



Place Directorate

Roads & Transportation Services

Annual Service Report

2026

Introduction

This report reflects the performance of Roads & Transportation Services for 2026. It covers the period April 2025 to March 2026, highlighting our delivery, progress, change and improvement plans for 2026-7.

We have considered our performance in relation to the council’s policy priorities set out in the Plan for Fife; key indicators; financial and workforce pressures and how we compare in relation to other similar services in other Scottish councils, through the Local Government Benchmarking Framework.

Individual service indicators and results are published online in advance of this annual review to facilitate scrutiny and feedback.

These are available at www.fife.gov.uk/councilperformance

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Service overview

Roads & Transportation Services is responsible for the management, maintenance and development of Fife's transport infrastructure and network.

These services are essential to the delivery of the Plan for Fife. They connect communities and underpin the priorities of Community Wealth Building, leading economic recovery and tackling poverty. They are also fundamental to addressing the climate emergency. All Council services are reliant on the efficient movement of goods, services and people.

Service Areas

- Asset Management and Commercial
- Roads Design and Build
- Passenger Transport
- Roads and Lighting Contracts
- Roads Maintenance
- Roads Network Management
- Structural Services
- Sustainable Transport and Parking

Service Vision

- To ensure the efficient movement of goods, services and people through the delivery of well-managed and maintained roads, street lighting, harbours, car parks and bus stations and the provision of a sustainable public transport network.
- To develop a strategy for sustainability that embeds the Climate Change agenda in all of our workstreams
- Fair, sustainable access to transport for all in Fife.

Demand & delivery overview

Our asset base is constantly changing, as new roads, footways, cycle paths, bridges and other assets are added.

Roads Network, Structures & Asset Management

Demand Highlights

- Ongoing inspection, maintenance and repair of 2,494 kilometres of road and 2,905 kilometres of footways across Fife.
- Management and maintenance of 68,769 street lighting columns, 397 bridges and 290 retaining walls.
- More than 11,500 carriageway safety defects identified and repaired during the year through planned inspections and reactive maintenance activity.
- Delivery of 42km of carriageway resurfacing and approximately 10km of footway resurfacing through the Area Roads Programme.
- Provision of winter maintenance operations and a 24-hour emergency response service to maintain network safety and resilience.

Delivery Pressures

- Maintaining asset condition across a large and ageing infrastructure network.
- Backlog maintenance costs estimated at £112.5m.

- Increasing construction costs and treatment rates.
- Balancing planned maintenance programmes with reactive repairs and emergency response requirements.
- Contractor availability and internal resource constraints affecting programme delivery.
- Community impacts from third-party roadworks, for example Network Rail and Scottish Power Energy Networks.

Flood, Coastal & Climate Resilience

Demand Highlights

- Management of 9 flood prevention schemes, 10 harbours and piers and 14 coastal assets covering 12 kilometres of coastline.
- Development and delivery of flood protection schemes, flood studies and Surface Water Management Plans across multiple locations.
- Inspection, maintenance and repair of coastal infrastructure, harbours and shoreline assets.
- Support for communities through Property Flood Resilience Grants and flood warning measures.

Demand & delivery overview (*continued*)

Delivery Pressures

- Increasing frequency and severity of weather-related incidents.
- Growing demand for flood mitigation and climate adaptation measures.
- Balancing emergency response activity with planned project delivery.
- Availability of specialist engineering and project management resources.
- Long-term infrastructure investment requirements

Strategic Infrastructure & Sustainable Transport

Demand Highlights

- Delivery of active travel infrastructure associated with the Levenmouth Rail Link and wider active travel network.
- Development of strategic transport infrastructure supporting housing growth, regeneration and economic development.
- Progression of Area Transport Plans, the Local Transport Strategy and transport policy priorities.
- Development of regional electric vehicle charging infrastructure and sustainable transport initiatives.

Delivery Pressures

- Complex planning, consultation and statutory approval processes.
- Dependence on external funding, developers and partner organisations.
- Coordination with Network Rail, utility providers and national agencies.
- Delivery of local priorities alongside regional and national transport objectives.
- Increasing expectations around active travel, sustainable transport and climate change outcomes.

Passenger Transport & Community Connectivity

Demand Highlights

- School transport provision for over 12,000 pupils travelling daily.
- Delivery of supported bus services and Demand Responsive Transport across Fife.
- Management of 4 bus stations, 2,738 bus stops and 654 bus shelters.
- Administration of concessionary travel, Blue Badge and National Entitlement Card schemes.

Demand & delivery overview (*continued*)

Delivery Pressures

- Maintaining access to transport services for rural communities and vulnerable users.
- Rising operating and fleet replacement costs.
- Maintaining service sustainability whilst meeting passenger demand.
- Balancing accessibility, affordability and network coverage.

Workforce & Service Sustainability

Demand Highlights

- Workforce of 377 employees (360.76 FTE) delivering services across a wide range of technical and operational disciplines.
- Ongoing recruitment, workforce planning and staff development activity.
- Continued investment in graduates, trainees and workforce development initiatives.

- Delivery of significant infrastructure, transport and asset management programmes requiring specialist expertise.

Delivery Pressures

- Turnover increased to 12.2% during 2025/26.
- Average workforce age of 49.2 years and ongoing succession planning requirements.
- Working Days Lost increased to 25.48 per FTE.
- Recruitment and retention challenges in specialist engineering and operational roles.
- Competition for technical, engineering and project management skills.

Our People

ROADS AND TRANSPORTATION – 2025/2026

Workforce Profile, including headcount

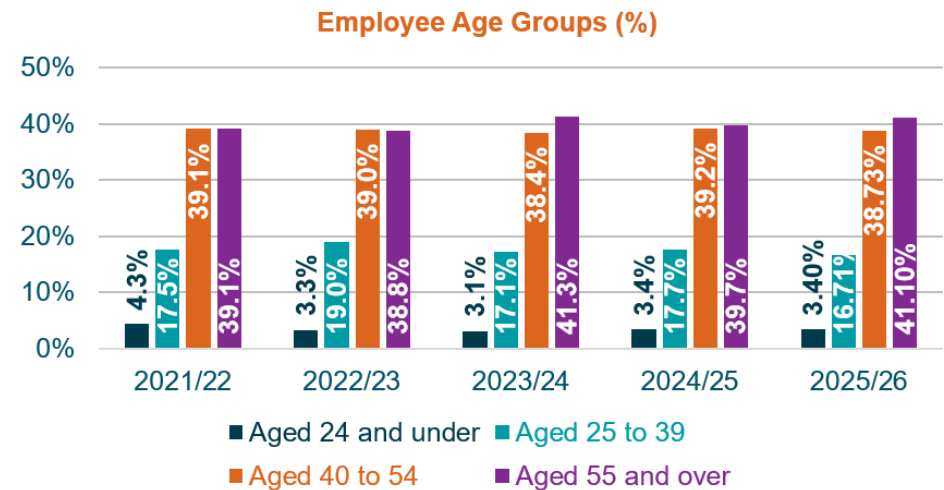
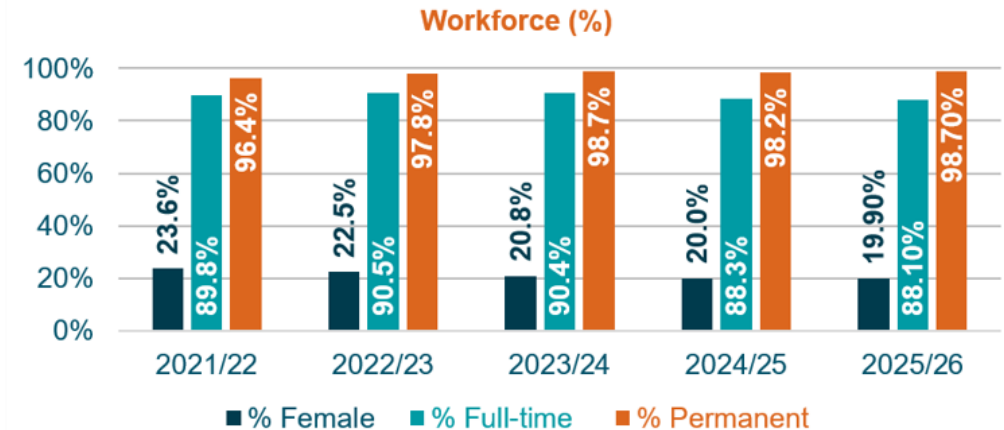
- 377 headcount, 360.76 FTE. Represents 2.05% of Fife Council's headcount.
- 87.8% are full time, 98.7% permanent and 19.9% female.

Workforce age

- Average workforce age is 49.2, slightly lower than 49.4 in 2024/5. This is above the Fife Council average age of 44.8.
- Average age of leavers is 54.2 and new starts 38.8.
- 3.45% of the workforce is aged 24 and under, comparable to 3.38% in 2024/5.

Workforce Turnover

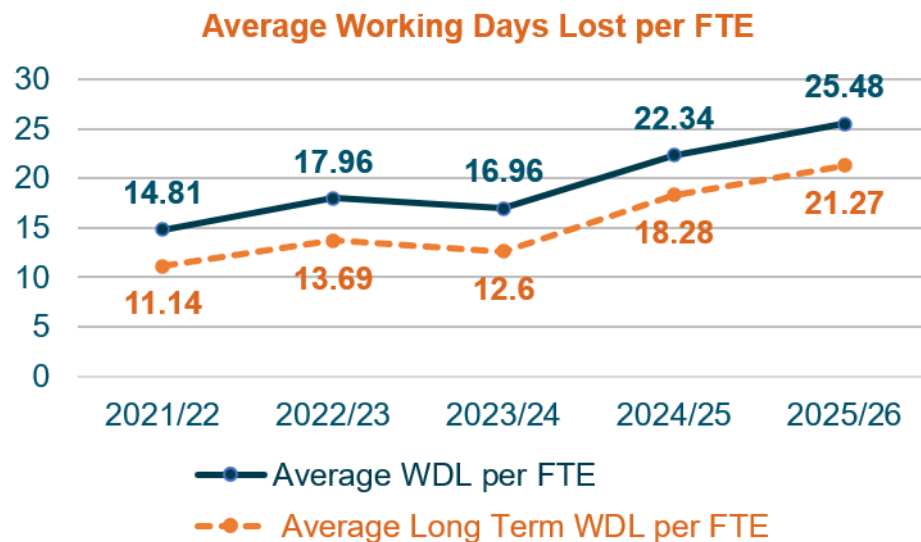
- Turnover rate is 12.20%, significantly higher than 8.57% in 2024/25.
- 65.22% of leavers were aged 55 and over. The top reported leaver reason was retired.



Our People Cont.

Working days lost (WDL) per FTE

- Average WDL to sickness absence was 25.48, this is higher than 22.34 in 2024/25.
- Short term absences account for 4.21 working days lost and 21.2 for longer term absences (over 28 calendar days)



People Plan Priorities

- Boost recruitment visibility through media, fairs, universities, and sector engagement.
- Develop and retain staff via upskilling, mentoring, and clear career pathways.
- Strengthen workforce resilience by improving wellbeing, managing absence, and planning future staffing needs.
- Align resources with growth through flexible recruitment, trainees, consultants, and role rotation.

Our Budget

	Budget 25/26 £m	Provisional Expenditure / (Income) 25/26 £m	Variance Overspend/ (Underspend) 25/26 £m
Staff Costs	19.636	18.764	(0.872)
Property Costs	23.436	22.300	(1.136)
Transport Costs	6.484	5.556	(0.927)
Supplies and Services	11.719	9.773	(1.946)
Third Party Payments	9.699	9.901	0.201
Support Services Charges	0.003	0.016	0.013
Total Expenditure	70.976	66.309	(4.667)
Internal Income	(23.585)	(19.802)	3.783
External Income	(9.360)	(9.688)	(0.327)
Total Income	(32.945)	(29.490)	3.455
Net Expenditure	38.031	36.819	(1.212)

Final outturn was a (£1.212m) underspend. This represents 3.2% of the overall budget of £38.031m

Key points

- Generally, the underspends reflect a transitional period with new financial systems and internal monitoring processes
- Staff underspend due to continuing vacancies
- Underspends on Property, Transport and Supplies and Services due to external contractor availability and internal resourcing constraints
- Under recovery in internal income due to resourcing constraints and diversion of resources onto revenue work

Our Risks

Risk	Mitigation
Failure to carry out 24-hour emergency response to safety defects, lighting, traffic signals, flooding & oil spillage.	Formalised resource planning
Failure to provide 24 hour winter maintenance service	Formalised resource planning
Failure to maintain Transportation Infrastructure (roads, car parks, EV chargers, lighting, footways, structures and drainage)	Effective management of staff, materials and finances
Failure to deliver Area Roads Programme (ARP)	Effective communication within R&T (Works Programme Board)
Failure to deliver externally funded projects (cycleways)	Effective resource management

Risk	Mitigation
Ineffective monitoring, evaluation, compliance and performance of contracts	Utilise Clerk of Works effectively and proactive monitoring of budgets and contract management
Failure to provide key transport and bus services for vulnerable people and school children (DRT, school transport, concessionary travel, supported bus network)	Ensure cross service engagement, effective training and recruitment
Failure to carry out parking enforcement	Effective resource management and recruitment
Failure to deliver Local Transport Strategy	Proactive resource management
Failure to deliver strategic transport infrastructure measures to support strategic development.	Supply chain and resource management

Our Risks Cont.

Risk	Mitigation
Failure to maintain street gazetteer and list of roads	Appropriate staff training to ensure resource availability, knowledge sharing and job shadowing
Failure to comply with Roads & Transportation Health & Safety management framework and UK legislation	Ensure adequately resourced H&S team
Failure to provide operational support relating to materials procurement, small plant and tool hire,	Adequately resourced teams

Risk	Mitigation
vehicle hire and sub-contract tendering.	
Failure to carry out emergency response to damaged structures (bridges, piers, harbours)	Formalised standby and response procedures and protocols
Failure to carry out inspections relating to Roads & Transportation infrastructure (roads, lighting, footways, structures, drainage, Roads Scotland Act & NRSWA)	Adequately resourced and trained teams

Performance assessment – Priorities & Progress

Introduction - service delivery context and challenges

Roads and Transportation Services continues to undergo adaptive change to better align with community needs and sustainability goals. The plan aims to balance objectives for sustainable development, efficient operations and improved services for Fife's communities. By focusing on climate change goals, operational efficiencies and digital transformation, the service is preparing for future challenges and aligning with the Plan for Fife.

The Service's core focus remains the operational management of Fife's road network, coastal protection, and the delivery of strategic infrastructure and transport policy, all while advancing climate change objectives. In response to nationwide pressures within the industry, particularly around staffing and supply chain constraints, the Service has implemented a proactive recruitment and succession planning strategy. It is also strengthening partnerships and exploring alternative delivery models to mitigate contractor shortages. These actions are part of a broader adaptive approach that ensures continued programme delivery and service resilience despite external challenges.

Priorities & progress

1. Management and Maintenance of the existing road network including improvement of road condition, delivery of winter maintenance and emergency response
2. Programme and manage delivery of Flood and Coastal Defence projects to help mitigate the impacts of climate change
3. Delivery of key Active Travel Infrastructure within Levenmouth. Programme and manage delivery of Off and On-Road Active Travel Network to integrate with the Leven Rail Link
4. Planning and delivery of Strategic Transport Infrastructure Projects across Fife in support of development activities and change within our communities
5. Transport Policy. Progress policies, plans and strategies in areas including EV, Active Travel, Regional EV Procurement, pavement parking ban and speed management.
6. Passenger Transport Services. Manage and coordinate effective passenger transport services across Fife, including school transport, supported bus services and Fife Bus
7. Recruitment and succession planning. Recruitment of skilled personnel to fill vacant positions to reduce pressures on service delivery. Training and recruitment of graduates and trainee technician

Performance assessment – Priorities & Progress

Priority 1 Management and Maintenance of the Existing Road Network

Manage and improve the road network. Coordination of roadworks. Delivery of winter maintenance and emergency response

Improving service delivery through digital improvements including the development of the Alloy Asset Management System to identify key locations to target resources and further use of AI for roads inventory and management

Performance measures in this section encompass the key measures that would be included in the Road Maintenance Annual Performance Report, New Roads and Street Works Annual Performance Report and also Fife's Road Condition Report

Progress

Improve the Road Network

- Through the Area Roads Programme we delivered 50 carriageway and 21 footway schemes with 42km of carriageway and 10km of footway length treated.
- The proportion of Fife's Road network requiring treatment, measured by the Road Condition Index (RCI) has improved to 30.6%, reflecting continued investment in maintenance programmes

- Continued replacement of end-of-life street lighting columns through the Column Replacement Programme and installation of new environmentally friendly Light-Emitting Diodes (LED) as part of our Lighting Efficiency Programme, with 651 columns and 1776 lanterns replaced in the last year
- Inspection processes have enabled the Service to proactively identify and repair over 11,500 carriageway safety defects in 2025–26, reflecting continued improvement in maintenance responsiveness

Winter Maintenance

- Winter maintenance operations were adapted to reflect milder weather conditions, enabling resources to be targeted at higher-risk locations when appropriate while continuing to maintain required safety standards, with 84,374 km (72 no.) of carriageway treated compared to 88,060 km (68 no.) for the previous year
- We continued to meet our target for pre-grits of 85% with 87% completed within 3 hours of commencement.

Improving Service Delivery

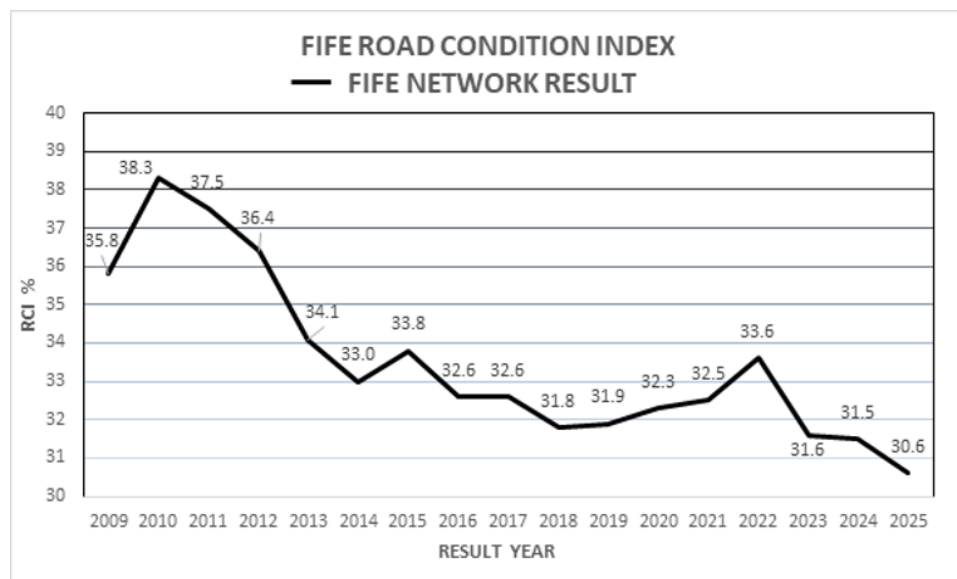
- Use of digital systems including further development of our Alloy asset management solution. The current focus is migration of lighting assets from Hi-Light which will go-live during 2026. The Road AI contract renewal is ongoing, anticipated completion November 2026
- An interactive ARP webpage has been designed with go-live targeted for Sept/Oct 2026. This will include extents, contact details, diversionary routes, timescales and road closures.
- Structural works have included rock fall stabilisation on the A909 Burntisland, as well as maintenance repairs to a number of retaining walls and bridges across Fife.

Performance assessment – Priorities & Progress

Areas for Improvement

- In noting the impact on the community of the Network Rail bridge replacement at Thornton, and general concerns relating to the impact of roadworks by Statutory Undertakers, a review of existing processes will be undertaken. This will seek to ensure that where road closures are unavoidable, affected communities and Members are informed and engaged at the earliest opportunity to help minimise disruption and improve communication.
- Work with Statutory Undertakers to improve coordination and encourage early submission of their major works programmes, with meetings ongoing on a quarterly basis.

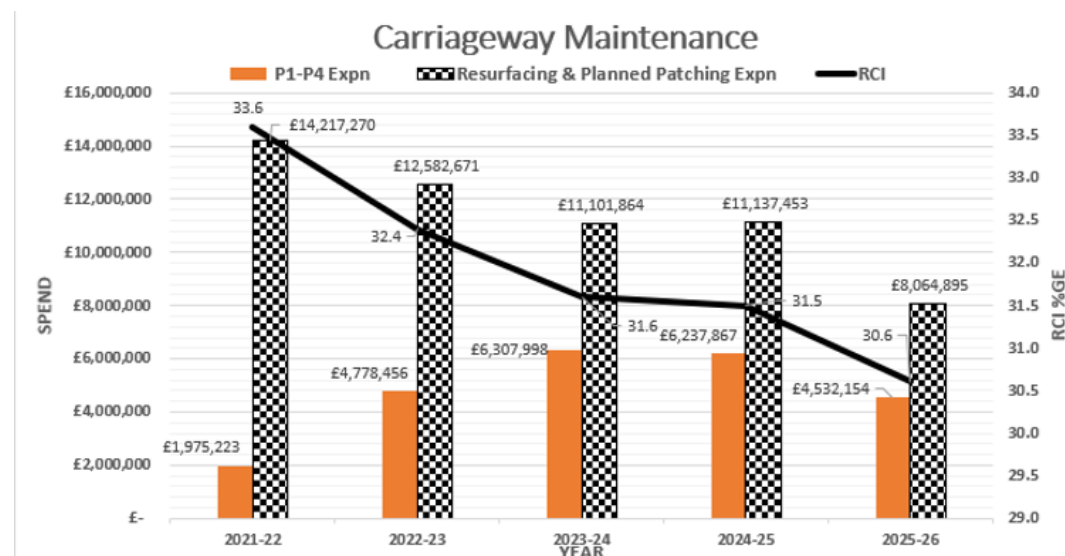
Relevant KPI details



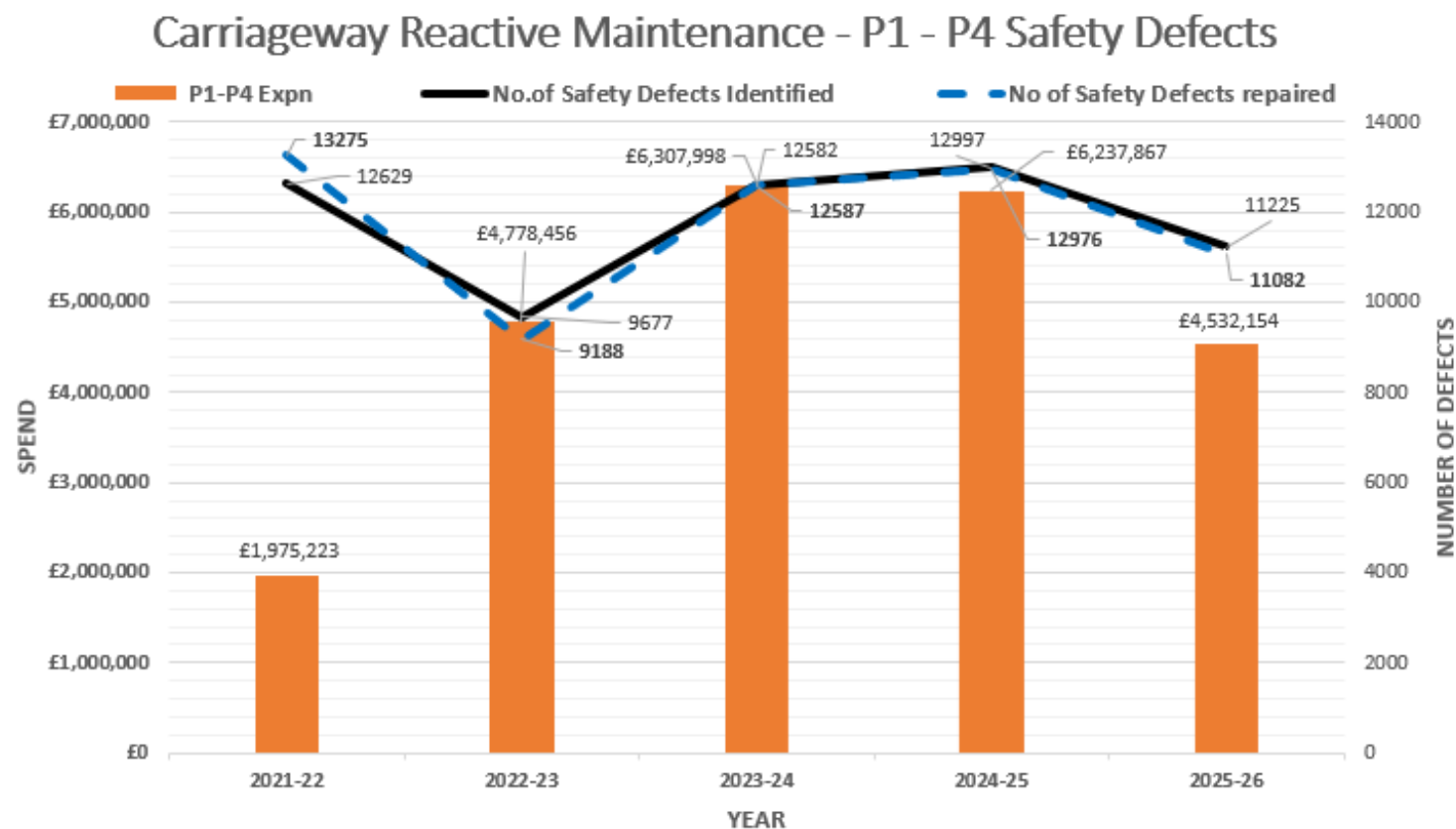
The Road Condition Index (RCI) is a standardised measure that provides an indication the proportion of the road network requiring treatment. The higher the RCI, the worse the road condition. The decrease in the graph above indicates an improvement in the condition of Fife's road network.

The 2023-25 RCI results show the Fife Council is ranked second within its family group and 11th overall among Scottish local authorities.

The graph below shows how increased investment in planned carriageway maintenance from 2021/22 has improved the condition of the asset (RCI).



Performance assessment – Priorities & Progress



Performance assessment – Priorities & Progress

Performance Indicators	2023-24	2024-25	2025-26
Carriageway resurfacing treatment during year (km)	66.84	84.5	42.7
Footway resurfaced treatment during year (km)	15.84	34.8	9.83
Road Safety Defects Repairs Priority 1: 24hrs repair target 99%	68.7%	82.1%	94.4%
Road Safety Defects Repairs Priority 2: 5 working days target 95%	60%	91%	80.6%
No of Gullies cleaned	26,637 (34%)	42,357 (54%)	39,264 (50%)
% Street lighting columns over 30 years old	31.78%	32.25%	33.49%
No. of columns replaced	837	804	651
No. of lanterns replaced	2973	1955	1776

The reduction in carriageway resurfacing treatment was due to the capital budget reducing by £2.5m in comparison to previous years.

Performance in tackling Priority 1 Potholes improved with 94.4% tackled within the 24-hour target. Performance in tackling Priority 2 Potholes within the 5 working day target declined.

Additionally, resources were redirected to support the delivery of Capital Works projects.

The number of P1, P2, P3 and P4 defects and area of patching repairs are shown in the table below. There was a decrease in pothole and patching repairs when compared with previous financial years, due to an increased focus on Traffic Management compliance requirements, which reduced operational productivity.

Priority	23/24	24/25	25/26
P1	300	172	550
P2	6220	7919	7381
P3	3368	3468	2103
P4	2699	1417	1048
Total	12587	12976	11082
Total Sqm	81239 sqm	106684 sqm	71098 sqm

The backlog maintenance cost is the funding required to achieve a network free from carriageway defects except for minor issues (for example rutting up to 10mm). The increase in the backlog figure is primarily due to increases in treatment rates and construction costs. Fife's backlog maintenance costs have actually reduced by 3.5% from 2023 when rates are adjusted to the current year.

Backlog Maintenance Costs	2019	2023	2026
Fife Backlog	£77.6m	£100.3m	£112.5m
Scotland Backlog	£1.888bn	£2.196bn	£2.616bn
Fife as percentage of Scotland	4.11%	4.58%	4.30%
Fife Predicted Steady State (annual budget to maintain the network condition at the time the model was run)	£12.06m	£15.83m	£18.2m

Performance assessment – Priorities & Progress

To maintain a safe road network, it is essential that a robust inspection and repair regime is maintained to reduce risks and third-party claims. The level of third-party claims saw a reduction from 2022/23 to 2024/25.

Financial Year	Third-party carriageway claims received (nr.)	Third-party carriageway claims settled (nr.)	Repudiation %
2022-23	342	52	85%
2023-24	417	81	81%
2024-25	192	30	84%
2025-26	184	3	98%

The level of third-party claims relating to footways remains relatively consistent. However, the number considered justified is low.

Financial Year	Third-party footway claims received (nr.)	Third-party footway claims settled (nr.)	Repudiation %
2022-23	41	10	76%
2023-24	34	11	68%
2024-25	22	0	100%
2025-26	46	1	98%

All five major Statutory Undertakers operating within Fife exceeded the national minimum performance standards of 90% for reinstatement works and signing, lighting and guarding during 2025-26 as shown in the table below.

Statutory Undertaker	Signing & Guarding			Reinstatements		
	Nr. Passed	Nr. Carried Out	Pass Rate (%)	Nr. Passed	Nr. Carried Out	Pass Rate (%)
Scottish Power Energy Networks	82	84	99%	170	170	100%
Scottish Water	127	133	95%	272	273	99%
Scotland Gas Networks	63	84	98%	123	124	99%
BT Openreach	110	111	99%	233	234	99%
Virgin Media	19	20	95%	102	102	100%

The Office of the Scottish Roadworks Commissioner (OSRWC) monitors roadworks in Scotland. Fife Council's performance was rated as satisfactory in the OSRWC performance review for 2025-26.

In response to the challenge of severe and changing weather events, we treated:

- 84,374 km (72 treatments) of carriageway on receipt of weather forecasts utilising 7,008 tonnes of salt
- 1,215 km of footway using 650 tonnes of salt

Performance assessment – Priorities & Progress

Performance Indicator	2023-24	2024-25	2025-26
Pre-grits completed within 3 hours of operations starting (%) – target 85%	85%	85%	87%

Roads & Lighting Repairs, we completed repairs within target times.

Street Lighting call outs	2023-24	2024-25	2025-26
(%) Fife Roads Lighting Repairs completed within 7 days - Target 94%	93.1%	85.6%	82.7%
Traffic Signal Repairs completed within 48 hours (%) - Target 98%	97.5%	95.2%	97.2%

Unreliable fleet performance has reduced service delivery in recent years. The purchase of five new tower wagons over the last few months is expected to improve reliability and increase operational capacity.

Traffic Signal Repairs	North Fife	South	Total
Emergency	486	260	746
Stand By	48	58	106
Minor	1488	810	2298
Total	2022	1228	3150

The figures for traffic signal repairs show little change from 24-25 and indicate that they are being maintained at steady state.

Performance assessment – Priorities & Progress

Priority 2 Flood and Coastal Defence

Programme and manage delivery of Flood and Coastal Defence projects to help mitigate the impacts of climate change

Progress

- To support our communities in helping to mitigate the impacts of climate change, the Property Flood Resilience Grant continues. This will provide funding of up to £5k for property owners to install property flood resilience measures.
- As part of our proactive approach to managing flood risk, we have undertaken desilting and vegetation clearance works at bridges and culverts in vulnerable areas throughout Fife
- We continue to work in partnership with SEPA and Fife Coast & Countryside Trust on river restoration and Surface Water Management Planning in Rosyth.
- Continuing to progress the detailed design of the Cardenden Flood Protection Scheme, concluding the ground investigation works with design continuing into financial year 26-27
- We have completed phase 1 of the repair works to Leven Promenade Sea Wall and phase 2, which includes tidal

modelling (Autumn 2026) and a feasibility study is programmed to commence in Spring 27.

- Flood Studies and Surface Water Management Plans continue at known flood risk locations: Lady Burn, Cupar; Kinness Burn, St Andrews; Cairneyhill, Ballingry and Rosyth.
- Successful installation of an advance warning river level alert sensor at Lady Burn, Cupar to allow better planning of emergency response measures and early warning for residents.
- A revised Freuchie Mill design solution has been developed to minimise land requirements and accelerate delivery. It is anticipated that the construction works would commence in spring 2027.
- Detailed design of the North Queensferry Tower Pier is programmed for completion in Autumn 2026. Subject to planning and environmental consents, the construction works are programmed for Spring/Summer 2027.
- As an emergency measure in response to storm damage to Dysart Harbour, design and substantial repair works were delivered as a priority to safeguard the infrastructure while funding sources are explored to allow full reinstatement.
- The increased frequency of weather-related events is having a growing impact on the delivery of routine maintenance activities. For example, the flooding event on the 26 June affected 61 locations across Fife, necessitating the suspension of all planned maintenance activities that day so that resources could be redeployed to emergency response duties.

Performance assessment – Priorities & Progress

Areas for Improvement

- The marketplace for experienced professional staff and resources continues to be highly competitive, which places significant challenges on the timely delivery of schemes. Despite this, and the increasing effects of climate change and more frequent weather events progress continues to be made.
- Note: recent recruitment of trainees (two Graduate Level Apprentices and a Technician), and an experienced Project Manager look to help address issues.

Relevant KPI details

The Property Flood Resilience Grant awards are shown below combined for the two financial years 24-25 and 25-26 (note: funding awarded in 2024-25 was £190k and £136k in 2025-26) Please note that the Cupar Flooding Grant concluded in 2024-25 and was reported in the Annual Service Review for 2024-25:

Stage	Number	%	Total
Successful	91	39	£326k
Seeking suitable Contractor	25	11	-
Awaiting further information	8	4	-
Did not meet screening criteria	38	16	-
No responses / duplicate applications	71	30	-

The number of flooding callouts issued through the contact centre is listed below:

Flooding Call Outs	2024-25	2025-26
North Area	162	145
South Area	180	172

Performance assessment – Priorities & Progress

Priority 3 Delivery of Key Active Travel Infrastructure within Levenmouth

Programme and manage delivery of Off and On- Road Active Travel Network to maximise the social, economic and environmental benefits of the Levenmouth Rail Link

Progress

- The completion of the Mountfleurie active travel footbridge has transformed connectivity across Levenmouth, providing a vital link between communities and maximising the benefits of the Levenmouth Rail Link. Roads & Transportation Services secured funding and led the successful delivery of this landmark project with support from Network Rail
- Roads & Transportation Services continued to deliver investment in active travel infrastructure across Levenmouth, progressing key off-road routes in partnership with Transport Scotland and improving connections between communities, key destinations and the Levenmouth Rail Link.
- The Service also advanced the delivery of on-road active travel infrastructure, creating a more connected network that

supports healthier, more sustainable travel choices and encourages a shift towards active travel.

- In addition, the Service successfully delivered the transformation of Riverside Park, Glenrothes through the wider UK Government funding award for the Glenrothes and Levenmouth area. The completed project has improved access to high-quality wheeling, walking and cycling routes, enhanced the visitor experience and contributed to the wider regeneration of the area.

Areas for Improvement

- The need to improve and more clearly document consultations and communications has been highlighted as an area for improvement. This has resulted in more focused working between Services and extensive consultation processes. These have already been implemented within the recent programme in Dunfermline. They included early discussions with Members, initial letter drops to affected residents and businesses, early face-to-face meetings with businesses, information boards in local shops and supermarkets, further letter drops and regular updates via press and social media channels. These processes were also used for the works on the A915 Standing Stane Road and will form the basis of the Service's approach to communications going forward.

Performance assessment – Priorities & Progress

Priority 4 Strategic Transport Infrastructure Delivery

Progress the delivery of Strategic Transport Infrastructure across Fife

Progress

- We have driven forward delivery of the Northern Link Road, East End, Dunfermline through close partnership working with a major housing developer to finalise the project design. Equally, we have worked closely with Scottish Power to secure agreement for the diversion of significant utility apparatus and engaged proactively with Network Rail at project management level to secure approvals. It is proposed to submit an application for planning approval for the Northern Link Road East End in September/October 2026, with delivery programmed by Autumn 2028.
- Concluded the design for the signalisation of the Kings Road/ Admiralty Road junction to support housing growth in Dunfermline and the new Caledonia High School as well as adjacent commercial development

Areas for Improvement

- It has been identified that closer integrated working is required between all parties with responsibilities for delivering the key infrastructure within the strategic development area.
- Closer collaboration with Network Rail on projects similar to the Northern Link Road - East End scheme is required, given the involvement of multiple Network Rail departments, each with their own approval processes. To support this, we are establishing more regular coordination meetings with senior Network Rail representatives to improve communication, streamline approvals, and better align programme delivery.

Performance assessment – Priorities & Progress

Priority 5 Transport Policy

Transport Policy including EV charging network and active travel

Progress

In the past year, the following strategies and policies have been completed

- Area Transport Plan for Cowdenbeath Area (approved by Cowdenbeath Area Committee 10/12/25)
- The place-based Kirkcaldy Area Transport Plan has had public consultation in Feb 2026 and will have further consultation in Sept 2026, working in synergy with the Transforming Kirkcaldy project.
- The Service has continued to work collaboratively with Procurement, Legal and Finance colleagues over the past 20 months to develop a Concession Contract for the appointment of a Charge Point Operator. This has been a complex, resource-intensive process, requiring significant input and commitment from all parties involved. The contract will support the procurement, installation, operation and maintenance of future EV charging infrastructure across Fife,

delivered through a regional partnership with seven other local authorities in the South of Scotland. Final approval to award the contract is anticipated in October 2026.

- This is the first year that all 132 Primary Schools and 18 High Schools in Fife have a Travel Plan in place. This has been achieved by working collaboratively with Education and through significant effort and time commitment on the part of the School Travel Plan Co-ordinators
- The Levenmouth Reconnected Programme has continued to award grants, concluding the small grant programme and awarding a further 7 large grants. The Programme has been extended for an additional financial year to ensure the remaining grant is spent. At 31 March 2026, £1,493,286 is uncommitted with 6 projects currently undergoing assessment. It is expected that the remaining grant will be committed by August 2026.
- Transport Scotland have specific reporting requirements for Enforcement, and this area will be reported on separately.

Areas for Improvement

The Local Transport Strategy (LTS) 2023-2033 identifies that the Fife Parking Strategy should be reviewed to provide a vision and action plan for parking in Fife. Competing priorities have precluded this work to date, but it is intended that this should commence during 2026/27.

Performance assessment – Priorities & Progress

Relevant KPI details

Description	2021/22	2022/23	2023/24	2024/25	2025/26
Number of public EV charge point sessions	20,552	42,357	63,992	55,606	44,642
Number of pupils completing Bikeability cycle training (L1 & L2)	2693	3586	2248	3063	2985
Number of pupils travelling actively to school (from HUSS)	18,278	19,076	18,961	17,172	14,854
Number of cyclists on key monitored cycle routes	242,707	216,624	214,302	190,394	173,711
Length of additional and upgraded active travel route (km)	4.87	4.7	4.3	3.46	15.0

Performance assessment – Priorities & Progress

Priority 6 Passenger Transport Services

Manage and coordinate effective passenger transport services across Fife, including school transport, supported bus services and Fife Bus

- A range of Bus Infrastructure Fund projects were delivered including the upgrade of Leven Bus Station concourse and pedestrian area, a covered walkway at Ferrytoll Park & Ride and carriageway streamlining improvements to enhance bus priority at Dunfermline Bus Station.
- 13,741 blue badges and 50,203 National Entitlement Cards were issued in 2025/26. 90% of Fife's under 22 population now hold an NEC – up from 86% in 2024/25.

Progress

- Completion of a study of Fife's supported bus network including network coverage, level of service and costs which showed that the network performs well when compared to neighbouring authorities and industry standards. Committee agreed future work to:
 - trial expansion of the Go-Flexi Demand Responsive Transport (DRT) service in West Fife villages
 - further detailed work, including service analytics and operational requirements, to develop a business case for a small-scale trial of 'in-house' not-for-profit bus operation for consideration in the next 18 – 24 months.
- Continued delivery of the Fife Bus Service across the whole of the region for those unable to access conventional public transport. Passenger growth up 10% compared to last year.
- Continued organisation of School transport for over 12,000 pupils travelling daily on school buses, including taxi and minibus for pupils with Additional Support Needs.

Performance assessment – Priorities & Progress

Areas for Improvement

- Fife Bus Service does not run at full capacity due to limitations created by an ageing fleet. A review is underway which will consider a number of options for fleet replacement, including the use of smaller vehicles and a mixed sized fleet.
- While Fife's bus network delivers good overall coverage, regional initiatives such as the SEStran regional bus strategy and SEStran have identified key issues such as long journey times, reliability and increased cost as restricting factors for greater public transport use. Work will continue with regional and national partners to implement improvement measures, such as the trial of municipal bus operations and consideration of the £2 bus fare cap.

Relevant KPI details

Fife Bus Registered Passengers

Registered Passengers	
2024-2025	2369
2025-2026	3029
Percentage Increase	27.86

Number of passengers carried on supported bus services in Fife

2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
991,057*	1,341,674	2,235,227	2,289,424	2,352,885	3,295,396

Concessionary Travel

Blue Badge	
Applications Received	13,741
% increase from 2020/21 to 2025/26	162%

National Entitlement Cards	2024/25
Total No. of Fife cards issued	50,203
% under 22 in Fife (5-21 years) with card	90%

Performance assessment – Priorities & Progress

Priority 7 Recruitment and Succession Planning

Recruitment of skilled personnel to fill vacant positions to reduce pressures on service delivery. Training and recruitment of graduates and trainee technicians

progression and encouraging take up of graduate roles in the Service.

- A number of key management and lead consultant posts have been filled.
- Training continues to be provided to staff to obtain LGV licences to maintain a pipeline of drivers.
- We continue to support and develop staff through academic learning and training to provide the skillsets to advance their careers.

Progress

- The Service has implemented a formalised approach to workforce planning. This supports Service-wide decision making on recruitment and allows key challenges like succession planning and age profile to be addressed.
- Extensive effort has been made target hard to fill areas such as graduate engineers and LGV drivers. This has included building relationships with universities and attending careers fairs.
- Three paid summer intern posts have been created to assist in promoting the Council as a positive destination for career

Areas for Improvement

- We are developing pathways for rotation within the Service to support staff in obtaining experience across the whole Service.
- There are pressures on operational delivery from vacancies and absence in key areas like street lighting design.
- A business case for a new trainee technician cohort is being developed. This will provide high-value job opportunities for school leavers as well as bringing younger staff into the Service.

Performance assessment – Operational delivery

Overview of progress

All results against key indicators can be found in Appendix 1 and online at www.fife.gov.uk/councilperformance to facilitate feedback and scrutiny.

Progress

We are responsible for 5 Local Government Benchmarking Framework (LGBF) indicators, the latest set of LGBF data published covers 2024/25. More detail can be found at [Explore the data | Benchmarking](#)

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

Performance Indicator	2021/22	2022/23	2023/24	2024/25	Family Group Av 2024-25	Target	Status	Long Trend
Cost of roads per kilometre (LGBF)	£11,187	£12,296	£12,577	£13,953	£13,954	£13,629		
Percentage of A Class roads considered for maintenance treatment (LGBF)	29.20%	29.90%	28.40%	28.80%	28.30%	30.60%		

Performance assessment – Operational delivery

Performance Indicator	2021/22	2022/23	2023/24	2024/25	Family Group Av 2024-25	Target	Status	Long Trend
Percentage of B Class roads considered for maintenance treatment (LGBF)	34.80%	33.70%	32.70%	30.00%	29.6%	34.60%		
Percentage of C Class roads considered for maintenance treatment (LGBF)	30.10%	28.30%	27.50%	28.30%	32.30%	34.20%		
Percentage of unclassified roads considered for maintenance treatment (LGBF)	35.10%	33.60%	33.20%	33.10%	35.70%	36.20%		

Our Year Ahead - The Service's three-year improvement priorities (from the Service Change Plan)

Priorities for 2026/27

Building on the progress outlined throughout this report the priorities for 2026/27 focus on the areas that will have the greatest impact on service resilience, infrastructure sustainability, customer outcomes and long-term delivery capacity. These priorities reflect the key challenges, opportunities and improvement themes identified through the performance assessment and continue to support the Roads & Transportation Service Change Plan

Improve Network Condition, Asset management & Resilience

Maintain safe and resilient infrastructure whilst improving asset management, network performance and service responsiveness across Fife's roads and transportation network.

Key areas of focus will include:

- Further our development of digital systems (Power BI, Alloy, Road AI, Horizons) to enhance our data-led approach to decision making
- Introduce the new interactive ARP webpage to include extents, contact details, diversionary routes, timescales and road closures
- Increased liaison with Statutory Undertakers on road work sites with little or no activity, with Section 125 Noticing under the New Roads and Street Works Act 1991. Also, recommence the use of Fixed penalty Notices where relevant legislation has been breached.

Strengthen Climate Resilience and Sustainable Transport

Support climate adaptation and sustainable travel through investment in flood protection, coastal resilience, active travel infrastructure, transport policy and low-carbon transport initiatives.

Key areas include:

- Support residents through the continued distribution of the Property Flood Resilience Grant
- Progression of flood protection schemes and resilience projects
- Progress the Fife-wide rollout of river level alerts and flood preparedness arrangements
- Coastal defence and harbour infrastructure improvements
- Regional EV Charging Infrastructure delivery
- Completion of Area Transport Plans
- Continued delivery of active travel infrastructure and sustainable transport initiatives

Deliver Strategic Infrastructure and Community Connectivity

Support economic growth, regeneration and community connectivity through the delivery of major transport infrastructure and passenger transport improvements.

Key areas will include:

- Progression of the Northern Link Road East End project
- Development of the Grange Road and Bankhead Roundabout schemes
- Tender the supported bus services network for Mid Fife

Our Year Ahead - The Service's three-year improvement priorities (from the Service Change Plan)

- Implement a new School Transport Management System to deliver more efficient home to school transport for mainstream pupils
- Delivery of supported bus network improvements
- Undertake a review of the Fife Bus fleet to ensure that services operate at full capacity
- Delivery of tier 1 and tier 2 Bus Infrastructure Fund projects
- Review of Fife Bus operations and fleet requirements and development of future bus service delivery models

Develop a Skilled, Sustainable and Future-Ready Workforce

Strengthen workforce sustainability through recruitment, succession planning, workforce development and skills growth.

Key areas of focus will include:

- Develop pathways for rotation across the Service to support staff in gaining experience
- Develop a business case for a new trainee technician cohort
- Further develop our relationships with Universities and Colleges
- Workforce planning and succession management

Reference links

[Local Transport Strategy for Fife 2023-2033](#)

[Active Travel Strategy and Action Plan 2025](#)

[Local Area Transport Plans | Fife Council](#)

[Fife Council EV Strategy](#)

Appendix 1 – Key indicators

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

Customer

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Roads & Transportation Stage 1 Complaints actioned < 5 days	74%	79%	89%	83%	84%	90%		
Roads & Transportation Stage 2 Complaints actioned < 20 days	100%	88%	88%	81%	78%	85%		
Numbers using 'Fife Bus' (Ring & Ride and Dial-A-Ride)	87,454	115,003	134,525	127,464	136,931	Target not appropriate		
Number of passengers carried on supported bus services in Fife	1,341,674	2,235,227	2,556,341	3,109,154	3,457,028	Target not appropriate		
Increase cycle usage on key monitored routes	242,707	216,624	214,302	190,394	173,711	Target not appropriate		

Resources

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Roads & Transportation - Average WDL per FTE	14.81	17.96	16.96	22.34	25.48	22.2		
Roads & Transportation - Average Long Term WDL per FTE	11.14	13.69	12.6	18.28	21.27	18.2		
Roads & Transportation Workforce who are Female (%)	23.60%	22.50%	20.80%	20.00%	19.90%	Target not appropriate		
Roads & Transportation Workforce who are Full-time (%)	89.80%	90.50%	90.40%	88.30%	88.10%	Target not appropriate		
Roads & Transportation Workforce who are Permanent Employees (%)	96.40%	97.80%	98.70%	98.20%	98.70%	Target not appropriate		
Roads & Transportation Employee Turnover	N/A	N/A	10.13%	8.57%	12.20%	10%		
Roads & Transportation Employees aged 24 and under (%)	4.30%	3.30%	3.10%	3.40%	3.40%	Target not appropriate		
Roads & Transportation Employees aged 25 to 39 (%)	17.51%	19%	17.14%	17.66%	16.71%	Target not appropriate		

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Roads & Transportation Employees aged 40 to 54 (%)	39.09%	39%	38.44%	39.22%	38.73%	Target not appropriate		
Roads & Transportation Employees aged 55 and over (%)	39.10%	38.80%	41.30%	40.80%	41.10%	Target not appropriate		
Roads & Transportation Number of Voluntary Redundancies (FTEs)	0	0	0	0	0	Target not appropriate		
Roads & Transportation Number of WYI Bids	2	0	0	0	2	Target not appropriate		
Roads & Transportation Number of WYI Programme new starts	2	0	0	0	2	Target not appropriate		

Service Operations

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Road Safety Defect Repairs Priority 1 - 24hrs repair (%)	83.90%	79.30%	63.90%	92.90%	94.40%	99%		
Road Safety Defect Repairs Priority 2 - repaired within 5 working days (%)	86.20%	86.50%	60%	82%	80.60%	95%		

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
(%) Fife Roads Lighting Repairs completed within 7 days	93.90%	94.80%	93.10%	85.60%	82.70%	94%		
Fife Traffic Signal Repairs completed within 48 hours (%)	96.20%	95%	97.50%	95.20%	97.20%	98%		
Traffic Regulation Orders implemented within 6 months for routine work (%)	16%	36%	47%	27%	36%	88%		
Pre-grits completed within 3 hours of operations starting (%)	92%	82%	85%	85%	87%	85%		
All people slightly injured as a result of road accidents	154	253	252	236	245	Target not appropriate		
People killed as a result of road accidents	2	8	15	12	5	12		
People seriously injured as a result of road accidents	62	86	111	101	142	69		
Street lighting columns that are over 30 years old (%)	32.05%	31.70%	31.78%	32.25%	33.49%	30%		
Customer Total Energy - Street Lighting (kWh)	9,043,204	8,705,879	8,407,401	8,289,994	8,172,545	8,289,994		

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Road network considered for maintenance (%) Fife	33.60%	32.40%	31.60%	31.50%	30.60%	Target not appropriate		