

Due to Scottish Government guidance relating to Covid-19,  
This meeting will be held remotely  
Wednesday, 21 October, 2020 - 9.30 am

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AGENDA

Page Nos.

1. **APOLOGIES**

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 LEVENMOUTH AREA COMMITTEE MEETING OF 9TH SEPTEMBER, 2020** 3 - 6

ITEMS FOR DETERMINATION/SCRUTINY

4. **SUPPORTING THE LEVENMOUTH PLAN - COMMUNITY TRADE HUB FUNDING, YOUNG START, YEAR 2** - Report by the Community Manager (Levenmouth) 7 - 11

5. **AMENDMENTS TO WAITING RESTRICTIONS LEVEN TOWN CENTRE** - Report by the Head of Assets, Transportation and Environment 12 - 20

6. **PROPOSED WAITING RESTRICTIONS - HIGH STREET, METHIL** - Report by the Head of Assets, Transportation and Environment 21 - 25

7. **PUBLIC RIGHT OF WAY DIVERSION, DUNBARNIE LINKS, DRUMELDRIE FIFE** - Report by the Head of Communities & Neighbourhoods 26 - 33

ITEMS FOR NOTING

8. **COMPLAINTS UPDATE ANNUAL REPORT** - Report by the Executive Director - Communities 34 - 59

9. **LEVENMOUTH AREA HOUSING SERVICES PERFORMANCE UPDATE** - Report by the Head of Housing Services 60 - 76

10. **SETTLEMENT TRUSTS - ANNUAL UPDATE ON EXPENDITURE AND FUNDS 2019/20** - Report by the Head of Communities & Neighbourhoods 77 - 81

11. **PROPERTY TRANSACTIONS** - Report by the Head of Assets, Transportation and Environment 82 - 83

12. **LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME** 84 - 86

**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  
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14 October, 2020

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

**9th September, 2020**

**9.30 a.m. – 12.25 p.m.**

**PRESENT:** Councillors Ken Caldwell (Converner), David Alexander, Colin Davidson, David Graham, John OBrien, Graham Ritchie, Ryan Smart and Alistair Suttie.

**ATTENDING:** David Paterson, Community Manager (Levenmouth) and Robert Graham, Team Manager (Community Development), Communities and Neighbourhoods; Neil Watson, Lead Consultant (Roads & Lighting Asset Management) and Phil Clarke, Lead Consultant (Traffic Management South West Fife), Assets, Transportation and Environment;; Jackie Funnell, Education Manager, Bell Baxter Cluster, Garry Blyth, Headteacher, Aberhill Primary School and Ronnie Ross, Headteacher, Levenmouth Academy, Education and Children’s Services; Tricia Spacey, Team Manager - Safer Communities and Lisa Taylor, Lead Officer (Safer Communities Officers), Housing Services; Steven Michie, Station Commander for Levenmouth Area, Scottish Fire and Rescue Service; Chief Inspector Brian Poole and Community Inspector Paul Gillespie, Police Scotland and Wendy MacGregor, Committee Officer, Legal & Democratic Services.

**195. DECLARATIONS OF INTEREST**

No declarations were received in terms of Standing Order 7.1.

**196. MINUTE OF MEETING OF 5TH FEBRUARY, 2020**

The Committee considered the minute of the Levenmouth Area Committee of 9th September, 2020.

**Decision**

The Committee agreed to approve the minute.

**197. SUPPORTING THE LEVENMOUTH PLAN - EVENTS OFFICER POST - CONTINUATION**

The Committee considered a report by the Head of Communities and Neighbourhoods, requesting members consider and agree the proposed approach to continue the post of Events Officer in the Levenmouth Area.

**Decision**

The Committee:

1. noted the progress and value attributed to the Events Officer post for the Levenmouth Area;
- 2./

2. noted the progress to date for a proposed funding package from a range of partners; and
3. agreed to contribute £10,000 from the local community planning budgets to support the funding package on behalf of Fife Council.

**198. LEVEN TOWN CENTRE CHRISTMAS LIGHTS FUNDING**

The Committee considered a report by the Head of Communities and Neighbourhoods, seeking approval for a contribution of £7,050 from the Local Community Planning Budget (LCPB), Ward 21, for the cost of the erection and dismantling of the festive decoration for Leven Town Centre.

**Decision**

The Committee agreed to a total contribution of £7,050 from the Community Planning Budget, for the installation and removal of the festive lights for Leven Town Centre and provided a breakdown of costs as detailed below:-

- £5,250 for the installation and removal of the Christmas Lights; and
- £1,800 for safety testing of the Christmas Lights.

**199. SAFER COMMUNITIES TEAM UPDATE REPORT**

The Committee considered a report by John Mills, Head of Housing, providing members with an update on the operational activity of the Safer Communities Team within the Levenmouth Committee area during the 12 month period 1st April, 2019 to 31st March, 2020.

**Decision**

The Committee noted the contents of the report.

**200. SCOTTISH FIRE AND RESCUE SERVICE - LOCAL PLAN ANNUAL PERFORMANCE REPORT**

The Committee considered a report by the Scottish Fire and Rescue Station Commander for Levenmouth Area, providing members with incident information for the period 1st April 2019 – 31st March 2020. The incident information enabled the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Levenmouth Committee Area - against its key performance indicators (KPIs).

**Decision**

The Committee noted the progress to date across the range of KPI's detailed in the report.

**201. OPERATION AND COMMUNITY BRIEFING ON POLICING ACTIVITIES WITHIN LEVENMOUTH**

The Committee/

The Committee considered a report by the Local Area Commander Levenmouth, Police Scotland, providing members with an update on matters impacting on or involving Police Scotland, which have relevance to community safety in the Levenmouth Policing Area.

**Decision**

The Committee: agreed to endorse the action taken to date; and supported Police Scotland moving forward in addressing priorities.

**202. AREA ROADS PROGRAMME UPDATE 2019-2020**

The Committee considered a report by the Head of Assets, Transportation and Environment advising members of the delivery of the 2019-20 Area Roads Programme (ARP).

**Decision**

The Committee noted the content of the report and Appendices.

**203. SCHOOL ATTAINMENT AND ACHIEVEMENT REPORT - ANNUAL UPDATE**

The Committee considered a report by the Executive Director (Education and Children's Services), providing members with a summary report on 2018-2019 School Attainment and Achievement across the secondary and primary schools serving the area. Web address links to Secondary School Standards and Quality reports, cluster primary summaries and information regarding educational attainment in the primary and secondary schools was provided.

**Decision**

The Committee:-

1. agreed to engage directly with local schools to find out more about School Attainment and Achievement;
2. noted the details contained within the report in relation to new ways of analysing and reporting on secondary schools' performance from August 2020; and
3. noted the information provided in the enclosed primary and secondary schools' reports.

**204. COMMUNITY LEARNING & DEVELOPMENT PERFORMANCE REPORT 2019-20**

The Committee considered a report by the Head of Communities and Neighbourhoods, providing members with an insight into the performance of the Levenmouth Area Community Learning and Development (CLD) Team to support the delivery of the Fife CLD Plan 2018-2021.

**Decision/**

**Decision**

The Committee noted:

1. the contents of the report and provided constructive feedback on the work carried out to address the community learning and development needs in the Levenmouth area.
2. that the 2019/20 delivery would be used to reset the baseline for the remaining duration of the Fife CLD Plan for Levenmouth; and
3. that the early stages of re-directing resources to those most disadvantaged and affected by poverty was being implemented.

**205. DECISIONS TAKEN UNDER DELEGATED AUTHORITY MARCH TO JULY 2020**

The Committee considered a report by the Head of Legal and Democratic Services advising members of decisions taken by officers, acting under delegated authority, within the remit of the Levenmouth Area Committee.

**Decision**

The Committee noted the report.

**206. FORWARD WORK PROGRAMME**

**Decision**

The Committee noted the work programme and requested three additional reports be submitted to the next meeting of the Committee on 21<sup>st</sup> October, 2020:-

- Flooding - impact on Levenmouth Area;
  - Update on Care Village to include session following next Committee meeting on 21.10.20; and
  - Update on Community Trade Hub.
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21<sup>st</sup> October 2020

Agenda Item No. 04

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## Supporting the Levenmouth Plan – Community Trade Hub Funding, Young Start Year 2

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Report by: Paul Vaughan – Head of Communities and Neighbourhoods

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Wards Affected: Ward 21,22

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### Purpose

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This report is a follow on from the report presented to the Area Committee in September 2019 and is to secure funding for year 2 of a joint sponsored project involving the Community Trade Hub in Buckhaven. The joint sponsor in this case is the National Lottery, Young Start Fund.

### Recommendation(s)

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Members are asked to:

- Agree to allocate funding to year 2 of this joint funded initiative totalling 24K

### Resource Implications

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Agreement to this report will reduce the amount available in the current anti-poverty budget by 24K. Given this proposal will cover two financial year periods – the agreement to fund will be split accordingly

- January 2021 – March 2021 - £9,000
- April 2021 – January 2022 - £15,000

### Legal & Risk Implications

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There are no legal or risk implications inherent in the funding request contained within this report. Any risks relevant to the provision of training and on-site safety will be covered by robust health and safety procedures administered by the Community Trade Hub in this instance.

### 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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The approaches highlighted in this report have been formed through discussion with local organisations and local people. This proposal has been discussed on several occasions with elected members at Ward meetings, and has been subject, as noted, of a previous report to the Area Committee.

## 1.0 Background

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- 1.1 All requests for funding from the local community planning budgets that exceed £5000, require to be considered by the Area Committee.
- 1.2 This paper has a connection to the report submitted to the Levenmouth Area Committee in April 2019 which promoted a range of projects and interventions which officers and partners felt provided the best support to local clients who are facing significant difficulties in relation to poverty, due to a lack of skills or opportunity.
- 1.3 Elected members broadly welcomed all the proposals contained within the April 2019 report and advised that they would wish these to come back to the Area Committee as specific reports requesting funding with a level of detail showing the benefits of taking the approaches proposed.
- 1.4 The report in front of the Area Committee today is in support of specific proposed work with the Community Trade Hub in College Street Buckhaven. It is directly related to a report submitted to Area Committee in September 2019, which agreed first year funding of a two-year programme in partnership with the National Lottery under the Young Start banner.

## 2.0 2020/21 – Proposed Project Support

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- 2.1 The following project requires overview from elected members. Given the knowledge members already have regarding the approach taken by the CTH, and the briefings given at Ward meetings previously, the author will not go into significant detail in terms of the community offer that the CTH provides locally.
- 2.2 It is however worth reminding members that the organisation is only in its second full year of operation and has made significant progress in a very short period.
- 2.3 The CTH took on a building in College Street Buckhaven from another local voluntary partner and has upgraded the property significantly, including the installation of heating, the addition of first floor accommodation to include office spaces and a training suite. On the ground floor former storage areas have been turned into an IT room which has greatly increased the potential amenity of the space to provide learning and development opportunities.
- 2.4 The organisation is registered with the Department of Work and Pensions (DWP) dynamic purchasing framework, has become an accredited training centre, and



forged strong links with both the local college, Levenmouth Academy and most recently Skills Development Scotland.

- 2.5 For a reasonably small amount of outlay the local area now has a centre for skills training that is protected in terms of community benefit by a standard security charge held on the building by the local authority, which controls the use of the building for the benefit of the local community in perpetuity.

### **Young Start**

- 2.6 This approach revolves around the expansion of the capacity of the CTH to provide training in a broader sense to include evening and weekend opportunities for young people to participate in skills and development training.
- 2.7 The framework for this proposed approach has been discussed with National Lottery representatives and formed part of what became a detailed and successful application to that funder. The approach as noted above falls under the banner of Young Start, part of the National Lottery Community Fund.
- 2.8 The Young Start programme has the flexibility to work with young people from the age of 8 up to the age of 24. In this instance the CTH approach will focus on those aged between 16-24.
- 2.9 Young Start has very clear objectives in terms of who it wants to work with and what benefits it wishes to see come from that work. These objectives are listed below – in discussion with the National Lottery they felt the CTH outline proposal covered all of these. The benefits accrued would be:
- children and young people have better physical, mental and emotional wellbeing
  - children and young people have better connections with the wider community
  - children and young people get access to new skills and training opportunities which will help them to get a new job or start a business.
- 2.10 Alongside these stated objectives the Young Start representatives gave further guidance in terms of how they would expect these outcomes to be delivered, namely that the successful projects should be:
- **people-led** – meaningfully involving the young people you're working with in the development, design and delivery of your activity
  - **strengths-based** – making the most of, and building on, the skills and experiences of young people and assets within communities
  - **connected** – having a good understanding of what others are doing locally, developing good working relationships and complementing and adding value to other relevant activity in your area.
- 2.11 Again all these highlighted priorities are well covered in the proposed approach by CTH. In the initial stages of the project the CTH encouraged the formation of a young person's executive group who have helped to inform the development of the project.

- 2.12 The general Young Start programme is based on the learning of practical skills, which is the cornerstone of the work at CTH, but also offers the chance to learn leadership skills, pricing, measuring and estimation, planning, procurement, engagement and negotiation methods etc., to ensure young people have the skills to take forward a whole project delivery approach.
- 2.13 In practical terms and to ensure young people are clearly seen to be leading the programme, participants will carry out work in the community, not just as part of a group under supervision, but as the first points of contact for all aspects for the delivery of the project itself.
- 2.14 The proposal by CTH is fully utilising a community based asset and is supported by a local network of partners who have a stakeholder interest in learning and skills development, which are highlighted under the strengths based and connected headlines noted in para 2.10 above.
- 2.15 Despite the issues caused by COVID the CTH approach has managed to support 36 young people since starting the first year of the project in January 2020. Current estimates suggest that by the end of year one 50 clients will have been assisted by the project. In partnership with the college CTH is currently supporting 8 clients to improve their qualification from National 3 and 4 level to National 5, to allow them to be considered for Modern Apprenticeship vacancies. The majority of this work has had to be online, however progress amongst the current cohort has been good and they are expected to achieve good results before the end of the year.
- 2.16 The Committee is essentially being asked to earmark £24,000 in support of this proposal, which will cover year 2 of the programme. This will run from January 2021 to January 2022. The National Lottery have been in touch at this stage to get early confirmation of our desire to support year 2 of the project to ensure they can confirm the alignment of their joint funding to CTH as the recipient body and provider of service.
- 2.17 As noted a contribution from local area budget funds of £24,000 will result in the drawdown of an additional £26,000 to support the employment of a supervisor post over the second year of this project, as well as covering material costs and sundries including safety clothing and transportation. This additional resource will allow the CTH to be more expansive in its approach, and positively impact a wider range of targets around anti-poverty work, improved attainment, community benefit and skills development opportunities.

## **3.0 Conclusions**

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- 3.0 This range of project proposals align well with the main aims of the local planning arrangements in Levenmouth, notably Opportunities for All.

## **Background Papers**

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

Area Committee Report, - Community Trade Hub Funding Proposals September 2019

## **Report Contact**

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21<sup>st</sup> October, 2020

Agenda Item No. 05

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## Amendments to Waiting Restrictions – Leven Town Centre

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Report by: Ken Gourlay, Head of Assets, Transportation & Environment

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Wards Affected: Ward 21 – Leven, Kennoway and Largo

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### Purpose

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The purpose of this report is to allow the Levenmouth Area Committee to consider proposals to:

1. amend the location of the taxi rank at Leven bus station on Branch Street, Leven;
2. amend “No Waiting at Any Time” restrictions around Leven bus station to adjust them to the new road layout;
3. extend the waiting period of “Limited Waiting” restrictions on North Street, Commercial Road, Parker Terrace, Victoria Road, Waggon Road and Scoonie Road (at Scoonie Terrace), Leven; and
4. remove the “Limited Waiting” restrictions on Shore Head, School Lane and Scoonie Road (at Gladstone Street), Leven.

### Recommendation(s)

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It is recommended, in the interests of accessibility and road safety, that Committee:

1. agrees to the promotion of a Traffic Regulation Order (TRO) to remove and introduce the restrictions detailed in drawing no. TRO/20/03/PROP-PART1 and TRO/20/03/PROP-PART2 with all ancillary procedures; and
2. authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

### Resource Implications

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The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £3,500, which covers Roads & Transportation Services’ and Legal Services’ staff costs, advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

## Legal & Risk Implications

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There are no known legal or risk implications.

## Impact Assessment

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

## Consultation

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The local Ward Councillors, Parking Management team and Police Scotland have been advised.

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

## 1.0 Background

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- 1.1 The area around Leven bus station was recently subject to landscaping improvements which included a redesign of the layout of some of the surrounding streets, as well as of the Shore Head car park.
- 1.2 The works included the widening of footways, tightening of the junction between Branch Street and Bridge Street, the removal of the layby on Shore Head and the partial relocation of the taxi rank to the south side of Branch Street. This report presents proposals to revoke the old Traffic Regulation Orders and introduce new ones that match the new arrangements on site.
- 1.3 The redesign of Bridge Street prompted local requests to review the waiting limits, which were subsequently extended from 30 minutes maximum to 2 hours in 2019. At the time when the TRO for the extension of the waiting limit on Bridge Street was approved by the Levenmouth Area Committee, the Traffic Management Team also received a request from elected members to review other areas in the town centre where the same 30min waiting limit applied. The results of that review formed the basis for the amendments to the "Limited Waiting" restrictions proposed in this report.

## 2.0 Issues and Options

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- 2.1 The redesign of the streets around Leven bus station meant that the current TROs for the taxi rank, waiting restrictions and waiting prohibitions do not match the location and extents on the ground.
- 2.2 The current TRO describes a taxi rank on the north side of Branch Street. It is proposed to amend this to a taxi rank in two sections, the east end on the north side of the street and the west end on the south side. This layout has been in operation as an advisory rank since completion of the works and has proven a satisfactory

arrangement. It is therefore proposed to amend the TRO to match the extents of the taxi rank currently on site.

- 2.3 The new footway design and realignment of the junction between Branch Street and Bridge Street has also impacted the “No Waiting at any Time” restrictions in that their new layout and extents on site do not exactly match those on the TRO. It is therefore proposed to amend the TRO to accurately reflect the situation on site.
- 2.4 The redesign of the Shore Head car park led to the removal of the layby on the north-east side (along the shops). A “Limited Waiting” restriction applied to this layby, which will now need to be removed.
- 2.5 It is also proposed to extend the length of the “No Waiting” restrictions on the exit to the bus station to facilitate bus egress.
- 2.6 A review of the “Limited Waiting” restrictions on the wider town centre concluded that the existing 30 minute maximum waiting period was impractical and dated. Some of these restrictions serve the High Street and others provide parking for businesses such as hairdressers, pubs and a health centre on nearby streets. In most cases, patrons are likely to need in excess of 30 minutes to carry out their business at these places. It is therefore proposed to extend the waiting limit to 2 hours to better reflect the needs of customers and businesses in this area. This measure is expected to contribute to the economic regeneration of Leven town centre.
- 2.7 The review of the “Limited Waiting” restrictions on the town centre also found that this restriction was no longer required at some locations on School Lane and Scoonie Road.
- 2.8 For the reasons laid out above, it is proposed to amend the current restrictions shown on drawing numbers TRO/20/03/EXIST-PART1 and TRO/20/03/EXIST-PART2 by promoting the restrictions detailed on drawing numbers TRO/20/03/PROP-PART1 and TRO/20/03/PROP-PART2.

## **3.0 Conclusions**

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- 3.1 In the interests of road safety, it is recommended that the taxi rank, “No Waiting at Any Time” and “Limited Waiting” restrictions around Leven bus station are amended.
- 3.2 In the interests of accessibility and to support the economic regeneration of Leven, it is recommended that waiting limits on North Street, Commercial Road, Parker Terrace, Victoria Road, Waggon Road and Scoonie Road (at Scoonie Terrace) are extended from the current 30 minutes (no return within 1 hour) to 2 hours (no return within 1 hour).
- 3.3 In the interests of accessibility and to support the economic regeneration of Leven, it is recommended that waiting limits on Shore Head, School Lane and Scoonie Road (at Gladstone Street) are removed.

## List of Appendices

1. Drawing No. TRO/20/03/EXIST-PART1
2. Drawing No. TRO/20/03/PROP-PART1
3. Drawing No. TRO/20/03/EXIST-PART2
4. Drawing No. TRO/20/03/PROP-PART2

## Background Papers

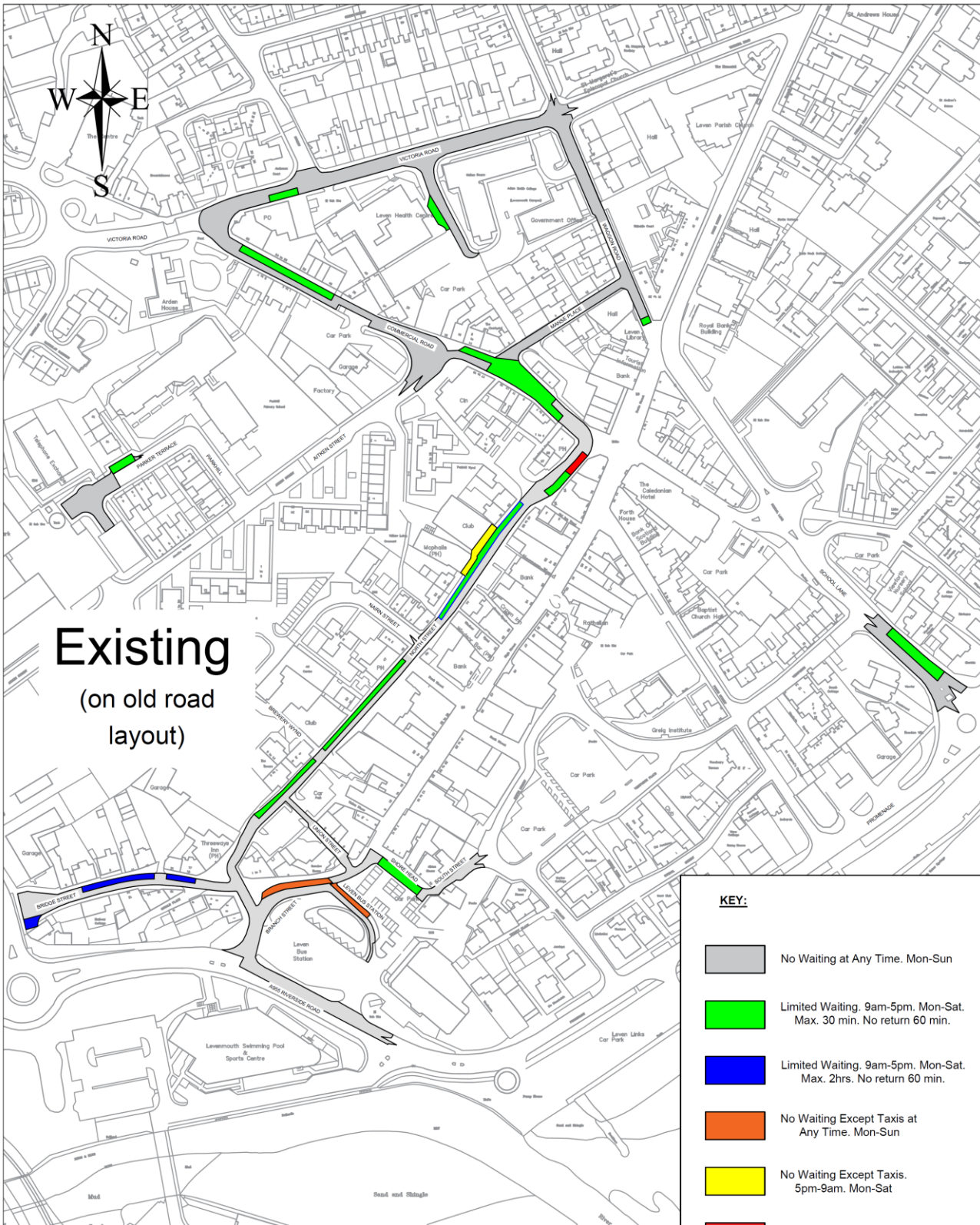
1. None

## Report Contact

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Appendix 1



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REF	AMENDMENTS							BY	APPV'D	DATE
DESIGNED	EM	DRAWN	EM	CHECKED	CS	APPROVED	CS	DATE	2020	
HEAD OF TRANSPORTATION & ENVIRONMENTAL SERVICES - KEN GOURLAY										



ASSETS,  
TRANSPORTATION and  
ENVIRONMENT

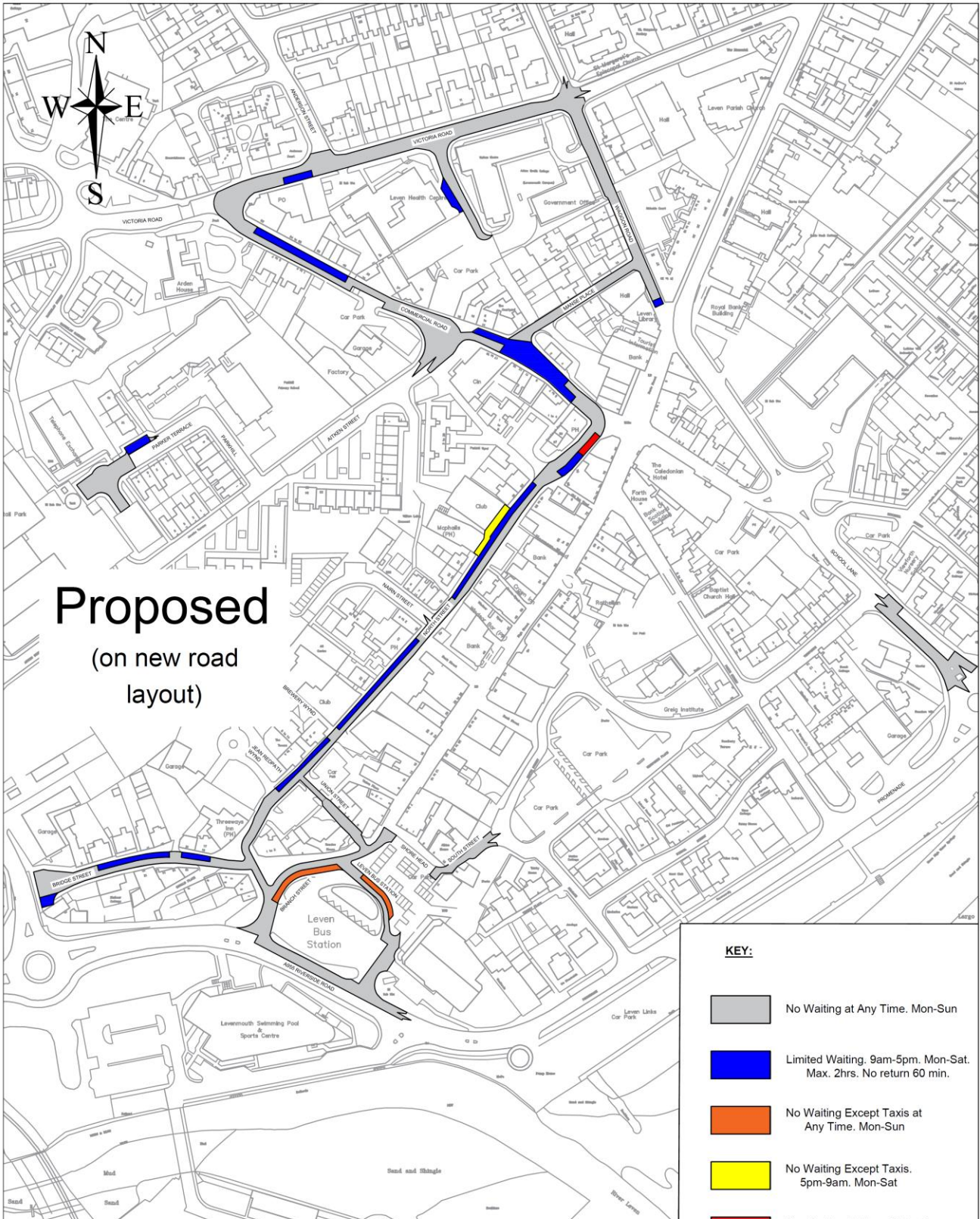
Town Centre  
Leven

SCALE NTS

DRAWING No. TRO/20/03-EXIST-PART1



Appendix 2



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REF	AMENDMENTS	BY	APP'D	DATE				
DESIGNED	EM	DRAWN	EM	CHECKED	CS	APPROVED	CS	DATE
HEAD OF TRANSPORTATION & ENVIRONMENTAL SERVICES - KEN GOURLAY								2020

**Fife** COUNCIL

ASSETS,  
TRANSPORTATION and  
ENVIRONMENT

Town Centre  
Leven

SCALE: NTS      DRAWING No. TRO/20/03-PROP-PART1

# Appendix 3



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REF	AMENDMENTS						BY	APPV'D	DATE
DESIGNED	EM	DRAWN	EM	CHECKED	CS	APPROVED	CS	DATE	
HEAD OF TRANSPORTATION & ENVIRONMENTAL SERVICES - KEN GOURLAY								2020	



ASSETS,  
TRANSPORTATION and  
ENVIRONMENT

Town Centre  
Leven

SCALE NTS

DRAWING No. TRO/20/03-EXIST-PART2

# Appendix 4



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REF	AMENDMENTS							BY	APP'D	DATE
DESIGNED	EM	DRAWN	EM	CHECKED	CS	APPROVED	CS	DATE	2020	
HEAD OF TRANSPORTATION & ENVIRONMENTAL SERVICES - KEN GOURLAY										



ASSETS,  
TRANSPORTATION and  
ENVIRONMENT

Town Centre  
Leven

SCALE NTS

DRAWING No. TRO/20/03-PROP-PART2

## Equality Impact Assessment Summary Report

<p><b>Which Committee report does this IA relate to?</b></p> <p>Levenmouth Area Committee 21<sup>st</sup> October 2020.</p>
<p><b>What are the main impacts on equality?</b></p> <p>There is no negative impact on any of the protected characteristic groups.</p>
<p><b>In relation to a strategic decision, how will inequalities of outcome caused by economic disadvantage be reduced?</b></p> <p>N/A</p>
<p><b>What are the main recommendations to enhance or mitigate the impacts identified?</b></p> <p>N/A</p>
<p><b>If there are no equality impacts on any of the protected characteristics, please explain.</b></p> <p>Whilst the impact on some individuals and some localities can be negative in terms of personal preferences, national policy on traffic management, road safety and town centre parking ensures safe and effective general access to town centres and associated services and facilities via a properly managed transportation network.</p>
<p><b>Further information is available from: Name / position / contact details:</b></p> <p>Martin Kingham, Service Manager, Roads Network Management VOIP: 493636</p>

21<sup>st</sup> October 2020

Agenda Item No. 06

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## Proposed Waiting Restrictions – High Street, Methil

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Report by: Ken Gourlay, Head of Assets, Transportation & Environment

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Wards Affected: Ward 22 – Methil, Buckhaven and the Wemyss Villages

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### Purpose

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The purpose of this report is to allow the Levenmouth Area Committee to consider proposals to:

1. extend the time limit on the “Limited Waiting” restriction on High Street; and
2. revoke a historic ‘No Waiting and Limited Loading’ restriction on High Street and replace it with a ‘No Waiting at any Time’ restriction.

### Recommendation(s)

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It is recommended, in the interests of accessibility and road safety, that Committee:

1. agrees to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing nos. TRO/20/06 with all ancillary procedures; and
2. authorises officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

### Resource Implications

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The cost to formally promote this TRO and deliver the associated traffic management works will be approximately £1,500, which covers Roads & Transportation Services’ and Legal Services’ staff costs, advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

### Legal & Risk Implications

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There are no known legal or risk implications.

### Impact Assessment

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

## Consultation

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The local Ward Councillors, Parking Management team and Police Scotland have been advised.

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

## 1.0 Background

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- 1.1 Waiting and loading restrictions on Methil High Street are limited to its junctions and the section between Logie Street and Suttie Street (both sides).
- 1.2 A review of these restriction has shown that the 'No Waiting and Limited Loading' restriction on the north side and the "Limited Waiting" on the south side are no longer appropriate for this road.

## 2.0 Issues and Options

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- 2.1 The proposed amendments affect the waiting and loading restrictions on the section of the High Street between its junctions with Logie Street and Suttie Street.
- 2.2 On the south side, there is a "Limited Waiting" restriction with a 30 minute maximum waiting period. This is deemed impractical and dated and affects any present or future business whose patrons need in excess of 30 minutes to carry out their business. It is therefore proposed to extend the waiting limit to 2 hours to better reflect the needs of customers and businesses in this area. This measure is expected to contribute to the economic regeneration of Methil town centre.
- 2.3 On the north side there is a historic 'No Waiting and Limited Loading' restriction. This is in effect already operating as a simple 'No Waiting at any Time' restriction due to the fact that the signs for the loading part of the restriction were removed some time ago. This is the only location in Fife with this type of time-limited loading restriction and it is no longer considered appropriate. It is therefore proposed to revoke the 'No Waiting and Limited Loading' restriction and replace it with a 'No Waiting at any Time' restriction.
- 2.4 It is proposed that the waiting restrictions detailed on drawing number TRO/20/06 are revoked and promoted as shown.

## 3.0 Conclusions

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- 3.1 In the interests of accessibility and to support the economic regeneration of Methil, it is recommended that the waiting limit on High Street is extended from the current 30 minutes (not return within 1 hour) to 2 hours (not return within 1 hour).
- 3.2 It is also recommended that the historic 'No Waiting and Limited Loading' restriction on High Street is replaced with a 'No Waiting at any Time' restriction.

## **List of Appendices**

1. Drawing No. TRO/20/06

## **Background Papers**

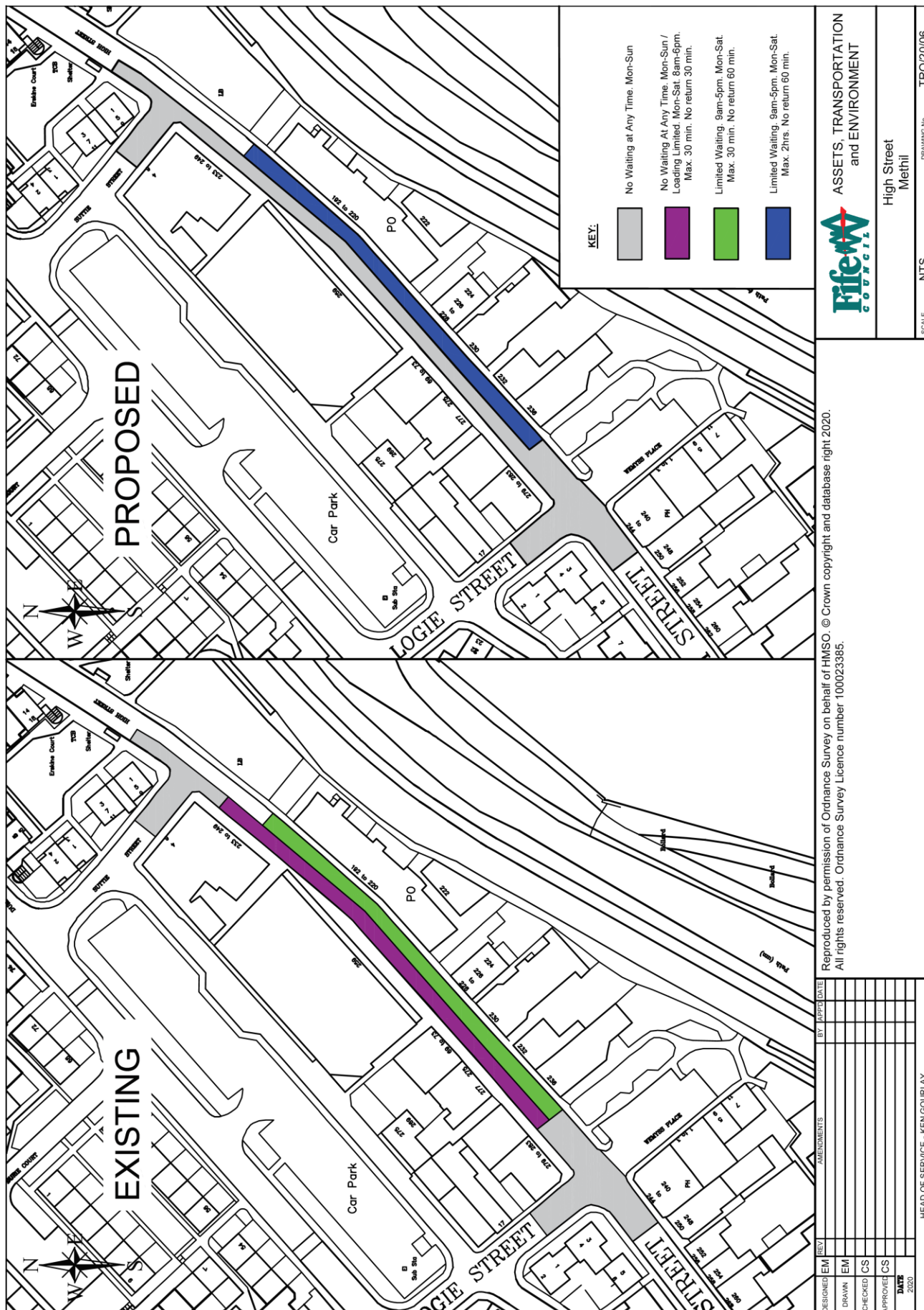
1. None

## **Report Contact**

Colin Stirling  
Lead Consultant, Traffic Management (North Fife)  
Assets, Transportation and Environment  
Roads & Transportation Services  
Bankhead Central  
Glenrothes  
03451 55 55 55 Ext No 450444

[colin.stirling@fife.gov.uk](mailto:colin.stirling@fife.gov.uk)

# Appendix 1



**KEY:**

- No Waiting at Any Time, Mon-Sun
- No Waiting At Any Time, Mon-Sun / Loading Limited, Mon-Sat, 8am-5pm, Max. 30 min. No return 30 min.
- Limited Waiting, 8am-5pm, Mon-Sat, Max. 30 min. No return 60 min.
- Limited Waiting, 9am-5pm, Mon-Sat, Max. 2hrs. No return 60 min.

ASSETS, TRANSPORTATION and ENVIRONMENT  
**Fifew** CONSULTANTS  
 High Street  
 Methil  
 SCALE: NTS DRAWING NO. TRO/20/06

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DESIGNED	EM	REV	AMENDMENTS	BY	DATE
DRAWN	EM				
CHECKED	CS				
APPROVED	CS				
DATE					2020

HEAD OF SERVICE - KEN GOURLAY



## Equality Impact Assessment Summary Report

<p><b>Which Committee report does this IA relate to?</b></p> <p>Levenmouth Area Committee 21<sup>st</sup> October 2020.</p>
<p><b>What are the main impacts on equality?</b></p> <p>There is no negative impact on any of the protected characteristic groups.</p>
<p><b>In relation to a strategic decision, how will inequalities of outcome caused by economic disadvantage be reduced?</b></p> <p>N/A</p>
<p><b>What are the main recommendations to enhance or mitigate the impacts identified?</b></p> <p>N/A</p>
<p><b>If there are no equality impacts on any of the protected characteristics, please explain.</b></p> <p>Whilst the impact on some individuals and some localities can be negative in terms of personal preferences, national policy on traffic management, road safety and town centre parking ensures safe and effective general access to town centres and associated services and facilities via a properly managed transportation network.</p>
<p><b>Further information is available from: Name / position / contact details:</b></p> <p>Martin Kingham, Service Manager, Roads Network Management VOIP: 493636</p>

21 October 2020

Agenda Item No. 07

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## Public Right of Way Diversion, Dunbarnie Links, Drumeldrie Fife

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

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Wards Affected: 21/19

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### Purpose

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The purpose of this report is to request approval for a diversion of public right of way FN702 at Dunbarnie Links.

### Recommendation(s)

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It is recommended that members approve the proposed diversion of the public right of way under section 35 of the Countryside (Scotland) Act 1967.

### Resource Implications

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There are no resource implications as the applicant for the diversion will bear any costs.

### Legal & Risk Implications

---

The diversion of the public right of way must be advertised and the public given the opportunity to object. There are no other legal obligations.

### Impact Assessment

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The diversion of the public right of way is an improvement on the current route. The new route will be subject to a regular maintenance routine and the surface will be of a higher standard.

### Consultation

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In line with guidance approved by Fife Council in November 2012, the following people or organisations have been consulted:

The local community council - no comment received.  
Fife walking group - no comment received.  
Ramblers association - support the changes to the route.  
Scotways - Objected to the diversion.  
British Horse Society - no objection  
Cyclist Touring Club- no comment received.

Fife Access Forum - concerns raised about maintenance of the route, which the applicant has addressed and confirmed that the new route will be maintained.  
Public comments - Anthony Balniel (landowner) in support  
Public comments-One objection.

## 1.0 Background

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- 1.1 Planning permission was granted in April 2018 for the construction of a 18 hole golf course, club house and ancillary buildings, formation of access and landscaping (17/023881)
- 1.2 FN702 is classed by Scotways as a pedestrian route. The route was recorded in 1975. It followed the old railway line. During construction of the golf course the line of the right of way has moved onto newly developed buggy tracks on the golf course. The route is longer, but as this is a recreational route the access team doesn't see this as a problem. The original route was 4122m in length, the new route is 4392m in length. The width of the new route is 3m. The route will be maintained by the golf course and is subject to weekly inspections to check its condition. The surface of the new route is a significant upgrade compared to the original routes path surface. The new route will have no gates. It is suitable for all non-motorised access.
- 1.3 A number of objections to the diversion have been received.
  - 1.3.1 Scotways, full objection is attached in appendix 2. The main points of the objection are the route is longer and steeper in parts. However, the Access Team's view, is that this is a recreational route and therefore distance isn't an issue considering other improvements have been made to the route, by the removal of all gates and an upgrade to the path surface.
  - 1.3.2 Objection from a member of the public shown in full appendix 2. The first point raised is that condition number 37 of the planning application is being breached. Condition 37 states 'No work shall be undertaken which in any way permanently impinges or obstruct any recorded public/footpath/bridleway, Fife Coastal Path or Right of Way on or immediately adjacent to the application site unless otherwise agreed in writing with the planning authority before these routes are affected' This enforcement of a planning condition is a planning issue. The second point raised is Landownership. The landowner supports the diversion so therefore this is not a issue.
- 1.4 Support received from Anthony Balniel of Balcarres Estate, who owns the land in question, shown in full in Appendix 2.

## 2.0 Issues and Options

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- 2.1 Fife Council must consider whether the alternative route for the public right of way FN702 is reasonable and expedient in terms of improving the efficiency of the management of the golf course without unduly inconveniencing the public.

## 3.0 Conclusions

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- 3.1 The public right of way will continue to link the same two public places and is 6.5% longer than the original route. The route will be regularly maintained and signposted.

### List of Appendices

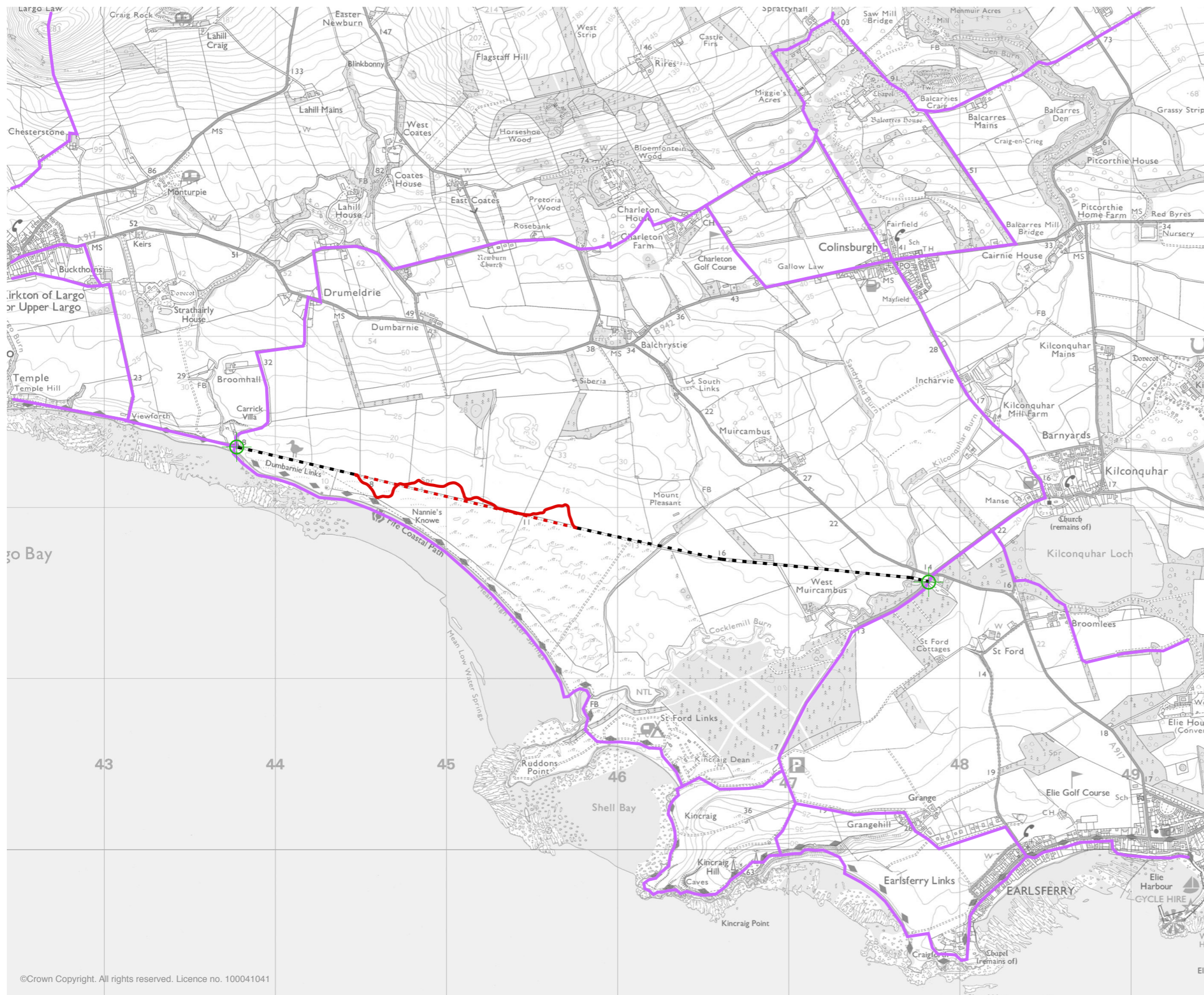
- Appendix 1. Location map  
Appendix 2. Responses from consultees.

### Background Papers

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

### Report Contact

Author Name	Sarah Johnston
Author's Job Title	Access Officer
Workplace	County Buildings Cupar
Telephone:	08451 55 55 55 440618
Email -	sarah.johnston@fife.gov.uk



- Core path network
- Diverted path
- - - - - Original path
- . - . - . Original path removed
- ⊕ Junction with core path

Original path core path to core path Length - 4,122m  
 Diverted path core path to core path Length - 4,392m  
 Increase in length 6.55%

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<p><b>NOTE</b></p> <p>This drawing is the copyright of G1 Architects and the contents shall not be reproduced or used for any other purpose without their written permission. Do not use scaled dimensions from this drawing. All dimensions are to be verified and checked on site by the main contractor before the commencement of any work whatsoever, either on his behalf or for subcontractors or suppliers. Shop drawings to be presented to the Architect for approval prior to fabrication. All discrepancies are to be reported to the architect immediately. Drawing to be read in conjunction with all other architects, engineers and specialists drawings + specifications.</p> <p style="text-align: center;">If in doubt ASK!</p>								
<p><b>Revision Notes</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">No</th> <th style="width: 85%;">Description</th> <th style="width: 10%;">Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			No	Description	Date			
No	Description	Date						

## Architects

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 e info@g1architects.com  
 w www.g1architects.com

<b>Drawing Status</b>	ROW Diversion
<b>Project</b>	Golf Course Dumbarnie Links Fife
<b>Drawing Title</b>	PATH DIVERSION 2
<b>Scale</b>	1.25000
<b>Size</b>	A3
<b>Drawn</b>	SJT
<b>Checked</b>	XXX
<b>Date</b>	01/05/2020
<b>Drawing No</b>	342 G1 SO XX DR A SP18
<b>Revision</b>	

## Appendix 2

### Reply The British Horse Society.

**Patron** Her Majesty The Queen

Fulfilling your passion for horses

**Helene Mauchlen (Scotland)** Woodburn Farm Crieff Perthshire PH7 3RG **Email** helene.mauchlen@bhs.org.uk **Website** www.bhsscotland.org.uk **Tel** 01764 656334 **Mob** 07808 141077

**The British Horse Society** Abbey Park, Stareton, Kenilworth, Warwickshire CV8 2XZ The British Horse Society is an Appointed Representative of South Essex Insurance Brokers Limited who are authorised and regulated by the Financial Conduct Authority. Registered Charity Nos. 210504 and SC038516. A company limited by guarantee. Registered in England & Wales No. 444742

Dear David

Dumbarnie Links formalisation of diversion of public path

Thank you for corresponding with the British Horse Society on this path and for sending such comprehensive information, plans and map.

We are delighted to support the changes you propose, and we agree with your reasons for diversion, we actually think the proposed new path will be much more interesting to travel along and also meet the environmental and landscape goals you outline.

We are also delighted that your access policy is multi-use in line with the Land Reform Scotland 2003 Act and that you welcome horse riders to this beautiful corner of the East Neuk of Fife. We will make sure (as far as is possible) that horse riders are considerate when they take access

Good luck with your development and you have our full support.

Kind regards

Helene Mauchlen (National Manager)

### Reply Anthony Balniel

Dear Mr Scott,

I have reviewed your plan to divert the path that ran along the railway line at Dumbarnie and am writing to give the plan my full support. I have been to the new links course on many occasions and believe that the new route is significantly better for many reasons. The removal of barbed wire linear fences with several poorly functioning gates will not only facilitate access but also offers a more visually appealing route.

The maintained surface will also allow a much safer experience for the public.

I confirm that the new route has my full support.

Yours

Anthony Balniel

## Reply Scotway (Scottish rights of way society)

Thank you for your emailed letter of 14 April 2020, entitled *Modest Diverting of Rights of Way SJT*, seeking feedback on your proposal to divert right of way which is affected by the site of Dumbarnie Links golf course.

As you will be aware, ScotWays submitted a holding objection to the planning application. This was due to the lack of information regarding public access and we requested an access plan be drawn up to show how rights of way and routes across the site would be accommodated within the development. We did so because we could find nothing within the planning application that indicated proposals for the routes across the site. The expectation was that any re-routing/diversion would be dealt with at the planning application stage, and therefore prior to construction commencing. We also requested that it be made a condition of planning consent that all affected rights of way remain open and free from obstruction during both construction and operation of any development.

The plans were passed with conditions relating to the Rights of Way in order to protect them and ensure that they were not 'adversely affected' as a result of the development.

So to the current situation where, in your letter, you say:

*to create a course of this magnitude, we had to divert the original public path that ran through our grounds. This alteration has already been approved under Fife Council planning Ref:17/03881/EIA and we now seek formalisation of this diversion under Section 35 of The Countryside (Scotland) act 1967.*

While the planning application has been approved the fact that you now seek a formal diversion to the right of way would indicate that this part of the process has not yet been approved.

At the moment you, the developer, have provided a new path through the site and you now seek to have this new path recognised as the right of way. As the provision of this new path does not alter the line of the right of way you are now seeking to divert it on to your new path. For clarity the right of way you seek to divert is recorded in the National Catalogue of Rights of Way (CROW) as FN702.

Focussing on the proposed application to divert right of way FN702, which the Society understands to be a route well used by pedestrians and by cyclists: we note your reasons for the proposed diversion and your *Gains to public*, however it may be useful to set out some of the criteria ScotWays consider when determining whether we find a proposed diversion to be acceptable; these include:

- the diversion should be of at least an equivalent standard,
- be not significantly longer,
- be no less convenient,
- be accessible to at least the same categories of access taker as use it at present,
- be available for use before the present route becomes unavailable.

Looking at the points above:

*the diversion should be of at least an equivalent standard, be not significantly longer and be no less convenient:* this was a straight, flat route that is now proposed to be longer and with a steeper gradient in parts.

*be accessible to at least the same categories of access taker as use it at present:* running along the bed of a disused railway line FN702 is suitable for use by cyclists, it is unclear from the documentation provided whether this will still be the case with the proposed new line. It is also unclear whether this would be suitable for wheelchair users.

*be available for use before the present route becomes unavailable:* this has clearly not been the case in this instance. ScotWays has had reports from members of the public regarding the lack, indeed blocking, of access along the right of way.

Taking all the above into consideration we find this proposed 'diversion' totally unacceptable. This proposal comes as an afterthought rather than an issue that should have been considered well in advance of any development commencing. It appears that there has been no consideration of diverting the right of way for the benefit of access takers. This new path seems to have been created purely as a way of managing access takers through the golf course.

The Society welcomes improvements to public access and this new path will indeed provide a new route across the site, but it should be seen as that. This new route is not an acceptable route for FN702 to be diverted on to. The Society **objects** to this planned diversion.

The developer needs to provide an alternative route that can be seen as a properly considered diversion to the existing right of way rather than this proposed route. ScotWays would welcome the opportunity to discuss this further.

I hope the information provided is useful to you. Please do not hesitate to contact me if you need more detail or if you have any queries.

Yours sincerely,

*Lynda L Grant*

Lynda L Grant  
Access Officer

### Reply from member of public

Many thanks for your e-mail of 24th inst. I do not wish to make any comments until I have walked the proposed new route. Can you confirm that it has been formed and marked out so that I can then arrange to go and see it.

I do wish at this stage to raise a few points which require clarification. At the moment there exists a recognised and established right of way running directly east to west along the line of the old railway line. In effect this is available for use of the public in all time coming. The existing surface has been decimated, destroyed and incorporated into the new golf course contrary to Condition 37 of the grant of Planning Permission and it appears to me that the Council have done nothing about this contravention.

For the sake of argument and so that I can understand the legal implication of such an application, if this application was successful does the proposed new route automatically become a right of way in place of the original? If not and I expect this to be the case does the developer enter into a binding legal agreement with the Council so that the rights of the public to walk the new route are protected in all time coming. Will such an agreement also require the developer to maintain the new route to a required width in good order and also to erect appropriate signage showing the existence of the route. Such an agreement would require to be entered into with the owner of the ground otherwise it is of no value long term. Do you know whether or not the applicant is the owner of the ground or a tenant. I raise this point as the application does not disclose this information. This in my view is essential so that any change in the route is legally binding and allows the public uninterrupted access at all times in the future.



Question from the access forum in black and answers in red from applicant.

1. In relation to the path please describe:

- The type of surface **Hard Core Type 1**
- b. The width of the path **2 Meters**
- c. Will the path have positive drainage? **As the path is built on free draining sand, drainage is not an issue.**
- d. What will be the frequency of site condition surveys and maintenance to the path? **The path diversion is monitored daily and any emergency repairs carried out as required. Standard maintenance to the path is carried out monthly to re grade and roll.**

2. In relation to Biodiversity

- a. What are the biodiversity gains in relation to the diversion? **The new diversion does provide a far more exciting journey through the property. As the new path flows and weaves through sand dunes, wetland areas and ponds. It does allow users of the path to view wildflowers, orchids, butterflies, swans and ducks to name but a few.**
- b. What plans are in place to control pioneering and invasive flora for the site? **All areas surrounding the new diversion are hand weeded for problematic weeds such as Ragwort. Also harvesting these areas every winter to encourage fine grasses such as sheep's fescue. Transplanting marram in selected areas also will help a positive species exchange occur which will allow these areas to mirror the SSSI costal dunes leaving all areas to blend seamlessly through the property.**

21 October 2020

Agenda Item No: 08

## Complaints Update

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Report by: Mike Enston Executive Director - Communities

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Wards Affected: All Levenmouth Wards

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### Purpose

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To provide an overview of complaints received relating to the Levenmouth 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 decrease 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 EqIA has not been completed and is not necessary for the following reasons:  
It is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

---

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

## 1.0 Background & explanatory notes

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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 Levenmouth 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 – Levenmouth Area

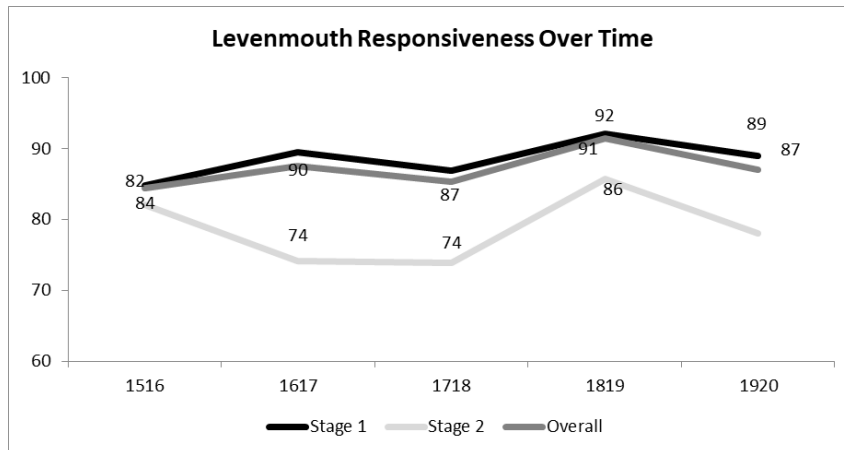
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	190	166	87%
Stage 1 (5 days)	167	148	89%
Stage 2 (20 days)	23	18	78%

- 213 complaints were received relating to the Levenmouth area in 19/20 of which 190 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.
- 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.
- Responsiveness declined over last year where the % of all complaints closed in target timescales decreased from 92% to 87%, this was however better than the Council average. Stage 1 also decreased from 92%. Stage 2 decreased from 86% however performance overall was better than the Council average. The average time to close all complaints improved from 5.8 to 5.1 working days, better than the Council average of 6.6 working days.

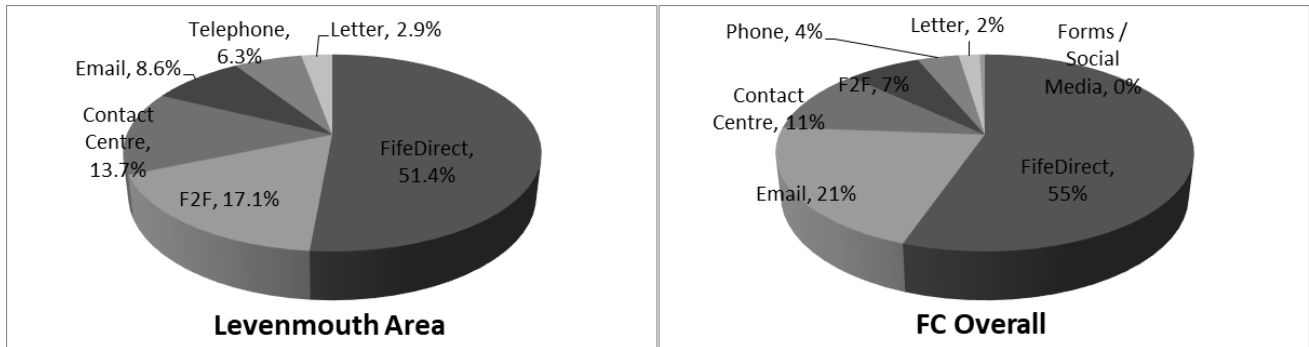
## Volume & responsiveness - Fife Council overall

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)

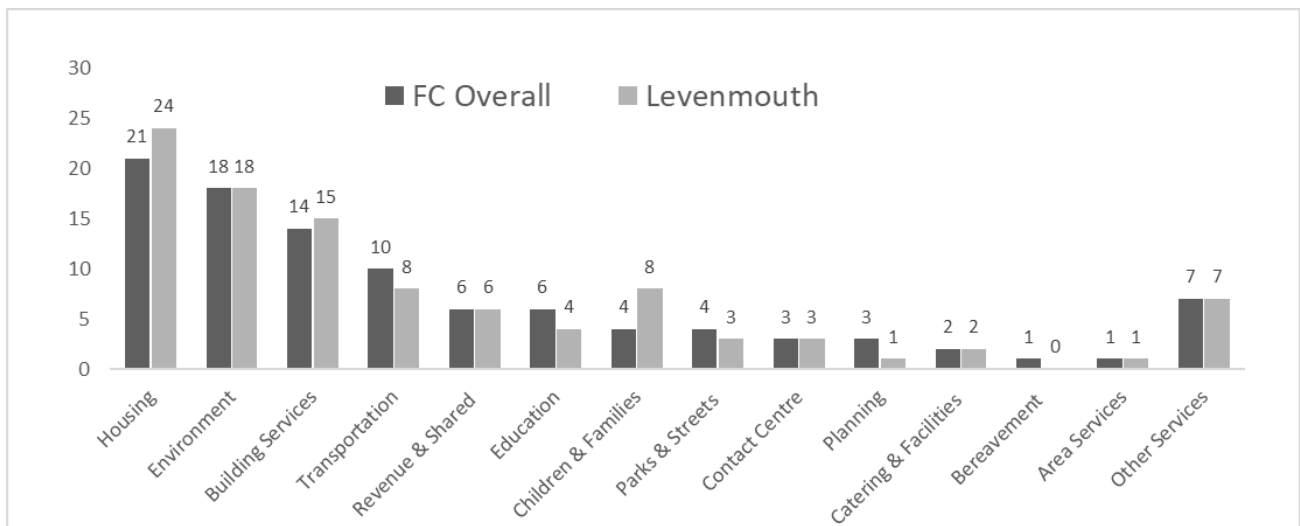
2.1 Generally there has been improvement to responsiveness since 15/16 however has been a decrease from last year as has the Council overall.



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 (37% in 18/19) for the Levenmouth area, this in the main has replaced face to face contact (26% 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 Children & Families. The largest categories for these complaints are poor communications including lack of notice, consultation & engagement.

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

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total Vol	% All in Time
CLD	0	0.0%	1	0.0%	1	0.0%
Parks Streets	6	50.0%	0	0.0%	6	50.0%
Children Families	8	50.0%	7	85.7%	15	66.7%
Transportation	14	71.4%	1	100.0%	15	73.3%
Catering FM	3	100.0%	1	0.0%	4	75.0%
Building	28	85.7%	1	0.0%	29	82.8%
Education	2	100.0%	5	80.0%	7	85.7%
Revenue	10	90.0%	2	100.0%	12	91.7%
Environment	34	94.1%	1	100.0%	35	94.3%
Housing	43	97.7%	3	100.0%	46	97.8%
Area Services	1	100.0%	0	0.0%	1	100.0%
Contact Centre	6	100.0%	0	0.0%	6	100.0%
CSI	2	100.0%	0	0.0%	2	100.0%
Financial	1	100.0%	0	0.0%	1	100.0%
Local Office	2	100.0%	0	0.0%	2	100.0%
Planning	1	100.0%	0	0.0%	1	100.0%
Protective	0	0.0%	1	100.0%	1	100.0%
Welfare Fund	6	100.0%	0	0.0%	6	100.0%
<b>Total</b>	<b>167</b>	<b>88.6%</b>	<b>23</b>	<b>78.3%</b>	<b>190</b>	<b>87.4%</b>

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

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

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Untidy/Overgrown Vegetation	0	5	2	0	0
	<b>Total</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>0</b>
Building Services	Anything that doesn't fit within existing categories.	0	1	0	0	0
	Card left when tenant in property	1	0	1	0	0
	Council vehicle - driving behaviour/standards	1	0	1	1	4
	Council vehicle - parking	5	1	1	0	0
	Delay in start / completion of work	6	5	5	0	0
	Failure to attend at time advised / agreed	1	4	3	3	3
	Failure to fix first time	0	2	0	2	11
	Failure to meet timescales for job	3	1	0	1	2
	Failure to respond to previous complaint / request for service / enquiry / request/ reported fault	2	0	2	0	0
	Health & safety / dangerous occurrence	1	1	0	2	0
	Inappropriate staff attitude / behaviour	2	3	5	6	1
	Noise levels from work activities	1	2	2	1	0
Poor communications - advance notice of work not given	2	1	2	1	0	

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Poor communications - internal breakdown Building Services	3	1	0	0	0
	Poor communications - internal breakdown with other council areas	1	1	0	0	0
	Poor communications - poor regarding work being/to be undertaken	4	4	1	2	3
	Standard of workmanship - damage	2	3	1	3	2
	Standard of workmanship - mess	5	3	1	4	0
	Standard of workmanship - tenant unhappy with work	2	3	2	9	2
	Unplanned additional work required following repair/installation	2	1	2	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / request/ reported fault	1	0	0	0	1
	<b>Total</b>	<b>45</b>	<b>37</b>	<b>29</b>	<b>35</b>	<b>29</b>
Catering & FM	Inappropriate staff attitude / behaviour	0	0	1	1	2
	Inconsiderate / inappropriate use of council vehicle	0	0	3	0	0
	Standard / condition of council buildings includes toilets	0	0	0	0	1
	Standard of service cleanliness, damage etc.	0	1	0	0	1
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>



Service	Reason	15/16	16/17	17/18	18/19	19/20
Contact Centre	Anything that doesn't fit within existing categories.	0	0	0	1	0
	Disagree with Council policy	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	1	3	1	1
	Incorrect information given	2	3	0	0	0
	Lack of information	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Time taken to answer call	0	0	4	13	2
	Unsatisfactory response to previous complaint / request for service / enquiry / request/ reported fault	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Wrong information given	3	0	0	0	0
	<b>Total</b>		<b>7</b>	<b>4</b>	<b>9</b>	<b>15</b>
Children & Families	Anything that doesn't fit within existing categories.	0	0	0	2	0
	Delays in completion of assessment - Child or Young Person	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with assessment outcome	0	0	2	0	0
	Dissatisfaction with assessment outcome - Parent/Carer	0	0	2	2	3
	Dissatisfaction with policy / current delivery arrangements	1	0	0	0	0
	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	1	2	2
	Inappropriate staff attitude / behaviour	0	0	2	1	3
	Poor communications including lack of notice, consultation & engagement	0	1	1	5	4
	Unacceptable standard of care / support families	3	10	0	0	0
	Unacceptable standard of care looked-after children	2	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Unknown	8	0	0	0	0
	<b>Total</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>15</b>
Criminal Justice	Anything that doesn't fit within existing categories.	1	0	0	0	0
	Unknown	1	0	0	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Education	Accidents injuries e.g. physical education fights etc	1	2	1	1	0
	Anything that doesn't fit within existing categories.	0	6	1	1	2
	Bullying by staff	0	0	1	1	0
	Bullying by pupil	3	2	3	0	2
	Dissatisfaction with policy current arrangements	2	3	3	2	1
	Inappropriate staff attitude behaviour	1	1	1	2	2
	Placement request decisions	0	0	0	0	0
	Poor communications including lack of notice consultation engagement	1	0	1	1	0
	Standard of supervision	2	0	0	0	0
	<b>Total</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>8</b>	<b>7</b>
Environment	Anything that doesn't fit within existing categories.	0	2	0	0	1
	Bin not returned properly / bin is missing	4	1	1	0	0
	Bulky not collected / only part collected	0	3	3	1	0
	Collection has left spilt waste in street / at property	0	1	1	0	1
	Customer turned away / refused entry	0	0	0	5	2

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Damage to vehicles / property during bin collection	1	0	1	1	0
	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc	0	5	2	8	4
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	0	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	0	1	2	2
	Dissatisfaction with Take Out & Return TOR service	3	5	2	12	9
	Failure to collect / empty bin	15	10	16	12	10
	Failure to respond to previous complaint / request for service / enquiry / request/ reported fault	1	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Household waste dumped in street / garden / yard	0	0	0	0	1
	Inappropriate staff attitude / behaviour	3	2	1	7	1
	Inconsiderate / inappropriate use of council vehicle	1	0	2	0	1
	No food waste bags provided	0	2	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Rodent / insect infestation	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	<b>Total</b>	<b>28</b>	<b>33</b>	<b>30</b>	<b>49</b>	<b>35</b>
Housing	Anything that doesn't fit within existing categories.	9	7	3	0	3
	Debt management arrangements	0	0	0	1	0
	Decoration Allowance	1	0	0	0	0
	Delays in Start / Completion	21	14	6	1	4
	Discrimination race, gender, religion etc	0	0	0	0	1
	Dispute with Neighbours	0	4	4	2	1
	Dissatisfaction with policy / current arrangements	1	0	1	4	1
	Dissatisfaction with policy / current arrangements including allocations criteria	3	1	0	2	3
	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	8	1	0	6	1
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / request/ reported fault	2	0	2	0	0

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	2	3	3
	Fencing	0	0	1	0	4
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	0	0	1
	Garden maintenance service	0	0	0	2	2
	Inappropriate staff attitude / behaviour	0	1	3	5	3
	Management of communal areas including grass cutting, overgrown trees & bushes	3	0	1	1	1
	Missed from programme	1	1	0	0	1
	Mutual repairs	1	4	1	0	1
	Noise	2	3	0	0	3
	Pets & animals	0	2	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	3	3
	Poor condition / standard of housing	0	4	0	0	1
	Poor standard / condition of property at start of tenancy	0	0	0	1	0
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc	3	5	1	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Redecoration allowance	1	0	0	0	0
	Risk management	2	1	0	0	0
	Rubbish	1	0	1	2	3
	Snagging issues	0	0	6	1	1
	Transfers including mutual exchanges	0	0	0	1	0
	Unknown	1	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / request/ reported fault	0	0	4	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	2	3
	Waiting times	2	4	1	0	2
	<b>Total</b>	<b>63</b>	<b>52</b>	<b>39</b>	<b>37</b>	<b>46</b>
Local Office	Anything that doesn't fit within existing categories.	1	0	0	0	0
	Delay in receiving service	0	1	0	1	1
	Disagree with council policy	0	0	0	1	0
	Facilities available	0	0	0	2	0
	Failure to provide a service	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	2	1	1	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Lack of / incorrect information	0	1	0	1	0
	<b>Total</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>
Parks Streets & Open Spaces	Anything that doesn't fit within existing categories.	2	2	4	0	0
	Area restoration work	0	0	1	1	0
	Change of designation of area	0	0	0	2	0
	Damage to private property	0	0	0	0	0
	Dog fouling	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / request/ reported fault	1	0	0	0	0
	Fly tipping / illegal dumping / mess from illegal campsite	1	0	0	0	0
	Footpath clearance	0	0	0	1	0
	Grass cutting	5	1	1	1	1
	Inappropriate staff attitude / behaviour	0	1	0	0	2
	Inconsiderate / inappropriate use of council vehicle	0	0	1	1	1
	Overhanging / damaged trees & shrubs	3	2	0	1	0
	Quality of footpath	0	0	0	0	1
Unsatisfactory response to previous complaint / request for service / enquiry / request/ reported fault	1	0	0	0	0	



Service	Reason	15/16	16/17	17/18	18/19	19/20
	Untidy / overgrown vegetation	0	0	0	1	1
	Weed killing areas	2	1	0	0	0
	<b>Total</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>6</b>
Planning	Anything that doesn't fit within existing categories.	1	0	1	0	1
	Dissatisfaction with policy / delivery arrangements	1	1	0	0	0
	Failure to follow process	0	0	0	1	0
	Inadequate consideration of objections	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	1	0	0
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>
Revenue	Admin error	2	1	1	3	5
	Anything that doesn't fit within existing categories.	0	0	0	0	1
	Disagree with legislation	0	0	1	4	0
	Inappropriate staff attitude / behaviour	0	0	0	1	0
	Lack of / incorrect information	2	1	2	4	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	1
	Procedures / policy	3	2	3	3	5

Service	Reason	15/16	16/17	17/18	18/19	19/20
	System failure	1	1	1	0	0
	Time taken to process enquiry	1	1	2	0	0
	Unknown	2	0	0	0	0
	<b>Total</b>	<b>11</b>	<b>6</b>	<b>10</b>	<b>15</b>	<b>12</b>
Roads & Transportation	Anything that doesn't fit within existing categories.	0	0	0	0	3
	Dissatisfaction with car parking provision / charging policy	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Inappropriate staff attitude / behaviour	0	0	0	0	1
	Localised flooding due to blocked gullies / drainage e.g. roads, footpaths, gardens, property etc.	0	0	0	0	1
	Localised flooding due to damaged drains / water mains	0	0	0	0	1
	Potholes / poor condition of road surface	0	0	0	0	3
	Streetlight repairs	0	0	0	0	1
	Traffic concerns including traffic noise / volume / speed	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Total	14	7	10	11	15

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

**Note:** Better categorisation over time and the changing responsibilities of Services sometimes means that column totals for the earlier years (15-16) will not accurately sum to the shown total. Following the work of the Escalation and Resolution Team – see 3.5 there are no longer any complaints left “unknown” or “uncategorised” in 2019/20

## Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Housing	Delays in start / completion	<p>We reported a repair needing done nearly 10 weeks ago and we are still waiting on this being done. My partner has phoned numerous times and still there is no date to get the repairs done to our bathroom floor. My stepdaughter and myself have both received injuries due to the state of the floor. We need this sorted ASAP it's ridiculous how long we have waited. We cannot have showers or use the bathroom properly. I am very upset about this. I hope to hear from you very soon.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered where the contractor didn't fulfil contract in timescale, matter addressed directly with contractor to prevent recurrence.</i></p>
Environment	Failure to collect / empty bin	<p>Would like to know why the bins at my address have not been emptied since November. I have not received any contact as to why the bins are not being emptied. I'm sure if I were to stop paying council tax that I would have been contacted quite quickly. Absolutely dire service. When will this be resolved?</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered with arrangements now made to collect bins from road end.</i></p>
Building Services	Failure to fix first time	<p>I had a new bathroom installed on the 28th of June by a contractor. The supervisor had hidden a few mistakes, which were not clearly visible until he left. On Monday 1st of July a council inspector came out to look at the work and also noticed other repairs with the pipe work. The hot and cold taps had also been connected the wrong way. Photos were taken and I was told this would be passed on. A supervisor from the contractor turned up and told me it would be fixed on the 12th of July. On the 12th of July the supervisor from the contractor's arrived to say that all his workers were on holiday and that they would come back on the 30th of July to complete the job. No one came out that day. A different person came out to have a look and take more photos and to get a list of the repairs. No further date was given. I telephoned the council and was not given any answers because no one seems to know what is going on. I was</p>

		<p>told the job was to be completed by the 29th of August, but I had no notice or confirmation from the contractor to say if they would be out that day.</p> <p><b>Outcome:</b> <i>Complaint upheld. Apology offered with repairs rectified and contractor issues raised directly around their performance.</i></p>
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## 3.0 Learning from Complaints

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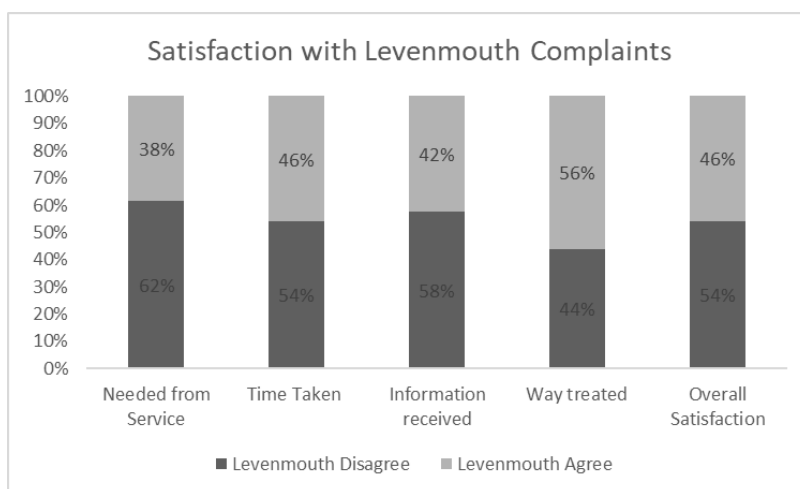
- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents 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 the location of a grit bin within a customer's property saw a revision to the positioning of this grit bin and also the start of a programme to relocate grit bins to be of better use to customers and accessible for filling by the Council.
  - Communication procedures and better record keeping were enhanced in a local school following a complaint from a parent that they had not been informed appropriately following their child being hurt during an incident of bullying. Other local arrangements were introduced around playground management.
  - 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 Levenmouth area:

	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>
Overall Complaints	38% (39% FC overall)	47% (43% FC overall)	15% (18% FC overall)
Stage 1 Complaints	41% (41% FC overall)	46% (42% FC overall)	13% (17% FC overall)
Stage 2 Complaints	13% (25% FC overall)	56% (48% FC overall)	31% (27% FC overall)

3.9 There were 26 complaint surveys completed by Levenmouth 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 4 cases for the Levenmouth 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
Revenue	Withdrawn
Safer Communities	Withdrawn
Children & Families	Withdrawn
Building Services	Withdrawn

## 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	886	1245	848	N/A	No database poll as a consequence of Covid-19
Illegal Dumping	200	187	194	169	Includes mess in gardens
Street Cleaning	195	178	133	132	Untidy street reports
Dog Fouling	69	73	43	59	
Aggressive Dogs	47	48	31	38	
Abandoned Cars	-	31	31	26	
Litter Bin Issues	33	22	23	24	
Needles	29	32	10	8	Either made safe or require removal
Fallen Trees	6	8	10	3	

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

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

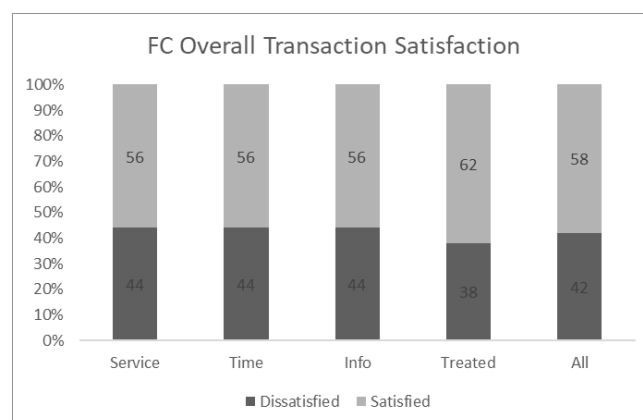
6.2 The satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements 4 weeks after they have completed a range of transactions:

- 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.

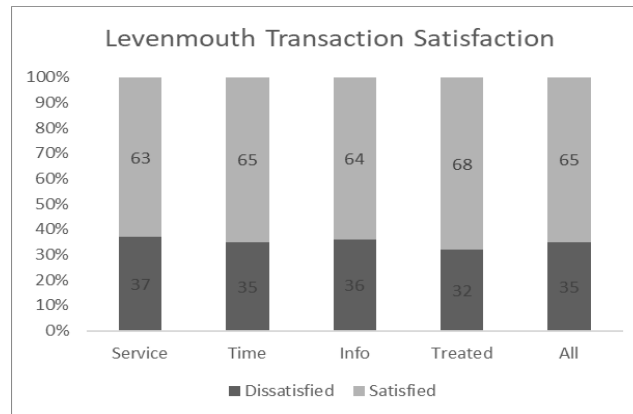
6.4 The expectation is for Services to consider the customer feedback, particularly the comments, following up by contacting customers where required, with the aim of improving service delivery. There are no resource implications for Services in the gathering of this feedback. They are simply asked to 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 Levenmouth area had 65% (63% in 2018/19) agreeing with the satisfaction statements (see 6.2), graph as shown:



6.7 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	64%	103
Blue Badge	75%	4
Community Alarms	100%	3
Complaint	46%	26
Concessionary Travel	75%	1
Environmental	67%	3
Housing	60%	56
Licence	83%	6
MyFife Card	94%	36
Payment Receipt	100%	11
Pest Issue	81%	4
Registrar Enquiry	100%	1
Road or Street Fault	35%	34
Traffic or Streetlight	75%	4
<b>Grand Total</b>	<b>65%</b>	<b>292</b>

## 7.0 Compliments

- 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 23 compliments received from customers in the Levenmouth area, the Service areas complimented and some typical examples of the type of compliments received.

Service Area	Vol	Example
Building Services	5	Mr Thompson called to say that he reported a blocked drain yesterday and was pleased when it was fixed today. He appreciates that it was attended to so quickly and that the tradesman ( Steve&Colin) made a very efficient job of clearing the blockage and they left everything clean & tidy.
Contact Centre	6	Customer would like to pass on her thanks for our help, her CO detector was bleeping last night. CA adviser arranged for tradesman to attend.
Customer Service Centres	5	Customer advises that he always received great service when he comes into Leven Office. The staff are always friendly and polite and happy to help.
Environment	3	Hello, I just wanted to pass on my thanks to a refuse collection crew who were working in the muir homes estate in Leven, Orchard lane, Leven bank drive etc on the evening of may 1st. My wee boy is 2 1/2 and loves all things lorry. He was able to watch them at work and all of them engaged and spoke to him. One of the guys gave him a shot of their wee mascot from the cab. Despite them working away they were very patient and safely aware of the wee boy running alongside them. He loved it and I'd just like my appreciation passed onto them.
Housing	1	Customer called to request that a compliment was placed for Paula Wilson as he was so pleased with the way that she dealt with his application and the care and consideration given in doing so
Parks Streets Countryside	2	I would like to thank the grounds staff working in my area, they have been working hard to clear the paths, they have edged the grass areas which has made such a difference. They have all been pleasant to speak too and alway give a cheerful greeting. Their hard work has improved our area.
Transportation	1	I wanted to ask if you could pass on a compliment to a member of staff? Today I accidentally left my purse inside one of the buses the operator was very helpful and took time out her day to make sure it was retrieved.

## 8.0 Conclusions

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- 8.1 Responsiveness (complaints in target timescales) generally declined from last year however results were better than the Council average. This is however reflective of the Council overall for 2019/20 where performance was down on previous years. The average working days to respond did improve over last year and was also better than the Council average.
- 8.2 The issues customers complained about within the Levenmouth area are broadly like those made across Fife however there were proportionally more complaints for Children & Families and Housing where the largest categories were poor communications including lack of notice, consultation & engagement and delays in start or completion respectively.
- 8.3 While there has been some progress 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, as this is a key driver of customer satisfaction.
- 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 –  
<https://www.spsso.org.uk/sites/spsso/files/csa/LAMCHPPart3.pdf>

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21<sup>st</sup> October 2020

Agenda Item No. 09

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## Levenmouth Area Housing Plan Update

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Report by: John Mills, Head of Housing Services

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Wards Affected: Ward 21 – Leven, Kennoway and Largo, Ward 22 – Buckhaven, Methil and Wemyss Villages

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### Purpose

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Members approved the original Levenmouth Area Housing Plan on the 15<sup>th</sup> November 2017. This report gives a progress update on the Levenmouth Area Housing Plan outcomes for the period up to 31<sup>st</sup> August 2020

A revised plan for 2021 / 2023 will be presented at Committee once there has been the opportunity to consult on future priorities for the Levenmouth area, in line with the Levenmouth Local Community Plan and the Local Housing Strategy (2020-22).

### Recommendation(s)

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Members are asked to:

- Consider the content of the report
- Discuss the progress made with the plan and its outcomes

### Resource Implications

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Work is taking place within agreed HRA Revenue and Capital budgets agreed by Council in February 2020

### Legal & Risk Implications

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There are no legal or risk implications arising from this report. However Members should note that there will be changes to the delivery of Housing Services as a result of the Covid pandemic. Update reports will be presented to the Policy & Co-ordination Committee on a regular basis to update on Recovery and Reform planning in Housing Services.

### Impact Assessment

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

## Consultation

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Local tenants were involved in the development of the Area Housing Plan through local groups and events, as well as direct communication with staff and Elected members. We have also used feedback from the annual tenant's satisfaction surveys to up-date the plan and continue to engage and consult with tenants through established Tenant and Residents Associations as well as involving members and residents in our estate walkabouts. A similar approach will be taken in the development of the Levenmouth Area Housing Plan for 2021/23

## 1.0 Background

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- 1.1 Members approved a report in November 2017 which introduced the 2017-19 Levenmouth Housing Services Plan, a document which set out how the council aim to:
  - Undertake what housing needs are in the area
  - Deliver effective housing management
- 1.2 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services, as the largest landlord in Fife, can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvements initiatives. We have a key role to work in partnership with others to reduce poverty in Fife.
- 1.3 This report includes measures to outline how well we are performing and addressing Housing need in Levenmouth. Performance for the previous financial year are provided where this is available at an area level. It also outlines how staff have adapted to deliver services during COVID lockdown. Housing Officers are more visible in local communities as we work our way through the different stages of our recovery plan.
- 1.4 A number of resources were used to develop the plan:
  - Tenants advised us about their concerns and issues following walkabouts
  - Discussions and feedback at Ward and Tenants group meetings
  - Feedback and enquiries from Elected members
  - Discussions between staff and individual tenants
  - Analysis of complaints and enquiries
  - Performance outcomes benchmarking within and outwith Fife

In addition, we also looked at how well we are doing managing our properties and estates. We did this to identify where we need to improve and prioritise the services we deliver.

- 1.5 The plan included a number of measures through which we will demonstrate to tenants, members and other stakeholders how we are progressing with our aims. This report provides a position statement for the 3 calendar years of the 2017- 19 plan period and is therefore an update summary of the business conducted during the 2017, 2018, 2019 / 20 financial years

- 1.6 The Levenmouth Area Plan was publicised through the Down Your Street, our tenant newsletter and is available on Fife Direct, and the full link is given below in the background papers used.
- 1.7 It is proposed that a revised Levenmouth Area Housing plan be produced for 2021 – 2023. This will outline future priorities that are informed through discussions at Ward meetings and reflect the views of our local communities.

## 2.0 Issues and Options

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2.1 This report focuses on the following Plan for Fife headings –

- Opportunities for all
- Thriving places
- Community led services

2.2 Attached to the report are two appendices –

- Appendix 1 is a Performance Management Summary
- Appendix 2 is a summary of the two main themes of the Levenmouth Housing Plan
  - Rate Your Estate – What We Found
  - Rate Your Estate – What You Told Us

### 2.3 Opportunities for All

The period of lockdown was a difficult and challenging time for many in our communities. Housing has worked in partnership with others to help vulnerable households to obtain necessities such as food, prescriptions etc. We focused on delivering business critical services such as Emergency repairs, Gas safety inspections, dealing with Anti-social behaviour, Welfare checks, priority allocations to the Homeless and those in urgent housing need, as well as support to older people in sheltered housing. We have continued to provide advice, guidance and in many cases support to tenants who were concerned about their rent.

Many staff in the Levenmouth area team were redeployment to critical parts of our business, as well as volunteering and supporting the Team Fife approach. Throughout this difficult time, we adapted and changed the way we deliver services locally to suit business critical needs. It allowed us to become more resilient as well as review how we operate and deliver essential services. As we have evolved through the Recovery Plan staff can now undertake estate inspections and in certain circumstances visit tenants in their homes. We will focus going forward on improving the condition of our estates and addressing the welfare needs of our tenants.

The Housing stock in Levenmouth is generally in good condition and remains in relatively high demand. With the addition of over 200 new build properties over the period of the plan which has generated a higher than average turnover which helped to satisfy tenants, housing applicants and homeless people from the Fife Housing Register. While the number of property terminations at the time increased, our performance in allocating houses remained consistent.

- 2.4 The Area continues to experience ongoing social and economic deprivation and much of our staff's time continues to be spent assisting customers with poor mental health and addiction related issues. This work continues to be carried out in partnerships with a range of voluntary and statutory agencies.
- 2.5 In common with other areas in Fife, rent arrears have reduced across the Levenmouth area. Arrears collection across the area remain relatively high at 97%. Pre COVID, welfare reform and the introduction of universal credit have had an impact on arrears across the area however changes to the way in which Universal Credit is paid has benefited Fife Council. These changes have meant that Tenants receiving Universal Credit and have a direct payment arrangement can have rent paid directly to Fife Council within two days, which means that there is little delay thus having a positive effect on arrears in the area.

Staff Continue proactively working across the area providing advice, guidance to tenants as required.

As previously reported following the introduction of a new Rent sense, Mobyssoft case management system across Housing and Revenues services. The system guides officers to priority cases to establish contact with tenants at an early stage. As a service we have responded by reducing housing officer patch sizes, increased the focus on early intervention and more face to face contact with our tenants offering advice and assistance as required.

We have also improved the availability of technology meaning much more transactions can be accessed on-line. With the principles of 4DX being embedded in our approach. Our staff over the period of the plan continued to increase the offer of tenancy assistance to help our tenants manage finances and budgeting.

As you are aware £1 million funding was provided by the Housing Revenue Account to help tenants transition to Universal Credit. Additional help has been provided through Direct Housing Payment's for Universal Credit mitigation.

In addition, as a direct result of the pandemic a further £1 million fund has also been set aside from the Housing Revenue Account Balances to help mitigate the effects of COVID19 for council tenants. Both continue to be administered and monitored via a joint working group between Housing and Revenues services.

- 2.6 Over quarter 1 and 2 in 2020 / 21 financial year 73 allocations have been made with 61% to Homeless, 22% to Transfer and 17% to Housing lists. Moving forward priority is being given to increasing number of transfers created to bring more empty houses back into the letting pool. The Housing Access Officers will create chains of allocations, housing more tenants, homeless people and some groups on the Housing List.

Across the area we need larger four plus bedroomed family sized houses and smaller one bedroomed properties to satisfy current demand. An ageing population is also resulting in a greater demand for more extra care and retirement specific needs properties. With the new build developments at Keir Hardie Wynd Methil now complete and the pending development of the Kirkland care village Methil on the horizon these will go some way to meeting demand and stimulate some movement across the area.

To assist further, the property acquisition policy has been used over the last two financial years to buy back 6 properties in 2019/20, and a further 3 properties currently moving through the purchase process for 2020/21. family sized former council houses. This has been used to provide permanent housing for 6 Homeless families. We continue to actively look at opportunities to return larger former council properties back to stock to meet the housing needs of families in the Levenmouth area.

We continue to engage as part of the Levenmouth Locality Health and Social Care partnership and continue to offer and provide advice and guidance to tenants experiencing difficulties in fuel poverty. We continue to have strong partnership arrangements with Cosy Kingdom who can act, guide and support our tenants experiencing fuel poverty. As previously reported, we now have a new default supplier agreement with Scottish & Southern Energy (SSE) which came into place in November 2019.

## 2.7 Thriving Places

Over the period of the plan over 200 new build properties were completed across a range of sites in Levenmouth from the new build programme. Feedback from tenants in the new properties although not entirely positive, has generally been favourable. Gardens in some new build sites have continued to have issues however the new build team and contractors are now rectifying them.

Keir Hardie Wynd Methil site was handed over in February 2020 just prior to going into lockdown. There was some garden work which was due to be completed in early spring however was delayed due to lockdown. Contractors have this in their sights and a plan is now in place to satisfactorily complete agreed work.

Following the hand over all remedial and ongoing works will be undertaken by Fife Council Building services as part of a service level agreement with the contractors.

The Health and Social Care village project being developed on the site of the former Kirkland High School is now a reality. It will have a larger proportion of specific needs properties, and it is anticipated the development of the site will now start late 2020.

We continue to work with the new build team to identify smaller micro sites suitable for further development.

We have continued to identify and develop new projects and have focussed local resources to create improvements to areas most affected by inequality and physical decay.

- Durie Court / MacDonald Terrace, Methil: Phases 1, 2 and 3 work to repair crumbling walls, install fencing and improved footpath drainage is now completed.
- Rolland Avenue East Wemyss – Phase 1 - Periphery metal fencing replacement is complete
- William Street East Wemyss – Rear divisional timber fencing replacement is complete.
- Eagle Road Buckhaven: Creation of 4 additional vehicle parking spaces is now complete.
- Sea road Methil: Creation of 4 additional vehicle parking spaces is now complete.



- Parkhill Wynd / William Laing Crescent, Leven Phase 1 – Environmental and parking project has been completed
- Bishops Court Kennoway Phase 1, internal painting, improved lighting has been completed however the replacement canopies have still to be fitted.

Our priority moving forward for 2020 / 21 have changed slightly and the remaining work from last financial year has had to be completed as part of the planned work for 2020 / 21

- Durie Court / MacDonald Terrace, Methil: Phase 4 work to repair crumbling walls and install fencing approved, **awaiting start date**
- Alexander Street East Wemyss – Rear divisional timber fencing **awaiting costs**.
- Reconfiguring disabled parking and renew white lining of parking bays at Swan & Memorial Court Methil high rise sites has now been completed.
- Jean Redpath Wynd Leven – Health and safety concerns road closure has now been completed
- Aitken court Leven (Lock up site) – Part demolition has been completed
- Bishops Court Kennoway Phase 2, internal stairwell painting, improved lighting and replacement floor coverings **awaiting costs**

#### **Still to be determined**

- Rolland Avenue East Wemyss Phase 2 - Periphery metal fencing replacement. Still to be progressed
- Parkhill Wynd / William Laing Crescent, Leven Phase 2 – Environmental / garden. Still to be progressed

2.8 Following on from the Grenfell Tower fire tragedy in June 2017, we continue to provide appropriate fire safety training for relevant staff, and through our Tenant Participation Officer and local Housing staff continue to support the Swan Court, Tenants and Residents Association.

We continue to work alongside Community Planning partners and have over the period of the plan developed or contributed to support community-based initiatives that improve our local environment and estates as follows;

- The community allotment, orchard, and raised beds project at Kirkland Drive Methil with the voluntary group CLEAR.
- We agreed and secured funding in partnership with CLEAR to create a small community orchard in Victoria Road Buckhaven which was completed Spring 2019.
- Previous years we funded work with PSOS for the wild flower initiative along the Leven gateway at Mountfleurie. As well as improving the health and well-being of local residents and promoted active engagement, this has also helped to bring a splash of colour and a purpose to the area as well as a dual benefit for the Community and Housing Services.
- We agreed and secured match funding for the Anti-social behaviour diversional project on the footpath entrance to the walkway at Steelworks Brae / Watt crescent Methil.
- We agreed and secured match funding for the replacement of a section of the secondary coastal wall at Happies close West Wemyss.

It is worth recognising that this financial year hasn't taken the same shape as previous years and has been directly affected by the restrictions applied as a result of the Coronavirus pandemic.

## 3.0 Community Led Services

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- 3.1 A key part of our Housing Operating Model is a greater focus on working closer with tenants and residents and responding to their needs. With reduced officer patch sizes and improved technology, lockdown restriction accelerated the need to change the ways in which we were working. Housing staff now work in a mobile way from home. These changes in working practices mean staff have had to adapt and work differently, which means we can work much closer to our tenants and respond quicker and get to know their tenants and residents much better.
- 3.2 This year's planned annual estate walkabouts have not happened however staff are currently working fully mobile in the areas therefore it is anticipated that more estates issues will be picked up as we refamiliarise ourselves fully with our estates.
- 3.3 Moving forward it is anticipated that estates walkabout will recommence in the spring. These will result in new suggestions emerging on how estates can be improved and what the priority is for the residents in the area. We will continue to use the Place Standard model as an appropriate assessment tool when engaging with communities. We are also keen to develop opportunities for participatory budgeting which can be used to broaden local community participation in project development and decision making, as many of the projects we undertake originate from elected members and tenant requests.
- 3.4 We have a well-established connection with our Tenant Participation Team who continue to provide support to existing and develop new Tenant and Residents Groups. Once groups are established, they are supported by the Tenants Participation Officer and the Housing Management Officers, this helps to improve relations and support work carried out in the estates.
- 3.5 Whilst it remains clear there is a strong sense of community and identity across Levenmouth, it does not always translate well into tenant participation and involvement in housing issues. There appears to be a high dependency culture on statutory agencies to address and resolve local problems. There remain large parts of Levenmouth that do not have any representation from tenant and resident groups; Wemyss villages, Buckhaven, Kennoway, Leven and Largo area.

## 4.0 Conclusions

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- 4.1 There is no doubt Coronavirus has impacted on how business has been delivered. However overall, the report continues to be positive and recognises the good work that local staff, members and tenants have carried out to help deliver better housing services across the Levenmouth area. The report highlights areas of good practice as well as identifying areas of improvement.

## List of Appendices

1. Levenmouth Housing Services Plan - Summary of Performance Outcomes for 2016 -
2. Summary of the two main themes of the Levenmouth Housing Plan
  - Rate Your Estate – What We Found
  - Rate Your Estate – What You Told Us

## Background Papers

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

<https://www.fifedirect.org.uk/topics/index.cfm?fuseaction=page.display&p2sid=F7D0BFDD-BF05-4AD7-3C88BF3B43D5772D&themeid=AABDB2B9-D379-434F-98CA-AF2B73303854>

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## Appendix 1

### Levenmouth Area Housing Performance Update Outcomes 2016 – 20

	2016 - 17 (At 30.03.2017)	2017 - 18 (At 20.03.2018)	2018 - 19 (At 31.03.2019)	2019 - 20 (At 30.09.2019)	2020 - 21 (At 30.09.2020)	Trend
All Repairs completed in timeframe	97.9%	97.9%	98.5%	98.6%	96.7%	For info
Emergency Repairs completed in Timeframe	97.7%	98.1%	99.6%	99.6%	99.3%	For info
Average Time to let properties	26 days	26 days	24 days	21 days	54 days @ Q1	For info
% of rent lost to void properties	1.11%	1.35%	1.06%	1.09%	1.44% @ Q1	
No of terminations – mainstream council properties	484	517	436	218	110	For info
Abandonments as % of No of terminations	8%	6%	9.6%	5.04%	5.45%	For info
<b>Rent &amp; Arrears</b>						
% of total rent collected	97%	97%	97%	98%	97%	For info
Numbers of tenants in arrears	1583 36.5%	1671 38.7%	1732 39.4%	1813 42.7%	1264 29.2%	For info
No of tenants evicted	14	19	11	6	0 Due to COVID	For Info
% of tenants claiming Housing Benefit	60%	56%	45.9% (2017 tenants)	44% (1850 tenants)	40% (1686 tenants)	For Info
% of tenants claiming universal Credit	N/A	N/A	21.6% (951 tenants)	27.3% (1161 tenants)	No current data available	For Info
<b>Allocations &amp; Support</b>						
% of properties allocated Homeless	28%	33%	31.3%	34%	61%	For info
% of properties allocated Transfer	27%	32%	20.3%	21%	22%	For Info
% of properties allocated Waiting	46%	39%	48.4%	45%	17%	For Info
% of offers of Housing refused	19%	18%	21.7%	18%	20%	For info

Estate management						
Number of Breaches of tenancy recorded (Extreme anti-social behaviour 2 days)	0	29	41	34	35	For Info
Number of Breaches of tenancy recorded (Serious anti-social behaviour 56 days)	13	67	111	96	63	For Info
Number of Breaches of tenancy recorded Minor anti-social behaviour 182 days)	256	163	124	76	45	For Info
Housing Project Budget expenditure	£253,087 expenditure £280,851 Budget 90%	£194,737 expenditure £259,851 Budget 75%  Opportunity Fund approved bids =£49,000	£281,633 expenditure £281,151 Budget 100%  Opportunity fund approved bids = £80,810	£222,957 expenditure £291,829 Budget 76%  Opportunity fund approved bids = £175,668	£102,409 expenditure £291,829 Budget 35.09%  Opportunity fund approved bids = £91,268	For Info
Customer Results (from Fife Customer Satisfaction Survey)						
Tenant Satisfaction with Neighbourhood Management*	87%	85%	85%	82%	No available survey results	For Info
Tenants overall satisfaction with Housing Service *	83%	83%	83%	83%	No available survey results	For Info
Tenant satisfaction with opportunities to participate *	69%	82%	82%	83%	No available survey results	For Info

\*Fife Wide Performance Result taken from Annual Customer Survey conducted in April of each year

## Appendix 2

We found. .	Where	What we will do	When we do it	Outcome update
<b>High Turnover of properties including abandonments</b>	Buckhaven and Simon Crescent	Community Letting initiatives and tenancy sustainment	Throughout Area housing plan period	<p>Turnover across Levenmouth has reduced compared to previous year's figures with little impact now as a result of the new build properties all being occupied.</p> <p>Buckhaven continued to experience higher than average property turnover throughout 2019 / 20. With Factory and Victoria Road area experiencing the most.</p> <p>Turnover in Simon Crescent has continued to decrease over the same period resulting in the estate becoming much more settled.</p> <p>Over 2019 / 20 there has been a decrease in the number of abandonments across the area with a total of 11 being detected which accounts for 5.04% of the total terminations received. Up to end September 2020 a total of 7 Abandonments were detected, these accounts for 6.3% of the total terminations received.</p>
<b>Higher levels of rent arrears</b>	Methil and Buckhaven	Increase tenancy assistance and household contacts for tenants in arrears	Throughout Area housing plan period	<p>In line with other Areas of Fife, rent arrears have reduced across the Levenmouth area. Arrears collection remain relatively high at 97%. Pre COVID, welfare reform and the introduction of Universal Credit had an impact on arrears across the area, however, changes in the way which universal credit is paid has resulted in much quicker payments to Fife Council. These changes have meant that Tenants receiving Universal Credit and have a direct payment arrangement in place can have rent paid directly to Fife Council, currently this is happening within two days.</p>

				<p>Scottish Government funding of £1M was secured to assist tenants through Direct Housing Payments for Universal Credit mitigation.</p> <p>As a direct result of the pandemic a further £1M has been set aside from the Housing Revenue Account to help mitigate the effects of COVID19 for council tenants.</p> <p>Both funds continue to be administered via a joint working group between Housing and Revenue services.</p>
<p><b>Focus on estate improvements</b></p>	<p>Buckhaven South, Lower Methil and Leven Parkhill estates</p>	<p>Neighbourhood Improvement Plans consulted on and produced for both estates</p>	<p>Throughout 2017 -20</p>	<p>Main estates improvements are.</p> <ul style="list-style-type: none"> <li>• Durie Court / MacDonald terrace Methil Phase’s 1, 2 &amp; 3 wall and fencing repairs – Complete</li> <li>• Rolland Ave East Wemyss, periphery metal fencing replacement program - Completed</li> <li>• William St East Wemyss, rear divisional fencing replacement – Complete</li> <li>• Sea Road Methil, Creation of 4 additional parking spaces – Complete</li> <li>• Eagle Road Buckhaven, Creation of 4 additional parking spaces – Complete</li> <li>• Bishops court Kennoway Phase 1 rear external painting complete Canopies delayed due to COVID restrictions awaiting restart timescale.</li> <li>• Parkhill Wynd / William Laing Crescent Leven, Phase 1 environmental work and parking - Complete</li> </ul> <p><b>Priorities moving forward 2020-21</b></p> <ul style="list-style-type: none"> <li>• Durie Court / MacDonald Terrace Methil, phase 4 work to repair crumbling walls and install fencing. Approved awaiting on a start date.</li> </ul>

				<ul style="list-style-type: none"> <li>• Alexander Street East Wemyss – Rear divisional timber fencing. – Currently awaiting costs.</li> <li>• Swan &amp; Memorial Court Methil - Reconfiguring disabled parking bays and realign car parking bays – complete</li> <li>• Jean Redpath Wynd Leven – Health &amp; Safety concerns road closure – Complete</li> <li>• Aitken Court Leven - Lock Up partial demolition of lock ups - Complete</li> <li>• Bishops court Kennoway Phase 2- internal stairwells painting, improved lighting and replacement floor coverings – Awaiting costs</li> </ul> <p>Still to determine</p> <ul style="list-style-type: none"> <li>• Rolland Avenue Phase 2 Periphery fencing – Still to progress</li> <li>• Parkhill Wynd Leven Phase 2 – feasibility of constructing garden space for ground floor properties – Still to progress</li> </ul>
<b>Focus on housing and structural improvements</b>	Bishop’s Court. Kennoway	Improve structural stability at front and rear of Bishop’s Court.	Complete	Work has been carried out to replace dangerous window ledges at Bishop’s Court. We continue to monitor situation regarding refuse collection services.
	Swan & Memorial Court flats	Improve Fire safety at the multi storey flats		As previously reported, there have been considerable work undertaken with improvements to lifts, new fire doors, smoke ventilation systems, new lighting, tests on cladding and risers at Swan & Memorial Court Multi storey flats. Memorial Court has now been internally redecorated and plans are in place to have the same done at Swan Court. New sprinkler system is current being planned.



<b>Greater levels of mental health and addictions having an impact on tenancies</b>	Throughout Levenmouth	Increased tenancy assistance Health & Social Care Projects	Throughout 2017 - 2020	<p>This is an area of work that consistently causes issues for the Service and concerns from residents. Progress has been made with connections being established through the Health &amp; social Care partnership approach. More emphasis for Housing staff by delivering increased levels of Tenancy Assistance to help Fife Council tenants sustain their tenancy.</p> <p>Delivery of the WELL project has come to a halt due to COVID and is currently being looked at by Housing service. Awaiting a directive on the position of future involvement.</p>
<b>Focus of any new build schemes to help more specific needs e.g. OAPs, single people, large families, applicants with disabilities</b>	Methil	Advocate that new build schemes provides properties for 1-2 bed and 4+ bed properties in Levenmouth because of need and ageing population	2018 – 2020	<p>This remains unchanged with greater local officer input to new build schemes with regards to size and type of property to meet demand from housing applicants. The new build site at Keir Hardie Wynd Methil was completed in mid-February 2020. This has produced a total of 25 new properties.</p> <p>The new build planned site at Kirkland Care Village site which is now due to commence late 2020 and will focus the entire 24 properties on applicants with specific needs and will be integrated with the Care Home and Nursing facilities. This is a groundbreaking project for Fife and Scotland.</p>
<b>Low levels of tenant participation</b>	Throughout Levenmouth	Work in partnership with Tenant Participation Officers to improve participation and numbers of Tenants groups	Throughout Area housing plan period	<p>Currently we have three tenants and residents groups Swan court Methil, Sea Road Methil and Steelworks Brae Methil. Methil although these have been inactive over COVID19 period. Over the period of the plan they have continued to be well represented by TRAs however there are gaps, in East Wemyss, Buckhaven, Kennoway, Leven and Largo areas. We continue to encourage tenants and residents to get involved in estate walkabouts with the support of our Housing Management Officers and Tenants Participation officer</p>

You said . .	Neighbourhood	We will	Update you by	Outcome
<b>We don't want new build flats, we want low rise houses instead which are needed for older and disabled people</b>	Schemes where new build programmes are being developed	Negotiate with the new Build teams when new schemes are being planned in phase 2	Report on progress due to Area Committee by December 2019	Generally we have been building less flats as part of our new build schemes and more houses. We are also required to build a percentage of all new builds appropriate for disabled residents. The Kirkland care village project in development will help to meet particular demands for disabled housing applicants. Other new build estates are in various stages of planning which staff in the local area can influence by continuing to work closely with the new build team.
<b>There are not enough houses for large families</b>	Whole area	Build 22 new homes to encourage moves Visit everyone in a 5 or 6 apt to see if they are interested in help to move	For Information only	<p>We continue to address when new build estates are being identified and developed. While a certain number of larger properties are planned in estates this hasn't fully met demand. There is a perception of more 2 and 3 bedroomed properties being constructed at the expense of larger sized properties for which there is a large demand.</p> <p>We have used the acquisition policy to buy back 6 ex-council properties in 2019-20 and a further 3 pending purchases for 2020-21. These properties so far, have provided permanent housing for Homeless families</p> <p>There continues to be on-going discussion with the new build team. We continue to review our waiting lists of transfer applicants who desire to move into smaller sized properties and may offer incentives in some cases.</p>
<b>We don't want houses with big gardens</b>	Methil and East Wemyss	Investigate opportunities to reduce garden sizes	Community liaison when we are addressing	This applies to Levenmouth's more traditional estates and not new builds and in particular Methil and East Wemyss. It is a difficult issue to address and overcome and requires clever design solutions which will not add additional cost burdens to

		and maintenance responsibilities	particular issues and projects	our maintenance budget for open spaces. New gardening/orchard projects have been developed on former garden ground in partnership with CLEAR at Burns Avenue, Buckhaven and Kirkland Drive, Methil. With a new orchard initiative with CLEAR in the Victoria Road area Buckhaven. This will add a degree of colour to the area.
<b>We want our fencing to be replaced</b>	Most estates in Levenmouth	Replace Fencing where there are community safety issues	Reporting spend on projects through Area Committee reports	<p>We have replaced fences when there are Health and Safety cases put forward by tenants and also jointly funded projects where the owner is a neighbour). We have also undertaken an extensive replacement fencing program in William Street East Wemyss and renewed the periphery metal fencing in Rolland avenue East Wemyss. Which was funded from the Area Budget and Opportunity Fund 2019 / 20. We have plans to replace the rear fencing in Alexander Street East Wemyss and some front facing fencing.</p> <p>Generally, we do not do large scale fencing projects although it is recognised that fencing can improve the visual appearance of an estate and improve estate management issues generally so each case is considered on its merits based on our fencing procedures.</p>
<b>We want our properties to be free from dampness and condensation</b>	4 in a blocks and maisonettes generally	Install positive input ventilation systems & heat recovery units.	Community liaison when we are addressing particular issues and projects	We continue to install positive input ventilation systems in many properties which are affected. On the whole the PIVs have been successful at eliminating or reducing condensation levels. While now a standard feature in all new build schemes we will look at small scale projects in existing such as the former prefabs at Sea Road, 4 in a block flats at Den Walk., Memorial Road, Wheatley street and Methil Brae which are prone to dampness but we will also look at one-off projects when dampness issues are reported to us. We will also

				advocate PIV units being installed in any larger scale improvement projects
<b>We want our flats to be safe</b>	Swan & Memorial Court, Bishop's Court, Parkhill and Buckhaven	Develop regeneration and community safety projects	Community liaison when we are addressing particular issues and projects	Some improvements have been described above in earlier sections of the appendix e.g. fencing in East Wemyss, multi storey flat safety improvements etc. Most of these are in small estates where there are particular issues. Housing Services also participates in a monthly Multi-agency community safety tasking Group which focusses actions on particular addresses and residents who have been causing or are subjected to anti-social behaviour.
<b>We want more parking areas as there are too many problems caused by bad / inconsiderate / dangerous parking in our estates</b>	Throughout Levenmouth	Identify opportunities for projects on Housing land for small scale car parking projects	Community liaison when we are addressing particular issues and projects	We have introduced small scale car parking projects into estates and plan to develop 1 – 2 small parking projects provided funding allows provided there are no legal or technical obstacles. New car park project have been created at Eagle Road Buckhaven, Sea Road Methil. It is worth noting that demand often outstrips supply and many of our streets are not suited to the high volume of vehicles using and parking in them.
<b>We want our lock-up and garage sites to be improved</b>	Throughout Levenmouth	Consider a range of options for underused sites, sites needing improvement, rationalisation and in extreme cases demolition	Reviewing a range of factors affecting individual sites	A Fife wide Lock up review has been ongoing with the initial results presented at Community & Housing Committee in February 2019. We have produced a DRAFT 10-year plan. Members have seen sight of this. Currently the Fife Wide plan is being worked on, thereafter to Area Committee for comment once this has been finalised.

21 October 2020

Agenda Item No. 10

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## Settlement Trust - Annual Update on Expenditure and Funds Held – 2019 /20

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Report by: Paul Vaughan, Head of Communities and Neighbourhoods

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Wards Affected: All

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### Purpose

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This report is to give elected members a position on the expenditure relating to the Settlement Trusts in their area. The report also provides a Fife wide statement of funds held in both capital and revenue accounts as at April 2020.

### Recommendation(s)

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Members are asked to -

- Note the expenditure statement for the financial year 2019/20 found in Appendix 1.
- Note the funds available at the year-end relating to amounts held as interest, in Revenue accounts and as Capital.
- Note and comment on the detail of the projects supported by the disbursement of these funds found in section 2.0. (where relevant.)
- Note the acceptable uses for this funding in Appendix 2 of this report.

### Resource Implications

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Members will note that disbursement took place in the 19/20 financial year totalling £350.00.

### Legal & Risk Implications

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This report raises no legal or risk implications. It would however be useful to advise that recent Audit Scotland overview of the levels of Settlement Trust dispersals within Fife, have revealed concerns that we were showing a relatively low level of take-up from both groups and individuals in terms of applications. Community Managers have agreed to ensure that a more pro-active approach will be taken to promote the opportunity for these funds to be used locally, these appears to have paid dividends last financial year as expenditure had risen considerably.

## Impact Assessment

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An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices. An EqIA was submitted for the original proposal to change the process of disbursement for Settlement Trusts, and there were no negative impacts noted. This document is on file and available to members on request.

## Consultation

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There was no specific consultation process aligned to this report. Access to the grant application form is available on Fife Direct and is open to all who feel their request would meet the criteria. The link to the grants page is noted below, while the relevant tab to use via this link is entitled '**Fife Grants**'.

<http://www.fifedirect.org.uk/topics/index.cfm?fuseaction=subject.display&subjectid=31C9D369-AEBB-46ED-BABE-5AE516541980&themeid=2B892409-722D-4F61-B1CC-7DE81CC06A90>

Local areas will continue to ensure that the availability of these funds is advertised as widely as possible with local groups and service providers. It should be noted that some of the trusts noted in this report do not produce significant levels of income, accordingly their practical use is somewhat limited. However, where they can be used in conjunction with local community planning budget, or as a stand-alone payment to an individual in need, they will be.

## 1.0 Background and Context

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- 1.1 During 2016 all Area Committees were presented with an update report in terms of the first year of operation of the Settlement Trusts, this covered the period after the Trusts were reorganised and devolved to the seven areas for administration.
- 1.2 Members were informed that there would be advantages to Fife Council through the reorganisation of the 183 individual trusts administered by the authority, into 30 distinct Settlement Trusts. It was highlighted that the reduction to 30 Settlement Trusts would significantly reduce the reporting requirements to the Office of the Scottish Charity Regulator (OSCR), as the body that oversees the dispersal of charitable funds.
- 1.3 The reorganisation into Settlement Trusts has had the effect of releasing funds for charitable purposes, which would otherwise potentially be unused. The acceptable uses for Settlement Trusts are attached to this report as Appendix 2 and are those utilised by OSCR to clarify the legal definition for charitable activities.

## 2.0 Projects Supported in 2019/20

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- 2.1. The projects supported in the area in 2019 /20 are as follows
  - 25.10.19 - £100 to CLEAR for the Community Fridge initiative
  - 17.01.20 - £250 to The Centre, Leven for the People's Pantry

## 3.0 Conclusions

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- 3.1 By devolving, the administration of the Settlement Trust funds to the areas we have freed up a resource that can be used alongside other area held funding for the direct benefit of local people.
- 3.2 The introduction of Settlement Trusts administered locally has benefitted the current area approaches in relation to mitigating the negative impacts of Welfare Reform, and the on-going work around poverty and equality issues.

### Background Papers

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

- PFAM Reports March 2010/March 2012
- Audit Services Management Letter 251 – Issued, 5th December 2011
- Settlement Trust Application Form (Individuals)
- Settlement Trust Application Form (Groups)

### Appendices

- Appendix 1 – Financial Statement – Settlement Trusts – 2018/19
- Appendix 2 – Acceptable Uses – Recognised by OSCR as Charitable Activity

### Report Contact

David Paterson, Community Manager - Levenmouth  
1-3 College Street, Buckhaven, KY8 1AB

Tel. 03451 555 555 Ext 493928 – email: david.paterson@fife.gov.uk

Income & Expenditure Statement											
	Expenditure			Income			(Surplus) /Deficit				
	Grants	Other Expenditure	Total Expenditure	Interest on Revenue Balances	Investment Interest	Total Income	Income Less Expenditure	Investments	Debtors	Advances to Loans Fund	Total
DUNFERMLINE	1,900	2,000	3,900	(315)	(1,800)	(2,115)	1,785	32,978	421	48,185	81,584
BALLINGRY	0	0	0	(35)	(258)	(293)	(293)	4,729	60	5,463	10,253
LOCHGELLY	0	0	0	(73)	(402)	(475)	(475)	7,365	94	11,366	18,825
LESLIE	0	1,000	1,000	(8)	(87)	(94)	906	1,586	20	418	2,024
AUCHTERTOOL	0	0	0	(5)	(44)	(49)	(49)	805	10	858	1,674
BURNTISLAND	238	0	238	(122)	(239)	(361)	(122)	4,372	56	18,705	23,133
KINGHORN	0	0	0	(99)	(634)	(733)	(733)	11,620	148	15,179	26,948
KIRKCALDY	2,126	450	2,576	(601)	(5,049)	(5,650)	(3,074)	92,488	1,180	100,522	194,190
BUCKHAVEN AND METHIL	100	0	100	(60)	(25)	(85)	15	467	6	304	776
KENNOWAY	0	0	0	(4)	(26)	(30)	(30)	467	6	684	1,157
LEVEN	250	0	250	(34)	(230)	(264)	(14)	4,207	54	5,555	9,816
ANSTRUTHER & CELLARDYKE	5,992	0	5,992	(383)	(5,907)	(6,290)	(298)	108,202	1,380	65,620	175,203
AUCHTERMUCHTY	0	0	0	(74)	(307)	(380)	(380)	5,615	72	6,384	12,071
COLLESSIE	0	0	0	(8)	(54)	(63)	(63)	994	13	1,317	2,324
CRAIL	2,000	0	2,000	(335)	(2,432)	(2,767)	(767)	44,544	568	50,777	95,889
CUPAR	1,850	0	1,850	(176)	(1,834)	(2,009)	(159)	33,586	428	27,168	61,183
ELIE	0	0	0	(53)	(367)	(420)	(420)	6,725	86	8,357	15,168
FALKLAND	0	0	0	(9)	(81)	(90)	(90)	1,486	19	1,466	2,971
FREUCHIE AND AREA	146	0	146	(28)	(126)	(154)	(8)	2,306	29	4,300	6,635
KILCONQUHAR	0	0	0	(20)	(157)	(177)	(177)	2,874	37	3,136	6,047
KINGSKETTLE	0	0	0	(7)	(50)	(57)	(57)	912	12	1,153	2,077
LADYBANK	0	0	0	(27)	(220)	(247)	(247)	4,021	51	4,315	8,388
NEWBURGH	2,563	0	2,563	(175)	(2,597)	(2,772)	(209)	47,566	607	26,764	74,936
PITTENWEEM	0	0	0	(74)	(445)	(519)	(519)	8,154	104	11,522	19,779
ST ANDREWS	4,789	0	4,789	(385)	(3,393)	(3,778)	1,011	62,154	793	53,412	116,359
ST MONANS	1,400	0	1,400	(154)	(1,428)	(1,582)	(182)	26,162	334	23,145	49,641
TAYPORT	259	0	259	(51)	(222)	(273)	(14)	4,075	52	7,686	11,813
CULROSS	0	0	0	(23)	(165)	(188)	(188)	3,021	39	3,622	6,681
KINCARDINE	0	0	0	(89)	(720)	(809)	(809)	13,197	168	14,028	27,394
LIMEKILNS	200	0	200	(5)	(192)	(196)	4	3,513	45	764	4,322
<b>Settlement Trusts Total</b>	<b>23,813</b>	<b>3,450</b>	<b>27,263</b>	<b>(3,428)</b>	<b>(29,491)</b>	<b>(32,919)</b>	<b>(5,657)</b>	<b>540,193</b>	<b>6,892</b>	<b>522,175</b>	<b>1,069,259</b>



## Appendix 2

### Settlement Trust Annual Report

#### Acceptable Uses- Activity Recognised by OSCR as Charitable Activity

- (A) THE PREVENTION OR RELIEF OF POVERTY
- (B) THE ADVANCEMENT OF EDUCATION
- (C) THE ADVANCEMENT OF RELIGION
- (D) THE ADVANCEMENT OF HEALTH
- (E) THE SAVING OF LIVES
- (F) THE ADVANCEMENT OF CITIZENSHIP OR COMMUNITY DEVELOPMENT
- (G) THE ADVANCEMENT OF THE ARTS, HERITAGE, CULTURE OR SCIENCE
- (H) THE ADVANCEMENT OF PUBLIC PARTICIPATION IN SPORT
- (I) THE PROVISION OF RECREATIONAL FACILITIES, OR THE ORGANISATION OF RECREATIONAL ACTIVITIES
- (J) THE ADVANCEMENT OF HUMAN RIGHTS, CONFLICT RESOLUTION OR RECONCILIATION
- (K) THE PROMOTION OF RELIGIOUS OR RACIAL HARMONY
- (L) THE PROMOTION OF EQUALITY AND DIVERSITY
- (M) THE ADVANCEMENT OF ENVIRONMENTAL PROTECTION OR IMPROVEMENT
- **(N) THE RELIEF OF THOSE IN NEED**
- (O) THE ADVANCEMENT OF ANIMAL WELFARE
- (P) ANY OTHER PURPOSE THAT MAY REASONABLY BE REGARDED AS ANALOGOUS

21 October 2020

Agenda Item No. 11

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## PROPERTY TRANSACTIONS

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Report by: Ken Gourlay, Head of Assets, Transportation and Environment

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Wards Affected: 21 & 22

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### Purpose

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The purpose of this report is to advise Members of action taken using the list of officer Powers in relation to property transactions.

### Recommendation(s)

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

### Resource Implications

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

### Legal & Risk Implications

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

### Impact Assessment

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An EqlA is not required and is not necessary for the following reasons: the items in this report do not propose a change or revision to existing policies and practices.

### Consultation

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

# 1.0 Background

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1.1 In dealing with the day to day business of the Council there are a number of matters relating to the purchase, disposal and leasing of property and of property rights. This report advises of those transactions dealt with under powers delegated to officials.

## 2.0 Transactions

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### 2.1 Disposals

**2.1.1 40.75 sqm of additional ground at Belmont House, Harbour Wynd, Lower Largo**

Date of Sale: 22 May 2020  
Price: £25,000  
Purchaser: Frank and Lorna Niven

**2.1.2 25.00 sqm of amenity land at Carlyle Crescent/Den Walk, Buckhaven**

Date of Sale: 4 September 2020  
Price: £1,500  
Purchaser: SP Distribution plc

**2.1.3 Servitude – Methilhaven road through former Kirkland High School, Methil Brae, Methil. Electrical underground wires for new care village.**

Date of Sale: 15 June 2020  
Price: £0  
Purchaser: SP Distribution plc

## 3.0 Conclusions

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

### List of Appendices

1. N/A

### Background Papers

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

N/A

### Report Contact

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<b>02 December 2020 09:30</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Area Capital Expenditure Annual Update 2019-2020	Finance and Corporate Services	Eleanor Hodgson	Annual update report
Common Good Annual Update Report 2019-2020	Finance and Corporate Services	Eleanor Hodgson	Annual update report
Windygates Bowling Club Flooring Funding Request	Communities and Neighbourhoods Service	David Paterson	Added to WP as per D Paterson E-Mail 04.08.20
Community Trade Hub - Update and Interreg Funding Request		David Paterson	Added as per D Paterson email 05.08.20 Move to December 2020 as per D Paterson email 30.09.20
Levenmouth Connectivity Project - Detailed Path Design Proposals	Communities and Neighbourhoods Service; Assets, Transportation and Environment	David Paterson; John Mitchell	Added to WP as per D Paterson email 08.10.20

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Fife Sports & Leisure Trust Update Report - Leven Pool	Fife Sports & Leisure Trust (FSLT)	Andy Maclellan	As per email A Maclellan 22.8.19 full update report will be submitted to April 2020 meeting. Moved to May 2020 as per A Maclellan email 10.03.20 Moved from May 2020 committee cancelled moved from Oct 2020 as closed due to covid-19 as per email Sept 2020.
Health & Social Care Partnership Report - Local Priorities	Health and Social Care	John G Thomson	
Area Roads Programme Update 2021-2022	Assets, Transportation and Environment	Frances Ratcliffe; Ian Smart; Paul Hocking; Neil Watson	Annual update to be presented to committee around April each year. Contacts updated 28.10.19 as no

			longer Nigel Hampton Next due before March 2021
Pupil Equity Funding Update	Education and Children's Services	Shelagh McLean	As per Committee Meeting 30.05.18 Moved to May 19 meeting as per email S Else 11.1.19 Reporting for Children's Services reports may change as per email Lynsey Guthrie 11.2.19 Moved to June 19 as per discussion at agenda planning meeting 1.5.19. Removed from June as update will now be provided after out of Committee meeting takes place on 12th September 2019 - as per D Paterson.
Levenmouth Town Twinning Update Report	Communities and Neighbourhoods Service	David Paterson	Per email D Paterson 5.9.18
Levenmouth Community Enterprise Centre Project Update	Communities and Neighbourhoods Service	David Grove; David Paterson	Per LAC meeting 28.11.18. Moved to June as per email D Paterson. Moved to Sept meeting as per D Paterson. Moved from Sept 19 meeting as per email D Paterson 12.8.19
Housing Services Lock Ups Review - 10 Year Plan	Housing Services	Greig Henderson; Peter Nicol	Per email 28.2.19 as agreed at Community & Housing meeting 14.2.19. Discussed at LAC 4.9.19
Local Community Planning Budget Request - Making it Work For Lone Parents.	Communities and Neighbourhoods Service	David Paterson	Item deferred from meeting 3rd April, 2019. Moved from June meeting as per D Paterson 31.5.19.
Economic Report - Levenmouth Area		Pamela Stevenson	6 monthly update report as requested at LAC 4.9.19 removed to unallocated as per discussion with D Paterson 06.02.20
Levenmmouth Blue Print Project Update		George-Y Sneddon	As discussed at LAC 4.9.19. George Sneddon to advise Dave Paterson when report will be submitted.

Pupilwise / Parentwise Update Report	Education and Children's Services	Deborah Davidson	Report submitted every 3 years. Last presented October 2018
Levenmouth WRAP Group Consortium BID - Pilot Project Review	Communities and Neighbourhoods Service	Robert Graham; Billy Bain	Review of pilot project as agreed at LAC 6.11.19.
Briefing /Workshop on Kirkland Care Village			Cllr D Graham added item at Committee on 05.02.20
Local Community Planning Budget Request - Spinning Songs	Communities and Neighbourhoods Service	Louise Bell	Per email received 19.3.19 Vivienne McBride. Per pre agenda meeting 12.6.19 removed from agenda for 26th June meeting.