

Glenrothes Area Committee

Committee Room 2, Fife House, North Street, Glenrothes

Wednesday, 4 October 2023 - 2.00 pm



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 30 August 2023. 3 – 6
4. **COMPLAINTS UPDATE** – Report by the Head of Customer & Online Services. 7 – 35
5. **SUPPORTING THE GLENROTHES LOCAL COMMUNITY PLAN – AREA BUDGET REQUEST – THRIVING PLACES (PEDESTRIAN PATHWAY TO CASKIEBERRAN PRIMARY SCHOOL)** – Report by the Head of Communities & Neighbourhood Services. 36 – 41
6. **GLENROTHES AREA AMENDED LOCAL COMMUNITY PLAN 'PLAN4GLENROTHES' REVIEW** – Report by the Head of Communities & Neighbourhood Services. 42 – 75
7. **GLENROTHES AREA COMMITTEE FORWARD WORK PROGRAMME** – Report by the Executive Director, Finance & Corporate Services. 76 – 82

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.

Lindsay Thomson
Head of Legal and Democratic Services
Finance and Corporate Services

Fife House
North Street
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27 September 2023

If telephoning, please ask for:

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BLENDED MEETING NOTICE

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to have cameras switched on during meetings and mute microphones when not speaking. During any breaks or adjournments please switch cameras off.

THE FIFE COUNCIL - GLENROTHES AREA COMMITTEE – BLENDED MEETING

Committee Room 2, Fife House, North Street, Glenrothes

30 August 2023

2.00 pm – 4.05 pm

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

ATTENDING: Dawn Jamieson, Safer Communities Team Manager, Brian Westwater, Safer Communities Lead Officer, Housing Services; Norman Laird, Community Manager (Glenrothes), Chris Miezeitis, Area Community Development Team Manager, Communities; Rick Haynes, Lead Consultant, Flooding, Shoreline & Harbours; Steven Sellars, Lead Consultant, Road Safety & Travel Planning; Paul Hocking, Co-ordinator - Asset Management & Programme Development, Roads & Transportation Services; and Emma Whyte, Committee Officer, Legal & Democratic Services.

The Convener advised of an additional item which he had agreed to take as urgent business which was relevant, competent and urgent, due to the impending closure of the three crossings at Waukmill, Doubledykes and Durievale in advance of the reopening of the Levenmouth Rail Link and moved its consideration, in terms of the relevant Standing Order, to allow the Committee to discuss options with the project sponsor. This was unanimously agreed. This item was considered after item 11 on the agenda (Para. 72 below).

62. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 22.

63. MINUTE

The committee considered the minute of the Glenrothes Area Committee of 24 May 2023.

Decision

The committee agreed to approve the minute subject to clarification of the Community Recovery Fund in Para 49.

64. GLENROTHES FLOOD STUDY - SUMMARY FINDINGS

The committee considered a report by the Head of Roads and Transportation Services relating to the outcomes of the Glenrothes Flood Study.

Decision

The committee noted:-

- (1) the status of the Glenrothes Flood Study as being concluded;
- (2) the summary findings of the Glenrothes Flood Study as outlined in the report; and

- (3) that flood mitigation recommendations extended to enhanced watercourse maintenance in a number of locations, to be taken forward by Fife Council.

65. SAFER COMMUNITIES TEAM UPDATE REPORT

The committee considered a report by the Head of Housing Services providing an update on the operational activity of the Safer Communities Team within the Glenrothes committee area during the 12-month period 1 April 2022 to 31 March 2023.

Decision

The committee noted the activity to date as detailed in the report.

66. PROPOSED WAITING RESTRICTIONS – IONA PARK, PITCOUDIE AVENUE AND PITCOUDIE AVENUE LOCKUPS

The committee considered a report by the Head of Roads and Transportation Services proposing the introduction of “No Waiting at Any Time” restrictions on Iona Park, Pitcoudie Avenue and at the Pitcoudie Avenue lockup site.

Decision

The committee:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO/23/40_2 and TRO/23/40_3 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

67. PROPOSED 20MPH LIMIT - AT NEW DEVELOPMENT OFF A911 KINROSS ROAD, LESLIE

The committee considered a report by the Head of Roads and Transportation Services seeking approval of a new 20mph speed limit in the proposed development west of Leslie cemetery.

Decision

The committee, in the interests of road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce the restrictions detailed in drawing no. TRO23_30 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period unless there were objections.

68. AREA ROADS PROGRAMME 2022/23 – FINAL REPORT

The committee considered a report by the Head of Roads and Transportation Services advising on the delivery of the 2022-23 Area Roads Programme (ARP).

Decision

The committee noted the contents of the report and appendices.

69. SUPPORTING THE PLAN 4 GLENROTHES AREA: COMMUNITY RECOVERY FUND

The committee considered a report by the Head of Communities and Neighbourhoods seeking funding from the Community Recovery Fund (CRF) for the Glenrothes area for various projects.

Members highlighted that a project had been omitted from the report requesting funding from the Community Recovery Fund – YMCA Addressing Poverty Through Music – which they had agreed to support.

Decision

The committee agreed to approve the following amounts from the CRF for the Glenrothes area:-

- Gingerbread Minis: £16,562.80;
- Cadham Neighbourhood Centre Access: £25,000;
- Milton of Balgonie Play Area: £20,000;
- Fife Big Hoose Hub – Glenrothes Coordinator: £18,730;
- Glenrothes Against Poverty Partnership: LifeSkills Glenrothes: £14,940; and
- YMCA Addressing Poverty Through Music: £27,316.

70. PROPERTY TRANSACTIONS

The committee considered a report by the Head of 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.

71. GLENROTHES AREA COMMITTEE WORK PROGRAMME

The committee considered a report by the Executive Director, Finance and Corporate Services relating to the workplan for future meetings of the Glenrothes Area Committee.

Decision

The committee:-

- (1) noted the draft workplan; and
- (2) agreed that committee members would advise the Convener, Depute Convener, Lead Officer and Committee Officer of any other items to include on the workplan, within the remit of the Committee.

72. URGENT MOTION/NOTICE TO RESCIND

In terms of Standing Order 42.2, the following notice of motion was submitted:-

Councillor Wilson, seconded by Councillor Vettraino, moved as follows:-

“Given the recent declaration by Network Rail of their intent to close the three crossings at Waukmill, Doubledykes and Durievale in advance of the reopening of the Levenmouth Rail Link, in terms of section 42 of the Standing Orders, the Committee is asked to recall the motion it agreed on 22 March 2023 (Para 49 of 2023.GAC.21).

As this is a material change in circumstances and new information, the Convener is content to accept the motion for deliberation within the six month period of the matter being previously considered by Glenrothes Area Committee.

The Committee is concerned that there has been no visible progress to resolve the long-term maintenance of these crossings. Committee seeks the attendance of representatives of the project sponsors; Network Rail, Transport Scotland, SEStran and Fife Council with the Committee before or at the next meeting of the Committee, to consider what actions can be taken to safely maintain the crossings.

Committee also requests the Convener to write to the Minister responsible for Transport in Scotland and the Minister responsible for Network Rail, to establish what options can be explored to retain the rights of way/crossings.”

Decision

The committee agreed the urgent motion unanimously.

4 October 2023

Agenda Item No: 4

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 2022 to 31 March 2023.

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 reason:
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 tenth 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 considered when finalising the update report to Standards & Audit Committee pending this 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
	303	250	83% (81% 2122)
Stage 1 (5 days)	260	217	83% (83% 2122)
Stage 2 (20 days)	43	33	77% (65% 2122)
305 complaints were received relating to the Glenrothes area in 22/23 of which 303 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 procedure, we aim to deal with stage 1 complaints within 5 working days. Stage 2 should be dealt with in 20 working days, with updates if investigations will take			

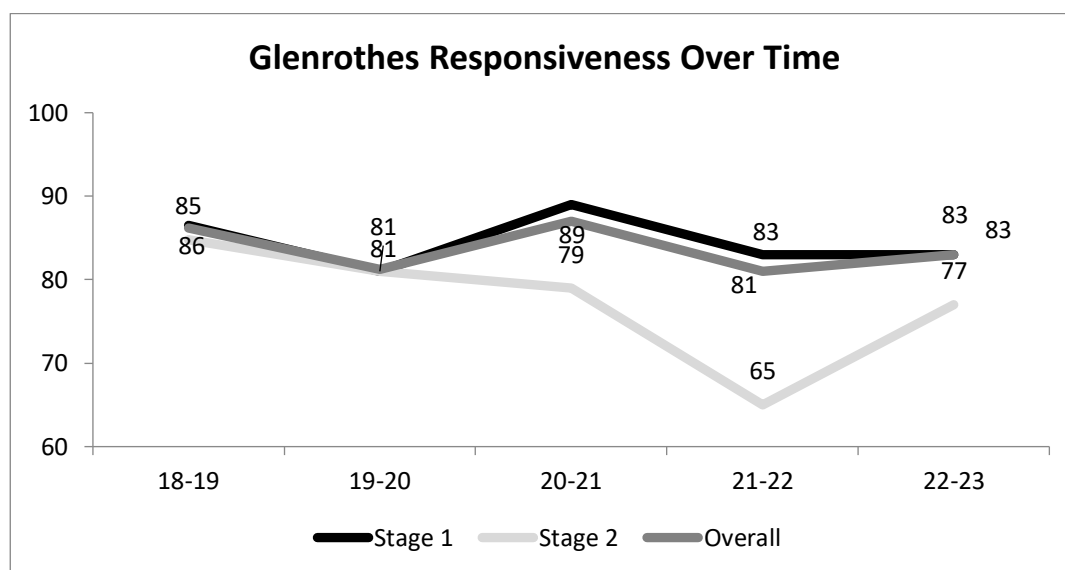
longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.

- Responsiveness has generally improved over last year where the % of all complaints closed in target timescales increased from 81% to 83%, just below the Council average. The average time to close all complaints improved from 6.3 to 6 working days better than the Council average of 6.2 working days.

Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,970	2,497	84% (82) in 21-22
Stage 1 (5 days)	2,521 (85%)	2,157	86% (83 in 21-22)
Stage 2 (20 days)	449 (15%)	340	76% (76 in 21-22)

- 2.1 The general trend in time to respond to complaints can be seen from the graph where stage 2 cases over time are being responded to less in target timescale.

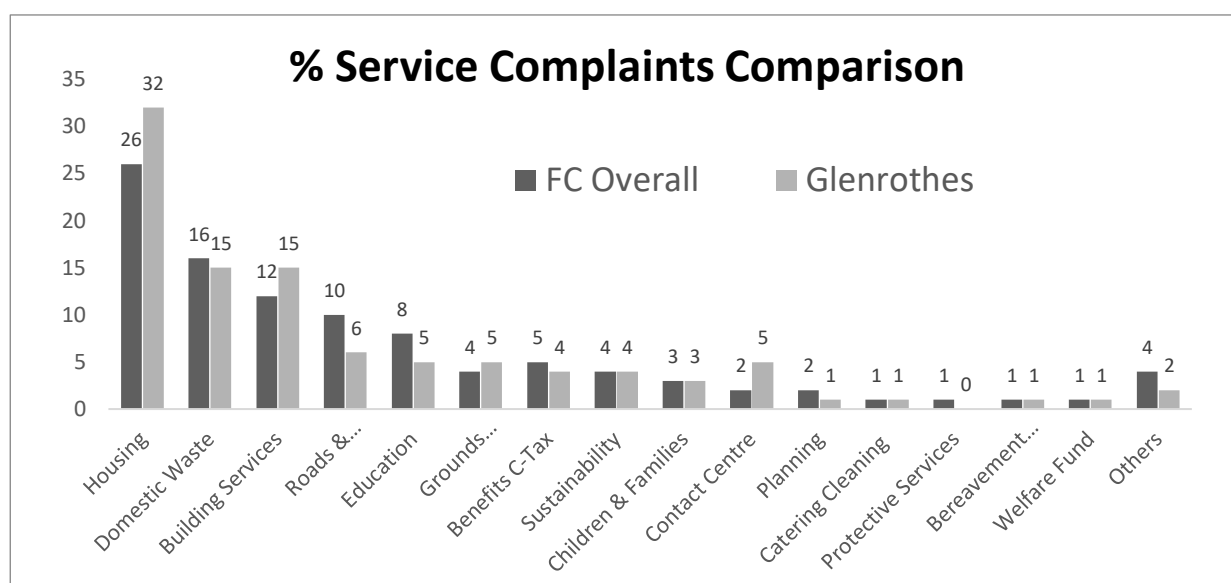


- 2.2 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use of the web (69% in 21/22) for the Glenrothes area.

Receipt Channel	Glenrothes	FC Overall
Web	72%	71%
Email	10%	16%
Contact Centre	8%	5%

Receipt Channel	Glenrothes	FC Overall
F2F	6%	1%
Tel	1%	4%
Letter	2%	2%
Other (Paper forms & Texts)	0%	1%

Reason for complaint (upheld and not upheld)



- 2.3 Differences of note include that there are proportionally more complaints concerning Housing where the category with most complaints was a dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria.
- 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 60% (32 from 53) were in an agreed (just not target) timescale given that extensions are valid within the procedure 93% 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
Education	7	43%	7	43%	14	43%
Criminal Justice	1	0%	1	100%	2	50%
Children Family	6	50%	4	75%	10	60%
Planning	1	100%	2	50%	3	67%
Housing	83	72%	14	86%	97	74%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All In Time
Transportation	16	81%	1	100%	17	82%
Sustainability	9	89%	3	67%	12	83%
Grounds	13	92%	1	0%	14	86%
Building	39	90%	5	100%	44	91%
Contact Centre	15	93%	0	100%	15	93%
Domestic Waste	40	95%	4	100%	44	95%
Audit & Risk	2	100%	0	100%	2	100%
Bereavement	2	100%	0	100%	2	100%
Catering	2	100%	0	100%	2	100%
CSI	1	100%	0	100%	1	100%
Wellbeing	6	100%	0	100%	6	100%
Local Office	2	100%	0	100%	2	100%
Protective	1	100%	0	100%	1	100%
Ben C-Tax	12	100%	0	100%	12	100%
Welfare Fund	2	100%	1	100%	3	100%
Grand Total	260	83%	43	77%	303	83%

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

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
Bereavement Services	Anything that doesn't fit within other categories.	0	1	1	1
	Damage / vandalism to property e.g., headstones	0	1	1	0
	Footpath clearance	0	0	1	0
	Inappropriate staff attitude / behaviour	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0
	Restoration works e.g., fallen headstones	0	0	0	0
	Untidy / overgrown vegetation	0	0	0	1
	Total	0	2	3	2
Building Services	Anything else that doesn't fit within other categories	1	2	0	0
	Card left when tenant in property	0	0	1	0
	Council vehicle - driving behaviour / standards	1	2	0	3
	Council vehicle - parking	0	3	2	1
	Delay in start / completion of work	1	1	2	0
	Failure to attend at time advised / agreed	3	3	6	7
	Failure to fix first time	8	5	3	14

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Failure to meet timescales for job	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	2	0
	Health & safety / dangerous occurrence	1	5	1	0
	Inappropriate staff attitude / behaviour	6	8	6	0
	Noise levels from work activities	0	1	0	1
	Poor communications - advance notice of work not given	0	0	0	1
	Poor communications - internal breakdown Building Services	1	1	1	0
	Poor communications - internal breakdown with other council areas	1	0	0	0
	Poor communications - poor regarding work being/to be undertaken	4	3	3	5
	Poor communications (including lack of notice, consultation & engagement)	0	0	0	1
	Standard of workmanship - damage	3	1	3	3
	Standard of workmanship - mess	3	0	2	1
	Standard of workmanship - tenant unhappy with work	3	2	5	4
	Unplanned additional work required following repair/installation	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	4	1	2

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Total	38	41	38	44
Catering Cleaning & Facilities Management	Anything that doesn't fit within other categories.	0	1	0	0
	Facilities available in Canteen	0	0	0	0
	Graffiti removal	1	0	0	0
	Inappropriate staff attitude / behaviour	4	0	1	0
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0
	Meal options	0	0	0	0
	Quality of meals	0	0	0	1
	Standard / condition of council buildings inc toilets	0	0	0	1
	Standard of service Cleanliness, damage etc.	1	0	0	0
	Total	6	2	1	2
Contact Centre	Anything that doesn't fit within other categories.	0	0	1	0
	Disagree with Council policy	0	0	1	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	2	1
	Inappropriate staff attitude / behaviour	1	6	4	3
	Incorrect information given	0	1	0	1

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Incorrect timescales given	0	0	1	1
	Lack of information	2	2	0	2
	Poor communications including lack of notice, consultation & engagement	0	0	0	1
	Time taken to answer call	3	0	2	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	3	1	1	3
	Total	11	10	12	15
Children & Families	Dissatisfaction with assessment outcome - Parent/Carer	0	0	0	0
	Dissatisfaction with assessment outcome - Child or Young Person	0	0	0	2
	Anything that doesn't fit within other categories.	1	1	0	0
	Delays in completion of assessment – Parent/Carer	1	1	0	0
	Dissatisfaction with policy / current delivery arrangements	1	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	1	0	1	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	0	0	1
	Dissatisfaction with policy / current delivery arrangements – Adult or Carer	0	1	0	0

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Inappropriate staff attitude / behaviour	2	1	5	2
	Inconsiderate / inappropriate use of council vehicle	1	0	1	0
	Poor communication	0	4	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	4
	Total	7	8	9	10
Education	Accidents Injuries e.g., Physical education fights etc	1	0	1	0
	Anything that doesn't fit within above categories. To be reviewed regularly by the service	0	0	0	2
	Anything that doesn't fit within other categories.	0	2	0	0
	Behaviour/actions of a pupil impacting on the safety/ emotional wellbeing/ educational provision of others.	0	0	0	1
	Bulling by staff	1	0	1	0
	Bullying by pupil	1	0	1	1
	Dissatisfaction with policy current arrangements	2	4	5	2

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Inappropriate staff attitude behaviour	0	0	2	4
	Overall standard of service and treatment of family	0	0	0	1
	Placement request decisions	0	1	0	1
	Poor communications including lack of notice consultation engagement	2	0	2	1
	Standard of supervision	1	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	1
	Total	8	7	12	14
Domestic Waste	Anything that doesn't fit within other categories.	0	10	6	1
	Bin not returned properly / bin is missing	3	2	1	2
	Bulky not collected / only part collected	3	7	4	2
	Collection has left spilt waste in street / at property	0	1	1	0
	Customer turned away / refused entry	1	2	0	0
	Damage to vehicles / property during bin collection	2	2	0	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	0	8	1	3
	Dissatisfaction with policy / organisational arrangements (inc frequency of street cleaning, routes, methods etc)	0	0	0	2

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with policy / organisational arrangements including charging policy	0	2	0	3
	Dissatisfaction with roadside litter	0	0	0	1
	Dissatisfaction with standard of street cleanliness	0	3	2	1
	Dissatisfaction with Take Out & Return TOR service	7	18	5	7
	Failure to collect / empty bin	21	51	20	14
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	2	4	4
	Household waste dumped in street / garden / yard	0	2	0	0
	Inappropriate staff attitude / behaviour	5	7	3	3
	Inconsiderate / inappropriate use of council vehicle	3	3	0	0
	Mess / Litter around recycling point	0	1	0	0
	Poor communications including lack of notice, consultation & engagement	2	1	0	1
	Quality of food waste bags provided	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	3	0	0
	Total	48	126	47	44

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
Housing	Anything that doesn't fit within other categories.	1	2	1	0
	ASB neighbour dispute	0	0	1	2
	Assessment of FHR – Dissatisfaction with common assessment of need/points awarded	0	1	1	0
	Assessment of FHR - Dissatisfaction with information/advice given	0	0	0	2
	Assessment of FHR - Dissatisfaction with time taken	0	1	0	2
	Debt management arrangements	1	0	1	0
	Delays in start / completion	1	3	2	8
	Discrimination race, gender, religion etc	0	0	0	0
	Dispute with neighbours	1	4	3	2
	Dissatisfaction with policy / current arrangements	2	3	1	1
	Dissatisfaction with policy / current arrangements including allocations criteria	2	2	2	5
	Dissatisfaction with policy / current delivery arrangements	3	0	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	1	1	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	7	11	4	12
	Dog Issues	0	0	0	2

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Escalated to stage 2 based on timescale	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	5	0	3
	Fencing	0	1	3	5
	FHR process – Dissatisfied as process not meeting applicants needs	0	1	4	3
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	0	0	0	3
	Garden maintenance service	1	0	0	0
	Gypsy Travellers	1	0	0	0
	Inappropriate staff attitude / behaviour	10	6	5	9
	Internal communal areas includes cleanliness, lighting etc	1	0	1	0
	Maintenance of garages / lock-ups	2	0	0	1
	Management of communal areas includes grass cutting, overgrown trees & bushes	4	1	1	2
	Missed from Programme	0	0	0	0
	Mutual repairs	2	1	1	2
	Noise	1	2	0	1
	Pest control issues	0	0	0	1

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice, consultation & engagement	7	10	5	8
	Poor condition / standard of housing	1	0	0	7
	Poor standard/condition of property at start of tenancy	0	1	1	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	0	3	0	3
	Rent discrepancies includes delays in refund of credits	1	0	0	0
	Rubbish	2	1	0	1
	Snagging issues	0	1	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	0	0	0	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	4	2	3
	Waiting Times	1	3	2	5
	Total	56	68	43	97
Grounds Maintenance	Anything that doesn't fit within other categories.	0	0	0	0
	Area restoration work	1	0	1	0
	Damage to private property	1	2	0	1

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	3	1
	Fence damage	0	1	0	0
	Footpath clearance	1	3	0	0
	Grass cutting	3	3	0	1
	Grounds' maintenance policy	0	0	0	0
	Inappropriate staff attitude / behaviour	2	0	1	3
	Inconsiderate / inappropriate use of council vehicle	0	0	1	0
	Noise levels from works	0	0	0	1
	Overhanging / Damaged Trees & Shrubs	0	1	1	1
	Poor communications including lack of notice, consultation & engagement	2	0	0	2
	Quality of park area	0	2	1	2
	Untidy / overgrown vegetation	6	1	2	2
	Weed killing areas	1	1	0	0
	Total	17	14	10	14

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
Planning	Anything that doesn't fit within other categories.	1	1	0	0
	Delays in decisions / non-compliance with timescales	0	0	1	0
	Dissatisfaction with policy / delivery arrangements	1	0	0	1
	Failure to follow process	0	0	2	0
	Failure to respond	0	0	3	0
	Inadequate consideration of objections	0	0	2	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1
	Poor quality of assessment	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	1
	Total	2	1	10	3
Benefits & C/Tax	Admin error	3	2	2	1
	Anything that doesn't fit within other categories.	0	1	1	0
	Availability of Advisor	1	0	0	0
	Disagree with legislation	3	0	1	0
	Inappropriate staff attitude / behaviour	1	2	1	2
	Lack of/Incorrect information	5	3	7	0

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice, consultation & engagement	2	2	0	0
	Procedures/Policy	1	2	1	5
	Time taken to process enquiry	0	8	5	4
	Unclear guideline instructions	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0
	Total	16	20	20	12
Roads & Transportation	Anything that doesn't fit within other categories.	7	2	2	0
	Application process such as timescale/proofs/photographs/ Mobility Assessment	1	1	1	1
	Bus Stations, quality, condition, layout, signage of bus stations including disabled access provision	1	1	0	0
	Card not received by customer	0	0	0	3
	Concessionary bus Travel myFife Card Inaccurate ticketing for concessionary travel bus journeys	0	1	0	0
	Dissatisfaction with car parking provision / charging policy	1	0	0	0
	Dissatisfaction with emergency response to flooding	0	0	1	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	2	0	2

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	1	1	0	0
	Dissatisfaction with service provision	2	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0
	Grit bin empty / not refilled	1	1	0	0
	Inadequate notice of road and footpath works including road closures	0	0	0	1
	Inappropriate staff attitude / behaviour	0	1	2	0
	Inconsiderate / inappropriate use of council vehicle	3	0	0	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	1	0	0	0
	Insufficient number of grit bins provided	0	0	0	1
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	3	3	1	0
	Localised flooding due to damaged drains / water mains	1	0	1	0
	Localised flooding due to run-off from fields / land	1	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	2	1	1
	Poor condition of road markings e.g., white lining	1	0	1	0

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
	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	2	0	0	0
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	1	2	1	0
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	2	1	0	0
	Poor standard of road repairs / maintenance work including incomplete work	0	2	1	0
	Potholes / poor condition of road surface	5	6	1	3
	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	1	0	0
	Street light repairs	1	1	0	3
	Traffic concerns including traffic noise / volume / speed	0	0	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	1
	Total	35	31	15	17

Service	Category of Complaint	2019/20	2020/21	2021/22	2022/23
Sustainability	Customer turned away / refused entry	0	2	0	0
	Dissatisfaction with policy / current organisational arrangements including opening times	0	7	4	3
	Dissatisfaction with booking policy	0	0	2	5
	Dissatisfaction with location of recycling point	0	0	3	1
	Inappropriate staff attitude / behaviour	0	1	2	1
	Inconsiderate / inappropriate use of council vehicle	0	0	0	1
	Mess / litter around recycling point	0	1	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	0
	Total	0	12	13	12

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	I have already made a complaint, due to no action being taken, regarding the dampness in my house, being reported. Especially the bathroom ceiling. I first reported by phone back in <i>date</i>, put a Complaint Form in, in <i>date</i>. Received a phone call from a Gas Supervisor (Who did not understand why, the Complaint had been passed to him) but would get the relevant person to phone me. Still not received any communication. Please note that I am only available in afternoons. Outcome: <i>Complaint upheld</i> <i>Apology issued to customer for poor level of Service received. Housing Officer will visit the tenant for an initial assessment and provide advice on dampness and condensation. Contact Centre investigating the error.</i>
Domestic Waste	Failure to collect / empty bin	The blue and brown bins were emptied for our street on <i>date</i>. My blue bin was left with three bags in it. This is not the first time this has happened. My bin was not over filled or packed with too many bags. I actually took bags to the tip on <i>date</i> so that my bin lid would be closed and to ensure not too much rubbish in the bin. The workers would have known there was still rubbish in my blue bin due to the weight when wheeling back from the lorry. It is a disgrace that they just left my bin with bags still in it. My bin could not be cleaned on <i>date</i> due to rubbish left in the bin. I would like this issue passed to whoever manages this Service and kindly advise staff to ensure bins are emptied. I am paying for a service that is not being delivered. I complained only last year about same issue, shocking I am having to do the same again today. Outcome: <i>Complaint upheld</i> <i>Customer called. Crew and advised and my email address provided to customer if there are any issues in future.</i>
Building Services	Failure to fix first time	Housing repairs reported on <i>date</i>. I described the full issues I was having with both the front and back external doors suspecting that the locks would need replaced. The trade person arrived as arranged which was great. However,

Service Area	Category	Complaint (summarised / redacted)
		he only completed half the repair. He replaced the front door lock and said I had to report the back door lock for him to replace it as his job line said replace front door. I said to him that it was reported and showed him my repair details I inserted into the repair description box on line. He then said he did not have a lock to replace the one on the back door. Knowing through talking with the man that he was on standby I'm assuming no other lock emergency was complete that night. The customer Service on this instance is poor in that I now have to stay in for another day for your tradesman to call out. Why did he not return to his depot to get the bits needed? Outcome: <i>Complaint upheld.</i> <i>Have emailed the tenant and sent an apology from not only myself on behalf of the Council but from the joiner himself who attended the property. Also attached a 3rd party claim form for the tenant and explained if they required any info/help to get back in touch. I had one of my daytime joiners attend her property on date to rectify the back door lock issue. The job was completed.</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.
- 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.
- 3.4 There are good examples when the Council 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 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the 'business as usual' process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent's cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.
- 3.8 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.
- 3.9 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	41%	15%	15%	29%
Stage 1	40%	13%	17%	30%
Stage 2	44%	30%	2%	23%

Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	40%	16%	10%	34%
Stage 1	39%	14%	11%	36%
Stage 2	47%	28%	2%	22%

4.0 Complaint Satisfaction

- 4.1 In historic reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a 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.
- 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.

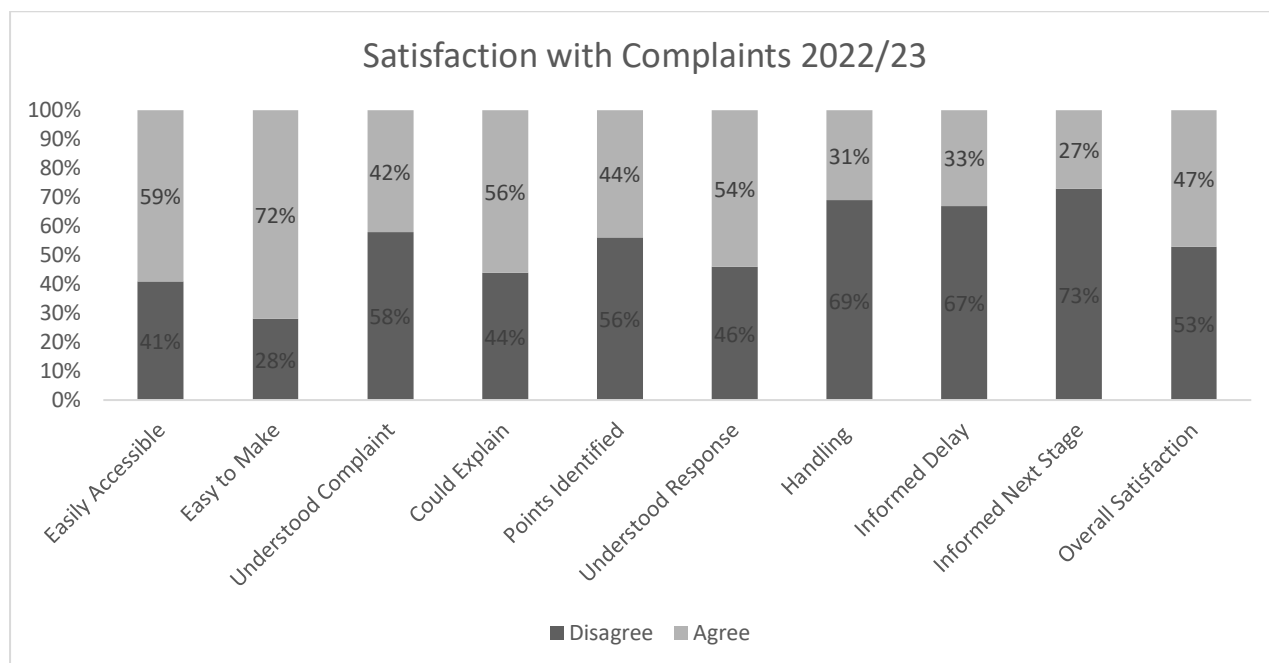
- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and 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 75 replies from complainants claiming residency in the Glenrothes Committee area. Comments included:

- Matter dealt with swiftly and apologies made for the matter.
- Your complaints procedure is basically flawed and having the complaint investigated by the department being complained about is wrong.
- I found the whole complaint process and so-called investigation a complete farce.

Overall satisfaction was 47% and has declined from last year's figure of 75% although there were only 15 survey returns last year. The result is below 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 2022/23 there were 9 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	Windows in a conservation area	Not taken forward for investigation
Sustainability	Noise nuisance at transfer site	Not taken forward for investigation
Area Services	Contractual issues with lease	Not taken forward for investigation
Planning	Planning enforcement	Not upheld
Building Services	Repair of windows	Not taken forward for investigation
Planning	Planning objection	Not taken forward for investigation
Housing	Housing options	Not taken forward for investigation
Planning	Planning enforcement	Not upheld
Children & Families	Social work support	Not taken forward for investigation

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	19/20	20/21	21/22	22/23	Note
Missed bins	1094	1047	1155	801	
Illegal Dumping	227	133	111	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Street Cleaning	202	157	154	67	

Enquiry Type	19/20	20/21	21/22	22/23	Note
Dog Fouling	49	19	7	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Aggressive Dogs	42	28	33	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Abandoned Cars	45	22	14	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Litter Bin Issues	24	27	23	14	Request new / overflowing
Needles	11	7	13	8	Either made safe or require removal
Fallen Trees	11	15	33	3	

- 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 including blank areas shown in the table at 6.2 please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included within this Committee's annual 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 14 compliments received from customers in the Glenrothes area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	5	Customer would like to the acknowledge the work of the two technicians that attended to her property when she suffered a leak in her kitchen. Both the Standby Electrician and the Standby Plumber cleared up any damage that had been caused by the leak and that this was much appreciated, and they should be thanked.

Service	Vol	Example
Customer Service Centre	4	Diane (Assistant Registrar) recently carried out our wedding. From first point of contact, right through she was absolutely fantastic. Nothing was a hassle, listened & took on all our information in order to have our ceremony how we wanted, communication was absolutely perfect & the actual ceremony itself was out of this world thanks to how she put it all together. As she stood & done the ceremony, it was like she actually knew us all as a family & also our friends. Diane is a lovely lady & fantastic at her job. We sent flowers as a thank you but also wanted to send an official compliment as she deserves it & more. Thank you.
Domestic Waste	2	The bin man this morning was very kind and helpful - emptied the bin and put it back for disabled gentleman. This is not the first time he has been very happy with the Service provided.
Grounds Maintenance	1	Would like to pass praise onto the street cleaner that was in the street this morning, clearing up the compacted leaves on the footpath outside my property. The gentleman's name was Jimmy. Extremely nice and pleasant man. I have been trying to get these leaves cleared for some time and every other street cleaner just ignores it. This morning Jimmy was out there clearing them up and scraping them off the footpath as due to them being there for some time were very compacted into the path. This man was very pleasant and very helpful, and I would like to say thank you.
Protective Services	1	Fantastic, thorough, and professional service from Robert in Pest Control. As well as doing the job he was happy to answer all my questions not even related to the reason he was there.
Street Cleaning	1	I live in Pitteuchar and Donald who has been cleaning the streets around the Glamis centre and surrounding areas has been doing a wonderful job, the cobbles, and the streets themselves have never looked better and it's really nice to see, he has been working really hard to make it look so nice.

8.0 Conclusions

- 8.1 Overall responsiveness (all complaints in target timescales) was improved over last year's results. The average working days to respond to all complaints was also improved and was better 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 Housing. The main root cause of Housing complaint reflected a complainant's dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria.

List of Appendices

None

Background Papers

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

1. SPSO revised model complaint handling procedure – [LAMCHPPart3.pdf \(spsso.org.uk\)](#)

Report Contacts

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4th October 2023

Agenda Item No. 5

Supporting the Glenrothes Local Community Plan – Area Budget Request – Thriving Places (Pedestrian Pathway to Caskieberran Primary School)

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 13

Purpose

This report seeks Committee approval to contribute towards the cost to replace the current main pedestrian pathway to Caskieberran Primary School, and to resolve existing drainage issues within the vicinity of the pathway.

The funding amount requested is £19,200.

Recommendation(s)

Members are asked to:

- (1) Note the contents of the Caskieberran Footway Plan (Appendix 1)
- (2) Agree the funding request as highlighted in this report to allow the construction of a new pathway and accompanying drainage works that will resolve the issues of current path integrity and drainage (Appendix 2).

Resource Implications

It is proposed that the sum of £19,200 is covered by Ward 13 budgets as follows:

2022-23 budget underspend: £12,595

2023-24 budget allocation: £6,605

It should be noted that the funding requested is 39% of the full cost of £49,200.37 for these works.

It can be confirmed that contribution has been secured from the following Services:

Transportation: £10,000

Grounds Maintenance: £20,000.

Legal & Risk Implications

There are no legal or risk implications arising from this report. All work will comply with all necessary regulations.

All work will be risk assessed within standard operating frameworks.

Impact Assessment

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

Consultation

Ward 13 Members have been informed of the issues of path integrity and drainage issues at Ward meeting on 18 May 2023.

Ward 13 members have been informed and consulted on the cost implications to the Ward's current budget, and last year's budget allocation underspend.

1.0 Background

- 1.1 The path is a major route to Caskiberran Primary School facilitating the movement of children and parents to and from the school.
- 1.2 The condition of the pathway has been compromised over time and has now reached a critical state, with failing tarmac surface and associated drainage issues.
- 1.3 The catalyst for this proposal was the injury to a member of the public and subsequent enquiries by the local Member of the Scottish Parliament.
- 1.4 Full feasibility and estimated costs to resolve the issue of path integrity and drainage issues within the vicinity of the path have been completed.
- 1.5 The current pathway is unadopted. Transportation Service has agreed to fully adopt the pathway once the new path is in place and drainage issues have been resolved.

2.0 Conclusions

- 2.1 The pathway is in a continual state of decline with limited maintenance undertaken. There is a continual risk of injury to members of the public due to the current poor condition of the pathway and accompanying legacy drainage issues.
- 2.2 The investment would secure a sustainable long-term maintenance programme within the adopted path network.
- 2.3 These proposed works align with Fife's Renewal Plan 4 Fife, in particular Enhancing and Maintaining Fife's infrastructure.
- 2.4 The proposed works align with Improvement Focus' within the Glenrothes Area Local Community Plan, in particular the commitment to invest in better connectivity across the Glenrothes Area.

List of Appendices

1. Caskiberran Footway Plan
2. Images of Pathway in its current state

Background Papers

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

None.

Report Contact

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Community Development Team manager

Auchmuty Learning Centre

Telephone: 03451 55 55 55, Ext no.

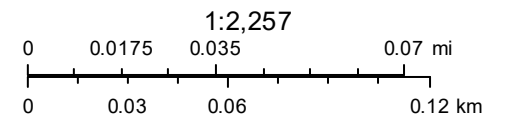
Email: chris.mieztis@fife.gov.uk

Caskieberran Primary School



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4th October 2023

Agenda Item No. 6

Glenrothes Area Amended Local Community Plan 'Plan4Glenrothes' Review

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Wards 13, 14 and 15

Purpose

Members approved the revised Glenrothes Local Community Plan, the 'Plan4 Glenrothes Area 2023 – 2026' in March 2023. This briefing provides an update on the progress of the work of Community Planning Partners in progressing actions relating to Current Challenges and Improvement Focus outlined in the revised Glenrothes Community Plan (Appendix 1).

Recommendation(s)

Members are asked to note the effort and approach taken to develop and manage a planning structure that will ensure Service commitment to the delivery of the Plan 4 Glenrothes.

Resource Implications

Local Community Planning activities are funded through various sources, including the Local Community Planning Budget, Service and Partner budgets, internal Service core budgets and external funding. Partners also contribute to delivery of the Plan 4 Glenrothes by developing targeted projects and initiatives. Spending from the Community Recovery Fund is aligned to support the Plan 4 Glenrothes priorities.

There is an expectation that service planning processes will address issues raised through the Local Community Planning process.

Staff will be expected to change their normal ways of working to resource the required changes to make the Plan a success.

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.

There has been extensive consultation in the production of the Plan4Glenrothes Area.

Consultation with community groups and individuals throughout 2022 helped shape and gather support for the four key themes identified within the Plan.

Monthly People and Place Leadership Group meetings were facilitated throughout the year up until November 2022 to support the review of the Plan for Glenrothes.

These meetings reviewed the existing plan and established new key priorities which were approved by Members in January 2023. A final amended Plan including the addition of Balbirnie Park on the Areas of Focus for the Plan was approved by Members in March 2023.

1.0 Background

- 1.1 The Plan 4 Glenrothes Area identifies four thematic priorities:
 - Tackling Poverty
 - Develop and Support Community Leadership
 - Support Positive Mental Wellbeing
 - Town Centre, Village & Neighbourhood Redevelopment
- 1.2 Lack of Service engagement at appropriate leadership level has, in the past, limited the impact of successful delivery of the Community Plan's outcomes. Service commitment to a continual dialogue between Services and Partnerships, facilitated through the People & Place Leadership model, will be key to ensuring the Plan4 Glenrothes 2023-26 successfully identifies actions that are focused on impact and improvement related to the Plan's priorities.

2.0 Current Position

- 2.1 Following on from Members approval of the final Plan in March a draft community planning structure has been developed with the aim of ensuring and facilitating strategic leadership on the delivery of the Glenrothes Community Plan (appendix 2).
- 2.2 The draft structure seeks to operate at three levels: People & Place Leadership Group; 5 thematic planning partnership groups; a series of operational and short-term action focused working groups.
- 2.3 A new annual cycle of quarterly People and Place Leadership Team meetings has been diarised to cover the year 2023-24. The purpose of the Leadership Group is to review Service commitments and progress on actions within the Plan. These meetings have been diarised to allow time to prepare for upcoming Area Committee reporting deadline.
- 2.4 The first of these quarterly People & Place Leadership meetings took place in June with Service representation from: Community Learning & Development; Grounds Maintenance; Community Use; Social Work (Children & Families & Criminal Justice); Safer Communities; Transportation Services; Property Investment & Development; Health & Social Care; Police Scotland.
- 2.5 To help ensure Service engagement with the Glenrothes Community Plan, and to strengthen the link between the Plan Priorities and Service Plans, a series of individual meetings have been taking place, and continue to take place, between the Community Manager, the Community Learning and Development Team Manager and Service leads.

2.6 The purpose of these individual meetings is to:

- Discuss the Area Committee Forward Plan, and how Service reporting can tie in with Community Planning priorities.
- Seek to develop a common understanding of and commitment to Glenrothes Community Planning priorities across all Services.
- Ensure individual Service commitment to and responsibility for actions that are focused on impact and improvement related to the Plan's priorities.
- Ensure a commitment to a partnership and collaborative approach between Services to most effectively deliver on the Plan's priorities.

2.7 The five thematic partnership planning groups are: Glenrothes Against Poverty (Appendix 3); Youth Work Networking Group (Appendix 4); Adult Learning Planning Group (Appendix 5); Glenrothes Linked Together (Appendix 6); Community Leadership. Each group seeks to identify key challenges, mitigating actions and Service responsibility relating to the Glenrothes Community Plan.

2.8 The mix of established operational and short-term working groups manage the coordination of the immediate and ongoing front-line response to delivery on strategic outcomes.

2.9 Reporting on the progress of the Glenrothes Community Plan will happen:

- Thematically: a separate report on each of the four themes will be presented to Area Committee annually, commencing with a report on the theme of 'Tackling Poverty' at Area Committee on 22 November;
- Standard Service reporting will align to the four themes in the Glenrothes Community Plan;
- Local budget proposals to Committee, such as the Local Planning Budget and the Community Recovery Fund, will align with the Glenrothes Community Plan;
- Members will receive updates on ongoing work relating to Plan priorities at Area Ward meetings and bespoke Member workshops.

To date this calendar year Area Committee has received five reports supporting the outcomes of the Glenrothes Community Plan.

3.0 Conclusions

3.1 To effectively strengthen the link between Community Planning priorities and Service Plans, it will be essential that future Service reporting, as outlined in the Forward Plan for Committee, is aligned with Community Plan priorities.

3.2 A coherent planning structure has been established that will facilitate and account for Service commitment to coordinated actions that will address the four themes and Improvement Focus' of the Glenrothes Community Plan.

3.3 The Area Team will continue to ensure, through People & Place Group meetings and Service 1-1's, that all partners and services are fully engaged in the delivery of the Plan. This is not the final plan; this plan should grow, develop and evolve.

3.4 By the end of this Area Committee Reporting year members will have received a detailed report on progress relating to each of the four Glenrothes Community Plan themes.

- 3.5 Members will receive ongoing updates and actions relating to the Glenrothes Community Plan through Service reporting, Area Ward meetings, Members Workshops and through the clear alignment of local budget planning to the Plan.
- 3.6 The support of Elected Members will be vital to ensuring partners actively contribute to the Glenrothes Area Community Plan.

List of Appendices

1. Glenrothes Area Community Plan
2. Draft Community Planning Structure
3. Glenrothes Against Poverty T.O.R.
4. Glenrothes Youth Networking Group T.O.R.
5. Adult Learning Planning Group T.O.R.
6. Glenrothes Linked Together Background Document

Background Papers

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

- Plan4Fife Local Outcome Improvement Plan 2017 – 2027
- Recovery and Renewal Plan4Fife 2021 – 2024 Update
- Glenrothes Area Local Strategic Assessment 2022

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Plan for Glenrothes Area 2023-26

Area Priority	Current Challenge	Improvement Focus
1. Tackling Poverty	Following the COVID Pandemic there has been an increase in demand for crisis support with basics such as food and fuel. While there are a range of services in place to support individuals and families, there is a recognition that, alongside ongoing crisis support, more needs to be done to enhance and improve service approaches to opportunities out of poverty through fair work, training and learning opportunities. Further work is required to understand the barriers individuals are facing and opportunities that may be available to them. Cost of living is an ongoing and increasing concern for local people and there is uncertainty as to what the full impact of this will be in the medium to longer term. There are employment opportunities in a few sectors, along with potential skills gaps. Glenrothes Area was the pilot area for the Living Wage Town and several local employers received accreditation.	Glenrothes Area Services commit to work together to improve the promotion of existing services, ensuring community involvement in identifying improvements through effective community engagement. Through People and Place, Area Services commit to joining up access and service support to families and households so that people get the right support they need more quickly. We will work with individuals, families and neighbourhoods to increase awareness of training, volunteering and employment opportunities available across the Glenrothes area. We commit to identifying sector specific employment gaps and to create training, placement and improve recruitment processes to support people into good work with real living wage employers. The 'Making Glenrothes a Living Wage Town' initiative is encouraging local employers to pay employees the Living Wage. We will work with employers in the Area so that more commit to paying the Living Wage. Work with young people in schools to look at future employment opportunities

		We will provide leadership and support to bring communities and neighbourhoods together with services voluntary groups and business to provide common purpose and new solutions. We will build the capacity of our community food network and welfare support services, ensuring the provision of food and welfare support has quick and simple access for people who need it. We will promote sustainable food choices, including healthy food, value for money, reduced food waste, and grow your own. We will ensure access to energy advice and support is quick and simple for those that need it.
2. Develop and Support Community Leadership	Across the Glenrothes Area, local people feel less connected to their neighbourhood than they did in 2016. While many people would be willing to work together with others on something to improve their neighbourhood, there continues to be a perception that other people in the area are less likely to pull together to improve their neighbourhood. As with all areas of Fife, most local people in Glenrothes Area would like more involvement in decisions that the Council makes that affect their local area.	Over the next 3 years Glenrothes Area CLD Team and Partners will focus on building community capacity and supporting community leadership. This will seek to improve upon and respond to feedback on community perceptions of how council and partnership services meet the needs of people who use them. Actions and targets within the Plan will include: -An increase in community organisations taking a lead in local projects and promote volunteering opportunities. -An increase in the percentage of people in the Glenrothes area volunteering in their local area from 47% - 50% by 2026.

	Only 7.6% of people in Glenrothes Area feel that they can influence decisions that affect their local area, compared to 13.7% in Fife. Of those surveyed, 47% report that they provide unpaid (voluntary) help to a group or organisation. This compares with 46% of Fife as a whole. The most common areas in which unpaid (voluntary) help is given to groups and organisations are hobbies/ recreation / arts / social clubs, local community / neighbourhood organisations, and environmental protection. Within Glenrothes Area, more than half of local people believe that the Council provides high quality services, and under half believe that it is addressing the key issues affecting the quality of life in their local neighbourhood. Glenrothes Area has the lowest levels of all Areas believing that the council designs its services around the needs of people who use them. Many people believe that the council is not good at letting people know about the kinds of services it provides or addressing the key issues affecting the quality of life in local neighbourhoods.	-A commitment to strategically support improved collaborative, cross service working and information sharing. This will involve, for example, facilitating quarterly community planning partner networking events to allow all staff and volunteers working in the Glenrothes Area to come together and share information/ideas and opportunities for joint working. -Sharing progress systematically and regularly on the Plan for Glenrothes Area publicly. -Agree a common approach for community engagement using the National Standards of Community Engagement and train representatives from across the partnership to ensure a co-ordinated approach. - Increase the percentage of people in the Glenrothes Area who feel they can influence decisions that affect their local area from 7.6% to at least 13.7% (Fife average) by 2026. We commit to building community growth and involvement by encouraging and increasing involvement, leadership and participation across all demographics including young people through youth Democracy & Participation in Schools and Community settings; adults and older people; communities of interest; protected characteristics; asylum seekers and refugees.
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		The Plan will support actions and initiatives that commit to enabling existing community groups to support growth and develop more representative memberships. Examples of such actions will include Building Capacity through training; projects supported by the outcomes of the Community Empowerment Bill; Improving Grant Funding Skills; Community Engagement Training. The Community Planning Partnership commits to demonstrating clear links and joint planning between services to secure improved community engagement. For example, we will evidence clear alignment between School Improvement Plans and Community Planning actions.
3. Supporting Positive Mental Wellbeing	Fife's Recovery & Renewal Plan 2021-24 has set out to address issues of mental health & wellbeing, and associated problems, including drug and alcohol abuse. Glenrothes Area Health & Social Care Plan outlines that for the year 2018/19, there was a 2.3% increase in the use of prescribed medication for anxiety, depression or psychosis in Glenrothes Locality. The Glenrothes Health & Social Care Locality Plan has outlined a series of initiatives aimed at	We commit to developing, supporting and highlighting work that takes an earlier intervention and preventative approach, creating a more sustainable, longer-term and strength-based model of supporting positive mental wellbeing in the area. This work will compliment and support the ongoing work contained within the Area Locality Plan. Initiatives will include, for example, improving community and service awareness and access to the wellbeing benefits of physical activity through the Active Fife programme, improved access to public and outdoor spaces and the work supported by the Anti-Poverty theme in the Plan.

	addressing the mental health needs of those living in the area. There is an opportunity to align Locality Planning initiatives with Community Planning work, so that a community focused, collaborative and holistic approach to improving access to clinical and social interventions that support poor mental health and improve mental wellbeing Post Covid, services across Glenrothes Area, including schools, family services, housing and welfare support services, are consistently reporting an increase in mental health related issues affecting people who access these services. Partners, such as teaching staff, describe supporting parents on an individual basis, an approach that is neither desirable nor sustainable. Young people are reporting an increase in mental health issues, and an increased sense of isolation since the pandemic. Poor mental health is often a consequence and a cause of social isolation and loneliness, and stigma surrounding the issue is still a major barrier to many individuals seeking support or asking for help. For those who do seek help, CAHMS	We commit to improving awareness and the use of On Your Doorstep by raising the profile of ongoing opportunities and activities and by supporting activity that addresses gaps in local provision. The Plan will support initiatives that contribute to improved Mental Health awareness and anti-stigma work. Work supported by the Plan will also involve peer and community led support groups. Community Planning Partners commit to align with and support the H&SC Plan's aims by outlining measures and initiatives that support positive mental wellbeing by building the capacity of our services and community groups to address these issues in more proactive ways.
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	and other support services for mental health are oversubscribed, with long waiting lists and poor availability.	
	Short term funding for local initiatives is cited as a barrier to sustainable and secure community-based support.	
4. Town Centre, Village & Neighbourhood Redevelopment	To improve the Town Centre offer, one of the key challenges for the Glenrothes Area is the Kingdom Centre. There have been several attempts over many years to work with the owners to improve the offer. The location of the centre and lack of access in the evening creates a barrier both in terms of development, and in terms of connectivity and access. Recent developments in and around the centre are starting to see small improvements to the area and the Town Centre Master Plan 2020 – 2030 sets out a longer-term plan. Post Covid reduction in footfall, including lack of employees using the centre due to working from home, have also added to changes in use. Some new developments have been initiated across the central area. The wider Glenrothes Area and surrounding Villages will continue to be an area of focus for the duration of the next plan.	Over the next 3 years the focus for Town Centre Development will be to continue to look at investment opportunities for the Town and better connectivity. A further feasibility study is planned for the Albany Gate area of the Town Centre that will explore opportunities for private sector partnership arrangements. Community Planning Partners commit to ensuring work is connected to other areas in the plan including: the development of Riverside Park; neighbourhood development work in surrounding areas, including a new plan for Auchmuty; and connectivity to outdoors spaces. Partners commit to strengthening and supporting already active community groups such as Friends of Riverside Park and increasing community engagement through the continued development of the Neighbourhood Development Plans, which will be crucial to the success of this work and driven through the Leadership Theme of the Plan. Commissioned work supporting this theme will demonstrate key areas of focus, including connectivity and getting around; health and wellbeing; culture; access to leisure; the night-time economy; and housing. For example, there will be a review of existing path networks to improve connectivity and to encourage active travel options between Leslie, Markinch and the Town Centre. This will build on 20-minute neighbourhoods and living well locally.

A small number of neighbourhoods have benefitted from the development of Neighbourhood Plans. These Plans require cross sector support so that actions can be effectively delivered, and more needs to be done so that more neighbourhoods across the Area benefit from this very local approach to identifying need, building on community strengths, and implementing actions that support positive local development. Riverside Park is in many ways a unique asset to a locality of this size. The Park stretches from Markinch in the East, through the centre of Glenrothes all the way to Leslie. The Park provides different opportunities for Glenrothes Area: access to green spaces and outdoor activity; proximity of Riverside Park to the Town Centre acting as a central hub for the whole town and surrounding areas; community involvement, including schools and older demographics, in the development and engagement of activity in the park. Riverside Park will therefore be specified as an area of focus in the Plan. Balbirnie Park is a significant and valued green space for local communities and visitors to Fife. The park infrastructure has deteriorated over several years and now requires	There will be a commitment to increased development of estate action plans and neighbourhood plans, and to encourage the production of community led or local place plans for priority areas. While it is acknowledged that some of this work is both strategic and long term there is a need to continue to look at opportunities to draw people into the Town Centre as this work is both scoped out and developed. Area Services commit to supporting this theme by identifying practice and approaches that mean our frontline services, both public and private, will work more closely together in neighbourhood areas.
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	a significant investment to improve access and safety for park users. A planned partnership programme of park improvements, led by colleagues in Fife Coast and Countryside Trust, will be an area of focus in the Plan.	
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Glenrothes Against Poverty Action Group

Glenrothes and surrounding areas.

The Glenrothes Against Poverty (GAP) will work as a partnership to address poverty within the Glenrothes and surrounding area. The group are formed of professionals working towards common goals associated with tackling the impacts of poverty. Working together the group will deliver a mixture of direct action and joined up working, to ensure services are aligned to compliment and support each other.

Group Remit:

- **Poverty Intervention** - Supporting people in the community to get access to crisis support:
 - Income – Support promotion and services delivering income maximisation initiatives.
 - Debt – Support promotion and services delivering debt management initiatives.
 - Food – Support groups working to deliver access to food and social cafes. Explore alternative delivery models while maintaining a dignified service.
 - Energy – Support services delivering advice around energy use and conservation. Provide input on fuel poverty support services.
 - Mental Health – Support access and signposting to mental health services in the community, recognising that mental health issues can result in people falling into poverty and being unable to access support.
 - Physical Health – Promotion and provision of initiatives which support good physical health for those in low-income households, with low barriers to access.
 - Social isolation – Support and promote opportunities for people living in poverty to connect with others in their community, with low barriers to access and a dignified approach.
 - Work to ensure that crisis intervention is joined up with support services, to move towards prevention of future crisis.
- **Poverty Prevention** - developing, supporting and delivering initiatives which support lifting people out of poverty and preventing poverty.
 - Education/training - Support education and training opportunities which boost self-esteem, self-confidence, improved quality of life and promote access to work.
 - Employment – Support people into work by working with partner agencies to promote opportunities and reduce barriers to work such as access to childcare.
 - Apprenticeships and volunteering – Support opportunities to access volunteering and apprenticeship opportunities.

- **Communication and Networking**

- Work with partners to identify gaps in provision, allowing new initiatives and services to be developed.
- Reduce duplication of services to allow a clearer support landscape and realignment of resources for bolstering support or delivering new services.
- Information sharing – Keep GAP partners and the broader community up to date with both local and national support services and initiatives.
- Explore ways to work better between services/organisations, taking advantage of opportunities to work together to deliver better outcomes for the community.
- Work with partners to share knowledge and support better signposting of services.
- Explore better systems for referrals/information sharing for support services (e.g., Tell us once – customer journey).

- **Connecting to regional and national initiatives and research.**

- Provide feedback on the impacts of poverty in the local area to inform and influence Fife Wide Policies and Practice.
- Exploring national initiatives which can support work in the Glenrothes area.

Group Membership

The below list reflects the membership of the group. However, membership may be extended to other groups/officers where there is alignment between the organisations work and the remit of the GAP.

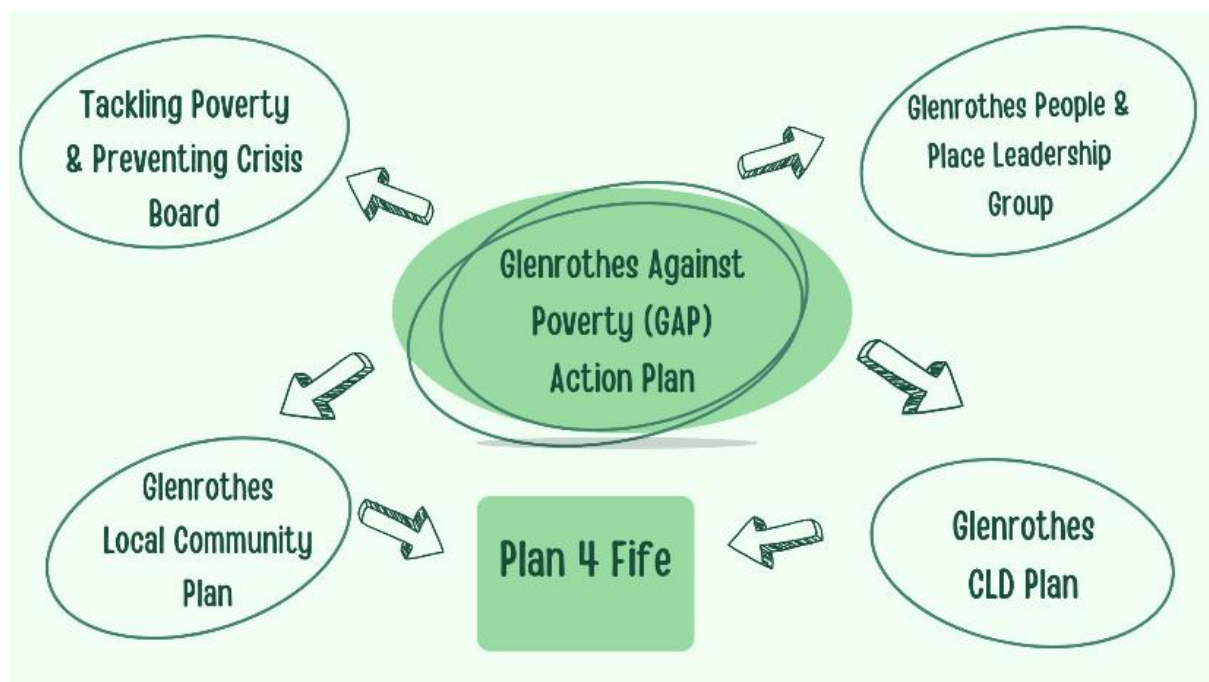
- | | |
|---|--------------------------------------|
| • Area Anti-Poverty Lead (Chair) | • Social Security Scotland |
| • Glenrothes Foodbank | • Fife Young Carers |
| • Fife Council Housing | • Citizens Advice & Rights Fife |
| • Community Education Worker representative | • Frontline Fife |
| • Welfare Support Assistant representative | • Castle Furniture |
| • Fife Council ABE Service | • Restoration Fife |
| • Fife Council Social Work | • Home-start Glenrothes |
| • Fife Council Education Services | • Fife Voluntary Action |
| • Fife Council Family Support Service | • WEA Scotland |
| • NHS Health Promotions | • Fife Gingerbread |
| • The Well – FH&SCP | • Kingdom Community Bank |
| • Police Scotland | • Health and Social Care Partnership |
| • Fife Cultural Trust | • Education |
| • The Job Centre | • Collydean Community Centre |
| • Department for Work and Pensions | • Gilvenbank |
| | • Health Visitors/Family Support |

Governance & Reporting

The GAP will report to the Glenrothes People and Place Leadership Group, which seeks to deliver on the Glenrothes Local Community Plan. The GAP has 2 sub-groups – Cost-of-Living working group and Mental Health and Wellbeing Group.

Meeting Frequency

The Glenrothes Against Poverty Group will meet every 8 weeks.



GAP Action Plan visual 1

Glenrothes Youth Networking Group- Terms of Reference

- **Purpose** - To work collaboratively to improve young people's outcomes from their involvement in and experiences gained in Youth Work and Youth Engagement.
 - To provide a platform for Youth Work and Youth Engagement partners and agencies to work together and develop high quality Youth Work initiatives and projects in the area.
 - To build and establish a Youth Work & Engagement network that promotes the values and value of Youth Work.
 - To share information, pool resources, knowledge, ideas, and skills to improve the quality of Youth Work and Youth Engagement.
 - Develop and deliver joint training for Youth Workers and Volunteers.
 - Develop and deliver pathways for young people and volunteers to develop their potential and progress into Youth Work.
- **Responsibility** - to ensure that the Group is meaningful and useful.
 - Members take responsibility for actions and for sharing and updating their organisations on any developments.
 - Members will share information on issues, concerns, and challenges that may be relevant and impact on young people/Youth Work.
 - A commitment to partnership working and openness and to work collectively.
- **Meetings** - The group will determine how often it should meet.
 - The group will decide the frequency of the meetings that suits the members - it is expected to meet at least 4 times a year.
 - Membership will be open to all Youth Work providers working in the area.
 - Others may be invited to join the meetings for specific skills, tasks, and expertise.
 - The group will elect a chair and CLD will provide secretariat support.
- **Progress** - The group will determine its priorities based on local experience.
 - The group will review how effective it is and the value it has brought to young people, the community and to Youth Work.
 - An annual review of progress will help the group members decide the appropriate actions required for the future of the group.

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FOREWORD

The role of the Adult Learning Planning & Delivery Group is to understand the needs and priorities within our communities and implement these responsibilities at a local level, in line with current strategic plans.

A Plan for Fife | Our Fife - Creating a successful, confident and fairer Fife ; Opportunities for All; Inclusive Growth and Jobs; Thriving Places; and Community Led Services. The ALP& DG should have good working knowledge of the local area and develop networks and partnerships to provide adult learning that meets the needs of communities, focusing on key areas such as health and wellbeing, education, and employability.

The ALP&DG should meet quarterly and have representation at the Fife Chairs and Coordinators Group, as a means of identifying common issues and to share good practice, discussion, and dissemination of the groups Action Planning.

The structure of the ALP&D should include a designated Chairperson and Co-ordinator. One of these Office Bearers should be involved with the Local Community Planning Partnership or relevant theme group, providing a direct communication link with this local strategic planning forum. The ALP&DG will bring together a cross sector of partners from Local Government, Education, and the Third Sector to provide focus on increasing community-based opportunities for those most excluded.

1. ROLE

- Develop and design community-based learning which addresses local needs and identify the best ways of meeting these needs through integrated planning and partnership working
- Utilise funding streams and develop strategies to maximise opportunities for local communities, meet set targets and build strong partnerships with stakeholders, voluntary organisation, and other partnerships.
- Have a good working knowledge of the local community and its needs, priorities and contribute to the outcomes identified in each Area Team Plan, Local CLD Plan, LPG&DG Action Plans, reflecting the needs of the local community.
- Evidence and record impact of community-based adult learning through a range of methods; monitoring and evaluation, performance reporting from learners and stakeholders.

- Increase participation in Community Learning and Development activities in the 20% most disadvantaged data zones (SMID) in Fife
- Develop good practice in the following areas through LEAP:
 - outcome focussed planning
 - induction of new members
 - developing progression, mapping pathways and transition
 - continuous shared evaluation and impact analysis
 - celebration of achievement
 - targeting of provision
 - contribute to the development and delivery of local plans, including the identification of annual delivery and improvement targets.
- carry out regular self-evaluation in line with the national inspection framework for **CLD- HGIOCLD**
- Regularly report to Team Manager
- ensure that appropriate information and guidance is available to participants and that progression pathways are clear, easily accessible, discussed and recorded.

2. STATEMENT OF MEMBERSHIP

Examples of core group membership should include:

Community Education Workers (CEW), CLD team staff and local organisations receiving funding to provide core services such as: ABE, ESOL, College outreach, Community Use and Education.

Efforts should be made to involve voluntary sector organisations and other agencies who support outcomes in education, employability, health, social isolation, poverty reduction and social justice.

A lead person should be identified for each adult learning activity in the ALP&DG Action Plan. The lead person will have responsibility for the collation of all appropriate data, including quality assessments, and for ensuring that it is presented timeously for consideration at meetings.

It is recognised that for this to happen informal subgroups or local networks may require to be established.

Each ALP& DG should have assigned a minimum of three members to approve course proposals using the **course approval document** for guidance.

3. ROLE OF CHAIR

- The Chair will work closely with the ALP&DG Co-ordinator and appropriate CLD Area Team Manager, chairing meeting and developing ideas to ensure the opportunities and outcomes are fulfilled
- Attend Fife ALP&DG Chairs and Coordinators Group to keep abreast of Fife-wide developments and feedback accordingly
- Liaise with the Area CLD Team Manager and ALP&DG Co-ordinator to agree items for the agenda and receive updates on progression, proposals, budget, strategies etc.
- Ensuring that minutes of meetings are accurate, action focussed and are circulated within 2 weeks of the meeting.

4. ROLE OF COORDINATOR

The coordinator will be a CEW and a key driver of the partnership, working closely with the corresponding Area CLD Team Manager and ALP&DG Chair. The coordinator will be responsible for:

- Keeping up to date with current developments and the progress of the group against targets in the Action Plan, new local strategies, and funding
- Ensuring ALP&DG meetings are convened quarterly
- Circulating a meeting call notice and request for agenda items two weeks prior to meetings
- Circulating an agenda and any relevant papers one week prior to the meetings
- Co-ordinating information and targets to the Local Community Plan
- Providing regular budget updates
- Coordinating the adult learning partner input to the CLD Progress Report
- Coordinating course and project proposals and project planning timescales
- Coordinating regular self-evaluation processes
- Supporting and communicating regularly with the Chair regarding meeting preparation, projects, proposals, budgets, and other relevant issues
- Providing information, assistance, and support to group members on national and local developments, CLD and related strategies, Inspection frameworks and administrative requirements

- Attending ALP&DG Chairs and Coordinators meetings. The Chair or representative should report on progress through participation in the Local Community Planning Partnership or relevant theme group.
- Producing meetings schedules.

Tasks specific to the Chair and Coordinator may be interchangeable.

5. STANDING AGENDAS

- Review of Action Plans, progress, targets, and budgets
- Marketing and targeting of provision
- Good practice, successes, achievements, and impacts
- Review courses, project proposals and approvals
- Celebration of achievement
- Networking and CPD
- ABE, ESOL and CBAL-Progress, Plans and Targets
- Learners' Forums- plans and targets.

6. REPORTING

An Area CLD Progress Report should be submitted to the Local Community Planning Partnership or relevant theme group and Area Committee twice per year at dates to be determined.

7. SUPPORT

The precise nature of the support required by each ALP& DG will vary. This will be identified by several means:

- The Group will identify specific support requirements in its regular reports
- The Community Development Team Manager will provide support and information directly through participation in the Local Community Planning Partnership
- The Chairs and Coordinators group will meet to identify common issues and identify solutions.

8. QUALITY FRAMEWORK

The ALP&DG members are responsible for ensuring that appropriate quality frameworks (LEAP) are embedded, and that outcome focussed plans; appropriate evidence; up to date

and accurate management information and evaluations are in place for each activity in the ALP&DG Action Plan.

Each member of the group is responsible for preparing for and taking part in relevant HMIE Inspections of the Learning Community.

Quality indicators

- <https://education.gov.scot/improvement/hgiocld/how-good-is-our-cld/performance-and-outcomes/>
- <https://education.gov.scot/improvement/hgiocld/how-good-is-our-cld/>

9. PROJECT PLANNING

9.1 Leap Plans

Project planning should follow the annual programme of the ALP& DG - if a proportion of the budget is allocated to delivering a range of practical employability related qualifications such as REHIS (Royal Environmental Health Institute of Scotland), an overarching LEAP Project Plan should be completed for the year, LEAP Plans are not required for every individual REHIS course.

9.2 Project Proposals

The course proposal **CBAL 01** form should supplement the LEAP Project / Improvement Plans providing additional adult learning specific and budget information required by the ALP&DG group to make an approval decision.

All new proposals should be submitted to the ALP&D Approvers Group using the **Approval Document**. Projects approved should also be representative of all the stakeholders in the area and should meet identified needs within the **Action Plan. (Template)**

Where possible, projects covering significant pieces of work should be approved before the start of the financial year although further course proposals can be submitted throughout the year, to the approvals group.

The Project Manager/s are responsible for submitting a completed LEAP Project / Improvement Plan and supplementary CBAL 01 to the ALP&DG and the project should only commence on confirmation of approval.

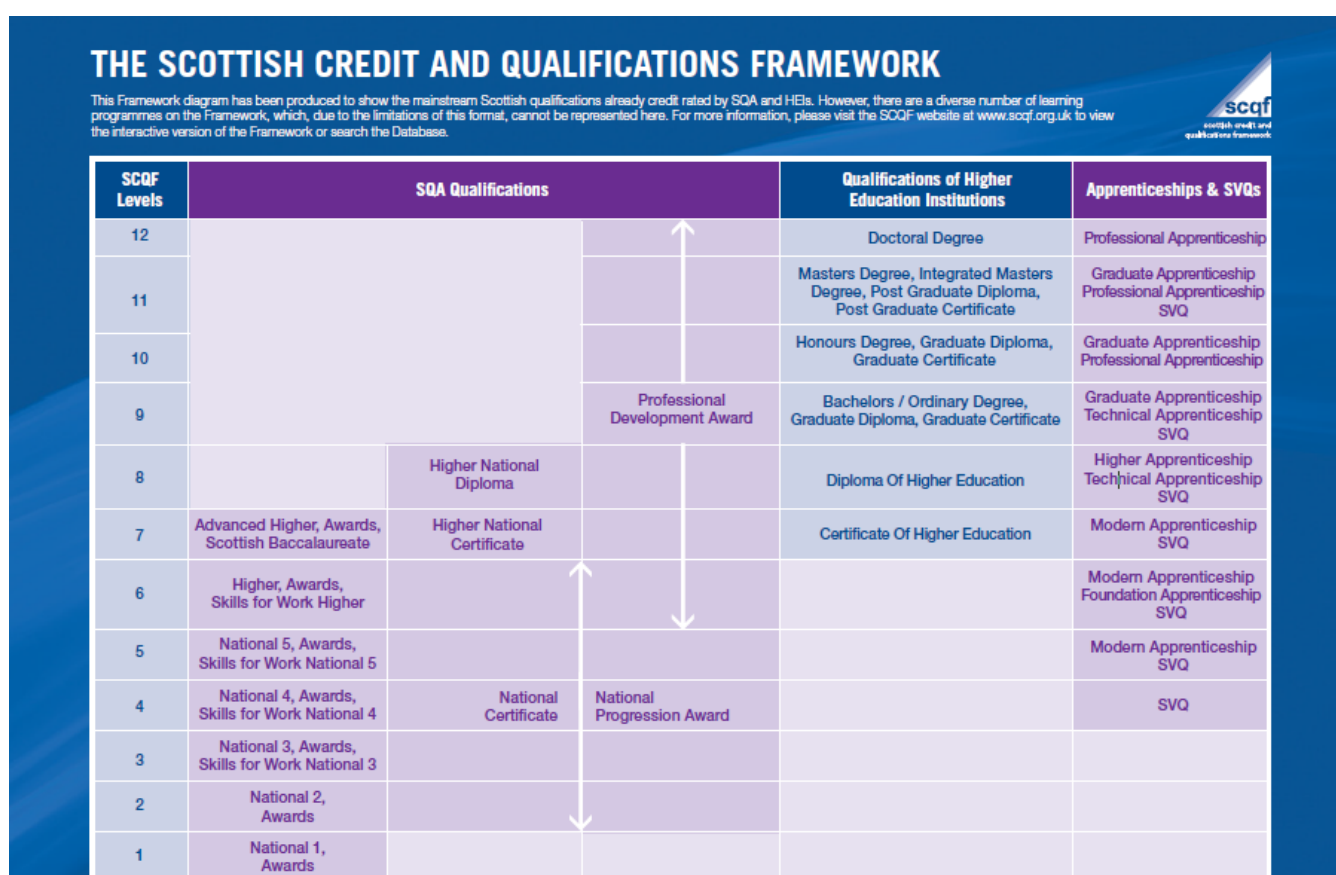
Once the project has been approved an electronic copy of the LEAP Project / Improvement Plan and the signed CBAL 01 should be sent to the Area or Central Administrator for the project to be set up in the Strengthening Community Partnership Management Information System, 'Cognissoft'.

The Project Manager should inform the ALP&D group and the Area CLD Team Manager immediately if there is any significant deviation from the LEAP Project / Improvement Plan and CBAL 01 (e.g. below minimum number of participants, length of course, costs, etc.) or if the project does not run.

9.3 Levels of course delivery

Many of the courses offered through the ALP&DG have no formal qualifications or are sector specific such as Food Hygiene. CBAL should aim to deliver up to SCQF 4 in the main. There may be circumstances where SCQF 5 is appropriate, but this would have to be agreed with the Area CLD Team Manager and is dependent on resources available.

SCQF Framework



SCQF FRAMEWORK DIAGRAM 1

9.4 Accommodation

When possible, adult learning should take place within C& N venues or where a Service Level Agreement (SLA) is in place. As the delivery of adult learning helps the organisation meet the terms of their SLA then there should be no cost to CLD. Where room costs look likely, this should be discussed and agreed with the Area CLD Team Manager before proceeding with the booking. **Community Use Free Lets Procedure**

9.5 Recruiting Tutors

Oracle Cloud Help & Support - Recruitment Hiring User Guide - All Documents (sharepoint.com)

The process for recruiting Adult Learning Tutors is slightly different from other recruitment on the basis that courses are often short in duration and staff are recruited to deliver a specific course. New suppliers must be set up on Oracle before commencement of the course. It is expected that Fife Council Tutors will be used wherever possible. However, it is recognised that at times, specific skills are required that Fife Council tutors do not have for example, using an Artist or someone to deliver a specific qualification such as Food Hygiene. The maximum hourly rate available from the budget must be agreed in advance by the Area CLD Team Manager.

1. Supplier should send a quote to clarify rate of pay for work to be carried out to be confirmed before work commences.
2. Then entered the system.
3. Once the tutor has delivered the session / course they need to send an invoice to the area admin team to be processed.
5. The area admin team receipt the entry in the system and the accounts payable team match the invoice for payment.
6. Invoices should be emailed to: invoices.accountspayable@fife.gov.uk and area admin.

9.7 Travel

Where the Project Manager has identified travel to be a barrier to participation, the ALP&DG can agree a budget.

- Stagecoach Bus Vouchers can be issued.
- If a student travels by car, then the payment is paid at the 0.45ppm

9.8 Marketing

Marketing of all courses must show the Fife Council logo and partnership logo, where appropriate.

The ALP&DG may wish to create their own strategy for marketing of courses. Fife Council has guidance on creating **Communications & promotions**

Marketing is expected to be through targeting of groups and organisations locally, social media campaigns, mail drops, leaflet, and poster distribution to the usual range of venues and through press releases.

Marketing should raise awareness of the opportunities for learning and could include a local area brochure, highlighting the partnership projects and outcomes to be achieved through the Local CLD Delivery Plan/ Action Plan. Publicity should include a contact person who is able to advise on any course or programme.

Communications and Customer Insight Team Can offer wider marketing advice and Central Print Unit should be used for printing or reproduction on a large scale. This requires a lead in time and should be discussed when proposals are being prepared and materials produced should meet **accessibility guidelines**.

9.9 Progression Pathways

Having a strong support infrastructure in place to facilitate clear and appropriate progression routes will assist learners wanting to progress to other community-based learning opportunities, further education, higher education, training, volunteering opportunities or employment.

All staff involved in the organisation and delivery of Community Learning courses have a role to play in providing support for learners to make informed choices about progression which can be offered through the following measures:

- A comprehensive induction which clearly outlines ways in which specialist support such as Adult Basic Education and English for Speakers for Other Languages can be accessed.
- Where appropriate, “route maps” should be issued which illustrate how learning undertaken link with other options. Prior learning should make a strong contribution to progression pathways
- All learners should have an Individual Learning Plan or Group Learning Plan in place (unless stated on course proposal) which will be regularly reviewed with a designated member of staff.
- Visits to the local college / training providers, open events should be encouraged and considered as an organised element of courses.
- A reflective evaluation and action planning session should be an integrated towards the end of course. This promotes opportunities for feedback, reinforcement of positive outcomes and destinations available.

10. ADMINISTRATION

The Project Manager is responsible for ensuring that all paperwork is completed fully and accurately. They must coordinate with all partners involved in the project to ensure that staff are appropriately briefed about their role in completing paperwork and follow the Area Cognisoft communication structure to record information.

All participants and attendance should be recorded on Cognisoft. Each area has a data input communication structure in place. It is the responsibility of the Project Manager to record participants and project attendance. If assistance is required with gaining access or training a request should be sent to cld.bsu@fife.gov.uk

Fife Council collects and uses personal information to help it provide services to its customers. Data Protection Legislation (including the General Data Protection Regulation and the Data Protection Act 2018) gives individuals rights in relation to their own information and controls the way in which the Council can use the personal information it holds.

Data protection & GDPR (sharepoint.com)

All staff and partners who have access to this information are Data Processors / Data Controllers and must understand and comply with the eight principles of good information handling as set out in the DPA (Data Protection Act) and Fife Councils Data Protection Policy.

10.1 **CBAL 01 Course Proposal** and LEAP Project/Improvement Plan:

Should be forwarded to the Cognisoft Area Project Administrators once approved. The project will be created or updated, and a project ID provided. From 1/09/2023 all Users of Cognisoft will be able to set up their own projects.

10.2 **CBAL 02 Participant Details:**

Should be forwarded to the allocated Cognisoft User for entry onto the system within 1 week of the course starting. It is the responsibility of the delivery staff / tutors to ensure that a CBAL 02 is completed for each participant and that all appropriate sections of this form are correctly completed.

There are two versions of the CBAL 02- Fife Council and Fife College. The college version requests additional information to comply with Scottish Funding Council and should be used only where participants in project will also be registered with the college.

10.3 **CBAL 02a Participant Recording Sheet** – Events

For large one-off events it may not be possible for all clients to complete a CBAL 02. The recording of participants is required and is the responsibility of the Event Organiser. CBAL 02a allows 25 participants details to be registered but multiple forms can be used to avoid queues at registration. Alternative arrangements for registration can be made e.g. collating information during event, at round tables etc. A designated member of staff or volunteer should collect this information while maintaining the participant's confidentiality. All sections must be completed and legible and the DPA consent given. For family learning events, only adults attending the event should be registered.*?

10.4 Application for Childcare Expenses

Individual area procedures apply, and associated costs should be included in the course proposal.

10.5 CBAL 05 Beneficiary Attendance / Travel / Childcare Expenses

Form CBAL 05 should be completed for each student for every day they attend a course. The form provides details of attendance and any expenses claimed/paid. The form requires both the student and the tutor to sign for audit purposes. **Is this still used**

10.6 CBAL 06 Monthly Outcome / Achievement Return (Monthly Monitoring Form)

During their learning, participants may complete an (ILP), achieve a qualification, or progress to a positive outcome, such as into employment, training or into further / higher education. The monthly monitoring form informs the Cognisoft User to update the participant's record.

This form provides accurate management information on which to monitor and evaluate projects. This may be an adapted electronic document in some areas.

10.7 **CBAL 07** Course Evaluation

Feedback from learners is vital and is the best way of ensuring that the learning we deliver is relevant to the needs of learners and continuously improves. Feedback can be captured using this form and by: case studies, interviews, records of work, surveys, focus groups and other means and should be completed by learners at an appropriate time towards the end of the course. Time should be set aside to enable this to happen.

10.8 ALP&DG Budget

All spending allocated to each areas adult learning budget should be recorded in the budget monitor. Regular updates to the group should be provided and Fife Council financial protocols should be followed.

11. VOLUNTEERING

The ALP& DG should support Fife council's vision for volunteering- Our Vision is to enable local people to live happier, healthier and more fulfilled lives through volunteering and to provide volunteering opportunities designed to develop and enhance the skills, knowledge, experience, and wellbeing of all participants. With the overall aim to empower people individually and collectively to make positive changes in their own lives and that of their local communities, through learning, personal development and active citizenship.

[Volunteering with the council - Home \(sharepoint.com\)](#)

[Supporting documents - Volunteering for All: national framework - gov.scot \(www.gov.scot\)](#)

12. LEGAL ORDERS

Procedures to be followed ONLY if there is a legal order in place that has conditions that may restrict or limit someone's participation.

Examples:

Learner : has signed up for a cookery class in the local community centre. They have ticked the box to say they have a legal order. The tutor arranges for the CEW to get in contact with the learner and does a basic risk assessment. The basic risk assessment has highlighted that the learner is not allowed to be in the vicinity of children Under 16. The CEW is aware that an afterschool club runs in the building at the same time and that this would mean the learner puts themselves at risk of being in breach of their legal order. The CEW refers the learner to a class in a more appropriate venue if possible.

Learner: has been referred to a Job Club by the Criminal Justice team. The Social Work Assistant has informed the Welfare Support Assistant (WSA) that the person has a legal order with limitations around IT access. The WSA contacts their line manager or CEW. The CEW or TM meet with the learner and the supervising officer and carries out a basic risk assessment and highlights that while the learner could attend the staff at the Job Club would not be able to monitor the IT usage beyond the normal monitoring within the group. It would then be up to the Criminal Justice Team to determine whether the referral should progress.

It is essential that this information is always stored under lock and key in accordance with data protection:

Initials of Participant	Name/contact details of Supervising Officer	Any risks identified <i>(to either staff or participants or that may break the terms of the legal order)</i>	Measures put in place to mitigate risks	Date and signature of Supervising Officer
JD	Joe Bloggs, Criminal Justice, Town House Kirkcaldy 470 XXX	JD should not be unsupervised with young people under 16 as this would break the terms of the legal order. There is no known risk to staff or participants.	Not to take part in activities where young people under 16 are in the same building.	10/06/2016 Joe Bloggs



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GLENROTHES LINKED TOGETHER



Together for a Safer Glenrothes

Author Inspector Kirk Donnelly

Glenrothes linked Together Representatives

Police Scotland – Local Area Community Inspector / Sergeant

Community Learning and Development – CLD Manager

Education – Three High School Head Teachers

Local Elected Members – All Ward Areas

Transportation – Service Manager

Local Authority Housing – HMO Manager

Safer Communities – Service Manager

Children Reporter – Senior Manager / Reporter

Environmental Scanning and Key Locations

Environmental scanning will form discussions during the monthly meetings detailing areas of concern or heightened risk of anti-social behaviour. Actions will be agreed for any work tasked for uplift, security and associated time scales for completion. Long terms plans will also be discussed and shared and captured within the meeting minutes.

Prevention

History

Glenrothes' meticulously planned landscape provides residents and visitors with an abundance of open green spaces, a wealth of leisure facilities, a network of cycle paths and an amazing art trail featuring over 170 unique sculptures, murals, decorated tiles and poetic paths. One of the best ways to get to know Glenrothes is to follow the Town Art Trail. Not only will this artistic route take you all over the town, you never know what, or who, will pop up next!

The Town Art Trail's 172 public artworks include a family of hippos, a ring of dancing children, giant mushrooms and 13 carved concrete slabs arranged into a circle of standing stones. The Town Art Trail winds its way through several attractive parks, including Riverside Park, which has woodland walks, children's play areas and beautiful gardens.

Strategy

OFFICIAL: POLICE AND PARTNERS

Glenrothes Linked Partners aims to bring together key partners and stakeholders including Police, Local Authority and Third Sector Agencies in order to improve Glenrothes and ensure the safety of its residents through collaborative joint working making Glenrothes a safe place to work and live.

Engagement

Education and Schools

Education will form a key part of GLT along with diversion schemes to steer young people away from anti-social behaviour. Police Scotland's School Campus officer for Glenrothes will work closely with the three Head Teachers of our Glenrothes High Schools to plan and introduce key inputs including but not limited to "One Punch Campaign" No knives better lives, and Alcohol Abuse.

Partners will work together to provide suitable diversion schemes, facilities and opportunities for young people to engage.

Local Businesses/Public Houses

Partners will seek to engage with our local business and licenced premises in hot spot areas and look at new innovative ways to ensure anti-social behaviour is reduced and or affecting local businesses.

High Visibility

Police officers and safer Community officers will engage with the public direct through preventative patrols

Enforcement

Enforcement strategies will be discussed at each meeting as this can be bespoke and may be different depending on area, demographic and likely outcome.

The following enforcement tactics may be considered

- 1) Education
- 2) Diversion, Warning
- 3) Charged with Criminal offence

- 4) ASBO Legislation
- 5) Dispersal Orders
- 6) Police/Court Bail
- 7) Curfew Bail
- 8) Fixed Penalty Notice

Funded Post

Local authority have invested in a locally funded Police Officer post for a period of one year. This officer will be solely dedicated to reducing anti-social and violent offences within Glenrothes town centre and open parks and spaces. This will be achieved through prevention, education and enforcement. The Fife Divisional Commander commits to matching the funded post with an additional officer to work in partnership with the funded officer for the period of the service level agreement.

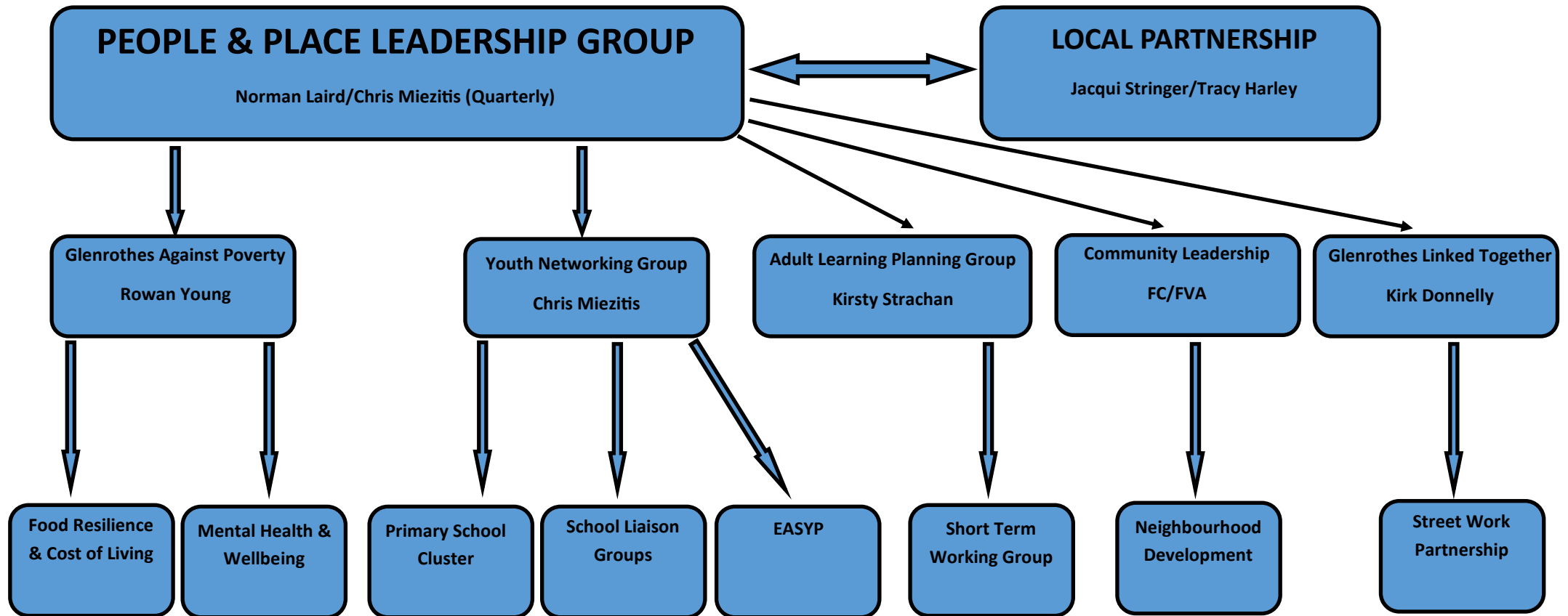
The cost of a funded officer for a period one year is £47,178. This will be agreed and secured within a local service level agreement. The cost of the second officer will be matched by Police Scotland.

Communication

All proactive work which takes place under the GLT banner will be highlighted on social media pages of anybody discussed by the working group.

Corporate Communications can assist support any media enquiries

Glenrothes Area Community Planning Structure



4 October 2023

Agenda Item No. 7

Glenrothes Area Committee Workplan

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

Wards Affected: 13, 14, 15

Purpose

This report supports the Committee's consideration of the workplan for future meetings of the Committee.

Recommendation(s)

It is recommended that the Committee review the workplan and that members come forward with suggestions for specific areas they would like to see covered in any of the reports.

Resource Implications

Committee should consider the resource implication for Council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the workplan by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

Impact Assessment

None required for this paper.

Consultation

The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

1.0 Background

- 1.1 Each Area Committee operates a workplan which contains items which fall under three broad headings: items for decision, supporting the Local Community Plan and Scrutiny/Monitoring. These items will often lead to reactive rather than proactive scrutiny. Discussion on the workplan agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

2.0 Conclusions

- 2.1 The current workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. Workplan

Background Papers

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

None

Report Contact

Helena Couperwhite
Committee Services Manager
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Glenrothes Area Committee 22 November 2023			
Title	Service(s)	Contact(s)	Comments
Providing Fuel Poverty Support for the Glenrothes Area	Housing Services	Robert McGregor	Update report to include outcome of the Corporate Research Team's findings when data becomes available. Requested at meeting on 22.03.23 - Para. 45. (4) of 2023.GAC.19 refers. Workshop to be scheduled for October 2023, report cabinet committee on 05.10.23 and report back to GAC on 22.11.23
Cemetery Strategy Report	Property Services	Liz Murphy	
Area Housing Plan Update - Glenrothes	Housing Services	Charlotte Stitchell	Previously considered 01.12.21.
CLD Summer Programme - Outcomes Report	Communities and Neighbourhoods Service	Chris Mieztis	As requested following approval of funding at meeting on 24.05.23. Min Ref Para 58 (4) of 2023.GAC.25 refers.13.09.23.
Common Good Funds - Annual Report	Communities, Finance and Corporate Services	Eleanor Hodgson	
Selling of Lock Ups - Glenrothes	Housing Services	Donna Christie, Joan Lamie	Added at the request of Service 24.04.23.
Delivery of the Environmental Vandalism Strategy in the Glenrothes Area	Protective Services	Nigel Kerr	GAC Meeting 02.11.22, Para 20. (3) refers - delayed from 25.01.23 meeting - likely to be x2 reports - (1) enforcement; (2) operational/ removal.
Glenwood Regeneration Project	Housing Services	Norman Laird	
Glenrothes Area Committee Work Programme			

Glenrothes Area Committee 31 January 2024			
Title	Service(s)	Contact(s)	Comments
OnFife Update	Fife Cultural Trust	Karen M Taylor, Michelle Sweeney	6-monthly update. Previously considered at meeting on 24.05.23, Min Para Ref 52. (3) of 2023.GAC.23 refers.
Thriving Places - Update	Communities and Neighbourhoods Service	Chris Mieztis	Update report in 9 months following funding approved at meeting on 24.05.23, Min Ref Para 57 (3) of 2023.GAC.25 refers. Outcomes in addressing anti-social behaviour and violent crime in Glenrothes.
Glenrothes Area Committee Work Programme			

Glenrothes Area Committee 27 March 2024			
Title	Service(s)	Contact(s)	Comments
Health & Social Care Locality Planning - Glenrothes	Health and Social Care	Jacquie Stringer, Roy Lawrence	6-monthly update report. Previously presented 22.03.23 - Para 46 (1) and (2) of 2023.GAC.20 refers - to include any outcomes and data broken down further into age range.
Glenrothes Area Committee Work Programme			

Glenrothes Area Committee 22 May 2024			
Title	Service(s)	Contact(s)	Comments
Operational Briefing on Policing Activities within Glenrothes Area - 1 April 2023 to 31 March 2024	Police Scotland	Community Inspector Kirk Donnelly	Annual report. Previously considered at meeting on 24.05.23, Min Para Ref 53 of 2023.GAC.23 refers.

Glenrothes Area Committee 22 May 2024			
Title	Service(s)	Contact(s)	Comments
Scottish Fire and Rescue Service Local Plan Annual Performance Report - 1st April 2023 to 31st March 2024	Scottish Fire & Rescue Service	Scott Neilson, Station Commander Glenrothes	Annual report, previously considered at meeting on 23.05.23, min ref para 54 of 2023.GAC.23 refers. .
Glenrothes Area Committee Work Programme			

Unallocated			
Title	Service(s)	Contact(s)	Comments
Antisocial Behaviour Update	Housing Services	Dawn Jamieson, Brian Westwater	Update to include information relating to recent incidents in the Glenrothes area - as requested at GAC meeting on 22.03.23 - Para. Ref. 41. (1) of 2023.GAC.17 refers.
Antisocial Behaviour/Youth Diversion	Communities and Neighbourhoods Service	Norman Laird	To include a potential framework for engaging pupils from the Glenrothes High Schools, eg, participatory budgeting; civic matters (community involvement) - as requested at meeting on 22.03.23 - Para 48. (5) of 2023.GAC.20 refers.
Pupil Equity Fund	Education and Children's Services	Angela Logue, Zoe Thomson	
Town Centre Masterplan - Glenrothes	Business and Employability	Andrew Walker, Ronnie Hair	Previously considered 24.03.21. Next update to include the Kingdom shopping centre and Rothesay House.
Riverside Park Improvement Plan 2020 - 2030: Update	Communities and Neighbourhoods Service	Kevin O'Kane, Andrew Walker	Previously considered 04.03.20. NB: Levelling up budget funding application has gone

Unallocated			
Title	Service(s)	Contact(s)	Comments
			forward. 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 - due 2021. Previously considered 31.10.18. 2020/21 - due to COVID-19, Education unable to progress with surveys at this time. 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	Norman Laird, Steven Sellars	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.
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.
Antisocial Behaviour - update	Safer Communities	Dawn Jamieson	Convener/Depute Convener to discuss and confirm requirement of future update reports and their frequency - as intimated at the GAC meeting on 25.01.23.

Unallocated			
Title	Service(s)	Contact(s)	Comments
Community Recovery Fund Outcome Report		Norman Laird	19/9/23 - At agenda planning meeting, Cllr Vettraino asked for CRF outcome report to be added to FWP - date TBC