

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

Wednesday, 20 January, 2021 - 9.30 a.m.

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of Meeting of the North East Fife Area Committee of 9th December 2020. 3 - 8
4. **PRESENTATION - TAY CITIES DEAL** – Presentation by the Strategic Growth & City Deals Programme Manager
5. **STREET NAMING AND NUMBERING CONSULTATION – IAIN PETER PLACE, WORMIT** – Report by the Head of Business and Employability 9 - 11
6. **STREET NAMING AND NUMBERING CONSULTATION – JOHN DOTT AVENUE, WORMIT** – Report by the Head of Business and Employability 12 - 14
7. **APPLICATION FOR FUNDING FROM CRAIL COMMON GOOD FUND** – Report by the Head of Communities & Neighbourhoods 15 - 19
8. **COMPLAINTS UPDATE** – Report by the Executive Director, Communities 20 - 46
9. **CUPAR NOW - ONE YEAR ON** – Presentation by Simon Baldwin, Destination Digital
10. **PROPERTY TRANSACTIONS** – Report by the Head of Assets, Transportation and Environment 47 - 48
11. **NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME** 49 - 51

Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.

Morag Ferguson
Head of Legal and Democratic Services
Finance and Corporate Services

Fife House
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Glenrothes
Fife, KY7 5LT

13 January, 2021

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THE FIFE COUNCIL - NORTH EAST FIFE AREA COMMITTEE – REMOTE MEETING

9 December, 2020

9.30 a.m. – 12.30 p.m.

PRESENT: Councillors Donald Lothian (Convener), Tim Brett, Bill Connor, John Docherty, Andy Heer, Linda Holt, Jane Ann Liston, David MacDiarmid, Karen Marjoram, Tony Miklinski, Dominic Nolan, Bill Porteous, Jonny Tepp, Brian Thomson and Ann Verner.

ATTENDING: Janice Laird, Community Manager (North East Fife), Sheena Watson, Team Manager (Community Development), Communities and Neighbourhoods; Colin Stirling, Lead Consultant, Traffic Management (North Fife), Neil Watson, Lead Consultant (Roads & Lighting Asset Management), Roads & Transportation Services; Eleanor Hodgson, Accountant, Finance; Gordon Binnie, Housing Manager, Area Housing Management, Deborah Stevens, Lead Officer (Area regeneration), Housing Services; Elizabeth Mair, Committee Officer, Legal & Democratic Services.

287. DECLARATIONS OF INTEREST

Councillor Brian Thomson declared an interest in Para. 291 - Appointment to Partner Organisation - St Andrews BID Management Board, as a Director of BID St Andrews.

Councillor Jane Ann Liston declared an interest in Para. 291 - Appointment to Partner Organisation - St Andrews BID Management Board, as she had just resigned as a Director of BID St Andrews.

Councillors Tony Miklinski and Karen Marjoram declared an interest in Para. 294 - Non-Settlement Trusts Annual Update and Review of Trust Funds, as they had been consulted in the process of reviewing the Funds, but were satisfied that the interest was so insignificant and remote that it would not prejudice discussion or decision making in their role as Councillors and they would therefore remain in the meeting.

Councillor Holt joined the meeting following consideration of the above item.

288. MINUTE

The Committee considered the minute of meeting of the North East Fife Area Committee of 28 October 2020.

Decision

The Committee agreed to approve the minute.

289. PROPOSED WAITING RESTRICTIONS - ST LEONARDS ROAD, ST ANDREWS

The Committee considered a report by the Head of Assets, Transportation & Environment in respect of proposals to introduce “No Waiting at Any Time” restrictions on St Leonards Road, St Andrews.

Decision/

Decision

The Committee:-

- (1) agreed, in the interests of accessibility and road safety, to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO/20/34 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

290. PROPOSED FOOTWAY ADOPTION - PITTENWEEM

The Committee considered a report by the Head of Assets, Transportation & Environment advising of an objection to a proposed Traffic Regulation Order to adopt a section of footway at Abbey Wall Road, Pittenweem.

Decision

The Committee:-

- (1) agreed to set aside the unresolved objection to allow the implementation of a Traffic Regulation Order to adopt a section of footway at Abbey Wall Road, Pittenweem, as shown on the plan attached to the report; and
- (2) authorised officers to confirm the Traffic Regulation Order with all ancillary procedures within a reasonable period.

Having earlier declared an interest, Councillors Thomson and Liston left the meeting prior to consideration of the following item.

291. APPOINTMENT TO PARTNER ORGANISATION - ST ANDREWS BID MANAGEMENT BOARD

The Committee considered a report by the Head of Legal & Democratic Services in respect of a change of membership on the St Andrews BID Management Board.

Decision

The Committee unanimously agreed that Councillor Dominic Nolan be appointed in place of Councillor Jane Ann Liston as the Council's representative on the St Andrews BID Management Board.

Councillors Thomson and Liston rejoined the meeting following consideration of the above item.

292. APPLICATION FOR FUNDING FROM ST MONANS COMMON GOOD FUND

The Committee considered a report by the Head of Communities & Neighbourhoods in respect of an application received from the Jim Matthew Camera Collection Trust for grant funding from St. Monans Common Good Fund.

Decision/

Decision

The Committee approved a contribution of £12,500 from St Monans Common Good Fund to the Jim Matthew Camera Collection Trust, to secure a unique collection of cameras and the St. Monans building in which it was housed.

293. COMMON GOOD ANNUAL UPDATE

The Committee considered a report by the Executive Director, Finance & Corporate Services, advising of the current status of the Common Good Funds in the area and relevant fund activities over the financial year 2019-20.

Decision

The Committee noted the information contained in the relevant appendices for the various Common Good funds in the North East Fife Area.

Councillor Brett joined the meeting during consideration of the above item.

294. NON-SETTLEMENT TRUSTS ANNUAL UPDATE AND REVIEW OF TRUST FUNDS

The Committee considered a report by the Head of Communities & Neighbourhoods providing a position statement on the expenditure relating to the Non-Settlement Trusts covering North East Fife and a Fife-wide statement on funds as at April 2020. The report also provided feedback on the outcome of decisions taken by Committee on 29 January 2020 following a review of Non-Settlement Trust Funds.

Decision

The Committee agreed to:-

- (1) note the expenditure statement for the financial year 2019/20 contained in Appendix 1;
- (2) note the funds available at the year end;
- (3) note the projects supported by the disbursement of these funds as detailed in Appendix 2 to the report;
- (4) note the action taken to implement the Committee's decisions of 29 January 2020 as detailed in Appendix 3 to the report;
- (5) approve the proposals detailed in paragraph 3.2.2 to allocate funding to repair potholes on the middle road of Duffus Park, install a raised walkway at the entrance to the play park, erect signage to toilet facilities, allocate £90k for disabled play equipment and accessibility, provide set up costs for the Lucky Ewe project;
- (6) approve the proposals detailed in paragraph 3.2.4 to transfer funding from the Provost Scott Memorial Fund to SRUC Elmwood College, to be used for a student award;
- (7) approve the proposals detailed in paragraph 3.2.7 to create a new sheltered seating area in Mugdrum Park;
- (8)/

2020 NEFAC 160

- (8) approve the proposals detailed in paragraph 3.2.8 to provide 50% of the total funding from the Thomson Bequest and the Laing Library to Age Concern in Newburgh and 50% to the Laing Library, deferring a decision on the use of the Laing Library funding until Fife Cultural Trust completed its review of Culture and Heritage;
- (9) approve the proposals detailed in paragraph 3.2.1 to retain the Crail Public Library Trust pending the outcome of negotiations being undertaken by Crail Community Partnership; and
- (10) note that action to add a WW1 soldier's name to the St Andrews War Memorial would be concluded in the near future, following which the St Andrews War Memorial Trust Fund would be closed, as detailed in paragraph 3.2.5 of the report.

Councillor Holt left the meeting following consideration of the above item.

295. SETTLEMENT TRUSTS ANNUAL UPDATE

The Committee considered a report by the Head of Communities & Neighbourhoods providing a position statement on the expenditure relating to the Settlement Trusts in the North East Fife area along with a Fife wide statement of funds held in both capital and revenue accounts as at April 2020.

Decision

The Committee noted:-

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

296. NORTH EAST FIFE AREA HOUSING PLAN UPDATE

The Committee considered a report by the Head of Housing Services providing an update on progress in delivering service priorities and performance information for the Area Housing Plan for the financial year 2020/21 where figures were available at an Area level and advising that a revised Plan for 2021/23 would be presented at a future meeting once consultation had been carried out on future priorities for the North East Fife Area.

Decision

The Committee noted:-

- (1) the work progressed through the Area Housing Plan for the financial year 2020/21; and
- (2) the Expenditure for the HRA Locality Managed Budget for 2020/21 outlined in Appendix 2 to the report.

Councillor Miklinski left the meeting during consideration of the above item.

The meeting adjourned at 11.22 a.m. and reconvened at 11.30 a.m.

297. NORTH EAST FIFE CLD PLAN & ANTI-POVERTY UPDATE

The Committee considered a report by the Head of Communities & Neighbourhoods providing a 6-month update on the North East Fife Anti-Poverty Action Plan (2020/21) and a 12-month progress report on the work of the Community Development Team (October 2019 to October 2020), giving a joined-up picture of the work being delivered by the Council and the voluntary sector to address rural poverty and needs in North East Fife.

Decision

The Committee noted the work being undertaken by the NEF Community Development Team and its partners to benefit individuals and local communities in North East Fife and to address rural poverty.

298. NOTICE OF MOTION

In terms of Standing Order No. 8.1(1), the following Notice of Motion had been submitted:-

Councillor Jonny Tepp, seconded by Councillor Tim Brett, moved as follows:-

“The North East Fife Area Committee requests Roads & Transportation to consider whether resources can be made available for the following actions:

- to engage with colleagues in Perth & Kinross in order to understand the costs, benefits and opportunities that a Green Route scheme could provide in North East Fife
- to identify potential Green Routes in North East Fife;
- and to outline costs and potential sources of funding.

Officers are asked to report back their findings to the Committee within 6 months.”

Decision

The Committee agreed the motion unanimously.

299. NOTICE OF MOTION

In terms of Standing Order No. 8.1(1), the following Notice of Motion had been submitted:-

Councillor Brian Thomson, seconded by Councillor Ann Verner, moved as follows:-

“Committee notes the significant concern within the Strathkinness community about the safety of the B939/C4 crossroads at Strathkinness. Committee also notes the concern expressed by both Strathkinness Community Council and Kemback, Pitscottie and Blebo Community Council, and their requests for improvements to the crossroads to be considered.

Committee/

2020 NEFAC 162

Committee requests Roads and Transportation Services to carry out an option appraisal of potential improvements to the crossroads, including cost estimates, with the options including – but not limited to – the following measures:

- improved signage;
- improved sightlines;
- a reduction in the speed limit to 40mph; and
- a roundabout.

Committee further requests that the option appraisal is reported to Committee no later than 21st April 2021, for full consideration.”

Decision

The Committee agreed the motion unanimously.

300. PROPERTY TRANSACTIONS

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

Decision

The Committee noted the report.

301. NORTH EAST FIFE AREA COMMITTEE FORWARD WORK PROGRAMME

The Committee noted the current forward work programme for the North East Fife Area Committee.

20th January 2021
Agenda Item No. 5

Street Naming and Numbering Consultation – Iain Peter Place, Wormit

Report by: Gordon Mole, Head of Business and Employability

Wards Affected: (Ward 17) Tay Bridgehead

Purpose

Under Section 97 of the Civic Government (Scotland) Act 1982, this report proposes that the name 'Iain Peter Place' be approved as a new street name at Land west of Kilmany Road, Wormit. A copy of the site plan for the development is appended showing the layout of the new street.

Recommendation(s)

It is recommended that the Area Committee consider whether they approve of the proposed new street name 'Iain Peter Place' being adopted for the Persimmon Homes development at Land west of Kilmany Road, Wormit, in view of this name not conforming with policy as set out in the report.

Resource Implications

There are no Resource Implications associated with this report.

Legal & Risk Implications

There are no Legal & Risk Implications associated with this report.

Policy & Impact Assessment

There is no Policy & Impact Assessment required for this report.

Consultation

The developer (Persimmon Homes) was consulted on the 30th July 2020.

The local Community Council (Newport, Wormit, and Forgan Community Council) was consulted on the 17th September 2020.

The elected ward members (Councillor Bill Connor, Councillor Jonny Tepp, and Councillor Tim Brett) were consulted on the 16th November 2020.

The preferred street name for the new development is 'Iain Peter Place' which has been approved by the elected ward members. The suggestion was proposed by the local community council.

In advance of this consultation being brought to the North East Fife Area Committee, Andrew Gillies of Newport, Wormit and Forgan Community Council has contacted family members of 'Iain Peter' and they have consented to the proposed street name.

1.0 Background

- 1.1 One new street name is required for the road serving the residential development at land at Land west of Kilmany Road, Wormit.
- 1.2 'Iain Peter Place' honours the local community member 'Iain Peter'. The following justification was provided by the local community council: "*Iain Peter was a highly respected and well-liked local businessman who was born and brought up across the road from the development [...] He started his first joinery business in Wormit Farm buildings. The building business grew and thrived for 30 years, training and employing many local people over the years and becoming one of the major employers in the area*". This proposal meets Fife Council's Street Naming policy criteria as per section 2.11 where a street name should: "Honour noteworthy persons local to the area or to Fife".
- 1.3 The proposed name 'Iain Peter Place' conflicts with Street Naming and Numbering Policies and Procedures para 2.12 "Names of living persons or persons who have been deceased for fewer than five years" and will therefore be referred to the North East Fife Area Committee for decision.

2.0 Conclusions

- 2.1 The proposed street name for this development honours 'Iain Peter' and meets Street Naming Policy criteria 2.11 to "Honour noteworthy persons local to the area or to Fife". It is for the North East Fife Area Committee to decide on the final approval of "Iain Peter Place" as an exception to Street Naming and Numbering Policies - section 2.12 "Names of living persons or persons who have been deceased for fewer than five years".

List of Appendices

1. Location plan: N_20034.B_Streetmap

Background Papers

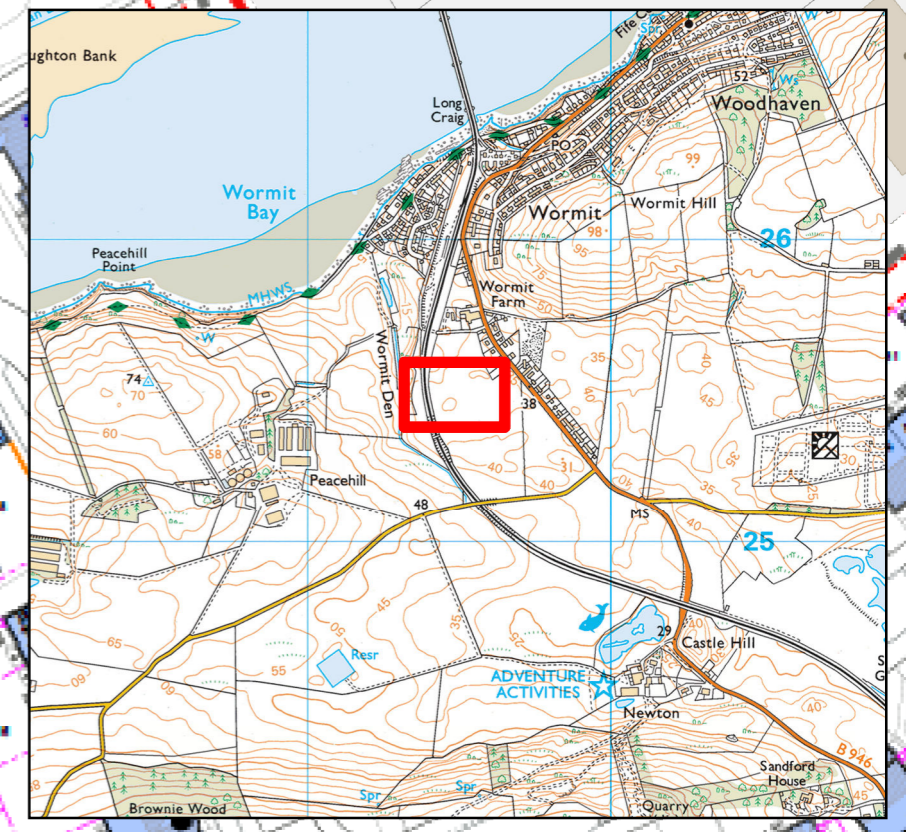
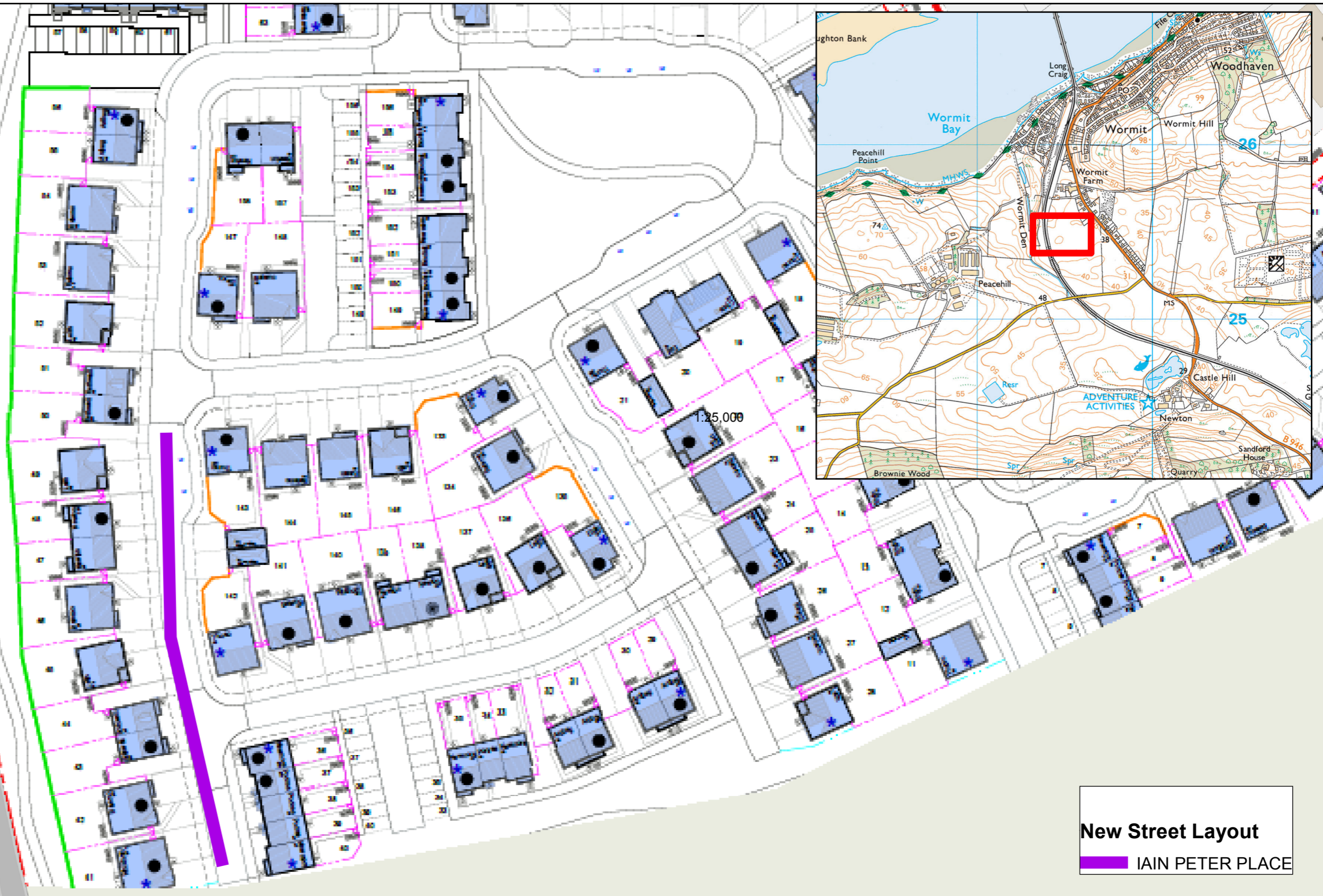
The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- Fife Council Street Naming and Numbering – Policy and Procedures document dated November 2018.
- Planning documents relating to application 19/02018/FULL (available on FifeDirect)

Report Contact

Ryan McQuade
Fife Property Gazetteer Officer
Telephone: 08451 55 55 55 ext. 444487
Email – Property.Gazetteer@fife.gov.uk

MP 56.0



New Street Layout
 IAIN PETER PLACE

FIFE COUNCIL



PROPERTY GAZETTEER
http://www.fife.gov.uk/addressing
10th DECEMBER 2020

NEW STREET NAMES: N_20034.B

one new street to be named:
IAIN PETER PLACE

N
1:800

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Fife Council 100023385 (2020)

20th January 2021

Agenda Item No. 6

Street Naming and Numbering Consultation – John Dott Avenue, Wormit

Report by: Gordon Mole, Head of Business and Employability

Wards Affected: (Ward 17) Tay Bridgehead

Purpose

Under Section 97 of the Civic Government (Scotland) Act 1982, this report proposes that the name 'John Dott Avenue' be approved as a new street name at Land west of Kilmany Road, Wormit. A copy of the site plan for the development is appended showing the layout of the new street.

Recommendation(s)

It is recommended that the Area Committee consider whether they approve of the proposed new street name 'John Dott Avenue' being adopted for the Persimmon Homes development at Land west of Kilmany Road, Wormit, in view of this name not conforming with policy as set out in the report

Resource Implications

There are no Resource Implications associated with this report.

Legal & Risk Implications

There are no Legal & Risk Implications associated with this report.

Policy & Impact Assessment

There is no Policy & Impact Assessment required for this report.

Consultation

The developer (Persimmon Homes) was consulted on the 30th July 2020.

The local Community Council (Newport, Wormit, and Forgan Community Council) was consulted on the 17th September 2020.

The elected ward members (Councillor Bill Connor, Councillor Jonny Tepp, and Councillor Tim Brett) were consulted on the 16th November 2020.

The preferred street name for the new development is 'John Dott Avenue' which has been approved by the elected ward members. The suggestion was proposed by the local community council.

In advance of this consultation being brought to the North East Fife Area Committee, Stephen Rottger of Newport, Wormit and Forgan Community Council has contacted family members of 'John Dott Avenue' and they have consented to the proposed street name.

1.0 Background

- 1.1 One new street name is required for the road serving the residential development at land at Land west of Kilmany Road, Wormit.
- 1.2 ‘John Dott Avenue’ honours local community member ‘John Dott’. The following justification was provided by the local community council: *“He had been a long-standing member and chair of the Community Council followed by a period as Fife Councillor. He was the local pharmacist and also the Group Scout Leader for many years. A lovely man, he was well-liked and respected throughout the community”*. This proposal meets Fife Council’s Street Naming policy criteria as per section 2.11 where a street name should: “Honour noteworthy persons local to the area or to Fife”.
- 1.3 The proposed name ‘John Dott Avenue’ conflicts with Street Naming and Numbering Policies and Procedures para 2.12 “Names of living persons or persons who have been deceased for fewer than five years” and will therefore be referred to the North East Fife Area Committee for decision.

2.0 Conclusions

- 2.1 The proposed street name for this development honours ‘John Dott’ and meets Street Naming Policy criteria 2.11 to “Honour noteworthy persons local to the area or to Fife”. It is for the North East Fife Area Committee to decide on the final approval of ‘John Dott Avenue’ as an exception to Street Naming and Numbering Policies - section 2.12 “Names of living persons or persons who have been deceased for fewer than five years”.

List of Appendices

1. Location plan: N_20024.C_Streetmap

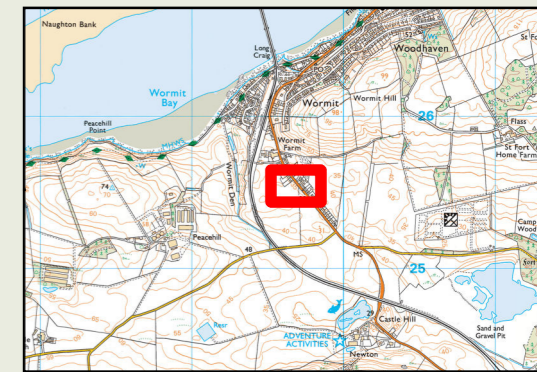
Background Papers

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

- Fife Council Street Naming and Numbering – Policy and Procedures document dated November 2018.
- Planning documents relating to application 19/02018/FULL (available on FifeDirect)

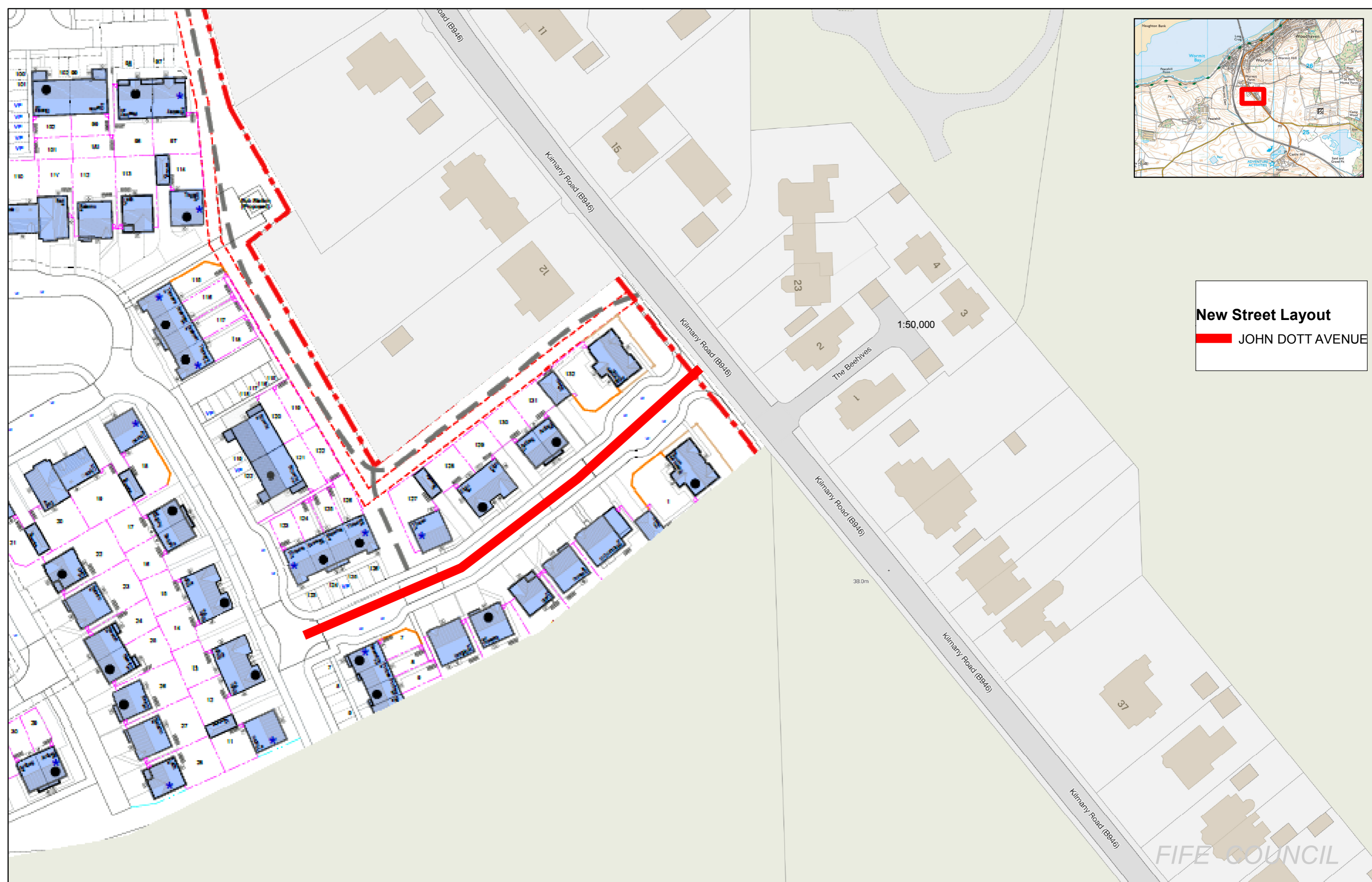
Report Contact

Ryan McQuade
Fife Property Gazetteer Officer
Telephone: 08451 55 55 55 ext. 444487
Email – Property.Gazetteer@fife.gov.uk



New Street Layout

 JOHN DOTT AVENUE



FIFE COUNCIL



NEW STREET NAMES: N_20034.C

one new street to be named:

JOHN DOTT AVENUE



1:800

PROPERTY GAZETTEER
<http://www.fife.gov.uk/addressing>
10th DECEMBER 2020

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20 January 2021

Agenda Item No. 7

Application for Funding from Crail Common Good Fund

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 19 – East Neuk and Landward

Purpose

To present for consideration an application received from Community Partnership for grant funding from Crail Common Good Fund.

Recommendation(s)

Members are asked to consider an application from Crail Community Partnership for £20,000 to refurbish the kitchen at Crail Community Hall.

Resource Implications

Crail Common Good Fund has allocated all 2020/21 income from rents and interest but has revenue balances from previous years available. The total available to spend is £322,051.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

The Crail Charrette 2019 involved extensive consultation with local people and identified actions which residents wished to see progressed. The Crail Community Partnership comprises most groups and stakeholders and local people from Crail and was formed to deliver the Crail Local Place Plan. Community ownership of Crail Community Hall is one of the priority actions within the Plan. The project is supported by Crail Community Council and all 3 Ward Members.

1.0 Background

- 1.1 Applications to Common Good Funds should be able to demonstrate a benefit to the inhabitants of the former Burgh concerned.
- 1.2 Applications for £5,000 and under can be determined under delegated powers if there is agreement between the local Elected Members. However, the amount applied for on this occasion will require that it is determined by the North East Fife Area Committee.
- 1.3 The grant application should normally be a maximum of 50% of the total project cost except in circumstances where funding is for the maintenance of Common Good property.

2.0 Project Proposal

- 2.1 Community Asset Transfer of Crail Community Hall to Crail Community Partnership was agreed in May 2020. Since that time the CCP has secured Scottish Land Fund grant to assist with the purchase price and legal fees and to recruit a member of staff to develop the programme.
- 2.2 The 'offer' letter from the CCP to Fife Council for the purchase of the property has been submitted to Legal Services with a proposed transfer date of 26 January 2021.
- 2.3 The first priority for improvement of the hall is to refurbish the kitchen and this application to Common Good is to support this project. The current kitchen is not fit for use for catering purposes which undermines the future viability of the hall. The CCP intends to subsidise community events with funding from commercial events such as weddings and plan to seek grant funding to install a commercial kitchen.
- 2.4 The new kitchen will meet Environmental Health requirements and will be suitable for use by outside caterers and by the community as a Community Café.

3.0 Project Costs

- 3.1 The estimated costs for a new kitchen are:

• Stripping out existing kitchen, capping services and downtakings	£2,000
• New stud walls, roller shutter, door etc. (materials only)	£2,000
• Kitchen equipment, flooring and walling	£36,000
• New radiator and electrics	£3,000
• Additional labour (if required)	£2,150
• Contingencies	£2,000
• Utensils, crockery, cutlery etc.	£850
TOTAL	£48,000

- 3.2 The following applications have been made to cover this cost:

• Common Good -	£20,000 (this application)
• Fife Environmental Trust -	£16,300 (secured)
• Robertson Trust -	£7,500 (secured)
• CCP Funds -	£3,000 (secured)
• Ribbonfield Trust -	£1,200 tbc *

*The Ribbonfield Trust has provided a letter of support for the project and will be approached to bridge any gap in funding, should this be required.

4.0 Conclusion

- 4.1 The award of a grant towards the cost of refurbishing the kitchen in Crail Community Hall will assist Crail Community Partnership in making the hall financially viable in line with the Business Plan submitted as part of the community asset transfer process.
- 4.2 The application meets the criteria for Common Good funding. Grant funding requested is 42% of total project costs.

List of Appendices

1. Crail Common Good Financial Statement
2. Crail Community Partnership Financial Evaluation Form

Background Papers

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

Report Contact

Janice Laird
Community Manager
County Buildings, Cupar
Tel: 03451 55 55 55 Ext no 471788
Email: janice.laird@fife.gov.uk

CRAIL COMMON GOOD

**FINANCIAL STATEMENT 2020/21
AS AT DECEMBER 2020**

2019/20	2020/21 EXPENDITURE TO DATE	2020/21 FULL YEAR PROJECTION
£	£	£
INCOME		
40,890 RENTS	35,082	40,890
19,253 EXTERNAL INTEREST	7,105	14,440
2,044 INTEREST ON REVENUE BALANCES	0	2,044
0 OTHER INCOME	0	0
62,187 TOTAL INCOME	42,187	57,374
EXPENDITURE		
2,983 PROPERTY COSTS	0	0
25,814 GRANTS	4,700	65,673
400 OTHER EXPENDITURE	0	0
29,197 TOTAL EXPENDITURE	4,700	65,673
32,990 SURPLUS/(DEFICIT) FOR YEAR	37,487	(8,299)
REVENUE BALANCES FOR PREVIOUS YEAR GRANTS	0	0
32,990 SURPLUS/(DEFICIT) TOTAL	37,487	(8,299)

FOR INFORMATION ONLY - YEAR END BALANCES AS AT 31/3/20

	£
HERITABLE PROPERTY	583,753
INVESTMENTS	352,666
PRIOR YEAR COMMITMENTS	0
REVENUE BALANCES (NET OF PRIOR YEAR COMMITMENTS)	330,350

ANALYSIS OF GRANT PAYMENTS

APPLICATIONS APPROVED IN PREVIOUS FINANCIAL YEARS

£	OUTSTANDING PROJECT	REF	AWARDED DATE	£ PAID
-				-
			REMAINING AMOUNT STILL TO BE PAID	0

APPLICATIONS APPROVED IN 2020/21

£	COMMITTED	PROJECT	REF	AWARDED DATE	£ PAID
20,000		Crail Parish Church Restoration	NEF023	02/09/2020	
2,400		Repaint MUGA pitch	NEF028	02/09/2020	
2,700		Crail Museum & Heritage Centre	NEF029	02/09/2020	2,700
8,573		Crail Public Improvement Works - Phase 2	NEF031	02/09/2020	
20,000		Refurbish Harbourmasters Office at Crail Harbour	NEF035	02/09/2020	
10,000		Mercat Cross Restoration	NEF041	28/10/2020	
2,000		Crail Community Council - Street Rubbish Bins	NEF045	approx 09/11/2020	2,000
65,673					4,700
					60,973

IN YEAR ESTIMATE SURPLUS AVAILABLE TO SPEND 20/21	-£8,299
CURRENT REVENUE BALANCES AVAILABLE	£330,350
TOTAL AVAILABLE TO SPEND IN 2020-2021	£322,051

Amount of Grant Application Number Grant Applicant

Contact Name
Address

Description of Project

Period of Accounts 1. One off Project **2. Information available from the Annual Accounts**Income & Expenditure/Receipts & Payments Account Statement of Balances/Balance Sheet Accounts Audited/Independent Examiner Deficit or Surplus
as % of Total Expenditure
Have Funds at end of year increased
If so, what is percentage increase on previous year Organisations Annual Income Organisations Annual Expenditure Expenditure items appropriate **3. Comments from Evaluation of Accounts**

this organisation was formed in May 2019 so only one set of accounts can be provided

4. Funding BreakdownDetailed Breakdown of costs provided Detailed Breakdown of Funding Income provided

Income raised/applied for		£
Current Application		20,000
Income raised		
Other Grants		
	Fife Environment Trust	16,300 awarded
	Robertson Trust	7,500 awarded
	CCP Contribution	3,000 awarded
	Ribbonfield Trust	1,200 pending
Others		
Total Income		<u>48,000</u>
Total Expenditure		<u>50,000</u>

5. Comments

Prepared By Mary O'Neill 11/23/2020

Checked By Eleanor Hodgson 12/17/2020

Designation Accountant Date

20 January 2021

Agenda Item No: 8

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All North East Fife Wards

Purpose

To provide an overview of complaints received relating to the North East Fife area for the year from 1 April 2019 to 31 March 2020.

Recommendation(s)

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

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented 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 North East Fife 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

Volume & responsiveness – North East Fife Area

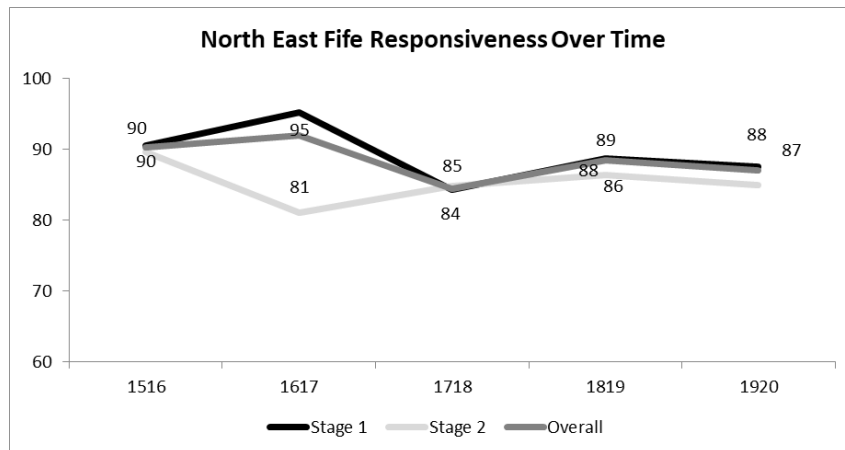
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	320	279	87%
Stage 1 (5 days)	260 (81%)	228	88%
Stage 2 (20 days)	60 (19%)	51	85%

- 346 complaints were received relating to the North East Fife area in 19/20 of which 320 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 has slightly declined over last year where the % of all complaints closed in target timescales decreased from 89% to 87%, yet above the Council average. Similarly, stage 1 decreased from 89% & stage 2 from 86%. The average time to close all complaints increased (poorer performance) from 5.3 working days to 7.5 working days, worse than the Council average of 6.6.

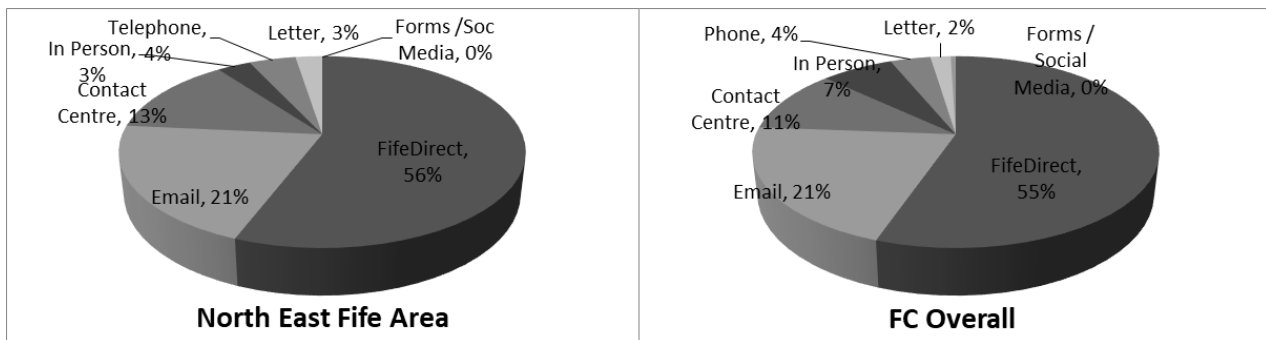
Volume & responsiveness - Fife Council overall

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

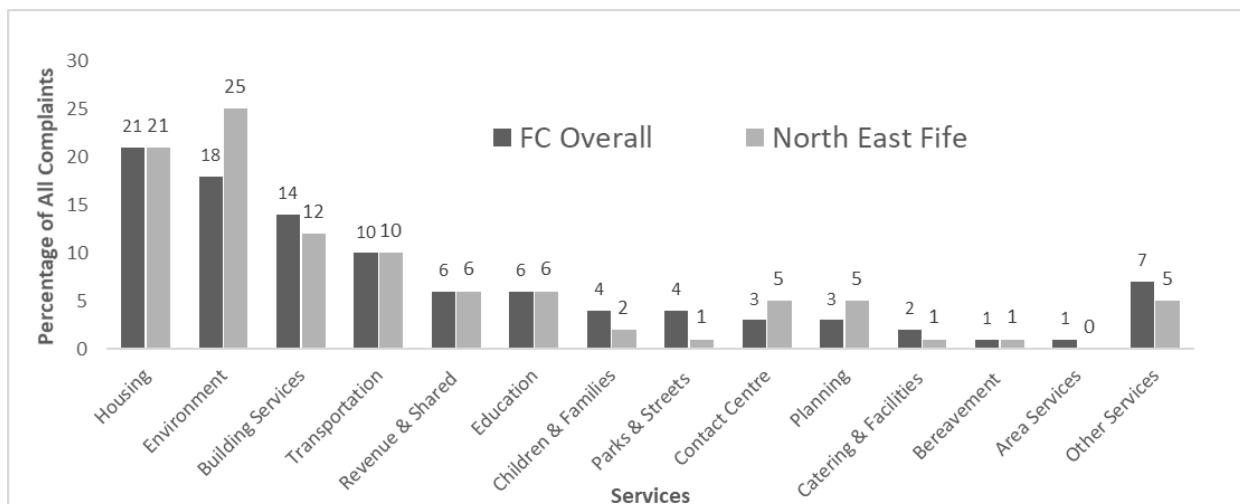
2.1 The general trend in time to respond to complaints in timescale is slightly in decline over the last four years however remains above the Council average.



2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in best value channels for the area since last year with increased use of email (17% 18/19) and the Council website (55% 18/19).



Reason for complaints (upheld and not upheld) as a percentage of all complaints



2.3 Differences of note include that there are proportionally more complaints concerning Environmental Services. The largest category for these complaints is “Failure to collect / empty bin”. This remains from last year with the same proportionality. The volume is however lower than last year.

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
Catering FM	3	33.3%	0	0.0%	3	33.3%
Children	2	100.0%	3	33.3%	5	60.0%
Bereavement	2	50.0%	1	100.0%	3	66.7%
Education	17	70.6%	3	66.7%	20	70.0%
Planning	2	100.0%	15	73.3%	17	76.5%
Building	33	78.8%	4	75.0%	37	78.4%
Transportation	31	87.1%	2	100.0%	33	87.9%
Housing	47	85.1%	21	95.2%	68	88.2%
Revenue	16	87.5%	3	100.0%	19	89.5%
Environment	76	94.7%	4	100.0%	80	95.0%
Area Services	1	100.0%	0	0.0%	1	100.0%
Assessors	0	0.0%	1	100.0%	1	100.0%
Business	1	100.0%	0	0.0%	1	100.0%
CLD	1	100.0%	0	0.0%	1	100.0%
Contact Centre	15	100.0%	1	100.0%	16	100.0%
CSI	2	100.0%	1	100.0%	3	100.0%
Democratic	1	100.0%	0	0.0%	1	100.0%
Financial	1	100.0%	0	0.0%	1	100.0%
Local Office	1	100.0%	0	0.0%	1	100.0%
Parks Streets	4	100.0%	0	0.0%	4	100.0%
Property	0	0.0%	1	100.0%	1	100.0%
Protective	2	100.0%	0	0.0%	2	100.0%
Sustainability	2	100.0%	0	0.0%	2	100.0%
Total	260	87.7%	60	85.0%	320	87.2%

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	2	0	2	4	0
	ASB neighbour dispute	0	0	2	0	0
	Failure to respond to previous complaint / request for service / enquiry / FOI request / reported fault	1	0	0	0	0
	Fixed Penalty Notice	0	1	0	0	0
	Inappropriate staff attitude / behaviour	0	0	1	0	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0
	Poor communications (including lack of notice consultation and engagement)	0	1	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	1	2	0	0	0
	Bereavement Services	0	0	0	0	0
	Damage / Vandalism to Property e.g. Headstones	0	1	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / FOI request / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	1	0	0	0	2
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Untidy/Overgrown Vegetation	0	1	0	2	0
	Total	6	8	6	6	4
Building Services	Anything else that doesn't fit above categories	0	0	0	0	0
	Card left when tenant in property	1	0	2	0	0
	Council vehicle - driving behaviour/standards	0	1	2	1	2
	Council vehicle - parking	0	0	1	0	0
	Delay in start / completion of work	4	4	4	1	0
	Environmental	0	0	1	0	0
	Failure to attend at time advised / agreed	5	4	0	4	3
	Failure to fix first time	3	6	3	6	7
	Failure to meet timescales for job	3	1	0	2	3
	Failure to respond to previous complaint / request for service / enquiry / FOI request / reported fault	1	0	1	0	1
	Health & safety / dangerous occurrence	1	0	0	0	2
	Inappropriate staff attitude / behaviour	3	5	2	7	3
	Noise levels from work activities	2	0	1	0	0
Poor communications - advance notice of work not given	1	0	0	0	2	

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Poor communications - internal breakdown Building Services	2	2	0	0	3
	Poor communications - internal breakdown with other council areas	1	1	0	0	1
	Poor communications - poor regarding work being/to be undertaken	3	3	0	4	3
	Standard of workmanship - damage	1	5	4	3	1
	Standard of workmanship - mess	3	3	1	7	3
	Standard of workmanship - tenant unhappy with work	2	1	5	5	2
	Unplanned additional work required following repair/installation	0	0	1	0	1
	Total	36	36	28	40	37
Catering Cleaning & Facilities Management	Anything that doesn't fit within existing categories	0	4	0	0	0
	Inappropriate staff attitude / behaviour	1	2	0	0	0
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	0
	Meal options	1	1	0	0	0
	Meals on wheels service not correct	0	0	0	0	1
	Quality of meals	0	0	0	0	1
	Quality of the service provided	2	1	0	0	0
	Standard / condition of council buildings includes toilets	0	0	0	1	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Standard of service cleanliness, damage etc.	2	1	5	1	1
	Total	6	9	6	2	3
Contact Centre	Anything that doesn't fit within existing categories	0	2	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	3
	Inappropriate staff attitude / behaviour	4	2	3	2	3
	Incorrect information given	1	0	0	1	1
	Incorrect timescales given	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	2	0	2	0	1
	Time taken to answer call	0	1	2	18	6
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	2
	Wrong information given	0	0	1	1	0
	Total	7	5	9	24	16
Children & Families	Dissatisfaction with assessment outcome – Parent / Carer	0	0	1	0	2
	Dissatisfaction with assessment outcome – Child / Young Person	0	0	0	0	1
	Dissatisfaction with policy / current delivery arrangements	0	1	2	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	0	1	0	1
	Failure to respond to previous complaint / request for service / enquiry / FOI request / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0
	Unacceptable standard of care / support families	1	2	0	0	0
	Unacceptable standard of care looked-after children	0	1	0	0	0
	Unknown	1	0	0	0	0
	Total	2	4	7	0	5
Criminal Justice	Dissatisfaction with management of offender programme	0	1	1	0	0
	Inappropriate staff attitude / behaviour	0	0	1	2	0
	Total	0	1	2	2	0
Education	Accidents injuries e.g. physical education fights etc.	1	0	2	0	0
	Anything that doesn't fit within existing categories	1	10	2	4	4
	Bulling by staff	0	0	3	0	0
	Bullying by pupil	1	1	0	1	5

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with policy current arrangements	3	3	15	8	8
	Drugs	1	0	0	0	0
	Inappropriate staff attitude behaviour	2	1	6	4	1
	Poor communications including lack of notice consultation engagement	2	0	1	0	2
	Standard of supervision	0	1	1	0	0
	Unsatisfactory response to previous complaint request for service enquiry reported fault	0	1	0	0	0
	Total	11	17	30	17	20
Environment	Anything that doesn't fit within existing categories	1	4	2	0	0
	Bin not returned properly / bin is missing	1	5	3	3	3
	Bulky not collected / only part collected	0	0	2	2	4
	Collection has left spilt waste in street / at property	1	0	0	2	0
	Customer turned away / refused entry	0	0	1	4	4
	Damage to vehicles / property during bin collection	1	2	1	2	3
	Dissatisfaction with location of recycling point	0	0	0	0	1
	Dissatisfaction with policy / collection arrangements e.g. number of bins; frequency of collection etc.	5	3	6	7	15

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Dissatisfaction with policy / organisational arrangements including charging policy	1	0	0	0	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	3	0	4	8
	Dissatisfaction with Take Out & Return TOR service	9	3	3	9	7
	Failure to collect / empty bin	22	16	34	48	26
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	7	4
	Household waste dumped in street / garden / yard	0	1	0	1	0
	Inappropriate staff attitude / behaviour	5	1	3	6	2
	Inconsiderate / inappropriate use of council vehicle	3	2	1	1	0
	Mess / litter around recycling point	0	0	0	2	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1	0
	Rodent / insect infestation	1	0	0	0	0
	Unknown	3	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	2	2

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Total	53	40	59	101	80
	Anything that doesn't fit within other categories.	8	2	1	0	3
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	0	0	0	2
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	1	0
	Debt management arrangements	0	0	0	1	1
	Delays in start / completion	4	4	1	1	5
	Dispute with neighbours	6	3	3	5	6
	Dissatisfaction with policy / current arrangements	2	4	1	2	7
	Dissatisfaction with policy / current arrangements including allocations criteria	4	5	4	1	3
	Dissatisfaction with policy / current delivery arrangements	0	1	0	0	0
	Dissatisfaction with policy / current delivery arrangements e.g. rent levels, rent increases, collection	1	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	18	12	2	8	9
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	1	0	1	0
	Drugs	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	5	1
	Fencing	0	0	0	0	2
	Inappropriate staff attitude / behaviour	3	0	2	6	7
	Inconsiderate / inappropriate use of council vehicle	0	0	0	0	1
	Management of communal areas grass cutting, overgrown trees & bushes	0	1	0	0	1
	Missed from programme	1	0	0	0	1
	Mutual repairs	0	1	0	2	1
	Noise	0	1	1	1	1
	Pets & animals	0	0	1	1	1
	Poor communications including lack of notice, consultation & engagement	1	2	4	4	6
	Poor condition / standard of housing	6	6	2	1	2
	Poor standard/condition of property at start of tenancy	1	0	0	1	1
	Quality of information	2	0	0	0	0
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	8	2	2	1	1
	Redecoration allowance	0	0	0	1	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Rubbish	1	0	2	2	1
	Snagging issues	0	0	0	1	0
	Staff behaviour	1	0	0	0	0
	Support plans	0	0	0	0	1
	Unknown	3	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	3	3
	Waiting Times	5	2	1	0	0
	Total	76	47	29	49	68
Local Office	Delay in receiving service	0	0	1	1	0
	Disagree with Council policy	0	0	0	1	0
	Failure to provide a service	0	1	0	0	0
	Inappropriate staff attitude / behaviour	2	0	3	0	0
	Lack of / incorrect information	4	0	1	1	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	0

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Wrong information input to system	0	1	0	0	0
	Total	6	2	6	3	1
Parks Streets & Open Spaces	Access to park	0	0	0	1	0
	Anything that doesn't fit within existing categories	0	0	0	0	1
	Area restoration work	1	0	0	0	0
	Damage to private property	0	0	0	1	0
	Dissatisfaction with policy / organisational arrangements frequency of street cleaning, routes, methods etc	0	0	1	1	0
	Dissatisfaction with roadside litter	0	0	0	0	1
	Dissatisfaction with standard of street cleanliness	1	0	0	0	0
	Footpath clearance	0	1	0	1	0
	Grass cutting	1	2	2	1	1
	Grounds maintenance policy	0	0	1	0	0
	Inappropriate staff attitude / behaviour	0	0	0	2	0
	Inconsiderate / inappropriate use of council vehicle	2	0	0	1	1
	Overhanging or damaged trees & shrubs	0	0	1	1	0
Poor communications including lack of notice, consultation & engagement	0	1	0	0	0	

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Quality of park area	1	0	0	0	0
	Untidy / overgrown vegetation	0	0	1	0	0
	Weed killing areas	0	0	2	1	0
	Total	6	4	8	10	4
Planning	Anything that doesn't fit within existing categories	3	5	0	0	0
	Contravention of planning permission / no permission	2	2	0	0	0
	Delays in decisions / non-compliance with timescales	3	0	1	0	1
	Discrimination race, gender, religion etc	0	0	0	0	1
	Dissatisfaction with policy / delivery arrangements	3	4	4	3	0
	Failure to follow process	0	0	4	1	5
	Failure to respond	0	0	0	1	2
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inadequate consideration of objections	26	2	1	1	0
	Poor communications including lack of notice, consultation & engagement	2	0	0	0	4
	Poor quality of assessment	0	0	0	4	2

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	1	2
	Total	40	14	10	11	17
Revenue	Admin error	4	2	4	8	4
	Anything that doesn't fit within existing categories	1	0	2	1	0
	Automated message given to customer	1	0	0	0	0
	Availability of advisor	0	1	0	0	0
	Data protection	0	0	0	0	1
	Disagree with legislation	1	4	1	1	3
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Inappropriate staff attitude / behaviour	1	0	0	4	3
	Lack of / incorrect information	6	7	7	4	6
	Poor communications including lack of notice, consultation & engagement	0	2	0	3	0
	Procedures / policy	9	6	5	8	1
	System failure	1	0	1	0	0
Time taken to process enquiry	2	3	1	6	1	

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Unknown	4	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Total	30	25	21	37	19
Roads & Transportation	Anything that doesn't fit within existing categories	0	0	0	0	7
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	0	2
	Grit bin empty / not refilled	0	0	0	0	1
	Inadequate notification or consultation about installation of new street lighting	0	0	0	0	1
	Localised flooding due to damaged drains / water mains	0	0	0	0	3
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	0	0	1
	Operator Scotrail issues: Ticket issue /staff / information	0	0	0	0	1
	Opposition to traffic calming measures including humps, buildouts & 20mph zones	0	0	0	0	1
	Poor condition of footpath / cycle path	0	0	0	0	1
	Poor condition of town centres / pedestrianised areas including street furniture e.g. seats, bins, bollards etc.	0	0	0	0	1

Service	Reason	15/16	16/17	17/18	18/19	19/20
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	0	1
	Potholes / poor condition of road surface	0	0	0	0	7
	Public Transport Information timetables, electronic screens, bus stop timetables	0	0	0	0	1
	Streetlight repairs	0	0	0	0	1
	Traffic concerns including traffic noise / volume / speed	0	0	0	0	2
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	0	0	0	2
	Total	38	16	27	17	33

Note: Historic Roads & Transportation exact categorisation is unavailable however annual totals are shown (database issue following a change to Service's name).

Note: Better categorisation over time and the changing responsibilities of Services sometimes means that column totals for the earlier years (15-16) may 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)
Environment	Failure to collect / empty bin	<p>Our brown bin has not been emptied yet again. This is becoming a regular occurrence. I've lost count the amount of times we've not had our bins emptied. We pay a lot of money for this contractual service which you are in breach of. Get it sorted!</p> <p>Outcome: <i>Complaint upheld. Apology offered with customer now happy that address is on close monitor.</i></p>
Housing	Dissatisfaction with policy / current delivery arrangements e.g. timescales, priorities, criteria	<p>Hi, in 2017 I reported a bent window frame that didn't seal properly when closed properly and a draught could still be felt. I had two council glaziers out which both commented that the window frame needed replaced. A housing officer visited and told me I wasn't getting a new window frame because I was on the 2019 window replacement program. I waited two years (2017-2019) with this issue under the pretence I was getting all new windows in 2019, which the housing officer that attended assured me of. Recently the window handle snapped due to the amount of padding the glaziers fitted to try and stop the draught and I contacted regarding this issue and asked about the 2019 window replacement scheme - I was told that I'm NOT on the scheme and the one window frame was promptly replaced. I believe that something dodgy is going on within the council as repairs & upgrades to my home seem to keep mysteriously get cancelled. I want a full investigation into this as I believe something untoward is happening with regards to my house.</p> <p>Outcome: <i>Complaint partially upheld. Apology offered with works order raised to assess windows for replacement in an earlier than scheduled programme.</i></p>
Building Services	Failure to fix first time	<p>I've had this problem for possibly around 8 months or more. My water takes ages to get hot, from 3 to 5 mins or more up to 10 mins. Had Council repair men out numerous times. They have done different things, adjusted boiler temperature., fitted a couple of parts, flushed system with chemicals, one advised me to run tap slowly, another said that doesn't make any difference, another said it was because of the cold weather, another said it could be how the pipes are laid out, another said this is why I didn't have a combi boiler. Trying to convince me it's normal. My upstairs neighbour has the</p>

		<p>same type of boiler and told me today it takes no more than 1 minute to get hot water. I've now taken to having to boil a kettle most times to do my dishes. And thinking I should buy hand gel stuff for in the bathroom for myself and visitors, because it's a crazy time to wait just to wash your hands. I have repair men out too often and nothing has improved.</p> <p>Outcome: <i>Complaint upheld. Apology offered. Boiler manufacturer's engineer finally diagnosed the issue and replaced parts.</i></p>
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3.0 Learning from Complaints

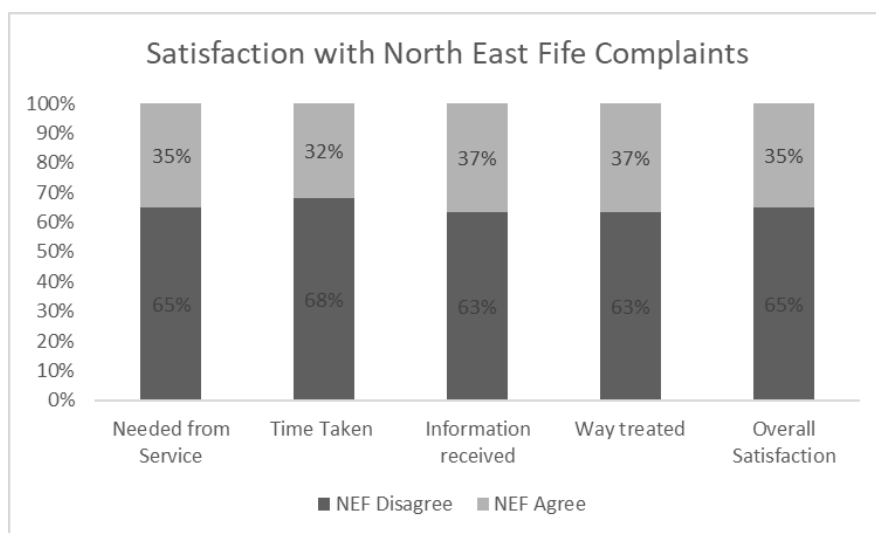
- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions however this report notes a marked improvement. There were very few occasions this period where no statements were recorded.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence. However, these are far fewer than in previous years.
- 3.4 There are good examples when the Council gets listens to customer feedback and makes improvements to future service provision. Some from this reporting period for this Committee area included:
- A complaint concerning access issues to County Buildings had the Council revise the policy around the use of the access lift so that now, prior to previous arrangements, single child buggies can additionally use the lift with appropriate signage in place to reflect usage and safety measures.
 - More robust cleaning procedures were introduced into a nursery following a complaint about the storage and condition of cleaning equipment as the equipment appeared that it had been inappropriately used and therefore unfit for it's intended purpose.
 - 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 North East Fife area:

	Upheld	Not Upheld	Partially Upheld
Overall Complaints	36% (39% FC overall)	45% (43% FC overall)	19% (18% FC overall)
Stage 1 Complaints	37% (41% FC overall)	45% (42% FC overall)	18% (17% FC overall)
Stage 2 Complaints	28% (25% FC overall)	47% (48% FC overall)	25% (27% FC overall)

3.9 There were 53 complaint surveys completed by North East Fife 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 8 cases for the North East Fife area that reached this final stage of the procedure.

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
Roads & Transportation	Withdrawn
Planning	Not Upheld
Children & Families	Withdrawn
Housing	Withdrawn
Revenue	Withdrawn
Housing	Withdrawn
Planning	Withdrawn
Planning	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.

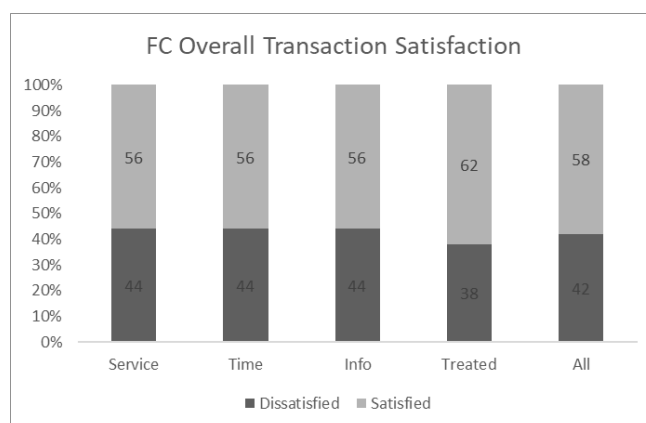
Enquiry Type	16/17	17/18	18/19	19/20	Note
Missed bins	1749	2222	2076	N/A	No database poll as a consequence of Covid-19
Illegal Dumping	274	167	153	123	Includes mess in gardens
Street Cleaning	196	174	148	176	Untidy street reports
Dog Fouling	115	63	37	37	
Aggressive Dogs	53	50	29	40	
Abandoned Cars	-	42	29	42	
Litter Bin Issues	30	22	31	22	
Needles	8	5	5	7	Either made safe or require removal
Fallen Trees	3	5	27	6	

- 5.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.

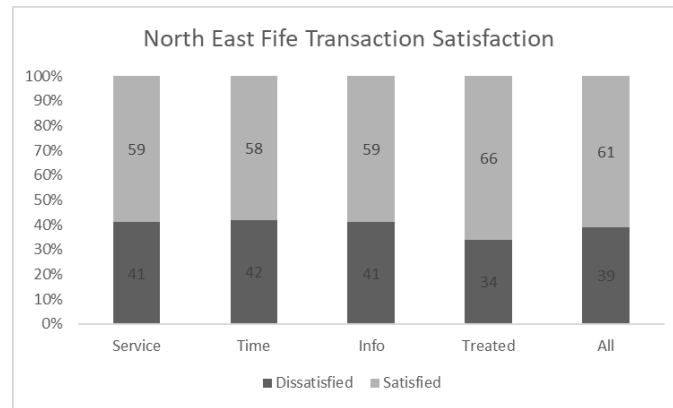
- 5.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 5.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's 2019/20 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 North East Fife area had 61% (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	58%	301
Blue Badge	98%	13
Comments/Enquiries	0%	1
Community Alarms	100%	3
Complaint	35%	53
Environmental Issue	92%	6
Housing	63%	73
Licence	100%	3
Meals on Wheels	100%	1
MyFife Card	92%	71
Payment Receipt	96%	12
Pest Issue	87%	16
Registrar Enquiry	58%	3
Road or Street Fault	38%	107
Traffic or Streetlight	100%	3
Grand Total	61%	666

7.0 Compliments

7.1 Improved data now allows reporting of compliments by area level. Again, this analysis is based upon the address of the complainant.

7.2 The following table provides some details of the 57 compliments received from customers in the North East Fife area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Safer Communities	1	I have been very pleased with the service provided. The gentlemen who attended were very polite and knowledgeable.
Building Services	10	Called in to pass on very high praise to derek the plumber, who went 'above and beyond'and was 'fantastic' for dealing with her repair promptly Tenant was very complimentary about Gas technician that attended to carry out her annual service. says he was very polite, very friendly and generally very pleasant.
Catering, Cleaning and Facilities Management Service	3	Customer called to cancel her meals on wheels service from Saturday the 29/02/2020. She's going into a care home and doesn't need the deliveries past Friday. She wanted to say that she's grateful for the service, that everyone has been very kind and helpful to her and that the meals were tasty. She wants to thank everyone very much for the service.
Contact Centre	10	Customer would like to thank Gail, Amy, and Colin from the contact centre, who were all instrumental in helping him with a bin problem, he say's everything is now fine and they were all very helpful and polite. Customer would like to thank the advisor and the Community Alarm service for prompt response when she felt unwell recently, an ambulance was called, she said they arrived very quickly.
Customer Service Centres or Local Offices	10	Customer came to St Andrews local office to thank Mr Mark Moir for the fantastic customer service he provided. The situation was worrying her considerably and Mark took immediate action to get a visit arranged from a technician who resolved the issue. Elizabeth expressed her delight in receiving exceptional customer service. Compliment received for Gordon Miller for wedding ceremony conducted at County Buildings, Cupar on Saturday 26th October: Thank you so much for an amazing ceremony, it was exactly what we were after. We also both loved the poems you chose
Customer Service Improvement	1	Customer sent a Orchid flower to say thank you for liasing with Housing and transportation re dropped kerb and fault in wet room
Democratic Services	1	Thank you to the staff member on the electoral register phone number (03451 555511) this morning who was there to answer my call promptly - even though it was early -just after 8am, and who very helpfully sorted out my issue and made sure that I and all the people at my address are still on the electoral register. It was great for me to have this sorted out so simply and quickly.
Environment	2	Customer called to check bin collection for tomorrow. Wanted to pass is thanks on for the wheels on his bin being repaired so efficiently.
Housing	6	Tenant wanted to compliment his Housing Management Officer, Ross Cameron. He's doing his absolute best to help with tenant anti social neighbour problem. Tenant can't thank Ross enough, he's very grateful and a shining example.
Parks Streets Countryside	5	This afternoon walking down Annfield Brae I came across 2 Council workers raking and disposing of the leaves from the footpath and adjacent kerbside. They have done a great job and very worthwhile as the thick layer of leaves make the tarmac path hazardous. I don't know who the motivator was behind this action but a great result.
Planning	5	Thank you very much for this. Your professional approach throughout this long process has been greatly appreciated.
Protective Services	1	Compliment for Brian Gallacher when dealing with noise nuisance from Lindores Abby distillery.
Roads & Transportation	2	Many thanks to Liam Melville regarding my application for a skip permit, he was kind, courteous and thoroughly professional guiding a complete novice through the process

8.0 Conclusions

- 8.1 Overall responsiveness to complaints made by customers within the North East Fife Area has decreased slightly from last year however this performance was above the Council average.

- 8.2 The issues customers complained about within the North East Fife area are broadly similar to those made across Fife as a whole however there were proportionally more complaints for Environment in particular repeated failures to collect or empty bins. This was additionally the case in year 2018/19.
- 8.3 While there has been some progress on addressing the root causes of complaints and applying some appropriate corrective action, the Escalation and Resolution team strive to facilitate more significant improvements over the coming year yet remain focussed upon responsiveness, 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/spso/files/csa/LAMCHPPart3.pdf>

Report Contacts

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20 January 2021

Agenda Item No. 10

PROPERTY TRANSACTIONS

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

Wards Affected: 16, 17, 18, 19 and 20

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

An 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

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

1.0 Background

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

2.0 Transactions

2.1 Acquisitions

2.1.1 15 Balgarvie Crescent, Cupar

Date of Acquisition: 15 October 2020
Price: £69,000
Seller: Christopher Janetta

3.0 Conclusions

- 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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Agenda Item No. 11

North East Fife Area Committee

Forward Work Programme as of 12/01/2021 1/3

North East Fife Area Committee of 20 January 2021			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Elizabeth Mair	
Presentation - Tay Cities Deal	Economy, Planning & Employability	Morag Miller/Jane Findlay	
Street Naming and Numbering Consultation - Iain Peter Place, Wormit	Economy, Planning & Employability	Ryan McQuade	
Street Naming and Numbering Consultation - John Dott Avenue, Wormit	Economy, Planning & Employability	Ryan McQuade	
Application for Funding from Crail Common Good Fund	Communities & Neighbourhoods Service	Janice Laird	
Complaints Update	Communities	David Thomson	
Cupar Now - One Year On		Simon Baldwin	
Property Transactions	Assets, Transportation & Environment	Michael McArdle	
North East Fife Area Committee Forward Work Programme	Democratic Services	Elizabeth Mair	

North East Fife Area Committee of 3 March 2021			
Title	Service(s)	Contact(s)	Comments
North East Fife Local Community Plan	Communities & Neighbourhoods Service	Janice Laird	Moved from 24/06/20 and 2/9/20.
Criminal Justice - Community Payback	Education & Children's Services	Stuart MacArthur	
Presentation - University of St Andrews	St Andrews University	Derek Watson	
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Work Programme	Democratic Services	Elizabeth Mair	
2021/22 Area Roads Programme	Assets, Transportation & Environment	Neil Watson, Paul Hocking	

Agenda Item No. 11

North East Fife Area Committee

Forward Work Programme as of 12/01/2021 2/3

North East Fife Area Committee of 21 April 2021			
Title	Service(s)	Contact(s)	Comments
Review of Council Lock Ups	Housing Services	Gordon Binnie, Donna Christie	
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Work Programme	Democratic Services	Elizabeth Mair	

North East Fife Area Committee of 9 June 2021			
Title	Service(s)	Contact(s)	Comments
Minute	Democratic Services	Elizabeth Mair	
North East Fife Area Committee Work Programme	Democratic Services	Elizabeth Mair	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Pupilwise and Parentwise Surveys	Education & Children's Services	Deborah Davidson	3-yearly report - last reported 12/9/18
Lammas Market		Janice Laird	20th March, 2019 para 166 Management of Lammas Market to be reviewed annually and, if necessary report to Committee. Members to be briefed on the financial position.
Common Good Investments	Finance & Corporate Services	Eleanor Hodgson	Withdrawn from January meeting to enable review to be undertaken. Review now complete, awaiting Hymans Robertson draft Investment Policy/Strategy for submission to Committee.

Agenda Item No. 11

North East Fife Area Committee

Forward Work Programme as of 12/01/2021 3/3

Unallocated			
Title	Service(s)	Contact(s)	Comments
School Attainment & Achievement Report	Education & Children's Services	Sarah Else	Under discussion as no data collected by Scottish Government this year with regards to CFE.
Health & Social Care	Health & Social Care	Fiona McKay	Awaiting confirmation of date.
Director of Public Health Report 2019-20	NHS Fife	Dona Milne	Date to be confirmed.
Pupil Equity Fund	Education & Children's Services	Rona Weir	Due to the current situation in schools it is not possible to bring individual area committee papers regarding PEF. A full report on Attainment Scotland Funding went to Education and Children's service committee in October 2020.
Parks, Streets & Open Spaces Performance Review	Assets, Transportation & Environment	Scott Clelland	Date to be agreed.
Early Learning & Childcare	Education & Children's Services	Clark Graham	Rona Weir confirmed no reports for this session. 21/12/20
Option Appraisal on B939/C4 Crossroads, Strathkinnes	Assets, Transportation & Environment	Colin Stirling	As agreed at meeting on 9/12/20
Green Routes in North East Fife	Assets, Transportation & Environment	Derek Crowe	As agreed at meeting on 9/12/20