

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

Tuesday, 20th October, 2020 - 9.30 am

## AGENDA

### Page Nos.

**1. APOLOGIES FOR ABSENCE**

**2. DECLARATIONS OF INTEREST**

In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.

**3. MINUTE OF MEETING OF CITY OF DUNFERMLINE AREA COMMITTEE OF 8TH SEPTEMBER, 2020** 3 - 6

### ITEMS FOR SCRUTINY/MONITORING

- |                                                                                                                                                                           |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>4. AREA ROADS PROGRAMME 2019/20 FINAL REPORT</b> - Report by the Head of Assets, Transportation and Environment.                                                       | 7 – 12    |
| <b>5. SAFER COMMUNITIES ANNUAL REPORT</b> - Report by the Head of Communities & Neighbourhoods.                                                                           | 13 – 29   |
| <b>6. POLICE SCOTLAND ANNUAL PERFORMANCE REPORT</b> – Report by the Local Area Commander, Police Scotland.                                                                | 30 – 40   |
| <b>7. SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT</b> – Report by the Local Officer, Dunfermline Community Fire Station, Scottish Fire and Rescue Service. | 41 – 65   |
| <b>8. COMPLAINTS ANNUAL PERFORMANCE REPORT</b> - Report by the Head of Customer and Online Services.                                                                      | 66 – 92   |
| <b>9. COMMUNITY JUSTICE PAYBACK ANNUAL REPORT - DUNFERMLINE</b> - Report by the Head of Education & Children's Services (Children & Families & Criminal Justice).         | 93 – 111  |
| <b>10. DUNFERMLINE LOCAL COMMUNITY PLANNING BUDGET UPDATE 2020/21</b> - Report by the Head of Communities & Neighbourhoods.                                               | 112 – 115 |
| <b>11. COMMON GOOD ANNUAL REPORT 2019/20</b> - Report by the Executive Director - Finance & Corporate Services                                                            | 116 – 124 |
| <b>12. AREA CAPITAL PROGRAMME 6 MONTHLY UPDATE</b> - Report by the Executive Director - Finance & Corporate Services                                                      | 125 - 128 |

### ITEM/

**13. CITY OF DUNFERMLINE AREA COMMITTEE WORK PROGRAMME**

129

**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.**

Morag Ferguson  
Head of Legal and Democratic Services  
Finance and Corporate Services  
Fife House  
North Street  
Glenrothes  
Fife, KY7 5LT

13th October, 2020

If telephoning, please ask for:

Emma Whyte, Committee Officer, Fife House

Telephone: 03451 555555, ext. 442303; email: [emma.whyte@fife.gov.uk](mailto:emma.whyte@fife.gov.uk)

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**THE FIFE COUNCIL - CITY OF DUNFERMLINE AREA COMMITTEE – REMOTE MEETING**

**8th September, 2020**

**9.30 a.m. – 10.45 a.m.**

**PRESENT:** Councillors Helen Law (Convener), James Calder, Gavin Ellis, Ian Ferguson, Derek Glen, Garry Haldane, Jean Hall-Muir, Jim Leishman, Ross Paterson, David J Ross and Fay Sinclair.

**ATTENDING:** Phil Clarke, Lead Consultant, Traffic Management (South Fife), Susan Keenlyside, Lead Consultant - Transport Networks, Assets, Transportation and Environment; Alastair Mutch, Community Manager (South and West Fife), Shirley Melville, Team Manager (Community Development), Scott Fenton, Team Manager (Communities Use) Communities and Neighbourhoods; and Emma Whyte, Committee Officer, Legal & Democratic Services.

**203. DECLARATIONS OF INTEREST**

No declarations were received in terms of Standing Order 7.1.

**204. MINUTE OF MEETING OF CITY OF DUNFERMLINE AREA COMMITTEE OF 3RD MARCH, 2020**

The Committee considered the minute of the City of Dunfermline Area Committee of 3rd March, 2020.

**Decision**

The Committee agreed to approve the minute.

**205. PROPOSED WAITING PROHIBITION - SWIFT STREET, DUNFERMLINE**

The Committee considered a report by the Head of Assets, Transportation and Environment which asked members to consider proposals for the introduction of waiting restrictions in Swift Street and Regulus Street, Dunfermline.

**Decision**

The Committee:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to amend the restrictions as detailed in drawing no. TRO/20/26, with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

**206./**

**206. PROPOSED LOADING BAY AND AMENDMENTS TO WAITING RESTRICTIONS - LOCH ST. & MAIN ST. TOWNHILL**

The Committee considered a report by the Head of Assets, Transportation and Environment which asked members to consider proposals for the provision of a Loading Only bay on Loch Street, Townhill and a minor amendment to existing No Waiting, No Loading Restrictions.

**Decision**

The Committee:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to amend the restrictions as detailed in drawing no. TRO/20/27, with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

**207. DUNFERMLINE LOCAL AREA COMMUNITY PLAN YEAR END PERFORMANCE 2019/20**

The Committee considered a report by the Head of Communities and Neighbourhoods which presented for approval the 2019 to 2020 Delivery Plan for the Dunfermline Local Community Plan – the Plan 4 Dunfermline and the Reform Areas for the Plan for Fife in 2020.

**Decision**

The Committee:-

- (1) approved the end of year Delivery Plan for the Local Community Plan for Dunfermline – the Plan 4 Dunfermline 2019 – 2020; and
- (2) noted the Plan for Fife reformed priority areas from 2020 onwards.

**208. TRANSPORTATION IMPROVEMENTS IN DUNFERMLINE TOWN CENTRE - 6 MONTHLY UPDATE**

The Committee considered a report by the Head of Assets, Transportation and Environment which provided members with an update on the investment of £1.151m for transportation related improvements within Dunfermline city centre since 2017. These projects had been financed by Section 75 developer contributions (£651,000) and Fife Council's Capital Investment Plan (£500,000).

**Decision**

The Committee noted:-

- (1)/

- (1) the completion of the programme of transportation related improvement projects to improve city centre footways, streetscapes and access as shown in Tables 1 and 2 of the report; and
- (2) the progress on the final project in the city centre as shown in Table 3 of the report.

## **209. TOWN CENTRE PARKING EVALUATION**

The Committee considered a report by the Head of Assets, Transportation and Environment which presented members with the outcomes of the two local car parking initiatives that ran from November 2019 to March 2020 within Dunfermline and proposed that further parking initiatives be developed for 2020/21.

### **Decision**

The Committee agreed to:-

- (1) note the outcome of the two parking initiatives implemented in Dunfermline city centre in 2019/20;
- (2) develop future local parking initiatives for Dunfermline city centre. during 2020/21; and
- (3) set up mechanism to consult and received feedback from businesses to determine which parking initiatives would be most beneficial to them and which key dates parking charges could be relaxed on to aid our local economy.

## **210. DECISIONS TAKEN UNDER DELEGATED AUTHORITY**

The Committee considered a report by the Head of Legal and Democratic Services which advised members of decisions taken by officers, acting under delegated authority, within the remit of the area committee.

### **Decision**

The Committee noted the report.

## **211. PROPERTY TRANSACTIONS**

The Committee considered a report by the Head of Assets, Transportation and Environment advising members of action take using the list of officer powers in relation to property transactions.

### **Decision**

The Committee noted the report.

**212./**

**212. CITY OF DUNFERMLINE WORK PROGRAMME**

**Decision**

The Committee noted the work programme.

20<sup>th</sup> October, 2020  
Agenda Item No. 4

## Area Roads Programme 2019-20 – Final Report

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

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**Wards Affected:** 2, 3, 4

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### Purpose

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The purpose of this report is to advise the committee on the delivery of the 2019-20 Area Roads Programme (ARP).

### Recommendation(s)

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Committee is asked to:

- i. Note the contents of the report and appendices.

### Resource Implications

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The 2019-20 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure that expenditure remained within the Service budget.

### Legal & Risk Implications

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There are no known legal or risk implications arising from this report.

### Impact Assessment

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

### Consultation

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Members were consulted on the list of projects forming the 2019-20 ARP.

## **1.0 Background**

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- 1.1 Committee agreed the list of projects forming the 2019-20 ARP on 5 February 2019 (2019 CODAC 47 para. 117 refers).
- 1.2 This is the final report to committee on the progress of the programme.

## **2.0 Issues and Options**

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- 2.1 Attached are Appendices 1-4 which detail the final position on the progress of individual projects in the programme.
- 2.2 To improve information on how the programme is progressing throughout the year, an on-line system is being developed which, if successful, may result in quarterly progress reports no longer being required. Further consultation on this will be undertaken over the coming months.

## **3.0 Conclusions**

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- 3.1 The attached Appendices show the City of Dunfermline Area Roads Programme for 2019-20. The type of works, work location and expenditure are provided for each project.

### **List of Appendices**

- 1. Carriageway Schemes
- 2. Footway Schemes
- 3. Road Safety & Traffic Management Schemes
- 4. Lighting Schemes

### **Report Contact**

Vicki Connor  
Co-ordinator (Programme & Financial Management)  
Bankhead Central, Glenrothes  
Telephone: 03451 555555 ext. 444339  
Email – [vicki.connor@fife.gov.uk](mailto:vicki.connor@fife.gov.uk)



## Roads & Transportation

Appendix 1

### Area Roads Programme 2019-20 - City of Dunfermline Area

#### Carriageway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
4	DUNFERMLINE	MORRISON DRIVE		£ 85,000	*	£ 94,371	Complete	Carry over from 2018/19
2	DUNFERMLINE	BROOMHEAD DRIVE	PILMUIR STREET TO BALDRIDGEBURN (IN CONJUNCTION WITH PLANNED TM WORKS)	£ 130,000		£ 115,102	Complete	
2	DUNFERMLINE	CARNOCK ROAD	MILESMARK COURT OT 40 LIMIT	£ 117,000		£ 116,439	Complete	
4	DUNFERMLINE	MASTERTON ROAD	JUNCTION WITH MORRISON DRIVE TO THE HEATHERY	£ 215,000	*	£ 245,276	Complete	
3	DUNFERMLINE	MAITLAND STREET	FULL LENGTH (COMBINED FOOTWAY, LIGHTING & CARRIAGEWAY SCHEME)	£ 65,000	*	£ 47,454	Complete	
3	DUNFERMLINE	DEWAR STREET	FULL LENGTH	£ 86,000	*	£ 77,284	Complete	Promoted to Category 1
2	DUNFERMLINE	CHAMBERFIELD ROAD	FULL LENGTH	£ 48,700	*	£ 48,247	Complete	Promoted to Category 1
TOTAL				£ 746,700		£ 744,173		

\* Allocation changed to design estimate

## Roads & Transportation

## Appendix 2

### Area Roads Programme 2019-20 - City of Dunfermline Area

#### Footway Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
3	DUNFERMLINE	KEIR HARDIE TERRACE	FULL LENGTH	£	127,000	£	100,933	Complete
3	DUNFERMLINE	JOHNSTON CRESCENT	PHASE 1 & 2	£	100,000	*	£ 114,975	Complete
TOTAL				£	227,000	£	215,908	Promoted to Category 1

#### Footway Schemes with Lighting

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments
4	DUNFERMLINE	WALLS PLACE		£	15,000	£	12,862	Complete
3	DUNFERMLINE	TRANSY GROVE		£	50,000	£	-	Deferred
3	CROSSFORD	ANDERSON AVENUE	FULL LENGTH (CUL-DE-SAC)	£	28,000	*	£ 26,231	Complete
3	DUNFERMLINE	MAITLAND STREET	FULL LENGTH	£	20,000	*	£ 24,993	Complete
TOTAL				£	113,000	£	64,086	Combined with Carriageway scheme/Lighting

\* Allocation changed to design estimate

## Roads & Transportation

Appendix 3

### Area Roads Programme 2019-20 - City of Dunfermline Area

#### Road Safety & Traffic Management

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments	
4	Dunfermline	Aberdour Road	by Tesco Metro (puffin crossing)	£	5,000	£	5,409	Complete	Carry over from 2018/19
All	Various	Various	Road crash investigation and improvements	£	10,000	£	5,455	Complete	
2	Dunfermline	Broomhead Drive near Pilmuir St (Raised table crossing)		£	10,000	£	14,134	Complete	
4	Dunfermline	Allan Crescent/Abbey View (Traffic Calming)		£	57,000	*	£	57,703	Complete
3	Dunfermline	East Port	Zebra crossing improvements	£	20,000	*	£	20,581	Complete
4	Dunfermline	Aberdour Road West of Masterton Road	Puffin Crossing	£	35,000	£	36,906	Complete	
TOTAL				£	137,000	£	140,188		

## Roads & Transportation

Appendix 4

### Area Roads Programme 2019-20 - City of Dunfermline Area

#### Lighting Schemes

Ward	Town	Street	Location/Description	Allocation/ Revised Estimate		Outturn	Progress	Comments	
2	Dunfermline	Phase 1 - Townhill Rd cols 45&46, Streets Pl, Muir Rd cols 1-10, Forrest Pl, Forrest Rd, Strathmore Dr, Athol Pl, Leys Park Rd cols 4-8, Bellyeoman Rd cols 1&2, Ross St, Dick St, Christie St, Methven Dr, Leny Pl col 4		£	10,000	*	£ 10,316	Complete	
2 & 3	Dunfermline	Phase 2 - Urquhart Cres, Berrylaw Pl, Buffies Brae, Cameron St, Dewar St, Maitland St, South Dewar St, Houston Crt, Path 082/874, Rose Cres, Shamrock St, Edward St, Gladstone Pl col 3, Headwell Rd cols 4&6		£	200,000		£ 199,095	Complete	
2 & 3	Dunfermline	Phase 3 - Tuke St, Path 095/883, Headwell Ave cols 12&19, Chamberfield Rd, Kent St, Castleblair Ln cols 3-5, Castleblair Park, Inglis Lane cols 4&7, Castleblair Pk Flats, Harriebrae Pk, Mill St, Balldridgeburn, Trenchard Pl, Gardeners St col 10, Campbell St, York Pl		£	200,000		£ 93,104	Partially complete	Promoted to Category 1 - Postponed due to lockdown
TOTAL				£	410,000		£ 302,515		

20<sup>th</sup> October, 2020.

Agenda Item No. 5

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## Safer Communities Team Update Report

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

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**Wards Affected:** City of Dunfermline area (Wards 2, 3 and 4)

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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 City of Dunfermline committee area during the 12 month period 1st April, 2019 to 31st March, 2020.

### 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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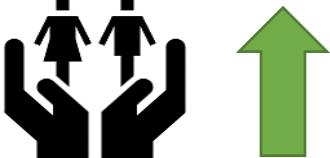


Consultation has taken place with community safety partner agencies.






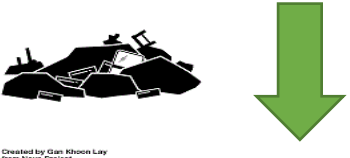



## 1.0 Background

- 1.1 The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within the City of Dunfermline area during the period stated. 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.
- 1.2 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.
- 1.3 As far as possible, updates are provided under the following strategic priorities as identified within the current community safety strategy - [Making Fife's Communities Safer 2015-2020](#) - which is available to download from Fife Council's webpage by clicking on the link above:
1. People are safe from fire and unintentional harm
  2. Crime is reduced and victims of crime are supported
  3. There is less antisocial behaviour and people feel confident about reporting incidents
  4. Fewer people offend or at risk of offending
  5. Fewer people are killed or seriously injured on the roads.
- 1.4 It should be noted that there will be further activities being undertaken and co-ordinated by other agencies and services under these priorities.

## 2.0 Performance summary

- 2.1 The table below provides a summary of the Safer Communities Team **annual activity** within the Dunfermline area during the reporting period compared to the previous year (2018-19). The figures behind each of these activities are explained in greater detail in the sections referenced within each box:

<p>Fife Cares Referrals</p>  <p><small>Created by Hsa Poh Lin from Noun Project</small></p> <p>Sections 3.1 and 3.2</p>	<p>SCAC/ASB cases</p>  <p><small>Created by Adrien Coquet from Noun Project</small></p> <p>Section 5.1</p>	<p>SCO Patrols</p>  <p><small>Created by Hsa Poh Lin from Noun Project</small></p> <p>Section 5.3</p>
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<p>All environmental enforcement complaints</p>  <p>Section 5.2</p>	<p>Abandoned vehicle complaints</p>  <p>Section 5.2</p>	<p>Contaminated garden complaints</p>  <p>Section 5.2</p>
<p>Dog fouling complaints</p>  <p>Section 5.2</p>	<p>Domestic noise complaints</p>  <p>Section 5.2</p>	<p>Flytipping complaints</p>  <p>Section 5.2</p>
<p>Youth Justice referrals</p>  <p>Section 6.1</p>	<p>Dog control notices</p>  <p>Section 8.1</p>	<p>Stray dog reports</p>  <p>Section 8.1</p>

### 3.0 People are safe from fire and unintentional harm (priority one)

- 3.1 Referrals to our Fife Cares service during the reporting period increased to 168 (from 149 in the previous year). 47% of referrals related to requests for tailored **home safety advice** to either vulnerable adults or families with young children (79 referrals for home safety advice in 2019-20 compared with 76 during the previous year).

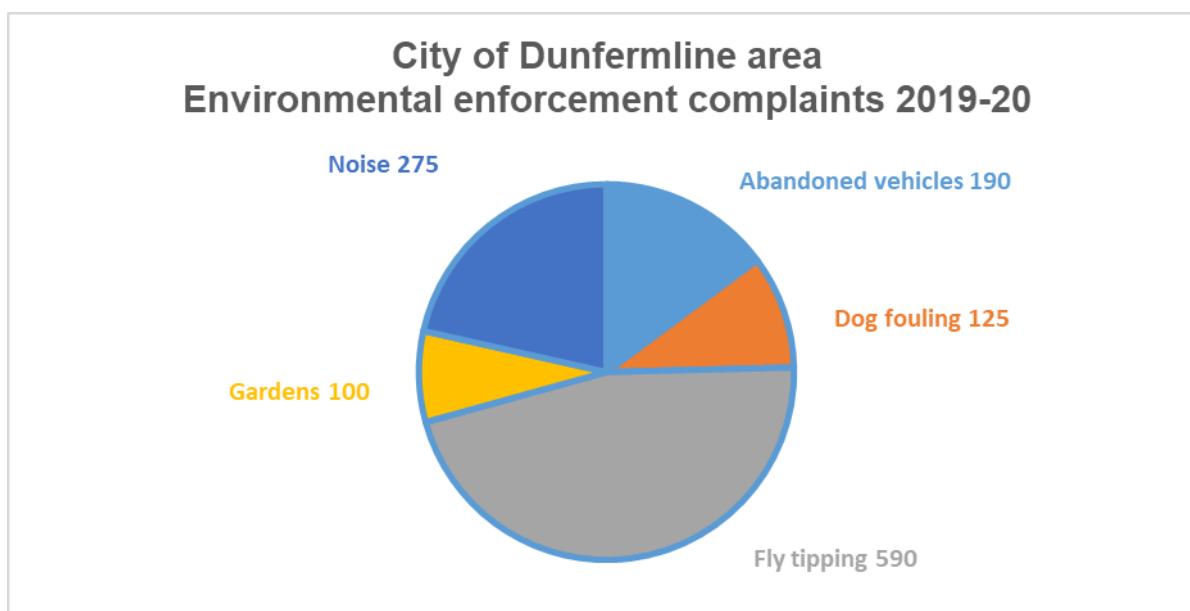
### 4.0 Crime is reduced and victims of crime are supported (priority two)

- 4.1. Following on from 3.1, the remaining 53% of referrals to the Fife Cares service related to requests for **home security advice** under the Safe, Secure and Supported at Home initiative (89 referrals in 2019-20 compared with 73 the previous year).
- 4.2. Of the 70 referrals to **Fife Community Safety Support Service (FCSSS)**, 55 resulted in the provision of support whilst the remaining 15 involved some form of mediation. Referrals to FCSSS increased by nine on the previous reporting period. Appendix 1 provides examples of some of the feedback received by the service.

## 5.0 There is less antisocial behaviour and people feel confident about reporting incidents (priority three)

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- 5.1. The Area Co-ordinator investigated 65 **antisocial behaviour cases** (a decrease of five cases on the previous year). 23 cases were assessed as extreme, with none of these being in relation to incidents involving protected characteristics as detailed within the Equality Act 2010. 41 cases were assessed as serious and one as minor antisocial behaviour. 97% of cases were resolved within locally agreed timescales.
- 5.2. In terms of **environmental enforcement issues**, 1280 requests for service were received for the City of Dunfermline area during 2019-20 (a slight decrease from the previous year of 45). Of the five main categories there was a slight increase in complaints about abandoned vehicles and contaminated gardens (up 15 and 17 respectively when compared with 2018-19). However, reports about dog fouling, flytipping, and domestic noise all decreased over the same period (by 20, 34 and 23 respectively). The following chart shows the type and number of complaints received by the Safer Communities Team relating to environmental enforcement complaints within the City of Dunfermline area during 2019-20:



- 5.3 The graphs in Appendix 2 illustrate the trends in terms of environmental enforcement issues dealt with by the team by comparing the data from 2019-20 with the previous year.
- 5.4 Our Safer Communities Officers (SCOs) have undertaken 2011 **patrols** in the City of Dunfermline area over the reporting period, an increase on the previous year (1889).
- 5.5 Appendix 3 provides some examples of activity and initiatives involving Safer Communities staff with the aim of preventing or reducing antisocial and environmental offending behaviour.

## 6.0 Fewer people offend or at risk of offending (priority four)

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- 6.1 Safer Communities **Youth Justice Officers** received 24 referrals for young people from the Dunfermline area who were involved in antisocial or offending behaviour (an increase of 14 referrals on 2018-19). All of the young people and their families were visited and given appropriate advice regarding their behaviour by a Youth Justice



Officer accompanied by a colleague from one of our community safety partners. Where appropriate, the young person was referred to a youth diversion.

- 6.2 Details of all current diversion opportunities for young people which involve the Safer Communities Team are provided in Appendix 4.
- 6.3 Examples of cases involving our Youth Justice Officers are provided in Appendix 5. These give a flavour of the work our officers carry out when they receive a referral regarding a young person who has been involved in antisocial or offending behaviour.

## 7.0 Fewer people killed or seriously injured on the roads (priority five)

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- 7.1 The following activities either took place within this area or involved schools/residents within this area. Please see Appendix 6 for the full range of projects co-ordinated or staffed by the Safer Communities Team in terms of road safety:
  - Three **car seat clinics** were held during the reporting period with 17 seats assessed within 11 cars. 12 seats (approximately 71%) were fitted correctly and appropriate advice and guidance was provided in respect of the remainder.
  - The **Safe Drive Stay Alive** roadshow was delivered at the Rothes Halls in November 2019. Overall, a total of 852 pupils from the City of Dunfermline committee area experienced the show. This year's roadshow has been cancelled due to Covid-19 but plans are already in place to organise the event for 2021. Elected members are invited to contact [safercommunities.team@fife.gov.uk](mailto:safercommunities.team@fife.gov.uk) for more information about this event and to advise if they wish to attend in the future.

## 8.0 Other activities

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- 8.1 **Dog control:**
  - Twenty seven **stray dogs** were reported to the Safer Communities Dog Wardens (an increase of four on the previous year). Twenty four of the dogs were microchipped but only seven of these reflected the correct details of their owners. Nineteen dogs were claimed/returned to their owner.
  - Eight City of Dunfermline residents were given **advice** regarding the control of their dog, a decrease of one from 2018-19.
  - There was a decrease in the number of dog control **warning letters** sent to residents in the area (five in 2019-20 compared with seven in 2018-19)
  - Thirteen **Dog Control Notices** (DCNs) were issued in the area (an increase of nine on the previous year).
- 8.2 In addition to our normal business of supporting and enforcing dog control legislation throughout Fife, we developed an **Accredited Dog Walking scheme** which allows us to monitor how such businesses operate. Accredited dog walkers are required to adhere to specific guidelines and, in return, their business is advertised on Fife Direct and also on our Safer Communities webpage. This scheme works very much in the same way as the trusted traders' scheme. During 2019-20, four applicants registered within the City of Dunfermline area.
- 8.3 The last week of the reporting period saw the introduction of lockdown due to Covid-19. The normal day to day business of the team was therefore interrupted and a large number of staff were redeployed to assist other services while others continued to provide a community safety service remotely and/or in a socially distanced manner. Appendix 7 illustrates the type of work our staff were involved in during this period.

## 9.0 Campaigns and events

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- 9.1 Team members are involved in a number of different events during the course of each year. We provide information, advice and assistance on a number of community safety issues, along with practical road safety experiences where requested. A number of these events take place in partnership with our community safety partners across Fife. Whilst these events may not always be held in this Committee area, they may take place in neighbouring towns and/or attract residents from all over Fife. 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**.

## 10.0 Conclusion

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- 10.1 This report provides members with information on the wide range of safer communities' activity being undertaken in the Dunfermline area, in line with local priorities and emerging issues.

### List of Appendices:

Appendix 1 – Example of feedback received by FCSSS  
Appendix 2 – Environmental enforcement annual trends (2018-19 and 2019-20 )  
Appendix 3 - Initiatives to reduce antisocial and environmental offending behaviour  
Appendix 4 - Youth diversion opportunities  
Appendix 5 - Youth justice case study  
Appendix 6 - Road safety activity  
Appendix 7 - Covid-19 activity

### Report contact:

**Dawn Jamieson**  
**Team Manager - Safer Communities**  
**Rothsay House**  
**Glenrothes KY7 5PQ**

**Telephone: 03451 555555 ext 493609**  
**Email: dawn.jamieson@fife.gov.uk**

### FIFE COMMUNITY SAFETY SUPPORT SERVICE (FCSSS) EXAMPLE OF FEEDBACK RECEIVED

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

*"I was thankful for the chance to talk"*

*"I managed to get a house move"*

*"I have had a great amount of support, the worker has been amazing. Also phoning me all the time keeping my spirits up"*

*"This is a hard question to answer as I participated in the process and my neighbour didn't. I did feel good telling someone neutral about the situation my family and I had been going through"*

**What did FCSSS do well?**

*"Listened and kept in touch"*

*"They supported me and told me everything that was going on about having meetings with the police etc"*

*"Provided good information"*

*"I was always treated with absolute respect, kindness and understanding. Thank you so much"*

*"They did as well as they could with the situation they were presented with"*

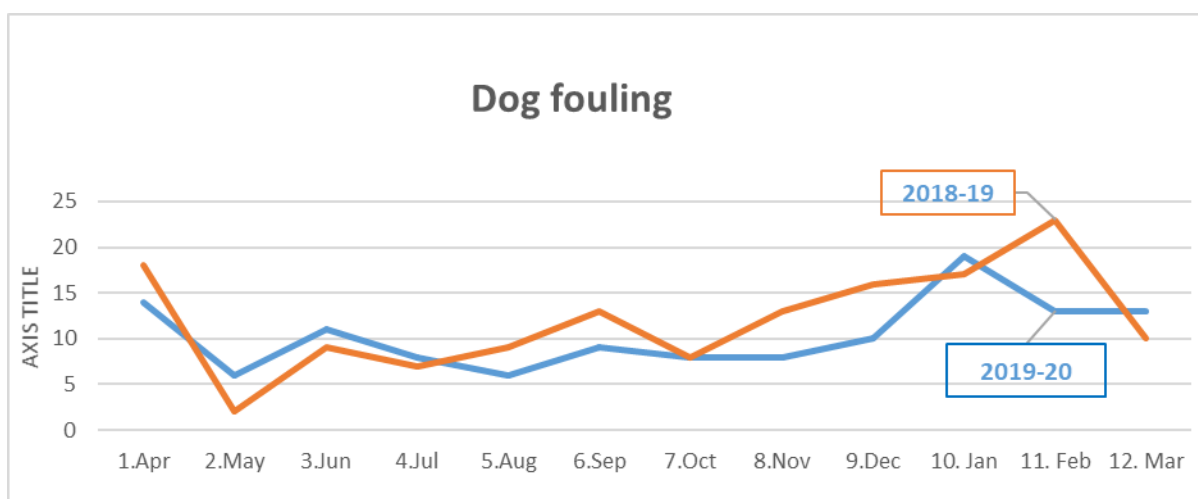
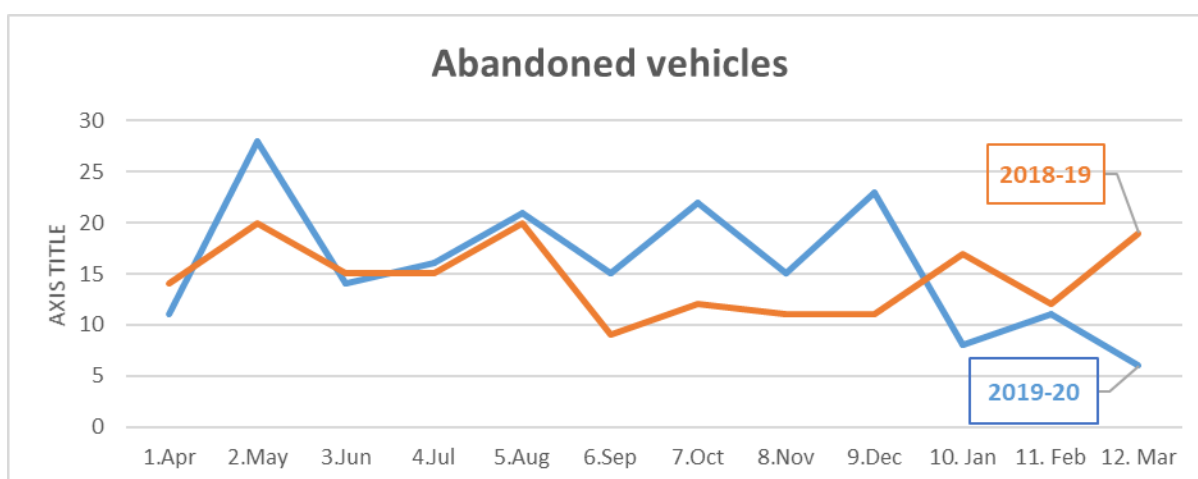
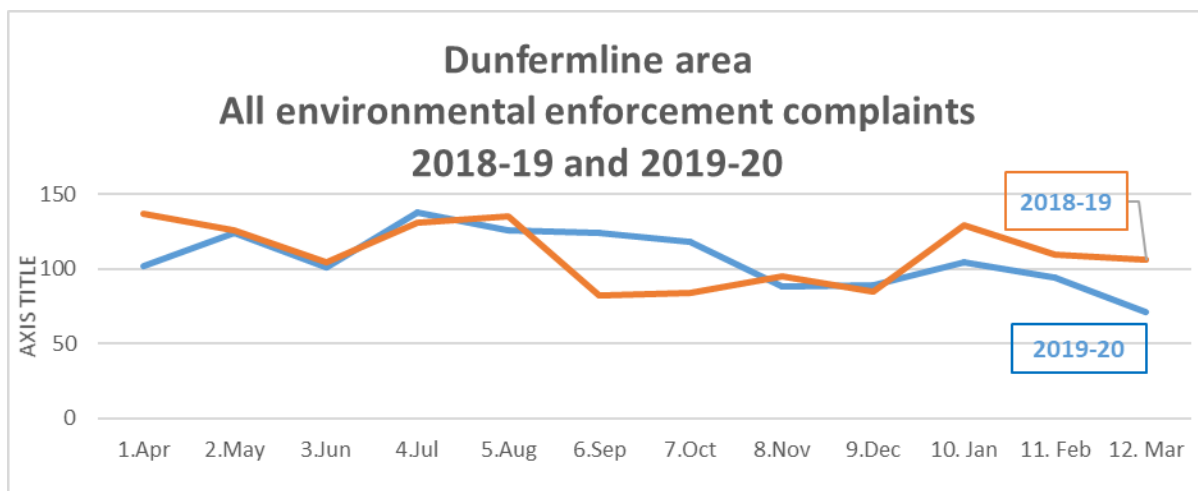
*"Your staff 100% treated me with respect and helped"*

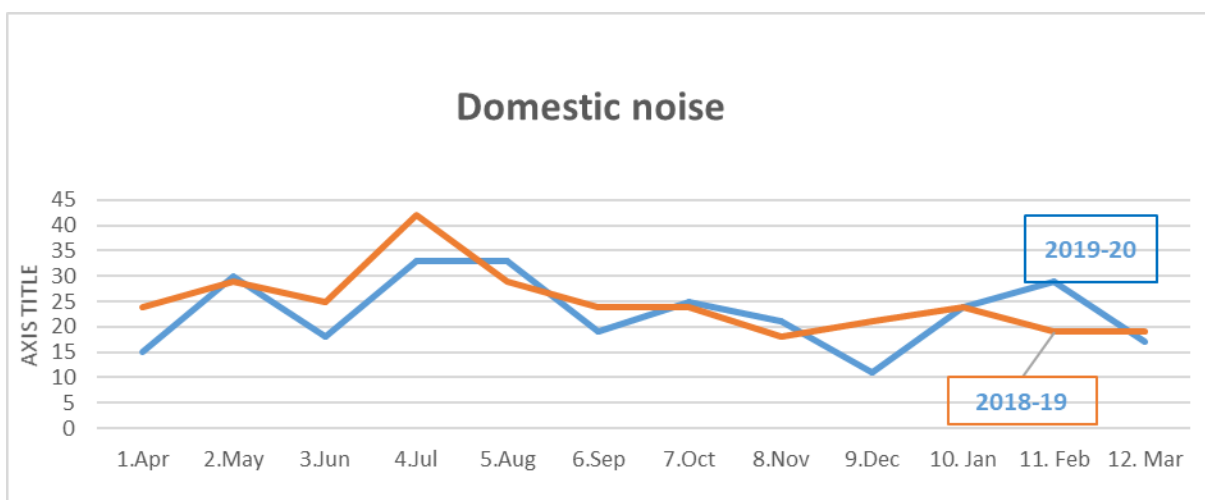
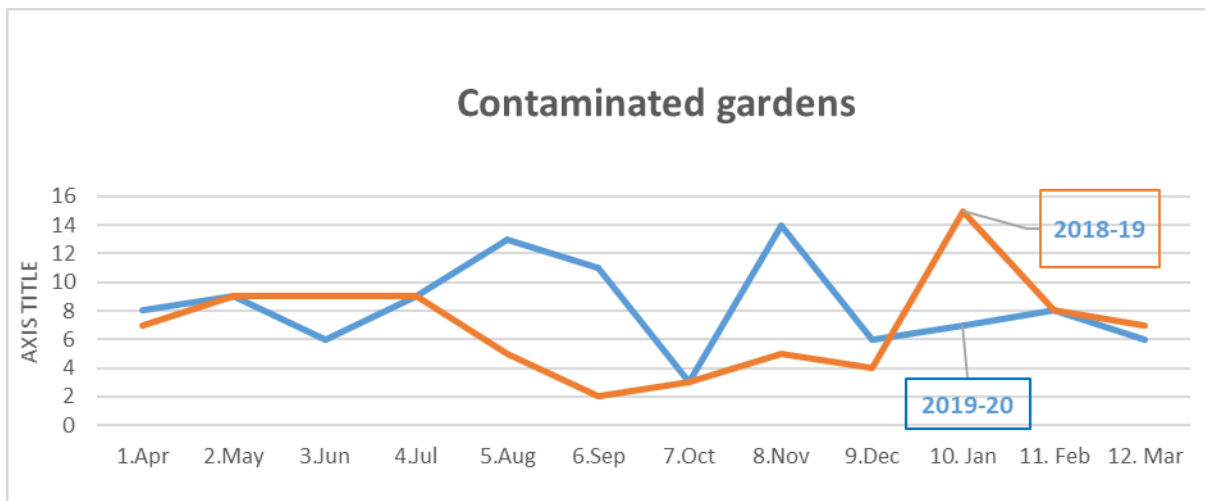
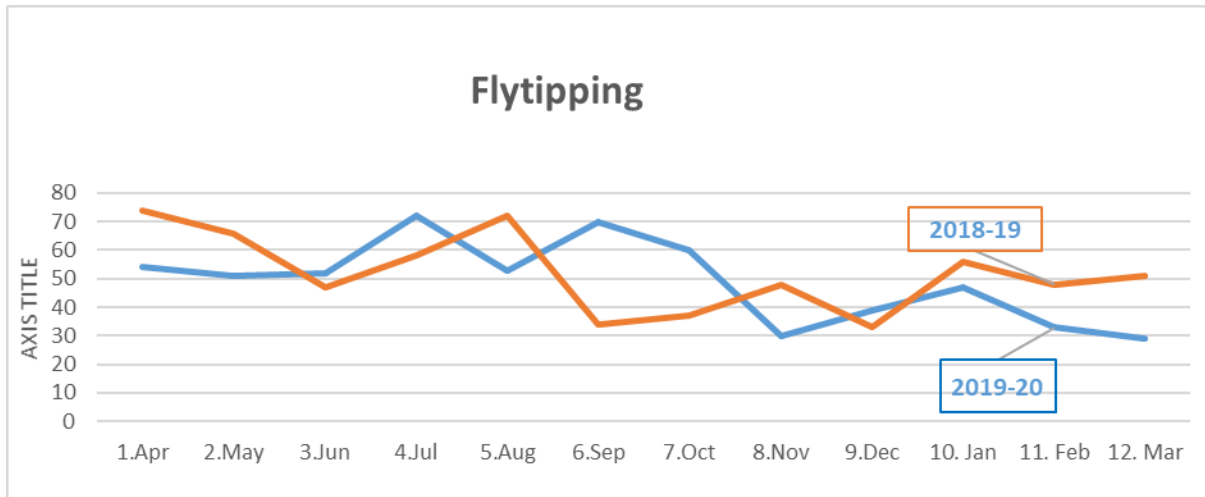
**What could FCSSS do better**

*"They did their very best"*

*"I cannot think of anything FCSSS can do better. I have had great support and kindness and understanding"*

**City of Dunfermline  
Environmental Enforcement annual trends  
(2018-19 and 2019-20)**





### Initiatives to reduce Antisocial/Environmental Offending

- In an effort to assist local communities with issues relating to the environment, Safer Communities Officers (SCOs) regularly attended **area walkabouts** and they action any items that fall within the teams remit. Examples of issues that are identified via this process include abandoned vehicles and flytipped waste.
- The SCOs carried out numerous patrols and attended **events** across the area to provide advice and information relating to community safety. These included regular attendance at community engagement meetings, neighbourhood development meetings, Tenants and Residents Associations, school visits, gala days and community clean ups. The number of patrols carried out in the City of Dunfermline committee area is carried out by four dedicated officers, with further support provided by the wider team as and when required.
- Along with colleagues from Parks Streets and Open Spaces, Waste Management and Resource Efficient Solutions (REFSOL), officers worked collectively to tackle the **flytipping** issues experienced in and around the areas recycling points and centres. SCOs proactively patrolled all the problematic sites and carried out an investigation into any dumped waste and pursued offenders as appropriate. Once investigations were complete, our colleagues were made aware of the need for servicing or collection of dumped items. All services were in constant communication during this period and have remained in close contact since. A very good example of this partnership working had a positive impact on the recycling point at Duloch.
- SCOs are part of a partnership program with Queen Anne High School which involves pupils and members of the public meeting on a regular basis to discuss **environmental issues** within the community. One of these issues is around young people littering in the vicinity of the school at lunch time. SCOs patrol the area and have also assisted pupils to carry out a litter pick by providing the necessary equipment and organizing the removal of waste.
- **Project Twilight** was an extension of the already established “Just Bin It” campaign which aims to tackle both littering and dog fouling across communities in Fife. The purpose of this campaign was to carry out focussed patrols in problematic areas in Dunfermline at twilight times both morning and evening. During the week long initiative in February 2020, staff carried out dedicated patrols around Kingseat Park and Townhill park and Loch. The campaign also saw the installation of special reflective signage which carried preventative and reporting messages relating to dog fouling and littering. Officers engaged with numerous members of the public and provided advice about dog fouling, littering and dog control, as well as issuing warnings. As the week progressed, officers noted a marked improvement regarding these issues. The intention is to roll out this campaign, again at twilight times, in the coming year to other areas of Dunfermline.
- Officers also attended at Townhill Primary school to speak with pupils about what they did and specifically about dog fouling in the area. An officer was dressed in a dog costume to make this more entertaining for the children and pupils were asked to create posters for the area. Unfortunately, lockdown prevented this from happening, but officers will pick up on the issue again when the situation allows.

- The Safer Communities Team actively engages in **community empowerment activities**, including engaging with communities via social media, to try to encourage all residents of Fife to become involved in their local communities with a view to making them safer. For example, SCOs have supported numerous community clean ups across the area and have provided local groups and organisations with the tools to carry out community litter picks. Some of the locations litter picked by volunteers include parks, streets, and wooded areas across City of Dunfermline. Our team has provided the groups with litter pickers, gloves, bags and arranged to dispose of the litter that is collected by their efforts.
- Following a successful introduction in 2018-19, we continued with our **festive flytipping campaign** to try to combat the flytipping issues that blight local recycling centres and sites across Fife. The campaign, run on the theme of the 12 days of Christmas, included posts of festive word play messages, song lyrics and a 12 days of Christmas video, along with information about recycling centre festive opening times. The campaign is designed to encourage residents to do the right thing by not dumping their waste. We also teamed up with colleagues in Resource Solutions and also Parks Streets and Open Spaces in order to monitor common hotspot areas and to ensure actions and remedies were put in place as soon as possible.

### Youth Diversion Opportunities

- The **DiversiFIRE** project aims to address hoax calls and fire setting amongst young people between the ages of 14-17. The Youth Justice Officers within the Safer Communities Team work in partnership with fire service colleagues. The programme has been developed to incorporate a much more holistic approach the aim of which is to give young people a positive experience and engage them in meaningful awareness raising around a range of social topics, in addition to fire setting and antisocial behaviour. This course aims to support and empower the participants to make positive future choices.
- The **F24** project is a local initiative run by the Police Scotland's community officers, is supported by a youth justice officer and co-ordinated by the Safer Communities Team. The object of this diversion is to encourage young people to work together as a team to build a racing car, see how it all goes together and works and then eventually race it against other teams from all over Scotland. This project also incorporates inputs from Gingerbread, Clued Up and SACRO and include information about young runaways and the impact this has on families as well as explaining the involvement of a variety of services. The team are also involved in designing and printing their team colours onto sweatshirts to wear whilst racing.
- In conjunction with colleagues in Police Scotland, Fife Council's Education Service and external agencies, we are currently piloting "**Punch Beyond**" - a boxing initiative aimed at young people who have been witness to and/or been the victim of domestic abuse and who are on the verge of becoming involved in antisocial or offending behaviour. The project focuses on positive and controlled fighting and includes both relevant and appropriate educational inputs, alongside the physical benefits of sport. It is hoped that, once an evaluation has been carried out where we will discuss with all of those involved what has or has not worked, this initiative will be rolled out Fife-wide.
- **No Knives Better Lives** initiative – working with YouthLink Scotland, our Youth Justice Officers are now trained to deliver No Knives Better Lives inputs to young people. These sessions challenge young people's perceptions and attitudes to knife carrying by focussing on the impact and consequences of carrying weapons and becoming involved in knife related crime. These inputs can be delivered to schools, community groups, as well as residential facilities for looked after children on request, or where an issue has been identified by partners.



### Youth Justice Case Study

Through established partnership work, our Youth Justice Officers (YJOs) take a person-centered approach and try to refer young people to suitable partners that will help reduce offending behavior, as well as promote social inclusion.

Our YJOs take the time to identify the range of different supports and services currently in the area and are subsequently able to determine whether there are any suitable opportunities available to local young people.

As an example, a young person was referred to our youth justice service due to their involvement in a minor vandalism offence. On our initial visit, it was clear that the offence occurred in response to a family dispute. By working directly with the young person involved, the YJO identified that the young person had limited engagement with age-appropriate peers (they spent most of their time with older relatives or gaming in their bedroom).

Following in depth discussions with the individual, and also separate conversations which included their family, the young person agreed to be considered for ongoing support and a referral to an appropriate local group.

The YJO felt it was extremely useful to have the knowledge that this service existed and therefore was able to suggest a tailored activity/opportunity to this socially isolated young person.

Feedback received has been extremely positive and the young person has begun to interact with other young people within the group, forming suitable peer supports and friendships. Just as important, there have been no further reports of the young person being involved in any incidents of offending or antisocial behaviour.

## Road Safety Activities

### Pre-school, Nurseries, Schools

- Child Car Seat Clinics: a programme of in-car safety clinics organised by the Safer Communities Team is carried out throughout Fife in conjunction with the Fire Service and Police Scotland. Apart from the pull over clinics held at supermarkets, all other clinics are held at venues where there is a ready-made audience, i.e. health centres during baby immunisation days. They are also advertised through social media to the public as a drop-in clinic. Clinics are normally held in spring/summer/autumn months due to the nature of the work involved.
- P7 and S1/5 Road Safety Plays: Road Safety Scotland employ a company to carry out a number of road safety themed plays across Scotland to Primary 7 and Secondary 1 or 6. Fife is offered 14 performances of the P7 play and these normally take place between February and April each year. Fourteen secondary school performances take place between August and November annually. The Safer Communities Team co-ordinates the bookings for schools each year.
- Junior Road Safety Officer (JRSO) meetings with schools: this is an ongoing national initiative developed by Road Safety Scotland to encourage pupils to support and deliver road safety messages within their primary school. This initiative is co-ordinated through the Safer Communities Team who offer schools an initial input on the project and support the establishment of it within the school.
- Drivewise: this project provides young people an opportunity to learn basic driving techniques and road rules by carrying out a series of simple manoeuvres in a vehicle. This is complemented by a series of workshops throughout the day aimed at instilling a sense of responsible behaviour when driving and/or being a passenger. Workshops include the use of virtual reality goggles, seatbelt convincer, beer goggles, first aid, road signs and much more. Below are some quotes from pupils attending during the reporting period:
  - 'Cars are harder to use than they look'
  - 'Amazing opportunity – great instructors'
  - 'Learning new awareness'
  - 'It was a great experience'
- Running since 2002, the Safe Drive Stay Alive roadshow is a Fife-wide annual road safety event which aims to increase young drivers' awareness of safe driving practice and the potential consequences of poor practices on the road. Its main objectives are to raise awareness around speeding and bad driving habits, change attitudes and ultimately reduce casualty numbers. The roadshow takes place each year in November at the Rothes Halls and is supported by funding from Technip FMC, Diageo and NHS and targets young people (16-25 years) from Fife's secondary schools and colleges. Parents and any Fife residents are also invited to an evening event which is normally advertised on social media nearer the time. The show is delivered to all students in S5/6 over the course of a week and consists of a stage production delivered by emergency services and those with first hand experience of road traffic collisions.

### Young Drivers

- Pass Plus: a practical training course that takes at least six hours to complete and is designed to enable drivers to improve their skills and drive more safely. It can be taken at

any time although it is most useful to new drivers in the year after passing their test. It consists of six modules – the majority of which are practical – and they cover driving:

- in town
- in all weathers
- on rural roads
- at night
- on dual carriageways
- on motorways

In addition, in Fife we hold an information evening where new drivers receive inputs to ensure they are aware of the responsibilities associated with driving.

### **Adult Drivers projects**

- Road Traffic Offenders: run by Criminal Justice Services and attended as part of a Community Payback Order by adults who have been charged with a road traffic offence (i.e. drug/drink driving, driving with no insurance, vehicle theft, driving whilst disqualified). The course runs over five weeks and finishes with attendance at the main SDSA or a mini SDSA show. The role of the Safer Communities Team is to present a road safety input on the first week and then present the SDSA show for the final week.
- Biker Down: Safer Communities Project Officers co-ordinate the Biker Down event in Fife, which is a free training course for bikers and pillion passengers designed to answer the uncertainties of what actions to take if they are first to arrive at the scene of a motorbike collision. The course looks at details such as: how to manage and protect the scene for the biker, yourself and others; emergency first aid for bikers including helmet removal; rider techniques and how to avoid being in a road traffic collision.
- Older Road User Project: this is now being delivered as part of the Drivewise Fife road safety initiative, which is a project seeking to reduce road casualties in the county. Safer Communities Team staff are delivering inputs to groups involving drivers over 65 at groups such as rotary clubs and church groups. The input focuses on and recognises safe driving and provides information and guidance on various subjects, including when might be the right time to give up driving. As part of the project, groups are given some refresher driving vouchers to be taken up with Institute of Advanced Motoring.

### **Occupational Road Risk**

- Taxi Driver Presentations: this course is organised and co-ordinated by Fife Council Licencing Committee and is designed both for all new taxi drivers applying for a licence and all existing taxi drivers who have been brought in front of the Taxi Licencing Committee for an offence. The drivers must attend one morning's road safety presentation which are held once a month. Safer Communities Team staff carry out a main section of this input on road safety awareness.

### 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:

- 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.
- 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. A number of 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.
- Our Youth Justice Officer was asked to provide advice and guidance by a local community centre and also assisted a local high school family support worker by providing food and wellbeing parcels to families.

- Various members of staff, including Project Officers, Home Safety Advisers, Area Co-ordinators, Safer Communities Officers and Team Managers carried out pharmacy deliveries all across Fife on behalf of Fife Voluntary Action.
- 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.
- Our Dog and Pest Officers meanwhile continued their work trying to resolve issues around stray/dangerous dogs and pest control.

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 a number of 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 would welcome input via your area contact in the first instance.

20<sup>th</sup> October, 2020  
Agenda Item No. 6

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**Supporting the Local Community Plan –  
Operational Briefing on Policing Activities within Dunfermline.**

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Report by: Chief Inspector Paul Dick

Wards Affected: Dunfermline North, Central and South Wards

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**Purpose**

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This report updates Elected Members on Policing activity in the above areas.

**Recommendation(s)**

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Members are asked to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

**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 legal or current risk implications.

**Impact Assessment**

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No impact assessment has been undertaken specifically for this report – This report is for information only.

**Consultation**

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No consultation has taken place regarding this report. Members will appreciate that the key to success in work of this nature is partnership – not only between the services and agencies involved but also with elected members and local communities.

**Not Protectively Marked**

**1.0 Background**

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- 1.1 This report provides members with an update on the activities of Police Scotland staff within the Dunfermline area during the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020.

**2.0 Issues and Options**

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- 2.1 This report gives an overview of the main crime groups as detailed. It provides comparison for the same period against the year previous.

**3.0 Conclusions**

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- 3.1 Members are invited to endorse action taken to date and support Police Scotland moving forward in addressing priorities.

**Report Contact**

Paul Dick  
Chief Inspector  
Local Area Commander  
West Fife Area  
P Division  
Police Scotland

Telephone: 01383 318710

Email – [paul.dick@scotland.pnn.police.uk](mailto:paul.dick@scotland.pnn.police.uk)

## LOCAL AUTHORITY SCRUTINY BOARD DATA

LOCAL AUTHORITY SCRUTINY BOARD				
Dunfermline Area Committee				
Violence, Disorder and Antisocial behaviour				
	Dunfermline Area Committee			
	Apr 2019 - Mar 2020	Apr 2018 - Mar 2019	Victims	% Change
Total No Group1: Crimes of Violence	109	63	46 more	73%
Murder	1	0	1 more	-
Attempted Murder	3	1	2 more	200%
Culpable Homicide (common law)	0	0	None	-
Culpable Homicide (other)	0	0	None	-
Serious Assault detection rate	94.1%	92.1%		2%
Serious Assault	34	38	4 fewer	-10.5%
Robbery detection rate	77.8%	111.1%		-33.3%
Robbery	18	9	9 more	100%
Petty (Common) assault detection rate	78.8%	79.1%		-0.3%
Petty (common ) assault	604	814	210 fewer	-25.8%
Context				

Additional Information				
	Dunfermline Area Committee			
	Apr 2019 - Mar 2020	Apr 2018 - Mar 2019	Victims	% Change
Number of detections for drugs supply, drugs productions, drugs cultivation	34	27	7 more	25.9%
Theft by housebreaking (including attempts) detection rate	60.3%	30.6%		29.7%
Theft by housebreaking (including attempts)	73	108	35 fewer	-32.4%
Theft by shoplifting detection rate	73.8%	76.1%		-2.3%
Theft by shoplifting	385	419	34 fewer	-8.1%
Vandalism & Malicious Mischief detection rate	37.6%	37.8%		-0.2%



**Not Protectively Marked**

Vandalism & Malicious Mischief	348	455	107 fewer	-23.5%
Motor Vehicle Crime detection rate	39.5%	32%		7.5%
Motor Vehicle Crime	109	75	34 more	45.3%
Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist)	1	9	8 fewer	-88.9%
Fire-raising offences	14	16	2 fewer	-12.5%
Breach of the peace (excluding s.38)	21	42	21 fewer	-50%
Context				

Public Protection				
	Dunfermline Area Committee			
	Apr 2019 - Mar 2020	Apr 2018 - Mar 2019	Victims	% Change
Number of Group 2 - Crimes of Indecency	138	167	29 fewer	-17.4%
Group 2 crimes detection rate	92%	49.7%		42.3%
Rape Crimes	15	30	15 fewer	-50%
Rape crimes detection rate	86.7%	46.7%		40%
Context				

**4.0 Community Officer Activity 1<sup>st</sup> April 2019- 31<sup>st</sup> March 2020**

- 4.1 Throughout the reporting period the area has been served by a Community Inspector, Community Sergeant and six Community Constables, supported by response colleagues and specialist resources from various divisional and national departments.

PS Ross Crawford continues to be the Community Sergeant and there have been a number of changes of staff –

- PC Scott Morgan has returned to the Community Team after a secondment to the School Engagement Officer post based at Woodmill and St Columba's High Schools. PC Morgan is based in the South Ward with PC Kevin Hall.
- PC Jennifer Fargie has returned to Response Policing as of 28 September 2020 and PC Kirsty Kay will be moving on to a specialist role in the near future. We are filling these vacancies in the North Ward with PC Stewart Paton who is still carrying out the Police Scotland Youth Volunteer (PSYV) Coordinator role on a part time basis but will be passing this role on to a new member of staff. A new member of staff will be brought in to the Community Team.
- PC Colin Lynch remains in the Central Ward however PC Ross Menzies has moved into the School Engagement Officer role replacing PC Morgan. We will be bringing in a new member of staff to replace PC Menzies.
- Due to the COVID 19 pandemic and the temporary school closure, PC Morgan worked with the Community Team from March - August 2020 in addition to the six Community officers. The PSYV work was also suspended and PC Paton also supported the Community Team during this period as an additional member of staff.

- 4.2 Although Community engagement has eased off in recent months due to the COVID 19 pandemic, this brought with it a different set of challenges. A great deal of work was carried out by the Community Officers in providing public reassurance by carrying out high visibility foot patrols in the Town Centre and public parks in response to the initial lockdown in March. These continued for a number of weeks and a specific local patrol matrix was compiled to respond to the COVID 19 pandemic. This patrol matrix has been regularly reviewed as we moved through the various Roadmap Phases as set out by the Scottish Government.

- 4.3 Community Officers continue to play an essential role in the work being undertaken locally, ensuring that the issues that matter most to the people and communities of the Dunfermline area are addressed. The priorities and objectives remain the same as those set out across Fife Division:

- Violence, Disorder and Antisocial Behaviour
- Road Safety and Road Crime
- Drug and Alcohol Misuse

**Not Protectively Marked**

Community Officers in all wards have, where possible, continued to maintain links with partners and communities to ensure that the issues that matter most to local communities are still being addressed. Community Officers are also involved in pro-active planned operations such as executing drug search warrants.

**5.0 School Engagement Officer**

- 5.1 PC Scott Morgan has been the School Engagement Officer since January 2018. He left this role in August 2020 and as previously reported PC Ross Menzies is now in this role. This is a fully funded post by St Columba's High School (60% funded) and Woodmill High School (40%). PC Morgan has done a tremendous amount of work in this role with the support of both Head Teachers and their teaching staff. The purpose of this role is to promote positive behaviour and community learning in both the school and local community settings, providing support for pupils, parents and carers. Being co-located with teaching staff within the school building has improved joint working practices and led to a more collaborative and focussed early intervention strategy being implemented.

PC Morgan has dealt with the majority of reported incidents requiring police attention, helping to reduce the demand on local officers.

During the period being reported on PC Morgan has been actively involved in promoting crime awareness amongst pupils, providing inputs in line with the PSE curriculum:

S1 - CEOP (Child Exploitation and Online Protection) Internet Safety  
S2 – STOP HATE - Hate Crime Awareness  
S2 - Illegal Drugs Awareness (including Substance Types, Impacts, Offending Types/Legislation, Stop & Search and Human Rights)  
S2 - Anti-Social Behaviour Inputs  
S3 - No Knives Better Lives (National Programme to deter young people from carrying knives)  
S3 - The Slide (Police Scotland Programme to prevent young people from becoming involved in Serious and Organised Crime)  
S2/S3 - Conflict & Violence Resolution (Punch Beyond based on One Punch)  
S2/S3 - Spiralling Domestic Violence and Emotional Abuse (Punch Beyond)  
S4/S5/S6 - Keep Safe Ambassadors (Hate Crime supported by PC Stewart Paton)  
Parents Evenings - CEOP Internet Safety (Supported by Safer Communities Officer)

- 5.2 PC Morgan has undertaken focussed work with young offenders and their families to identify appropriate means of addressing offending behaviour and provided support to victims of youth crime.
- 5.3 The feedback from both Head Teachers about PC Morgan's role and performance has been extremely positive. This is also echoed by the young people to take part in the programmes and initiatives that run throughout the year including the school holidays.
- 5.4 Over and above the formal inputs highlighted above, PC Morgan has undertaken the following work:

**Not Protectively Marked**

**PUNCH BEYOND**

Partnership fitness/boxing and educational inputs initiative between Police Scotland, Active Schools, Boxing Scotland (Governing Body), Trench Boxing Gym and Youth Justice.

**iAM Project** (Initiative Art & Music)

Partnership music/performance initiative between Police Scotland, Outwith Festival, Dunfermline Delivers, Sub Station Recording Studio and On Fife. Concert was held at the Carnegie Hall in September 2019 where the young people performed.

**OP OLYMPUS / NEXT STEPS TOGETHER**

Engaged with P7 school transition projects, focusing on engaging with the highest tariff pupils from the primary clusters.

**CRIMINAL JUSTICE INITIATIVE**

Participated in initiative held at Dunfermline Sherriff Court where high tariff young offenders were taken through mock court case by a Procurator Fiscal in an effort to divert them from re-offending.

**WATER SAFE**

Participated in partnership water safety presentations for year groups at both schools. Assisted with enrolling junior water safety leaders at Woodmill High School for them to present to primary school cluster.

**MODERN STUDIES – POLICE SCOTLAND DISCUSSIONS**

4<sup>th</sup> year pupils study Criminal Justice and role of Police Scotland. Engaged in classroom discussion around this subject matter.

**RESTORATIVE DISCUSSIONS**

Held one to one discussions with pupils following them engaging in minor criminal activity which had been resolved through school disciplinary procedures.

**COMMUNITY PATROLS**

Conducted several community foot patrol with school staff and community wardens around commercial premises during lunch breaks for both schools where pupils frequent and engage in anti-social behaviour.

- 5.5 Due to the COVID 19 pandemic schools across the country were closed between March and August 2020. Due to the additional financial pressures put on schools to adapt buildings and ways of working to ensure that they are COVID secure the Head Teacher of Woodmill High School advised that he could no longer provide funding to this role and would no longer be continuing with it. However, the Head Teacher of St Columba's High School has agreed to continue to fund the entire post from August 2020 until the end of January 2021 when it will be reviewed.

**6.0 Violence, Disorder and Anti-Social Behaviour**

- 6.1 Operation Path is the divisional initiative aimed at tackling all forms of violence. Violent crime and violent offenders are managed robustly with local investigative

**Not Protectively Marked**

work being supported by divisional departments such as CID, Campaign Against Violence Reduction Unit (CAVRU) officers, Community Investigation Unit (CIU) and nationally by the Licensing Violence Reduction Unit. Weekly management meetings are held where local repeat offenders, emerging trends and hotspot areas are analysed to develop early intervention tactics to engage with offenders and minimise repeat offending.

- 6.2 The divisional performance in respect of crimes of violence is positive with a reduction in the number of serious and petty assaults with detection rates still sitting in a healthy position. The increase overall in the numbers of Group 1 crime contained in the table at the beginning of this report (page 3) is due to the newly introduced offence under Section 1 of the Domestic Abuse (Scotland) Act 2018 – abusive behaviour towards a partner being recorded in this crime group. This is positive as it shows victims have the confidence to report abuse to the police. In addition to this there has been an increase in reports of online blackmail referred to as ‘sextortion’ where individuals obtain indecent images of a person and then threaten to share them with others unless they are paid money. Again, this is positive in that the victims are reporting these incidents to the police and supports can be put in place.
- 6.3 During the coming months we will remain focussed on addressing all forms of violent crime and will continue to detect, deter and disrupt offenders through pro-active policing.
- 6.4 Operation Prevail is the divisional initiative implemented to tackle anti-social behaviour (ASB). ASB remains a key objective locally and we will continue to robustly deal with individuals that engage in such conduct. During the current COVID 19 pandemic all calls to Police Scotland relating to breaches of The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 have been recorded as ASB calls. This will have an impact on the ASB figures in future reports.
- 6.5 In conjunction with Fife Council Safer Communities Officers, we have and will continue to patrol areas identified as local ‘Hotspots’. It is acknowledged that there have been issues of ASB in the area of Baldridgeburn/Broomhead Drive and Pittencrieff Park. Targeted joint patrols were carried out with support from specialist Police Scotland resources which dealt with the issues. Areas such as these will continue to be monitored and dedicated resources will be deployed if required.
- 6.6 During the period being reported on Dunfermline had the largest night time economy in Fife and this brought with it demands on police resourcing. In order to meet these demands officers worked with partners to deliver services to support the police and tackle violent and anti-social behaviour in the town centre.

Examples of this is the ‘Safe Zone’ which operated from Fife Council premises on the Maygate, Dunfermline on Friday and Saturday nights in December 2019. In the Safe Zone were representatives from Police Scotland, Fife Council, Dunfermline Delivers, Saline First Responders (first aid), Street Pastors, Fife Alcohol Support Services and the Samaritans who also provided literature that people could take away. The purpose of the Safe Zone is to provide a drop in centre for vulnerable

**Not Protectively Marked**

people who may be under the effects of alcohol or drugs and need assistance, have become separated from their friends or are struggling with mental health issues.

Taxi and Bus Marshalls who are deployed to the taxi rank and bus station to assist persons and manage queues.

Pub Watch – attended by Police Scotland and the licensees of the public houses in Dunfermline.

Purple Flag Award – Dunfermline secured this prestigious award again in 2019 for the third time which recognises night time safety. Involved in this are Fife Council, Community partnerships, Dunfermline Delivers and Police Scotland.

**7.0 Road Safety and Road Crime**

7.1 Road safety and casualty reduction is an issue that is regularly raised during engagement with local residents and community groups and we remain focused on keeping our roads safe. Operation Paramount is the divisional initiative targeting this issue.

7.2 Community Officers continue to promote road safety in and around our schools and local communities, delivering the following:

Pop up bairns – cut out children displayed outside schools to promote safe parking of vehicles.

Park Safe Wardens – pupils who carry out patrols at their schools and offer advice regarding safe parking.

Community Speed Watch – joint deployments of a police officer and a trained member of the public who carry out speed checks in their local community including schools. Letters are issued to those exceeding the speed limit.

Police Speed Checks – deployments within the community where those exceeding the speed limit are issued fixed penalty tickets.

7.3 ‘Bikeability’ is another strand of our educational programme targeting vulnerable road users. Community Officers have been actively working with young people to increase their skills and knowledge to make them safer whilst using the road network. A number of school volunteers have been trained, enabling them to run ‘Bikeability’ courses thereby reaching more children across the area.

Prior to lockdown, education and enforcement activity continued with partners to address parking issues outside local schools.

7.4 On a regular basis, local officers carry out speeding deployments in hotspot areas identified following analysis of collision data or following complaints from the public. ‘Pop up Jim’ signs, which take the form of a cardboard cutout image of a police officer holding a speed gun, are regularly utilised. ‘Pop up Jim’ is regularly deployed in and around local schools and ‘hot spots’.

During the COVID 19 lockdown a decision was made by the Safety Camera Partnership not to deploy Mobile Camera vans. With the easing of restrictions the



**Not Protectively Marked**

vans are now operational once again. Again this will have an impact on the future speeding detection figures.

- 7.5 In conjunction with Road Policing Officers, the Community Team continue to support national Summer and Winter Drink Drive Campaigns. We are also preparing for the Pedestrian & Children and Get Ready for Winter campaigns, aimed at protecting vulnerable road users, both of which commence in October 2020.
- 7.6 Whilst driver behaviour is changing and the number of people killed or seriously injured on our roads continues to decrease, there is no room for complacency and officers will continue to focus on road safety enforcement and education.

**8.0 Drug and Alcohol Misuse**

- 8.1 Operation Prospect is a divisional initiative aimed at tackling drug misuse. Appointing a single point of contact for the Dunfermline area to collate and action all drugs intelligence continues. The number of detections for drugs offences has increased by 25% compared to the previous year. Due to the COVID 19 pandemic all pro-active work was suspended and this will be reflected in future figures. However, intelligence led pro-active work has started again and we continue to disrupt drug misuse and supply locally.
- 8.2 Alcohol misuse is often a contributory factor in the commission of crime, particularly crimes of violence and anti-social behaviour. We will continue to work alongside staff in all types of licensed premises, carrying out regular inspections to ensure legislative conditions are being adhered too. Each visit is recorded by the Divisional Licensing Unit to ensure robust management and monitoring of licensed premises.
- 8.3 As lockdown eases, officers will resume pro-active activity in respect of drug warrants, stop and search and licensing checks.

**9.0 Acquisitive Crime**

- 9.1 Acquisitive crime including theft by housebreaking, shoplifting and thefts of and from motor vehicles falls under the Operation Principle banner. During the period reported on theft by housebreaking incidents fell by almost a third and the detection rate almost doubled (table on page 3).
- 9.2 Theft by shoplifting also fell slightly and the detection rate remains high. It is anticipated that there will be a significant drop in reports during the next period due to the closure of commercial premises due to the COVID 19 pandemic. We continue to have two dedicated town centre officers who primarily focus on retail crime now that premises are back operating.

**Not Protectively Marked**

**10.0 Moving Forward**

- 10.1 In the coming months all officers in the Dunfermline area will continue to engage and act upon the issues raised by the local Community and work along with partners to seek innovative solutions to address these issues.
- 10.2 The use of Social Media, in particular Twitter, continues to be a valuable engagement tool. Over the coming months we will look to utilise Twitter more, promoting a range of local policing initiatives.
- 10.3 A current work in progress is Retrofit, a partnership between Police Scotland, Learning Development, Fife Council and Dunfermline Heritage Partnership looking at introducing a construction based initiative, focusing on Employability and Development of the Young Workforce. The aim is to enrol pupils with low grades, who disengage with the standard curriculum, possibly on reduced timetables and have additional support needs. The concept aims to reduce the number of young people who leave school unskilled with no/limited qualifications and turn to criminal activities.
- 10.4 SAMH, the mental health charity, have opened up SAM's Café on Woodmill Road, Dunfermline and we have been liaising with them about how Police Scotland can signpost individuals who are experiencing mental health issues to their service. It is early days for SAM's Café but it is hoped that it may free up police resources by diverting them to this specialist service.
- 10.5 We will continue to seek new and innovative ways of working, increasing prevention, intervention and enforcement activities in conjunction with our partners.

Policing communities is challenging however, with the support we receive from residents and partners I am confident that we will rise to these challenges and continue to provide a quality service to the residents of all three wards.



20<sup>th</sup> October, 2020

Agenda Item No. 7

## **Scottish Fire and Rescue Service**

# **City of Dunfermline Area Annual Performance Report**

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Report by: Bryan Todd – Station Commander – Dunfermline Community Fire Station - Scottish Fire and Rescue Service

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Wards Affected: All City of Dunfermline Area Wards

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### **Purpose**

This report provides the Committee with incident information for the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020. The incident information enables the Committee to scrutinise the Scottish Fire and Rescue Service (SFRS) Fife – City of Dunfermline 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 Fife LSO managers to enable areas of high incidence to be scrutinised for reduction strategies.



# **CITY OF DUNFERMLINE AREA COMMITTEE PERFORMANCE REPORT**

**April 2019 – March 2020**

*Covering the activities and performance in  
support of the Dunfermline Area 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 this and other SFRS reports reported 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 2019/20 performance report for the period April 1<sup>st</sup>, 2019 to March 31<sup>st</sup>, 2020 inclusive provides comparative data across the previous 3 years for the same period. 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 the City of Dunfermline 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 the City of Dunfermline 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 SUMMARY

2.1 The table below provides a summary of annual activity 2019 - 2020 compared to quarters annual activity 2018-2019

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

<b>Accident Dwelling Fires</b>  2019/20: 32 2018/19: 35	<b>ADF Fatal Casualties</b>  2019/20: 1 2018/19: 0	<b>ADF Non-Fatal Casualties</b>  2019/20: 8 2018/19: 8
<b>Deliberate Primary Fires</b>  2019/20: 26 2018/19: 14	<b>Deliberate Secondary Fires</b>  2019/20: 64 2018/19: 112	<b>Non-domestic Building Fires</b>  2019/20: 18 2018/19: 15
<b>Unwanted Fire Alarm Signals</b>  2019/20: 235 2018/19: 300	<b>Road Traffic Collision (RTC) Incidents</b>  2019/20: 14 2018/19: 13	<b>Fatal RTC Casualties</b>  2019/20: 2 2018/19: 0
<b>Non-Fatal RTC Casualties</b>  2019/20: 9 2018/19: 6		



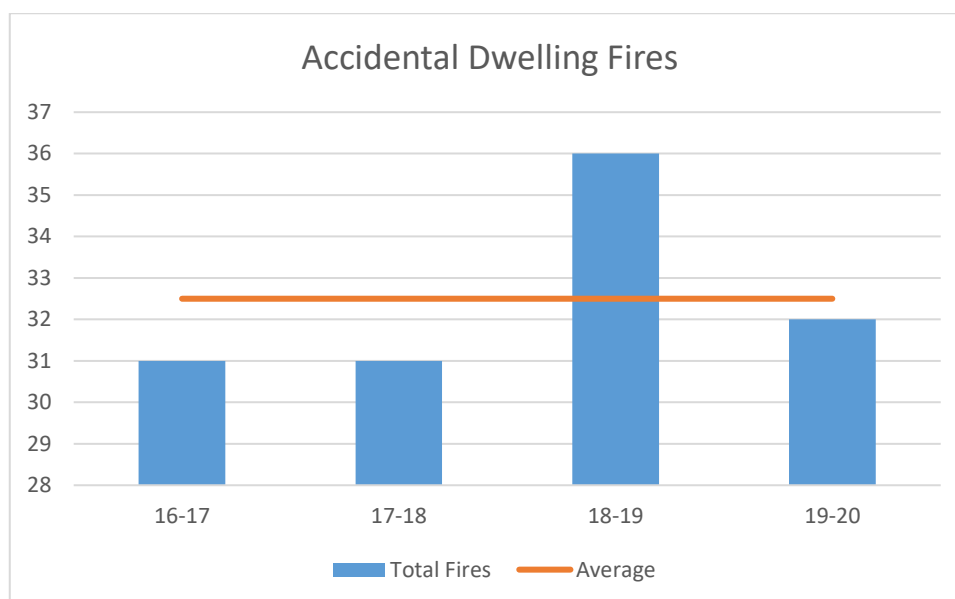
## PERFORMANCE SUMMARY

Of the indicators, the following performance should be noted for the period April 1<sup>st</sup>, 2019 to March 31<sup>st</sup>, 2020 inclusive comparing data across the previous 3 years for the same period.

- The number of **Accidental Dwelling Fires** has seen a 9% decrease from the previous four-year average.
- There were no **Accidental Dwelling Fire Fatalities** during this period. The number of **Accidental Dwelling Fire Casualties** were 8 the same as the previous reporting year.
- The number of **Deliberate Primary Fires** during this period was 26. This is an 18% increase on the four years average.
- The number of **Deliberate Secondary Fires** during this period was 64. This is a decrease in the four years average and a decrease of 43% compared to the same period last year.
- The number of **Non-Domestic Building Fires** recorded was 18. This remains below the four years average and is the second lowest reported over the four-year comparison.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was 235. This is a 28% reduction from the previous reporting year which was 300.
- The number of **Road Traffic Collisions** during 2019/20 was 14. This is an increase of one on the previous reporting year 2018/19 and 18% below the four-year average.
- The number of **Fatal RTC Casualties** during this period was 2. This is an increase of two on the previous three years in which none were reported. The number of **Non-Fatal RTC Casualties** was 9. This is an increase of 3 compared to the same period last year.

### 3. Domestic Fire Safety

- 3.1 Accidental Dwelling Fires have increased by four incidents across the City of Dunfermline area when compared to the previous year's figures.



**Graph 1 Accidental Dwelling Fires –2016-2020**

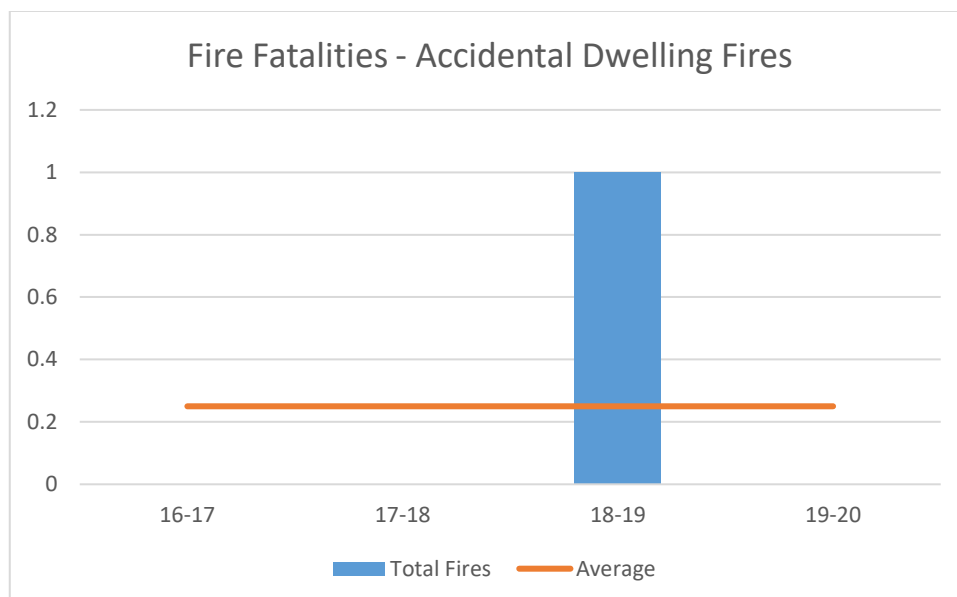
Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	10	9	11	16
Dunfermline North	11	7	17	9
Dunfermline South	10	15	7	7
<b>Total</b>	<b>31</b>	<b>31</b>	<b>35</b>	<b>32</b>

**Table 1 Accidental Dwelling Fires by City of Dunfermline Ward Area April – March 2016-2020**

- 3.2 This reporting period has seen a 9% decrease of three Accidental Dwelling Fires from the previous four-year average of 32.5. Fire casualties remain the same at eight.
- 3.3 The vast majority of Accidental Dwelling Fires were caused within the kitchen by cooking. 78% being restricted to either no fire damage or limited to the item first ignited.
- 3.4 47% of those addresses had a detection system and that 87% of those operated and raised the alarm (on several occasions insufficient products of combustion to activate alarm, fire discovered by person.)
- 3.5 75% of the incidents were resolved without Scottish Fire and Rescue Service intervention, or by removal from heat source.

- 3.6 The information above describes a trend of reduction in severity. This can be attributed to the high number of detection systems being fitted by SFRS and partners, which give an early warning of fire. However, it should be noted that 53% of accidental fires did not have any detection. The SFRS continue to offer Home Fire Safety visits targeting the most vulnerable in our communities

### 3.7 Fire Fatalities – Accidental Dwelling Fires

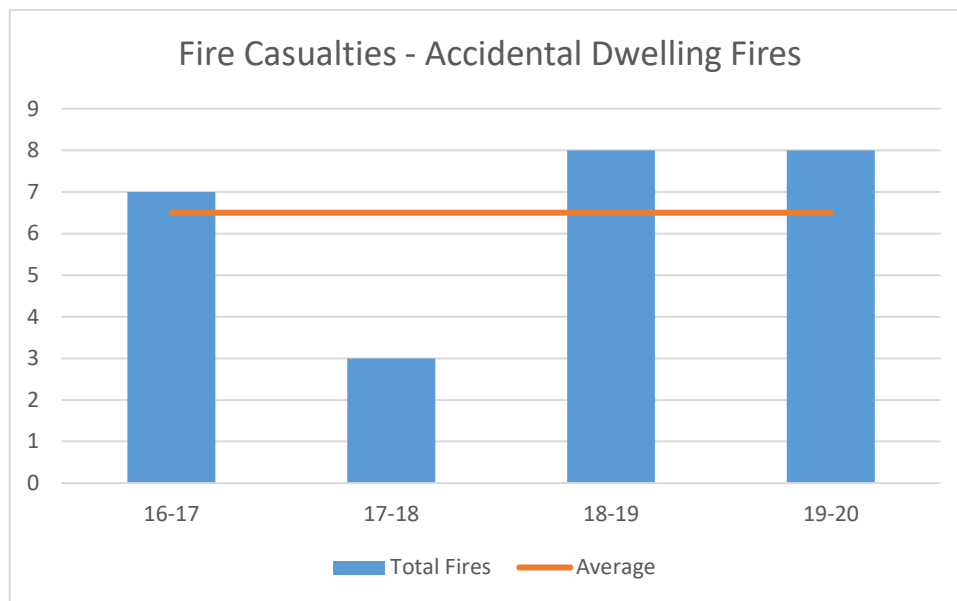


**Graph 2 Accidental Dwelling Fire Fatal Casualties April - March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	0	0	1	0
Dunfermline North	0	0	0	0
Dunfermline South	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Table 2 Accidental Dwelling Fires Fatal Casualties City of Dunfermline Ward Areas  
April – March 2016-2020**

### 3.8 Fire Casualties – Accidental Dwelling Fires



**Graph 3 Accidental Dwelling Fire Casualties April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	4	0	4	8
Dunfermline North	2	1	4	0
Dunfermline South	1	2	0	0
<b>Total</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>8</b>

**Table 3 Accidental Dwelling Fires Casualties City of Dunfermline Ward Areas April – March 2016-2020**

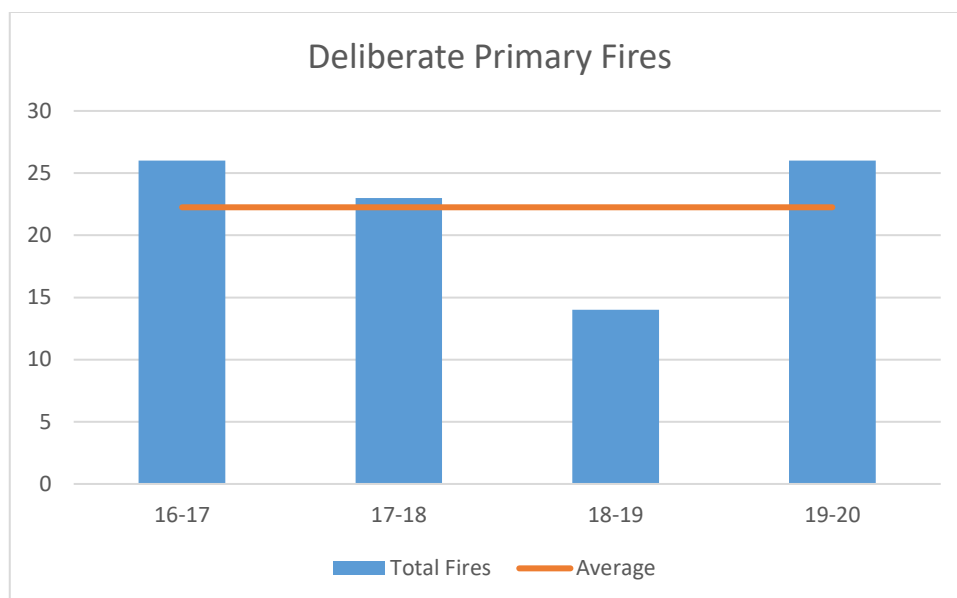
- 3.9 No fire fatalities have been recorded during this reporting period.
- 3.10 Fire casualties have remained the same as the previous reporting period.
- 3.11 Of the casualties recorded, one had to be transferred to hospital for treatment for serious injuries, two were given treatment on scene. All others were recommended precautionary checks.

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

Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. SFRS personnel completed **1294** visits in the reporting period, which was **35%** above our target visits for the period. These visits are used to deliver vital fire safety messages and install detection systems, as well as trip, slip and falls messages and safety equipment for our elderly and very young population.

## 4. Deliberate Fire Setting

### 4.1 Deliberate Primary Fires

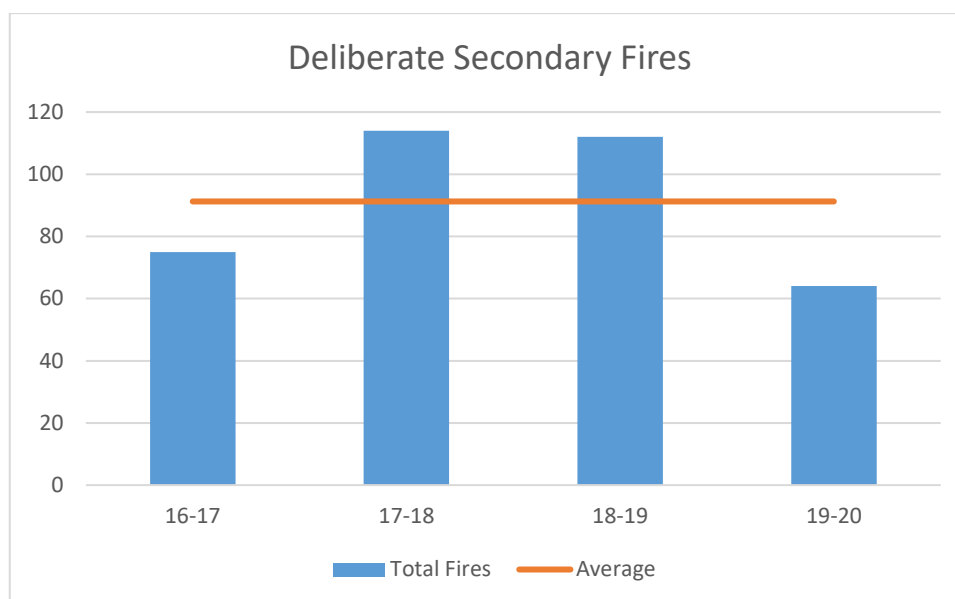


**Graph 4 Deliberate Primary Fires– April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	13	8	6	13
Dunfermline North	4	9	4	2
Dunfermline South	9	6	4	11
<b>Total</b>	<b>26</b>	<b>23</b>	<b>14</b>	<b>26</b>

**Table 4 Deliberate Primary Fires City of Dunfermline Ward Areas April – March 2016-2020**

## 4.2 Deliberate Secondary Fires



**Graph 5 Deliberate Secondary Fires– April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	42	77	66	32
Dunfermline North	17	13	20	10
Dunfermline South	16	24	26	22
<b>Total</b>	<b>75</b>	<b>114</b>	<b>112</b>	<b>64</b>

**Table 5 Deliberate Secondary Fires City of Dunfermline Ward Areas April – March 2016-2020**

- 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 statistics above show an increase in deliberate primary fires and decrease in deliberate secondary fires compared to 2018 – 2019.

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

We continue to target schools in high activity areas to deliver talks regarding the dangers and consequences of deliberate fire setting. These talks take place normally in April and October, which are the peak periods of activity.

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

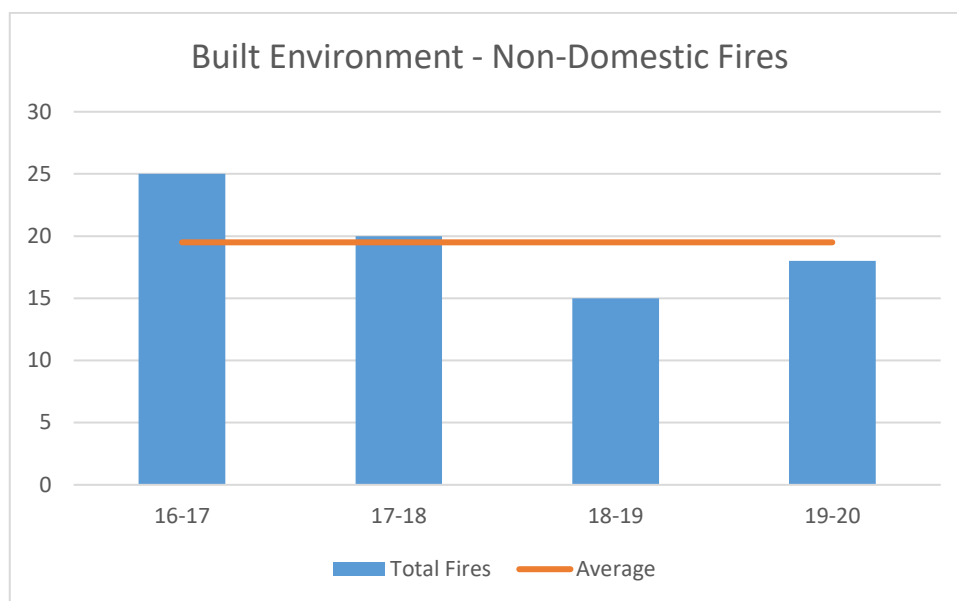
We liaise with premises occupiers, particularly in town centres to give advice on refuse storage and security, which can be a cause of deliberate fires.

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



## 5. Built Environment

### 5.1 Built Environment – Non- Domestic Fires



**Table 6 Built Environment Non - Domestic Fires– April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	13	10	7	7
Dunfermline North	8	7	4	5
Dunfermline South	4	3	4	6
<b>Total</b>	<b>25</b>	<b>20</b>	<b>15</b>	<b>18</b>

**Table 6 Built Environment Non - Domestic Fires City of Dunfermline Ward Areas April – March 2016-2020**

5.2 The table above shows that Non-Domestic Fires had previously shown a decrease over the last reporting period across the City of Dunfermline Area. Although there has been an increase of 20% over this reporting period the 18 incidents reported remain below the four-year average.

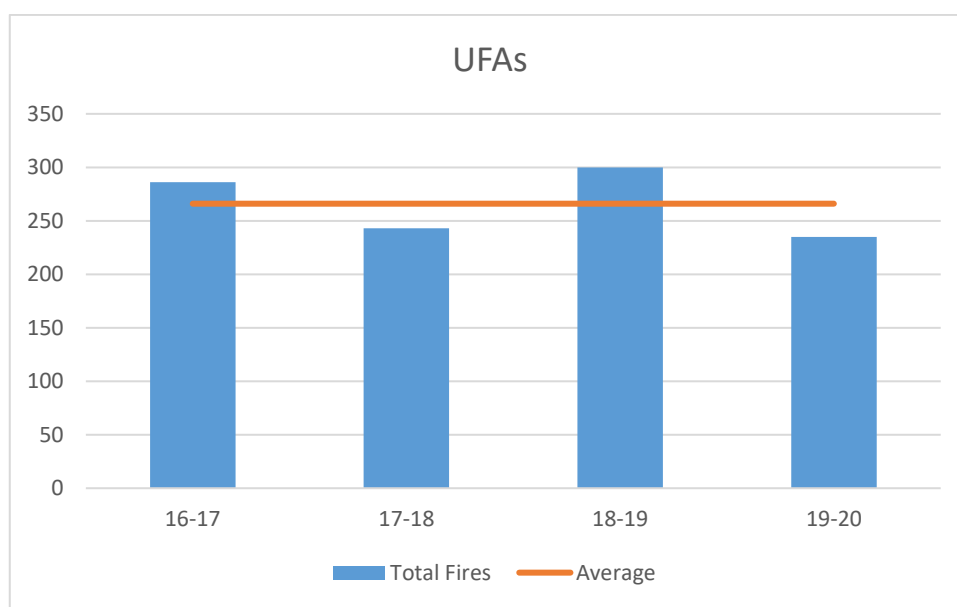
### **5.3 Built Environment Fire Reduction Strategy**

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.

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 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 fluctuated in the Dunfermline Area over the four-year period. The table and graph below details the incident numbers over four years.



**Table 7 Unwanted Fire Alarm Signals – April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	165	165	176	139
Dunfermline North	77	57	72	69
Dunfermline South	44	21	52	27
<b>Total</b>	<b>286</b>	<b>243</b>	<b>300</b>	<b>235</b>

**Table 7 Unwanted Fire Alarm Signals City of Dunfermline Ward Areas  
April - March 2016-2020**

6.2 This period has seen 28% decrease from the previous reporting period and the total of 235 being 12% below the four-year average.

### **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. This strategy, along with several others, had seen the numbers of UFAS decrease significantly for the first time in a considerable period. The UFAS Champion will continue to engage with Fife Council Education and the NHS to address this recent increase of incidents

The strategies implemented in the Dunfermline Area and across Fife, has been recognised within SFRS as best practise, and are now in the process of being implemented across SFRS.

## 7. Transport and Environment

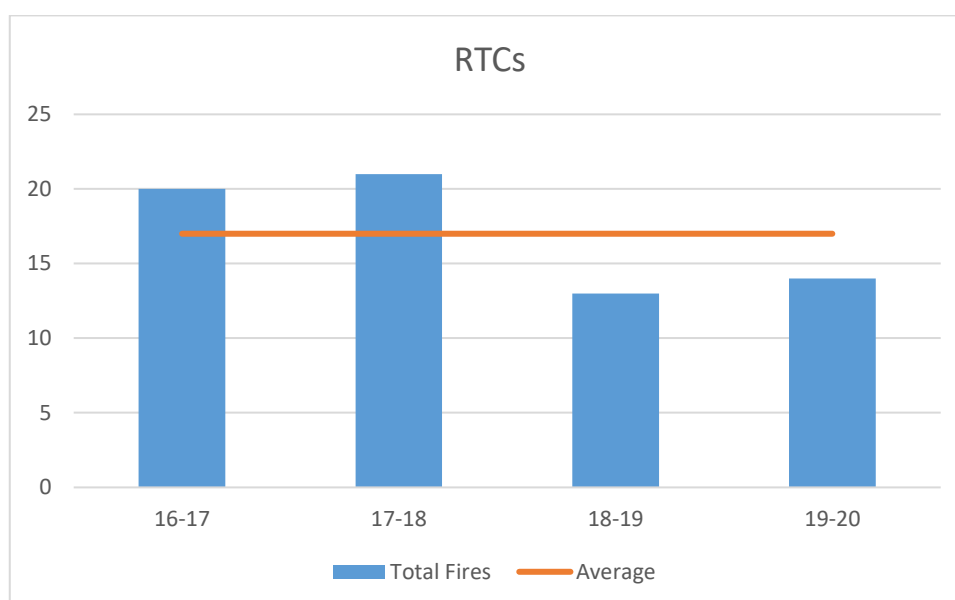
7.1 These will be monitored alongside Police Scotland RTC incidence information

### 7.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. 6 flooding incidents were received during this period all caused by burst pipes etc. Attendance was only required at 3 of these with advice given over the phone to the other 3.

### 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 City of Dunfermline Area.



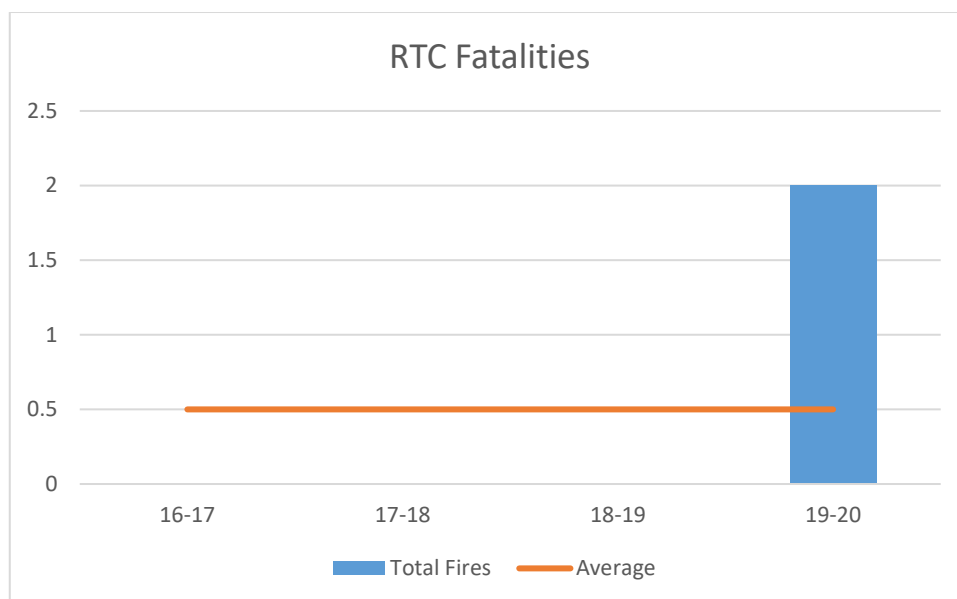
**Table 8 Road Traffic Collisions – April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	6	7	5	9
Dunfermline North	9	11	4	3
Dunfermline South	5	3	4	2
<b>Total</b>	<b>20</b>	<b>21</b>	<b>13</b>	<b>14</b>

**Table 8 Road Traffic Collisions City of Dunfermline Ward Areas  
April - March 2016-2020**

7.4 RTC's have seen an increase of one from the same period 2018-19. The total remains 18% below the four year average.

## 7.5 RTC Fatal Casualties



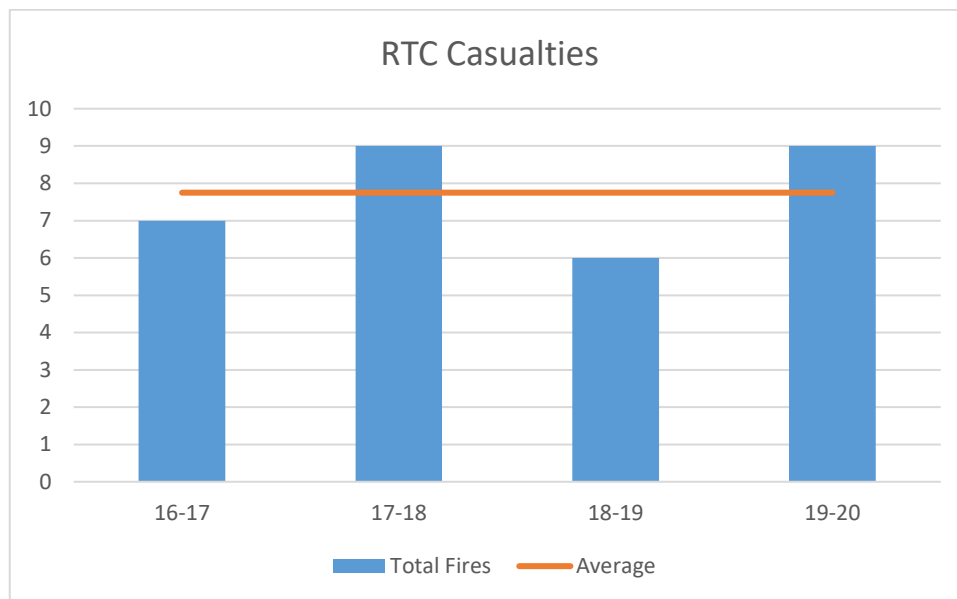
**Table 9 Road Traffic Collision Fatal Casualties – April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	0	0	0	1
Dunfermline North	0	0	0	1
Dunfermline South	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Table 9 Road Traffic Collision Fatal Casualties City of Dunfermline Ward Areas  
April - March 2016 - 2020**

7.6 There were two RTC fatalities to report this reporting period. The SFRS continues to engage with partners to offer support and advice on road safety.

## 7.7 RTC Casualties



**Table 10 Road Traffic Collision Casualties – April – March 2016-2020**

Dunfermline Area Wards	16-17	17-18	18-19	19-20
Dunfermline Central	1	4	1	8
Dunfermline North	2	3	3	0
Dunfermline South	4	2	2	1
<b>Total</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>9</b>

**Table 10 Road Traffic Collision Casualties by Committee Area – City of Dunfermline Areas- April - March 2016-2020**

## 7.8 RTC Casualties

The reporting period has seen a increase of 3 casualties when compared to 2018-2019, this total is comparable to 17-18 and one above the four year average.

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

SFRS Stirling, Clackmannanshire, 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.



## 8. Conclusions

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Specific indicators, including Deliberate Primary Fires, Non-Domestic fires, RTC incidents, fatalities and casualties have increased, however the severity of accidental dwelling fires has also decreased.

The number of Deliberate secondary fires, Accidental dwelling fires Non- Domestic fires, Accidental fatal fires and UFAS calls have all decreased.

The number of Home Safety Visits facilitated (1294) during the reporting period has also increased.

The SFRS will continue to manage demand reduction strategies, linking in with key partner agencies 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

Bryan Todd

Station Commander

Dunfermline Community Fire Station

Service Delivery – Stirling-Clackmannanshire-Fife LSO

Scottish Fire and Rescue Service

Email – [bryan.todd@firescotland.gov.uk](mailto:bryan.todd@firescotland.gov.uk)

20th October, 2020

Agenda Item No: 8

## Complaints Update

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Report by: Mike Enston Executive Director - Communities

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Wards Affected: All City of Dunfermline Wards

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### Purpose

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To provide an overview of complaints received relating to the City of Dunfermline Committee area for the year from 1 April 2019 to 31 March 2020.

### Recommendation(s)

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

### Resource Implications

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There are no direct resource implications arising from this report.

### Legal & Risk Implications

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

### Impact Assessment

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

### Consultation

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

## 1.0 Background & explanatory notes

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- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area based complaints information.
- 1.2 This is now the seventh annual report to area Committees, this report covering complaints relevant to the City of Dunfermline Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees will be taken into account when finalising the update report to Standards & Audit Committee later in the year.
- 1.4 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. The latest revised procedure issued by the SPSO will be in place within Fife Council by April 2021. It is anticipated that any performance issues highlighted within this report can be addressed as the new procedure is introduced across the organisation.
- 1.5 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g. complaints concerning beaches in Dunfermline.
- 1.6 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

## 2.0 Area Complaints

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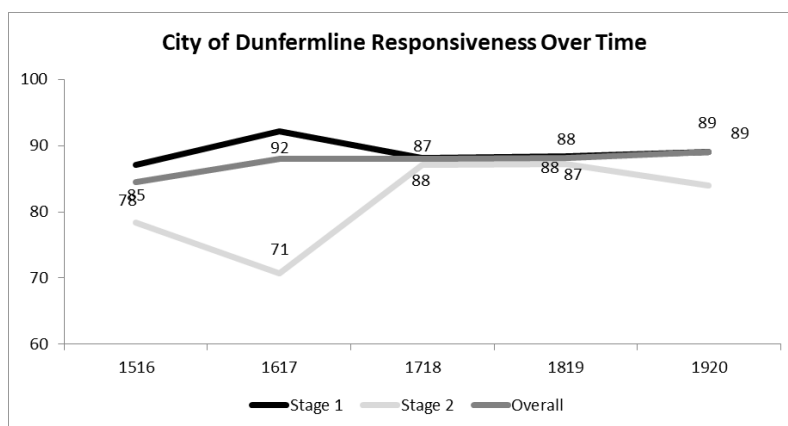
### Volume & responsiveness – City of Dunfermline Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	250	222	89%
Stage 1 (5 days)	195 (78%)	218	89%
Stage 2 (20 days)	32 (22%)	27	84%
<ul style="list-style-type: none"><li>280 complaints were received relating to the City of Dunfermline area in 19/20 of which 250 were closed (the remainder were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed.</li><li>In line with SPSO guidance we aim to deal with simple complaints immediately if possible but at least within 5 working days. More complex complaints should be dealt with in 20 working days, with regular updates if investigations will take longer than this.</li><li>Responsiveness has improved over last year where the % of all complaints closed in target timescales increased from 88% to 89%, above the Council average. Similarly stage 1 increased from 88% however stage 2 declined slightly. The average time to close all complaints improved from 5.9 to 5.3 working days, better than the Council average of 6.6 working days.</li></ul>			

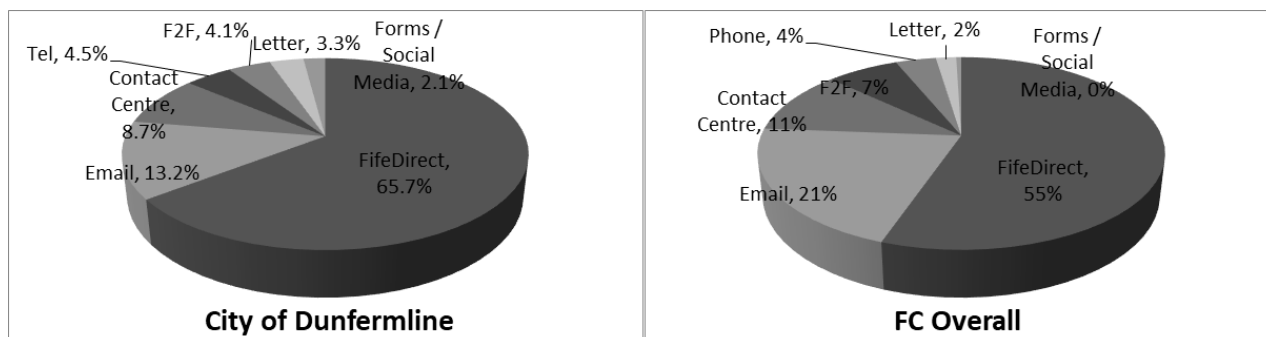
## Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,117	1,806	85.3% (89 1819)
Stage 1 (5 days)	1,781 (84%)	1,523	85.5% (90 1819)
Stage 2 (20 days)	336 (16%)	283	84.2% (81 1819)

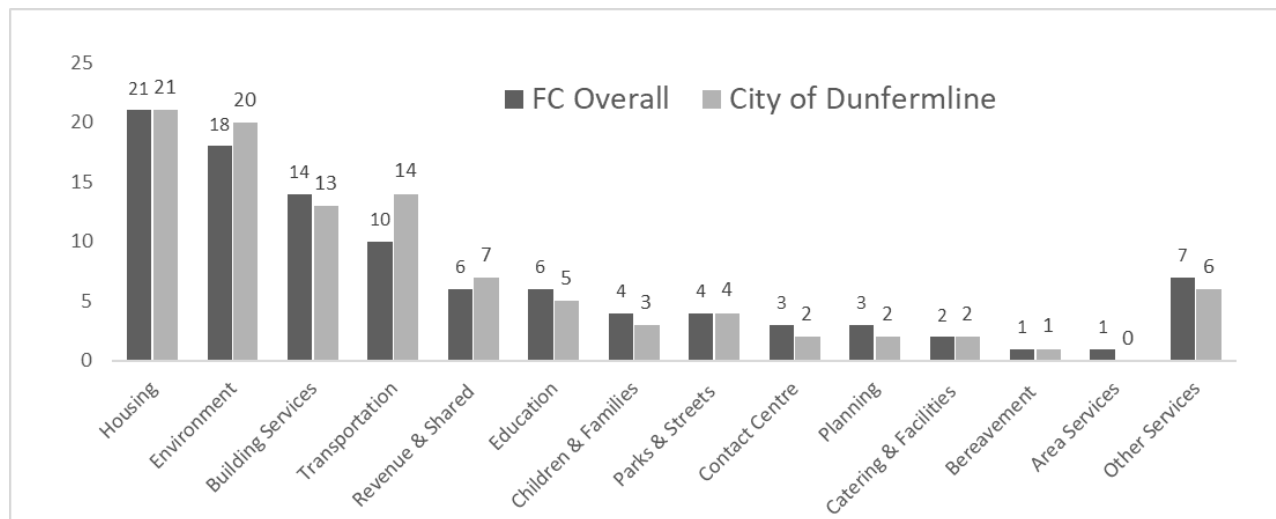
2.1 The trend in time to respond to complaints in timescale is generally an improving picture however stage 2 cases were impacted this year.



2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of Fife Direct (57% in 18/19) for this area, this in the main has replaced contact centre calls (19% in 18/19) as the trend towards digital contact continues.



## Reason for complaint (upheld and not upheld)



- 2.3 Differences of note include that there are proportionally more complaints concerning Roads & Transportation. The largest category for Roads & Transportation complaints was potholes or the poor condition of the road surface.
- 2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best.

	Vol Stage	% Stage 1	Vol Stage	% Stage 2	Total Vol	% All in
Property	1	0.0%	0	0.0%	1	0.0%
Children	5	80.0%	3	0.0%	8	50.0%
Financial	6	66.7%	0	0.0%	6	66.7%
Transportation	33	78.8%	2	100.0%	35	80.0%
Building	28	85.7%	4	100.0%	32	87.5%
Housing	43	90.7%	9	88.9%	52	90.4%
Education	8	100.0%	4	75.0%	12	91.7%
Environment	51	94.1%	0	0.0%	51	94.1%
Revenue	14	92.9%	4	100.0%	18	94.4%
Area Services	1	100.0%	0	0.0%	1	100.0%
Audit & Risk	1	100.0%	0	0.0%	1	100.0%
Bereavement	2	100.0%	0	0.0%	2	100.0%
Catering FM	4	100.0%	0	0.0%	4	100.0%
CLD	1	100.0%	0	0.0%	1	100.0%
Contact Centre	5	100.0%	1	100.0%	6	100.0%
CSI	3	100.0%	0	0.0%	3	100.0%
Democratic	0	0.0%	1	100.0%	1	100.0%
Parks Streets	9	100.0%	0	0.0%	9	100.0%
Planning	2	100.0%	4	100.0%	6	100.0%
Protective	1	100.0%	0	0.0%	1	100.0%
Total	218	89.4%	32	84.4%	250	88.8%

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

<b>Service</b>	<b>Reason</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>
Safer Communities	Anything that doesn't fit within existing categories.	1	1	3	2	0
	ASB neighbour dispute	0	0	1	1	0
	Dog issues	1	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2	2	0	0
	Fixed penalty notice	0	0	2	0	0
	Inappropriate staff attitude / behaviour	0	1	1	4	0
	Pest control issues	0	1	0	0	1
	Poor communications (including lack of notice consultation and engagement)	5	0	0	1	0
	<b>Total</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>1</b>
Bereavement Services	Anything that doesn't fit within existing categories.	0	0	2	0	1
	Damage / vandalism to property e.g. headstones	1	0	2	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	2	3	0	0
	Restoration work e.g. fallen headstones	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Untidy / overgrown vegetation	0	1	0	1	0
	<b>Total</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>2</b>
Building Services	Anything else that doesn't fit within existing categories	1	0	0	0	0
	Card left when tenant in property	1	0	1	0	1
	Council vehicle - driving behaviour/standards	1	1	1	1	1
	Council vehicle - parking	2	3	3	0	1
	Delay in start / completion of work	7	2	3	1	1
	Failure to attend at time advised / agreed	1	1	3	1	5
	Failure to fix first time	4	1	3	4	9
	Failure to meet timescales for job	0	1	0	1	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	3	2	0
	Health & safety / dangerous occurrence	0	0	0	2	0
	Inappropriate staff attitude / behaviour	4	6	2	4	2
	Noise levels from work activities	1	1	3	1	0
	Poor communications - advance notice of work not given	1	2	0	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Poor communications - internal breakdown Building Services	1	2	0	0	2
	Poor communications - internal breakdown with other council areas	2	1	0	0	0
	Poor communications - poor regarding work being/to be undertaken	0	2	1	9	3
	Standard of workmanship - damage	0	2	0	4	2
	Standard of workmanship - mess	1	0	6	0	0
	Standard of workmanship - tenant unhappy with work	2	2	8	5	3
	Unplanned additional work required following repair/installation	2	4	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	2	2	0
	<b>Total</b>	<b>32</b>	<b>32</b>	<b>40</b>	<b>37</b>	<b>32</b>
Catering Cleaning & Facilities Management	Anything that doesn't fit within existing categories.	0	3	0	0	0
	Inappropriate staff attitude / behaviour	1	0	0	2	1
	Non delivery of service	0	0	1	0	0
	Non provision of service	0	0	1	0	1
	Quality of the service provided	0	0	0	1	1
	Standard of service cleanliness, damage etc.	0	1	1	0	1



Service	Reason	15/16	16/17	17/18	18/19	19/20
	<b>Total</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>
Contact Centre	Anything that doesn't fit within existing categories.	0	0	1	1	0
	Disagree with Council policy	2	1	1	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	2	0
	Inappropriate staff attitude / behaviour	1	4	3	4	2
	Incorrect information given	2	1	0	1	3
	Incorrect timescales given	2	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	2	2	1	1
	Time taken to answer call	0	0	1	22	0
	<b>Total</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>33</b>	<b>6</b>
Children & Families	Anything that doesn't fit within existing categories	0	0	0	0	1
	Dissatisfaction with assessment outcome – child / young person	0	0	0	0	1
	Dissatisfaction with assessment outcome – parent / carer	0	0	0	1	2
	Dissatisfaction with policy / current delivery arrangements	2	2	1	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with policy / current delivery arrangements - child or young person	0	0	1	0	0
	Dissatisfaction with policy / current delivery arrangements - parent/carer	0	0	0	1	1
	Inappropriate staff attitude / behaviour	0	0	3	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	3	0	0
	Unacceptable standard of care (looked-after children) - parent/carer	0	0	0	1	1
	Unacceptable standard of care / support families	9	5	0	0	0
	Unacceptable standard of care looked-after children	1	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Unknown	6	0	0	0	0
	<b>Total</b>	<b>18</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>8</b>
Criminal Justice	Dissatisfaction with policy / current delivery arrangements	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	3	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Unknown	4	0	0	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>
Education	Accidents injuries e.g. physical education fights etc.	2	1	2	0	0
	Anything that doesn't fit within existing categories.	0	8	4	3	2
	Bullying by pupil	4	3	6	4	1
	Bullying by staff	2	1	0	1	2
	Dissatisfaction with policy current arrangements	17	9	9	2	3
	Inappropriate staff attitude behaviour	5	2	2	3	2
	Inconsiderate inappropriate use of council vehicle	0	0	0	1	0
	Placement request decisions	0	0	0	0	1
	Poor communications including lack of notice consultation engagement	2	0	1	0	1
	Standard of supervision	2	0	0	0	0
	Traffic management outside of schools	0	12	0	0	0
	Vandalism graffiti	1	0	0	0	0
	<b>Total</b>	<b>35</b>	<b>36</b>	<b>24</b>	<b>14</b>	<b>12</b>
Environment	Anything that doesn't fit within existing categories.	2	6	6	3	2
	Bin not returned properly / bin is missing	1	3	4	2	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Bulky not collected / only part collected	0	1	1	0	3
	Collection has left spilt waste in street / at property	1	0	2	1	1
	Damage to vehicles / property during bin collection	0	0	0	1	0
	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc	2	7	29	27	28
	Dissatisfaction with policy / organisational arrangements including charging policy	0	1	0	0	2
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	1	2	1	0	0
	Dissatisfaction with Take Out & Return TOR service	1	9	1	2	1
	Dog waste bin broken / missing / not replaced / not emptied	0	0	0	0	1
	Failure to collect / empty bin	23	20	9	5	8
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	3	1
	Inappropriate staff attitude / behaviour	6	8	3	3	1
	Inconsiderate / inappropriate use of council vehicle	2	0	0	1	0
	Irresponsible dog owners	1	0	0	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Mess / litter around recycling point	1	0	1	1	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	3
	Unknown	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	3	0
	<b>Total</b>	<b>44</b>	<b>57</b>	<b>60</b>	<b>52</b>	<b>51</b>
Housing	Anything that doesn't fit within existing categories.	1	8	5	1	2
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	0	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	0	0	1
	Debt management arrangements	1	0	0	0	0
	Delays in start / completion	11	8	0	3	1
	Discrimination race, gender, religion etc	0	0	0	1	0
	Dispute with neighbours	5	11	2	10	2
	Disputed recharges	0	0	2	1	0
	Dissatisfaction with policy / current arrangements	3	1	2	2	4

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with policy / current arrangements including allocations criteria	1	3	3	1	3
	Dissatisfaction with policy / current delivery arrangements	2	2	0	0	0
	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	7	11	6	6	2
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	0	0	0	1
	Drugs	0	1	0	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	3	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	3	2	4
	Fencing	1	0	1	0	0
	Garden Maintenance Service	1	1	1	0	1
	Gypsy travellers	0	0	0	0	1
	Inappropriate staff attitude / behaviour	3	0	8	9	8
	Internal communal areas include cleanliness, lighting etc	0	1	1	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	2	1	0	0	2
	Missed from programme	0	0	2	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Mutual repairs	2	5	2	3	0
	Noise	3	2	0	0	0
	Pets & animals	2	1	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	2	9	4	6
	Poor condition / standard of housing	9	5	3	1	3
	Poor standard/condition of property at start of tenancy	1	0	0	1	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	7	5	2	1	3
	Redecoration allowance	1	1	0	0	0
	Rent discrepancies includes delays in refund of credits	1	0	0	0	0
	Risk management	0	0	1	0	0
	Rubbish	9	1	1	0	1
	Snagging issues	3	1	1	1	1
	Transfers includes mutual exchanges	0	0	1	0	1
	Unknown	6	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	6	7	3
	Waiting times	0	5	1	0	0
	<b>Total</b>	<b>82</b>	<b>76</b>	<b>68</b>	<b>57</b>	<b>52</b>
Local Office	Anything that doesn't fit within existing categories.	0	1	0	0	0
	Disagree with Council policy	1	0	0	0	0
	Facilities available	0	0	0	1	0
	Failure to provide a service	2	0	3	0	0
	Inappropriate staff attitude / behaviour	2	2	0	3	0
	Lack of / incorrect information	1	0	0	1	0
	Wrong information input to system	0	1	0	0	0
	<b>Total</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>0</b>
Parks Streets & Open Spaces	Anything that doesn't fit within existing categories.	1	1	0	0	2
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	0	0	0	1
	Dissatisfaction with standard of street cleanliness	1	0	0	1	0
	Dog fouling	0	0	0	0	1



Service	Reason	15/16	16/17	17/18	18/19	19/20
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	1	0	0
	Footpath clearance	1	1	1	0	0
	Grass cutting	1	3	1	2	2
	Grounds maintenance policy	0	1	1	0	0
	Inappropriate staff attitude / behaviour	1	1	3	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Overhanging / damaged trees & shrubs	1	0	2	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	2
	Quality of footpath	0	0	0	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0
	Untidy / overgrown vegetation	0	0	2	2	0
	<b>Total</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>9</b>
Planning	Anything that doesn't fit within existing categories.	1	0	0	0	1
	Delays in decisions / non-compliance with timescales	1	0	0	0	0
	Dissatisfaction with policy / delivery arrangements	1	1	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Failure to follow process	0	0	1	0	1
	Failure to respond	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	1
	Poor quality of assessment	0	0	0	1	1
	Unacceptable condition of neighbouring site / land	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
Revenue	Admin error	1	2	4	5	5
	Anything that doesn't fit within existing categories.	0	2	1	0	0
	Automated message given to customer	0	1	0	0	0
	Availability of advisor	2	1	0	0	0
	Data protection	1	0	0	1	0
	Disagree with legislation	0	0	2	2	2
	Inappropriate staff attitude / behaviour	0	0	2	2	2

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Lack of / incorrect information	4	2	1	2	3
	Poor communications including lack of notice, consultation & engagement	1	0	1	0	0
	Procedures / policy	7	1	1	7	5
	Service provision Covid 19	0	0	0	0	0
	System Failure	0	1	0	0	1
	Time taken to process enquiry	2	3	1	0	0
	Unclear guideline instructions	0	1	0	0	0
	Unknown	2	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	<b>Total</b>	<b>20</b>	<b>14</b>	<b>13</b>	<b>20</b>	<b>18</b>
Roads & Transportation	Anything that doesn't fit within existing categories.	0	0	0	0	6
	Complaint about blue badge application	0	0	0	0	1
	Didn't get requested time for travel	0	0	0	0	1
	Dissatisfaction with car parking provision / charging policy	0	0	0	0	3
	Dissatisfaction with emergency response to flooding	0	0	0	0	1
	Dissatisfaction with flood prevention / mitigation works	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Grit bin empty / not refilled	0	0	0	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Late/early arrival of bus	0	0	0	0	1
	Localised flooding due to blocked gullies / drainage e.g. roads, footpaths, gardens, property etc	0	0	0	0	2
	Localised flooding due to damaged drains / water mains	0	0	0	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, & vehicle safety barriers	0	0	0	0	1
	Poor standard of road repairs / maintenance work	0	0	0	0	3
	Potholes / poor condition of road surface	0	0	0	0	7
	Public transport Information timetables, electronic screens, bus stop timetables	0	0	0	0	1
	School transport operation of service i.e. late / did not arrive/condition of vehicle/driver conduct/ etc.	0	0	0	0	1
	Traffic concerns including traffic noise / volume / speed	0	0	0	0	1
	<b>Total</b>	<b>25</b>	<b>15</b>	<b>28</b>	<b>26</b>	<b>35</b>

**Note:** Historic Roads & Transportation exact categorisation is unavailable (the Service named changed from Transportation causing database extract issues) however annual totals are shown.

## Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Environmental Services	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc	<p>Total disgrace and health issue the fact our brown bins in Shaw Street Dunfermline have not been emptied now in 4 weeks after 2 confirmations from the Council to say they would empty within 5 working days. Today emailed and again now being told they won't be emptied until next collection date in 2 weeks. Surely this is an environmental health issue the bins are stinking.</p> <p><b>Outcome:</b> <i>Complaint upheld. Full apology offered with an explanation around circumstances.</i></p>
Housing	<p>Inappropriate staff attitude / behaviour</p> <p><b>*Note: 7 from 8 cases were not upheld</b></p>	<p>I would like to complain about my HMO for the way she came banging on my door when I have 2 kids in my house under the age of 5. I also have anxiety which FC is aware of and harassment points and the woman proceeded to bang on my door for over 10 minutes</p> <p><b>Outcome:</b> <i>Complaint <b>not</b> upheld no evidence following investigation that any of the allegations were true. Complaint responded to accordingly and no follow up was received in response.</i></p>
Roads & Transportation	Potholes / poor condition of road surface	<p>I have reported the same road fault 3 times in just over one year, ref numbers are; (ref 1) reported on 21/8/18, (ref 2) reported in April this year and (ref 3) reported in September this year. Each time I reported the fault I received a reply advising the fault would be fixed within 5 days, the road had been sprayed with yellow paint however the fault has still not been repaired.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered the safety inspection revealed required patching works and these were duly scheduled.</i></p>

## 3.0 Learning from Complaints

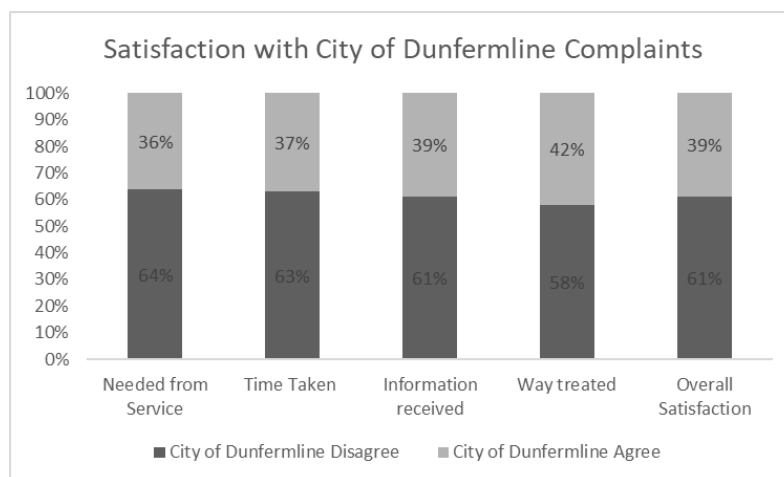
- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective

actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.

- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- A complaint concerning a pupil rezoned from a Dunfermline to an Inverkeithing school with concerns raised about the distance and difficulty the pupil would encounter of a morning on the busy route to use school transport had the bus route amended so that it now comes nearer the address of the complainant.
  - Communication procedures and better record keeping were introduced into a local school following a complaint from a parent that they had not been adequately informed about events that affected their child.
  - Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
  - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Calling customers to assess the quality of complaint handling has now concluded and this was replaced in 2018 with a new approach to satisfaction, see section 6 Customer Satisfaction. The approach to consider the quality of complaint handling includes surveying complaints that the organisation did not uphold. This presents a challenge as it is accepted that it may be difficult for complainants to separate out any redeeming features in how this was handled given where the Council did not uphold their substantive matter.
- 3.8 The following table provides the details of complaint decisions in the Dunfermline area:

	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>
Overall Complaints	39% (39% FC overall)	46% (43% FC overall)	15% (18% FC overall)
Stage 1 Complaints	40% (41% FC overall)	45% (42% FC overall)	15% (17% FC overall)
Stage 2 Complaints	34% (25% FC overall)	52% (48% FC overall)	14% (27% FC overall)

- 3.9 There were 46 complaint surveys completed by City of Dunfermline area respondents with the results shown in the following graph (again see section 6 Customer Satisfaction).



- 3.10 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the ‘business as usual’ process has not worked effectively and there have been 495 enquiries across all Committee areas in Fife during 2019/20. Support in the main is to the local MP and MSP colleagues that represent Fife.

## 4.0 Scottish Public Services Ombudsman Cases

- 4.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 4.2 In 2019/20 there were 3 cases for the City of Dunfermline area that reached this final stage of the procedure. Two cases remain pending the decision from the SPSO are likely delays based upon the current pandemic.
- 4.3 The following table provides a list of Services and outcomes following the SPSO’s consideration of the complaints. Withdrawn by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	SPSO Decision
Planning	Withdrawn
Transportation	Withdrawn
Education	FC to re-do the complaint fully covering all issues raised

## 5.0 Other Customer Issues

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

Enquiry Type	16/17	17/18	18/19	19/20	Note
Missed bins	2043	2943	1445	N/A	No database poll as a consequence of Covid-19
Illegal Dumping	224	270	193	178	Includes mess in gardens
Street Cleaning	291	217	191	189	Untidy street reports
Dog Fouling	77	71	49	43	
Aggressive Dogs	33	45	34	39	
Abandoned Cars	No Info	42	22	21	
Litter Bin Issues	60	52	47	49	
Needles	24	34	28	20	Either made safe or require removal
Fallen Trees	6	5	11	6	

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

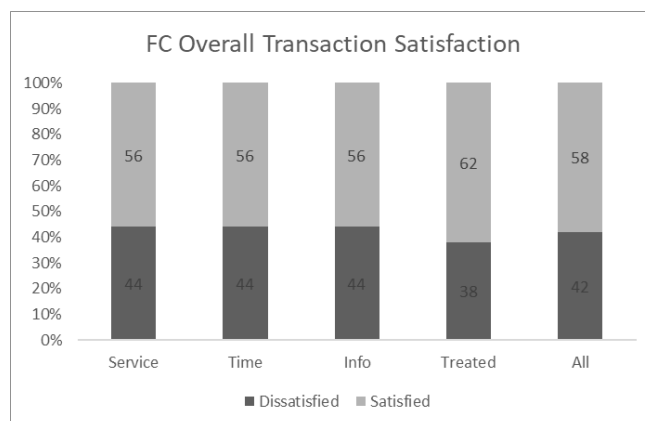
## 6.0 Customer Satisfaction

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- 6.1 A new council wide approach to measuring customer satisfaction was launched in 2017. A link to a short online survey is emailed automatically to all customers that we hold an email address for, 4 weeks after their case is logged on our customer management system (Lagan). Some of the transaction types selected for the survey include:
- Repairs i.e. housing
  - Reporting faults i.e. potholes, street lighting
  - Environmental i.e. domestic waste
- 6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:
- I got everything I needed from the service
  - I was happy with the time taken to deal with my request or enquiry
  - I got all the information I needed
  - I was happy with the way I was treated



- 6.3 The automated distribution of this new, short customer satisfaction survey to high volumes of customers has generated a high response levels where we have seen a peak of an 18% return rate. By linking up to Lagan, feedback is based on real transactions and gives us a comprehensive picture of customer satisfaction with the transaction undertaken.
- 6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. There are no resource implications for Services in the gathering of this feedback. They are simply asked to consider the content of quarterly reports with the aim of improving service delivery or introducing corrective action to mitigate repeat circumstances that cause dissatisfaction.
- 6.5 The Fife Council overall results for 2019/20 has 58% of those surveyed (59% 2018/19) agree with the satisfaction statements (see 6.2), graph as shown (7480 surveys returned):



- 6.6 By comparison respondents from the City of Dunfermline area had 61% (61% in 2018/19) agreeing with the satisfaction statements (see 6.2), graph as shown:



- 6.9 The breakdown by transaction type is as shown in the following table, it is worth noting that not every transaction has an address recorded that would allow analysis by the local area.

Transaction Family	Overall Satisfaction 1920	No of Surveys
Bins/Waste	66%	255
Blue Badge	100%	3
Certificate Extract	75%	1
Community Alarms	63%	2

Transaction Family	Overall Satisfaction 1920	No of Surveys
Complaint	39%	46
Concessionary Travel	100%	4
Environmental	60%	10
Housing	55%	50
Licence	95%	5
MyFife Card	95%	40
Payment Receipt	90%	18
Pest Issue	59%	6
Registrar Enquiry	92%	3
Road or Street Fault	34%	109
Traffic or Streetlight	85%	5
<b>Total</b>	<b>61%</b>	<b>557</b>

## 7.0 Compliments

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- 7.1 Improved database access now allows reporting of compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 65 compliments received from customers in the City of Dunfermline area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	11	Customer called to say she was delighted with the service she received from painter Darren McNally. She spoke of how friendly and efficient he was and wanted this to be passed on to him. She praised the joiner who was also on site.
Business Support Service	1	Both treated me with respect, dignity and empathy. Leanne went out of her way personally going to speak with her TL and guided me through the process. Elaine, although she had appointments she took time to call me, and offered some great advice which I will follow. Both girls actually LISTENED to me. They both calmed me down, understood my frustrations and actually seemed concerned. I was blown away with both their attitudes to their jobs.
Contact Centre	20	I just wanted to make you aware of the fantastic help i received from Tom at the Social work contact centre, i was arranging some services for my husband being discharged from hospital. He was very knowledgeable and put me at my ease.  Customer called to thank Stuart Gillies of The Community Alarm Team for all that he had done over the weekend in regards to assisting her mother from Dunfermline
Customer Service Centres	15	customer handed in a card for carol gibbons - states " just a little note to say thank you for all you did and for taking the time to listen and not judge when i got upset. if it wasnt for your kindness i honestly do not know what i would have done, thank you again"
Education	2	Rather than contact the Woodmill High management team direct, I thought I'd register a compliment through Fife Direct in recognition of their amazing work over the last week. Although there's much to be done, it's a great achievement to have come so far in such a short time. Well done to everyone involved, it's very much appreciated.
Environment	3	Made a request for grey bin to be replaced which was achieved the next day. Thanks to the department for their very quick response and for the assistance of the driver who emptied the contents of the damaged bin into the replacement bin.
Housing	1	Tenant wanted to thank Andrea Page for all her help during the tenancy and for her support when moving to new address.
Parks Streets Countryside	5	I just wish to say that the squad of men weeding and tidying up down at Alice cox walk are doing a fantastic job. people these days are quick to complain about things (myself included) but I also like to give praise when its deserved and in this case it certainly is deserved.
Planning	1	Thanks very much for sending this on, it's much appreciated.
Property Services	1	I would like to compliment the service I received from Fife Council surveyor dept in particular Shaun Crosby.
Transportation	5	I was amazed at the speed this was dealt with. Lodged fault/flooding enquiry over last weekend and the guys were there on Monday afternoon to unblock the drain, also other drains in the street I think. I went out to thank them and tell them I was taken aback at the quick response. I chatted with them for a short while, they were very approachable and friendly. Amazing service. THANKS!!! Is there anywhere online I can leave a positive review?

## 8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) has improved from last year with results above the Council average. The average working days to respond also improved and this is important as a key driver of satisfaction
- 8.2 The issues customers complained about within the City of Dunfermline area are broadly like those made across Fife as a whole however there were proportionally more complaints for Roads & Transportation where the category with the most complaints was potholes / poor condition of the road surface.

- 8.3 While there has been some progress on addressing the root causes of complaints and applying some appropriate corrective action, the Escalation and Resolution team strive to facilitate more significant improvements over the coming year yet remain focussed upon responsiveness.
- 8.4 It is anticipated that work involved to introduce the newly refreshed complaint procedure (for April 2021) will provide a renewed impetus for the Council to consider improvements within the drivers of satisfaction associated with complaints handling, including responsiveness.

## **List of Appendices**

**None**

## **Background Papers**

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

## **Report Contacts**

Diarmuid Cotter, Head of Customer & Online Services

New City House, Dunfermline

Telephone: 03451 55 55 55 + 480050

Email [Diarmuid.cotter@fife.gov.uk](mailto:Diarmuid.cotter@fife.gov.uk)

Dave Thomson, Customer Experience Lead Officer / SPSO Liaison Officer

1 Floor Fife House, Glenrothes

Telephone: 03451 55 55 55 + 444449

Email: [david.thomson-crm@fife.gov.uk](mailto:david.thomson-crm@fife.gov.uk)

20<sup>th</sup> October, 2020

Agenda Item No. 9

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## **Criminal Justice Social Work Service – Community Payback: Unpaid Work Scheme**

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Report by: Kathy Henwood, Head of Service (Education and Children's Services)

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Wards Affected: 2, 3 and 4

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### **Purpose**

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The purpose of this report is to update members on developments within Fife Council Criminal Justice Social Work Service in relation to the work of the Community Payback Unpaid Work Team in the Area Committee wards.

### **Recommendation(s)**

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The Committee is asked to: -

- a) consider and comment on the content of the attached report; and
- b) agree that further reports the Unpaid Work Scheme by the Criminal Justice Social Work Service will be brought to this Committee on an annual basis.

### **Resource Implications**

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There are no additional resource implications for Fife Council.

### **Legal & Risk Implications**

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There are no Legal & Risk implications for Fife Council.

### **Impact Assessment**

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

### **Consultation**

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There is no requirement for consultation.

## 1.0 Background

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- 1.1 The purpose of this report is to update members on developments within Fife Council's Criminal Justice Social Work Service in relation to the Community Payback Unpaid Work Scheme. Other statistical information is provided within the report around the broader work of Fife Council Criminal Justice Services. Continuous improvement in the delivery of the Unpaid Work Scheme will assist the Council to meet its key objective of being a top performing Council.

## 2.0 Reducing Re-offending Partnership

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- 2.1 The Scottish Government and partners have been working together to look at alternative models and ways of working since 2012 to reduce re-offending; reduce the use of custody; and secure better outcomes for communities. The Fife and Forth Valley Community Justice Authority, which previously had oversight of the four local authorities delivering Criminal Justice interventions in its area, was dis-established in April 2017 and a '*New Model for Community Justice*' the Fife Reducing Offending and Re-offending Partnership Group' came into effect. This model places planning at a more local level where people who know their area best can make decisions. A legal duty is now placed upon statutory Community Justice Partners to engage in this planning process to ensure a joint approach that is both outcomes-focused and evidence-based. Further information on Fife's Reducing Offending and Re-Offending Plan can be found on Twitter @RORPGFife.

## 3.0 Funding

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- 3.1 The Unpaid Work Team is funded through the Criminal Justice budget. This constitutes consists of around £1,006,404 of which the largest percentage is accounted for under human resource costs. Other areas which the budget covers include vehicle hire, rental of facilities, equipment purchase and maintenance.
- 3.2 Whilst the Unpaid Work Team will provide the tools, transportation and manpower for specific projects, it is the responsibility of the recipients to provide the necessary materials for use.

## 4.0 Staffing

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- 4.1 The Community Payback Unpaid Work Team comprises of a Team Manager, a Senior Social Work Assistant, three Project Officers and fourteen full time Work Supervisors. Our Lead Officer departed post in July 2020 and the post responsibilities have been temporarily covered by our Senior Social Work Assistant.

## 5.0 Legislation

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- 5.1. This legislation requires Unpaid Work Orders to be completed within a specific timeframe as outlined below: -

**Level One Order** - 20 to a maximum of 100 hours can be imposed and should be completed within a 3-month timescale unless otherwise specified by the Sentencer.

**Level Two Order** - 101 to a maximum of 300 hours can be imposed and should be completed within a 6-month timescale unless otherwise specified by the Sentencer.

## 5.2 Immediacy/Visibility

One of the key elements of the legislation is to ensure that offenders begin work on Community Payback as soon as possible after sentence. To assist in this, Criminal Justice Service Social Work staff carry out post-sentence interview immediately after the person has appeared at Court. This ensures that unpaid work participants commence the unpaid work requirement of their order within five working days of their appearance at Court.

- 5.3 Fife Council's Criminal Justice Social Work Service has a duty to submit an annual report on the operation of Unpaid Work in Fife to the Scottish Government as required by legislation. Information will include up-to-date figures on the number of Orders imposed and successfully completed Unpaid Work Orders, types of projects undertaken and feedback from participants and recipients of Unpaid Work across Fife.

## 6.0 Service Delivery

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- 6.1 The Community Payback Unpaid Work Scheme operates Sunday through to Thursday and offers evening shifts four times per week. Sunday working is also available for those participants in employment or with particular care commitments. With the advent of Covid – 19 evening work has been suspended.
- 6.2 The scheme has three workshops located in Dunfermline, Kirkcaldy and Glenrothes and also operates fourteen vehicles.
- 6.3 Visibility of the projects plays an important part in raising the awareness of the positive contribution Unpaid Work can play in the local community and, throughout the year, there have been a number of positive news articles in the local press. At the conclusion of each project, a plaque is left indicating the Unpaid Work Scheme has carried out the work. This can have a positive impact on those who have participated in the work as well as informing others as to who carried out the work which can have a positive impact on others around the issue of reparation.
- 6.4 There is an increasing focus on the use of social media to promote the positive work being undertaken. In Fife the Community Payback Unpaid Work Team undertake a wide range of projects from painting, litter picking, supporting foodbanks, assisting vulnerable adults and parents of children in the community by completing tasks such as decorating, gardening and removals. Positive media information offers an opportunity to inform the public of the good work that can be achieved by those undertaking Community Payback.

Although not within the time frame of this report it is worth noting that Community Payback staff assisted in food relief throughout Fife during the initial phases of Covid-19. This will be highlighted in future reports to committee.

- 6.5 The scheme currently has forty-three personal placements throughout Fife suitable for both males and females and is actively working on establishing working relationships to create more personal placements across the local authority. Seven of these are located within the City of Dunfermline area with on-going work being undertaken to continue to expand this number. The current placements include Dunfermline Athletic Football Club, Furniture Plus, Sue Ryder and the Salvation Army.
- 6.6 Our Lead Officer, Project Officers and Work Supervisors, undertook a Training for Trainers Course in 2018. This allows them to instruct and guide participants on the safe and effective use of relevant equipment. This will ensure the skill set of unpaid work participants is increased and will promote confidence and skills that can be utilised in the future when seeking employment. We are also investing in developing the staff group by offering training and development opportunities to enhance knowledge and awareness. Courses undertaken

have been, NEBOSH (The National Examination Board on Occupational Safety and Health), CALM Training which addresses Crisis & Aggression Limitation Management and more recently the commencement of a Certificate in Leadership and Management Course. We also hold two staff development days where team developments and improved working and communication within the service have been undertaken and implemented.

It had been planned for our supervisors to receive further training in 2020 from Community Justice Scotland along with colleagues across the country, but this had to be postponed due to the Covid -19 outbreak.

- 6.7 The Unpaid Work Team continues to work in close partnership with the Fife Coastal and Countryside Trust supporting the management and upkeep of areas managed by the trust.
- 6.8 To assist service users to attend and undertake their hours, local pick up points remain in place in North East Fife, Buckhaven, Dunfermline and Kirkcaldy. Post Covid these will be reassessed.
- 6.9 An Unpaid Work requirement also provides the opportunity within certain prescribed limits for a participant to undertake other activities designed to address identified deficits in the person's lifestyle that may improve a variety of areas in their life. Other activity must not exceed thirty percent of the specified number of hours in the requirement, or thirty hours, whichever is the lower. Such areas include specific training, which addresses issues of literacy, numeracy and/or problem solving. There may also be a need to address anger management issues, address alcohol and or drug related problems. Attendance at the Criminal Justice Service Road Traffic Offenders Programme, which has multi agency engagement from Community Safety, Transportation Services, the Procurator Fiscals Office, Police Scotland and the Scottish Ambulance Service has also been used for this purpose.
- 6.10 In response to the needs of women who offend, the Criminal Justice Social Work Service can provide a woman only work squad. The WINGS Project (Women, Inspiring, Nurturing, Goals and Safe) is a service that is tailored to provide a range of services in one place. Attendance by women to the Women Inspiring Nurturing Goals project is credited as part of the other activity project and runs four days a week in Dunfermline, Glenrothes, Methil, Cupar and Kirkcaldy.
- 6.11 The Community Payback Unpaid Work Team also strives to work in close partnership with other Social Work teams such as Children & Families and Adults teams assisting families in poverty or facing hardship. Examples of this include providing responsive support for individuals or families to move home at short notice, for safety purposes and providing support to vulnerable individuals within the community to maintain their properties to a good standard.
- 6.12 Currently 6 members of staff are trained in CPR Instruction in relation to babies/ infants, children and adults. This enables them to instruct both Social Work staff and service users and provides them with certification once completed, and Naloxone Training has been provided to all Unpaid Work Supervisors should a service user present as being overdosing on drugs. In part, this aids the council's objective via the ADP to try and reduce the numbers of Drug Deaths in Fife that have seen an increase across Scotland in the last year.
- 6.13 Currently our Project Officers are undertaking NEBOSH training (The National Examination Board on Occupational Safety and Health) designed to meet the health, safety, environmental and risk management needs of all places of work in both the private and public sector.



- 6.14 The service works closely with corporate Health and Safety colleagues to ensure that the correct advice and guidance is in place for the safety and wellbeing of staff and service users alike.

## 7.0 Recipients Feedback

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- 7.1 Following completion of a Project, a recipient's questionnaire is sent to recipients to gain feedback on the service they received. The following information has been collated from 28 questionnaires received over the period from **1 April 2019 to 31 March 2020**:

28 Recipients Questionnaires were returned between 1/4/19 – 31/03/2020. Work is being undertaken with the recipients of our service to encourage a larger response rate. Of those that have replied the feedback is generally very positive as can be seen below.

### How much information were you given?

About right = 89%

Not Enough = 4%

Blank = 7%

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### Were you told when the job would start?

Yes = 96%

Blank = 4%

Did it start on time?

Yes = 96%

No = 4%

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### How satisfied were you with the standard of work?

Very Satisfied = 89%

Satisfied = 7%

Very Unsatisfied = 4%

### Comments

- As the work has only material costs and no labour costs attached, the standard of work from potentially unskilled workers is very good.
  - Completed to a high standard.
  - Cannot fault the work carried out, always asked if I'm happy with the work done.
- 

### Were the Supervising staff helpful in their approach?

Always = 82%

Most of the time = 4%

Blank = 14%

### **Comments**

- The supervising staff are a joy to work with, they are very approachable and accommodating and always happy to help if possible.
  - So helpful and we are grateful that the community payback agreed to prepare the building for the family.
  - Their approach was always above and beyond the level of service expected.
  - Above expectations.
- 

### **Were the clients helpful in their approach?**

Always = 82%

Most of the time = 11%

Blank = 7%

### **Comments**

- The clients have always been happy and grateful for the service and work which has been provided by the pay back team.
  - They went above and beyond what was expected as one client wanted to upgrade the young person's memorial at the end of the facility.
  - The painting was carried out during a holiday period but i did meet some of the clients, one in particular was extremely proud of his work and was keen to show me.
  - I received no information advising that the service user was unhelpful. He was grateful that the work had taken place.
- 

### **In your opinion was supervision of the clients adequate?**

Always = 89%

Blank = 11%

### **Comments**

- Yes, the supervisor was always in control of the team which they had working.
  - Never seen any issues when I've met the group, excellent supervision.
  - Very respectful.
  - There was an occasion when their radio was too loud, I had to ask them to turn it down, or close the door to prevent the noise travelling through our office. They were very accommodating.
-

## **Was the Service prompt in completing your task?**

Yes = 96%

No = 4%

### **Comments**

- Yes, the work was always completed on time.
  - Completed in good time.
  - Small delay due to staff shortage, communication was handled well.
  - No, the task has still to be completed.
  - Lots of workforce to carry out the task.
  - Task completed as predicted.
- 

## **Overall how satisfied were you with the Service?**

Very Satisfied = 96%

Unsatisfied = 4%

### **Overall Comments**

- On occasions where we have used the service before I have been very satisfied. The work that has been completed so far is to a good standard and the members of the team work really hard. However, I feel lack of communication this time round has left myself and other staff members feeling unsatisfied with the service. For example, once dates have been arranged it would be beneficial if someone could contact myself to state that the work will not go ahead on the proposed dates. In addition, a follow up email or phone call to explain why, as well as an issue of new proposed dates would benefit us. Furthermore, I would appreciate if someone could also contact us to advise when the paint etc that has not been used will be dropped off and returned.
  - I am very satisfied with the pay backs standard of work, the dedication the team show to the job which they have been tasked with and for the team to complete other adhoc work when it has been asked.
  - Great service.
  - Very much appreciated!
  - The teams were amazing, they worked very well within their group and with the gala group. The boss was firm but an excellent leader! We were so grateful for their help this year and previous years. A huge thanks to all involved, we had a successful day.
  - The assistance given and the work carried out was exceptional. The attitude of all involved was so positive and what was achieved was more than we could have hoped for. The ongoing support of the team continues to be highly valued and appreciated. Thank you.
  - All projects I have requested have been carried out efficiently, taking into consideration the needs of the service users, your teams go out of their way to ensure that there is minimal disruption to the service users.
  - Excellent job and all persons on site conducted themselves well.
  - Staff and residents at Lindsay House are delighted with the pergola, wishing well and planters in the garden. The slab laying was done to such a high standard that we are thinking of asking for your assistance with some more.
-

## 8.0 Unpaid Work Participant Feedback

8.1 CJS Client Feedback Survey 2019/2020. The key results from the CJS Service User Feedback Survey for the period April 2019 – March 2020 are given immediately below. This information covers respondents on **all** Criminal Justice Orders and not solely Unpaid Work which is detailed further below at the end of this section.

### Response Rate

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#### CJS Client Feedback Survey 19/20

The key results from the CJS Service User Feedback Survey for the period 1 April 2019 – 31 March 2020 are given below.

#### Response Rate

**Total number of Service Users who responded to the questionnaire was 127.**

10% of Service Users who terminated their order in the period responded.

#### Type of Order:

- 92% of the respondents who responded were subject to a CPO
- 1% of the respondents who responded were subject to a DTTO
- 1% of the respondents who responded were subject to a Fiscal Work Order
- 1% of the respondents who responded were subject to a Non-Parole Order
- 1% of the respondents who responded were subject to a Parole Order
- 2% of the respondents who responded were subject to a Supervised Release Order
- 2% of the respondents who responded were subject to another type of order

#### Supervision Details

- 13% of the respondents had supervision

#### ***During the Supervision of your Order did you look at why you offended?***

- 75% said they looked at why they offended completely
- 6% said they looked at why they offended partly
- 13% said they did not look at why they offended

- 6% of the respondents did not answer this question at all

***During the Supervision of your Order, did the people supervising you encourage you to consider how your offending had affected your victims?***

- 63% said the people supervising them encouraged them to consider how their offending had affected the victims completely
- 13% said the people supervising them encouraged them to consider how their offending had affected the victims partly
- 19% said the people supervising them encouraged them to consider how their offending had affected the victims not much or not at all
- 5% of the respondents did not answer this question at all

**Groupwork**

***Did you attend any Groupwork Programmes?***

- 17% said they attended Groupwork
- 29% DAG
- 5% MFMC
- 5% RTG
- 5% Smart Recovery
- 5% Wings
- 38% Other types of groups

***Did you complete the Groupwork Programme?***

- 62% said they completed the Groupwork
- 24% said they didn't complete the Groupwork
- 14% did not answer this question

**How was the Order Carried Out?**

***What do you think about the amount of information you received about your Order?***

- 57% said the information they received was about right
- 2% said the information they received wasn't enough

- 1% said the information they received was too much
- 40% did not answer this question

***How easy or difficult was it to understand the information about your order?***

- 38% said the information was very easy to understand
- 17% said the information was fairly easy to understand
- 3% said the information was fairly difficult to understand
- 42% did not answer this question

***During your contact with Criminal Justice Service, did you feel that you were treated with respect?***

- 72% said they were treated with respect always
- 22% said they were treated with respect most of the time
- 2% said they were treated with respect sometimes
- 4% did not answer this question

***Do you think your circumstances were taken into account during your contact with Criminal Justice Service?***

- 62% said their circumstances were taken into account completely
- 18% said their circumstances were taken into account partly
- 6% said their circumstances were taken into account not much at all
- 2% said their circumstances were not taken into account at all
- 2% did not answer this question

***If you attended on time, how often were you seen on time?***

- 43% said they were seen on time always
- 14% said they were seen on time most of the time
- 2% said they were seen on time sometimes
- 41% did not answer this question

***Has the Order helped you?***

This order was helpful?

- 51% agreed or strongly agreed that being on an order was helpful.
- 6% disagree or strongly disagree that being on an order was helpful
- 43% did not answer this question

***Has your attitude to offending changed during the course of your Order?***

- 62% believed that their attitude to offending had either partly or completely changed during the course of their Order.
- 10% believed that their attitude to offending hadn't changed much or not at all during the course of their Order.
- 28% did not answer this question

## **Life Issues**

The percentage of respondents who felt that being on an Order had helped improve various life issues range from:

- 24% for Alcohol
- 15% for Drugs
- 17% for Education
- 17% for Employment
- 21% for Family
- 9% for Housing
- 28% for Relationships
- 10% for Money/Budgetary

***Did you carry out any unpaid work or other activity?***

- 65% of the respondents had unpaid work or other activity

***During your Order were you charged with other offences?***

- 8% were charged with other offences during their order

***Do you think that this Order has helped you to stop or reduce offending?***

- 62% of the respondents thought the order has helped them stop offending

- 13% of the respondents thought the order has helped them reduce offending
- 9% of the respondents thought the order didn't help
- 16% did not answer this question

### **Overall how satisfied were you with the way that Criminal Justice Services helped you complete your Order?**

- 58% of the respondents were very satisfied or satisfied by the way that CJS helped them to complete their Order
- 2% of the respondents were unsatisfied by the way that CJS helped them to complete their Order
- 40% did not answer this question

## **9.0 Unpaid Work in Fife – Demand**

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- 9.1 The total number of Community Payback Orders with an Unpaid Work requirement imposed in Fife over the period of 1st April 2019 to 31st March 2020 is 812 (936 in the previous year). In demographic terms, males represent the largest cohort of participants with 706 Orders imposed on men and 106 women.
- 9.2 The number of hours of completed by unpaid work participants in Fife over the period covering 1st April 2019 to 31st March 2020 was 86664. Using the Living Wage of £9.30 per hours as a guide, this equates to £805,975 of financial benefit to Fife communities and Unpaid Work Recipients.
- 9.3 The total number of Community Payback Unpaid Work Requirements successfully completed in Fife over the period of 1st April 2019 to 31st March 2020 was 489 males and 78 females.

## **10.0 Work Undertaken in Wards**

---

- 10.1 The work undertaken by the Community Payback Scheme and its participants benefit local schools; charities; and community organisations. The range of work can include:
- ground clearance
  - recycling projects
  - building maintenance and landscaping
  - Improvements to park and community facilities
  - General gardening projects
  - Painting and decorating in community centres and individual homes

## **11.0 Projects Undertaken in the Committee Area**

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- 11.1 A description of some of the work undertaken in the City of Dunfermline Area over the period 31st March 2018 to 1st April 2019 is noted in Appendix 1 of this report. Also included within the Appendix is a list of organisations that have benefited from work



undertaken and the organisations that we currently have arrangements in place with who facilitate personalised placements.

## **12.0 Conclusion**

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12.1 Community Payback has assisted a large variety of projects over the last year from individual householders to schools and nurseries and voluntary organisations throughout Fife. It plays a significant and positive role in local communities and repairs some of the harm caused by those who have committed offences. In addition to the benefits to local communities, the use of the other activity has been utilised to ensure that we are meeting any identified needs of service users with a view to supporting them to integrate within their local communities. The number of Orders has decreased in the last year by 124. The Unpaid Work in the Community Team would welcome the opportunity to continuously develop links with other Fife Council directorates in the coming year to improve the range of activities it can offer to those on the order as well as fill gaps where the council is unable to provide a service due to budgetary constraints. While we are ambitious for continued development and improvement the coming year will prove challenging to deliver services in the same way as has been seen this year due to the issues of Covid-19, however at time of writing we are now back delivering a service on a restricted basis and have been since 22 July 2020.

### **List of Appendices**

Appendix 1 - Work undertaken in the City of Dunfermline area

### **Background Papers**

None.

### **Report Contact**

Stuart MacArthur  
Team Manager  
Town House Kirkcaldy  
Telephone: 03451 55 55 55 Ext 470694  
Email: [stuart.macarthur@fife.gov.uk](mailto:stuart.macarthur@fife.gov.uk)

**City of Dunfermline Area Committee  
Community Payback  
Unpaid Work Projects**

**01/04/19 to 31/03/20**

**SERVICE / ORGANISATION / RECIPIENT**

**PROJECT/TASK**

**Ward 2**

Dunfermline North

- Barony Housing - House move David Millar Place Dunfermline
- Family Nurse Partnership - House removal from Lauder street to Kingseat
- Fife Council Dunfermline Community Centre - gardening
- Fife Council - Beatty Place Dunfermline indoor painting
- Fife Council - Townhill CC uplift and delivery
- Fife Council - Broomhead Community Flat indoor painting
- Fife Council MARAC Dunfermline - fixing bolts onto gate making garden secure & fence painting
- NHS Occupational Therapist Jean Mackie Centre - rubbish uplift
- Fife Council Dunfermline - fixing broken gate and laying slate in garden
- Fife Council Spencer House - sheltered housing complex gardening

**Ward 3**

Dunfermline Central

- Fife Council Cairneyhill PS - planter and gate build and install

**Ward 4**

Dunfermline South

- Fife Council - Community Centre removals from Touch Community Centre to Del Farquerson Centre and gardening
- Fife Council - Mackie Place Dunfermline
- Dunfermline Advocacy - indoor painting x 2
- Dunfermline Foodbank - removals x 3
- Fife Council - Pitmedden Road Dunfermline gardening and rubbish uplift
- Abbeyview Community Council - large planter refurb
- BID Dunfermline Delivers – Safe Zone – clean up and prepare for Christmas period base for emergency services
- Abbeyview Community Council - large planter refurb
- Fife Council - removal Fleet Street Dunfermline
- Fife Council - Pitmedden Road Dunfermline gardening and rubbish uplift
- Fife Council - Allan Crescent Dunfermline house removals for new flooring and carpets getting laid

- Fife Council Izatt Avenue Dunfermline - rubbish uplift
- NHS Ward 5 QMH - gardening
- Fife Council - St Columbus & Woodmill HS litterpicks
- Fife Council Jean Mackie Centre - community uplift Fife Council Pitreavie PS nursery indoor painting

#### **Regular litterpicking across Dunfermline areas below:**

- Townhill Loch
- Townhill Park and surrounding areas
- Townhill community woodland
- Dunfermline Glen Bridge
- Dunfermline public park Roberston Road
- Dunfermline Pitreavie running complex
- Dunfermline Pitreavie Industrial Estate
- Dunfermline Leys Park Road
- Dunfermline West Fife Cycle Way

#### **Regular Garden Rota across Dunfermline areas below:**

- David Millar Court
- Dollar Court
- Matthew Fyfe Residential
- Jean Mackie Centre
- Balfour Court
- Townhill Edible Nature Area

#### **Community Payback – Unpaid Work Personal Placement Providers**

- Barnardos Retail Shop
- Barnardos Kid Shop
- Dunfermline AFC
- Furniture Plus
- Salvation Army Charity Shop
- Red Cross Charity Shop
- Sue Ryder Shop





**FIFE COUNCIL  
CRIMINAL JUSTICE SERVICES  
COMMUNITY PAYBACK  
UNPAID WORK SCHEME**

**1.0 INTRODUCTION**

Community Payback Orders are issued by the Court as a direct alternative to custody and are managed and supervised by Criminal Justice Social Work Services. Orders vary from 40 to 300 hours. The Criminal Justice Service reports on any issues or problems relating to the management of Orders directly to the Courts.

**2.0 RISK ASSESSMENT**

The Community Payback by Offenders Scheme is delivered throughout Fife by Project Officers and Supervisors. Working with Social Workers responsible for the assessment, supervision and management of the Order and the participant to whom it relates. This role includes assessing an individual's suitability for the Order using risk assessment tools and managing the participant's compliance with the Order; feedback is provided to the Court on the compliance and performance of the individual undertaking Community Payback within the local Community.

**3.0 PROJECTS**

The Projects Team is responsible for the provision of the unpaid work placements, projects and the direct supervision of participants. Community payback runs 5 days per week Sunday to Thursday 09.30 – 16.30. We can provide personalised placements for individuals in a variety of settings such as charity shops and other voluntary organisations.

Each project is assessed by a project officers who will link with recipients of the service to consider the needs and demands of a project that is being requested. The UPW Project Officers contact details are provided below and you should make contact depending on which area the work is required.

The aim of Community Payback is to provide opportunities for participants to make reparation to the local community, for example local schools, charities and community organisations. A further objective of unpaid work placements in the community is to help offenders to learn and acquire new work and life skills. To improve their employability prospects and help them break the cycle of reoffending and to move away from crime.

Community Payback has a criterion that must be adhered to when allocating and assessing a project which is detailed below. Please familiarise yourself with the criteria and confirm with the Project Officer that you, your organisation or individual recipient meets our criteria. Thereafter an assessment appointment can be arranged, with you to assess what work you require and if we can assist. We will provide advice regarding the required materials needed to complete the job.

Please note that any recipient of our service must cover the costs of their own materials, all labour is free. Once the project has been agreed a date will be confirmed by the Project Officer as to when the work will commence. Please note that some flexibility will be required around completion dates due to the availability of resources.

**The criteria that we work to in Community Payback Unpaid Work are:**

*All Fife Council service providers such as Children and Families and Adults must go through appropriate local authority teams/providers and have explored alternative supports before approaching Community Payback i.e. for a fencing project Fife Council must be contacted prior to Community Payback to ensure paid work is not being taken away from other services.*

You must ensure:

- Individuals cannot do the work themselves.
- The individual / organisation has no monies available to pay someone to complete the work.
- They have no family or friends, regardless of their commitments that cannot do the work for them.
- Work will only be considered for non-profit making charitable organisations.
- We are unable to replace any Fife Council Service who have responsibility for completing the task you are requesting.
- In addition, all materials must be purchased and supplied by the beneficiary or recipients prior to any work commencing

The work undertaken benefits both the local and wider communities of Fife and includes charities, community organisations/centres, care homes, and the disabled. The range of work can include:

- litter picking;
- rubbish removal (MUST be double bagged before uplift)
- recycling projects;
- wooden fencing repairs and painting;
- metal railings painting (with approved lead testing only)
- basic landscaping & basic path work
- improvements to park and community facilities;
- general gardening projects
- painting and decorating in community centres, voluntary organisations and individual homes.
- making and repairing garden furniture.
- community festivals/events

- snow and ice clearing

**Contacts for the 3 areas across Fife are as below**

Dunfermline & SW Fife

Kimberly McIntyre

[Kimberly.mcintyre@fife.gov.uk](mailto:Kimberly.mcintyre@fife.gov.uk)

07712542569/01383 621469

Glenrothes & NE Fife

Catriona Henderson

[Catrionam.henderson@fife.gov.uk](mailto:Catrionam.henderson@fife.gov.uk)

07718969205/01592 771346

Kirkcaldy, Kinghorn & Burntisland

Craig Hutton

[Craig.hutton@fife.gov.uk](mailto:Craig.hutton@fife.gov.uk)

07515291032/03451 555555 400010

20th October 2020

Agenda Item No. 10

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## Dunfermline Local Community Planning Budget Update

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

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Wards Affected: 2, 3 and 4

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### Purpose

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The purpose of this report is to present an update on the Dunfermline Local Community Planning budget for 2020/2021.

### Recommendation(s)

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Members are asked to:-

- (i) note monies spent so far;
- (ii) approve applications for Local Community Planning Budget for the period 2020/21 (as set out in the Appendix); and
- (iii) approve an allocation of £36,000 to contribute to the further development of the The Maygate Exchange in Dunfermline (see Section 2 for further detail).

### Resource Implications

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Key components of the LCPP Action Plan require service specific support from main stream budgets. Other elements have already had Local Community Planning Budget approval at the meeting of the Area Committee on the 8<sup>th</sup> September 2020.

### Legal & Risk Implications

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There are no Legal & Risk Implications associated with the delivery of the outcomes contained within the action plan.

### Impact Assessment

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



Local Community Action Plans have been in existence in Dunfermline since 2013, adopted annually and with quarterly updates reported to the Area Committee. The current plan for 2020/2021 was adopted in August 2020.

## 1.0 Background

---

- 1.1 The renewed Dunfermline Local Community Action Plan, Plan 4 Dunfermline was approved by CoDAC in August 2020. Priority themes were agreed in line with the Fife Partnerships Refreshed and Reformed areas and the partnership challenged to progress a delivery plan that would target resources on key areas of work across the theme headings.
- 1.2 The Local Community Planning Partnership consists of a range of partners including Police Scotland; Fire Scotland; the Voluntary Sector; Fife Sports & Leisure Trust; and a range of Council Services including: Community & Neighbourhood Services; Transportation; Housing; Parks, Streets & Open Spaces; Business & Employability; and Education and Children's Services.
- 1.3 The Partnership have been meeting on a regular basis to develop deliverable actions that would see progress across the range of priorities.

## 2.0 Issues and Options

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- 2.1 Fife has a strong history of partnership working at a strategic level. The Local Community Plan is reflective of a broad consultation exercise that engaged Council services, the voluntary sector, local communities and Local Elected members.
- 2.2 The Dunfermline Local Community Planning Partnership Chair has engaged with partners working to support those suffering from the effects of the COVID-19 Pandemic. Funding has been allocated to support projects and programmes working to mitigate them. Many of the successes achieved to date are because of effective partnership working.
- 2.3 The Dunfermline Local Community Planning Partnership have adopted the 4 Recovery and Reform areas as set out by the Fife Partnership, including Leading Economic Recovery. The development of the Enterprise Exchange in the Maygate is key to the development of this priority area.
- 2.4 In 2019, Dunfermline was awarded £300k from the Scottish Government Town Centre Capital Fund to transform a vacant Council building on Maygate into an Enterprise Hub where entrepreneurs can hire space, grow and collaborate.
- 2.5 The main outcomes of this were to provide a town centre space for enterprise to grow and to aid the regeneration of Dunfermline town centre.
- 2.6 In order to meet set up costs (including part funding of a post) and to establish a robust operating model, a £36,000 contribution is being requested from the Dunfermline Local Community Planning budget

## 3.0 Conclusions

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- 3.1 The appendix details the budget available in 2020/2021, spend and commitment so far and confirming the outstanding balance across the 3 Dunfermline Wards, the Dunfermline Area budget and Anti-Poverty funding.

### List of Appendices

1. Local Community Planning Budget 2020/2021

### Report Contact

Shirley Melville  
Community Development Team Manager  
Communities & Neighbourhoods Service  
New City House, Dunfermline

 03451 555555 x 480067

 [shirley.melville@fife.gov.uk](mailto:shirley.melville@fife.gov.uk)

## **Appendix 1 – LOCAL COMMUNITY PLANNING BUDGET 2020/21**

### **Ward budgets –**

**Central Dunfermline - £19,556 – spent £8577 remainder £10,978**

**Dunfermline North - £19,942 – spent £10,028 remainder £9,914**

**Dunfermline South - £22,812 – spent £6399 remainder £16,413**

LCP applications received from Community Councils

£50,000 Ring fenced funding to Community Councils and TRA's for local activities in support of the Dunfermline Local Community Planning priorities

7 LCP budget funding applications received from Community Councils

Part payment to 4 Community Councils. Revised requests invited payment to Community Council to be approved

### **Dunfermline Area Wide LCP budget**

**£129,390 – spent £105,840 remainder £23,550**

£15,000	Dunfermline Heritage Trust
£32,640	Christmas 2020 Lights in Town Centre
£2,000	Dunfermline's Christmas Tree
£4,950	Light up the Auld Grey Toon
£4,750	HLF Great Places Project
£1,500	Purchase Ridgeback Bikes
£4,500	Woodmill High School project
£4,500	Winter lights repair and maintenance
£36,000	Maygate Exchange

### **Anti-Poverty budget**

**£135,000 – spent £65,168 remainder £69,832**

£50,000	Support the Dunfermline Advice Hub
£9,998	Delivering Dunfermline
£500	Travel Vouchers
£2170	Holiday activities, particularly for those on Free Meal Entitlement
£2500	Support to voluntary organisations for activities/events

**Total £306,700**

**£21,197** Discretionary Rating Relief for Voluntary Organisations

20<sup>th</sup> October 2020

Agenda Item No. 11

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## Common Good Funds Annual Report 2019-2020

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

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Wards Affected: 1,2,3,4,5 and 6

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### Purpose

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The purpose of this report is to advise members of the current status of the Common Good Funds in the area and relevant fund activities over the financial year 2020-2020.

### Recommendations

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Members are asked to:

- (1) note the information contained in the relevant appendices for the various Common Good funds; and
- (2) offer comments as appropriate on the information provided.

### Resource Implications

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The additional work to produce these reports has been resourced from within Finance and Corporate Services Directorate.

### Legal & Risk Implications

---

There are no known legal or risk implications.

### Impact Assessment

---

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

### Consultation

---

Consultation has taken place with Asset, Transportation and Environment Services and Fife Cultural Trust.

## 1.0 Background

---

- 1.1 Annual reporting is one of a suite of measures designed to ensure that Fife's Common Good Funds are managed and reported in a way that reflects best value for the organisation.
- 1.2 Historically, the Common Good Fund has comprised both capital and revenue balances. The capital balance consists of fixed assets which are heritable property and investments. The revenue balance comprises current assets held in the Council's accounts on behalf of the relevant fund.

## 2.0 Common Good Fund - Key Elements

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### 2.1 Revenue Account

#### 2.1.1 Income

The cash income received during the financial year is mainly from rents, interest on investments and external interest. Income from net gain on revaluation is a result of the revaluation of the fund's investments at the year end.

#### 2.1.2 Expenditure

In line with the Council's agreed policy, the first call on the Common Good Fund is maintenance of Common Good property. Disbursements/donations and other expenses are also funded from the Common Good Fund.

The amount spent on property costs and disbursements/donations are detailed within the notes to the accounts for the individual Common Good Funds.

The net effect of the income and expenditure on a Common Good account results in a surplus or deficit for the particular year. This amount is then transferred to balances.

## 3.0 Balance Sheet

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### 3.1 Fixed Assets

#### 3.1.1 Heritable Property

Heritable Property comprises land and buildings held on Common Good accounts. In the main this is municipal buildings and recreational land of various kinds.

The attached accounts reflect the assets held on the Common Good Balance sheet as at 31st March, 2020. A complete list of all Common Good assets relative to this Area is also attached at Appendix 1(b).

#### 3.1.2 Investments

In addition to heritable property, each Common Good Fund also has investments. These investments form part of the funds capital balances. Investments are made using the Council's standard investment strategy to maximise income to the fund.

The heritable property and investments represent the capital balances.

### 3.2 **Current Assets**

The Advance to Loans Fund comprises monies held in the Council's bank account which receive internal interest from Fife Council.

The advance to loans fund, plus debtors and less creditors, represents the revenue balances.

The revenue account and balance sheet form the financial accounts for the Common Good Fund and this is attached as Appendix 1 to this report.

## 4.0 **Moveable Property**

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- 4.1 Moveable property held as part of the Common Good comprises everything that is not land or buildings, e.g. Council Chains of Office, furniture, ceremonial robes and so on. The Local Services Network and Museums and Libraries can provide a list of this moveable property if required.

## 5.0 **Conclusions**

---

- 5.1 This reports and its Appendices are intended to give members greater information on the relevant Common Good Funds.

### **List of Appendices**

1. West Fife Area Common Good Fund Annual Report 2019/2020 (incorporating as Appendix 1(a) the financial statement 2019/2020 and as Appendix 1(b) the schedule of heritable property).

### **Background Papers**

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

- Fife Council Annual Accounts 2019/2020

### **Report Contacts**

Eleanor Hodgson  
Accountant Common Good and Trusts  
Fife House, North Street, Glenrothes, KY7 5LT  
Telephone: 03451 55 55 55 Ext. 443983  
Email – Eleanor.hodgson@fife.gov.uk

Alastair Mutch  
Inverkeithing Civic Centre, 10 Queen Street, Inverkeithing, KY11 1PA  
Telephone: 03451 55 55 55 Ext. 450481  
Email – Alastair.Mutch@fife.gov.uk

**WEST FIFE COMMON GOOD FUND  
ANNUAL REPORT 2019-20**

**1. Overall Position**

The fund comprises capital and revenue balances. The capital balances comprise heritable property and investments totalling £677,398. The revenue balances comprise the Advance to Loans Fund plus debtors less creditors totalling £14,772. The total balances of West Fife Common Good are £796,984 as shown in Appendix 1(a).

**2. Key Issues in Financial Year 2019-20****2.1 Income**

Total income for 2019-20 is £98,705 (2018-19 £95,034). This is an increase compared to 2019-20.

.

**2.2 Expenditure**

Total expenditure for 2019-20 is £62,618 (2018-19 £68,102). This is a reduction from the previous year mainly due to reduced spend on donations.

**3. Management of Assets**

3.1 There are currently 15 leased sites in West Fife as detailed in Note 1 to the Accounts in Appendix 1(a).

3.2 A breakdown of the property costs is detailed in Note 2 to the Accounts in Appendix 1(a).

**4. Value of Fund**

4.1 The total value of the fund has increased in 2019-20 by £4,031 as shown in Appendix 1(a).

## COMMON GOOD FUNDS - A76040

## Appendix 1(a)

## Revenue Account Year Ended 31st March 2020

2018/19		2019/20
	<b>Income:</b>	
76,702.35	Rents	79,130.00
471.69	Interest on Revenue Balances	572.02
17,859.78	External Interest	19,003.13
0.00	Other Income	0.00
<u>95,033.82</u>	<b>Total Income</b>	<u>98,705.15</u>
	<b>Expenditure:</b>	
52,393.32	Property Costs	36,202.25
8,693.23	Donations	20,216.53
2,538.11	Other Expenditure	1,721.85
4,477.78	Depreciation & Impairment	4,477.78
<u>68,102.44</u>	<b>Total Expenditure</b>	<u>62,618.41</u>
26,931.38	<b>Surplus / (Deficit) for Year</b>	36,086.74
4,477.78	Add Funding from Reval Reserve	4,477.78
<u>31,409.16</u>	<b>Amended Surplus (Deficit) for year</b>	<u>40,564.52</u>

## Balance Sheet as at 31st March 2020

292,193.88	<b>Fixed Assets:</b>		
421,737.81	Heritable Property		332,060.50
	Investments		345,337.92
	<b>Current Assets:</b>		
74,821.64	Advance to Loans Fund	129,952.16	
4,199.84	Sundry Debtors	4,405.84	
	<b>Less Current Liabilities:</b>		
0.00	Creditors	-14,772.00	
79,021.48	<b>Net Current Assets</b>		119,586.00
<u>792,953.17</u>	<b>Net Assets</b>		<u>796,984.42</u>
	<b>Financed By:-</b>		
-500,759.29	Useable Reserves		-500,759.29
-292,195.88	Unusable Reserves		-292,195.88
<u>-792,955.17</u>			<u>-792,955.17</u>



## West Common Good

### Notes to Revenue Account Year to 31st March 2020

#### 1. Analysis of Rental Income:

SP Powersystems	5
Allotments Townhill	2
James Robertson	700
City Chambers	44,130
Ground Pilmuir Street	4,500
Museum Friary	10,000
Music Institute, Dunfermline	1,600
Public Park, Dunfermline	200
St Stephens Hall	350
Town House, Inverkeithing	580
Senior Citizens	200
Carnegie Hall	10
Recreation Ground Townhill	90
Former Corn Exchange, 4 Hope Street (Lime Studio)	14,625
James Adam	500
Room/Space hire	1,638
	<b>79,130</b>

#### 2. Analysis of Property Costs:

Corporate Building Repairs	26,316
Service Requested Building Repairs	-6,481
Electricity	4,818
Carbon	68
Non Domestic Rates	6,787
Water Services	662
Premises Insurance	1,638
Other Property costs	0
Property Related Recharges	1,651
Property Service Fees-Client Generated	745
	<b>36,202</b>

#### 3. Analysis of Donations:

**To be updated** Projects previously approved not actioned.(Accrual reversal)

320 Ballast Bank	3,353
451 Abbot House Scio	900
338 Pitcorthie Play Group	150
439 The Abbey Church Of Dunfermline	4,000
507 Dunfermline East Church Annexe	5,000
	<b>20,217</b>

#### 4. Depreciation:

E00351B Town House, 6-8 Townhall Street	1,700
E01882B Community Hall; Corn Exchange	2,778
	<b>4,478</b>

## Notes to Balance Sheet to 31st March 2019

### 5. Analysis of Heritable Property:

<b>To be updated</b>	Community Hall;Corn Exchange Inverkeithing	136,112
	Town House, 6-8 Townhall St, Inverkeithing	81,600
	Farmland;Lilliehill Farmland-12.09Ha Townhill	37,000
	Farmland;Lilliehill Farmland-12.42Ha Townhill	33,000
	Culross War Memorial	1
	Abbot Place Car Park, Inverkeithing	1
	Inverkeithing Harbour	1
	Queen St Community Orchard, Inverkeithing	1
	Abbot Place Garden, Inverkeithing	1
	Cul De Sac, Kinell Rd., Inverkeithing	1
	Amenity Land, Killebone Road, Townhill	1
		<b>287,719</b>

### 6. Analysis of Investments:

Hendersons	345,338
	<b>345,338</b>

### 7. Analysis of Debtors:

Hendersons Quarter 4 Interest	4,406
	<b>4,406</b>

### Other Notes to 31st March 2020

### 8. Outstanding commitments for applications agreed in current or prior years:

<b>To be updated</b>	181 Wellwood Community Council	5,616
	215 Abbeyview Day Centre	2,000
	415 Herd On The Hill - Dunfermline Public Park	247
	438 Culross Pier Restoration	1,681
	506 Ribbon Of Poppies	1,000
	508 Ballast Bank Maintenance	1,855
	532 Dunfermline Tennis And Bridge Club Limited	10,000
	534 Lynburn Community Garden	350
		<b>22,749</b>

**Dunfermline Asset List**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000160	Dunfermline Carnegie Library and Galleries	Abbot Street	Dunfermline	Approx. 25% of land only
000193	St Margarets Cave Centre	Chalmers Street (Car Park)	Dunfermline	Whole asset
000512	Baldrigeburn Community Centre	Baldrigeburn	Dunfermline	Whole asset
000526	Dell Farquharson Centre	7 Nethertown Broad Street	Dunfermline	Whole asset
000538	Carnegie Hall	East Port	Dunfermline	Whole asset
000543	Dunfermline Music Institute	East Port	Dunfermline	Part of asset
000636	Carnegie Leisure Centre	46 Pilmuir Street	Dunfermline	Whole asset
000637	Bruce Street Sports Hall	37 Bruce Street	Dunfermline	Whole asset
000799	Dunfermline Public Park	West Drive/Park Place	Dunfermline	Whole asset
005055	Glenbridge Car Park	Chalmers Street	Dunfermline	1/4 of asset
005871	West Drive Car Park	West Drive	Dunfermline	Whole asset
006176	City Chambers	Kirkgate	Dunfermline	Whole asset
006182	St Margaret's House	9 St Margaret Street	Dunfermline	Whole asset
100033	West End Park	Urquhart Crescent	Dunfermline	Whole asset
100884	Lyne Burn Corridor	Blacklaw Road	Dunfermline	Part of asset
100984	Amenity Ground	Kingseat Road	Dunfermline	Whole asset
100985	Rumblingwell Recreation Ground	West Baldrigeburn Road	Dunfermline	Whole asset
100986	Scobie Recreation Ground	Scobie Place	Dunfermline	Whole asset
100987	Whirlbut Allotments	Whirlbut Street	Dunfermline	Whole asset
100988	Whirlbut Park	Whirlbut Street	Dunfermline	Whole asset
100989	Garden	St Margarets Street	Dunfermline	Whole asset
101026	Memorial Gardens	Monastery Street	Dunfermline	Whole asset
101050	Amenity Land	Park Avenue	Dunfermline	Whole asset
101069	Amenity Ground	St Catherines Wynd	Dunfermline	Whole asset
101088	Amenity Land	West Drive	Dunfermline	Whole asset

**Culross Asset List**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000545	Stephen Memorial Hall	Low Causeway	Culross	Whole asset
004215	Culross Public Convenience	Balgownie West	Culross	Whole asset
100049	Bon Accord Park	Low Causeway	Culross	Whole asset
100980	Amenity Ground	Low Causeway	Culross	Whole asset
100981	Amenity Ground	Ersline Brae	Culross	Whole asset
100982	Village Green	Low Causeway	Culross	Most of asset
100983	West Green	Low Causeway	Culross	Whole asset
101044	Drying Green	Balgownie West	Culross	Whole asset
101045	Culross War Memorial	Balgownie West	Culross	Whole asset

**Inverkeithing Asset List**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000192	Friary Museum Store/ Senior Citizens Centre	Queen Street	Inverkeithing	Whole asset
000544	Town House	6-8 Townhall Street	Inverkeithing	Whole asset
005878	Queen Street Car Park	Queen Street	Inverkeithing	Whole asset
006181	Inverkeithing Civic Centre	Queen Street	Inverkeithing	Whole asset
007205	Corn Exchange	4 Hope Street	Inverkeithing	Whole asset
100966	Ballast Bank Park	Preston Crescent	Inverkeithing	Most of asset
100992	Hope Street Allotments	Hope Street	Inverkeithing	Whole asset
100993	Queen Street Community Orchard	Queen Street	Inverkeithing	Whole asset
100994	Abbot Place Car Park	Hope Street	Inverkeithing	Whole asset
100995	Abbot Place Garden	Hope Street	Inverkeithing	Whole asset
101068	Cul De Sac	Kinell Road	Inverkeithing	Whole asset
101082	Inverkeithing Harbour	Preston Crescent	Inverkeithing	Whole asset

**Rosyth Asset List**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000169	Rosyth Library	Parkgate	Rosyth	Whole asset
000527	Parkgate Community Centre	Parkgate	Rosyth	Whole asset
100455	Recreation Ground	Park Road	Rosyth	Most of asset

**Townhill Asset List**

<b>SRN</b>	<b>Asset Name</b>	<b>Address</b>	<b>Town</b>	<b>Extent</b>
000789	Townhill Park & Allotments	Main Street	Townhill	3/4s of asset
000795	Townhill Country Park	Townhill Road	Townhill	Part of asset
006600	Lilliehill Farm (Cairncubie)	Cairncubie Road	Townhill	Whole asset
006601	Lilliehill Farm (Killiebone)	Cairncubie Road	Townhill	Whole asset
100965	Townhill Woods	Forrest Road	Townhill	Most of asset
101056	Garage Site	Moncur Street	Townhill	Whole asset
101083	Amenity Land	Killiebone Road	Townhill	Whole asset

20<sup>th</sup> October 2020

Agenda Item No. 12

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## Area Capital Update Report 2020-2021

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

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Wards Affected: 1,2,3,4,5 and 6

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### Purpose

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The purpose of this report is to advise members of the current status of the additional capital investment awarded to Dunfermline area in the 2017-20 budget.

### Recommendations

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Members are asked to:

- (1) note the information contained in the report and the relevant appendices for the Capital funding allocations

### Resource Implications

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Resources are available per the capital allocations agreed in the 2017-20 budget round.

### Legal & Risk Implications

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There are no known legal or risk implications.

### Impact Assessment

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

### Consultation

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None

## 1.0 Background

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- 1.1 The purpose of this report is to advise members of the progress of the additional Capital Investment received for the Communities Directorate in the 2017-20 budget.
- 1.2 Investment totalling £6.3m has been allocated between the 7 different geographical boundaries of Fife covering multiple years.
- 1.3 By area, this equates to £0.200m in 17-18 and a further £0.200m in 18-19 to each area combined with an allocation of £0.500m to each area to Improve Health through Leisure and sport over a 5 year period. This provides a total of £0.900m per area.

## 2.0 Governance

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- 2.1 On 28th March 2017 the Executive Committee approved revised governance and scrutiny arrangements for the additional capital investment. At that meeting the Committee approved the following:
  - Area Capital Budgets will be managed through the existing delegated authority for local community planning budgets to Area Committees;
  - All projects including project business plans and allocations will be approved by each Area Committee;
  - As the funding is capital in nature, certain criteria is required to be met in terms of the type of project that can be funded. In addition to the guidance around what is capital in nature, projects should meet a recognised priority within the Local Community Plan;
  - A short project outline template will be developed for each bid and will provide details on funding requested (including match funding), expected outcomes and capital criteria eligibility.
- 2.2 A bi annual report will be presented to each Area Committee to update members on the progress on all approved projects and the level of funds that are still available for future allocation. This report is the second report to be presented for Dunfermline Area Committee and outlines the budget allocations and progress to date.

## 3.0 Progress to Date

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- 3.1 Following the initial delay described above multiple projects have now been through the various processes and are now underway. Details of which are in appendix 1.
- 3.2 A total of £0.895m has been approved for Dunfermline to date and Appendix 1 provides details of these.
- 3.3 £0.005m remains unallocated at this stage for Dunfermline area.
- 3.4 A one-off investment of £0.229m was allocated for the Dunfermline Park Play Park project as part of the £10m allocated in the Capital Investment Plan 2017-2027 for “Improving Health through Leisure & Sport” agreed at full Council on 16th February, 2017. The business case and approval to progress the project was agreed at

Community & Housing Committee on 24<sup>th</sup> May 2018. Construction works are due to start mid-August 2018 with completion by end of October 2018

## 4.0 Conclusions

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- 4.1 This reports and its appendices are intended to give Members information on Area Capital Investment for the Dunfermline area.

### List of Appendices

1. Project Detail.

### Report Contacts

Eleanor Hodgson  
Accountant Communities & Neighbourhoods  
Fife House, North Street, Glenrothes, KY7 5LT  
Telephone: 03451 55 55 55 443983  
Email – Eleanor.Hodgson@fife.gov.uk

Alastair Mutch  
Inverkeithing Civic Centre,  
10 Queen Street, Inverkeithing, KY11 1PA  
Telephone: 03451 55 55 55 Ext. 450481  
Email – Alastair.Mutch@fife.gov.uk

Appendix 1

Appendix 1

Dunfermline Area Capital Funding 2017-19		£m
		0.400
Approved Projects	Budget	Progress
Additional Carpark spaces at Queen Margaret Station	0.032	Project completed. Some match funding was received from Scotrail Abellio and the additional spaces are now in use.
Air Quality Monitors for Appin Crescent	0.017	Project completed. Monitors are in use.
Improvements to War Memorial Area	0.020	New paving area completed and benches installed.
Replacement surface at Crossford MUGA	0.030	
Play as One Scotland Pittencrieff Park Development	0.020	Project completed. External funding of £171k from Play as 1 charity.
Improvements to Heating system, 1 Douglas Street	0.025	New heating installed. Final costs awaited.
Pittencrieff Park Cycling Hub	0.109	Activity/cycling hub now open and in use. This has allowed an unused building to be transformed into and activity hub and meeting space.
Scottish Enterprise - Heritage Tourism	0.050	Grant transferred to Fife Cultural Trust who are the lead for this project. Match funding of £190k received from Scottish Enterprise.
Abbot House	0.050	Grant transferred to Abbot House SCIO who are raising funds to reopen the iconic building. £430k has been committed from a variety of funders.
Robertson Road Lampposts	0.012	Transferred to Transportation Service. Project underway.
Allan Crescent parking improvements	0.030	Car parking improvement will be carried out in 19/20 financial year as part of road safety improvement works.
<b>Total Allocated to Projects</b>	<b>0.395</b>	
<b>Improving Health through Leisure and Sport 17-22</b>		0.500
Approved Projects	Budget	Progress
Wellwood Play Area	0.126	Further consultation with local groups & elected members will be progressed.
Touch Play Areas	0.150	Copmplete "Basket swing" installation completed. "Green gym" and additional play equipment installation is estimated to start Summer 2019. Communication with local group ongoing.
Abbeyview Play Area & Green Gym	0.039	Working with the Community Council to agree a scheme
Duloch Park Green Gym	0.020	
Bull Park	0.040	Complete
Rex Park	0.065	Combined with Lyneburn Park project to attract external funding
Lyneburn Park	0.060	Combined with Rex Park project to attract external funding
<b>Total Allocated to Projects</b>	<b>0.500</b>	
<b>One off investment</b>		
<b>Improving Health through Leisure and Sport 17-22</b>		
Dunfermline Public Park	0.229	Construction works started mid-August 2018 and are now complete.



01 December 2020 09:30			
Title	Service(s)	Contact(s)	Comments
Pupil Equity Fund Annual Report		Sarah Else	
Housing Services - Area Housing Plan and Decentralised Budget 6 Monthly Update		Mhairi Mullen	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Fife Sports and Leisure Trust Annual Report		Ed Watson	
Carnegie Leisure Centre Remedial Works Update	Assets, Transportation and Environment	Raymond Johnston	
Impact of Motion to Committee to reduce all single carriage roads in Dunfermline to 30mph		Phil Clarke	Follow up report from 9th January meeting as requested by committee.
Children's Services Report for Fife: City of Dunfermline Area		Lynne Garvey-NHS	
Fife Cultural Trust - Annual Report		Heather Stuart	
Settlement Trusts Annual Report		Gillian Taylor	
Early Learning and Childcare Annual Update		Jacqueline Price	
Food Waste Bags Review - Update		Simon Jeynes	
Presentation - Dunfermline Advice Hub/Conduit		Gillian Taylor	
Neighbourhood Plans		Shirley Melville; Gillian Taylor	
Health & Social Care Suicide Prevention Strategy Update			