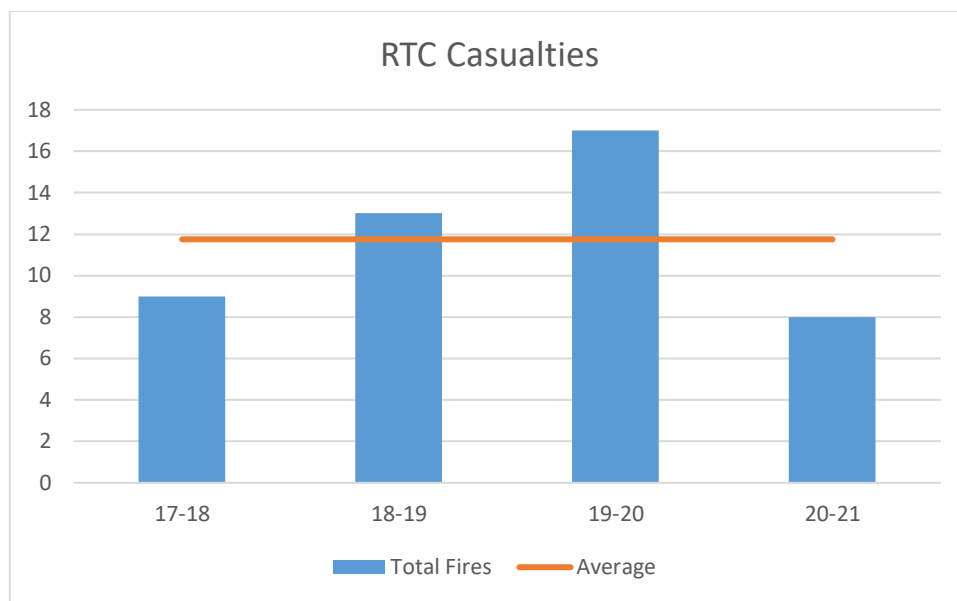
**Graph 10 Road Traffic Collision Fatal Casualties – April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	0	0	0	0
Kirkcaldy Central	0	0	0	0
Kirkcaldy East	0	0	0	0
Kirkcaldy North	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 10 Road Traffic Collision Fatal Casualties Kirkcaldy Ward Areas  
April - March 2017 - 2021**

7.6 There were no RTC fatalities on Kirkcaldy Area roads in this reporting period.

## 7.7 RTC Casualties



**Graph 10 Road Traffic Collision Casualties – April – March 2017-2021**

Kirkcaldy Area Wards	17-18	18-19	19-20	20-21
Burntisland, Kinghorn and Western Kirkcaldy	6	8	2	2
Kirkcaldy Central	0	2	6	3
Kirkcaldy East	2	2	9	3
Kirkcaldy North	1	1	0	0
<b>Total</b>	<b>9</b>	<b>13</b>	<b>17</b>	<b>8</b>

**Table 10 Road Traffic Collision Casualties by Committee Area – Kirkcaldy Ward Areas- April - March 2017-2021**

## 7.8 RTC Casualties

The reporting period has seen a significant decrease of 53% in RTC casualties when compared to 2019-20, this is likely due to reduced road use as a result of Covid restrictions, improved vehicle and road safety measures.

## **7.9 Transport and Environment Related Incident Reduction Strategy**

SFRS Stirling, Clackmannanshire and Fife LSO area, along with our partners, continue to deliver valuable educational projects including 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'.

As well as the projects detailed above, SFRS contribute as part of the Road Casualty Reduction Group (RCRG), which is a part of the current Fife Community Safety Strategy 2015-2020.

It should be noted that the Covid Pandemic has impacted significantly on the delivery of reduction strategy initiatives during the 2020-21 period and the service will re-establish projects as guidance and restrictions allow.

## 8. Conclusions

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This has been a challenging year as a direct result of the Covid pandemic particularly for the delivery of intervention activities. The service has implemented multiple control measures to protect our operational response capabilities during this period.

It is pleasing to report that areas of less public access and usage during the Covid Pandemic restrictions has seen a reduction in service activity for SFRS in the Kirkcaldy area. This is applicable for UFAS, Non- domestic Property Fires, RTC's and Non-Fatal RTC casualties.

Conversely, in areas where human activity has increased, a corresponding increase has also been seen for Accidental Dwellings Fire Incidents, Deliberate Primary Fires and Deliberate Secondary Fires when compared to the previous reporting period.

On an extremely positive note the number of Fatal Fire Casualties and Fatal RTC Casualties has remained unchanged with no fatal incidents occurring.

The targeting of resources to deliver Home Safety Visits to higher risk dwellings continues to have a positive outcome.

We will continue to adapt and manage demand reduction strategies linking in with key partner agencies in order to create a safer place to live, work and visit.

## Background Papers

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SFRS Local Fire and Rescue Plan for Fife Local Authority Area 2017. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Graham Hogg

Station Commander

Kirkcaldy Community Fire Station

Service Delivery – Stirling - Clacks - Fife LSO Area

Scottish Fire and Rescue Service

Email – [graham.hogg@firescotland.gov.uk](mailto:graham.hogg@firescotland.gov.uk)



8<sup>th</sup> June, 2021

Agenda Item No. 08

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## Safer Communities Team Annual Update Report

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**Report by:** John Mills, Head of Housing Services

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**Wards Affected:** Kirkcaldy area (Wards 9, 10, 11 and 12)

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### Purpose

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The purpose of this report is to provide 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 2020 to 31st March 2021.

### Recommendation(s)

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

### Resource Implications

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None.

### Legal & Risk Implications

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None.

### Impact Assessment

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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

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Consultation has taken place with community safety partner agencies.

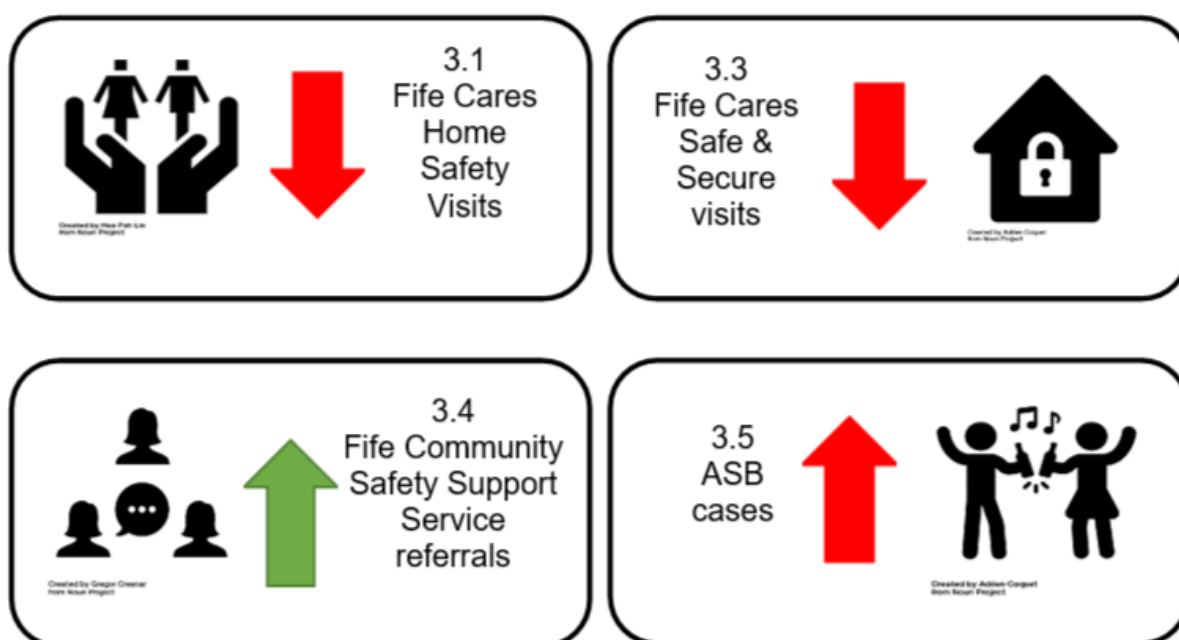
## 1.0 Background

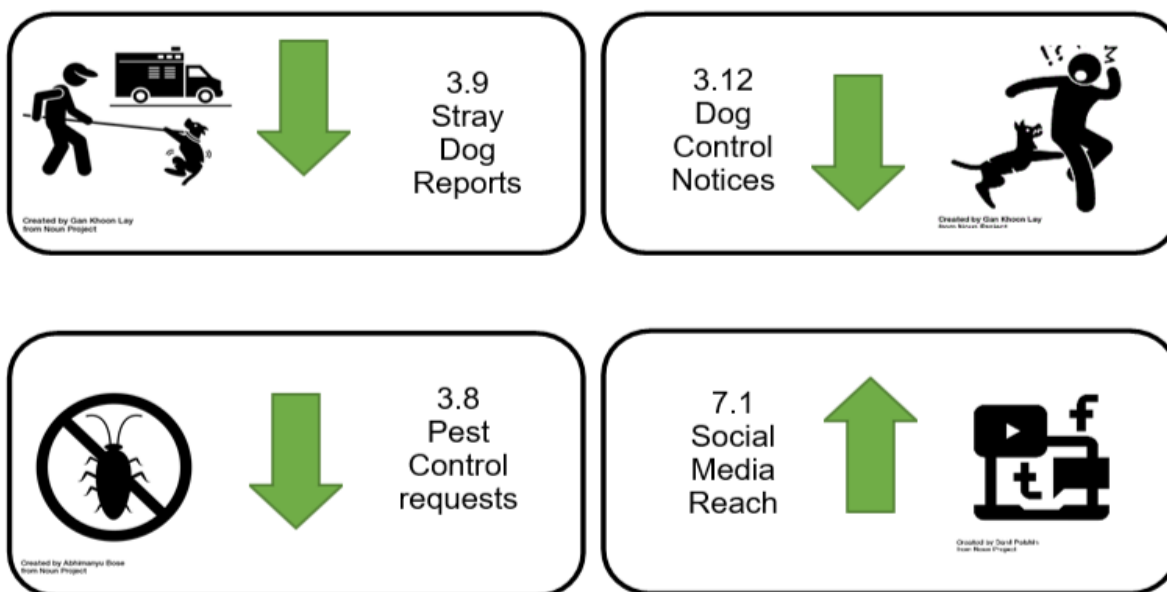
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- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within the Kirkcaldy area during the financial year 2020-21.
- 1.2. This report sits alongside individual updates from Police Scotland 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. Information is also provided on Fife-wide activity in order to ensure that members are aware of the range of activities which may be of interest to them and their constituents.
- 1.4. The performance information in sections 3 and 4 provide a summary of the Safer Communities Team annual activity within this committee area during the reporting period compared to the previous financial year.
- 1.5. The activity is denoted using RAG arrows to demonstrate whether an activity has increased or decreased on the previous year (up or down arrow) and whether this is positive or negative (denoted by red, amber, or green).
- 1.6. The narrative describing each of these activities and associated statistics can be found in the sections referenced.

## 2.0 Performance Summary - People

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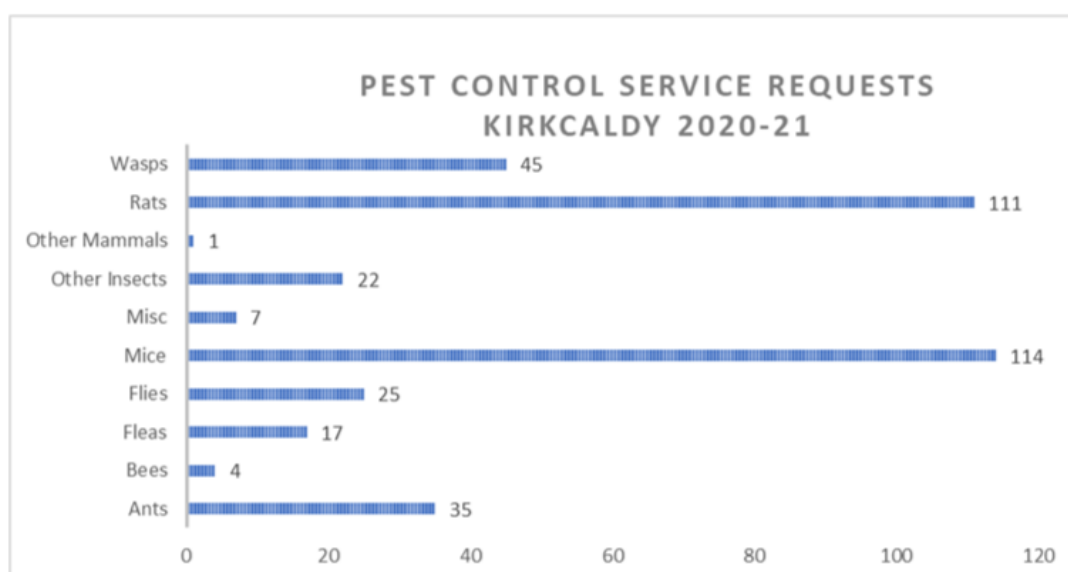


### 3.0 Performance narrative – People

- 3.1 Due to the restrictions around home visits during the pandemic, the number of referrals to our Fife Cares service decreased in 2020-21 compared with the previous year. The majority of referrals in 2020-21 related to requests for tailored **home safety advice** for families with young children. Again, due to the restrictions, no face-to-face visits were carried out by our officers, although 59 contacts were made by phone (compared with 83 home visits the previous year) and all doorstep deliveries took place within social distancing guidelines.
- 3.2 Recognising that Fife Cares is one of our most valued services, we took the opportunity to work with Evaluation Scotland and the Scottish Community Safety Network, to pilot an evaluation around Measuring What Matters. The project focused specifically on Unintentional Harm, which is often difficult to report on as the data which demonstrates the impact of services, such as Fife Cares, is generally qualitative rather than quantitative. The evaluation pilot commenced in February 2021 and so is still in its infancy. However, from feedback already received we are seeing the positive (and welcome) impact our officers make in terms of raising awareness of child safety within the home environment by engaging parents and carers in discussion about aspects that they may not already have considered. We intend to provide more information on this evaluation in next year's annual report but, in the meantime, a copy of the case study produced by Evaluation Support Scotland is attached (appendix 7).
- 3.3 Referrals to the Fife Cares service regarding **home security advice** under the Safe, Secure and Supported at Home initiative also decreased, but visits continued to take place given the serious nature of the issues being experienced. All visits were carried out within social distancing guidelines and using appropriate PPE (62 visits in 2020-21 compared with 118 the previous year).
- 3.4 Of the 101 referrals to **Fife Community Safety Support Service (FCSSS)**, 75 resulted in the provision of support whilst the remaining 26 involved some

form of mediation, albeit contact was made by phone. Referrals to FCSSS increased by six on the previous year. Appendix 1 provides examples of some of the feedback received by the service.

- 3.5 The Area Co-ordinator investigated 541 **antisocial behaviour cases**, a substantial increase on the previous year (168). One of the reasons for the increase is that our Area Co-ordinators handled the majority of antisocial behaviour complaints on behalf of the local office for the first six months of 20-21.
- 3.6 A review of Fife Council's Antisocial Behaviour (ASB) process commenced prior to the first lockdown, the overall objective being the delivery of improved outcomes for customers experiencing private space antisocial behaviour. Discussions with interested parties took place, including consultation workshops with elected members, to identify improvements to the ASB process. Consequently, the ASB policy has been updated to include, amongst other things, criteria of what will/will not be considered antisocial behaviour, and timescales have been included to provide customers with a clear picture as to when they can expect contact and how long a case may take to resolve. In addition, it has been agreed that there should be a single point of contact for customers. To this end, it is expected that all investigations into private space ASB will sit with the Safer Communities Team, and this should commence within the next 12 months.
- 3.7 Due to COVID restrictions and staff sickness, our Pest Control workforce was reduced from five officers to two during most of 2020-21. The decision was taken at the beginning of the first lock down to carry out treatments in Fife Council housing and facilities only. This is reflected in the number of jobs carried out by the team. It is anticipated that the current pest control treatments offered to Fife Council tenants will be made available to private tenants as of 10th May 2021. Once all Covid restrictions are lifted, we will operate a full treatment service.
- 3.8 Our Pest Control officers responded to 379 requests for their services during 20-21 (down from 963 in 2019-20). The number and type of pests dealt with are depicted in the following graph:

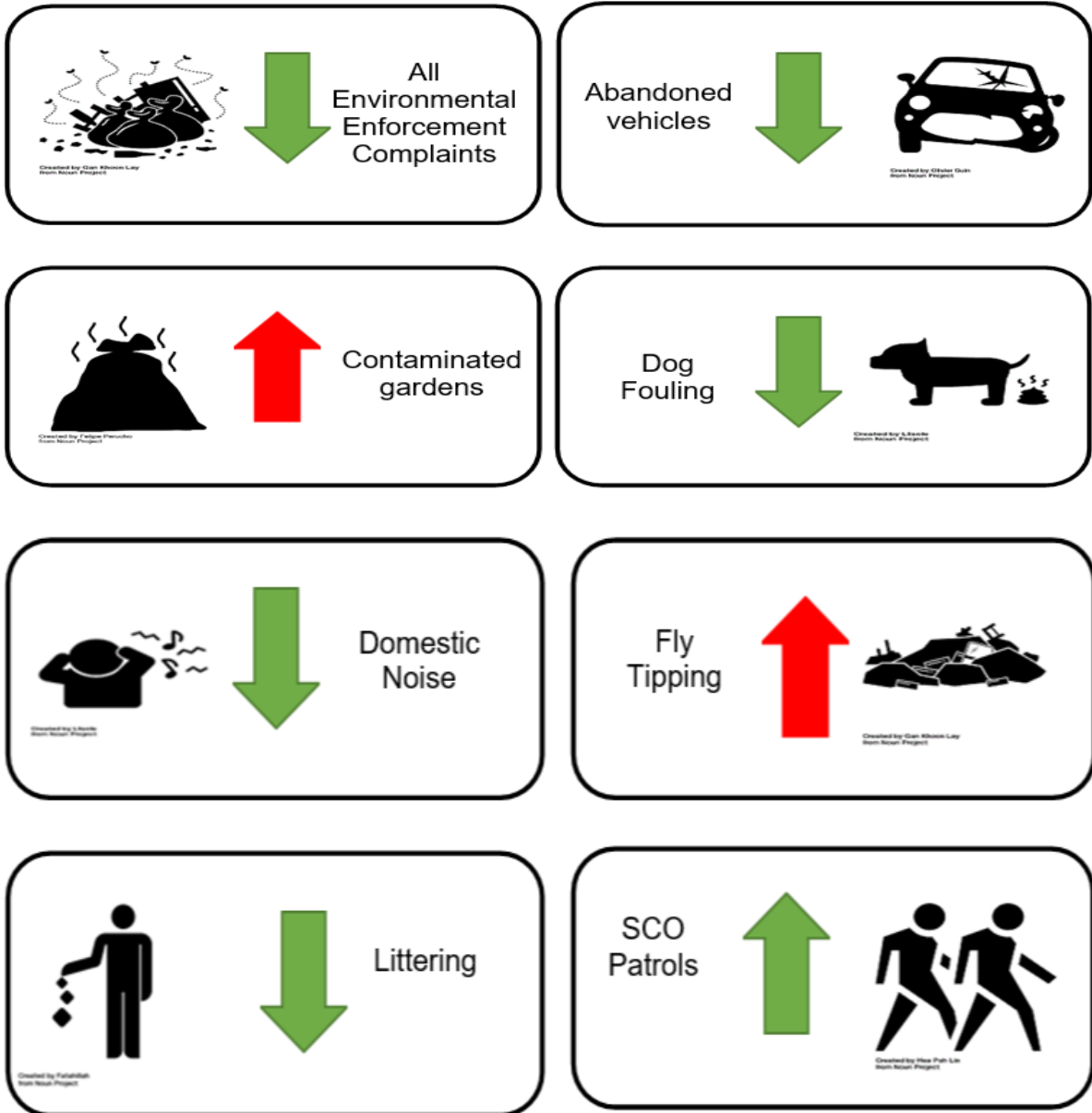


- 3.9 Sixteen **stray dogs** were reported to the Safer Communities Dog Wardens, a decrease of 34 on the previous year. Of these, 10 were microchipped but only one reflected the correct details of their owners. Nine dogs were subsequently claimed/returned to their owner and the remaining seven dogs were passed to an Animal Charity for assessment prior to being rehomed.
- 3.10 Sixteen Kirkcaldy residents were given **advice** regarding the control of their dog, an increase of two on 2019-20.
- 3.11 There was a decrease in the number of dog control **warning letters** sent to residents in the area (seven compared with 15 in 2019-20).
- 3.12 Six **Dog Control Notices** (DCNs) were issued in the area (down from 19 in the previous year).
- 3.13 The case studies in appendices 2 and 3 provide examples of the work carried out by our Dog Wardens in respect of strays and dog control.
- 3.14 The number of **Road Safety** initiatives were significantly curtailed by the pandemic, due to the restrictions on face-to-face engagement. However, over the course of the year, our Project Officers not only took part in redeployment to assist other services such as Older Persons Housing, pharmacy, and PPE deliveries, but also created a variety of virtual courses and workshops to try to provide some level of road safety information and advice. Projects such as Safe Drive Stay Alive and Drivewise did not run at all in 2020-21, but we are hoping these will take place towards the end of this calendar year. Appendix 4 provides further information about Road Safety activity.
- 3.15 Again, due to the pandemic, our **Youth Justice** Officers were unable to engage with as many young people as they would normally. Whilst still being available to provide support and advice to parents, carers, and young people by phone, our YJO was also redeployed to assist other essential services experiencing staff shortages due to the pandemic. This included working within Older Persons Housing, and assisting a variety of community projects, especially those ensuring that vulnerable residents were provided with food and medication.

## 4.0 Performance Summary – Place

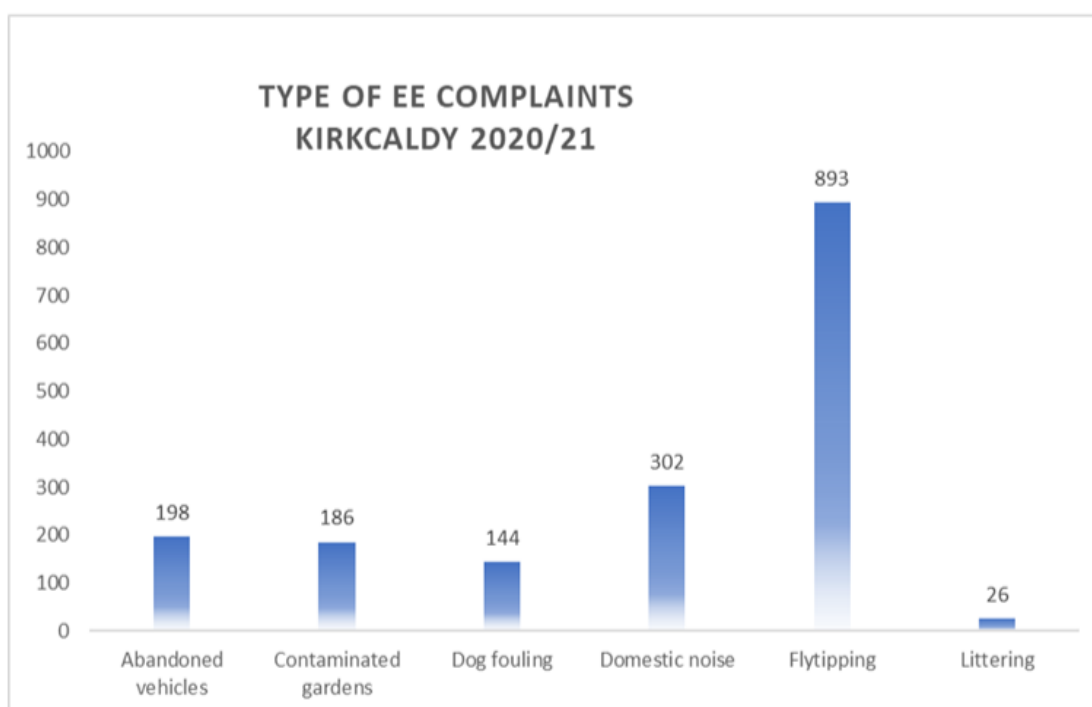
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- 4.1 For the narrative around our 'place' based activity, please see section 5



## 5.0 Performance narrative - Place

- 5.1. In terms of all **environmental enforcement** issues, 1749 complaints were received for this area during 2020-21, a decrease from the previous year (2068 complaints).
- 5.2. The following graph shows the type and number of complaints received by the Safer Communities Team relating to environmental enforcement complaints within the Kirkcaldy area during 2020-21:



- 5.3. Compared to the previous year, our team received fewer complaints regarding abandoned vehicles, dog fouling, domestic noise nuisance, and littering than the previous year (358, 194, 391 and 73 respectively in 2019-20).
- 5.4. A slight increase was noted in reports relating to contaminated private gardens and fly tipping (184 and 868 respectively in 2019-20).
- 5.5. Our Safer Communities Officers (SCOs) carried out 3212 **patrols** in this area over the reporting period, an increase on the previous year (3066).

## 6.0 Other activities

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- 6.1. The last week of the 2019-20 reporting period saw the introduction of the first Covid-19 national lockdown. The normal day to day business of the team was severely interrupted and many staff were redeployed to assist other services, while the remainder continued to provide a community safety service remotely and/or in a socially distanced manner. Over the course of the year, as restrictions eased, we were able to return to some semblance of normality. However, as described in the performance narrative in sections 4 and 5, there were various initiatives and areas of business that we were unable to resume. We are hopeful that 2021-22 will see us being able to reinstate these parts of our team activity.
- 6.2. Appendix 5 illustrates the type of work our staff have been involved in where they were unable to perform their own duties.

## 7.0 Campaigns and events

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- 7.1 Team members are normally involved in a variety of events throughout each year. Due to the pandemic, 2020-21 saw us rely quite heavily on our **social media** platforms in order to convey the community safety message to the

residents of Fife. We provided information, advice, and assistance on a number of campaigns, including those detailed in Appendix 6. The number of people following our Facebook page is currently 5408 and, overall, our social media reach increased from 620,000 in 2019-20 to 1.65 million in 2020-21.

- 7.2 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** or follow us on Twitter **@safeinfife**.

## **8.0 Conclusion**

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- 8.1 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.

### **List of Appendices:**

Appendix 1 - Example of feedback received by FCSSS  
Appendix 2 - Stray dog case study  
Appendix 3 - Dog control case study  
Appendix 4 – Road Safety activity  
Appendix 5 - Covid-19 activity  
Appendix 6- Safer Communities Team Facebook page  
Appendix 7 – Fife Cares 'Measuring What Matters' case study

### **Report contact:**

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**Safer Communities Manager**  
**Halbeath Depot**  
**Crossgates Road**  
**Dunfermline**  
**KY11 7EG**

**Email: [patricia.spacey@fife.gov.uk](mailto:patricia.spacey@fife.gov.uk)**



**Fife Community Safety Support Service (FCSSS)**

**Examples of customer feedback.**

**Do you think there have been positive changes to your life since taking part in the Service?**

- "Yes, I got an agreement with my neighbour which has been working so far and we are now talking to each other"
- "Yes, I've been able to be heard and get things sorted. I feel much more relaxed and at peace where I am living now."
- "Yes, I've got things sorted with my neighbour. The corona virus put things into perspective for me."
- "I am now aware of where I stand with my neighbour, so it's a way forward"
- "I looked forward to her visit and to know I had someone to talk to, someone to listen to what I had to say. It made a big difference in my life"

**What did FCSSS do well?**

- "Everything was done well"
- "Listening to me and thinking outside the box to allow me and my neighbour to mediate during lockdown"
- "Sacro have been a tremendous help and listened when no one else did "
- "Arranged food parcels "
- "Provided time to talk and listen "
- "They were all really nice and friendly"
- "When I phoned the office the person who answered was always friendly and nice"
- "Always helpful and friendly, made the meetings easy and not something to be worried about"

**What could FCSSS do better?**

- "Nothing"

### Stray Dog Case Study

In March 2021, the Dog Warden service received a telephone call from Fife Council Contact Centre regarding a stray dog that was found by a member of public.

The dog warden on duty for the area immediately dispatched and attended at the locus. The member of public had the stray dog within her home and informed the Dog Warden that she had found the dog running on the main road. She had put a post on a popular social media site, but after an hour nobody had come forward, so she decided to contact Fife Council.

On inspecting the dog, it was apparent that it had a significant flea infestation and urine scorching on the underneath of its body. Advice was given to the member of public who had taken the dog into her property regarding preventing the flea infestation spreading through her home. The dog was seized as a stray under the Environmental Protection Act 1990, placed within a specially converted vehicle, and taken to a kennel facility. On arrival, the dog was scanned for a microchip and a full check of the dog was carried out by the dog warden. It was determined that the dog would not need veterinary treatment but was treated for fleas by the dog warden. All relevant paperwork was completed, including a photograph, before the dog was placed into a kennel.

According to current legislation, a dog must be microchipped (The Microchipping of Dogs (Scotland) Regulations 2016) and must also wear a collar with the owner's details inscribed or attached (The Control of Dogs Order 1992).

Dog wardens will make every effort to find the rightful owner of a stray dog. This includes:

- searching national databases with the microchip number
- calling veterinary practices to ask if any of their clients have reported their dog missing
- contacting Police Scotland when lost dogs have been reported to them
- using contact details from the dog's collar
- responding to contacts made to the kennels directly.

On this occasion the dog was not claimed. Although it was microchipped, the details held on the national database were incorrect and the owner could not be traced.

After every stay dog is picked up, our vehicles must be cleaned out to prevent contamination or spread of any disease. In this case, because the flea infestation was so severe, the dog warden also went home to decontaminate (shower) and change into a fresh uniform.

After three days in the kennels a dog groomer, who operates on site, bathed, and cut the nails of dog in question, making the dog much more comfortable (and looking and smelling great!).

Under the Environmental Protection Act 1990, the local authority must keep a stray dog for seven days before it can be moved onto rescue. In those seven days the local authority is responsible for any veterinary treatment and any other costs incurred. Luckily, our dog wardens have built up great relationships with dog charities both locally and nationally. Securing rescue spaces for our unclaimed stray dogs is our preferred course of action, however if there is a concern regarding the temperament of a dog a full assessment will be carried out and a course of action taken that keeps people safe.

In this case, the dog was eventually re-homed through a local charity following appropriate assessment of the prospective owners and their circumstances.

**Dog Control Case Study**

On Saturday 20th February 2021 at approximately 1200hrs and whilst off duty, one of our Dog Control Officers was contacted by officers from Police Scotland, Fife Division.

They reported that two staff members had been attacked by a dog that had been private boarding at a local kennel. They requested backup as the dog was still running free within the grassed area of the kennel block but secure within the property. The officer contacted their colleague, and both headed to the kennels to secure the dog.

On their arrival the dog was identified as an Alaskan Malamute and was still displaying aggressive behaviour. Two Police Officers were present, along with a Police Dog Handler and a member of the kennel staff. Two further members of staff had already been taken to hospital by ambulance following injuries sustained when trying to secure the dog.

After carrying out a risk assessment - which included discussing how they would secure the dog, the exact route to be taken, and which kennel the dog would be secured in - the Dog Wardens removed all trip hazards and dried the floor. Both understood their safety and the safety of others must come first and so requested that the Police Officers, the Police Dog Handler, and the member of the kennel staff leave the immediate kennel area. After 20 mins the Dog Control Officers managed to secure the dog and contain it within a small kennel. They subsequently contacted a local vet to request their attendance and subsequently assisted the vet by restraining the dog, which was still acting aggressively despite being sedated. Unfortunately, following assessment, the dog was humanely destroyed.

The two kennel staff remained in hospital for over a week and required numerous surgical procedures to help them to recover from their injuries.

It should be stressed that the dog involved in this serious incident was not a stray, but an animal rescue dog being housed at a local kennel by private arrangement. On this occasion, our Dog Wardens attended outwith their normal working hours to assist Police Scotland colleagues.

There are currently two full time Dog Control Officers employed within Fife and they are based at Rothesay House in Glenrothes and Halbeath Depot Dunfermline. Their responsibilities are enforcing dog related legislation such as the Control of Dogs (Scotland) Act and, regarding stray dogs, the Environmental Protection Act. They also deal with the recently introduced Microchip regulations.

If a person has any concerns about dog related behaviour in their area, they should call 03451 550022.

### Road Safety activities

**Car Seat Checks** – staff were unable to host any car seat clinics but have promoted the [Good Egg](#) virtual check sessions. This platform will not reach as many people across Fife as face to face sessions would but will go some way to addressing the needs of those concerned about the fitting of their child car seats.

**Drivewise** – both April 2020 and Oct 2020 were cancelled due to the pandemic. Plans are in place to resume this initiative in October 2021. A venue has been booked and community safety partners are on board, but this all depends on the situation during the second half of this year.

**Safe Drive Stay Alive (SDSA)** – the November 2020 show was cancelled and although plans are in place for November this year, it remains to be seen whether we can host the same number of pupils in the Rothes Halls as in previous years. We have, however, begun to look at an alternative, which will include filming the speakers who would normally present during the roadshow, and create a video which can be issued to schools. Whilst this platform may not be as effective as the in-person SDSA it will allow us to provide some appropriate road safety material to schools.

**S1 road safety** – inputs have been provided to first years at both Kirkcaldy High and Woodmill High, Dunfermline in response to road collisions involving first year pupils in these areas. A further input is planned for St Columba's High, Dunfermline during 2021-22.

**Active Travel** – our officers created a PowerPoint presentation which can be shown in primary schools at road safety assemblies and shown on screens at secondary schools.

**Junior Road Safety Officers and Road Safety Plays** – due to pupils not being in school for a large extent of 2020-21, this project has not been run. However, it is hoped that interest will pick up again perhaps after the summer holidays this year.

**Pass Plus** – there were no evening inputs during 2020-21, since driving lessons and test were cancelled during the restrictions although as these have since recommenced in April 2021, we are hopeful we can return to providing Pass Plus.

**Offenders** – on a similar note to above, no face to face courses took place during 2020-21, although an online input has been developed as a temporary solution.

**Taxi Drivers** – again, no courses have taken place since March 2020 and once restriction ease, it is hoped these will be reinstated.

**Older Road Users** – any groups booked for inputs during 2020-21 were cancelled. Although an online option has been offered to groups, there appears to be a preference from groups to wait until face-to-face meetings can resume.

### Safer Communities Team Covid-19 Activities

From the outset of the pandemic, the Safer Communities Team continued to support our business critical tasks (i.e. those identified as statutory duties), albeit there was an immediate need to adjust a substantial number of practices to suit the move from office based to mobile and lone working. In the same way as many services and organisations, this included finding ways to access the systems and information we normally have easy access to.

A few weeks into lockdown, our officers began high visibility proactive patrolling of areas to help tackle the rising issue of fly-tipping and to provide reassurance to members of the public and vulnerable people in communities around the impact of COVID-19. Officers also monitored public spaces on bikes, identified where there was a need for onward reporting to colleagues in other connected services and actioned issues where appropriate.

Officers within the team have proven they are able to turn their hand to almost anything and often at very short notice. All officers either working in their normal area of business, or redeployed to help other services/agencies, have shown a real willingness to help in different circumstances to try to alleviate the impact of Covid-19, particularly on the most vulnerable members of our local communities.

Specific examples include:

1. A joint protocol between the Safer Communities Team and Police Scotland in relation to the social distancing guidance provided by the Scottish Government – the focus of which has been more in terms of education than enforcement. This initiative has involved excellent local partnership working between the services involved and staff from both organisations have worked well together. Due to the success of this venture, it is hoped additional partnership working projects will be identified in the future.
2. One of our SCOs was asked to take part in a project run by Clued Up which was aimed at helping young people affected by their own or someone else's substance abuse during this period. Several agencies - including Active Schools JKS Kaishi Karate, Just For Kicks, School of Hard Knocks, Dundee FC as well as local gyms and fitness clubs – were involved. Our officer, who has fitness experience, developed a session to help with the young people's mental and physical health. He also scheduled a Q&A session at the end to highlight the work of the Safer Communities Team and allow the young people to learn about the things we do to try to help keep them safe in their communities.
3. Our Youth Justice Officer was asked to provide advice and guidance by a local community centre and assisted a local high school family support worker by providing food and wellbeing parcels to families.

4. Various members of staff, including Project Officers, Home Safety Advisers, Area Co-ordinators, Safer Communities Officers and Team Managers carried out pharmacy deliveries across Fife on behalf of Fife Voluntary Action, and officers have been working in the Asymptomatic Covid Testing Centres.
5. Our Safer Communities Assistants, Area Co-ordinators, Partnership Officer, Team Managers and Youth Justice Officers assisted our elderly and vulnerable residents in various local communities, to ensure they had appropriate support and this included ensuring they had the necessary medical services in place, providing shopping delivery services (especially for those whose family or friends were themselves in isolation), serving lunches in sheltered housing complexes and supporting staff working in homelessness hostels.
6. Our Dog and Pest Officers meanwhile continued their work trying to resolve issues around stray/dangerous dogs and pest control throughout Fife.

As we have moved through the different phases of the routemap, our officers have gradually returned to carry out their normal areas of business, whilst meeting all safety guidance regarding PPE and social distancing.

Finally, despite the period of turmoil, we have identified a few positives: our social media presence has been extremely well utilised, and we have noticed an increase in the number of followers and comments. This has allowed us to strengthen our relationships with people in every Committee area within Fife, plus several community groups whose work out in their local communities is having a positive impact on people's quality of life. One example of this being the excellent work of Fife Street Champions, whose membership has also increased considerably, as they support volunteers throughout Fife picking litter in their communities on a daily basis.

We would like to increase our community engagement and are looking at ways to commence and continue dialogue with as many residents in Fife as possible. If members have any suggestions in terms who we could reach out to in this way, we welcome input via your area contact in the first instance.

## Safer Communities Social Media Examples

KIRKCALDY – TWILIGHT INITIATIVE 10<sup>th</sup> – 16<sup>th</sup> NOVEMBER 2020

Date	Post type	Reach	Comments	Share	Like
10 Nov	Launch post	1.5k	4	1	12
11 Nov	Post about the initiative	1.2k	0	4	14
12 Nov	Post and photo of SCO B'sland by footprint	814	0	3	28
12 Nov	Post and new poster	977	3	4	16
13 Nov	SCO Walking	4714	12	7	114
13 Nov	New post - clean feet	925	2	2	15
14 Nov	New Poster - even if raining	611	0	0	14
16 Nov	Sign with graphic	3.5k	11	11	109
<b>TOTAL REACH OVER ONE WEEK</b>		<b>14, 241</b>			

## SPECIAL THEMED WEEKS

THEME	DATE	REACH
Family Safety Week	30th Mar – 3rd Apr	3.6k
Mental Health Week	18th – 24th May	4.5k
Child Safety Week	1 <sup>st</sup> – 7 <sup>th</sup> June	52k
Police Summer Safety Campaign	Launched 22 <sup>nd</sup> Jun	1.1k
Suicide Prevention Week	6 <sup>th</sup> – 12 <sup>th</sup> Sep	9.5k
Road Safety Week	16 – 22 Nov	2k
Anti-Bullying Week	16 – 22 Nov	3k
Xmas Countdown Week	13 – 24 Dec	35.5k

## AREA SPECIFIC POSTS ON FOOD POVERTY

AREA	POSTS	REACH
Dunf	F3	721
Rosyth	Edible, Tasty Spaces	961
Cowdenbeath	Max's Meals	1.5k
Leven	Café Connect	400
Kelty	Oor Wee Café	910

## OTHER

POSTS	REACH
Rural Watch Fife	41k
Slips on Ice	130k



### Fife Cares: Measuring What Matters Case Study

Scottish Community Safety Network (SCSN) and Evaluation Support Scotland (ESS) brought together practitioners from across the sector to develop **Measuring What Matters** - a toolkit to help those working in the field to have a better understanding about their outcomes and how to measure what matters in their work to prevent unintentional harm. This case study shows what **Fife Cares** learned when testing out the toolkit.



#### About Fife Cares

'Fife Cares' is a Fife Council Safer Communities Team initiative. It offers a range of free home safety and security visits which can be arranged directly or made on behalf of a client or relative. Fife Cares Advisers:

- Carry out home safety visits to vulnerable adults, and parents or carers of children under 5 years of age, to provide advice on how to minimise the risk of accidents in the home.
- Deliver awareness raising sessions to client groups to try to raise awareness of key home and child safety issues.

During the Covid-19 pandemic much of this work was carried out on the phone.

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#### Background

Liz Watson from the Safer Communities Team explains why they wanted to test the toolkit for Fife Cares:

The service has been in place for several years and, while there have been various measures put in place to try to capture the impact of the service, it has proven difficult to establish something meaningful and sustainable. In the main, performance is measured by counting the numbers of visits in different areas, and hospital admission data.

Neither of these provide an accurate measure of the impact of a visit on the individuals or families we visit. Through using this toolkit, we hoped to have the opportunity to test different ways of evaluating. We also hoped to obtain some support to evaluate remote service delivery, as much of our work changed during the Covid-19 pandemic.

The service we decided to pilot is targeted at parents or carers looking for advice and equipment to help keep their children safe at home. Parents are often referred to us from health visitors, but they can also self-refer. Our advisers currently contact parents by phone to provide information and advice about safety in the home and assess whether any equipment might be required. Subsequently, officers carry out follow up calls four weeks later.

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## What we did

We used the framework and the learning session with ESS (Evaluation Support Scotland) to develop an **evaluation plan** for our **phone service** with parents and carers of children under 5 years of age.

We set a **short-term outcome** for this pilot project: **Following our input, parents and carers have a better understanding of risks for children within the home.**

The first call is about talking through concerns parents may have about child safety in their home, and whether there is a need for any equipment such as a safety gate or cupboard locks, for example. Advisers then need to identify whether the equipment will in fact meet those needs, or whether there are other alternatives available. Even at the first contact, we often help raise awareness of other child safety issues in the home, such as access to medicine cabinets and cleaning products. In the longer term, we hoped that our input would help parents/carers to be in a better position to make changes around the home to keep their children safer.



*Fife Cares staff member on a phone call to parents discussing child safety issues.*

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## Our successes

Our Advisers spoke to 89 parents during this pilot phase. We recorded comments and phrases from parents during our phone conversations to show they got something out of that call.

Parents told us:

*"I hadn't thought about how dangerous blind cords can be"*

*"I'll think about moving my cleaning products to a higher cupboard"*

*"I plan to use this when the baby starts crawling"*

During follow up calls 4 weeks later to check how things are going and if the equipment has been useful, parents said:

*"Everything is fine, thanks. Got the safety gate up, and the door jammer is handy too".*

*"Very happy with the service and equipment".*

*"All useful – the furniture strap used on cube units in the living room are helpful".*

From this feedback, we can already tell we are achieving our short-term outcome - **Following our input, parents and carers have a better understanding of risks for children within the home.**

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## Challenges we faced

Very few parents responded to our follow up texts and calls four weeks later, so it was difficult to know if we were achieving any longer term change. We felt quite disappointed that the response rate was so low. From 59 texts/calls we only had six responses – although those who did respond were all very positive about the service. We feel that a lot of people might only respond if something isn't right or they are unhappy about something.

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## Our learning

Both the process and **approach** have been valid, and we are certainly in a better position than we were. This has given us a sense that we are helping raise parents' awareness of child safety within the home.

Whilst we didn't get the responses that we really wanted we are going to keep trying. Without contact with people after the event, it is difficult to know if longer term change is happening. At the moment though, it's enough to know we are achieving our **short-term outcome**.

We have learned how important face to face contact is for our service and our evaluation. When you go into someone's home, even just for half an hour, they remember who you are. In person we can ask people to show us where they plan to use the safety gate, where their cleaning products are, and we can spot possible causes of unintentional harm which we can't over the phone.

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## Our next steps

We have agreed this pilot was a worthwhile thing to do and we plan to use a similar evaluation approach when we return to face to face visits. We think it will be a lot easier to gather evidence of longer term change when we can see people in their homes again. We would like to know more about our long-term impact. What are parents doing differently 12 weeks after our visit, for example?

We are also wondering whether other partners (such as health visitors) might see the longer-term change happen, so we may ask referrers to gather evidence too.

An ongoing challenge is not just about whether we want to gather qualitative or quantitative evidence but **who is interested in this information** and what it is they want to see or know more about. We really want to be able to say to our local communities and elected members that we have helped make a sustained change with regard to keeping our communities safer.

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## Resources

[Measuring what Matters toolkit](#)

[Evaluating at a distance](#)

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## Contact details

If you would like ESS support please contact us at [info@evaluationsupportscotland.org.uk](mailto:info@evaluationsupportscotland.org.uk).

If you would like to find out more about SCSN (Scottish Community Safety Network) please visit <https://www.safercommunitiesscotland.org/>

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**Kirkcaldy Area Committee**  
**8<sup>th</sup> June 2021**  
**Agenda Item No. 09**

<b>Kirkcaldy Area Committee of 24 August 2021</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Kirkcaldy Charrette Progress Report	Economy, Planning and Employability	Ian Mccrory, Pam Ewen	
Area Roads Programme 2020/21 Update	Assets, Transportation and Environment	Vicki Connor	2020/21 Final progress report. Due after April 2021
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2021/22	Communities and Neighbourhoods Service	Julie Dickson	Moved to June per J Dickson 1.4.21
Templehall Masterplan Update	Communities and Neighbourhoods Service	Julie Dickson	Per J Dickson 16.2.21 Moved to June per J Dickson 1.4.21
Neighbourhood Development Plan Update - Templehall	Communities and Neighbourhoods Service	Leah Levein	Moved to June per J Dickson 1.4.21. Report moved to Aug 21 meeting.

<b>Kirkcaldy Area Committee of 5 October 2021</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Pupilwise and Parentwise Survey	Education and Children's Services	Jacqueline Thompson	Reported 3 yearly - last reported 30 October 2018
Complaints Annual Update Report	Communities	David Thomson-CRM	Annual update report. Last presented Sept 20

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Common Good Investment	Finance and Corporate Services	Eleanor Hodgson	
Neighbourhood Development Plan Update - Burntisland Castle	Communities and Neighbourhoods Service	Izzy Whyte	Regular update report.
Neighbourhood Development Plan Update - Gallatown	Communities and Neighbourhoods Service	Izzy Whyte	Regular update report

**Kirkcaldy Area Committee**  
**8<sup>th</sup> June 2021**  
**Agenda Item No. 09**

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Neighbourhood Development Plan Update - Linktown and Inveriel	Communities and Neighbourhoods Service	Leah Levein	Regular update report
Neighbourhood Development Plan Update - Templehall	Communities and Neighbourhoods Service	Leah Levein	Regular update report
Burntisland Links FRI Lease including Agreement Between PSOS and Burntisland Common Good Fund	Communities and Neighbourhoods Service	Paul Vaughan	As agreed at KAC 1.12.20
Mid-Fife Economic Action Plan Update	Economy, Planning and Employability	Peter Corbett, Sandra Montador-Stewart	Update required for KAC Members once report is presented at P&C meeting early 2021. Per Cllr Crooks
Member Update on Skills Development Scotland reporting of Positive Destinations	Economy, Planning and Employability	Gordon Mole	As per action points from 19.1.21 meeting.