

Glenrothes Area Committee

This meeting will be held remotely.



Wednesday, 2nd November, 2022 - 2.00 p.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 Glenrothes Area Committee of 7th September, 2022. | 3 – 5 |
| 4. | TACKLING POVERTY IN GLENROTHES AREA – Report by the Head of Communities and Corporate Development . | 6 – 10 |
| 5. | COMPLAINTS UPDATE – Report by the Head of Communities and Corporate Development. | 11 – 37 |
| 6. | SAFER COMMUNITIES TEAM UPDATE REPORT – Report by the Head of Housing Services. | 38 – 52 |
| 7. | OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN GLENROTHES AREA – APRIL 2021-APRIL 2022 – Report by Inspector Kirk Donnelly, Community and Response Policing Lead. | 53 – 64 |
| 8. | SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN ANNUAL PERFORMANCE REPORT - Report by Scott Neilson, Station Commander Glenrothes, St Andrews and Tayport Fire Stations. | 65 – 85 |
| 9. | GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME | 86 – 88 |
| 10. | PROPERTY TRANSACTIONS – Report by the Head of Property Services | 89 – 90 |

<p>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.</p>

Lindsay Thomson
Head of Legal and Democratic Services
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26th October, 2022

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THE FIFE COUNCIL - GLENROTHES AREA COMMITTEE – REMOTE MEETING

7th September, 2022

2.00 p.m. – 2.55 p.m.

PRESENT: Councillors Craig Walker (Convener), John Beare, Altany Craik, Peter Gulline, Lynn Mowatt, Ross Vettraino, Daniel Wilson and Jan Wincott.

ATTENDING: Norman Laird, Community Manager (Glenrothes); Neil Watson, Lead Consultant, Roads & Lighting Asset Management; Keith Johnston, Technician Engineer, Traffic Management South; Dhusjan Sivaratnam, Technician Engineer, Traffic Management North; and Diane Barnet, Committee Officer, Legal & Democratic Services.

APOLOGIES FOR ABSENCE: Councillors Julie Ford and Derek Noble.

8. DECLARATIONS OF INTEREST

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

9. MINUTE

The Committee considered the minute of the Glenrothes Area Committee of 10th August, 2022.

Decision

The Committee agreed to approve the minute, subject to an amendment to Para. 7. (2) - Glenrothes Area Committee Forward Work Programme - that the workshop referred to therein would focus on anti-poverty in the Glenrothes area.

10. LOCAL COMMUNITY PLANNING BUDGET REQUEST – MILTON OF BALGONIE COMMITTEE

The Committee considered a report by the Head of Communities and Neighbourhood Service seeking approval of a decision which had been homologated by the Executive Director of Communities for a contribution of £8,000 from the Local Community Planning budget towards the purchase and installation of a boiler for Milton of Balgonie Village Hall.

Decision

The Committee agreed:-

- (1) to confirm the decision to grant funding of £8,000 from the Local Community Planning budget to the Management Committee of Milton of Balgonie Village Hall towards the cost of purchasing and installing a new boiler; and

- (2)/

2022 GAC 5

- (2) an additional recommendation to request that the Communities Directorate provide a report to this Committee, focusing on the maintenance of Community Assets in the Glenrothes Area.

11. 2021-22 AREA ROADS PROGRAMME - FINAL REPORT

The Committee considered a report by the Executive Director, Enterprise and Environment advising on the delivery of the 2021-22 Area Roads Programme (ARP).

Decision

The Committee:-

- (1) noted the contents of the report and appendices; and
- (2) with reference to a previous Committee decision at its meeting on 1st December, 2021: minute reference 2021.GAC.111, Para 245. (2) - 'objections to 30 mph speed limit on B9130 Markinch' – raised concerns that options for alternative design and use of the section of road by way of a design charette had not been progressed as agreed. This item remained on the Committee's Forward Work Programme for an update.

12. PROPOSED EXPERIMENTAL SCHOOL EXCLUSION ZONE - IONA PARK, GLENROTHES

The Committee considered a report by the Executive Director, Enterprise and Environment detailing a proposal to introduce an experimental School Exclusion Zone (SEZ) in Iona Park, Pitcoudie Primary School, Glenrothes.

Decision

The Committee, in the interests of road safety:

- (1) agreed to the introduction of an Experimental Traffic Regulation Order (ETRO), for a maximum of 18 months, for a School Exclusion Zone (SEZ) in Iona Park at Pitcoudie Primary School, Glenrothes - as detailed in the drawing attached to the report - with all ancillary procedures;
- (2) requested officers provide a progress report to this Committee six months following implementation of the ETRO, with a final report at the conclusion of the ETRO period, providing further recommendations; and
- (3) requested, in the interim, an update to Ward 14 members prior to 6 months from date of implementation and regular updates for the Convener and Depute Convener on progress and any issues and mitigation as the ETRO progressed.

13. PROPOSED WAITING RESTRICTIONS - POPLAR ROAD AND WOODLEA GROVE, GLENROTHES

The Committee considered a report by the Executive Director, Enterprise and Environment detailing proposals to introduce "No Waiting at Any Time" restrictions on Poplar Road and Woodlea Grove, Glenrothes.

Decision/

Decision

The Committee, in the interests of accessibility and road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in the drawing appended to the report, with all ancillary procedures;
- (2) authorised officers to confirm the TRO within a reasonable period unless there were objections; and
- (3) requested officers pursue the possibility of implementing a Temporary Traffic Regulation Order (TTRO) to introduce the proposed restrictions in the interim while confirmation of the permanent TRO was expedited.

14. GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME

The Committee considered the Glenrothes Area Committee Forward Work Programme.

Decision

The Committee:-

- (1) noted the Glenrothes Area Committee Forward Work Programme;
- (2) agreed to advise the Convener and Depute Convener of any additional items to include in the Forward Work Programme, within the remit of the Committee;
- (3) requested a flooding update report relative to the Glenrothes Area Committee, to include information on gulley cleaning, for consideration at its next meeting on 2nd November, 2022; and
- (4) as detailed at Paragraph 12. (2) and (3) above – requested update reports on progress of the Experimental School Exclusion Zone at Pitcoudie Primary School, Iona Park, Glenrothes.

15. PROPERTY TRANSACTIONS

The Committee considered a report by the Senior Manager, Property Services advising on action taken using the List of Officer Powers in relation to property transactions.

Decision

The Committee noted the contents of the report.

2 November 2022

Agenda Item No. 4

Tackling Poverty in Glenrothes Area

Report by: Paul Vaughn, Head of Communities & Neighbourhood Service

Wards Affected: Ward Nos.13, 14 & 15

Purpose

Seeking the approval of Elected Members for initiatives and approaches that are designed to tackle and mitigate the effects of poverty in the Glenrothes area.

Recommendation(s)

It is recommended that the Committee agrees to the measures and actions proposed in this report.

Resource Implications

The measures proposed in this report should be funded from the anti-poverty budget and local priority budgets. The funding will support the pooling of efforts and resources from partner agencies and services working in the area.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Colleagues and partners working in the Glenrothes area are supportive of the proposed actions and the approach taken to tackling poverty, including members of the Glenrothes Against Poverty Steering Group (GAP, formerly WRAAP), Food Resilience Group and People Leadership Group.

1.0 Background

- 1.1 Tackling Poverty and Preventing Crisis is a focus in “Recovery and Renewal Plan4Fife 2121-24 Update”. It is an ever-increasing part of work for many staff and partners, statutory and third sector. It has been an area of focus in the Plan4GlenrothesArea since its inception.
- 1.2 Last year our efforts to Tackle Poverty were and continue to be influenced by the findings of Professor Karen McArdle’s report ‘Work Together for a Common End’ (approved at Area Committee 19th May 2021).
- 1.3 At Area Committee meeting held on 22nd March 2022, members considered and agreed to the measures and actions proposed in our report. These measures and actions are being progressed and the proposed new measures and actions would enable us to build upon this work, increasing our capacity to mitigate the issues faced by individuals and families effected by poverty.
- 1.4 More people in the Glenrothes area are seeking support and returning to activities since Covid restrictions were lifted earlier this year. Increasing cost of living throughout this year, specifically for food and fuel, has incrementally increased the numbers of those requiring support and to the difficulties presented to those already receiving support from services across the area.

2.0 Issues and Options

- 2.1 Staff providing family support or befriending services are increasingly presented with individuals and families seeking specific advice and support around benefit advice, fuel payments and food provision. Staff providing family support and befriending services do not necessarily have the expertise or knowledge to address these issues. The demand on staff time and capacity to address these issues risks compromising their ability to invest in early intervention and preventative work.
- 2.2 Welfare Support Officers and community food projects are under increasing demand, and with food and fuel bills set to increase over the winter period further support is required to bolster these services.
- 2.3 As outlined in previous reports to Committee, issues of poor mental health and social isolation faced by individuals and families is an ongoing and increasing challenge faced by community-based support services. We have promoted the second iteration of the Community based mental Health & Wellbeing fund, administered by Fife Voluntary Action, to further ensure effective opportunities are provided locally. Addressing these issues and supporting established community groups to mitigate against these issues is a priority as we move into the winter period.
- 2.4 Community-based supports across the Glenrothes Area mainly rely on part time staff and volunteers. The proposed support (appendix 1) will help mitigate against issues of capacity, staff recruitment and retention, experienced by these organisations' dependant on a mix of part time, temporary and voluntary support.
- 2.5 The Plan 4 Glenrothes, Glenrothes Area Community Plan, highlights Anti-Poverty work, Mental Health and Community Leadership as three key thematic areas, beneath which sit several subsequent actions. Broad service engagement and support across all Community Planning Partners to deliver on the Plan’s priorities is essential.

- 2.6 The proposed projects outline detail on the funding requested for Tackling Poverty Work in the Glenrothes Area (see appendix one). The sum of £67,900 will provide an opportunity to continue and further develop the approaches and good work already established in the area. It will provide a response to the gap in capacity at grass roots level to supporting the increased demand for benefit advice and allow essential early intervention and preventative work to continue.

3.0 Conclusions

- 3.1 The effects of poverty are incrementally affecting individuals, families and communities across the Glenrothes Area. This incremental increase in need has subsequently impacted on local community groups and organisation's ability to adequately provide emergency support, such as food and fuel costs, as well as early intervention and preventative work.
- 3.2 Investing in these initiatives will strengthen local community organisation's capacity, and our collaborative and collective ability to more effectively address these issues impacting on individuals, families and communities.

List of Appendices

1. Glenrothes Area Tackling Poverty Action Plan.

Background Papers

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

- [Plan for Fife 2021-24 | Our Fife - Creating a successful, confident and fairer Fife](#)

Report Contact

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Glenrothes Area Tackling Poverty Action Plan, 2022-23

Providing Additional Welfare Support - £2400

Welfare Support Workers have delivered throughout and since the pandemic, supporting vulnerable individuals and their families. They work in one-to-one situations, in Centre's, doing home visits, phone support, assisting with Benefit Claims, appeals etc, run Job Clubs and more. An additional 6 hours per week will improve the capacity of the Welfare Support Officers to provide this service.

Winter Social- £13,500

CAREA (Care & Area) have requested funds to provide warm, social spaces and hot food for up to 50 people, five days per week, from November until end March 2023.

ADTRA (Auchmuty Dovecot Tenants Residents Association) will support in the transportation for people to enable this to be inclusive for all and that people who cannot get their own way to the centre will be able to use the services provided and access to the heat and activities on offer.

Anti Poverty Support Work - £5000

Gilvenbank Community Hub has requested funds for additional hours to provide benefit advice, support and guidance to individuals and families accessing their service.

The money would be used to help allow people to socialise and take part in activities while being in a warm venue. The money would be used to help supplement the pantry that runs providing emergency food parcels tailored to suit individual or families need. Grab bags will be available with recipes which will encourage people to develop cooking skills alongside fuel support.

Kitchen Facility and Cooking Skills - £30,000

St. Ninian's Church has requested funds to build a new community kitchen facility. This facility will also be used to support cooking skills and eating on a budget workshop for local people. The Kitchen facility will support Community Development work in the area and other community groups will be able to access the use of this too.

Peer Support Resilience Work - £5000

Home Start Glenrothes has requested funds to provide a peer support resilience initiative.

Individuals referred to the family support service and accessing the service have been identified as being affected by poor mental health, social isolation and other impacts of poverty. The initiative will deliver a blend of opportunities that will support adults based on their individual needs, strengths and ambitions. There will be one to one support and group work opportunities to meet new people and experience new situations will be a key part of this service. The initiative will deliver activities that mitigate the effect of social isolation and loneliness, poverty and promoting income

maximisation, single parenthood and poor mental health. Covid has had a profound impact on the service: referrals have increased, highlighting much higher and complex needs. The project will increase capacity to support parents/families in crisis and to assist parents to find long term solutions based on earlier intervention and prevention context.

3rd Sector Welfare Support - £2,000

Home Start Glenrothes has requested funds to extend staff hours so that protected time can be spent dealing with inquiries relating to welfare support and benefit advice.

White Goods and appliances for Welfare Support Workers (Castle Furniture) - £10,000

The Welfare Support Workers have identified an increased and continued ask for white goods and appliances. A fund of £10,000 to sit with castle furniture would allow the workers to support people in accessing white goods and appliances from Castle Furniture.

£67,900

2 November 2022
Agenda Item No: 5

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Glenrothes Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Glenrothes area for the year from 1 April 2021 to 31 March 2022.

Recommendation(s)

The Committee is asked to consider the report on complaints received noting the 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 EqIA has not been completed and is not necessary for the following reasons:
It is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

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

1.0 Background & explanatory notes

- 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 ninth annual report to area Committees, this report covering complaints relevant to the Glenrothes 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. A revised version of the procedure with minor changes was launched in April 2021.
- 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

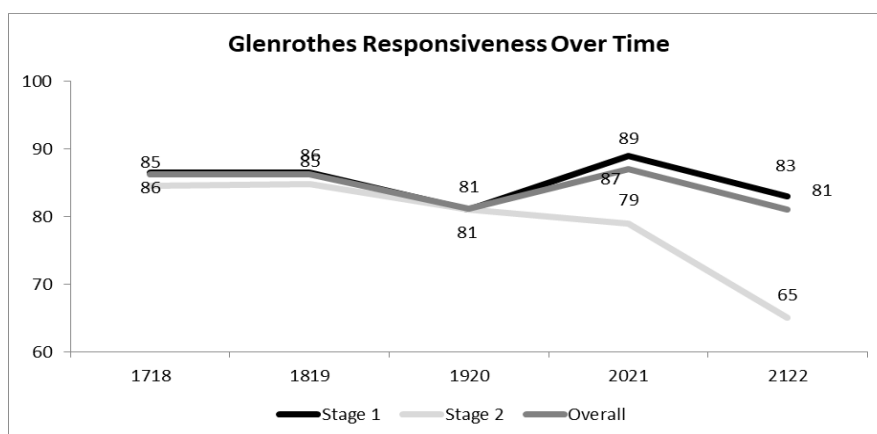
Volume & responsiveness – Glenrothes Area

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	245	198	81% (87)
Stage 1 (5 days)	219	181	83% (89)
Stage 2 (20 days)	26	17	65% (79)
<ul style="list-style-type: none">248 complaints were received relating to the Glenrothes area in 21/22 of which 245 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 worsened over last year where the % of all complaints closed in target timescales decreased from 87% to 81%, worse than the Council average. Similarly, stage 1 and stage 2 worsened. The average time to close all complaints also worsened from 5.7 to 6.3 working days again worse than the Council average of 5.9 working days.			

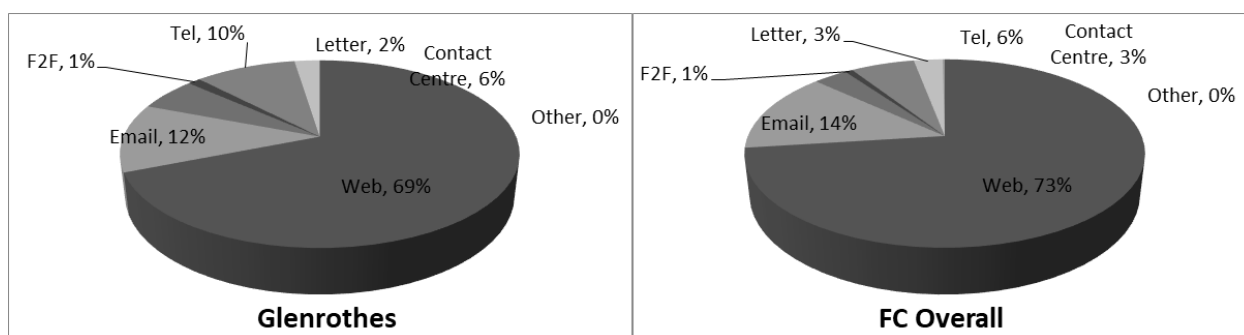
Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,610	2,149	82% (88.3 in 20/21)
Stage 1 (5 days)	2,294 (87%)	1,908	83% (89.5 in 20/21)
Stage 2 (20 days)	316 (13%)	241	76% (80.3 in 20/21)

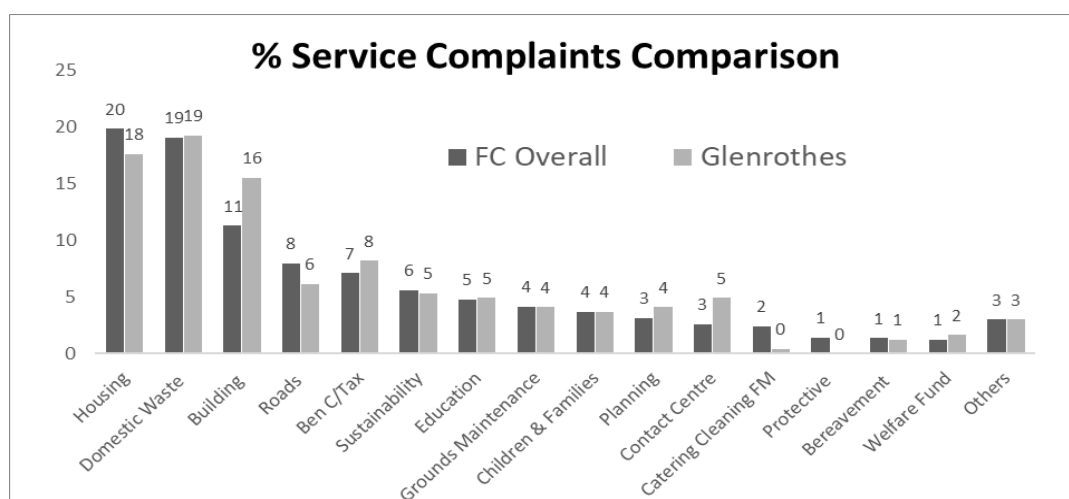
- 2.1 The general trend in time to respond to complaints can be seen from the graph. Generally performance impacted by poorer stage 2 responsiveness likely as a consequence of complex and serious cases that had extensions.



- 2.2 The contact channel used for complaints can be seen in the following graph. There has been a decrease in the use of the web (82% in 20/21) for the Glenrothes area, clearly this decrease is representative of a return to normal business post pandemic



Reason for complaint (upheld and not upheld)



- 2.3 Differences of note include that there are proportionally more complaints concerning Building Services where the largest categories were failure to attend at time advised (67% fully upheld) and the inappropriate attitude & behaviour of staff (67% fully upheld).
- 2.4 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best. Please note that from all the complaint cases that ran over timescale 36% (17 from 47) were in an agreed (just not target) timescale given extensions are valid within the procedure. 88% of all complaints were therefore completed in procedural rather than target timescale.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All In Time
Planning	2	50%	8	38%	10	40%
Children Families	9	44%	0	0%	9	44%
Education	11	64%	1	0%	12	58%
Grounds	10	60%	0	0%	10	60%
Audit & Risk	2	50%	1	100%	3	67%
Roads	14	64%	1	100%	15	67%
Sustainability	9	78%	3	75%	13	77%
Housing	36	81%	7	71%	43	79%
Building	37	89%	1	100%	38	89%
Ben / C-Tax	17	88%	3	100%	20	90%
Domestic Waste	47	94%	0	0%	47	94%
Area Services	1	100%	0	0%	1	100%
Bereavement	3	100%	0	0%	3	100%
Catering FM	1	100%	0	0%	1	100%
CLD	1	100%	0	0%	1	100%
Contact Centre	12	100%	0	0%	12	100%
Customer Service	1	100%	0	0%	1	100%
Criminal Justice	1	100%	0	0%	1	100%
Parks	1	100%	0	0%	1	100%
Welfare Fund	4	100%	0	0%	4	100%
Total	219	83%	25	65%	245	81%

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

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Bereavement Services	Anything that doesn't fit within other categories.	0	2	0	1	1
	Damage / vandalism to property e.g., headstones	0	0	0	1	1
	Footpath clearance	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	1	0	0	0	0
	Restoration works e.g., fallen headstones	0	1	0	0	0
	Untidy / overgrown vegetation	2	2	0	0	0
	Total	3	6	0	2	3
Building Services	Anything else that doesn't fit within other categories	0	0	1	2	0
	Card left when tenant in property	0	0	0	0	1
	Council vehicle - driving behaviour / standards	3	0	1	2	0
	Council vehicle - parking	1	1	0	3	2
	Delay in start / completion of work	5	1	1	1	2
	Failure to attend at time advised / agreed	1	2	3	3	6
	Failure to fix first time	3	3	8	5	3

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to meet timescales for job	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1	0	0	2
	Health & safety / dangerous occurrence	3	1	1	5	1
	Inappropriate staff attitude / behaviour	6	7	6	8	6
	Noise levels from work activities	5	0	0	1	0
	Poor communications - advance notice of work not given	0	0	0	0	0
	Poor communications - internal breakdown Building Services	0	0	1	1	1
	Poor communications - internal breakdown with other council areas	0	0	1	0	0
	Poor communications - poor regarding work being/to be undertaken	2	5	4	3	3
	Standard of workmanship - damage	6	6	3	1	3
	Standard of workmanship - mess	2	8	3	0	2
	Standard of workmanship - tenant unhappy with work	12	16	3	2	5
	Unplanned additional work required following repair/installation	1	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2	1	4	1
	Total	52	54	38	41	38
	Anything that doesn't fit within other categories.	0	0	0	1	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Catering Cleaning & Facilities Management	Facilities available in Canteen	0	0	0	0	0
	Graffiti removal	0	0	1	0	0
	Inappropriate staff attitude / behaviour	2	0	4	0	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1	0
	Meal options	1	0	0	0	0
	Standard of service Cleanliness, damage etc.	1	0	1	0	0
	Total	4	0	6	2	1
Contact Centre	Anything that doesn't fit within other categories.	0	1	0	0	1
	Disagree with Council policy	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	0	2
	Inappropriate staff attitude / behaviour	4	2	1	6	4
	Incorrect information given	0	1	0	1	0
	Incorrect timescales given	1	0	0	0	1
	Lack of information	0	1	2	2	0
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	0
	Time taken to answer call	2	16	3	0	2

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	3	1	1
	Total	8	22	11	10	12
Children & Families	Dissatisfaction with assessment outcome - Parent/Carer	1	0	0	0	0
	Anything that doesn't fit within other categories.	0	0	1	1	0
	Delays in completion of assessment – Parent/Carer	0	0	1	1	0
	Dissatisfaction with policy / current delivery arrangements	0	0	1	0	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	1	0	1	0	1
	Dissatisfaction with policy / current delivery arrangements – Adult or Carer	0	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	5	1	2	1	5
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0	1
	Poor communication	0	0	0	4	1
	Unacceptable standard of care / support families	0	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0
	Total	7	1	7	8	9

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Education	Accidents Injuries e.g., Physical education fights etc	2	0	1	0	1
	Anything that doesn't fit within other categories.	1	1	0	2	0
	Bulling by staff	0	0	1	0	1
	Bullying by pupil	2	4	1	0	1
	Dissatisfaction with policy current arrangements	7	4	2	4	5
	Inappropriate staff attitude behaviour	2	5	0	0	2
	Placement request decisions	0	0	0	1	0
	Poor communications including lack of notice consultation engagement	2	2	2	0	2
	Poor standard condition of school playground	0	0	0	0	0
	Standard of supervision	0	0	1	0	0
	Total	16	16	8	7	12
Domestic Waste	Anything that doesn't fit within other categories.	1	2	0	10	6
	Bin not returned properly / bin is missing	3	4	3	2	1
	Bulky not collected / only part collected	2	0	3	7	4
	Collection has left spilt waste in street / at property	0	1	0	1	1
	Customer turned away / refused entry	2	4	1	2	0
	Damage to vehicles / property during bin collection	2	3	2	2	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	8	10	0	8	1
	Dissatisfaction with policy / organisational arrangements including charging policy	0	0	0	2	0
	Dissatisfaction with standard of street cleanliness	0	0	0	3	2
	Dissatisfaction with Take Out & Return TOR service	8	8	7	18	5
	Failure to collect / empty bin	13	11	21	51	20
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1	1	2	4
	Household waste dumped in street / garden / yard	0	0	0	2	0
	Inappropriate staff attitude / behaviour	3	3	5	7	3
	Inconsiderate / inappropriate use of council vehicle	4	4	3	3	0
	Mess / Litter around recycling point	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	2	1	0
	Quality of food waste bags provided	0	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2	0	3	0
	Total	47	53	48	126	47

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Housing	Anything that doesn't fit within other categories.	0	1	1	2	1
	ASB neighbour dispute	0	0	0	0	1
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	0	0	0	1	1
	Assessment of FHR - Dissatisfaction with time taken	0	0	0	1	0
	Debt management arrangements	1	0	1	0	1
	Delays in start / completion	3	0	1	3	2
	Discrimination race, gender, religion etc	0	1	0	0	0
	Dispute with neighbours	4	3	1	4	3
	Disputed recharges	0	0	0	0	0
	Dissatisfaction with policy / current arrangements	4	1	2	3	1
	Dissatisfaction with policy / current arrangements including allocations criteria	4	1	2	2	2
	Dissatisfaction with policy / current delivery arrangements	1	0	3	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	2	1	0	1	1
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	5	8	7	11	4

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with tenancy support policy or current delivery arrangements	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	6	6	2	5	0
	Fencing	0	2	0	1	3
	FHR process – Dissatisfied as process not meeting applicants needs	0	1	0	1	4
	Garden maintenance service	0	1	1	0	0
	Gypsy Travellers	0	0	1	0	0
	Inappropriate staff attitude / behaviour	7	11	10	6	5
	Internal communal areas includes cleanliness, lighting etc	0	0	1	0	1
	Maintenance of garages / lock-ups	0	0	2	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	0	5	4	1	1
	Missed from Programme	0	1	0	0	0
	Mutual repairs	0	1	2	1	1
	Noise	1	0	1	2	0
	Pets & animals	0	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	2	3	7	10	5

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor condition / standard of housing	1	0	1	0	0
	Poor standard/condition of property at start of tenancy	0	0	0	1	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	1	1	0	3	0
	Rent discrepancies includes delays in refund of credits	0	0	1	0	0
	Rubbish	0	3	2	1	0
	Snagging issues	0	0	0	1	1
	Support plans	2	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	4	7	2	4	2
	Waiting Times	0	0	1	3	2
	Total	49	58	56	68	43
Grounds Maintenance	Anything that doesn't fit within other categories.	2	4	0	0	0
	Area restoration work	1	0	1	0	1
	Damage to private property	0	0	1	2	0
	Discarded syringes / needles	0	0	0	0	0
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	1	0	0	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with standard of street cleanliness	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	3
	Fence damage	0	0	0	1	0
	Footpath clearance	1	0	1	3	0
	Grass cutting	0	3	3	3	0
	Grounds' maintenance policy	0	0	0	0	0
	Inappropriate staff attitude / behaviour	1	1	2	0	1
	Inconsiderate / inappropriate use of council vehicle	1	0	0	0	1
	Location of Tree	0	1	0	0	0
	Overhanging / Damaged Trees & Shrubs	1	3	0	1	1
	Poor communications including lack of notice, consultation & engagement	1	0	2	0	0
	Quality of park area	0	1	0	2	1
	Untidy / overgrown vegetation	0	1	6	1	2
	Weed killing areas	0	0	1	1	0
	Total	10	14	17	14	10

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
Planning	Anything that doesn't fit within other categories.	1	1	1	1	0
	Delays in decisions / non-compliance with timescales	1	0	0	0	1
	Dissatisfaction with policy / delivery arrangements	1	0	1	0	0
	Failure to follow process	0	0	0	0	2
	Failure to respond	0	0	0	0	3
	Inadequate consideration of objections	2	0	0	0	2
	Inappropriate staff attitude / behaviour	0	1	0	0	0
	Poor quality of assessment	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	0	0	1
	Total	5	3	2	1	10
Benefits & C/Tax	Admin error	4	3	3	2	2
	Anything that doesn't fit within other categories.	2	3	0	1	1
	Availability of Advisor	0	0	1	0	0
	Disagree with legislation	1	1	3	0	1
	Inappropriate staff attitude / behaviour	2	2	1	2	1
	Lack of/Incorrect information	4	5	5	3	7

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor communications including lack of notice, consultation & engagement	1	0	2	2	0
	Procedures/Policy	3	6	1	2	1
	Time taken to process enquiry	0	1	0	8	5
	Unclear guideline instructions	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	17	21	16	20	20
Roads & Transportation	Anything that doesn't fit within other categories.	0	0	7	2	2
	Application process such as timescale/proofs/photographs/ Mobility Assessment	0	0	1	1	1
	Bus Stations, quality, condition, layout, signage of bus stations including disabled access provision	0	0	1	1	0
	Concessionary bus Travel myFife Card Inaccurate ticketing for concessionary travel bus journeys	0	0	0	1	0
	Dissatisfaction with car parking provision / charging policy	0	0	1	0	0
	Dissatisfaction with emergency response to flooding	0	0	0	0	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	0	0	2	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	0	0	1	1	0
	Dissatisfaction with service provision	0	0	2	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Grit bin empty / not refilled	0	0	1	1	0
	Inappropriate staff attitude / behaviour	0	0	0	1	2
	Inconsiderate / inappropriate use of council vehicle	0	0	3	0	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	1	0	0
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	0	0	3	3	1
	Localised flooding due to damaged drains / water mains	0	0	1	0	1
	Localised flooding due to run-off from fields / land	0	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	2	1
	Poor condition of road markings e.g., white lining	0	0	1	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	0	2	0	0

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	1	2	1
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	0	2	1	0
	Poor standard of road repairs / maintenance work including incomplete work	0	0	0	2	1
	Potholes / poor condition of road surface	0	0	5	6	1
	School transport operation of Service i.e., late / did not arrive/condition of vehicle/driver conduct/behaviour of other passenger/route issues/timetable issues	0	0	0	1	0
	Street light repairs	0	0	1	1	0
	Traffic concerns including traffic noise / volume / speed	0	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	1
	Total	13	20	35	31	15
Sustainability	Customer turned away / refused entry	0	0	0	2	0
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	0	7	4
	Dissatisfaction with booking policy	0	0	0	0	2
	Dissatisfaction with location of recycling point	0	0	0	0	3

Service	Category of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	0	1	2
	Mess / litter around recycling point	0	0	0	1	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1	1
	Total	1	1	0	12	13

Note: Prior to 2019/20 the exact categorisation of complaints for Roads & Transportation is unavailable however annual totals are shown (due to the Service name change from Transportation and associated database issues)

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Building Services	Failure to attend at time advised / agreed	<p>Repair to my bathroom light pull cord, I was told that someone would be out when I phoned this morning, I don't have a window in my bathroom so I have to leave the door open to use the toilet, I can't use the shower with no light, I'm extremely angry that I have sat in all day waiting on a no-show workman.</p> <p>Outcome: <i>Partially Upheld. Apology offered Service arranged for electrician to attend.</i></p>
Domestic Waste	Failure to collect / empty bin	<p>I noticed my bin had not been emptied. My son was waving to the bin men from the window. I hadn't noticed it wasn't emptied until they had left my street, or I would have dealt with it at the time. I then proceeded to use your service with dealing with missed bins through the webchat. I have had 3 chats with people regarding this over the course of 3 weeks as I wanted to give them some time to do their job. As this is the third week coming up and nothing has still been done about it despite my bin being left at the bottom of my driveway for up to 3 weeks now and it feels like nothing is going to be done and I feel as though I need to take this matter further.</p> <p>Outcome: <i>Complaint upheld. Apology offered and missed bin serviced.</i></p>
Housing Services	Poor communications including lack of notice, consultation & engagement	<p>I have reported these issues some time ago and still nothing has been done. Also, I have made another complaint not long ago and it has been ignored. I have had to get a bookshelf to store my kitchen things in as these cupboards cannot be used. Also, the cupboard under the sink actually falls apart when I open the cupboard door so that is more storage space I do not have. Therefore, I do not use it, I have placed it all together and left it empty, so it stays together. I feel I have been more than reasonable in waiting as long as I have for this to fixed, the amount of time I've had to wait is not acceptable in my opinion. I would like this sorted and would like to hear from someone how and when this is going to be sorted or I will have to take this matter further and seek professional advice in what steps I need to take next to get this sorted.</p>

Service Area	Category	Complaint (summarised / redacted)
		Outcome: <i>Complaint upheld. Apology offered. Staff spoken to, to ensure tenants are kept up to date with repairs and any delays.</i>

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 there were fewer 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. 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 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 when the Council did not uphold their substantive matter. see section 4 Complaint Satisfaction.
- 3.8 The following tables provide the details of complaint decisions in the Glenrothes area compared with the Fife Council overall results.

Glenrothes	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	39%	16%	4%	42%
Stage 1	37%	15%	4%	44%
Stage 2	50%	23%	0%	27%

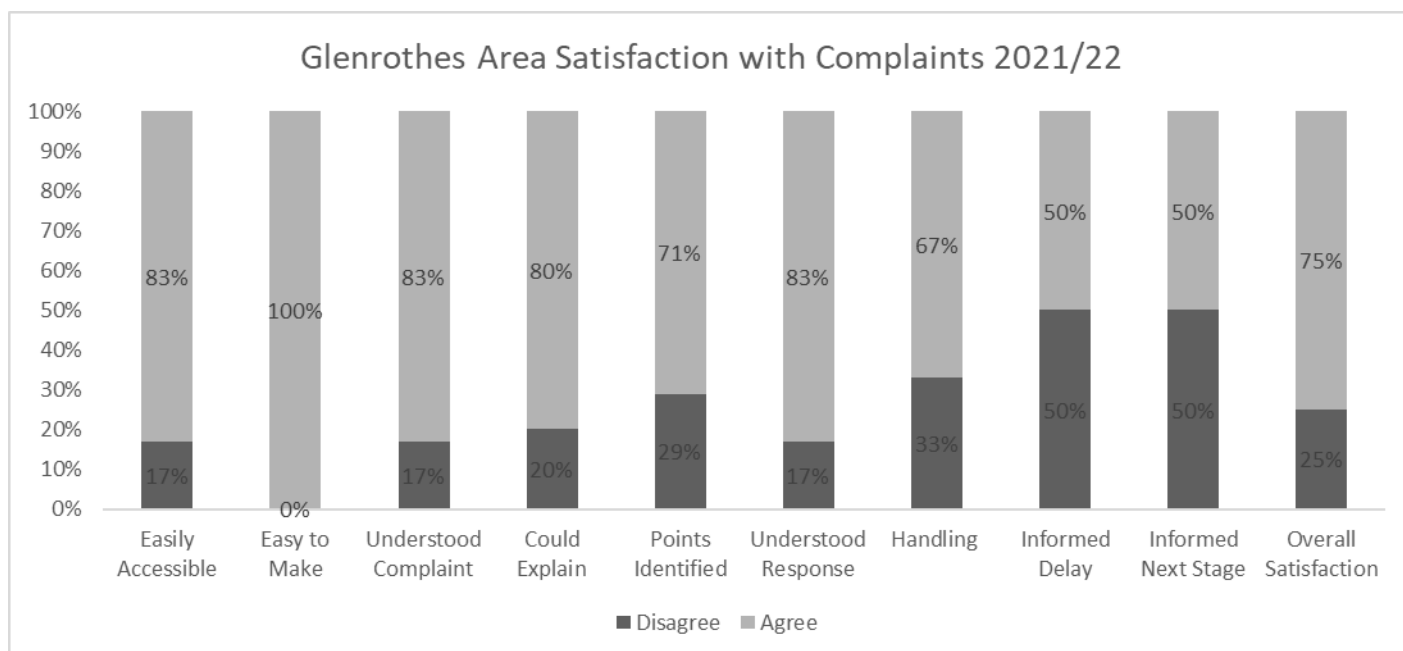
Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	43%	17%	3%	36%
Stage 1	42%	16%	4%	38%
Stage 2	52%	28%	0%	20%

4.0 Complaint Satisfaction

- 4.1 In previous reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a more generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council's website and the customer management system this transactional survey became obsolete with a replacement pending development.
- 4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.
- 4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.
- Information about the complaint procedure was easily accessible.
 - I found it easy to make my complaint.
 - I was happy that the person considering the matter fully understood my complaint.
 - I was given the opportunity to fully explain my complaint.
 - The points of my complaint were identified and responded to.
 - The response to my complaint was easy to understand.
 - Overall, I was satisfied with the handling of my complaint.
 - I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
 - I was clearly told what the next stage of the complaints process was for me.
- 4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed.
- 4.5 There were 7 replies from complainants claiming residency in the Glenrothes Area Committee area. Comments included:
- I still don't know why the bin wasn't emptied in the first place
 - Never got an explanation as to why

Overall satisfaction was 75% and is improved upon last year's figure of 35% despite the low number of respondents. The result is above the council average of 50%. Satisfaction with each question is as shown on the following graph.



- 4.6 It would appear from the graph that possible improvement is required in providing regular updates in the event of delays and informing complainants at stage 1 of the next stages should they remain dissatisfied.

5.0 Scottish Public Services Ombudsman Cases

- 5.1 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.
- 5.2 In 2021/22 there were 2 cases for the Glenrothes area that reached this final stage of the procedure.
- 5.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation 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	Complaint Summary	SPSO Decision
Planning	Planning policy	Not taken forward for investigation
Children & Families	Provision of service	Partially Upheld (see appendix 1)

6.0 Other Customer Issues

- 6.1 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.
- 6.2 Issues 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	18/19	19/20	20/21	21/22	Note
Missed bins	1093	1094	1047	1155	Includes missed bulky (x115)
Illegal Dumping	245	227	133	111	Includes mess in gardens (x19)
Street Cleaning	190	202	157	154	Untidy street reports
Dog Fouling	48	49	19	7	
Aggressive Dogs	49	42	28	33	
Abandoned Cars	45	45	22	14	
Litter Bin Issues	25	24	27	23	Request new / overflowing
Needles	26	11	7	13	Either made safe or require removal
Fallen Trees	51	11	15	33	

- 6.3 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.
- 6.4 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.
- 6.5 For a fuller understanding of the volume of some of these service enquiries please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included at some point within this Committee's diet.

7.0 Compliments

- 7.1 By adding a database marker we can now report compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn't appear that this distinction matters.
- 7.2 The following table provides some details of the 24 compliments received from customers in the Glenrothes area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Volume	Example
Building Services	13	Elderly tenant called to say the engineer came out and fixed this and she wanted to say thank you to him for the prompt service and also his manner and helpfulness to her.
Contact Centre	2	Tenant called in to thank Kenny Dryburgh for his assistance on the 29th July. What he did for her ended up getting a pothole filled in that day. She is very grateful for his assistance.
Education	1	Phoned Glenwood High School at 15:50 today as my son had lost his Myfife card. The lady that answered the phone was very efficient and helpful. She advised me on how to order a new one and gave me a PIN number to ensure that he could still access the funds on his account to pay for his school meals.
Domestic Waste	3	For several months the streets of Woodside have had fallen leaves left lying in the gutters. Blocking gullies and causing flooding in heavy rain. It wouldn't be so difficult for a road sweeper to come around a couple of times during the autumn to clear them. But this week the local road sweeper was out lifting these leaves and removing a large quantity of leaves from the road and footpaths. He is a very hard working and keeps our area remarkably clean, considering the school children happily drop their litter on a daily basis on the cycle path to the local high school. I hope you can pass on our heartfelt thanks for his hard work. We do really appreciate it.
Ben C/Tax	1	The customer service I have received from Joyce has been incredible. With being on unpaid maternity/ Annual leave etc I was always unsure of wages and having to wait until last minute to see what I'd be paid so I could then contact universal credit but Joyce helped with this so much. Other members would just say payslips are available Monday afternoon but Joyce wasn't like this, she actually helped when I emailed her. Think she deserves a lovely bonus for all her hard work!
Grounds Maintenance	2	Customer called to thank the service and the advisor she spoke to (Martin Wood) for processing her request and dealing with it so quickly and efficiently.
Local Office	1	I originally made contact with Registrars Feb 2020 and had to postpone wedding a few times. Every time, each registrar has been kind, understanding, well informative, friendly, patient and amazing through the whole process and with every contact. Cannot thank them enough
Roads & Transport	1	Compliment on the resurfacing of Ballingall Drive and Cowal Crescent, Glenrothes.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was poorer than last year impacted by the responsiveness of a small number of Services. Responsiveness does however improve when adjusted for the extensions (valid under the procedure) that are sometimes necessary due to mitigating factors such as absences. The average working days to respond to all complaints was also worse than last year and poorer than the Council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.
- 8.2 The issues customers complained about within the Glenrothes area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Building Services. The main root cause categories were failure to attend at time advised (67% fully upheld) and inappropriate attitude & behaviour of staff (67% fully upheld).

List of Appendices

Appendix 1 SPSO Ref No 201900081

Background Papers

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

Report Contacts

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Appendix 1

SPSO Decision on case reference SPSO 201900081 (see paragraph 5.3)

C raised a number of concerns about the social work service provided by the council in relation to the contact between their child (A) and A's non-resident parent. At the time of the complaint, the social work service was responsible for managing contact between A and the non-resident parent.

We took independent advice from a social work adviser. C firstly complained about the way the council acted in relation to concerns they raised about what was in A's best interest. We found that the council acted reasonably in relation to a number of the concerns C raised. However, we also found that there was a failure in one instance to carry out a risk assessment timeously. On balance, we upheld C's complaint.

C also complained about the way the council handled a meeting that had been arranged to discuss A's contact arrangements. We did not identify failings in relation to this aspect of C's complaint and we did not uphold the complaint.

Finally, we considered the council's handling of C's complaint. We found that the council's complaint response did not address a number of C's points of complaint and that it failed to include an apology for a service failing the council identified during their own investigation. We made recommendations in relation to complaint handling.

Recommendations

What we asked the organisation to do in this case:

Apologise to C for failing to carry out a risk assessment timeously; for the service failing identified in the council's stage 2 response; and for the issues with complaint handling. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.

What we said should change to put things right in future:

National Guidance for Child Protection in Scotland and the National Framework for Risk Assessment should be followed in relation to assessing risk.

In relation to complaints handling, we recommended:

Under the Local Authority Model Complaints Handling Procedure, an investigation should explore the complaint in more depth and establish all the relevant facts. The aim is to resolve the complaint where possible, or to give the customer a full, objective and proportionate response. Where failings are identified, an apology should be offered.

2nd November 2022

Agenda Item No. 6

Safer Communities Team Update Report

Report by: John Mills, Head of Housing Services

Wards Affected: Glenrothes area (Wards 13, 14 and 15)

Purpose

The purpose of this report is to provide members with an update on the operational activity of the Safer Communities Team within the Glenrothes committee area during the 12 month period 1st April 2021 to 31st March 2022.

Recommendation(s)

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

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An Equality Impact Assessment (EqIA) is not required as this report presents an update on the activity of the Safer Communities Team. No policy or funding changes are being proposed that are likely to have an impact on equality groups.

Consultation

Consultation has taken place with community safety partner agencies.

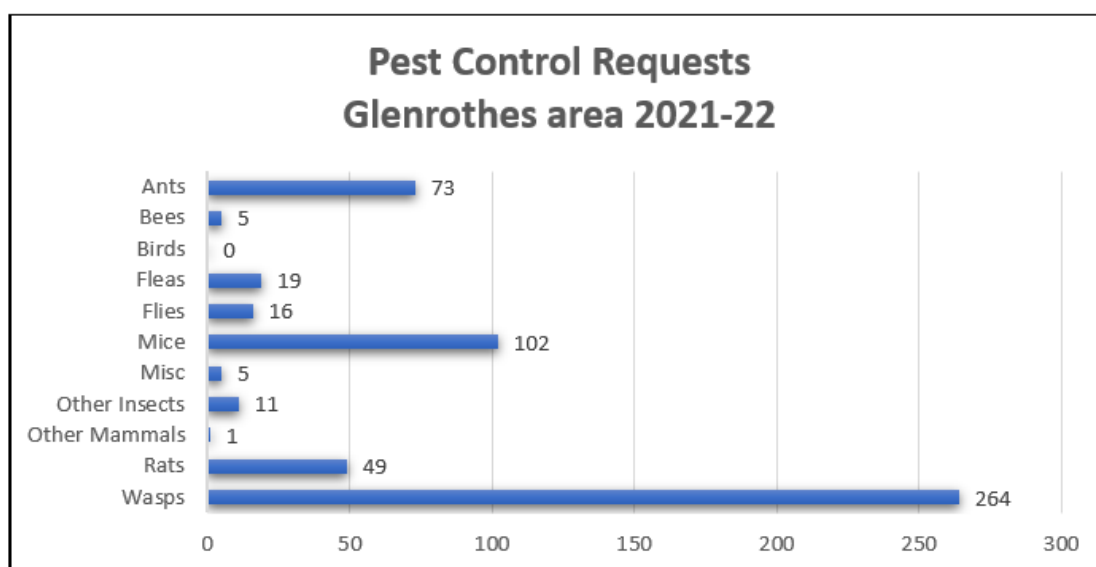
1.0 Background

- 1.1. The purpose of this report is to update elected members on the activity of the Safer Communities Team (SCT) within this committee area during the financial year 2021-22.
- 1.2. This report sits alongside individual updates from Police Scotland and Scottish Fire and Rescue Service (SFRS). It should be noted that the three core agencies (Police Scotland, SFRS and Fife Council's SCT) may comment on work carried out *in partnership* with each other and other agencies but cannot comment specifically on work carried out independently by other services.
- 1.3. Some information may be included on Fife-wide activity to raise awareness of the range of activities which may be of interest to members and their constituents.
- 1.4. Each activity is categorised as either People or Place focussed.

2.0 People Focussed Activity

- 2.1. Our Fife Cares service received 105 referrals during 2021-22. This was a fairly substantial increase on the number received in the previous year (58 referrals). This increase is likely due to the easing of restrictions, enabling referral agencies to visit people within their homes. All clients were contacted and offered either a visit or a telephone contact. The majority of referrals (98%) related to requests for tailored **home safety advice** specifically for families with children under five years of age. Appendix 1 provides examples of feedback from some of our referral agencies about the Fife Cares service.
- 2.2. Following our collaboration with Evaluation Scotland and the Scottish Community Safety Network, we piloted an evaluation project based on the **Measuring What Matters** framework. The project focused specifically on Unintentional Harm as this area of work is often difficult to report on, mainly because the data which demonstrates the impact of services (such as Fife Cares) is generally qualitative rather than quantitative. The evaluation pilot looked specifically at the service providing advice and support for families with children under the age of five. The pilot commenced in May 2021 and continued for six months. During this period, we were able to demonstrate the positive impact made in terms of raising awareness of child safety within the home environment. By engaging parents and carers in discussion about aspects of home safety they may not have already considered, we ascertained that that 62% of visits during 2021-22 involved providing information and advice *over and above* that which was requested via the referral originally received.
- 2.3. Referrals to the Fife Cares service regarding **home security advice** under the Safe, Secure and Supported at Home initiative also increased during 2021-22 compared to the previous year (95 compared with 74). Despite restrictions, visits continued to take place given the serious nature of the issues being experienced by customers.

- 2.4. Of the 30 referrals to **Fife Community Safety Support Service (FCSSS)**, 11 resulted in the provision of emotional or practical support whilst the remaining 19 involved some form of mediation between the party's involved. This service is funded by the Safer Communities Team to provide support and/or mediation to those experiencing, or involved in, antisocial behaviour in a private space setting. Appendix 2 provides examples of feedback received by the service.
- 2.5. Research shows that 91% of referrals to FCSSS did not escalate to the Safer Communities Team for further action. This demonstrates the preventative nature of the service.
- 2.6. As of 17th January 2022, the Safer Communities Team became the single point of contact for all cases of private space **antisocial behaviour (ASB)**. Consequently, the number of cases dealt with by the team has increased compared to the previous year, and it is expected that there will be a further rise over this coming year.
- 2.7. The Safer Communities Team investigated 341 antisocial behaviour cases in the Glenrothes area, compared to 334 in the previous year.
- 2.8. Our **Pest Control** officers responded to 545 requests for their services during 2021-22, compared to 294 in the previous year (during the first year of the pandemic the pest control service was restricted to council tenancies). The number and type of pests dealt with are depicted in the following chart:

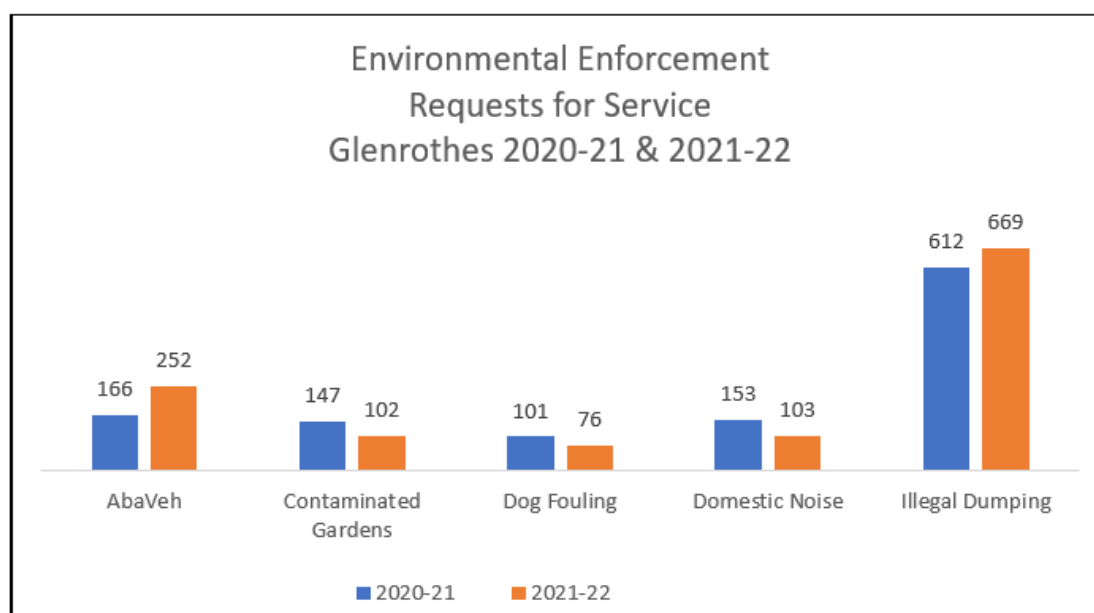


- 2.9. Nineteen **stray dogs** were reported to the Safer Communities Dog Wardens, an increase from the previous year (14). Seventeen dogs were microchipped, but none of these reflected the correct details of their owners. Sixteen dogs were subsequently claimed/returned to their owner and the remaining three were passed to an animal charity for assessment prior to being rehomed. Officers continue to raise awareness of the importance of microchipping and the legislation in force.

- 2.10. Our Project Officers provide a number of **Road Safety** initiatives during 2021-22, which covered the whole life spectrum from birth onwards. Appendix 3 shows the activities focussed around each life stage, while appendix 4 provides additional information about some of the initiatives involved.
- 2.11. In response to the restrictions during the pandemic, a new format of Safe Drive Stay Alive was designed to enable the road safety message to be delivered to young people around the S5 age group. Appendix 5 provides information on the new format and some feedback received following it's delivery during 2021-22.
- 2.12. Our **Youth Justice Officers** received 17 referrals from the Youth Offender Management Group (YOMG) during 2021-22. Information received from Police Scotland provides that, Fifewide, 70% of the young people we worked with did not go on to re-offend during the course of 2021-22. Appendix 6 provides further information about our YJO activities over this period.

3.0 Place Focussed Activity

- 3.1 In terms of **environmental enforcement** issues, 1202 requests for service were received for this area during 2021-22, an increase from the previous year (1179 requests). The following chart shows the comparative figures by type and year:



- 3.2 Our Safer Communities Officers (SCOs) carried out 1853 **patrols** in this area over the reporting period, a decrease from the previous year (2719 patrols).

4. Campaigns and events

- 4.1. Team members are normally involved in a variety of **events** throughout each year. Due to the ongoing impact of the pandemic during 2021-22 we continued to utilise our **social media** platforms to convey the community safety message to the residents of Fife. We provided information, advice, and assistance on a number of different campaigns. We had 7,805 followers on

Facebook during 2021-22 and, overall, we reached 1.2 million people across Fife. See appendix 7 for further information.

- 4.2. In order to keep up to date with forthcoming events and activities co-ordinated by the Safer Communities Team or shared by the Team on behalf of partner agencies, members are invited to 'like' our Facebook page **Safer Communities Fife** or follow us on Twitter **@safeinfife**.

5. Conclusion

- 5.1. This report provides members with information on the wide range of safer communities' activity being undertaken in this committee area, in line with local priorities and emerging issues, and in partnership with other community safety organisations..

List of Appendices:

Appendix 1 – Feedback received by Fife Cares service
Appendix 2 - Example of feedback received by FCSSS
Appendix 3 - Road Safety timeline
Appendix 4 – Road Safety initiatives
Appendix 5 – Safe Drive Stay Alive 2021
Appendix 6 – Youth Justice activity
Appendix 7 - Safer Communities Team Facebook page

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Appendix 1

Fife Cares Service

Example of feedback from referring agencies

Do you think the service is of benefit to the clients in providing advice and equipment to allow them to avoid risk to children in the home?

- *I have been using it for many years and find the information provided useful to clients and they particularly like having equipment provided.*
- *I have not had a family who have accessed this provision recently. I do think this service will be beneficial to families requiring support.*
- *Yes, it is my professional opinion that this is an excellent service which many of the families I work with have been keen to engage with. They all speak very highly of the service and found it very helpful in reducing risk of accidental harm in the home for their child/children.*
- *I think it's a really useful service you offer, particularly for FNP (Family Nurse Partnership) clients.*
- *The service is a definite benefit to clients as some people are not aware of dangers within their own home*
- *Yes*
- *Yes. Families appear very happy with the service and receive equipment/advice to help keep their child safe in their own home.*
- *The family I referred had worries around home safety and I feel that this service will help to alleviate their anxieties and may prevent any accidents occurring in the home*

Appendix 2

Fife Community Safety Support Service (FCSSS)

Examples of customer feedback.

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

- *"I would like to say thank you to you and your organisation for assisting us and mediating a case which I know won't have been easy."*
- **Comment from Landlord** *"I totally support the findings of the Mediation Service and would appreciate it if you contact John and pass on my thanks for all the time and effort he and the mediation service have given to this case."*
- *"Thank you for talking to me it has really helped"*
- *"The mediation went well, and made me aware of the situation for my neighbour"*
- *"Mediation has been really helpful, I feel this has taken a lot of the stress away and that we can move forward. Thank you for your help"*
- *"Although mediation did not go ahead, thank you for the help you have given"*

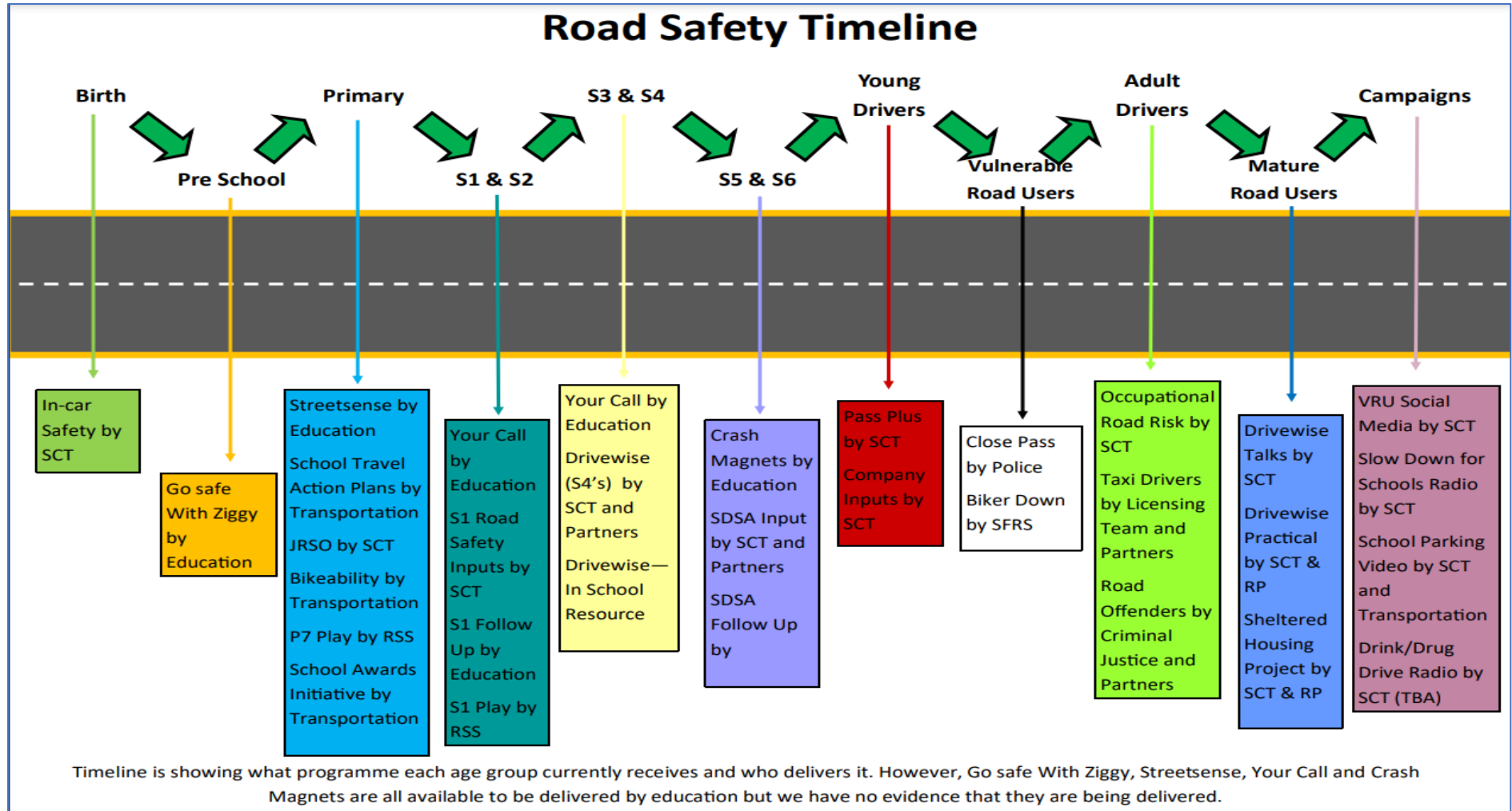
What did FCSSS do well?

- *"Regular contact and updates."*
- *"Provided options"*
- *"Provided encouragement "*
- *"Arranged mediation to suit"*
- *"Provided interpreter to support us"*
- *"Having someone to talk too has really helped"*
- *"Spoke to Fife Council on my behalf to resolve rubbish issues"*

What could FCSSS do better?

- *(No responses).*

Appendix 3



Appendix 4

Road Safety Initiatives

Pre-school

Car Seat Checks – officers continued to offer car seat check clinics and to promote the [Good Egg](#) virtual check sessions. The statistics from across Fife continue to show the need to address the fitting of child car seats as a means to prevent injury. During 2021-22, 35% of car seats which were checked by our officers were not fitted correctly.

Primary School

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

Junior Road Safety Officers meetings – four meetings were held in this area during 2021-22.

Secondary School

Safe Drive Stay Alive (SDSA) – one input was delivered to a school in this area (please see Appendix 5 for further information about SDSA)

Slow Down for Schools Radio Campaign – two campaigns were run via Kingdom FM and in conjunction with our Fife Road Policing and local Police colleagues. These were designed to promote the importance of slowing down around all Fife schools as they returned after summer and Christmas holidays.

New Drivers

Pass Plus – five online sessions were provided for 22 drivers from across Fife.

Occupational Road Users

Online and in-person inputs are available for those whose occupation involves driving. These are normally carried out to an organisation at a time but capture drivers from across the Kingdom. In 2021-22 we held a course for drivers at FMC Technip in Dunfermline and one for Safer Communities Officers at our Halbeath depot.

Older Road Users

Drivewise 65+ was held at Police HQ in Glenrothes in March 2022 for ten people from across Fife. This was a really successful event and the following feedback was received from some of the participants:

- *“Well worth attending. Gave me a confidence boost. Some bad habits pointed out which I am keen to rectify. Hopefully continue driving good few more years. Would highly recommend”*
- *“One hour thirty minutes well spent”*
- *“An excellent experience. Informative taking away lots of things to work on. Nicola made me feel very comfortable and gave me lots of food for thought”*
- *“I really welcomed the feedback and suggestions the police driver gave me, particularly roundabouts and use of mirrors”*
- *“Professional yet confidence inspiring! Explanations reinforced and demonstrated. Thanks”*
- *“Yes plenty of pointers from the professionals which will be put into practice. Put at ease all the way through the drive wise. Excellent! Roll on the next time”*
- *“Really enjoyed my time and found it very helpful”*
- *“Well put together. Enjoyed it very much. Picked up a lot of good tips”*
- *“Worthwhile”*
- *“Just want to say a huge thank you to the 65+ Drivewise team. The whole experience was greatly beneficial and inspiring. Evelyn and Gillian's welcome was light-hearted and reassuring. Nicola made me feel comfortable during my driving session highlighting driving techniques which would improve my observation and driving skills. I have set myself 3 main challenges:*
 - *Try to assess and maintain correct speed whilst driving round corners and bends*
 - *Make observations from the furthest visual point. Being aware of warning, information and safety signs and assessing potential hazards.*
 - *Maintain traffic flow by picking up indicated speed when it is safe to do so.*
- *The whole session was positively encouraging and I have been trying to convince others to take part. Goodie bag was brilliant. Massive thank you to everyone”.*

Appendix 5

Safe Drive, Stay Alive (SDSA)

Delivered in School 2021

All Fife schools were contacted in October 2021 and offered a new “in-school” version of Safe Drive Stay Alive. Despite exams and continued covid restrictions, our Project Officers were able to visit eight of the 18 secondary schools in Fife and delivered a total of 15 inputs to 1113 pupils.

As an addition to the delivered input, officers also created a follow up session for teaching staff to deliver at a later date. This session facilitates a more in-depth exploration of the messages presented by SDSA.

Safe Drive Stay Alive will continue to be offered to schools on an annual basis in the new format.

Feedback from Schools

- I think the session was excellent and as you said, although the people weren't "live" and we didn't have the music etc at the start, I do feel the message was very clear. The pupils were certainly attentive and focussed, even sitting there for that length of time on hard plastic chairs. I think it works as it is, so please don't change it too much!*
- The kids really benefited from the presentation, and we have had lots of discussion as part of the follow up in PSE.*
- Particularly given the context of the pandemic we thought the sessions were very good. Despite not having the full theatrical effects that we usually see at Rothes Halls, the Safe Drive sessions were well-pitched, thought-provoking and had our 5th year learners gripped. Gill, and Bill for the first session, set the tone and introduced the subject matter really well, and the film and recorded testimony remained powerful. After the sessions I sought feedback from some of our learners who said things like "I thought it was very worthwhile" and "it really made me look at things from a different perspective", to give but two examples. Thanks again to the Safe Drive team.*
- The feedback from pupils and staff has been very positive. Obviously, it is difficult to still have the same impact when you've not got kingdom FM getting everyone excited and the speakers being virtual, but the pupils still found it an excellent event.*
- The morning was excellent. I initially wasn't sure if having everything recorded would have as big an impact as the live show. However, by the time the second group were arriving they had already heard from the first group how harrowing some of the stories were, so there was no need to have been worried. It doesn't matter how many times I hear some of the accounts, they still bring a lump to my throat. It was also good for the pupils to hear the last interview from the driver's*

point of view and how causing his friends death had impacted his life, so this was a welcomed addition. I would just like to say on behalf of everyone here, a huge thank you for putting this together every year and for all the emergency services and families who give up their time to help educate our pupils. It is such a worthwhile programme, and it always has a huge impact on our pupils.

Appendix 6

Youth Justice activities

Our Officers co-ordinate or take part in activities and provided advice, guidance and information both to young people and their parents/guardians, all of which is designed to support young people and to prevent them becoming involved in problematic behaviour, lifestyles or situations.

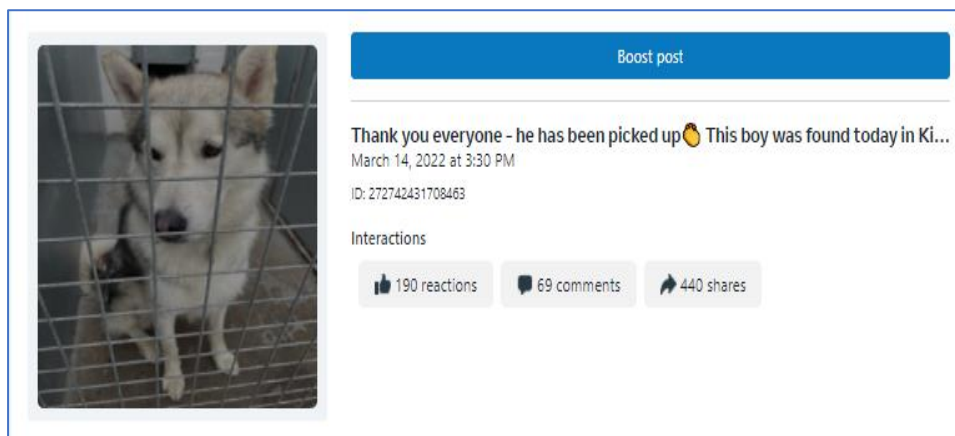
Listed below are some of the activities our YJOs were involved in during 2021-22:

- Joint working with Clued Up and CLD
- Litter picks
- Inputs to schools, including the following topics:
 - Consent and dangers of pornography
 - No Knives Better Lives
- Assisting in set up of a Talking Café
- Partnership with Cupar Youth Café (in response to ASB)
- Provision of Restorative Justice training for Youth Workers (Under Pressure Training) in partnership with Zero Tolerance and FRASAC.
- YJOs are part of the following initiatives:
 - Fife Suicide Prevention Network (co-ordinated by Fife Social Care Partnership)
 - Trauma Informed Change Network
 - Brighter Futures Health Hub
 - YAP Group.

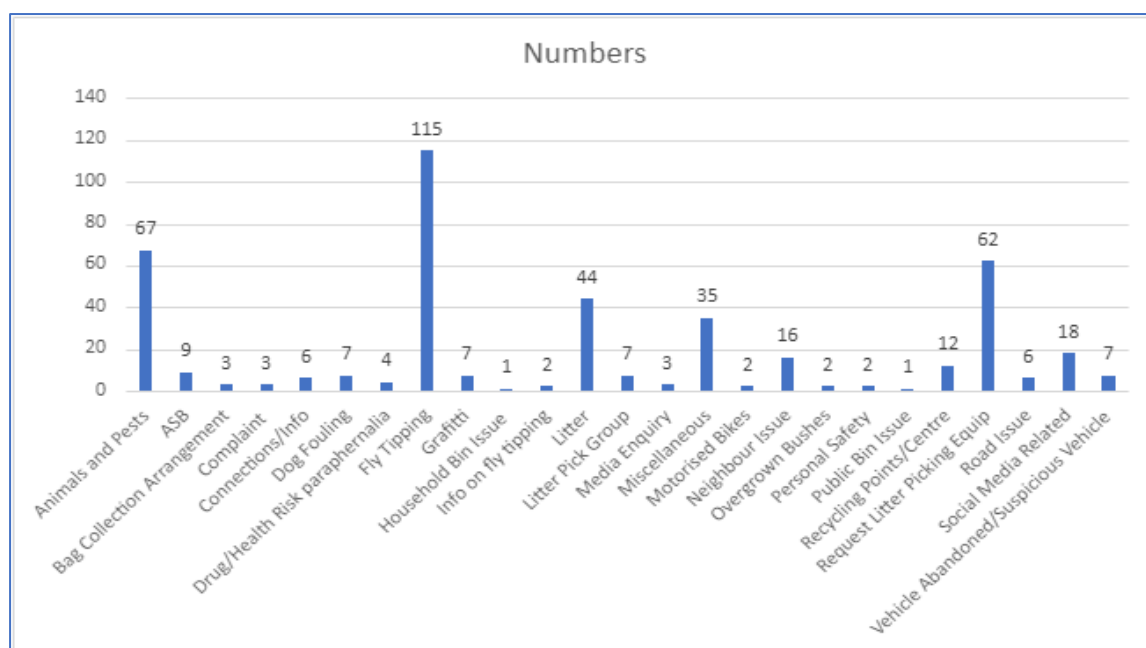
Appendix 7

Safer Communities on Facebook

- During 2021-22, our Facebook audience was comprised mainly of women aged between 35-54.
- The top 5 towns our followers reside in are Dunfermline, Kirkcaldy, Glenrothes, Leven and Cupar. Although we also have followers in the US, Canada, Australia, Cyprus, and Ireland, amongst others.
- Our highest reaching post (over 33,000) during 2021-22 related to seagulls and fly tipping.
- Posts about stray/lost dogs are always popular. The following was our single highest reaching (31k) and also highest shared (440) post. The dog was eventually returned to it's owner.



- We received 441 messages via our Facebook page in 2021-22. Lines were raised for 158 of these and a further 131 resulted in us either seeking advice from colleagues/partners or passing the query to them (with agreement from the person making contact). The following graph shows the topic of messages we received:



2 November 2022

Agenda Item No. 7

Operational Briefing on Policing Activities within Glenrothes Area – April 2021-April 2022

Report by: Inspector Kirk Donnelly, Community and Response Policing Lead

Wards Affected: Ward Nos. 13,14 and 15

Purpose

The purpose of this report is to provide Elected Members with information on matters impacting on, or involving Police Scotland, which have relevance to community safety in the Glenrothes policing areas

Recommendation(s)

Elected Members are asked to consider and comment upon the report provided.

Resource Implications

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

Legal & Risk Implications

There are no identified legal or current risk implications.

Impact Assessment

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

Consultation

Consultation is an ongoing process with Elected Members from Wards 13, 14 and 15, local communities through Community meetings and partner agencies achieved through established meeting processes. Some of these processes had been adapted using technology (MS Teams) to enable accessibility for such groups to Police Scotland throughout the main term of the Covid-19 Pandemic.

1.0 Background

- 1.1 This report provides members with an update of the performance with regards to the Area Plan priorities, campaigns and other initiatives undertaken by Glenrothes Ward Officers from April 2021 to April 2022. All police activity highlighted in this report was undertaken in line with local and national objectives and in support of other organisational priorities within the Glenrothes policing area. It should be noted this report reflects work carried out in line with relevant Covid-19 Government Restrictions throughout the reporting period in terms of consultation and contact and does not reflect the normal pre pandemic practices of Glenrothes Police standard partnership working strategies and outcomes.

2.0 Police Scotland, Glenrothes Area Plan - Update

- 2.1 The priorities set within the Area Plan for 2020-23 mirror last year's report:
- Violent Crime
 - Acquisitive Crime
 - Substance Misuse
 - Protecting People at Risk of Harm
 - Threats to Public Safety
 - Anti-Social Behaviour
 - Road Safety
- 2.2 Local community ambassadors and a wide range of professional partners identify local priorities through consultation and discussion at local meetings. Such meetings allow the voice of local communities to be heard and also provide an opportunity for people to meet and engage with local officers. Scrutinising performance is integral to maintaining high levels of service delivery and everyone's ongoing support in this regard is continually appreciated.
- 2.3 In February 2020 the Fife Division Local Police Plan 2020-23 was presented for approval to Fife Council Environment, Protective Services and Community Safety Committee. This followed a period of development and consultation internally and externally with key stakeholders and elected representatives.
- 2.4 Access to the Fife Local Police Plan can be found using the following [LINK](#)

3.0 Ward 13 Glenrothes West and Kinglassie

- 3.1 **Anti Social / Violent Crime -.** A number of complaints were received to police in respect of youth disorder at Finglassin's Well and the Pavillion in Kinglassie resulting in graffiti and some acts of Vandalism. Work is on going with local community councils to install a CCTV system on the rear of Mitchell Hall to deter and detect those responsible. In addition high visability patrols are incorporated within local community teams patrol matrix to provide reassurance.

- 3.2 Local Officers have worked closely with Primary and High Schools to deliver educational talks on a variety of subjects including anti-social behaviour, the effects of alcohol misuse and rights and responsibilities.



PC's Simpson and Brown providing school educational talks

- 3.3 **Road Safety** – Proactive speed checks have been deployed on Golf Course Road and West End, Kinglassie resulting in fewer complaints to Police. The use of a pop up policeman has also been a good deterrent in these areas. Kinglassie Action Group continue their good work deploying Glenrothes' only trained community speedwatch group. This is carried out during the summer months and consists of local residents trained in the use of hand held speed detection equipment who report back on the registration numbers of offending vehicles. Letters are subsequently sent out advising drivers of their speed by Police Scotland. *Glenrothes Police are keen for any other interested groups from the other ward areas as this is effective partnership working that always has positive outcomes.*
- 3.4 **Substance Misuse** – In early October 2022 officers from Glenrothes Police Station acted on intelligence from the public relating to suspected drug factories. Warrants were granted and entry forced to two neighbouring properties in Forres Drive, Glenrothes. Both properties had professional hydroponic cannabis plantation sets up with numerous plants within. The street value of the drugs recovered totalled over £100k. This investigation remains live at this time.
- 3.5 **Serious Crime** – 17th July 2022 a murder enquiry was launched following the discovery of the body of a male at Boblingen Way Glenrothes. The enquiry was both lengthy and complex. A visible police presence including cordons were in force for a number of weeks. The male victim aged 41 suffered fatal injuries. A 45 year old male was later traced and arrested for murder. This trial is likely to take place in the near future.
- 3.6 On 26th July 2021 a 40 year old male was assaulted by a large machete type blade causing a significant injury to his arm. An investigation was launched resulting in two males aged 23 and 17 being arrested and charged with Attempted Murder. Both have now been sentenced for these crimes. This incident was isolated and did not put the wider community at any risk.
- 3.7 On 08th August 2021 at Cable Road Glenrothes. Police were called to the report of a 48 year old deceased female within a vehicle. The female had injuries consistent with being the subject of a violent attack and a murder enquiry was launched. After a lengthy

investigation a 35 year old male was arrested for murder and a number of domestic offences. The male accused is currently remanded in HMP and awaits trial this year.

4.0 Ward 14 Glenrothes North, Markinch and Star

- 4.1 **Anti Social / Violent Crime-** A number of reports of off road motorcycles were highlighted to police during summer 2021 illegally riding in the Coull/Pitcairn area. This launched Operation Bluetang which local officers used intelligence led policing to identify and detect those who committed such offences. The operation led to motorcycle seizures and offences being reported to the Procurator Fiscal.
- 4.2 A number of complaints were received from local residents of Markinch relating to anti social and violent behaviour along with noise from patrons leaving The Laurel Bank Hotel in Markinch. Work was done with the licensee of these premises in the form of a licensing intervention plan. This made recommendations with regards to Door Stewarding and staff training pertaining to those considered to be drunk on the premises. The intervention plan was fully complied with and has now been removed. The majority of offences were committed during Covid-19 restrictions.
- 4.3 Gilvenbank Park was identified as a hotspot for the gathering of young people. A number of offences including assault and Misuse of Drugs were detected and reported through Proactive High Visibility Patrols. Detached youth work and diversion schemes were also part of the strategy to deter.
- 4.4 **Road Safety –** Bowen Place in Markinch continues to be a hot spot for speeding in Glenrothes North. Numerous deployments have taken place at this location. Cadham Road has also had proactive speed checks jointly with our colleagues from the Road Policing Unit.



PC Forbes Carrying out speed checks at Bowen Place

- 4.5 **Substance Misuse -.** On 11th April 2022 local community officers carried out a proactive stop and search on an individual acting suspiciously in the area of Piper Drive Glenrothes. A quantity of class A (Cocaine), Herbal Cannabis and a number of yet unidentified tablets were seized along with a large knife being carried on their person. A drug search warrant was applied for and executed where further suspected controlled drugs were found. A 32 year old male was arrested and charged with being concerned in the supply of controlled drugs and possession of a knife. The value of the drugs seized totalled over £2000. The male now awaits trial.

- 4.6 **Serious Crime** – In July 2021 police received a call in regards to an armed robbery (knife) involving a pizza delivery company. Substantial enquiry identified a 25 year old male was responsible for this crime. He was later arrested and remanded. The accused person is now deceased therefore no trial will take place.
- 4.7 On 16th February 2022 at an address in High Street, Leslie officers were called to the report of a male having been stabbed. The 28 year old victim had a number of injuries consistent with an assault. An investigation was launched and a 26 year old male was identified, arrested and charged with Attempted Murder. This incident was isolated to those involved and there were no wider issues to the community of Leslie. The male responsible now awaits trial.

5.0 Ward 15 Glenrothes Central and Thornton

- 5.1 Anti Social / Violent Crime – Riverside Park and Glenrothes High School have been two main hot spots over the last year for alcohol related youth disorder particularly during weekends and school holidays. Along with detached youth workers, officers have engaged and educated our young people on keeping themselves safe. No significant or serious offences have taken place over the past reporting year. Local officers targeted two off licences which were believed to be involved in the proxy sale of alcohol to minors and were subsequently visited by police, trading standard and local LSO's.



Ward officers patrolling Riverside Park

- 5.2 **Road Safety** – A number of speeding complaints were highlighted by the residents of Thornton which bear a 20mph restriction. Numerous deployments by local officers using UNIPAR speed detection equipment seen a number of motorists issued with fixed penalty notices and Police warnings. A speed survey was also deployed in Main Street, Thornton for a period of three months after police deployments. This indicated results of an average vehicle speed as 25-27mph. Our local officers have also worked closely with primary schools and junior road safety groups to promote road safety.



Coaltown of Balgonie Junior Road Safety

- 5.3 **Substance Misuse** - On 08th July 2021 a search warrant was executed at an address in Dunbeath Drive, Glenrothes. A quantity of herbal cannabis was recovered totalling over £1200 along with a quantity of cash. A 23 year old male was arrested in connection with this and subsequently charged with producing and being concerned in the supply of controlled drugs. The individual is awaiting trial.
- 5.4 **Serious Crime**- In April 2021 a 28 year old male was arrested for Armed Robbery (Hammer) at a local convenience store on Laxford Road Glenrothes. He was arrested following the offence and received a custodial sentence.
- 5.5 In February 2022 a male entered a shop off Buchanan Road, Glenrothes armed with a knife and demanded money from the till. Subsequent enquiries quickly identified a local 30 year old man who was arrested and charged with armed robbery. He is awaiting sentencing.

6.0 Protecting People from Risk of Harm

- 6.1 Police Scotland continue to work with partners from a wide range of services including: Education, Health and Social Care. Risk management discussions, plans and actions are all assessed and agreed within Fife Division's Risk & Concern Hub. This department ensures joint working approaches and the sharing of information to protect vulnerable people and children within our community.
- 6.2 Glenrothes Police Station has a dedicated Community Safety Officer, PC Steven Black who works closely with a variety of other agencies. PC Black carries out proactive safety visits to elderly and vulnerable victims offering free advice and guidance on personal and home safety. PC Black is qualified to provide detailed security surveys to commercial premises and properties on request.



PC Black delivering one of the surgeries on bank card and ATM safety

- 6.3 Between April and July 2022 a number of bogus workman calls were received all over Glenrothes. The calls reported a number of elderly residents allowing people access to their homes believing them to be genuine representatives of legitimate companies. They were thereafter the subject of fraud or cash thefts. Investigation carried out by the Criminal Investigation Department identified a known individual who had been released from prison. Further investigative work commenced and he was apprehended whilst attempting to gain entry to a vulnerable victims house. He was subsequently arrested, charged and was remanded in prison later receiving a custodial sentence.
- 6.4 Glenrothes Police have been proactive in terms of local media releases aimed at the vulnerable and elderly which provided information including home safety, company verification processes and the requirement of ID for all doorstep sales. A similar article was released along with links to internet and telephone scammers, which have seen a significant increase across Glenrothes. As Covid restrictions ease Glenrothes Community Team plan to attend local meetings personally and place identity and internet fraud on the agenda.
- 6.5 Inspector Donnelly along with partners in the NHS, Fife Council and The Samaritans formed the “White Bridge Suicide Prevention Group”. This working group was brought together and founded following a significant increase in people who are in crisis presenting on the wrong side of the bridge contemplating suicide. The group is in its infancy but have conducted a number of site visits which have identified non impactful alterations which can be made to the bridge which will make access for climbing railings more difficult. This will require the backing of local elected members with some funding being identified to ensure it is successful. Work is also ongoing with NHS Fife and Mental health connection group who specialise in supporting those who are suicidal. Glenrothes Police Station made a donation of £2000 towards branding and a referral scheme.

7.0 Glenrothes Retail Prevention Unit

- 7.1 Glenrothes Prevention Unit (GPU) are responsible for the management and engagement of Glenrothes retailers. The departments main focus is that of prevention by working closely with local shopkeepers and larger national chains to ensure steps are taken to make theft by shoplifting as difficult as possible. This is achieved through crime prevention/estate surveys and the sharing of key intelligence on known offenders who operate and are persistent.
- 7.2 Following the easing of restrictions and as people’s lives return to normal theft by shoplifting offences have increased since the pandemic. It also should be noted that theft of food and fuel has also increased in keeping with the rising cost of living. Those detected for the theft of food are placed in to our concern hub system to ensure any vulnerability risk is reviewed and picked up prior to any report being submitted to the Procurator Fiscal. Community officers also possess local knowledge of local food banks and support services which individuals can be signposted to.
- 7.3 The GPU has continued to work closely with Retailers against Crime Scotland (RACS) who regularly disseminate information to local retailers regarding emerging retail crime trends and organised crime gangs travelling throughout the UK.

- 7.4 Theft of alcohol is also monitored closely as this has a knock on effect on anti social behaviour. Local officers regularly inspect retailers who sell alcohol and provide advice and guidance in regards to its location within its premises and the security measures. Any intelligence on the proxy sale of alcohol is robustly dealt with in partnership with our licensing colleagues.

8.0 Working in Partnership

- 8.1 Working in partnership with our communities, other public services, the business community and the third sector is an integral aspect of community policing and we have continued to promote this throughout the review period and in our plans for the year ahead. Post pandemic Glenrothes Community Team will be more visible at Community events.

Participation

- 8.2 Glenrothes ward officers continue to build on strong relationships within the wards to gather and understand the views which reflect the needs of the Community. Ward officers attend local community council and tenants and resident association meetings when they can, although a number of these meetings have moved toward video conferencing post Covid-19. Ward officers also take the opportunity to provide groups with relevant safety information including preventing doorstep crime and fraud.

Localism

- 8.3 PC Ross Fisher continues in his role as Campus Officer for now the 6th consecutive year, building on strong partnerships with our Secondary Schools. As part of his role PC Fisher supports the schools as appropriate with crime and associated issues impacting on the school community. He plays an important role in preventing crime and vulnerability effecting our young people such as issues related to violence, alcohol, substance misuse and online safety. PC Fisher has an ongoing initiative which engages young people to commit to education through boxing. This has been branded “Fight for your Future” The initiative has been funded from local budgets to provide equipment and clothing to vulnerable youngsters who have been involved in low level criminality. The strategy ensures engagement through the sport but delivers a number of educational lessons throughout enabling them to leave with a qualification. This is a pilot scheme which is in its infancy but already is receiving wide ranges of positive feedback.



- 8.4 Glenrothes Ward officers are looking forward to supporting local projects and events in all three wards and will contribute to such events where possible. Along with the local authority Glenrothes Police will assist our partners in obtaining funding for any project that deters people from becoming involved in anti-social behaviour or violent crime. As part of the Deputy Chief Constables partnership fund £5000 was awarded to local projects in the Glenrothes Community. A further £1000 was donated to the Christmas appeal organised by ADTRA
- 8.5 Insp Donnelly was delighted to present local community ambassador awards to two local ladies who have given their own free time to give back to the communities over the last twenty years. The recipients were Ms Ann Marie Scanlon from Collydean Primary School and Community Centre who does detached youth work and has held events diverting 70 plus children from anti-social behaviour through sport. Ms Rose Duncan whose work saw the most vulnerable people in our community be provided with support financially and access to a range of services through the pandemic. Both are pictured below:



- 8.6 Over the past two years Glenrothes Police in Partnership with Fife Council have now procured 8 rapid deployment CCTV cameras. These cameras are high definition and record 24 hrs a day. They can be controlled via any smart device and relocated on to any lamp-post with power. These cameras have been unequivocally part of the tools to reduce anti- social behaviour in Glenrothes. Elected members are consulted in regards to locations, reasons and rationale. These units can also be used for any Fife Council purpose. A memo of understanding is now drawn up and agreed detailing terms of use and Data Governance regulations



Image from CCTV location on South Parks Road

Prevention

- 8.7 The management of licensed premises must be tested regularly to ensure compliance is robust and effective. Although most public houses have remained closed during a large proportion of the year, regular inspections of premises to assess staff knowledge, training records, support of national poster campaigns, the mood and level of intoxication of patrons is essential to the prevention of crime and the support of the community and this work has recommenced.

Ward Officers have established an ongoing rolling initiative of licensed premises checks and visits to ensure compliance. Increased police presence is well received by both staff and patrons alike.

- 8.8 A focus for local officers moving forward will be to target and address those involved in the proxy sale of alcohol. Social Media appears to be the platform being used by those over the age of 18 to allow minors access to alcohol through an ordering process. We will work closely with our licensing department, LSO's and local shop keepers to ensure strict measures and challenges are put in place when adults purchase alcohol in bulk.

Collaboration

- 8.9 Collaborating with partners and finding new and creative ways to improve crime prevention in Glenrothes has been a priority over the last year. We have been fortunate to have benefited from the enthusiasm and team ethic of our partners in Fife Council, Community Learning and Development and Safer Communities. The ever-changing guidelines during Covid has made intervention and face to face work more challenging, however since the easing of restrictions a number of projects and face to face workshops have recommenced.
- 8.10 Glenrothes Police Officers are constantly seeking new opportunities to work with partners both past and present and are particularly interested any new third sector partners which may support policing and crime reduction.

9.0 Licensed Premises

- 9.1 Licensed premises are subject to Red, Amber and Green (RAG) grading system, which highlights specific premises that, for a variety of reasons, have come to the notice of the police. The definition of the three RAG categories is as outlined below:
1. **Red** - Problematic Premises (highest grading)
 2. **Amber** - Premises subject to formal intervention (subject to some form of monitoring & intervention where appropriate), and
 3. **Green** - Monitored Premises – (all reported incidents)
- 9.2 All incidents and crimes occurring within or linked to licensed premises are the subject of a licensed premises report that allows us to continually monitor the management of premises and assess whether enhanced measures aligned to RAG may be required.
- 9.3 During the reporting period no premises within Glenrothes have reached red status. During the opening and closing of public houses throughout the Covid-19 pandemic officers have supported licensed premises to ensure they were adhering to new Government guidance. Some teething problems occurred given a number of public houses did not have the hosting capabilities of a beer garden. This required mild intervention to avoid licensed premises from breaching the terms of their licence.

10.0 Policing Central Fife / Management Structure



- 10.1 The policing structure in Glenrothes continues to place a strong focus on Community Policing and is well received by the Communities we serve.
- 10.2 Central Fife continues to be led by our Local Area Commander Chief Inspector Tom Brown. He is supported by Glenrothes Community and Station command Inspector Kirk Donnelly. Inspector Donnelly is further supported by Sgt David McCabe who took over from Sgt Cheryl Young as Community Sergeant. The Community Sgt deputises for the station Inspector. Sgt Nicola Crookston has also joined the team and takes up her post as Performance and Community Investigations Sergeant from June 2021.
- 10.3 Response Policing is made up from five shifts of Constables who work dayshift, backshift and nightshift patterns. Each response shift is supervised by a Sergeant. The local Community Investigation Team work alongside Response Officers supporting domestic abuse crime and crimes which affect the vulnerable. These officers also carry out some specialist investigations in terms of child protection and the enforcement of search warrants based on local intelligence.
- 10.4 Local CID are also stationed at Glenrothes who have oversight of serious crime and complex investigations. Detectives are also supervised by a designated Detective Sergeant.
- 10.5 The Community Ward Officers for Glenrothes are:
- Ward 13 - Constable Craig Simpson and Constable Mark Brown
 - Ward 14 - Constable David Dalglish and Constable Jolene McComiskie
 - Ward 15 - Constable Kayleigh Simpson and Constable Paul McGlashan
 - School Liaison - Constable Ross Fisher
 - Preventions Unit (Retail) - Constable Leanne St Aubyn and Constable Alexander Purves

11.0 COVID-19 Pandemic

- 11.1 The Covid-19 Pandemic has been a significant challenge over the last few years requiring officers to adapt to legislative changes and public confidence levels whilst continuing to make positive engagement a priority. Policing is slowly now beginning to reflect that of pre pandemic levels and more face to face working groups, Community Councils and diversion schemes are back up and running.

Report Contact

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2nd November 2022

Agenda Item No 8

Scottish Fire and Rescue Service

Local Plan Annual Performance Report

Report by: Scott Neilson, Station Commander Glenrothes, St Andrews and Tayport Fire Stations.

Wards Affected: All Glenrothes wards

Purpose

This report provides the Committee with incident information for the period 1st April 2021 – 31st March 2022. The incident information enables the Committee to have an overview of the Scottish Fire and Rescue Service (SFRS) Glenrothes Committee Area - against its key performance indicators (KPIs).

Recommendation(s)

The committee is asked to Consider and comment on the progress across a range of KPI's within this report.

Resource Implications

Not applicable

Legal & Risk Implications

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for fire reform, including the responsibility to:

- Put in place statutory planning and reporting requirements including providing facilities for consultation;
- Make new arrangements for strengthening local engagement and partnership working, including a new statutory role in the LSO and development of local fire and rescue plans linked to community planning, along with clear powers for local authorities in relation to the provision of fire and rescue services in their area.

Impact Assessment

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

Consultation

This document is circulated amongst SFRS Fife LSO managers and appropriate partners to enable areas of high incidence to be scrutinised for reduction strategies.



ABOUT THE STATISTICS IN THIS REPORT

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

ANNUAL PERFORMANCE REPORT

1st April 2021 – 31st March 2022

Covering the activities and performance in support of the Glenrothes Local Area Fire Plan.



SCOTTISH
FIRE AND RESCUE SERVICE
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Definitions

Accidental Dwelling Fire

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

Fire Fatality

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

Fire Casualty

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

Deliberate Fire

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

Non-Domestic Fires

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

False Alarms

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

Unwanted Fire Alarm Signal

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

Primary Fires:

- Buildings (including mobile homes) fit for occupation (i.e. not wholly derelict) and those under construction.
- Caravans, trailers etc.
- Vehicles and other methods of transport (not derelict unless associated with business e.g. scrap metal).
- Outdoor storage (including materials for recycling), plant and machinery.

- Agricultural and forestry premises and property.
- Other outdoor structures including post-boxes, tunnels, bridges, etc.

Secondary Fires

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

1. INTRODUCTION













1.1 This annual performance report for the period April 1st, 2021 to March 31st, 2022 inclusive, provides comparative data across the previous 3 years for the same period. The KPI's detailed below support the delivery of the Glenrothes Area Fire plan in support of the SFRS Fife Local Fire and Rescue Plan priorities and are shown in bold text;

- **Domestic Fire Safety**
Continuously monitor the number of accidental dwelling fires
Continuously monitor the severity and cause of accidental dwelling fires
Continuously monitor the number and severity of fire related injuries
- **Deliberate Fire Setting**
Monitor the number, type and cause of deliberate fire setting incidents in Fife
- **Built Environment**
Monitor the number and severity of fire related incidents in our relevant premises
- **Unwanted Fire Alarm Signals**
Monitor and challenge each Unwanted Fire Alarm Signal (UFAS) incident across Fife
- **Transport and Environment**
Monitor the amount of water related incidents
Monitor the frequency of attendances at Road Traffic Collisions (RTCs), as well as the number and severity of injuries. These will be monitored alongside Police Scotland RTC incidence information

2. PERFORMANCE SUMMARY

2.1 The table below provides a summary of annual activity 2021-2022 and a comparison of the previous two years activity.

It aims to provide at a glance, our direction of travel, based on the previous year's figures.

Accident Dwelling Fires  2022 = 30 2021 = 38 2020 = 29	ADF Fatal Casualties  2022 = 1 2021 = 0 2020 = 0	ADF Non-Fatal Casualties  2022 = 4 2021 = 4 2020 = 7
Deliberate Primary Fires  2022 = 27 2021 = 45 2020 = 18	Deliberate Secondary Fires  2022 = 110 2021 = 166 2020 = 92	Non-domestic Building Fires  2022 = 8 2021 = 16 2020 = 14
Fatal Casualties in Non-Domestic Building Fires  2022 = 0 2021 = 0 2020 = 0	Non-Fatal Casualties in Non-Domestic Building Fires  2022 = 0 2021 = 0 2020 = 4	Unwanted Fire Alarm Signals  2022 = 196 2021 = 165 2020 = 202
Road Traffic Collision (RTC) Incidents  2022 = 19 2021 = 5 2020 = 12	Fatal RTC Casualties  2022 = 0 2021 = 1 2020 = 3	Non-Fatal RTC Casualties  2022 = 14 2021 = 5 2020 = 6

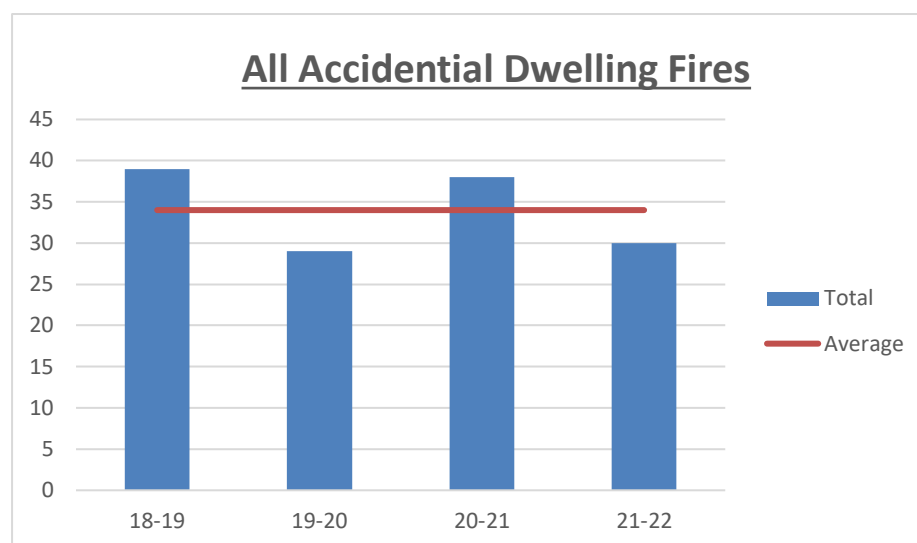
PERFORMANCE HIGHLIGHTS

Of the indicators, the following performance should be noted for the twelve month period April 1st, 2021 to March 31st, 2022 inclusive, comparing data across the previous 3 years for the same period;

- The number of **Accidental Dwelling Fires- 30** This is a significant reduction on last year and is the second lowest recorded number of ADF's over a 4-year period and is below the average figure for the period covered in the table.
- There was one **Accidental Dwelling Fire Fatal Casualty** during this period. The number of **Accidental Dwelling Fires Non-Fatal Casualties** was **4** which equalled the previous year and continues a 3-year trend of being almost half the figure 4 years ago.
- The number of **Deliberate Primary Fires** during this period was **27**. This is a decrease of 18 from the previous year and is below the average figure for previous years.
- The number of **Deliberate Secondary Fires** during this period was **110**. This is a significant decrease of 56 incidents and is just above the 4-year average.
- The number of **Non-Domestic Building Fires** recorded was **8**. This is half as many as last year and well below the 4-year average.
- The number of **Unwanted Fire Alarm Signals (UFAS) caused by automatic fire alarms (AFAs) in non-domestic buildings** during this period was **196**. This is an increase of 31 incidents, we remain just above the four-year average with Covid-19 likely contributing to the lower numbers in the previous year.
- The number of **Road Traffic Collisions** for the reporting period was **19**. This is a significant increase of 14 from last year's figure when less cars were on the road.
- **RTC Fatalities** Fatality figures have again reduced year on year and are now 0. This further reduction is welcome despite the increase in RTCs.
- The number of **Non-Fatal RTC Casualties** during this period was 14 which is proportionate to the number of RTCs. Only 8 had injuries with 6 receiving precautionary checks.

3. Domestic Fire Safety

- 3.1 Accidental Dwelling Fires have reduced by eight incidents when compared to the previous year figures.



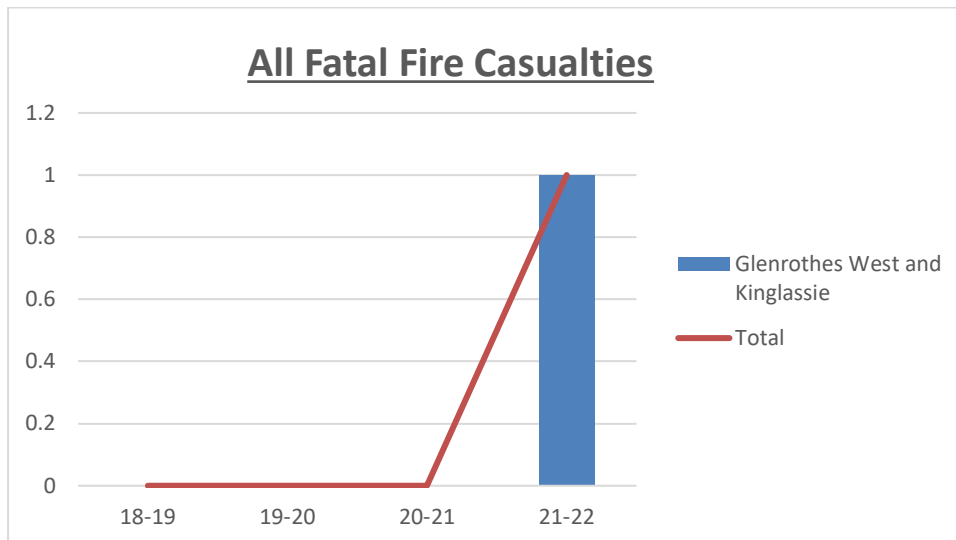
Graph 1 Accidental Dwelling Fires April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	17	7	8	11
Glenrothes North, Leslie & Markinch	14	9	12	8
Glenrothes West & Kinglassie	8	13	18	11
Total	39	29	38	30

Table 1 Accidental Dwelling Fires by Committee Area April - March 2018-2022

- 3.2 The number of Accidental Dwelling Fires- 30 This is lower than last year and is the second lowest recorded number of ADF's over a 4-year period and is below the average figure for the period covered in the table.
- 3.3 20 of the recorded 30 Accidental Dwelling Fires for this reporting period were caused within the kitchen by cooking or items left unattended. With 25 out of 30 incidents being restricted to either little fire damage or limited to the item first ignited or room of origin.
- 3.4 It is pleasing to note that 21 out of 30 of those addresses had a detection system and that on 14 occasions they operated and raised the alarm.
- 3.5 21 of the incidents were resolved either without Scottish Fire and Rescue Service intervention, or by very limited action on arrival. 5 incidents required the use of a Hose Reel Jet.
- 3.6 The information above describes a trend of reduction in severity and occurrence. This can be attributed to the high number of detection systems being tested and where necessary fitted by SFRS and partners, which give an early warning of fire. The Scottish Government has confirmed the revised Tolerable Standard which outlines the requirement for interlinked smoke and heat detection within domestic properties applies from February 2022.

3.7 Fire Fatalities – Accidental Dwelling Fires



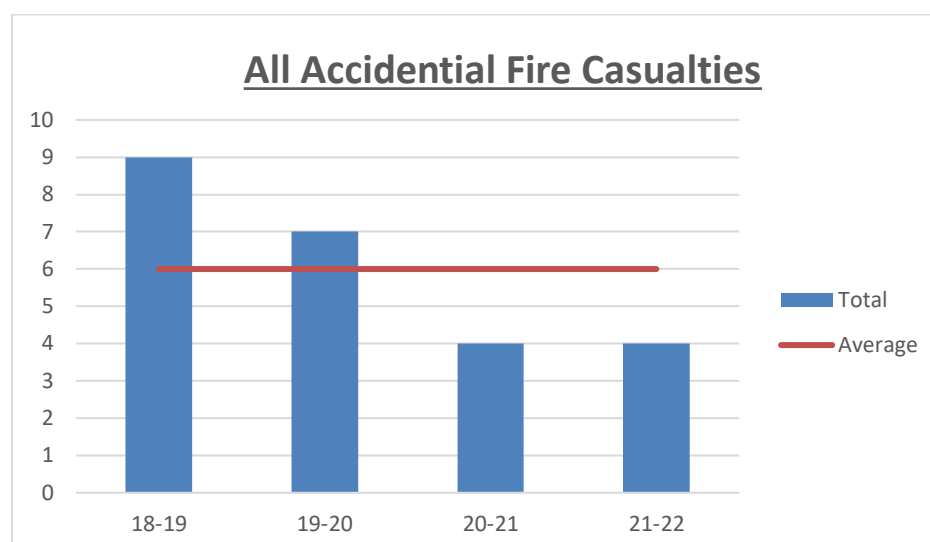
Graph 2 Accidental Dwelling Fire Fatal Casualties April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	0	0	0	0
Glenrothes North, Leslie & Markinch	0	0	0	1
Glenrothes West & Kinglassie	0	0	0	0
Total	0	0	0	1

Table 2 Accidental Dwelling Fire Fatal Casualties

- 3.8 Unfortunately one fire fatality has occurred within Glenrothes Area for the reporting period. This has been the first for several years now across the area and was attributed to smokers materials. It is not known if the occupier was impaired for any reason due to alcohol or drugs misuse. SFRS and partners continue with ongoing preventative work offering Home Fire Safety Visits and carry out post incident reassurance visits within the community offering advice, testing alarms etc.

3.9 Fire Casualties – Accidental Dwelling Fires (not including precautionary checks)



Graph 3 Accidental Dwelling Fire Casualties April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	7	2	2	1
Glenrothes North, Leslie & Markinch	1	3	1	2
Glenrothes West & Kinglassie	1	2	1	1
Total	9	7	4	4

Table 3 Accidental Dwelling Fire Casualties April - March 2018-2022

3.10 Fire casualty numbers have remained low for 21-22 equalling the previous year. This remains well below the 4-year average, hopefully as a direct result of the ongoing preventative work by local crews.

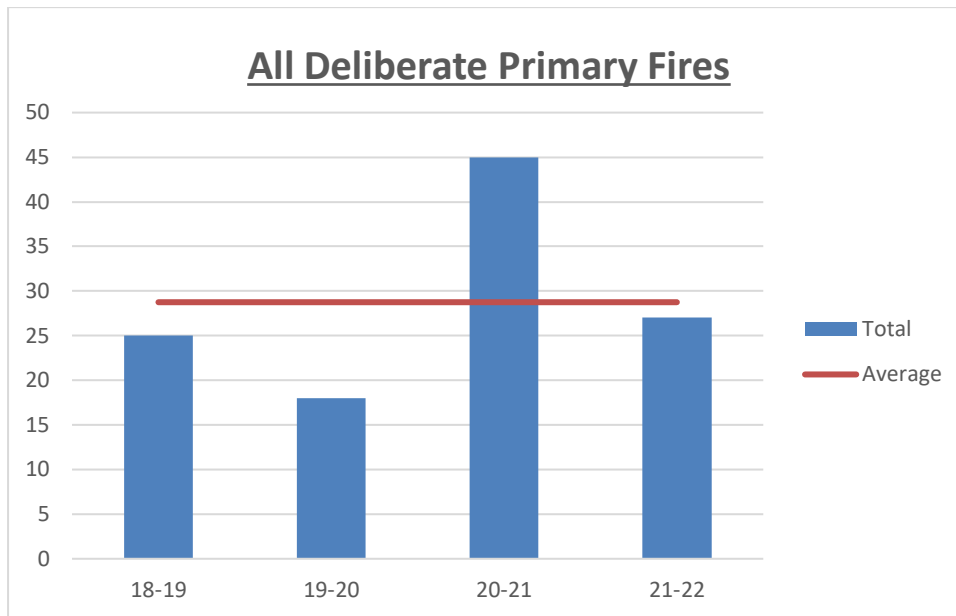
3.11 All 4 casualties recorded were given first aid/oxygen with 3 going to hospital for precautionary checks/further care.

3.12 Domestic Fire Reduction Strategy

Home Safety Visits play a vital part in our strategy to reduce the number of Accidental Dwelling Fires. **Station personnel completed 574 visits** during the reporting period which was affected by COVID restrictions. These visits are used to deliver vital fire safety messages and install detection systems, as well as give slips, trips and falls messages to reduce unintentional harm and supply safety equipment for our elderly and very young population.

4. Deliberate Fire Setting

4.1 Deliberate Primary Fires

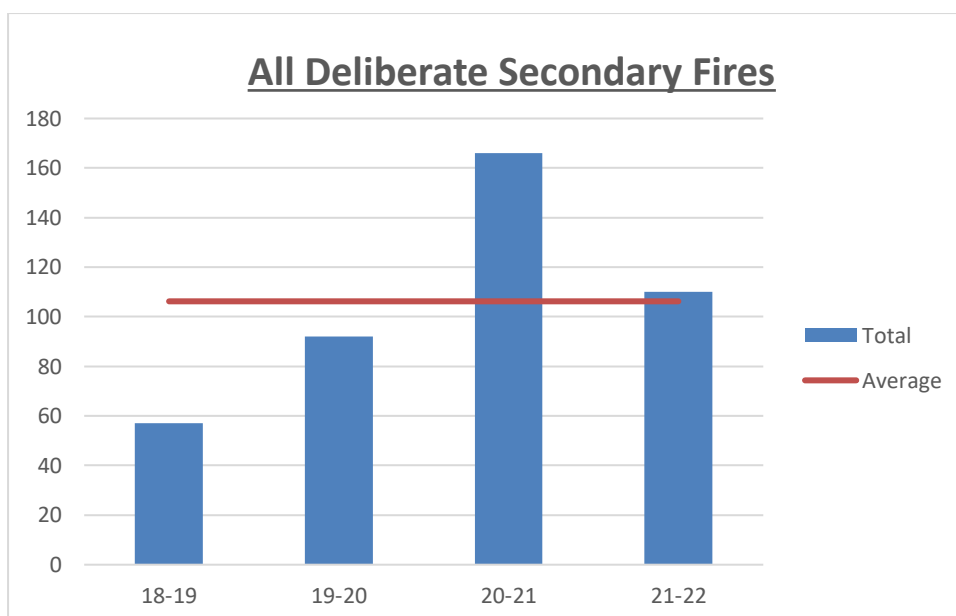


Graph 4 Deliberate Primary Fires April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	10	4	15	8
Glenrothes North, Leslie & Markinch	8	5	21	9
Glenrothes West & Kinglassie	7	9	9	10
Total	25	18	45	27

Table 4 Deliberate Primary April - March 2018-2022

4.2 Deliberate Secondary Fires



Graph 5 Deliberate Secondary Fires April – March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	22	35	53	38
Glenrothes North, Leslie & Markinch	17	37	61	39
Glenrothes West & Kinglassie	18	20	52	33
Total	57	92	166	110

Table 5 Deliberate Secondary Fires April – March 2018-2022

- 4.3 Deliberate fires can be broken down into two categories, primary and secondary. Primary fires generally involve property and include buildings, sheds, caravans, motor vehicles and plant and machinery. Secondary fires are often minor and include the burning of rubbish, grass and derelict vehicles.
- 4.4 The graphs and tables above show that Primary Deliberate fires have decreased by 44% and Secondary Deliberate fires incidents have decreased by 34%.

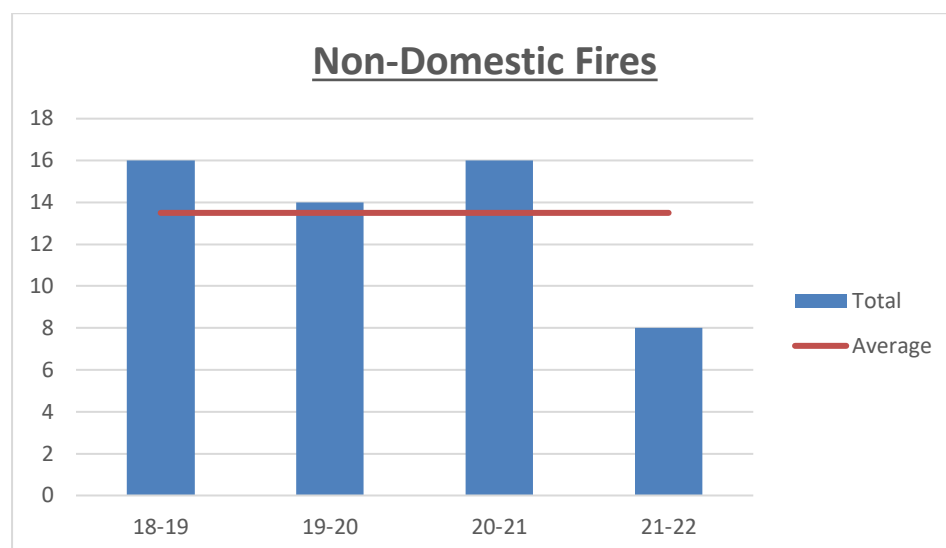
4.5 Deliberate Fire Reduction Strategy

As COVID restrictions ease we will continue to target education and prevention activities in high activity areas to deliver education regarding the dangers and consequences of deliberate fire setting.

We are working closely with our Police and Local Authority partners to ensure that those responsible are identified and dealt with robustly. We liaise with premises occupiers both domestic and retail to give advice on refuse storage and security, which can be a target of deliberate firesetters. Comprehensive Deliberate Fire Reduction Plans have been implemented in Glenrothes and continue to be developed and reviewed with partner agencies to address and reduce operational demand and anti-social behaviour.

5. Built Environment

5.1 Built Environment – Non- Domestic Fires



Graph 6 Built Environment Non - Domestic Fires April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	4	6	7	4
Glenrothes North, Leslie & Markinch	4	4	2	2
Glenrothes West & Kinglassie	8	4	7	2
Total	16	14	16	8

Table 6 Built Environment Non - Domestic Fires April - March 2018-2022

- 5.2 The table above shows that Non-Domestic Fires have decreased by 50% from the previous year and is well below the 4-year average. The type of buildings/structures involved are mainly Private sheds with retail and entertainment spaces adding to the total.
- 5.3 There were no casualties or fatalities resulting from incidents within Built Environment Non- Domestic Fires for this period.

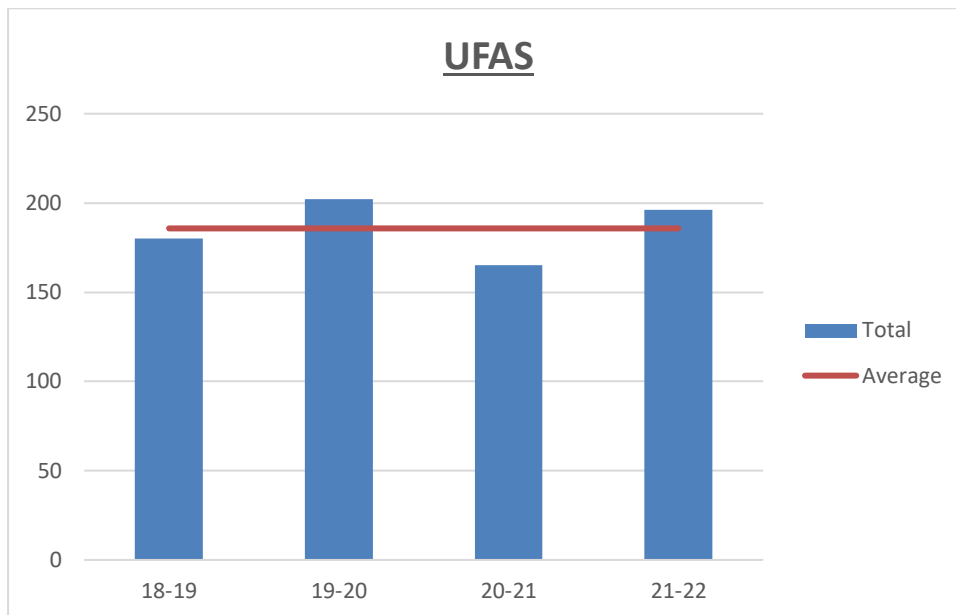
5.4 Built Environment Fire Reduction Strategy

As COVID restrictions ease we continue to deliver a programme of fire safety audits in relevant premises - as detailed within section 78 of the Fire (Scotland) Act 2005 - identified as high risk on an ongoing basis. We also complete thematic audit programmes where patterns emerge of incidents in a risk group.

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

6. Unwanted Fire Alarm Signals

6.1 An Unwanted Fire Alarm Signal (UFAS) can be defined as ‘any alarm activation which is not the result of a fire. UFAS incidents have fluctuated over the four-year period. The table and graph below details the incident numbers over four years.

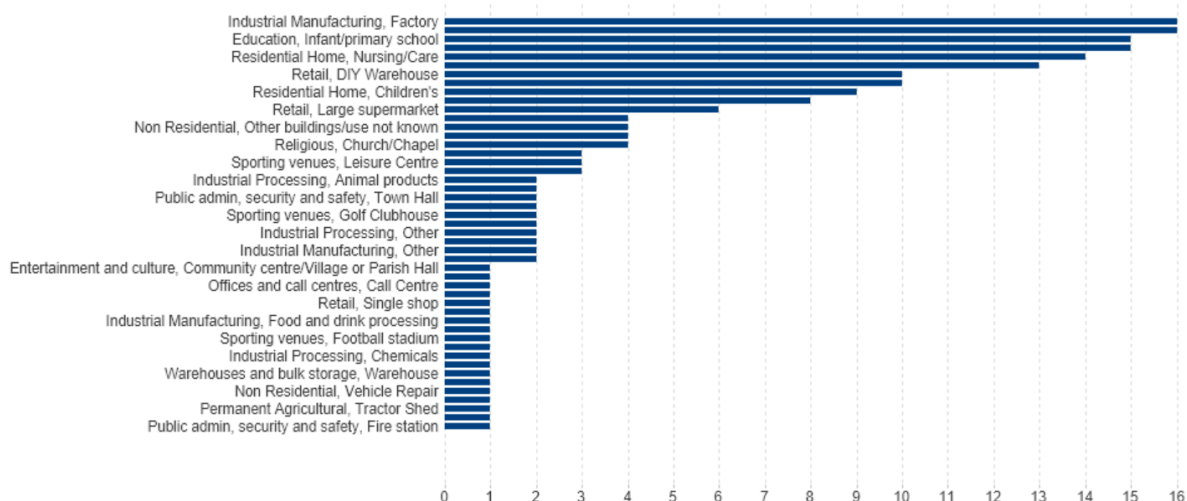


Graph 7 Unwanted Fire Alarm Signals April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	86	99	81	71
Glenrothes North, Leslie & Markinch	16	27	25	23
Glenrothes West & Kinglassie	78	76	59	102
Total	180	202	165	196

Table 7 Unwanted Fire Alarm Signals April - March 2018-2022

6.2 This period has seen an increase of 35 incidents from last year's figures, which were artificially reduced by Covid-19 when more people were working in agile ways, such as working from home. We hope to continue reducing the figures through enforcing our UFAS Policy. The table below highlights where our attention is focussed to achieve reductions for 2022-2023.



6.3 Reduction in Unwanted Fire Alarm Signals Strategy

Unwanted Fire Alarm Signals (UFAS) Reduction Strategies continue to be managed and monitored by a 'UFAS Champion' who contacts premises occupiers after each UFAS incident, to discuss the activation, as well as strategies to reduce or eliminate. This strategy, along with many others had seen the numbers of UFAS decrease significantly for the first time in a considerable period. The UFAS Champion will continue to engage robustly with duty holders and occupiers to address this recent spike and drive these types of incident down.

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

7. Transport and Environment

7.1 These will be monitored alongside Police Scotland RTC incidence information.

7.2 Water Related Incidents

Water related incidents caused by environmental factors are thankfully rare. Only 2 flooding incidents were attended during this period both within High Schools. One due to a heating pipe and the other caused by flooding in a boiler room. Glenrothes is a Water Rescue Station and the watches at Glenrothes continually maintain their boat and water rescue skills.

7.3 Road Traffic Collisions

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

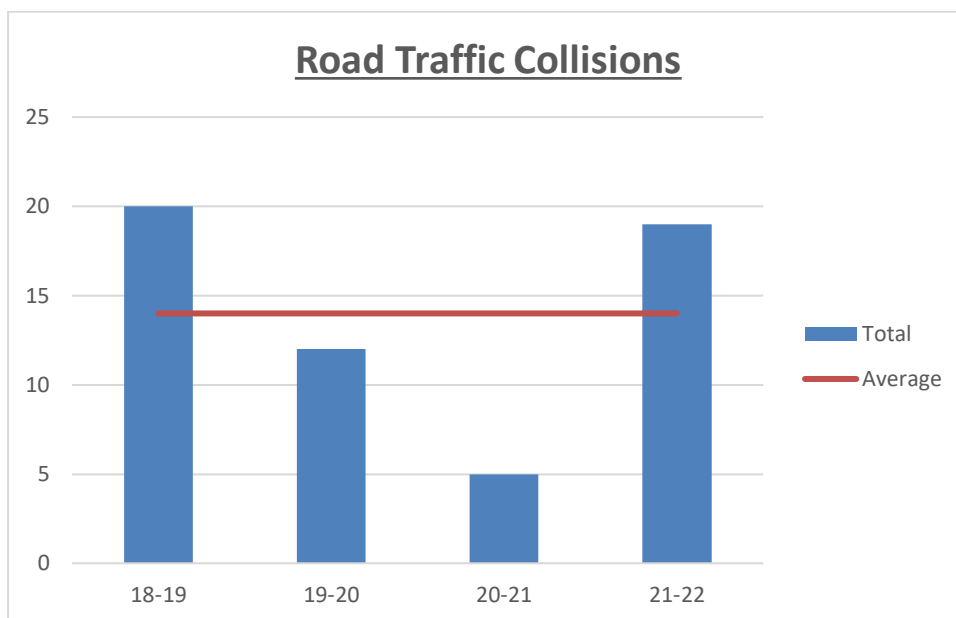


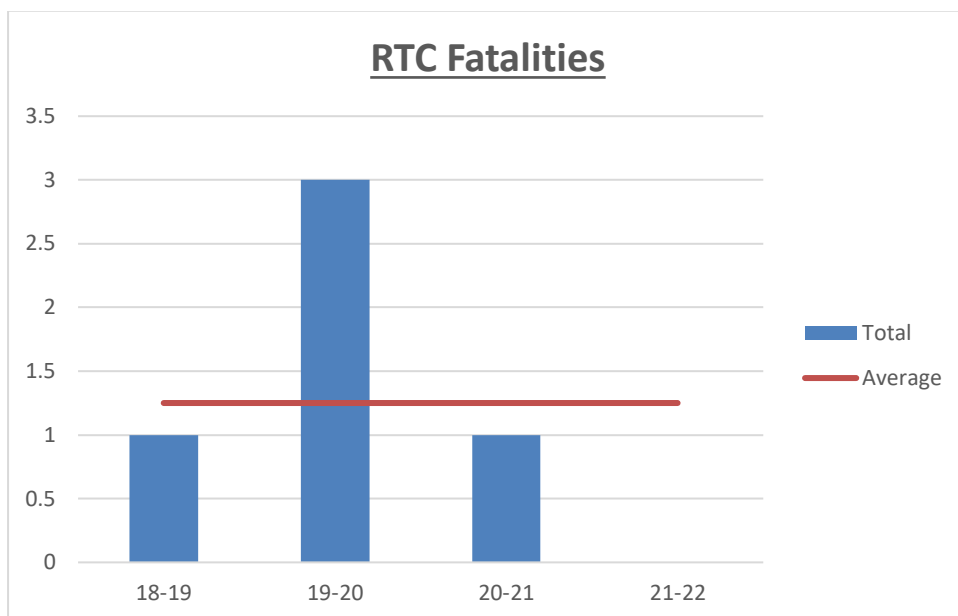
Table 8 Road Traffic Collisions April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	12	3	2	7
Glenrothes North, Leslie & Markinch	5	6	3	3
Glenrothes West & Kinglassie	3	3	0	9
Total	20	12	5	19

Table 8 Road Traffic Collisions April - March 2018 - 2022

7.4 RTC's have seen an increase from 5 to 19 incidents for this reporting which is a return to pre-pandemic levels. The vast majority were low severity, with 79% of incidents only requiring us to assist making the vehicle or scene safe.

7.5 RTC Fatal Casualties



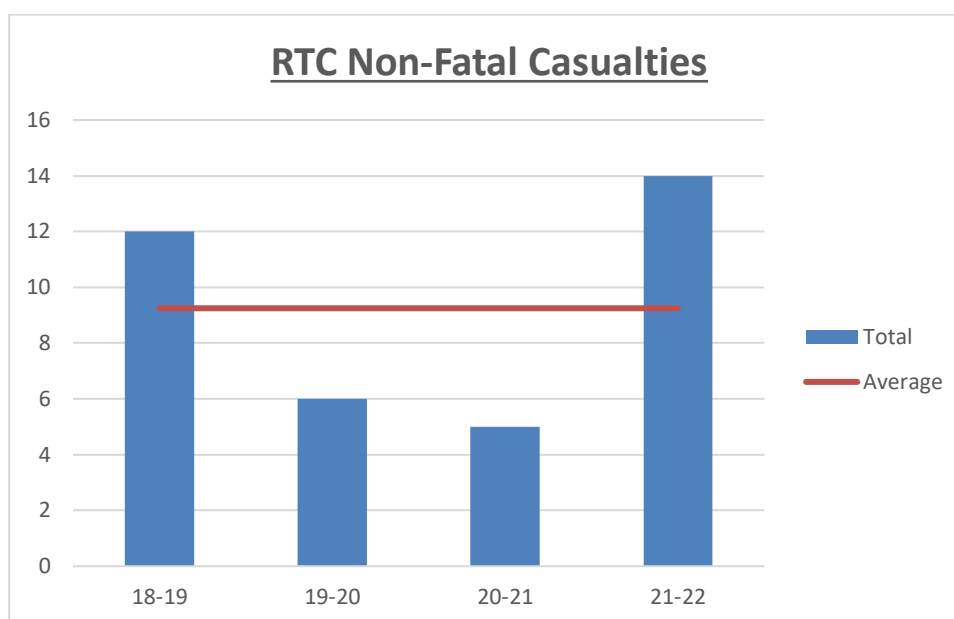
Graph 9 Road Traffic Collision Fatal Casualties April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	0	0	1	0
Glenrothes North, Leslie & Markinch	1	2	0	0
Glenrothes West & Kinglassie	0	1	0	0
Total	1	3	1	0

Table 9 Road Traffic Collision Fatal April - March 2018-2022

7.6 RTC Fatalities Thankfully there were no fatalities for this reporting period.

7.7 RTC casualties



Graph 10 Road Traffic Collision Casualties April - March 2018-2022

Ward	18-19	19-20	20-21	21-22
Glenrothes Central & Thornton	5	1	1	7
Glenrothes North, Leslie & Markinch	6	3	4	1
Glenrothes West & Kinglassie	1	2	0	6
Total	12	6	5	14

Table 10 Road Traffic Collision Casualties April - March 2018-2022

7.8 RTC Casualties

This reporting period has shown an increase from 5 to 14 RTC casualties however only 8 were injured. Of the 14, 11 were driving and the 3 were passengers. Only 3 were extricated by SFRS personnel, the remaining were able to self-rescue from the vehicle.

7.9 Transport and Environment Related Incident Reduction Strategy

Fife LSO area, along with our partners, have continued to deliver valuable educational projects which included 'Safe Drive Stay Alive', 'Drive Wise', 'Child Car Seat Safety Checks', 'Cut It Out', 'Biker Down' and the 'Fife Water Safety Initiative'.

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

8. Conclusions

- 8.1 This reporting period sees a 21% reduction of the previous year's figures for Accidental Dwelling Fires. Whilst this is welcome, it is disappointing to report there has been one fire fatality. Fire Casualties have remained low, and the severity of those casualties encountered continues to reduce. The number of Deliberate Primary fires has decreased by 44% and deliberate Secondary fires have decreased by 34%. Station personnel and our Community Action team have recommenced targeting schools as part of our reduction strategy. Non-Domestic fires have decreased by 50% however UFAS incidents have increased to pre-pandemic levels. We will continue to drive these figures down in conjunction with the UFAS policy. RTC's have increased as we emerge from Covid-19 restrictions and RTC casualties have increased albeit the vast majority were low severity. RTC fatalities have reduced to zero for the reporting period which is welcomed. Any contributory factors identified through appropriate Police Scotland investigations will be considered for education and engagement activities with partners. The number of Home Safety Visits and educational engagement sessions within schools and communities should increase as we reset and renew our activities. We will focus on the areas of emerging risk identified in this annual report and seek to reverse any upward trends.
- 8.2 We will continue to manage demand reduction strategies, linking in with key partner agencies, to create a safer place to live, work and visit.

Background Papers

SFRS Local Fire and Rescue Plan for Fife Local Authority Area 2021. Link - <https://www.firescotland.gov.uk/your-area/east/east-local-plans.aspx>

Report Contact

Scott Neilson

Station Commander

Glenrothes, St Andrews & Tayport Service Delivery Manager

Scottish Fire and Rescue Service

Email – scott.neilson@firescotland.gov.uk

Glenrothes Area Committee of 25 January 2023			
Title	Service(s)	Contact(s)	Comments
Review of Local Community Plan	Communities and Neighbourhoods Service	Norman Laird	
2023-24 Area Roads Programme	Assets, Transportation and Environment	Neil Watson, Paul Hocking, Lesley Craig	
Glenrothes Area Committee Forward Work Programme			

Glenrothes Area Committee of 22 March 2023			
Title	Service(s)	Contact(s)	Comments
Experimental School Exclusion Zone - Iona Park, Glenrothes	Assets, Transportation and Environment	Keith Johnston, Lesley Craig	6-monthly update since GAC 07.09.22, Para 12 (2) refers.
Glenrothes Area Committee Forward Work Programme			

Glenrothes Area Committee of 24 May 2023			
Title	Service(s)	Contact(s)	Comments
Glenrothes Area Committee Forward Work Programme			

Unallocated			
Title	Service(s)	Contact(s)	Comments
School Attainment and Achievement Report	Education and Children's Services	Stuart Booker, Maria Lloyd	Including Corporate Parenting and Looked After Children.
Pupil Equity Fund	Education and Children's Services	Angela Logue, Zoe Thomson	
Local Area Economic Profiles	Economy, Planning and Employability	Peter Corbett, Alison Laughlin	Update - previously considered 02.02.22.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Area Housing Plan Update - Glenrothes	Housing Services	Charlotte Stitchell	Update - previously considered 01.12.21.
Lock Up Programme, Glenrothes - Progress Report	Housing Services	Joan Lamie, Donna Christie	Update - previously considered 01.12.21.
Common Good and Settlement Trust Funds Annual Report	Finance and Corporate Services	Eleanor Hodgson	Previously considered 01.12.21.
Town Centre Masterplan - Glenrothes	Business and Employability	Andrew Walker, Ronnie Hair	Update - previously considered 24.03.21 – including Kingdom shopping ~Centre and Rothesay House.
Riverside Park Improvement Plan 2020 - 2030: Update	Communities and Neighbourhoods Service	Kevin O'Kane	Update - previously considered 04.03.20 - to include schedule of works.
Area Capital Update Report	Finance and Corporate Services, Communities and Neighbourhoods Service	Eleanor Hodgson, Norman Laird	Previously considered 04.12.19.
Report of the Pupilwise & Parentwise Surveys	Education and Children's Services	Deborah Davidson	3-yearly surveys – previously considered 31.10.18. 2020/21 - Update Jan '22 - surveys not yet undertaken.
30 mph Speed Limit on B9130 Markinch - Objections NOT set aside	Communities and Neighbourhoods Service, Assets, Transportation and Environment	Lesley Craig, Norman Laird	Objections to TRO not set aside at GAC on 01.12.21 - Para 245 refers. Committee agreed to consider a future report on alternatives following a charrette, eg, consulting with the community.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Vacant/Derelict Land Fund - Glenrothes Area	Business and Employability	Ian Mccrory	Para 258 of GAC 02.02.22 refers. NB: Fife Vacant and Derelict Land Report due circa June/July which informs the Scotland-wide report).
Levelling Up Bid - Update	Communities and Neighbourhoods Service	Norman Laird	
Local Community Planning Budget/Devolved Budget/ Anti-poverty Funding/ Capital Fund	Communities and Neighbourhoods Service	Norman Laird	
On-Street Car Parking	Assets, Transportation and Environment	Lesley Craig	
Maintenance of Community Assets in the Glenrothes Area	Assets, Transportation and Environment	Alan Paul	GAC 7 September 2022 Para 10 (2) refers.
Flooding Update	Assets, Transportation and Environment	Rick Haynes, Ross Speirs	GAC meeting of 7 September 2022, Para 14 (3) refers. To include info on gulley cleaning.

2 November 2022

Agenda Item No. 10

PROPERTY TRANSACTIONS

Report by: Alan Paul, Senior Manager – Property Services

Wards Affected: 13, 14 and 15

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 EqIA 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 Disposals

2.1.1 Underground cable routes at Kinglassie Road, Glenrothes - Servitude

Date of Sale:	22 July 2022
Price:	£5,000
Purchaser:	Energy Assets Network Limited

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

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