

AGENDA

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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. **MINUTES**
 - (a) Minute of the meeting of City of Dunfermline Area Committee of 18 June 2024; and 4 – 9
 - (b) Minute of the meeting of West Fife Area Common Good Subcommittee of 3 June 2024. 10 - 11
4. **REPORT ON EDUCATIONAL OUTCOMES 2022/23** – Report by the Head of Education & Childrens Services - Secondary Schools & Specialist Support. 12 - 34
5. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - TOUCH AND GARVOCK OUT OF SCHOOL CLUB** – Report by the Head of Communities and Neighbourhood Services. 35 - 38
6. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - PLACE BASED COMMUNITY-LED REGENERATION IN TOUCH** – Report by the Head of Housing Services. 39 - 67
7. **SUPPORTING THE CITY OF DUNFERMLINE LOCAL COMMUNITY PLAN – COMMUNITY RECOVERY FUND (CRF) PROPOSALS** – Report by the Head of Communities and Neighbourhood Services. 68 - 70
8. **SUPPORTING THE CITY OF DUNFERMLINE LOCAL COMMUNITY PLAN – ANTI POVERTY WORK UPDATE 2023-24** – Report by the Head of Communities and Neighbourhood Services. 71 - 97
9. **DUNFERMLINE FREE BUS TRAVEL INITIATIVE 2024/25** – Report by the Head of Roads & Transportation Services. 98 - 104
10. **AREA ROADS PROGRAMME 2023/24 – FINAL REPORT** – Report by the Head of Roads & Transportation Services. 105 - 111
11. **PLAY STRATEGY IMPLEMENTATION – DUNFERMLINE AREA** – Report by the Head of Communities and Neighbourhood Services. 112 - 116
12. **COMPLAINTS UPDATE - 1 APRIL 2023 TO 31 MARCH 2024** – Report by the Head of Customer and Online Services. 117 - 139
13. **CITY OF DUNFERMLINE TOURISM ACTION PLAN** – Report by the Head of Business & Employability. 140 - 151

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.

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13 August, 2024

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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.

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THE FIFE COUNCIL - CITY OF DUNFERMLINE AREA COMMITTEE – BLENDED MEETING

Regency House Halbeath

18 June 2024

9.30 am 11.55 am

PRESENT: Councillors James Calder (Convener), Naz Anis-Miah, Lynn Ballantyne-Wardlaw, Aude Boubaker-Calder, Derek Glen, Jean Hall-Muir, Cara Hilton and Gordon Pryde.

ATTENDING: Michael Collins, Safer Communities Lead Officer and Patricia Spacey, Safer Communities Team Manager, Housing Services; Neil McGurk, Community Inspector, Dunfermline, Police Scotland; Craig Robertson, Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service; Shirley Melville, Temporary Community Manager (Dunfermline), Communities and Neighbourhood Services; John Mitchell, Head of Roads and Transportation Service and Allan Maclean, Lead Consultant, Roads and Transportation Services; and Diane Barnet, Committee Officer, Legal and Democratic Services.

APOLOGY FOR ABSENCE: Councillor Jim Leishman.

The convener advised of an additional item, which he had agreed to take as urgent business which was relevant and competent - due to concerns raised by the public relating to the circumstances of the roadworks at Bothwell Gardens roundabout, Dunfermline. In terms of Standing Order 36.4, the committee agreed to receive a verbal update from the Head of Roads and Transportation Services. The item was considered after item 8 on the agenda (para no 141 below).

134. DECLARATIONS OF INTEREST

Decision

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

135. MINUTE

The committee considered the minute of the meeting of the City of Dunfermline Area Committee of 23 April 2024.

Decision

The committee approved the minute.

136. 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 City of Dunfermline committee area during the 12-month period 1 April 2023 to 31 March 2024.

Decision

The committee noted the contents of the report.

137. SUPPORTING THE LOCAL COMMUNITY PLAN – OPERATIONAL BRIEFING ON POLICING ACTIVITIES WITHIN DUNFERMLINE

The committee considered a report by the Community Inspector, Dunfermline, Police Scotland providing an update on the policing activity within the City of Dunfermline Area.

Decision

The committee noted the contents of the report.

138. SCOTTISH FIRE AND RESCUE SERVICE, CITY OF DUNFERMLINE AREA ANNUAL PERFORMANCE REPORT

The committee considered a report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service (SFRS), providing incident information for the period 1 April 2023 to 31 March 2024. The information was to enable the scrutiny of the SFRS City of Dunfermline area against its key performance indicators.

Decision

The committee noted the contents of the report.

139. COAT OF ARMS/FREEDOM OF THE CITY EVENT

The committee considered a report by the Head of Communities and Neighbourhoods Service outlining proposals to mark the first granting of the Freedom of the City of Dunfermline to the Glen Peacocks and to unveil the city's new Coat of Arms.

Decision

The committee agreed:-

- (1) to approve the commission of the design of the new Coat of Arms which was to be designed, printed and registered via the office of the Lord Lyon in Edinburgh;
- (2) to approve the printing of the Freedom of the City scroll;
- (3) that the Area Committee would fund the cost of the design/registering of the new Coat of Arms and of the new Freedom of the City Scroll; and
- (4) to mark the unveiling of the new Coat of Arms and to present the Freedom of the City scroll at a Civic event to be held on 28 August 2024.

140. CITY OF DUNFERMLINE LOCAL COMMUNITY PLAN - THE CITY PLAN

The committee considered a report by the Head of Communities and Neighbourhoods Service providing an update on the progress made in developing the City of Dunfermline Local Community Plan 2023 to 2024 - The City Plan. The report built on recommendations from a previous report presented to this committee at its meeting on 24 October 2023.

Decision

The committee noted the progress made on developing a framework for the City of Dunfermline Local Community Plan – The City Plan.

141. URGENT BUSINESS - ROADWORKS AT BOTHWELL GARDENS ROUNDABOUT, DUNFERMLINE

The committee noted a verbal update from the Head of Roads and Transportation Services, as follows:

Although the roadworks were not due to commence until Monday, 17 June, it had been agreed with the contractor that the traffic management arrangements be set up on Sunday, 16 June to allow for measures to be tested and signal timings adjusted before the roadworks started the following day.

This arrangement had caused confusion and delays for road users, however, the committee was reassured that traffic movement during busy periods since Sunday was much improved and there were no concerns about emergency vehicles having space to navigate through the area of works. The service would continue to work with the contractor to ensure that delays in general were minimised as much as possible during the period of the works – over 16 weeks, not 20 weeks – all signs advising of the roadworks had been updated to reflect this timescale.

The committee acknowledged that the roadworks had been identified as critical to help mitigate the traffic impacts of the major housing development planned for Dunfermline over the next 20 years, comprising approximately 8,000 new homes and that the works were being funded by developer contributions.

Unfortunately, due to the location of planned development, there would be a significant impact on the travelling public during the works and road users were advised to consider alternative routes and allow more time for their journeys. With respect to local events during the period of the roadworks, the service would look to minimise delays as much as possible.

142. PROPOSED MANDATORY CYCLE LANE - B916 ABERDOUR ROAD, DUNFERMLINE

The committee considered a report by the Head of Roads and Transportation Services relating to objections to a Traffic Regulation Order proposing to introduce a mandatory two-way cycle lane on B916 Aberdour Road, Dunfermline and seeking approval to promote an additional Road Hump Order to install complementary traffic calming measures.

Decision

The committee:-

- (1) noted that additional community engagement was carried out as requested and that an additional design option was advanced;
- (2) agreed, in the interest of road safety, to set aside the outstanding 16 objections to the proposed Traffic Regulation Order (TRO) introducing a mandatory two-way cycle lane as detailed in drawing no. TRO23_08 (Appendix 2 of the report), to allow the Order to be made and the restrictions to be put in place; and
- (3) agreed to the promotion of a Road Hump Order (RHO) to introduce complementary traffic calming measures, such as speed cushions, as detailed in drawing no. TRO24_18 (Appendix 3 of the report), with all ancillary procedures.

Councillor Anis-Miah left the meeting following consideration of the above item.

The committee adjourned at 11.05 am and reconvened at 11.15 am.

143. SUPPORTING THE CITY OF DUNFERMLINE LOCAL COMMUNITY PLAN - COMMUNITY RECOVERY FUND (CRF) PROPOSALS

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement for a contribution of £79,000 from the Dunfermline Community Recovery Fund (CRF) to support a variety of projects across the City.

Motion

Councillor James Calder, seconded by Councillor Gordon Pryde, moved to approve the recommendations detailed in the report.

Amendment

Councillor Derek Glen, seconded by Councillor Jean Hall-Muir moved, as an amendment, to approve the allocations to projects (1), (3) and (4) but to continue a decision on project (2) pending details on the proposed improvements.

Roll Call Vote

For the Motion – 4 votes

Councillors Boubaker-Calder, James Calder, Hilton and Pryde.

For the Amendment – 3 votes

Councillors Ballantyne-Wardlaw, Glen and Hall-Muir.

Having received a majority of votes, the motion to approve the recommendations was carried.

Decision

The committee agreed to an allocation of £79,000 from the Community Recovery Fund (CRF) as follows:-

- (1) Holiday Activity Chest Fund - £20,000;
- (2) High Street Improvements – £20,000;
- (3) Tenants and Residents Association (TRA) support - £9,000; and
- (4) Participatory Budgeting Exercise in Abbeyview area - £30,000.

144. LOCAL COMMUNITY PLANNING BUDGET – DUNFERMLINE FLORAL ENHANCEMENT

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £10,585 from the local community planning budget to continue to support the floral enhancement of the city centre.

Decision

The committee agreed to a contribution of £10,585 from the local community planning budget, specifically the Area wide portion of the budget, to support the floral enhancement of the city centre.

145. LOCAL COMMUNITY PLANNING BUDGET – DUNFERMLINE COMMUNITY COUNCILS

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of up to £50,000 from the local community planning budget to develop the ongoing work being carried out by the current active community councils in the Dunfermline area.

Decision

The committee agreed a contribution of up to £50,000 from the local community planning budget, to be divided between the respective community council wards. This would allow the implementation of community council projects without the need for multiple funding applications.

146. LOCAL COMMUNITY PLANNING BUDGET REQUEST - SCOBIE PARK RENOVATION

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement for a contribution from the local community planning budget, specifically the Central Dunfermline Ward Budget, to support the upgrade of the local playpark at Scobie Place.

Decision

The committee agreed to an allocation of £10,000 from the Central Dunfermline Ward portion of the local community planning budget in financial year 2024/25, to support the upgrade of the local playpark at Scobie Place.

147. LOCAL COMMUNITY PLANNING BUDGET - DUNFERMLINE PROJECT SUPPORT

The committee considered a report by the Head of Communities and Neighbourhoods Service outlining Dunfermline projects which required local community planning budget funding support in the financial year 2024/25.

Decision

The committee agreed a total contribution of £39,450 from the local community planning budget for seven of the projects as follows:-

- (1) £1,000 Annual Crowdfunding Contribution
- (2) £2,000 (up to) Dunfermline Christmas Tree
- (3) £3,750 Dunfermline Press Champion Awards Sponsorship
- (4) £700 Townhill Park Chemical Toilet Maintenance
- (5) £2,000 'Just Do It'
- (6) £10,000 Dunfermline Children's Gala (2025)
- (7) £10,000 Christmas Lights Switch On Event (funding to come from previously allocated Community Recovery Fund events monies)
- (8) £20,000 Dunfermline Christmas Lights Contract

148. 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.

149. CITY OF DUNFERMLINE AREA COMMITTEE WORKPLAN

The committee considered a report by the Executive Director, Finance and Corporate Services, relating to the Forward Work Programme for future meetings of the committee.

Decision

The committee:-

- (1) noted the contents of the City of Dunfermline Area Committee Forward Work Programme; and
- (2) agreed that members would advise the Convener, Depute Convener, Lead Officer and Committee Officer of any other items to be included on the Work Programme, within the remit of the City of Dunfermline Area Committee.

2024 WFACG 3

THE FIFE COUNCIL - WEST FIFE AREA COMMON GOOD SUB-COMMITTEE - REMOTE MEETING

3 June 2024

10.00 am - 10.30 am

PRESENT: Councillors Gordon Pryde (Convener), Aude Boubaker-Calder, Patrick Browne and Conner Young.

ATTENDING: Eleanor Hodgson, Accountant and Michelle McDermott, Committee Officer, Legal and Democratic Services, Finance and Corporate Services; and Tessa Ramsay, Local Community Planning Support Officer, Communities and Neighbourhoods Service.

7. DECLARATIONS OF INTEREST

No Declarations of Interest were submitted in terms of Standing Order No. 22.

8. MINUTE

The minute of the meeting of the West Fife Common Good Sub-Committee of 7 February 2023 was submitted.

Decision

The Sub-Committee approved the minute.

9. COMMON GOOD FUNDS UPDATE REPORT 2023-2024

The sub-committee considered a report by the Executive Director (Finance and Corporate Services) advising members of the current status of the Common Good Funds in the area to assist with the decision making process for new applications.

Decision

The sub-committee noted:-

- (1) the contents of the report;
- (2) that a review was currently underway on the Common Good Funds annual report to ensure that a consistent approach was undertaken across the areas in allocating funds and reviewing awards that were outstanding; and
- (3) that a formal process would be finalised in due course.

Councillor Conner Young joined the meeting during discussion of the above item.

10. WEST FIFE AREA COMMON GOOD FUND - APPLICATION FOR ASSISTANCE - W030 SCOBIE PARK RENOVATION, DUNFERMLINE

The sub-committee considered a report by the Head of Communities and Neighbourhoods Service seeking approval for an award of £20,000 from the West Fife Area Common Good Fund to assist with the costs of the renovation of Scobie Park, Dunfermline.

Decision

The sub-committee:-

- (1) approved an award of £20,000 to Garvock Community Group from the West Fife Area Common Good Fund to assist with the costs of the renovation of Scobie Park, Dunfermline; and
- (2) agreed that future applications being submitted to the West Fife Area Common Good Sub-Committee for funding should be circulated to all members of the sub-committee to provide them with more detailed information on the project.

20 August 2024

Agenda Item No. 4

Report on Educational Outcomes – 2022/23

Report by: Shelagh McLean, Head of Education

Wards Affected: 1, 2, 3, 4, 5, 6

Purpose

The purpose of this report is to provide the City of Dunfermline Area Committee with details of the attainment outcomes achieved by pupils within the area's schools during the school year 2022/23. This report also provides an overview of the range of strategies being developed to support our key priority to raise attainment.

Recommendation(s)

The committee is asked to consider and comment on:

1. the overall progress in raising levels of attainment in 2022/23; and
2. the strategies being implemented to raise attainment.

Resource Implications

There are no resource implications arising from this report.

Legal & Risk Implications

There are no direct legal implications arising from this report. However, there is the need to continue to raise the awareness of school leaders, local authority officers and elected members to maximise the potential of data, new systems and approaches to inform future actions to support school improvement.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policy is proposed.

1.0 Background

- 1.1 Our ambition is to improve attainment and to provide an appropriate curriculum for all learners. This report specifically relates to the attainment of pupils in the senior phase of their learning, i.e. stages S4-S6. In addition, it reports on how they have performed in securing a positive destination.

- 1.2 The senior phase of the curriculum also provides us with the opportunity to:
- improve employability skills
 - increase levels of sustained positive destinations
 - contribute to a prosperous Fife economy and improve life chances for all
- 1.3 School improvement in Scotland is focused on the use of the senior phase benchmarking tool, generally known as Insight. This improvement tool has two key release dates and provides a rounded view of attainment across a range of outcomes. An initial release in September provides information on all qualifications sat by young people within the Scottish Credit and Qualifications Framework for the previous session. This local benchmarking data provides details on the performance of year groups S4, S5 and S6. The national benchmarking data is updated in February with details of the destinations of all young people who left school in the previous session. The February data allows analysis of how young people have performed by the time they leave school.
- 1.4 In terms of analysis of attainment and achievement performance, the Education Service now publishes two statistical reports to schools. The first of these, the School Attainment Report, is provided to schools in early October, after the formal September Insight release, and discussion centres on the school's local benchmark data which shows how well each stage cohort S4 to S6 has performed across the range and level of qualifications. Discussions at individual school meetings feed into school planning and target setting.
- 1.5 At the end of March, a second report, the School Outcome Report, goes to schools and focuses on the national benchmarks which show how well the school's leavers have performed. The discussions with schools at this point focus on areas such as literacy and numeracy to see how well-equipped leavers are to go onto sustained and positive destinations, as well as considering overall levels of attainment and the types of destinations young people are achieving.
- 1.6 This report considers the data for 2022/23, as it stands in March 2024. This includes data from both the September and February Insight updates for the school year 2022/23.
- 1.7 As per national guidance, we take an 'outcomes'-based approach to attainment with the focus on all our young people at the point of exit rather than individual 'year on year' attainment.
- 1.8 The increased emphasis on 'outcomes' means a clear focus on the 'destination', 'employability' and range of appropriate qualifications achieved by the time our young people leave school rather than the overall attainment of any year group.
- 1.9 This report also presents information regarding attainment at key stages in learning (the end of stages S4 and S5). These provide an indication of how well learning is progressing.
- 1.10 We continue to improve our data sharing with schools through the Power BI platform.

2.0 Our Vision

- 2.1 Our shared vision across Fife, which also takes account of the key recommendations in the 15 to 24 Learner Journey Report, is to improve the opportunities for all learners by improving attainment.

2.2 This vision is being realised through jointly delivering on the following:

- a greater depth in work towards understanding and interrogating data
- ensuring sharing of practice at Headteacher events and across local authorities, including visits to other schools outwith Fife
- the review of subject choices and offers at school level
- development of curricular pathways
- more collaborative approaches across our secondary schools and the college to provide a relevant, coherent and appropriate curriculum for all learners, informed by local context and need
- allowing all young people across Fife access to more curricular options and opportunities, including all levels of apprenticeships based on a policy of equity and equality
- collaborative working with subject specialists to ensure greater understanding of subject areas

2.3 As a result of the above, the Directorate Improvement Plan 2023-26 has a focus on improving the following outcomes:

- **Attendance** - improving attendance is a key factor in raising attainment. Lower levels of attendance are a significant barrier to learning for many disadvantaged groups of pupils (e.g. those living in poverty, those with particular support needs – like young carers). Improving attendance will be a key factor in closing the attainment gap.
- **Attainment** - with a particular focus on literacy and numeracy. Literacy and numeracy are educational outcomes for which performance was relatively strong in the period leading up to the Covid pandemic. Many elements of Fife’s approach (e.g. our use of the Model for Improvement, Workshop for Literacy, Conceptual Understanding of Numeracy) continue to be held in high regard nationally. Re-establishing these approaches and ensuring that they are used rigorously across Fife’s school system will be a key element in supporting further improvement in literacy and numeracy. This will be a key enabler for further improving wider attainment.
- **Positive Destinations** - by ensuring that the curriculum design of schools supports the needs and aspirations of all learners and by identifying and supporting appropriate pathways into post school opportunities.

3.0 The context of the local area

3.1 Schools covered by this local area report are those in the Dunfermline/South & West Fife areas: Dunfermline HS, Inverkeithing HS, Queen Anne HS, St Columba’s RCHS, and Woodmill HS.

3.2 School context is known to have a significant influence on educational outcomes. Two factors have a particular influence on outcomes at a cohort level:

- Socio-economic factors, including household poverty (measured by registration rates for free school meals) and area deprivation (most commonly measured by SIMD, the Scottish Index of Multiple Deprivation).
- The Additional Support Needs (ASN) of pupils, including: learning, physical and communication support needs (these can usually be addressed through support for learning within the classroom), and family, emotional and mental health needs

(these are related to socio-economic factors in many cases, and often require a partnership approach to support).

3.3 Appendices 1A and 1B provide an overview of key data relating to these factors. As may be noted, schools in the Dunfermline / South & West Fife area:

- Have a lower level of Free School Meal Registration than the Fife average and Scotland.
- Have a relatively small number of pupils living in areas of disadvantage, particularly in SIMD decile 1.
- Have a relatively large number of pupils living in SIMD decile 10.
- Have learners whose recorded Additional Support Needs are similar to those seen across Fife as a whole.

4.0 Attainment

Attainment in literacy by the end of stage S4

- 4.1 Literacy is a key skill for employability and a foundational skill for wider learning and attainment. Improving the development of literacy throughout the 3-18 curriculum is a key priority to help improve overall attainment and to close the attainment gap. Appendix 1C provides an overview of attainment in literacy by the end of stage S4 for Fife and the local area.
- 4.2 Levels of attainment for literacy at SCQF level 4 have seen a general improvement across Fife in recent years, with some evidence of a closing of the attainment gap.
- 4.3 Overall attainment at SCQF level 4 in the Dunfermline / South & West Fife area shows an improving trend. Literacy attainment for learners in SIMD Quintile 1 has seen a significant improvement over the last three years, with a significant closing of the attainment gap.
- 4.4 Generally, levels of attainment for literacy at SCQF level 5 have shown an improvement across Fife over the last three years. Outcomes for pupils living in SIMD Quintile 1 have also seen an improvement, with a closing of the attainment gap.
- 4.5 Attainment at SCQF level 5 in the Dunfermline / South & West Fife area closely matches the level of attainment seen across Fife, both overall and for learners in SIMD Quintile 5. There is a similar improvement trend for learners in SIMD Quintile 1, but with outcomes in the Dunfermline / South & West Fife area lagging behind those seen across Fife as a whole.
- 4.6 When interpreting trends in the attainment gap, it should be noted that outcomes for learners in Quintile 1 in the Dunfermline / South & West Fife area relate to a relatively small group of learners.

Attainment in numeracy by the end of stage S4

- 4.7 Numeracy is a key skill for employability and a foundational skill for wider learning and attainment. Improving the development of numeracy throughout the 3-18 curriculum is a key priority to help improve overall attainment and to close the attainment gap. Appendix 1D provides an overview of attainment in numeracy by the end of stage S4 for Fife and the local area.

- 4.8 Levels of attainment for numeracy at SCQF level 4 have been broadly constant across Fife in recent years, in each SIMD quintile, with outcomes in 2022/23 similar to those seen in 2019/20.
- 4.9 Overall attainment at SCQF level 4 in numeracy for the Dunfermline / South & West Fife area is similar to outcomes across Fife for SIMD Quintile 5 learners. Generally, outcomes have been generally higher for learners in SIMD Quintile 1 and overall. There was a significant improvement for learners in SIMD Quintile 1 in 2022/23.
- 4.10 Generally, levels of attainment for numeracy at SCQF level 5 across Fife have seen a gradual improvement in the past two years.
- 4.11 Overall attainment at SCQF level 5 in numeracy for the Dunfermline / South & West Fife area have followed a similar trend to outcomes across Fife. Outcomes for learners in SIMD Quintile 5 are similar to Fife, whilst outcomes in SIMD Quintile 1 and overall are somewhat higher.
- 4.12 When interpreting trends in the attainment gap, it should be noted that outcomes for learners in Quintile 1 in the Dunfermline / South & West Fife area relate to a relatively small group of learners.

Wider attainment by the end of stage S4 and S5

- 4.13 Wider attainment by the end of stage S4 provides a foundation for leaving school, or for further study and achievement in stages S5 and S6.
- 4.14 Appendix 1E provides an overview of attainment at SCQF level 4 by the end of stage S4. For both Fife and the area, improvements have been seen since 2018/19 for those achieving 1+ to 5+ awards at SCQF level 4. Outcomes seen in the Dunfermline / South & West Fife area at SCQF level 4 have generally been above those seen across Fife and for similar areas in Scotland.
- 4.15 Appendix 1F provides an overview of attainment at SCQF level 5 by the end of stage S4. Outcomes for both Fife and the area have seen a general improvement over the past five years. Improvements have been seen since 2018/19 for those achieving 1+ to 5+ awards at SCQF level 5 across Fife. In the local area, outcomes have improved since 2018/19 for those achieving 1+, 4+ and 5+ awards at SCQF level 5; outcomes are similar for those achieving 2+ and 3+ awards. Outcomes seen in the Dunfermline / South & West Fife area at SCQF level 5 have generally been above those seen across Fife but below those seen for similar areas in Scotland.
- 4.16 Appendix 1G provides an overview of attainment at SCQF level 6 by the end of stage S5. Outcomes for Fife have seen a general improvement over the past five years, for those achieving 1+ to 5+ awards at SCQF level 6. Improvements have also been seen since 2018/19 in the Dunfermline / South & West Fife area at SCQF level 6 for those achieving 2+ to 5+ awards (with a fall in those achieving 1+ awards in 2022/23). Outcomes seen in the Dunfermline / South & West Fife area at SCQF level 6 have generally been above those seen across Fife but below those seen for similar areas in Scotland.

Overall attainment of school leavers

- 4.17 Overall attainment of school leavers can be measured by two different scales of tariff points:

- Total tariff points reflect the total achievement across the course of the senior phase. They reflect: the number of awards achieved across all subjects, the grades achieved in each award, and the SCQF level of the awards in question.
 - Complementary tariff points are a more focussed measure of the key qualifications achieved by each school leaver. They are based on the tariff points of the qualifications most likely to influence their post school life chances.
- 4.18 Appendix 1H provides an overview of the complementary tariff awards for Fife and the local area. Appendix 1I provides an overview of the total tariff awards for Fife and the local area. In each case, tariff points are shown for three groups of pupils:
- The bottom 20% - those pupils whose outcomes are furthest from attainment
 - The top 20% - those pupils with the greatest overall attainment outcomes
 - The middle 60% - the remaining pupils, representing the majority of the cohort
- 4.19 It should be noted that these groupings are relative to the schools' own rolls, rather than any wider population of school leavers. Hence, the social context of pupils in each grouping will vary with local area.
- 4.20 As measured by both tariff scales, the attainment of Dunfermline / South & West Fife area school leavers is generally higher than the Fife average for each of the three tariff groups (bottom 20%, middle 60%, and top 20%).
- 4.21 The difference in outcomes between the Dunfermline / South & West Fife area and Fife may reflect:
- A higher staying on rate to stage S6 (see the data in Appendix 1J);
 - The relatively large proportion of learners living in SIMD decile 10 and relatively small proportion of learners living in SIMD decile 1 (see Appendix 1B).

5.0 Destinations of School Leavers

- 5.1 Skills Development Scotland (SDS) tracks the post school destinations of pupils who leave school each year. In conjunction with the Scottish Government, they publish data on the initial destinations of school leavers, as well as information relating to the sustained destinations of school leavers, six months later.
- 5.2 Appendix 1J provides an overview of the initial positive destinations of school leavers for Fife and the local area. This includes destinations by stage of leaving, as well as destinations of key groups of pupils (looked after school leavers, those living in SIMD Quintile 1, those with Additional Support Needs).
- 5.3 The level of positive destinations in the Dunfermline / South & West Fife area has improved steadily over the past three years, ahead of the improving trend seen across Fife.
- 5.4 The initial post school destinations of school leavers with Additional Support Needs in the Dunfermline / South & West Fife area have also improved, ahead of the Fife trend. Outcomes for school leavers who were looked after or who lived in SIMD Quintile 1 fell in 2022/23 and are below the Fife average.
- 5.5 Appendix 1K shows destinations of school leavers, by category of destination.

- 5.6 The range of positive destinations which school leavers in the Dunfermline / South & West Fife area entered in 2022/23 demonstrates the main destinations are continuing education (with 73.7% entering either higher or further education), and employment (with 19.0% entering employment directly from school). In the Dunfermline / South & West Fife area, a greater proportion of school leavers entered both higher education and continuing education than the national average.

6.0 Action Planned to Further Raise Attainment

What will bring about further improvement and more consistency across all schools?

- 6.1 Effective self-evaluation is at the heart of continuous improvement and 'How good is our school? 4 (HGIOS4) provides a basis for schools to reflect and undertake self-evaluation. The framework underpinning self-evaluation in HGIOS4 supports the Directorate and school leaders to work together and challenge teachers to:
- Ensure educational outcomes for all learners are improving
 - Address the impact of inequity on well-being, learning and achievement
 - Consistently deliver high quality learning experiences
 - Embed progression in schools for learning, life and work from 3-18
- 6.2 We have reflected on the way we engage with schools and agreed to increase our level of scrutiny through a focus on attainment in October. These Secondary Headteacher meetings focus on specific areas of attainment, to build capacity for improvement via sharing of good practice from within and outwith the local authority.
- To continue to provide all secondary schools with an opportunity to engage in collective scrutiny with Education Managers and Heads of Service
 - Support schools to improve attainment continuously over time and/or maintain consistently ambitious standards of attainment for all learners through Insight training
 - Support schools in closing the attainment gap in our joint work with Education Scotland Attainment Adviser.
- 6.3 In schools, this is undertaken through a rigorous process of review of attainment in SQA exams involving curriculum leaders and class teachers. Each school's attainment report and action plan are discussed with Heads of Service and Education Managers and these form the basis for the School Improvement Plan. Evaluation of progress with the plan is carried out in April time.
- 6.4 Headteachers are available to attend area committee workshops to share information with elected members in their wards.
- 6.5 Schools are also expected to take part in Learning Partnerships. These involve working with, and learning from, other schools to inform school improvement.
- 6.6 A round of scrutiny will take place from April, following the publication of the updated Insight outcomes as noted in this report.

A strengthened performance framework supporting improvement

- 6.7 The Directorate has undertaken a review of support arrangements for performance management and its use of data to support improvement. Work is being undertaken through collaborative working with school leaders, via engagement with key groups of primary headteachers, and a new Collaborative Network with a focus on performance and improvement in the secondary sector. Key elements in this approach are:

- A new modelling approach, to help better assess the potential impact of multiple barriers to learning for individual learners. This is enabling better targeting of support for learners, through a “Risk Prediction Tool,” which is being piloted with secondary schools.
- A revised approach to benchmarking performance. The data underpinning the “Risk Prediction Tool” is being used to refresh the Directorate’s approach to setting stretch targets, ensuring that the Directorate and schools have improvement goals that are ambitious but achievable. Pilot stretch targets based on this new approach are being used by schools this year.

7.0 Conclusions

7.1 The evidence in Appendix 1, summarised in sections 3-5, shows that:

- Pupils in the Dunfermline / South & West Fife area are less likely to live in household poverty or areas of deprivation than pupils in the rest of Fife.
- Outcomes at SCQF level 4 by the end of stage S4 are strong in the Dunfermline / South & West Fife area. This is reflected in outcomes for literacy, numeracy and wider attainment, which are better than those seen across Fife as a whole and similar areas in Scotland.
- There is scope for improvement for higher levels of attainment (SCQF levels 5 and 6). Wider attainment at SCQF level 5 (by the end of stage S4) and SCQF level 6 (by the end of stage S5) are below the outcomes achieved in similar areas of Scotland, although above the Fife average.
- Generally, positive destinations have seen an improving trend over the past three years, ahead of an improving trend across Fife.
- There is scope for improvement for some measures of equity, including, literacy outcomes for S4 learners in SIMD Quintile 1; positive destinations of looked after school leavers and those living in SIMD Quintile 1.
- When interpreting trends in the attainment gap, it should be noted that outcomes for learners in Quintile 1 in the Dunfermline / South & West Fife area relate to a relatively small group of learners.

List of Appendices

1. Area Level School Attainment Report
 - A. School Context Information
 - B. SIMD Profile of the Area Pupils
 - C. Attainment of Literacy by the End of Stage S4
 - D. Attainment of Numeracy by the End of Stage S4
 - E. Attainment at SCQF Level 4 by the End of Stage S4
 - F. Attainment at SCQF Level 5 by the End of Stage S4
 - G. Attainment at SCQF Level 6 by the End of Stage S5
 - H. Overall Attainment of School Leavers (Complementary Tariff)
 - I. Overall Attainment of School Leavers (Total Tariff)
 - J. Staying On Rates and Overall Positive Destination Rates
 - K. Initial Leaver Destinations by Category
2. Glossary of Education Terms
3. The Scottish Index of Multiple Deprivation (SIMD)

Background Papers

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

- **Education and Children's Services Directorate Improvement Plan 2023-26** (available at: [Education & Children's Services Directorate Improvement Plan 2023-26 \(fife.gov.uk\)](https://www.fife.gov.uk/education-and-childrens-services-directorate-improvement-plan-2023-26))
- Know Fife briefing: **SIMD 2020 Focus on South & West Fife** (see: [SIMD-2020v2-Focus-on-Dunfermline.pdf \(fife.scot\)](https://www.fife.scot.nhs.uk/SIMD-2020v2-Focus-on-Dunfermline.pdf))

Sources of evidence

The information provided in this report is based on analysis of data from several sources, including Scottish Government Statistics and the Insight benchmarking tool February 2023 update.

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Appendix 1A – School Context Information

Secondary Schools Context

South West Fife / Dunfermline

The table below is taken from the September Pupil Census return and shows any additional support needs recorded for all pupils. Pupil can have more than one need. Highlighted figures indicate a significantly higher need rate for the Area compared to all of Fife.

School Roll - From September Census

Year	2022/23			
	School Name	Female	Male	Total
▲	Dunfermline High School	721	726	1447
	Inverkeithing High School	786	774	1560
	Queen Anne High School	902	904	1806
	St Columba's R C High School	411	461	872
	Woodmill High School	705	689	1394
	Total	3525	3554	7079

The table below displays the proportion of pupils on the school roll who are registered for free school meals (FMR). Data is taken from the annual Healthy Living Survey and the annual pupil census.

% of Pupils with FMR

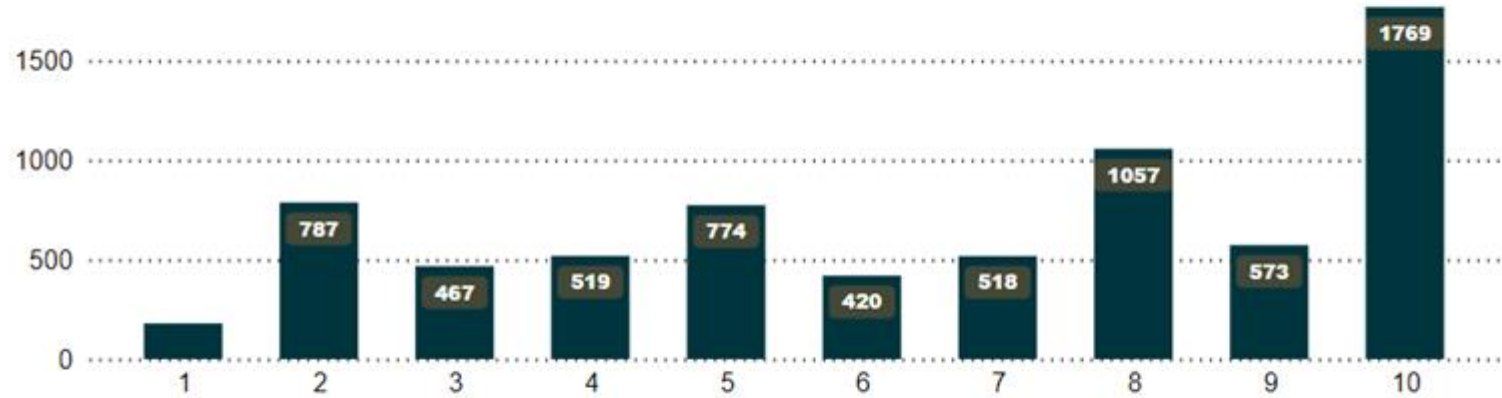
	2019/20	2020/21	2021/22	2022/23
Area	12.7%	13.4%	14.6%	14.8%
Fife	17.1%	17.9%	19.3%	19.3%
National	17.1%	19.1%	19.3%	19.7%

Support Need	Year	2022/23		
		NeedType	Area	Fife
Any	▲	Students with at least one need	37.0%	41.4%
Communication		Autistic Spectrum disorder	3.5%	3.8%
		Communication Support Needs	0.5%	0.4%
		Deafblind	0.0%	0.0%
		English as an Additional Language	4.2%	4.6%
		Hearing Impairment	0.8%	0.8%
		Language or Speech Disorder	2.0%	1.9%
		Visual Impairment	0.7%	0.7%
	Family/Emotional/Mental Health		Bereavement	1.2%
		Family Issues	1.9%	2.7%
		Looked After	1.2%	1.8%
		Mental Health Problem	1.7%	2.9%
		Risk of Exclusion	0.1%	0.5%
		Social, Emotional and Behavioural Difficulty	8.4%	10.8%
		Substance Misuse	0.1%	0.2%
		Young Carer	1.2%	1.5%
Learning		Dyslexia	11.2%	10.5%
		Learning Disability	1.2%	1.6%
		Other Moderate Learning Difficulty	2.1%	3.7%
		Other Specific Learning Difficulty (eg numeric)	2.6%	3.7%
		Interrupted Learning	2.2%	4.0%
Other		More Able Pupil	0.1%	0.4%
		Other	1.9%	1.8%
Physical		Physical Health Problem	4.0%	3.8%

Appendix 1B – SIMD Profile of the Area Pupils (pupils in stages S1-S6)

South West Fife / Dunfermline

Number of Pupils per SIMD Decile



Percentage of Pupils per SIMD Decile compared to Fife

Year	1	2	3	4	5	6	7	8	9	10	Total
2022/23											
Roll	180	787	467	519	774	420	518	1057	573	1769	7064
% of Roll	2.5%	11.1%	6.6%	7.3%	11.0%	5.9%	7.3%	15.0%	8.1%	25.0%	100.0%
% of Fife	8.5%	13.1%	10.8%	10.0%	11.4%	7.0%	7.7%	11.0%	9.9%	10.6%	100.0%

Appendix 1C – Attainment of Literacy by the End of Stage S4

SQA Attainment - Literacy & Numeracy by Stage

South West Fife / Dunfermline

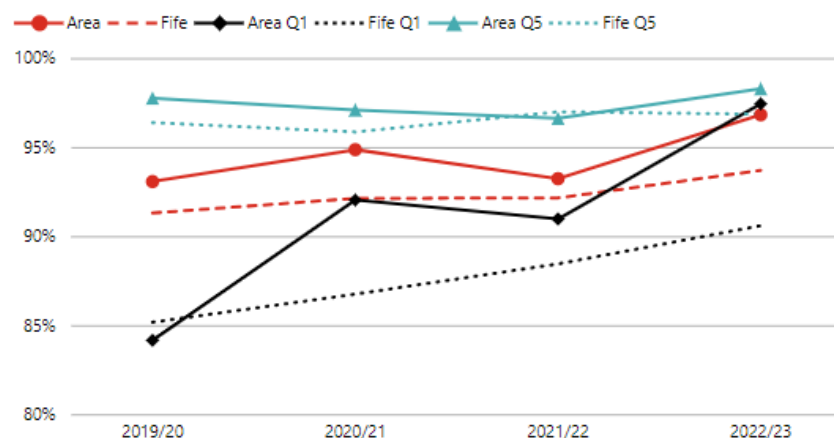
Stage

S4

Subject Choice

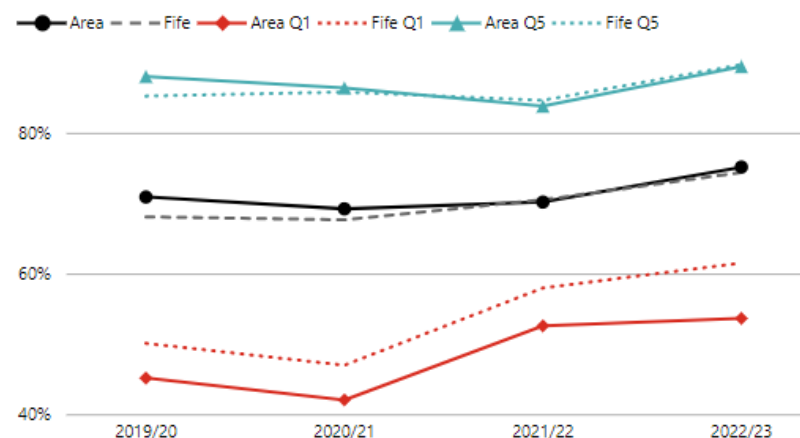
Literacy

% of Pupils with Level 4+



Measure	Literacy Level 4+							
	2019/20		2020/21		2021/22		2022/23	
	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1	84.1%	85.2%	92.0%	86.7%	91.0%	88.4%	97.4%	90.6%
2	89.2%	89.0%	93.2%	91.9%	90.3%	89.7%	94.3%	91.1%
3	93.5%	92.1%	94.0%	92.5%	89.3%	91.1%	96.0%	94.8%
4	93.5%	95.1%	95.3%	94.5%	94.7%	95.2%	96.3%	95.8%
5	97.8%	96.4%	97.1%	95.8%	96.6%	97.0%	98.3%	96.8%

% of Pupils with Level 5+



Measure	Literacy Level 5+							
	2019/20		2020/21		2021/22		2022/23	
	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1	45.1%	50.1%	42.0%	47.0%	52.5%	57.9%	53.6%	61.5%
2	59.9%	60.5%	56.8%	60.6%	52.7%	62.5%	63.5%	69.1%
3	67.3%	71.0%	67.7%	71.4%	69.8%	72.8%	69.3%	72.9%
4	71.4%	76.7%	71.9%	77.4%	74.1%	77.2%	80.7%	80.9%
5	88.0%	85.2%	86.4%	85.8%	83.8%	84.6%	89.4%	89.7%

Appendix 1D – Attainment of Numeracy by the End of Stage S4

SQA Attainment - Literacy & Numeracy by Stage

South West Fife / Dunfermline

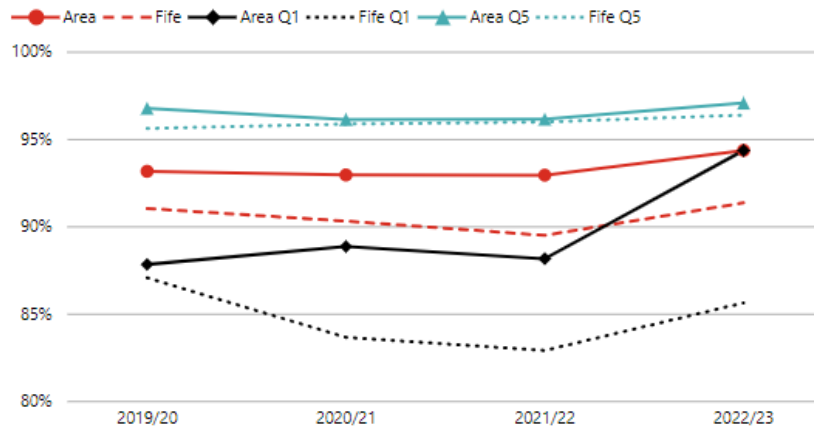
Stage

S4

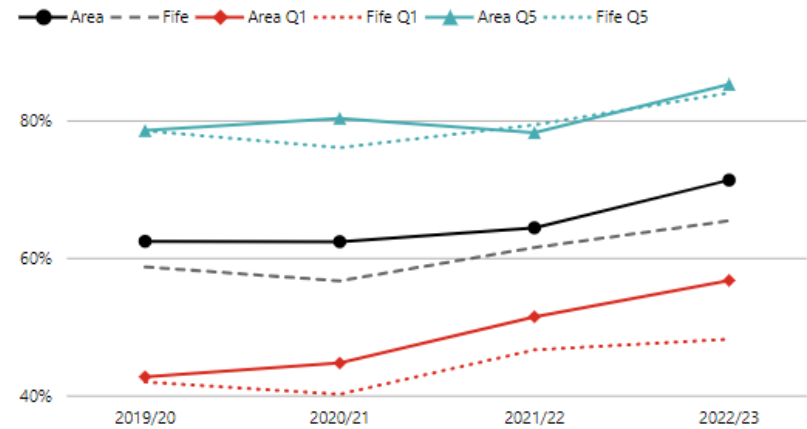
Subject Choice

Numeracy

% of Pupils with Level 4+



% of Pupils with Level 5+



Measure	Numeracy Level 4+							
	2019/20		2020/21		2021/22		2022/23	
	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1	87.8%	87.0%	88.8%	83.6%	88.1%	82.9%	94.3%	85.6%
2	90.4%	88.8%	90.6%	88.7%	89.9%	86.5%	93.1%	89.7%
3	93.2%	91.6%	90.5%	90.6%	90.2%	89.8%	93.3%	92.8%
4	92.7%	92.8%	94.6%	93.9%	95.3%	93.5%	91.9%	93.3%
5	96.8%	95.6%	96.1%	95.8%	96.1%	96.0%	97.0%	96.4%

Measure	Numeracy Level 5+							
	2019/20		2020/21		2021/22		2022/23	
	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1	42.7%	41.9%	44.7%	40.1%	51.4%	46.6%	56.7%	48.1%
2	52.1%	50.7%	50.0%	47.5%	47.3%	50.1%	60.4%	58.4%
3	54.4%	58.4%	56.0%	57.6%	61.4%	64.2%	64.0%	66.4%
4	64.9%	66.9%	61.5%	65.6%	66.8%	70.6%	73.3%	73.2%
5	78.5%	78.5%	80.3%	76.0%	78.2%	79.3%	85.2%	84.0%

Appendix 1E – Attainment at SCQF Level 4 by the End of Stage S4

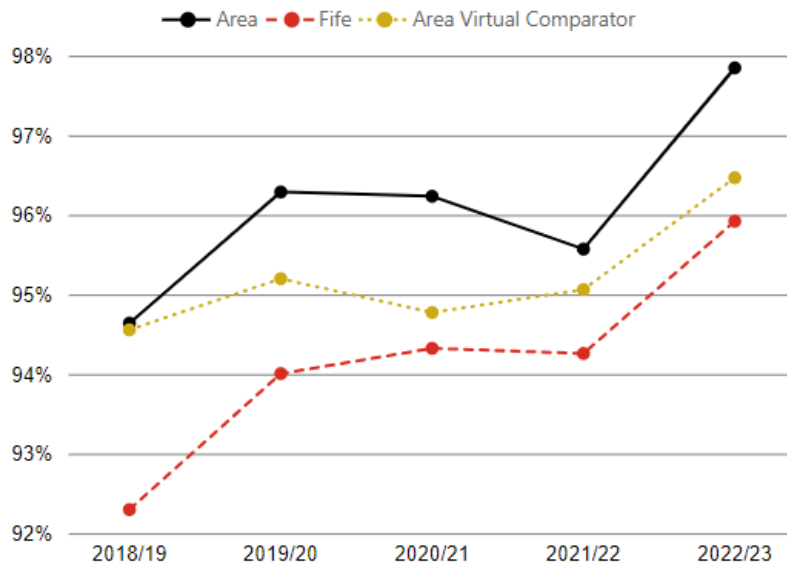
Breadth and Depth of Attainment

South West Fife / Dunfermline

Stage and Level

S4 Level 4

Five year trend for 1 or more passes at National 4 for the school in S4 as a percentage of the S4 cohort.



Stage and Level	S4 Level 4									
	2018/19		2019/20		2020/21		2021/22		2022/23	
Awards	Area	Fife	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1 or more	94.6%	92.3%	96.3%	94.0%	96.2%	94.3%	95.6%	94.3%	97.8%	95.9%
2 or more	92.2%	89.4%	93.8%	90.5%	93.9%	91.7%	93.0%	91.3%	95.4%	92.7%
3 or more	90.1%	86.3%	91.9%	87.5%	91.6%	88.7%	90.6%	88.4%	92.7%	89.5%
4 or more	85.1%	81.7%	89.3%	84.3%	88.2%	85.5%	87.7%	84.6%	88.8%	86.4%
5 or more	77.5%	74.1%	86.3%	79.9%	82.6%	81.2%	83.0%	79.4%	84.1%	82.2%

Appendix 1F – Attainment at SCQF Level 5 by the End of Stage S4

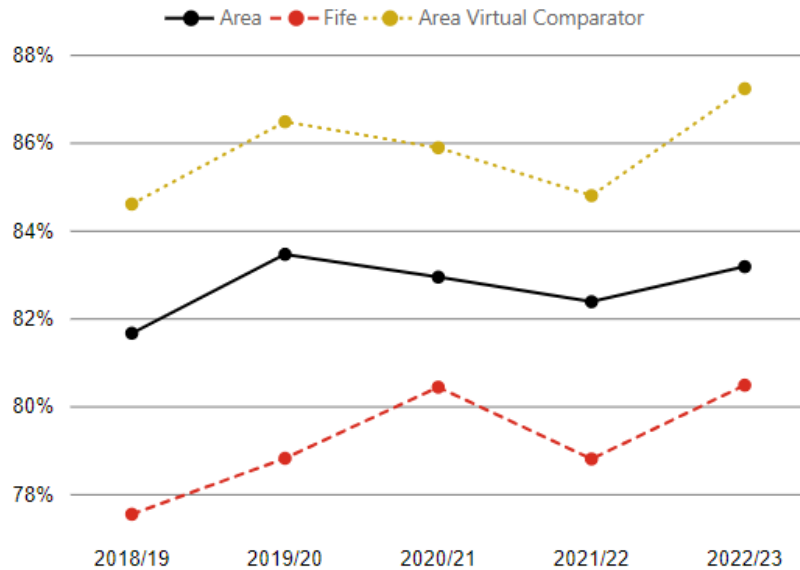
Breadth and Depth of Attainment

South West Fife / Dunfermline

Stage and Level

S4 Level 5

Five year trend for 1 or more passes at National 5 for the school in S4 as a percentage of the S4 cohort.



Stage and Level	S4 Level 5									
	2018/19		2019/20		2020/21		2021/22		2022/23	
Awards	Area	Fife	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1 or more	81.7%	77.5%	83.5%	78.8%	82.9%	80.4%	82.4%	78.8%	83.2%	80.5%
2 or more	74.6%	68.5%	75.8%	70.4%	72.8%	71.3%	76.1%	68.8%	74.6%	71.1%
3 or more	67.8%	60.8%	69.7%	63.1%	66.5%	63.9%	70.8%	60.3%	67.7%	63.6%
4 or more	59.3%	52.7%	61.7%	56.3%	59.8%	56.6%	63.1%	52.6%	61.0%	56.0%
5 or more	50.5%	43.9%	54.2%	48.8%	52.0%	48.4%	56.3%	45.6%	53.7%	48.5%

Appendix 1G – Attainment at SCQF Level 6 by the End of Stage S5

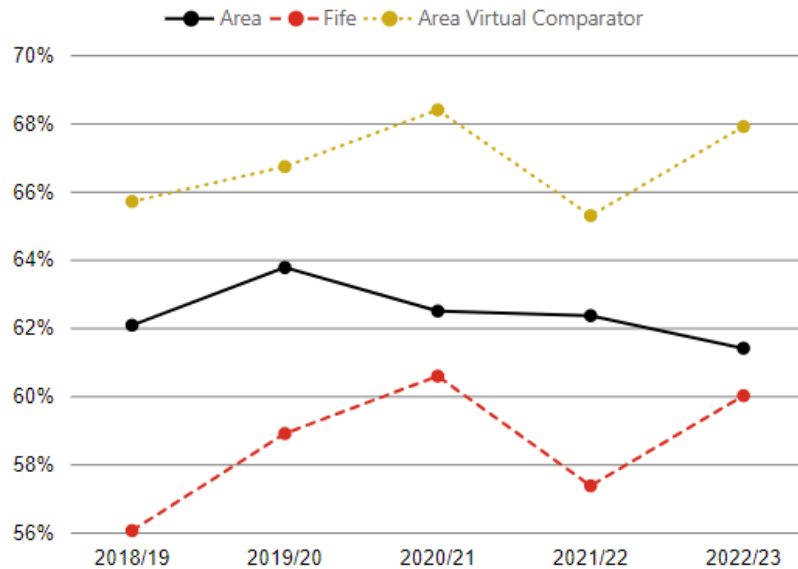
Breadth and Depth of Attainment

South West Fife / Dunfermline

Stage and Level

S5 Level 6

Five year trend for 1 or more passes at National 6 for the school in S5 as a percentage of the S4 cohort.



Stage and Level	S5 Level 6									
	2018/19		2019/20		2020/21		2021/22		2022/23	
Awards	Area	Fife	Area	Fife	Area	Fife	Area	Fife	Area	Fife
1 or more	62.1%	56.1%	63.8%	58.9%	62.5%	60.6%	62.4%	57.4%	61.4%	60.0%
2 or more	50.9%	44.3%	55.7%	48.7%	53.8%	50.8%	54.6%	46.3%	52.4%	47.4%
3 or more	40.9%	35.7%	46.5%	40.3%	44.9%	41.9%	46.1%	37.4%	43.7%	38.6%
4 or more	31.3%	27.1%	33.9%	30.2%	33.9%	31.8%	37.2%	28.2%	35.4%	30.8%
5 or more	20.4%	17.0%	22.1%	19.6%	21.1%	19.7%	24.1%	17.7%	23.3%	20.5%
6 or more	0.5%	0.9%	1.7%	2.7%	1.1%	2.5%	4.0%	4.0%	5.6%	5.4%

Appendix 1H – Overall Attainment of School Leavers (Complementary Tariff)

Average Tariff Points for Leavers, Split into Top 20%, Middle 60% and Bottom 20% of pupils by Tariff

South West Fife / Dunfermline

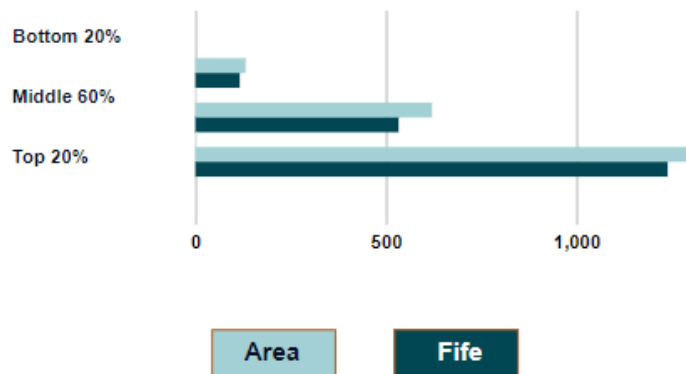
- Total Tariff
- Complementary Tariff

Average Tariff for Leavers	2020/21	2021/22	2022/23
Complementary Tariff			
Bottom 20%	131	132	132
Middle 60%	641	611	621
Top 20%	1,303	1,292	1,295

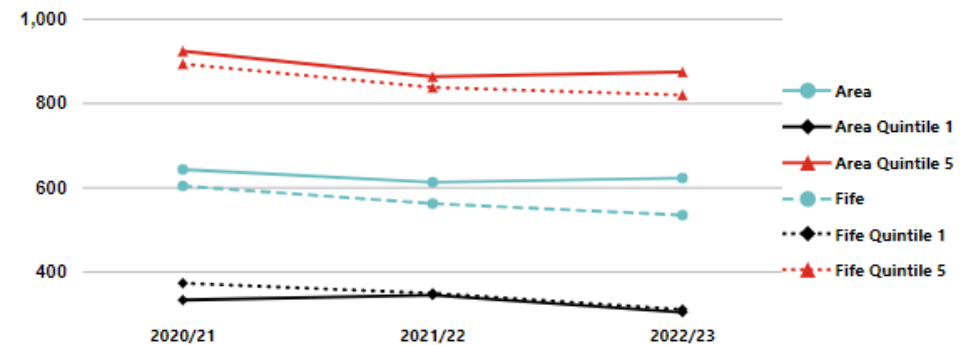
Average Tariff for Area Leavers by SIMD Quintile	Quintile		2020/21	2021/22	2022/23
Complementary Tariff	1	Bottom 20%	96	89	95
		Middle 60%	332	343	303
		Top 20%	984	1,001	1,030
	5	Bottom 20%	253	218	247
		Middle 60%	922	862	873
		Top 20%	1,409	1,411	1,385

Middle 60%

Academic Year 2022/23



Average Leavers Tariff Points



Appendix 11 – Overall Attainment of School Leavers (Total Tariff)

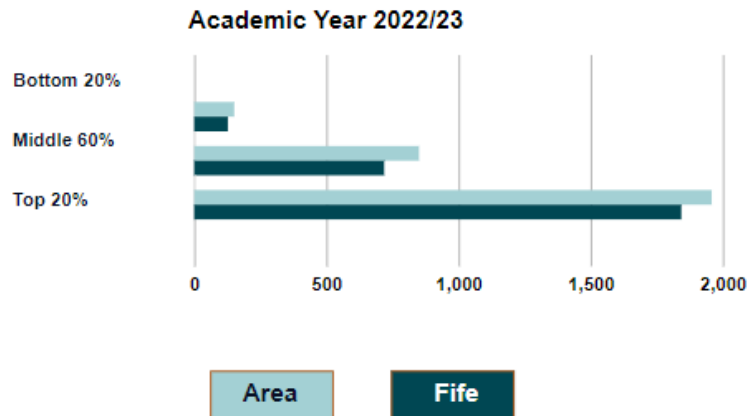
Average Tariff Points for Leavers, Split into Top 20%, Middle 60% and Bottom 20% of pupils by Tariff

South West Fife / Dunfermline

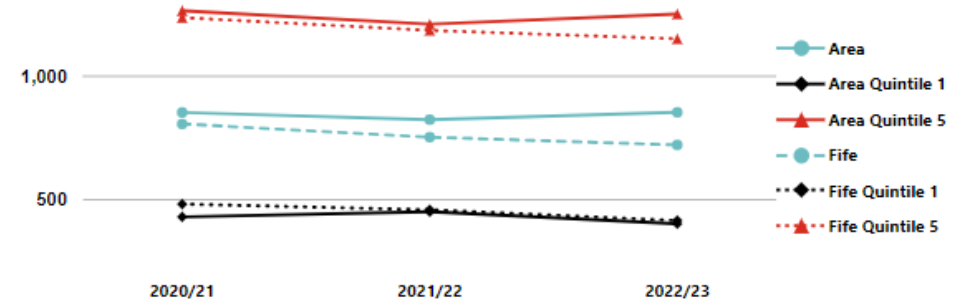
- Total Tariff
- Complementary Tariff

Average Tariff for Leavers	2020/21	2021/22	2022/23
Total Tariff			
Bottom 20%	144	148	151
Middle 60%	850	821	851
Top 20%	1,889	1,931	1,958

Average Tariff for Area Leavers by SIMD Quintile	Quintile		2020/21	2021/22	2022/23
Total Tariff	1	Bottom 20%	104	94	101
		Middle 60%	427	448	399
		Top 20%	1,326	1,501	1,479
	5	Bottom 20%	308	259	305
		Middle 60%	1,262	1,208	1,249
		Top 20%	2,031	2,091	2,078



Average Leavers Tariff Points



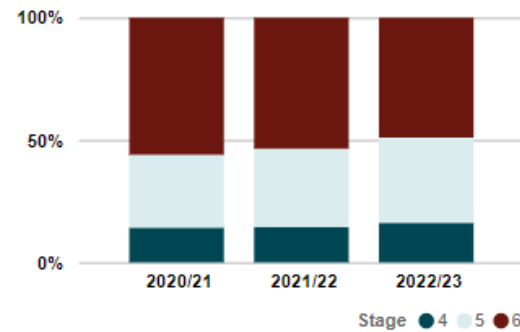
Appendix 1J – Staying on Rates and Overall Positive Destination Rates

South West Fife / Dunfermline

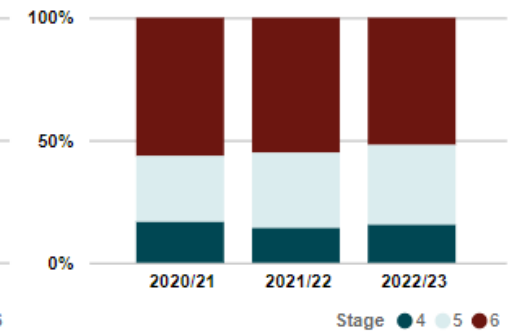
Initial Positive Destination Rates

Pupil Stage	S4		S5		S6		All Leavers	
	Area	Fife	Area	Fife	Area	Fife	Area	Fife
2020/21	89.0%	90.2%	89.9%	90.5%	98.3%	96.6%	94.5%	93.9%
2021/22	92.1%	91.0%	94.3%	93.8%	96.7%	96.5%	95.3%	94.8%
2022/23	93.5%	93.2%	93.1%	92.8%	98.8%	97.7%	96.1%	95.3%

Fife Leavers by Stage



Area Leavers by Stage



S5 staying on rates represent the proportion of the prior year's S4 roll who were on the S5 roll in September.
S6 staying on rates represent the proportion of the prior year's S5 roll who were on the S6 roll in September.

Staying on Rates

	2020/21	2021/22	2022/23
Area S5	84%	81%	80%
Fife S5	84%	84%	81%
Area S6	69%	72%	64%
Fife S6	67%	69%	60%

Looked After

Most Deprived Quintile

Additional Support Needs

All Leavers

Year	Area LAC	Fife LAC	Area SIMD Q1	Fife SIMD Q1	Area ASN	Fife ASN	Area All	Fife All
2020/21	87.0%	85.3%	91.1%	90.7%	91.4%	91.0%	94.5%	93.9%
2021/22	90.9%	86.2%	92.7%	93.4%	93.3%	92.7%	95.3%	94.8%
2022/23	82.4%	85.6%	90.1%	92.1%	94.0%	93.6%	96.1%	95.3%

Appendix 1K – Initial Leaver Destinations by Category

Initial Leaver Destinations

South West Fife / Dunfermline

	2020/21	2021/22	2022/23		2020/21	2021/22	2022/23		2020/21	2021/22	2022/23
No. of Leavers	1250	1324	1282		3,751	4,088	3,920		50,719	55,211	54,719

South West Fife / Dunfermline				Fife				National %			
Year	2020/21	2021/22	2022/23	Year	2020/21	2021/22	2022/23	Year	2020/21	2021/22	2022/23
Destination	Area	Area	Area	Destination	Fife	Fife	Fife	Destination	National	National	National
Positive	94.5%	95.3%	96.1%	Positive	93.9%	94.8%	95.3%	Positive	95.5%	95.6%	95.9%
Higher Education	43.0%	40.3%	42.3%	Higher Education	39.4%	35.8%	35.5%	Higher Education	45.1%	41.3%	40.3%
Further Education	28.2%	29.3%	31.4%	Further Education	29.9%	31.9%	32.8%	Further Education	23.3%	25.5%	26.6%
Training	3.5%	3.1%	2.6%	Training	4.1%	3.0%	4.0%	Training	3.7%	2.9%	3.4%
Employment	19.0%	22.0%	19.0%	Employment	19.9%	23.4%	21.9%	Employment	22.6%	25.1%	24.3%
Personal Skills Development	0.3%	0.3%	0.2%	Personal Skills Development	0.2%	0.3%	0.5%	Personal Skills Development	0.5%	0.4%	0.8%
Voluntary	0.4%	0.4%	0.5%	Voluntary	0.4%	0.4%	0.6%	Voluntary	0.4%	0.5%	0.5%
Not Positive	5.5%	4.7%	3.9%	Not Positive	6.1%	5.2%	4.7%	Not Positive	4.5%	4.4%	4.1%
Unemployed Seeking	3.1%	2.3%	2.0%	Unemployed Seeking	3.4%	2.3%	2.6%	Unemployed Seeking	2.5%	2.3%	2.2%
Unemployed Not Seeking	1.9%	2.0%	1.7%	Unemployed Not Seeking	2.2%	2.3%	1.9%	Unemployed Not Seeking	1.7%	1.5%	1.6%
Unknown	0.5%	0.4%	0.2%	Unknown	0.6%	0.6%	0.2%	Unknown	0.3%	0.5%	0.3%
Total	100.0%	100.0%	100.0%	Total	100.0%	100.0%	100.0%	Total	100.0%	100.0%	100.0%

Appendix 2 – Glossary of Education Terms

This appendix defines some of the key terms referred to in the paper.

Insight is a benchmarking tool designed to help bring about improvements for learners in the senior phase (S4 to S6). The system is updated twice annually, around September for attainment results, and February for school leavers' data. It is particularly valuable to inform improvement planning and provides schools with a range of information to help support school improvement.

Insight uses **Tariff Points** to measure the overall attainment of school leavers. The overall attainment of each school leaver is assigned a number of tariff points that depends on: the number of awards achieved, the SCQF level of each award achieved, the grade of each award (if graded), and the number of credit points assigned to the award (which reflects the number of hours typically needed to complete that particular award). Two summary measures are reported at school level:

- **Total tariff points** – which provide a measure of the total attainment achieved by school leavers during the senior phase.
- **Complementary tariff points** – which reflect the key qualification set achieved each school leaver – the core set of qualifications most likely to influence their post school opportunities and life chances.

The **virtual comparator** is a sample-based benchmark that reflects pupils with similar characteristics to those of a given school. This allows for the influence of a range of factors on school attainment, including: social context (SIMD), levels of recorded additional support needs (ASN), and stage of leaving.

SCQF levels indicate the general level of difficulty of an award, enabling broad comparisons to be made between the skills and learning required to achieve a range of different qualifications.

SCQF levels are a key element of the **Scottish Credit and Qualifications Framework (SCQF)**, which is the national qualifications framework for Scotland (see: <https://scqf.org.uk/about-the-framework/>).

Appendix 3 – The Scottish Index of Multiple Deprivation

SIMD (Scottish Index of Multiple Deprivation). SIMD is the Scottish Government's standard approach to measuring relative levels of deprivation across Scotland. It provides information about a range of resources and opportunities available to families living in a local community. These relate to income, employment, education, health, access to services, crime and housing.

The current version of SIMD has been in use since an update in 2020. Further information can be found at: <https://www.gov.scot/collections/scottish-index-of-multiple-deprivation-2020/>

Within education, there are two common classifications used to measure the social context of school pupils; these are SIMD Quintiles and SIMD Deciles. Both reflect the overall level of multiple deprivation recorded by SIMD for the area where pupils on the school roll live.

SIMD Quintiles. Each local area in Scotland is classified as being within one of five families, called SIMD quintiles.

- SIMD Quintile 1 (often abbreviated to **SIMD Q1**) refers to the 20% most deprived areas in Scotland, as measured by SIMD.
- SIMD Quintile 5 (often abbreviated to **SIMD Q5**) refers to the 20% least deprived areas, as measured by SIMD.

SIMD Deciles. Each local area in Scotland is classified as being within one of ten families, called SIMD deciles.

- SIMD Decile 1 refers to the 10% most deprived areas in Scotland, as measured by SIMD.
- SIMD Decile 10 refers to the 10% least deprived areas, as measured by SIMD.

SIMD Deciles 1 and 2 combined make up **SIMD Quintile 1**.

For the purposes of SIMD, Scotland is divided into 6,976 local areas, named datazones. These are designed to group together households with a similar social context. The table below shows the 11 local areas within the City of Dunfermline area that lie within SIMD Quintile 1.

Data Zone	Name	Total population	Working age population	SIMD20 Rank	Fife Rank	SIMD Quintile	SIMD Decile
S01009302	Headwell East	834	574	280	10	1	1
S01009336	Touch	618	407	442	19	1	1
S01009339	Abbeyview North	928	589	519	25	1	1
S01009404	Halbeath	719	453	702	40	1	2
S01009337	Pitcorthie North West	730	469	720	41	1	2
S01009334	Woodmill North	610	402	796	48	1	2
S01009338	Abbeyview East	967	645	961	67	1	2
S01009301	Broomhead	1051	724	1032	75	1	2
S01009335	Woodmill West	914	542	1144	81	1	2
S01009313	Brucefield South West	581	358	1259	87	1	2
S01009298	Balbridgeburn North	940	577	1265	88	1	2

Further information regarding the SIMD profile of the South & West Fife area can be found in the Know Fife briefing: **SIMD 2020 Focus on South & West Fife** (see: [SIMD-2020v2-Focus-on-Dunfermline.pdf \(fife.scot\)](#)).

Local Community Planning Budget Request - Touch & Garvock After School Club

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

Wards Affected: Wards 2,3 & 4

Purpose

The purpose of this report is to seek approval from the Area Committee for a contribution of £14,654.80 from the Dunfermline Local Community Planning budget, to support start up costs of after school childcare provision in St Margaret's Community Church, Dunfermline.

Recommendation

The Committee is asked to consider and agree to an allocation of £14,654.80 for this request. It is recommended that the funds for this project come from the Dunfermline Central portion of the budget due to the geographical location as well as budget remaining. The project spreads across all Local Community Planning priorities.

Resource Implications

There will be sufficient funding available within the Local Community Planning budget to support this proposal.

Legal & Risk Implications

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

Impact Assessment

An EqlA is not required because the report does not propose a change or revision to existing policies and practices, for example, annual reports or monitoring reports.

Consultation

All Dunfermline Elected Members have been consulted on the project through the circulation of the LCP budget application and supporting information. Education Services have also provided advice and support via the Childcare Services Team, Service Manager.

1.0 Background

- 1.1 Following the announcement of the unexpected closure of the privately run Garvock Out of School Club, concerns have been highlighted around the gap in required childcare within the local area. Provision, based within the Vine Centre, Dunfermline will cease to operate all services from 16th August 2024.
- 1.2 The local charity Touch Trust, who are based within St Margaret's Community Church at Abel Place, Dunfermline, propose to run an alternative childcare provision from their premises, with full support and guidance from the former manager and owner of Garvock Out of School Club. This organisation currently have a mailing list of over 80 parents with an MSforms database detailing childcare requirements for over 100 children.
- 1.3 The project aligns with all priority areas of the Plan 4 Fife and also the Dunfermline specific Local Community Planning Priorities of:
 - Building strong and resilient communities
 - Making Dunfermline a better place to live, work & visit
 - Promoting and supporting wellbeing
- 1.4 The geographical proximity to the existing service gives confidence that the initiative will fill the current gap and maintain essential services within the local area.

2.0 Project Information

- 2.1 This provision will operate under a non-profit model with a focus on revenue generation to ensure sustainability. All funds will be allocated towards covering future wages, building costs and other necessary expenses, ensuring the long-term viability of the service. Any profits generated will be reinvested to further support and enhance local initiatives, creating a sustainable model that redistributes resources for the area's overall benefit.
- 2.2 The requested funding will be used to support start-up costs, including flooring and safety equipment, initial staffing expenses (ongoing costs will be covered by revenue), and office supplies and equipment. A significant portion of the equipment will be sourced from the Garvock Out of School Club at a considerably reduced amount. See appendix 1 for a detailed breakdown.
- 2.3 An application has been submitted to the Care Inspectorate to ensure that the provision is registered and regulated.
- 2.4 Touch Trust are contributing £6550 towards the project and is actively seeking additional support from other organisations, including collaboration with Fife Voluntary Action.

3.0 Conclusion

- 3.1 This application seeks to address the urgent needs of our local communities amidst a significant gap in childcare provision. We ask members to consider this proposal to mitigate the impact on local families.
- 3.2 The advantages of taking this community-led approach are that it not only addresses immediate childcare needs but also strengthens local services and supports long-term community development. Crucial benefits will be gained by ensuring that all revenue is reinvested into maintaining and enhancing the childcare service and with affordable and reliable care, parents and carers can remain in work/training, supporting economic stability and personal development.
- 3.3 A copy of the LCPB application can be made available upon request.

List of Appendices

1. Appendix 1 – Project Costing Breakdown

Background Papers

Circulated to members in advance of City of Dunfermline Area Committee:

- LCPB Application – Touch After School Club – Start-Up

Report Contact(s)

Shirley Melville
Community Manager
City of Dunfermline
Email: shirley.melville@fife.gov.uk

Appendix 1

Staffing Breakdown

Staff Role	Hours (p/w)	Rate (p/h)	Wages (p/w)	Employers NI(p/w)	Pension (3%) (p/w)	Total cost (p/w)
Manager	20	15.00	300.00	17.00	9.00	326.00
Support	20	12.00	240.00	9.00	7.20	256.20
Support	20	12.00	240.00	9.00	7.20	256.20
Support	20	12.00	240.00	9.00	7.20	256.20
Support	20	12.00	240.00	9.00	7.20	256.20

Toal Needed (p/w)	1350.80
Full 6-week Costing	8104.80

- We conservatively anticipate being at 60% capacity on opening, and the wages above reflect this need. As the capacity increase so will our hours needed – this will be covered by revenue.
- This 6-week buffer allows us to start the service, simultaneously offering a safety net of funding while we recover fees and register with HMRC for Tax free childcare.
- Wages calculated weekly but will be paid monthly to aid cashflow.
- At 60% capacity weekly income should be approx. 2k, covering direct staffing costs, and building of funds.
- Fund gathered will be held in a restricted pot – covering holidays, upkeep, cleaning staff, ongoing running costs etc.
- Additional managerial, building costs, cleaning, insurance absolved by the Trust (in kind) for start-up.
- 6.5k unrestricted raised through private donations to put towards project start up.

Building Improvement Breakdown

Item/Reno	Cost
Safety Flooring (inc fitting)	5700.00
Camera System	1200.00
Mag Lock Door & Safety Equip	1850.00
Signage	600.00
Misc	450.00

Total	9800.00
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20 August 2024

Agenda Item No. 6

Local Community Planning Budget Request - Place Based Community-Led Regeneration in Touch

Report by: John Mills, Head of Housing Services

Wards Affected: 3

Purpose

To seek agreement from the Area Committee for a contribution from the Local Community Planning Budget for the Place Based Community-Led Regeneration in Touch.

Recommendation(s)

The Committee is asked to agree to a total contribution of £10,000.

Resource Implications

There is sufficient funding available in the Local Community Planning Budget should the contribution be agreed.

Legal & Risk Implications

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

Impact Assessment

An Equalities Impact Assessment has not been completed and is not necessary as it does not represent a change to policy. This report is seeking agreement to contribute funding from the Local Community Planning Budget.

Consultation

Elected Members of Ward 3 are supportive of this request.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts of over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £10,000 from the Local Community Planning Budget. See Appendix 1.

- 1.2 The Housing Management Executive has endorsed a formal Housing Regeneration Programme for the period 2022-25 in line with the agreed HRA Capital Plan. There are plans to improve some of the flats in Touch and officers from several services are using a place-based approach to work alongside the community to ascertain their views on future housing developments and community initiatives.
- 1.3 Two consultation events were held in 2021. The Local Housing Action Plan and the Local Community Action Plan have been amalgamated as a Community-Led Action Plan for Touch; this is the first time that this has been undertaken in Fife. Officers from the Fife Council Housing Regeneration Team are working in collaboration with the Community Development Team, Third Sector Organisations, local people and community groups developing, designing and delivering the initiatives that have been suggested from the consultation events. Officers from the Housing Regeneration Team are using a “People and Place Approach”. This has allowed for more effective partnerships at a local level while enabling local priorities to be incorporated into service priorities. This Plan summarises the outcomes of the consultation events. The contents of the plan are being used as a tool to drive, discuss, coordinate, and implement change in Touch. See Appendix 2.
- 1.4 Following on from the 2021 consultations 6 drop-in events were held for the residents of Touch to talk over any issues they had with housing, anti-social behaviour etc with officers from the Housing Regeneration Team, Local Area Housing Team, Community Development Team, Safer Communities Team, Community Manager, Elected Members and the Police. A Touch wide Drop-in was held in March 2023 with a particular focus on the Cost-of-Living Crisis.
- 1.5 Officers from the Housing Regeneration Team have been creating and delivering a newsletter to every household in Touch every quarter. This newsletter includes any housing updates as well as community updates from council officers and local community groups. See example in Appendix 3.

2.0 Project Information

- 2.1 The project aim was to work alongside the community in Touch using a place-based approach focussing on the assets, strengths, interests and values of the community. The community-led regeneration project was aimed at involving all generations within the local community including a wide range of stakeholders to enable them to engage and lead on community-led regeneration projects.
- 2.2 Touch Community Forum was created from the 2021 consultations. The Touch Forum is held every 6-8 weeks and is facilitated by an officer from the Housing Regeneration Team. The current membership consists of Elected Members, several local community groups, officers from the Community Development Team and Safer Communities Team and members from Touch and Garvock Community Council.
- 2.3 Members of Touch Community Forum work together to achieve the priorities from the Local Community Action Plan. They also deliver community events in Touch during the holidays.
- 2.4 The Forum have been instrumental in supporting the community engagement sessions which have been held in Touch regarding the current housing proposals. Several members have attended these sessions and supported community members to come along and discuss any concerns they may have had. All members received a copy of the fact sheets that were handed out to the residents of Law Road and Henryson Road so that they could inform residents that may not have fully understood what was happening. See feedback from Forum members in Appendix 4.

- 2.5 An award of £10,000 was received from Dunfermline Area Committee in 2022. This award has been instrumental in supporting the community groups involved in Touch Community Forum to collaboratively deliver the Touch Plan priorities. See Appendix 5 for breakdown of money spent.
- 2.6 Another £10,000 is being requested from Area Committee to build on the community initiatives that have already been undertaken and support new initiatives within the Touch Local Action Plan. Officers from the Regeneration Team will continue to support the local groups and other officers with these initiatives
- 2.7 The project will continue to seek local people to become Community Connectors. Community Connectors live and work in the local community and raise awareness of events by speaking to their neighbours or members of the community that come along to their projects to make them aware of where and when events will run and encourage them to come along. The concept of Community Connectors is to re-connect people with their communities and build social links and community cohesion.
- 2.8 The Community Chest Fund has allowed local people and community groups to access funding of small-scale grants up to £250. This has been invaluable in supporting local people and community groups to organise and deliver small scale events and 'quick wins', which has encouraged more community engagement. More support will continue to be offered to established community groups who are working collaboratively in the community to develop and sustain initiatives from the Touch Local Action Plan.
- 2.9 There were several groups in Touch, that were not linked and worked in isolation. This project has supported the local groups to work together and support each other. They are now connected to each other and deliver many programmes together, rather than in isolation. This has also enabled them to apply for joint funding on several other projects.
- 2.10 The members of the Touch Community Forum are now taking part in training to support them in the work they undertake in the community. So far they have completed Benefit Checker Training and Fuel Poverty Training. They will soon be taking part in the 7 Habits of Highly Effective People Training and then moving on to taking part in the Mental Health in the Community Course.

3.0 Conclusions

- 3.1 There are many people in Touch who are currently very isolated and lonely and do not normally engage in community initiatives. By recruiting Community Connectors who are themselves local people and are known to their neighbours we endeavour to engage with individuals who face barriers to participation.
- 3.2 Our vision is to take forward work that generates the fullest possible community involvement. This can only be achieved by enabling local people and developing capacity to gain the confidence, skills and the means to drive forward a programme of change which is not just top down but bottom up as well. Ensuring that local people have influence over local decision making and more control over allocation of resources.

List of Appendices

1. Local Community Planning Application.
2. Touch Community Action Plan.
3. Touch Newsletter
4. Forum Members Feedback
5. Breakdown of Money Spent

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

Lisa Hodgson
Lead Officer Community Regeneration
Area Housing Operations
Fife Council Housing Service
Inverkeithing Civic Centre
10 Queen Street
Inverkeithing
KY11 1PA

Telephone: 07872423836
Email: lisa.hemphill@fife.gov.uk

LOCAL COMMUNITY PLANNING BUDGET APPLICATION FORM

Fife Council can offer financial assistance for projects in each of seven Local Areas through the Local Community Planning Budget

Once complete please email to LCPB@fife.gov.uk.

Which of the 7 Fife Council Areas will your Project take place in?

<input type="checkbox"/> Cowdenbeath	<input type="checkbox"/> Dunfermline X	<input type="checkbox"/> Glenrothes	<input type="checkbox"/> Kirkcaldy
<input type="checkbox"/> Levenmouth	<input type="checkbox"/> North-East Fife	<input type="checkbox"/> South-West Fife	

Please tick the main theme in the Plan4Fife your project will address (please tick only one)

For more information visit: <https://our.fife.scot/fife-plan/> You will find your community link under “Let’s Talk Local”

<input checked="" type="checkbox"/> Opportunities For All X	<input type="checkbox"/> Thriving Places	<input type="checkbox"/> Inclusive Growth & Jobs	<input type="checkbox"/> Community Led Services
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Please ensure you have read guidance see page 6 before you complete this form

1. What is the title of your Project?

Touch Community Regeneration Project

2. What is your organisation’s name and address?

Name

Lisa Hodgson

Address

**This address will be used for any correspondence
10 Queen Street Inverkeithing KY11 1PA**

3. Who is the main contact for this application?

Name

Lisa Hodgson

Position on Organisation

Lead Officer Community Regeneration

**Address
(if different from above)**

Contact Telephone Number

07872423836

Email Address

lisa.hemphill@fife.gov.uk

For office Use only		
Project Reference:		
Amount Approved:	£	
Funding Awards up to £5000	Date Approved at Ward Meeting	Date if Delegated Approval
Funding Awards over £5000	Date approved at Area Committee	
Signed	Team Manager:	Date:

4. What project or activities do you want us to fund? (Max. 250 words)

Please be specific about:

- what you will do
- how you will do it
- what you will spend the monies on
- how you identified the need
- how many people it will help
- how your project meets the Local Community Planning Priorities for your area
(Please refer to the Area's priorities on Fife Direct – [Click Here For Details](#))

A report by council officers proposing demolition and redevelopment of flats at Law Road and Henryson Road was submitted to the City of Dunfermline Area Committee on Tuesday 12th December and was approved by elected members.

This forms the first phase of a major regeneration of the housing estate which will take place over more than 10 years. Elected members have backed the demolition of the deteriorating flats.

It is expected that it will take around 3 and a half years to successfully rehouse the 65 Fife Council tenants and buy back the 18 privately owned properties, which will also include rehousing some owners and private tenants. This will then be followed by demolition of the 11 blocks and 48 lock-ups in both streets.

Since mid-December Fife Council officers have been contacting those affected to ensure they complete housing application forms.

The existing Housing and Community Action Plans have been revisited and have now been amalgamated as one plan. Officers from the Fife Council Housing Regeneration Team, Community Development Team, Elected Members, Third Sector Organisations, local people and community groups have come together to form Touch Community Forum. Meetings are held every 6-8 weeks, the forum members are working together to deliver the community initiatives in the Touch Action Plan and support each other with holiday programmes and events in Touch.

The project aim will be to further develop Touch Action Plan and provide opportunities for members of the community and community groups to access further funding through the Regeneration Team focussing on the assets, strengths, interests and values of the community. The initiative is aimed at involving all generations within Touch including a wide range of stakeholders.

The funding being requested will continue to support community members and groups to take initiatives forward. This funding will allow the Community Chest Fund to continue, allowing all community groups in Touch access to funding. This will ensure that any group whether constituted or not can access funding to develop the initiatives suggested within the Touch Action Plan.

The Housing Regeneration Team including the Community Manager, Community Development Team, Safer Communities Team, Local Elected Members and the Police will all be involved with various initiatives in the project.

5. When will your project or activities take place?

Start Date
(Month and Year)

25/08/24

End Date
(Month and Year)

31/03/25

6. How much will your total project or activities cost?

£10,000

7. How much will each item or activity cost?

Include all costs connected to running the project.

Item or Activity	Cost(£)
Community Chest	£10,000
Total	

8. How much are you requesting from the Local Community Planning Budget?

£10,000

9. How much is your Service or organisation contributing to the project/these activities?

10. Are you applying to any other external funder ie lottery for this project OR applying to/receiving any other Fife Council funding for this project?

Source of Funding	Amount £	Is this secured? (please provide proof)	If not, when will this be secured?	Can your project go ahead without this?

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10.1 Please outline how your organisation propose to maintain this project in the long term.

The Lead Officer for Community Regeneration will work with the community to develop a Community Group Forum. This forum will be supported to apply for future funding in order to work collaboratively on future projects.

Please outline what other sources of Fife Council **funding and or support** e.g. a grant or Discretionary Rating relief etc your organisation is receiving (if applicable):

10.2

Type of Fife Council Support	Amount £	Secured Yes/No

To be completed by Voluntary and Community Organisations only

11.0 Do you have a written governing document e.g. a constitution, a set of rules or trust deed? Yes No
(Please attach, if not already held by Fife Council)

11.1 How many people are on your organisation's management committee?

11.2 How many regular volunteers are involved in your organisation, including Committee Members?

11.3 Do you have a Service Level Agreement with Fife Council or a Community Planning partner? Yes No

If yes, who is the SLA with? (If Fife Council, which Service?)

11.4 Please provide details of the bank account into which we would pay the money

Name of Bank

Account Name

Sort Code Account No.

Building Society Roll Ref.

- 11.5 Has your organisation applied to the Local Community Planning Budget within the last three years? No
If yes, please provide details

Project	Date	Amount Received

12. **To be completed by Public Bodies only**

- 12.1 Name of Public Body or if Fife Council please also state your Service

Area Housing Operations

- 12.2 If Fife Council please provide details of full financial code (36 digits) or if other Public Body please provide bank details to pay money

A60037 700211 YA2688 0000

Please note that decisions on funding can take up to 3 months, longer in exceptional cases

13. **Alternative Sources of Funding**

Fife Council has teamed up with SCVO's Funding Scotland to provide a free advanced funding search facility for charities, community groups and social enterprises in Fife. It includes information on over 1,000 funds and can help you find everything from small grants to funding for big capital projects.

[Click Here](#) to access this site.

14 Fife Council is an Accredited Living Wage Employer

Fife Council is committed to creating a Fairer Fife by tackling poverty and inequality. To support this ambition, the Council has become an accredited Living Wage employer and encourages all other businesses and organisations in Fife to join them.

The **real Living Wage** is a nationally set rate of pay that is independently calculated on an annual basis to reflect the real costs of everyday living.

Living Wage accreditation celebrates employers who want to help tackle low pay and in-work poverty within their local communities by choosing to go further than simply paying the UK government minimum wage.

To become an accredited Living Wage employer an organisation must voluntarily commit to paying all directly-employed staff over the age of 18 the current real Living Wage (including sub-contracted staff who are on site more than 2 hours/week over an 8-week period). Accreditation is a simple and straightforward online registration process.

To find out more about the real Living Wage and how to become an accredited employer visit the Living Wage Scotland website at: www.scottishlivingwage.org

Does your organisation currently pay all appropriate staff the real Living Wage?	Y / N
Is your organisation an accredited Living Wage employer?	Y / N

To be completed by applicant

I (the nominated applicant) have read and agree to comply with the Terms and Conditions and confirm the information given is correct. (Electronic Signature with confirmation email is fine)

Signed: Lisa Hodgson Date: 10/07/2024

Position in the Organisation: Lead Officer
Community Regeneration (Fife Council)

GUIDANCE

Fife Council can offer financial assistance for projects in each of seven Local Areas through the Local Community Planning Budget. This budget is allocated each year to support activities linked to priorities in each Area's Local Community Plan to encourage local partnership working. The budget is designed to be flexible and responsive to community aspirations.

Funding is limited however and you are encouraged to explore the funding portal for alternative sources in the first instance [Fife Council - Find National Funding](#)

To be eligible:

- Your group should be formally constituted with clearly defined aims and objectives; or a Fife Community Planning Partner; or new organisation just forming (for start-up costs only)
- You should be able to show evidence of community benefit and clear links to outcomes of the Local Community Plan for the area.
- Applications should be clearly costed with details of likely suppliers (if applicable)

The types of project we prioritise are:

- Projects that will help to achieve any of the outcomes contained within the new Plan4Fife four priorities. [Click Here](#) (page 6). i.e. Opportunities for All, Thriving Places, Inclusive Growth & Jobs, Community Led Services.
- Projects for the welfare and benefit of disadvantaged residents of Fife linked to any of the 40 agreed Fairer Fife Report Recommendations [Click Here](#)
- Partnership projects that involve organisations working together and/or with local communities

Examples of what our funding can be used for:

- **Small** capital works for building improvement, and purchase of land or equipment
- Support in kind where Fife Council orders the goods or services for you
- Pilot projects that trial alternative ways of working or methods of achieving our community planning outcomes
- Some recurring community-led activity eg Galas, Floral Enhancement, activities for the elderly, etc

What we cannot fund:

- Individuals
- Gaps in budget as a result of a savings decision made by Fife Council or other Community Planning Partner
- Services provided on a Fife-wide basis
- Projects where financial gain goes to individuals
- Projects that don't meet at least one of our local outcomes

There is a mandatory monitoring/evaluation process for all recipients of funds.

Terms and Conditions

1. Organisations must provide proof of match funding where applicable.
2. The monies must only be used for the purpose stated above and approved by Fife Council. You must inform Fife Council immediately of any proposed changes to the project.
3. The project must start on the agreed date or as soon as possible after that date. If the timescale of a project slips, Fife Council must be notified and a progress report submitted.
4. The project must not start before the monies are awarded except in exceptional circumstances
5. The applicant may not transfer any part of the monies to any other organisation or individual, unless specified in the application form and agreed with Fife Council.
6. No aspect of the activity being funded should be party political in intention, use or presentation.
7. At the end of a project, or in any case where the organisation ceases to exist, or where there is a breach of conditions, any unspent monies or equipment purchased will be repaid/returned to Fife Council.
8. Community Organisations are required to have a constitution or other appropriate governance. Organisations without such governance may apply, but no monies shall be paid out until a constitution/appropriate governance is in place, unless the application is to help with start-up costs.
9. The whole amount of monies or part of that amount, at the discretion of the appropriate Council Committee, shall be repaid to Fife Council if any information given in connection with the application is found to be false or misleading, or fails to disclose a material fact bearing upon the consideration of the application.
10. It is a requirement that an Evaluation/Monitoring Form is completed at the end of the project or after six months. Failure to do so may result in a request for the monies to be returned to Fife Council. Checks may also be carried out to ensure the monies were spent as stated in the application. Future applications will not be considered unless a satisfactory Evaluation/ Monitoring Form is received by Fife Council.
11. The applicant/organisation shall agree to the organisation's main contact details being publicly listed on the Fife Direct website.
12. Any monies received from Fife Council should acknowledge the relevant Area Committee in the organisation's publicity, reports and relevant communications.
13. All organisations should ensure that in carrying out the activity for which the grant has been given that they shall not commit any act of discrimination rendered unlawful by the Equality Act 2010. In particular, they should ensure they are open to all who could benefit or wish to take part and have an equality of approach throughout project delivery.
14. All organisations working with children, young people or vulnerable adults should ensure that in carrying out their activities, they meet the requirements of the Health and Safety at Work Act 1974 and the Protection of Children (Scotland) Act 2003. In particular for all activities involving children, young people and adults at risk, safeguarding policies and procedures should be in place, with staff and volunteers holding an appropriate PVG Certificate.
15. Fife Council may share information about our funding award with parties and anyone who may make a request for information under the Freedom of Information Act 2000.
16. The information provided by you on this form will be used by Fife Council in order to process your application. It will be shared with FVA, NHS Fife and other local authority services or external funders and information will be obtained from your application. Further information on how your information is used and why can be found by contacting Fife Council's Data Protection Officer at: dataprotection@fife.gov.uk.

Before you submit your application, please complete the following checklist

You must be able to tick every box

- Have you checked the Funding Portal for alternative sources of funding?
(Q13)
- Have you clearly indicated which theme within the Plan4Fife your project will
address? (page1)
- Have you answered all the relevant questions in this application?
- Are you, the main contact named in Q.2?. Are you authorised to apply to
the Local Community Planning Budget on behalf of your organisation?
- Have you signed the Application Form?
(Electronic signature will be accepted along with a confirmation email).
- Have you understood that if you make any inaccurate statements (whether
deliberate or accidental) at any stage during the application process, or
knowingly withhold any information, this could make your application invalid
and you could be required to repay any funds received to Fife Council?
- Are you able to comply with the Local Community Planning Budget's Terms
& Conditions?
- If you are a community or voluntary organisation, have you enclosed a copy
of your governing document? (unless already held by Fife Council)
- and
- a copy of your latest signed, audited/independently examined accounts
(if you do not have signed audited accounts please provide an income and
expenditure statement)
- and
- proof of funding from other sources if applicable

Once completed please email to LCPB@fife.gov.uk

The information included in this publication can be made available in any language, large print, Braille, audio CD/tape and British Sign Language interpretation on request by calling

03451 55 55 00 BT Text Direct 18001 01592 55 11 91

Touch Community Consultation Feedback

THEME: COMMUNITY INVOLVEMENT/FACILITIES & RECREATION

Likes	Dislikes
<ul style="list-style-type: none"> • Have good neighbours/nice people • Enjoy coming to the church • Good sense of community • The Christmas events at the church • Most people get on that live here • Love the community garden • Friendly place • People help each other • Playpark • Community pantry • Classes at the church • Block of flats and neighbours • Church garden very pretty • How much church has done for local community • Scouts helping in the community • Community Centre 	<ul style="list-style-type: none"> • Feel unsafe in own home/keep doors locked • Not a lot on for elderly – feel isolated • Community centre still not open • Nothing to do for teenagers • Some vandalism at playpark • Feel unsafe down at Burn area • Feel unsafe in poorly lit areas • Touch has become a corridor for dog walkers • Not enough clubs • Too long to repair broken equipment at park • Do not feel safe walking dog at night in Law Road

THEME: ENVIRONMENT

Likes	Dislikes
<ul style="list-style-type: none"> • Linburn Burn restoration • Improvements made to dog fouling • The condition of verges and pavements have improved • Community garden 	<ul style="list-style-type: none"> • Dog fouling • Fly tipping – left too long • Discarded syringes and gas cannisters lying around • Drug use • Lack of dog fouling bins • Loss of popular greenspace due to new education campus • The bins outside the flats • Strong smell of drug use in some flats • Area around shops needs an upgrade • Paving covered in weeds - • Untidy greenspaces across Touch • Street lighting not as bright as it used to be • Antisocial behaviour from large group of young people • Littering • Noise disturbance – from neighbours • Nothing nice to look at on the estate • Overgrown vegetation • Access paths not being cleared of weeds and causing slip hazard • Rats and mice around flats • Touch is a dumping ground • Noisy at night with cars • Bulk rubbish uplift too expensive

THEME: HOUSING & LOCAL SERVICES

Likes	Dislikes
<ul style="list-style-type: none"> • Good bus service • Amenities are good • Close proximity to town • Fife Council refuse workers are outstanding • Fife Councils general cleaner does an excellent job • Easy access to shops and good variety 	<ul style="list-style-type: none"> • Canopy above main entrance to flats not fitted flush – people get wet • Too many but to lets in the area which can be poorly maintained • Flats need updated • Large amount of people with mental health/social issues all housed in the same area • Bad soundproofing in council properties • Not enough bungalow style housing • Flat and housing conditions poor – water damage, severe dampness – Abel Place • Abel Place was due for demolition in 2011 – what happened • Too many scatter flats • Flats – plaster compromised, internal stairwells in poor condition, vandalism • Wait too long on repairs • Police in Law Road daily due to ASB • Car tyres getting slashed in Henryson Road • Severe ASB in some flats in Law Road – 1 resident has had child access reduced because of this • People hanging about flats and chapping people's doors • Difficult to contact Fife Council – not everyone can do/access online • No security doors at some flats • Washing being stolen from outside communal areas • General consensus – flats need major repairs/internal works

THEME: COMMUNITY INVOLVEMENT/FACILITIES & RECREATION

Quick Wins – In the next 12 months	Bigger Challenges – In the next 2-5 years	In an ideal world – In the next 5-10 years
<ul style="list-style-type: none"> • More meetings like the one today - Regular Forum Meetings are taking place with members beginning to network together and work on joint projects • Street art • Art club • Residents taking responsibility for small mini gardens and weed clearing on greenspace • Something developed for young people – like the Tower House – music etc - CLD have commenced with a Youth Club within the Community Centre (Thursday evenings) • More groups at the community centre and church - CLD have operated a number of projects within the Community Centre such as Summer Events, Mini Zoo, Cooking Classes, Tea & Touch Family Events, Cafe Inc., Youth Club. CLD have also commenced various classes within the Church including a Job Club, Welfare Support, Digital Skills, Fife Council College Courses, Sewing & Adult Basic Education Classes, and have supported Feel Good Friday to transfer to the Church from the old Tryst Centre 	<ul style="list-style-type: none"> • Community gala - A large community event has taken place. CLD have met with several community groups, they are working together to deliver a summer event • Fun run brought back – See above • Intergenerational support – skills exchange – knitting, cooking, growing - CLD have provided a wide-ranging programme whilst the Touch Garden provide sessions/activities re growing • Diversion activities for children and young people - Youth Club has commenced, the Church has commenced with a wide programme including Family Group, Women's Group, Community Cafe, Warm Spaces lunch/meals for people of all ages • Start a neighbourhood watch • Residents take turns at cleaning stairwells and drying areas • Get young people involved in community initiatives to create ownership - Youth Club has commenced along with other groups as highlighted above. Happy to undertake 	<ul style="list-style-type: none"> • Free education for all offering people an understanding the changes in community

- Suggestions box at the community garden - **Touch Community Garden have undertaken a wide consultation and organise regular events and activities**
- Outdoor events at the community gardens – **Community Garden run events weekly and during school holidays**
- Community events on the estate – bouncy castle etc – **Holiday Programmes have/are being run**
- Open community centre for activities/classes for all - **As above, there are regular groups access the Centre including weekly Food For Your Future, Quilting Class, CLD activities, summer programme activities and now a youth club**
- More publicity for what is happening on estate – newsletters, flyers and a community noticeboard - **Regular Newsletter produced, new Notice Board being procured for the Church area, make full use of social media**

further consultation and engagement in partnership with the Touch Forum Group - maybe via a summer programme. Fraser Ward, Community Education Worker with Youth focus will introduce himself to Touch Forum.

THEME: ENVIRONMENT

Quick Wins – In the next 12 months	Bigger Challenges – In the next 2-5 years	In an ideal world – In the next 5-10 years
<ul style="list-style-type: none"> • Recycling resources at flats • More trees - Undertaken in partnership with Fife Coast & Countryside Trust • More done to attract wildlife – More planting in area, Community Garden being extended • More benches, picnic tables, planters and flowers – Community Garden now have more seating and are building planters for fruit and veg • Pocket parks/messy play • More dog fouling bins – Normal bins to be used • Programme for weeding verges, pavements and streets - The grass cutting banking cutting and verges is being monitored and actioned in a timely manner, weather ground condition determine some of this maintenance. • Will install a new bench at the main play park – Bench is getting installed • Patio areas at flats – flowerbeds, planters and benches • Community litter picks • Free bulk item uplift for a month – Free uplifts are now in place • More bins for residents • Wages for community garden workers 	<ul style="list-style-type: none"> • Playpark at Law Road – This is being removed, as new play park in the area • Create interesting walks around estate – mounds, slides and corridors - 	

- Litter bins
- A litter bin at the shops
- Fife Council to resume grass and edge cutting
- **The grass cutting banking cutting and verges is being monitored and actioned in a timely manner weather ground condition determine some of this maintenance.**
- Remove seagull's nests from flats
- Clean up the area
- Make a skip available from time to time

THEME: HOUSING AND LOCAL SERVICES

Quick Wins – In the next 12 months	Bigger Challenges – In the next 2-5 years	In an ideal world – In the next 5-10 years
<ul style="list-style-type: none"> • More community safety patrols – Safer Communities Team have been active in the area and attend the Community Group Forum • Can anyone help with the strong smell of drugs in some flats? • Paint stairwells in flats • Fix broken windows in stairwells – Abel Place • Monthly surgery with Housing officers, Police Officers and Safer Communities Officers – These were run as a pilot for 6 months but did not have a large uptake. A large Drop-In event was held in March, this was a success and will be run twice a year • CCTV • More police presence in the area • Drop kerbs to have more accessible routes for mobility scooters etc • Tackle on-going ASB at playpark area – Community Safety Team have increased their patrols in the area • Cleaner and tidier communal areas in flats 	<ul style="list-style-type: none"> • Flats demolished/bulldozed - A large scale regeneration project will be taking place in Touch. • Reduce the number of flats in the area – As above • Fully refurbish flats • Security doors on all flats • External building improvements • Warden scheme • Improve lighting on the estate • Improve drying greens and storage areas in flats – presently too open allowing elements to get into flats • Speed bumps • Stairs outside Touch Primary School needs pavements lowered from Law Road to the garages at the back • More variety of shops – fresh produce/chip shop • Get rid of lock-ups – make more parking – This is underway, with some lockups already demolished • Community Police walk around estate more 	<ul style="list-style-type: none"> • All housing issues solved • Buy back all ex-council properties • Upgrade kitchens and bathrooms and windows in all Fife Council tenancies in Touch

Let's talk
about

TOUCH

Making a difference
in the Touch area
Summer 2024

Regeneration updates – see page 3



St Columba's and Woodmill High Schools move to new Dunfermline Learning Campus

From August 2024, all pupils from the two high schools will be moving to the new Dunfermline Learning Campus, to include Fife College, next to Fife Leisure Park. Further information can be viewed on the Fife Council website www.fife.gov.uk/dlc

Regarding the existing school sites, they will close to pupils at the end of the summer term, with a complete closure of the buildings likely by October. Thereafter the properties will be demolished, and a master planning exercise will be carried out to determine how the cleared sites will be used in future. Further information will be made available on this, inviting local people to express views on the future use of the sites.



Cafe Inc. will be delivered from Touch Community Centre for 2 weeks during the school summer holiday period.

Cafe Inc. provides free tasty healthy lunches to children and young people while our schools are closed during the holidays. No need to book, just pop along between 11.45am and 1pm.

- Monday 5th to Friday 9th August
- Monday 12th to Friday 16th August

For more information visit www.fife.gov.uk/cafeinc

If you want any more information on community initiatives or what is in this newsletter, then please get in touch with Lisa on 07872 423836 or email arearegenerationteam@fife.gov.uk

All information was correct at time of going to print.

Touch Community Garden

Our volunteers have been really busy these last few weeks and have welcomed many different visitors to the garden, including the Green Party (Fife) and over 50 delegates attending a national Greenspace Scotland Networking event. All our visitors admired the garden and were genuinely impressed at how all the residents work together to keep it looking nice.

Local schoolchildren from Touch Primary and Woodmill DAS and the Squirrels and Beavers from the 40th Scouts have also been very busy down at the garden, planting flowers around the trees and planting vegetables in the raised beds.

We have planted, peas, onions, leeks, carrots, broccoli, rocket, cabbages, cucumber, butternut squash, lettuce and potatoes. These are free vegetables for the local Touch community, but they are not yet ready to be picked. We will put a notice up and let residents know when they are ready for picking. Please do not pick them before they are ready because it wastes them, and it is less for people to use.

We do have herbs planted at the garden in the middle of the tall planters in the main garden, which residents can help themselves to for their cooking. See one of our volunteers if you would like help in finding the herbs.



On 21 June, we held a Thank You Event for the local businesses, community groups and council officers that helped us with setting up our portacabin. We had an amazing turnout and want to thank all that came along.

During the summer, we are intending to run Touch Play Project, our kids club again. This will be free and will run twice a week during the school holidays and more information will be coming out soon, keep an eye on our Facebook Page. It will be for children ages 0-13.

We would also like to thank the Touch and Garvock Community Council for their donation of £200 which helped to buy our new lawnmower and we would also like to thank all the residents of Touch who continue to support the volunteers in the garden and who help to look after the garden.



Housing Led Regeneration

Since December 2023, we have rehoused 10 households from Law and Henryson Road, with some moving as far away as Hawick! Most applicants would prefer to stay local and there is a significant demand on the Dunfermline South and Abbeyview areas. We hope that with upcoming new build developments in these areas that we can create movement within our housing stock to free up properties and accommodate the priority applicants in Touch.

We have also bought back 3 private properties in the regeneration blocks so far, with another 15 still to purchase.

Where we have empty properties, we will use some of these as emergency decant accommodation for households affected by fire/flood/major repair issues, but most will remain empty until we are able to start demolition. We try and not use steel doors and security screens until this is absolutely necessary, but we will secure all empty properties with alarms and board up letterboxes to avoid a build-up of mail.

There are still a few tenants who have not completed housing applications as yet, and we would encourage you to contact and submit an application as soon as possible, or risk missing out on a suitable offer of housing. You can do this online via www.fifehousingregister.org.uk or by contacting Deborah Stevens on 07525 392720 or by making an appointment at the City Chambers in Dunfermline.



The poster features a green background with a faint pattern of leaves. At the top right is the Fife Council logo. The main text reads 'Community BRUNCH' in a mix of yellow script and white bold fonts. Below this, it says '10:00am - 11:30am' and 'Touch Community Centre'. A yellow line of text states 'Every Monday during school holidays*' with a note '*except Monday 15 July'. A photograph of a croissant, raspberries, and jam is shown in the bottom left. The text 'ALL WELCOME!' is prominently displayed in white. At the bottom right, the email address 'cld.dunfermline@fife.gov.uk' is provided.

Community Led Regeneration

Touch Community Forum - The Touch Community Forum meet every 6-8 weeks, the Forum has members from the Food Pantry, Community Garden, Church Garden, Touch Trust, Touch Toddlers, Feel Good Friday, Fife Coast and Countryside, Community Council, Fife Councils Community Development Team and the Lead Officer's for Community and Housing Regeneration, Safer Communities Team and local Elected Members.

This group work together in delivering the various initiatives that were suggested at previous consultations.

We are holding an end of summer event on **Friday 18th August**, this is still in the planning stage – Look out for our posters nearer the time and the Community Garden's Facebook Page for more info.

If you would like to be involved in the forum, please get in touch with Lisa on 07872 423836 or email arearegenerationteam@fife.gov.uk.



We run a community group called Feel Good Friday at St Margaret's Community Church, Touch.

Our group meets every Friday, 12pm-3pm and is open to anyone who needs support or friendship. The group helps bring people together in a fun and structured way, through crafts, workshops, and talks. Our group will be closed during the summer break and will re-open late August.

Touch Trust

The start of summer marks a well-deserved break for a lot of core services for a much-needed revamp of our building! Over these months we will be working on a whole new program and looking to consult with the community and make sure our services continue to be relevant. The doors won't be closing however, we will still be available with essentials, referrals and individual support. Keep your eyes peeled for a full update in August!

What will still be on:

- Community café
- Digital Skills
- Restoration
- Select Support Services
(please get in contact for more details)

We are in discussions to bring:

- More Youth provision
- Another Men's Group
- Sport based activities
- More Support Services
- Social Activities for the Elderly
- Childcare Provision

As always we would love to hear from you, whether you have a service you would like to see brought to the area, have an idea you want support with or just to have a chat about what else we have going on. Please contact admin@touchtrust.org to keep up to date with what's going on, or pop in and see.



Food for Your Future Community Pantry

In partnership with Fife Council

Touch Community Centre
30 Mercer Place, Dunfermline

 **Find us on Facebook**

 **07730 809375**

Open every Thursday

- **Day Pantry: 12pm - 1.30pm**
- **Evening Pantry: 5pm - 6.30pm**

One visit per household per week

- Store cupboard essentials
- Chilled/frozen food
- Fruits and vegetables
- Bakery products
- Sanitary products
- Refill station

£2.50 for a
minimum of
10 items



Safer Communities

The quickest way to report to the Safer Communities Team for; abandoned vehicles, illegal dumping, pest control or antisocial behaviour (e.g., neighbour issues, dog fouling or littering) is online via

Tenants and residents should report noise nuisance, threatening or intimidating behaviour or verbal abuse to Police Scotland via 101 at the time of the event so that hopefully the Police or Safer Communities Team (noise nuisance) can attend and investigate at that time.

Touch and Garvock Community Council need you!

The community council helps support the local community and organisations, for example a recent large grant for a defibrillator at St Margaret's Church. But to carry on we really need new members. We keep meetings short, useful and friendly. Get in touch or just come along to a meeting.

Contact touch.garvock.chair@googlemail.com or touch.and.garvock@googlemail.com

Community Development Team

- First experience in a regeneration process. Fantastic having the officers regularly in Touch, communication has been consistent, and information has been well circulated to both us, and the residents affected.
- Lost count of the amount of times over the years a forum has been suggested - so good to see this finally come to fruition. Especially happy that it's being chaired/led by community regen. Shows commitment to the area and support to the work being undertaken.
- I certainly feel more comfortable discussing the plans for the area with anyone affected. If questions are beyond my understanding, team is easy to reach out to, and receptive to helping on an individual basis.
- It has certainly opened my eyes to what effective and collaborative working is supposed to look like. There is still a feeling that the council tend to parachute in and out the area, this is the presence and prolonged engagement that has been needed in the area.
- Funding has made a huge difference - helping with smaller projects and group costs, and allowing us to put on two large community fun days.

Touch Trust

Communication

- Reflecting on the past few years working within the Touch area, I feel that communication, networking and working together amongst the community groups and members of the public has greatly improved. The groups have a sound process now for meeting with each other, have built up good relationships and are working very well in partnerships, sharing resources and contributing to each other's programmes and projects.
- Officers are more aware of the needs and aspirations of the Touch community and are able to better communicate with each other and work together on shared outcomes. The Touch Forum provides a great opportunity for officers and community to come together to jointly agree on priorities and shape developments.
- Communication streams have improved using a range of different methods such as the Newsletter, Forum Meetings, holiday programme events and the 'Know Your Touch Event' which brought a range of services together.

Regeneration

- Involvement in all of the above has provided knowledge and understanding of the Touch Regeneration proposals, this has definitely made me feel more confident when speaking about the proposals to community members, groups or other council officers.

Funding

- The funding has provided good opportunity to support small to medium projects within Touch, especially groups who may not have a constitution in place, and who struggle to attract other external funding.

- The different groups have been able to utilise the funding for their own projects, but also as part of a bigger 'Forum' who are now working together on common goals and shared resources.
- Groups also have the opportunity to use this funding as match funding, bringing in even more funds/resource to Touch area.
- So far, the funding has sourced a wide and varied stream of activity, equipment and events in a simple and accessible process for the different community organisations.

Touch Community Garden

The Touch Community Group Forum has been really good for our group to get to know other groups in Touch and this has led to much more joint working than previously and we are able to pool resources and organise bigger community events because there are more of us working on it. However, we certainly noticed that not all community groups get involved in the community events. They are happy to come along to the community events rather than actually help organise them or volunteer their time.

The Forum has been really helpful for us to have a better understanding of the Touch Regeneration Project and what the plans are, so we feel confident in sharing that information with the local community. We have got to know Council officers mainly through our own project and the community council, but we think it is positive for us to know the council officers and for them to attend the Forum meetings.

I do think there is still an opportunity for closer involvement between community groups to help improve the area and increase opportunities for the local residents. The funding has made a very big difference to all the community groups in my opinion.

Chair – Touch & Garvock Community Council

As a longstanding member and now chair of the Touch and Garvock Community Council, I would like to strongly commend the work undertaken via the Touch Forum. Lisa and Deborah took on the challenge of bringing together local community groups under the shadow of lingering Covid restrictions, while people were still very wary of meeting in person. They have been instrumental in bringing together the local community groups and activists, and we are all now working together and supporting each other, in a way that I have not seen before. This allows each group to play to its strengths and for us to pool our expertise and resources. I am confident that without the connections and positive profile that the community council has developed as a member of the Touch Forum we would have really struggled to continue past the recent Community Council elections.

The wider feedback that I hear now is that the local area is well regarded as a really positive and proactive community that is working hard to make itself more welcoming and supportive.

The community regeneration proposals that are being submitted to Area Committee are the product of a thorough and effective process of community engagement and capacity building, that has taken place over many years. There is now a good relationship of trust and understanding, and I have been happy to support their work and attend various recent community engagement events. This whole process, is one of learning , and through patient and supportive engagement, I am confident that a far more thorough understanding of the

particular needs and preferences of local residents has been obtained. I am keen to see this process of effective engagement and working with the local community continue, taking a people centred approach where the particular needs of individuals and the wider community are put in focus, with appropriate solutions being developed.

Touch Community Forum Funding - £10,000 awarded from Area Committee toward community projects in Touch.

Projects that have benefited so far:

Touch Trust

Mens Club - £800

Family Nights - £250

Community Notice Board - £300

Summer Programme Funding - £1000

Halloween Childrens Party - £300

St Margarets Church

Defibrillator£250

Church Community Garden – not constituted

Garden Materials £400

Garden Materials £500

Food for Your Future

Publicity Materials - £473.80

Touch Community Garden

Summer Programme Funding - £1500

Community Use Container - £3000

Feel Good Friday – Not Constituted

Publicity Materials £350

Purchase Card Payments for events

£270 - Halloween Party

Supporting the City of Dunfermline Local Community Plan – Community Recovery Fund (CRF) Proposal

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

Wards Affected: Wards 2,3 & 4

Purpose

To seek agreement from the Area Committee for a contribution of £5,830 from the Dunfermline Community Recovery Fund (CRF) to support a Lego Walk event. It is recommended that the funds for this project come from the previously agreed Development of Dunfermline's City Status CRF allocation.

Recommendation

The Committee is asked to consider and agree to an allocation of £5,830 for the request. These funds will come from the Community Recovery Fund (CRF). The projects spread across all Local Community Planning priorities. The funding will be used for:

- One Step At A Time (Lego walk) - £5,830

Resource Implications

There will be sufficient funding available within the Dunfermline's City Status project, with a current balance of **£62,857.00**. The project end dates will mirror the end date of CRF spend and evaluation processes.

Legal & Risk Implications

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

Impact Assessment

An EqlA is not required because the report does not propose a change or revision to existing policies and practices, for example, annual reports or monitoring reports.

Consultation

There has been local consultation with elected members and key officers. A Megaward meeting took place on 9th July 2024 whereby members had the opportunity to discuss applications and feedback accordingly. A pilot of this project was also delivered locally, with feedback gathered from the school.

1.0 Background

- 1.1 At its meeting on 25 August 2022, Cabinet Committee agreed to allocate £10 million of revenue balances as a Community Recovery Fund. Further to this, the subsequent Cabinet Committee meeting on 22nd September approved the 'Help with Cost of Living: Extending Community Support' report which set out a general approach and criteria for the Fund, including the allocation of the £9m across the 7 Area Committees. The City of Dunfermline's allocation is £1.26M.
- 1.2 The specific criteria for the fund is as follows:
 - Projects should link to Local Community Plan priorities.
 - Projects should take account of Plan for Fife recovery priorities (Community Wealth Building, Tackling Poverty, Economic Recovery, Climate)
 - Projects should provide assessment of benefit to ensure no unintended consequences.
- 1.3 Projects delivered via Community Recovery Fund should be completed by 31 March 2025 to allow for a full evaluation to be presented at Cabinet.
- 1.4 Current projects cut across all priority areas of the Plan 4 Fife and also the Local Community Planning Priorities of:
 - Building strong and resilient communities
 - Making Dunfermline a better place to live, work & visit
 - Promoting and supporting wellbeing
- 1.5 The CRF application of Developing Dunfermline's City Status was approved on 25th April 2023, with a total allocation of £150,000. Members have been consulted in events spends from this previously agreed allocation.

2.0 Project Information

- 2.1 One Step At a Time application seeks £5,830 to deliver a series of Lego Walk workshops based across all Primary Schools in the City of Dunfermline, for up to 840 children. The workshops are aimed at P7 pupils who are preparing for their transition to secondary school and the workshops will help in improving confidence, resilience and self-belief. A Pilot session was delivered at Touch Primary School in February 2024, whereby the feedback was positive.

3.0 Conclusion

- 3.1 The application meets the criteria for CRF processes, and meets the LCP priorities for the City of Dunfermline
- 3.2 The project will come from the previously allocated Developing Dunfermline's City Status project fund.
- 3.3 If approved, this will leave a remaining balance of **£57,027**

Background Papers

Circulated to members in advance of City of Dunfermline Area Committee:

- One Step At a Time CRF Application
- Pilot Lego Walk Evaluation Report
- Developing Dunfermline's City Status Project spend document

Report Contact(s)

Shirley Melville
Community Manager
Shirley.melville@fife.gov.uk

Supporting the City of Dunfermline Local Community Plan – Anti Poverty Work Update 2023-24

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

Wards Affected: Wards 2,3 & 4

Purpose

The purpose of this report is to update members on the activity and outcomes related to the anti-poverty work currently being undertaken in the City of Dunfermline area, in alignment with the key priorities of the area, contained within the draft City Plan. The report updates on period 1st April 2023 to 31st March 2024

Recommendation

The Committee is asked to note the progress in terms of activity and outcomes for the City of Dunfermline area in relation to period 1st April 2023 to 31st March 2024, and ongoing anti-poverty work.

Resource Implications

There are no specific resource implications highlighted within this report that require agreement as much of the activity has been subject to previous reports to this Committee to seek funding. The level of expenditure related to anti-poverty work can be found on the appendix document to this report.

While we have benefitted from carry overs in recent years, as well as being able to use additional government crisis funding for several anti-poverty approaches, there is no guarantee of either additional funding or carryover from April 2024.

Members will be aware that the spend profile on this budget is routinely provided as part of the regular ward meeting information.

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, for example, annual reports or monitoring reports.

Consultation

There has been consultation with partners across Dunfermline in the production of the City Plan, with anti-poverty work being a key area of priority. The most recent Plan 4 Fife update has a strong focus on recovery and renewal, with tackling poverty and preventing crisis at the heart of this. Ongoing discussions at the Dunfermline Poverty Action Group (DPAG) have supported the development of approaches over the last year.

1.0 Background

- 1.1 Local areas have been tasked with creating anti-poverty mitigations that specifically meet the needs of the local area. On that basis, there will be variations to approaches across Fife - this may be based on the rurality of the area, or demographic pressures etc.
- 1.2 The approach to anti-poverty work in Dunfermline has adapted, and the local area budget has supported local organisations across the area to support the work of the Council in tackling poverty interventions at a community-based level.
- 1.3 The DPAG is made up of key local partner organisations from Fife Council, Health and Social Care and 3rd sector, who meet monthly to network and update on relevant projects.
- 1.4 Due to the extensive membership of the DPAG (approximately 90 individuals from a wide range of organisations), and based on feedback as to how to make the group more effective, the format has since changed allowing for focussed topic sessions bi-monthly. The aim of the focussed sessions is to provide a “deeper dive” into local issues and discuss collaborative work ideas to mitigate against these.

2.0 Issues and Options

- 2.1 From the main themes of the draft Dunfermline City Plan, the anti-poverty approach aligns with a wide range of priorities agreed by DPAG members in April 2023. The key priority areas are noted below:
 - Improving Access to Services
 - Increasing Information Sharing
 - Crisis Prevention
 - Mental Health & Wellbeing
 - Reducing Food Insecurity
 - The Climate Crisis
 - Crisis / Cost of Living Support

The appendix attached details the outcomes and update on the work carried out under the themes.

2.2 In addition to Local Community Planning Anti-Poverty Budget, other funding sources have supported the delivery of anti-poverty approaches across the City of Dunfermline:

- Central funding to support Warm Welcome and Warmer Items
- Community Recovery Funding (CRF). On 22nd September 2022, Cabinet Committee approved the 'Help with Cost of Living: Extending Community Support' report which set out a general approach and criteria for CRF, including the allocation of £9m across the 7 area committees. The City of Dunfermline's allocation was £1.26M

The appendix attached details the projects supported by the additional funding sources.

3.0 Conclusion

- 3.1 The key activities noted in the appendix to this report represent a robust and tailored approach to the needs of our local communities. Members are asked to fully consider the approach and continue to work with officers to make further improvements as required.
- 3.2 The advantages of taking a local approach is an ability to develop and implement new and innovative initiatives quickly, by working with local communities and the partner agencies involved in supporting people.
- 3.3 It is hoped that the work highlighted in the appendices to this report fully defines the level of creativity and commitment to tackling poverty in the City of Dunfermline and also shows the strength of the local partnership.

List of Appendices

1. Appendix 1 – Annual Anti-Poverty Report – Actions and Outcomes document
2. Appendix 2 – Anti-Poverty Case Studies

Background Papers

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

- [City of Dunfermline Local Community Plan – The City Plan report to City of Dunfermline Area Committee 18th June 2024 Agenda item 8](#)
- [Help with the Cost of Living: Extending Community Support Report to Cabinet Committee 22nd September 2022 Agenda item 6](#)
- [Cost of Living – Winter Programme 2023/24 Report to Cabinet Committee 5th October 2023 Agenda item 4](#)

Report Contact(s)

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City of Dunfermline
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Indicative Appendix – Annual Anti-Poverty Report
City of Dunfermline Area Committee

AREA CONTEXT

The City of Dunfermline sits a few miles to the north of the Firth of Forth in the south-west of Fife. The city has a long history stretching back nearly 1,000 years, with strong links to its royal and religious heritage. Dunfermline is the largest settlement in Fife and is a major centre for large-scale retail and leisure facilities. Over the last two decades it has experienced considerable growth, with substantial development taking place within its eastern expansion area.

POPULATION

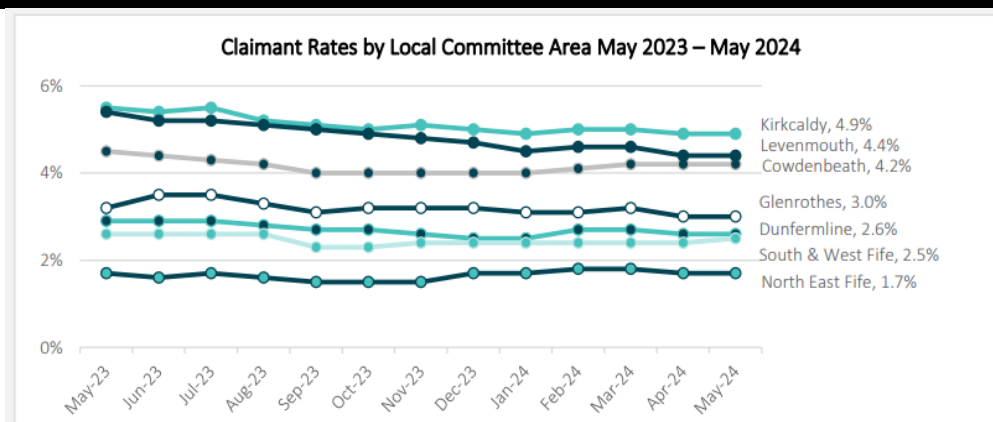
	Dunfermline Central	Dunfermline North	Dunfermline South	City of Dunfermline Area	Fife
Total population	18,815	16,483	24,286	59,584	374,730
Children (0-15 years)	3,497	2,507	5,055	11,059	63,680
Working age (16-64 years)	11,756	10,154	15,779	37,689	231,635
Older adults (65+ years)	3,562	3,822	3,452	10,836	79,4915

NRS 2021 Population estimates. For further information see City of Dunfermline area profile [City-of-Dunfermline-Area-Profile.pdf](#)

LABOUR MARKET

May 2024	Claimant Rate	Monthly change	Annual change	Claimant Count	Monthly change	Annual change
Cowdenbeath	4.2%	0.0 ▬	-0.3 ▾	1,070	-10 ▾	-75 ▾
Dunfermline	2.6%	0.0 ▬	-0.3 ▾	1,000	+5 ▴	-80 ▾
Glenrothes	3.0%	0.0 ▬	-0.2 ▾	925	+15 ▴	-60 ▾
Kirkcaldy	4.9%	0.0 ▬	-0.6 ▾	1,805	+20 ▴	-195 ▾
Levenmouth	4.4%	0.0 ▬	-1.0 ▾	990	-10 ▾	-220 ▾
North East Fife	1.7%	0.0 ▬	0.0 ▬	820	-15 ▾	-5 ▾
South & West Fife	2.5%	+0.1 ▴	-0.2 ▾	750	+15 ▴	-65 ▾

Source: ONS Claimant Count

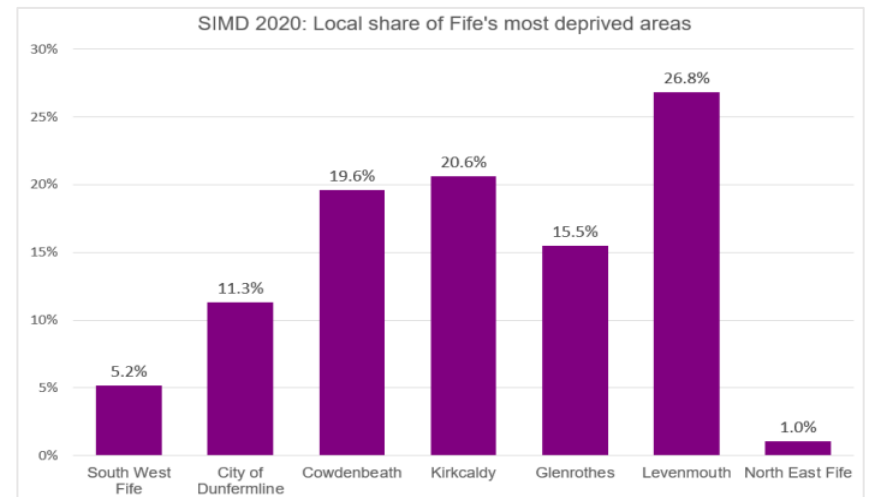
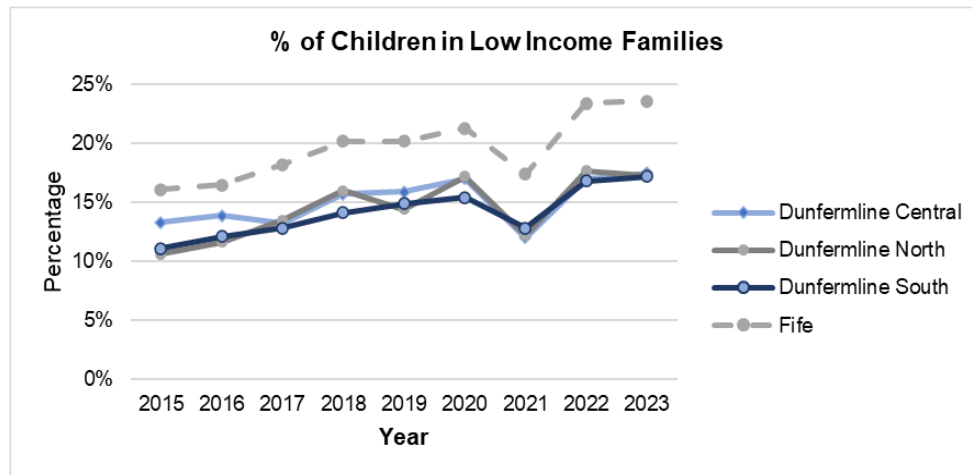


Source: ONS Claimant Count

April 2024	City of Dunfermline Area	Fife
Claimant rate	2.6%	3.2%
Female claimants	2.1% (405)	2.5% (2,950)
Male claimants	3.2% (595)	3.9% (4,410)

ONS Claimant Rate. For further information see monthly economic updates [Economy | InvestFife](#)

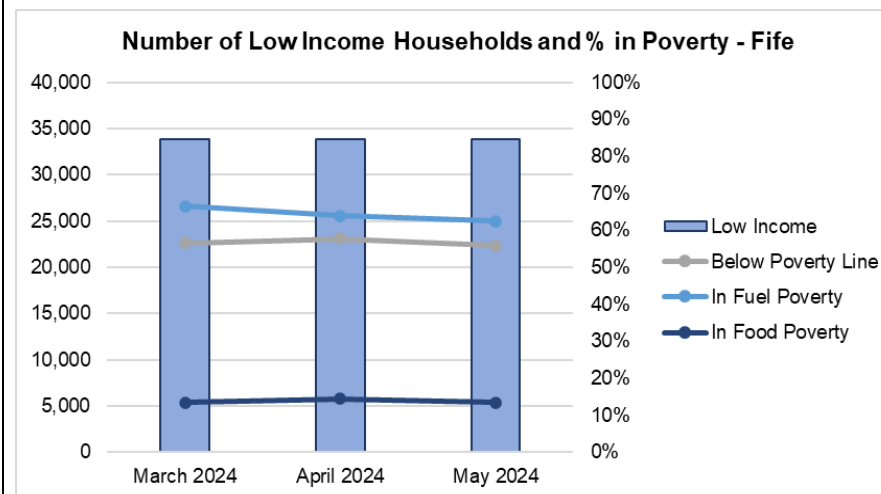
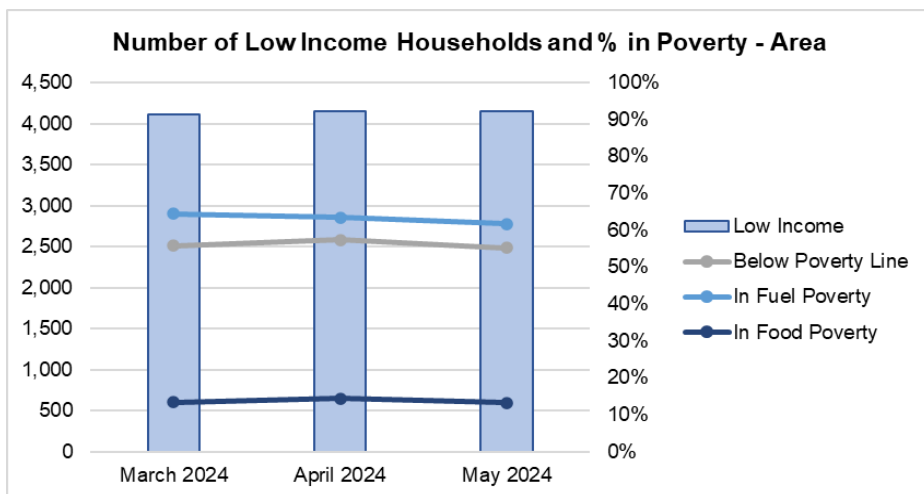
POVERTY AND DEPRIVATION



	Dunfermline Central	Dunfermline North	Dunfermline South	City of Dunfermline Area	Fife
Children in low income families 2023 (relative poverty)	17.5%	17.3%	17.2%	17.8%	23.6%
% of working age employment deprived	7.8%	9.9%	6.7%	7.9%	9.4%
% of total population income deprived	9.1%	10.8%	8.2%	9.2%	11.9%

DWP Children in Low Income Families: local areas statistics: [Children in low income families: local area statistics 2014 to 2023 - GOV.UK](https://www.gov.uk/government/statistics/children-in-low-income-families-local-area-statistics-2014-to-2023)

LOW INCOME FAMILY TRACKER

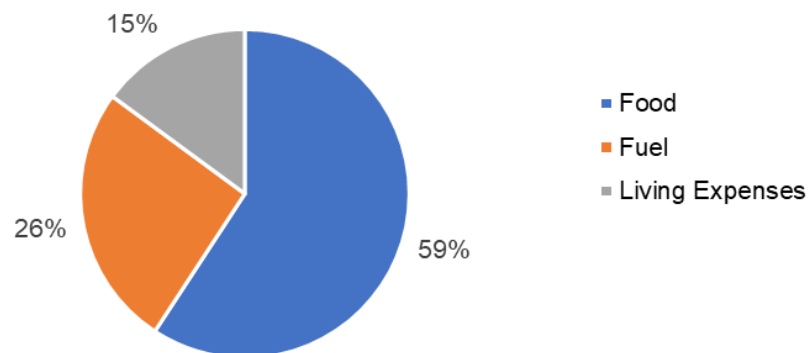


MAY 2024	Dunfermline Central	Dunfermline North	Dunfermline South	City of Dunfermline Area	Fife
No of low income households	1,311	1,384	1,451	4,146	33,843
No of households below poverty line	734	751	807	2,292	18,890
No of households in fuel poverty	816	831	911	2,558	21,122
No of households in food poverty	181	190	181	552	4,562

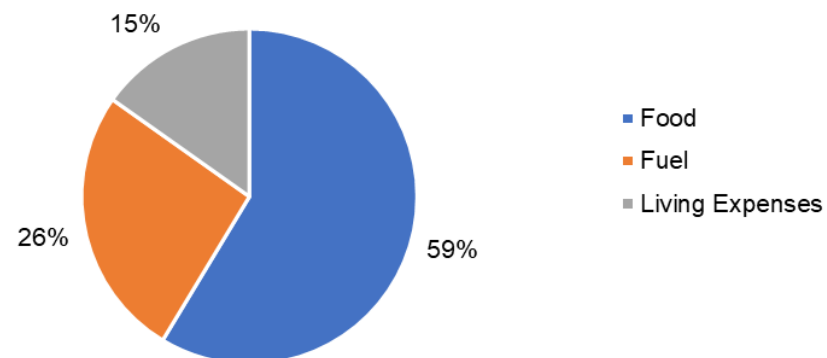
Data taken from the Low Income Family Tracker (LIFT)

SCOTTISH WELFARE FUND

**Percentage of Awards - Area
(April 2023 - March 2024)**

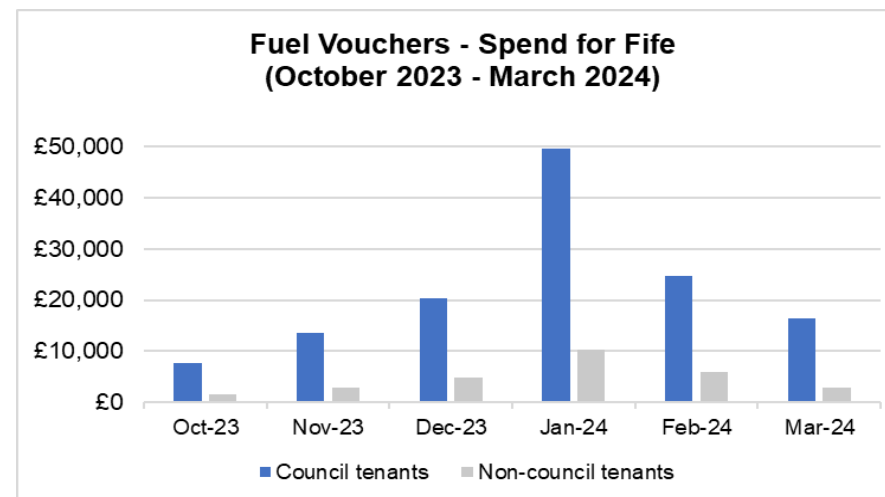
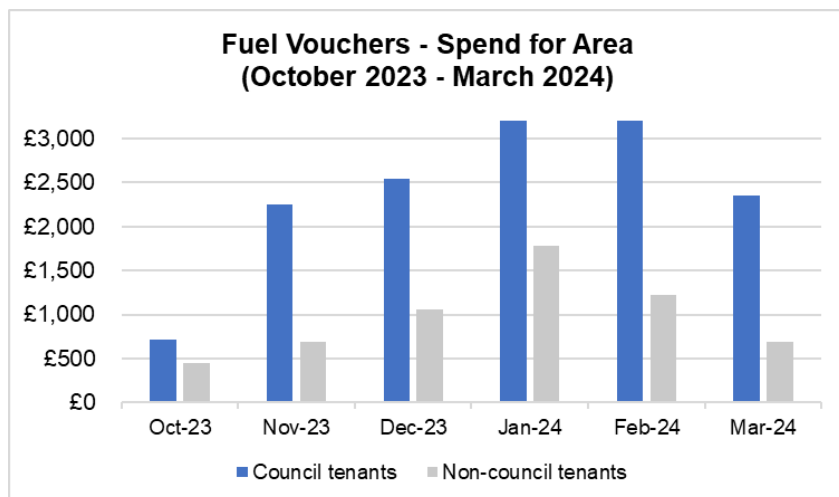


**Percentage of Awards - Fife
(April 2023 - March 2024)**



SCOTTISH WELFARE FUND	City of Dunfermline Area	Fife
Crisis Grants – Total Amount Awarded	£201,391	£2,280,048
Crisis Grants – Amount Awarded for Food	£119,261	£1,337,194
Crisis Grants – Amount Awarded for Fuel	£52,098	£596,482
Crisis Grants – Amount Awarded for Living expenses	£30,032	£346,372

FUEL BANK REFERRALS

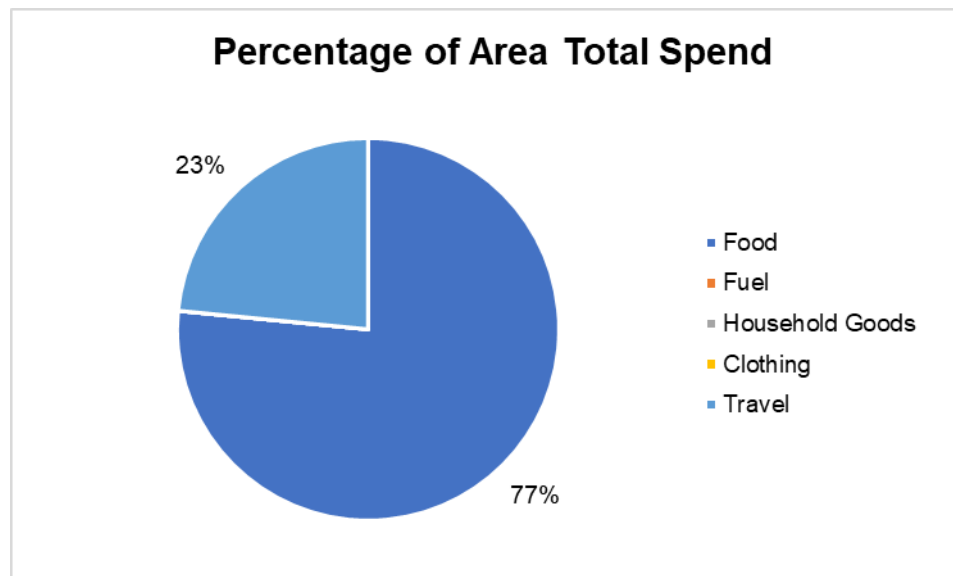


REFERRALS AND SPEND (October 2023 to March 2024)

City of Dunfermline

Total Amount of Referrals Council Tenants	278
Total Amount of Spend Council Tenants	£18,725
Total Amount of Referrals Non-Council Tenants	91
Total Amount of Spend Non-Council Tenants	£5,876

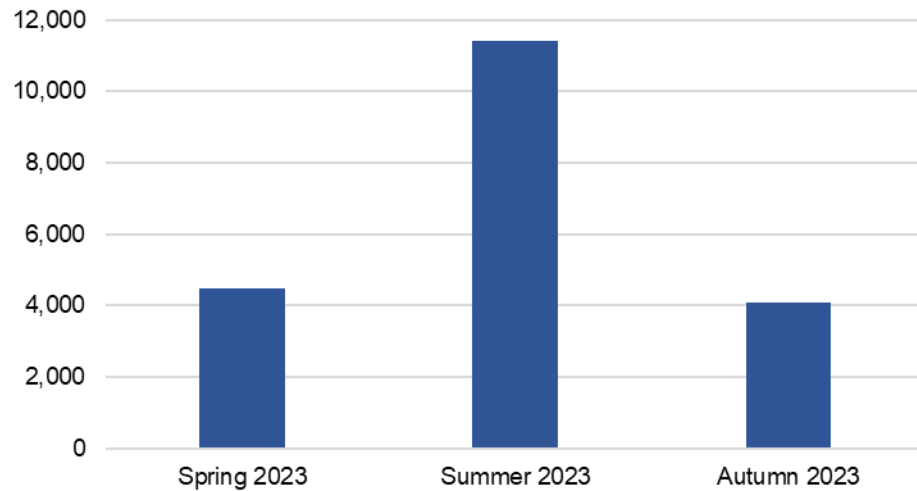
HOUSEHOLD SUPPORT



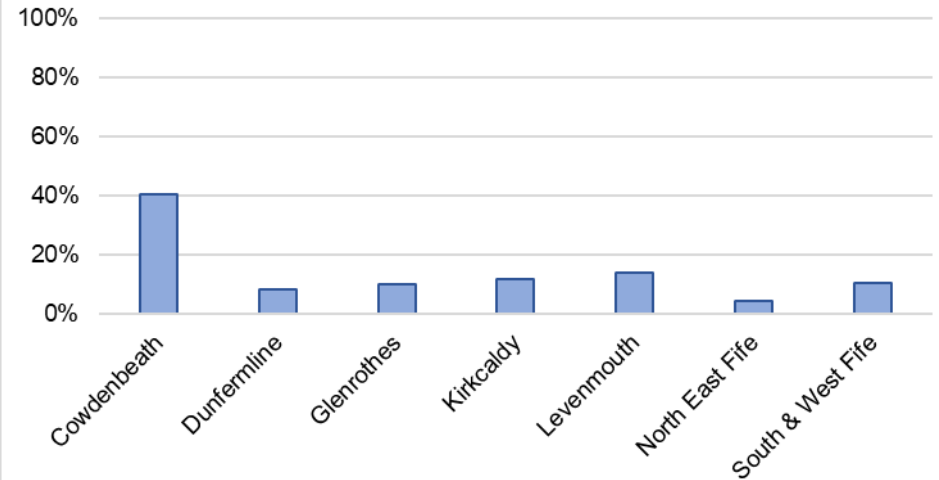
HARDSHIP GRANTS – SPEND (2023-2024)	City of Dunfermline Area	% of Total Area Spend
Area Hardship Discretionary Fund - Food	£160	77%
Area Hardship Discretionary Fund - Fuel	£0	-
Area Hardship Discretionary Fund – Household Goods	£0	-
Area Hardship Discretionary Fund – Clothing	£0	-
Area Hardship Discretionary Fund - Travel	£49	23%

CAFÉ INC

Number of Meals for Area per Season - 2023



Percentage of Meals Provided per Area - 2023



CAFÉ INC (Spring – Summer 2023)

City of Dunfermline Area

Fife

Number of Meals Provided

19,995

245,596

% of Total Meals Provided

8%

AREA ANTI-POVERTY ACTIVITY / PROJECTS MONITOR

LCPB Anti-Poverty Budget	Allocation	Spend	Balance
2023-24 Approved Budget	£180,349	£180,349	£421.99
2022-23 Carry forward	£76,229	£76,229	£0

Project	Outcomes	Update
Improving access to services	To increase the access to support services across the city	<p>Lauren and Debbie deliver Community Job Clubs at a variety of community venues across the city, to reduce the barrier of transport to access support. Regular venue hire at St Margaret's Church in Touch took place to ensure a consistent service to the local community.</p> <p>Services such as Cosy Kingdom, Fife Law Centre, H&SCP and Social Security Scotland collaborated to create "outreach hubs" creating a place where multiple services could be accessed at one time.</p> <p>After successfully being awarded funding from both LCP Anti-Poverty & Community Recovery Funding (CRF), Fife Voluntary Action successfully opened the new Community Support Hub in February 2024, located within the Kingsgate Shopping Centre. Since the closure of the Dunfermline Advice Hub in 2022, many services lost their presence within the city. Since Feb 2024, 12 services have delivered from the hub, with over 1,800 visitors. A report will be completed in line with CRF evaluation.</p>
	To reduce cost being a barrier to participating in activities	<p>9 community based projects were supported via a Holiday Events fund to deliver free activities over school holiday periods. Partners who accessed</p>

		<p>the fund include Community Learning & Development (CLD), Community Use, BASICSIM TRA and Leishman Drive & Halkett Crescent TRA. The Summer Big Family Fun Day at Dunfermline High School provided a range of free activities for families to undertake, along with a wide range of information stalls and lunch provided. A total of 461 people attended the event, with 17 services providing information and support to people. Leishman Drive & Halkett Cres TRA ran an Easter event to promote the TRA and the local community. Funds were used to provide equipment to deliver the event. Approximately 200 people attended the event and community engagement increased as a result. The TRA has since seen an increase in membership and residents are now taking an active interest in the area around them.</p> <p>Active Schools delivered a free primary swimming programme which was aimed at increasing water confidence in young people from the Dunfermline & South and West Fife area. Across 3 blocks of classes, 131 children took part in the programme with 85 living within the City of Dunfermline. In addition to the swimming lessons, each child received a family swim pass to encourage family participation in swimming.</p> <p>Community Use were successful in receiving funding from CRF to purchase a range of equipment and resources to provide free & low-cost activities across the city. This includes gymnastics equipment, portable speakers, silent disco equipment and a bouncy castle. The equipment has been used to deliver free community activities at holiday periods, as well as enhancing the offerings at a variety of “fun days”. A report will be completed in line with CRF evaluation.</p>
	<p>To increase opportunities for partners to participate in training sessions around key focus areas – Benefit Maximisation, Energy Advice, Poverty Awareness and Substance Misuse</p>	<p>A total of 213 learners from the City of Dunfermline participated in courses delivered by NHS Health Promotions. These courses included Poverty Awareness, Cost of Living and Mental Health Awareness.</p>

<p>Crisis Prevention</p>	<p>To deliver a variety of ‘early intervention’ projects across the city to prevent individuals falling into crisis</p>	<p>Cosy Kingdom delivered the “Healthy Homes Dunfermline” which focussed on providing in-depth energy advice to local residents with long term illnesses, or who required enhanced heating regimes, helping them to stay warm, healthy, and save energy. A total of 582 engagements were made across a variety of objectives such as in-depth energy advice via call (53) or home visit (73) or both (128), handy services (61), referrals for further assistance (224), training to frontline workers (36 frontline workers trained) and attendance at events and talks (9 events and talks). To date, 126 households have received a total of £59,086 in financial gains, averaging £488 per home.</p> <p>Scunnered Digital were successful in securing funding via CRF, to deliver an employability marketing internship to local young unemployed people. The project will see 24 individuals gain valuable skills and experience via a 12-week training course, before moving into paid internships for up to 3 months at local businesses. The project aims to help individuals gain employment experience and address the digital skills gap, whilst also improving the marketing needs of small local businesses. A report will be completed in line with CRF evaluation.</p> <p>The Tackling Poverty & Preventing Crisis (TPPC) recommendation around maximising household income has been implemented locally - there are trained advisors (Welfare Support Assistants) in the area to carry out benefit calculation checks which ensure people coming to us for support through either Community Job Clubs or via our outreach Welfare Hubs have a greater awareness of their entitlements. Various training sessions have been carried out to upskill community groups and organisations to carry out benefit calculations with clients.</p> <p>Kingdom Community Bank were successful in April 2024 in securing funding via CRF to employ a part time outreach worker, with a focus on enhancing</p>
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		community engagement and support efforts related to financial education and inclusion. Funds via LCP anti-poverty budget will be used to support specific project work such as subsidy schemes. A report will be completed in line with CRF evaluation.
Mental Health & Wellbeing	To reduce social isolation through a joined-up approach of services	Health & Social Care Partnership established a part-time link worker position responsible for raising awareness of The Well Community Hubs across the city. The role will link and establish partnerships with the Welfare Support Team to provide a more holistic approach to accessing health and social care support. The link worker will engage with partners across the city to provide outreach “drop-ins.” A report will be completed in May 2025.
	To increase access and opportunities to physical activity and wellbeing activities	<p>Fife Sports and Leisure Trust secured funding via CRF to employ a part-time health and wellbeing advisor to deliver a wellbeing programme within local community centres and outdoor spaces in Dunfermline. The aim of the project is to increase opportunities for people to take part in supported physical activity and encourage the development of social connections. A report will be completed in line with CRF evaluation.</p> <p>Falling Up Together SCIO secured funding via CRF to repurpose 2 portacabins and purchase equipment and materials for artistic purposes. The project aimed to support creativity and recovery lifestyles in support of mental health care. A report will be completed in line with CRF evaluation.</p> <p>The Wellbeing Through Heritage project uses the heritage of Dunfermline and West Fife to improve the wellbeing of local residents, whilst also promoting the 5 Ways to Wellbeing (connect, stay active, learn, give, and take notice). The project has delivered improved wellbeing activities through heritage to residents, and over the last 12 months has seen an increase in participation to just over 4,000 participants taking part.</p>

		<p>Touch Community Garden installed their new Community Hub which has created a space for people to meet locally and enjoy the garden space whilst having hot refreshments. This space has proven instrumental in addressing social isolation, engaging in community consultation and providing cost of living support/ signposting.</p>
<p>Reducing Food Insecurity</p>	<p>To increase and enhance the offering of community food across the City of Dunfermline</p>	<p>Katie Thompson’s position (Community Food Development Worker) was established via CRF (see “other grants” below) and has provided intense support to new and existing Community Food Providers across the city. 12 organisations received 1-1 support to deliver Winter Welcome provision, 38 individuals completed REHIS Elementary Food Hygiene Level 2, 10 individuals from 4 organisations underwent Entitlement Training and 1-1 community capacity building with 5 organisations. A report will be completed in line with CRF evaluation.</p> <p>Katie has linked in with the Allotment’s Team to look at better connecting allotment holders with surplus projects such as Baldridgeburn and Touch Community Pantries.</p> <p>Food For Your Future Community Pantry in Touch have adapted their operating model to include a small charge to clients to support the sustainability of the project whilst promoting dignity principles. Light refreshments are also offered at pantry times to create positive atmosphere and increase social connectedness. The day time pantry has seen 3926 attendances with a reach of 10,726 individuals (66% adults, 33% children).</p> <p>The Dunfermline CLD team established an evening pantry at Touch, in collaboration with Food For Your Future. Over 22 weeks, the evening pantry has seen 495 attendances with a reach of 1168 individuals, clearly identifying a need for the service.</p>

	<p>To increase cooking skills and knowledge</p>	<p>Dunfermline Central Mosque delivered several cooking sessions to women in the community, with the aim of increasing cooking skills and allowing woman to socialise and make friends. 25 women participated in 'Community Thru Cooking' and connections were made to local supporting services.</p> <p>The Dunfermline CLD team have delivered a variety of cooking courses to key groups across the city. 6 classes have been delivered to 27 individuals/families. Various cooking programmes are also ongoing at Tower House via the youth work programme.</p> <p>Katie Thomson delivered an 8-week meal in a bag project through Baldridgeburn Pantry, in collaboration with Health Promotion and Edinburgh Community Food. This report is currently being produced. However, general feedback is positive with some organisations expressing an interest in delivering similar projects in their area.</p>
<p>The Climate Crisis</p>	<p>To increase knowledge and confidence of communities in how to reduce climate change</p>	<p>Cosy Kingdom launched the "Warm and Informed" project funded via CRF with a focus on supporting vulnerable households to stay warm affordably and increase future access to further support. A report will be completed in line with CRF evaluation.</p> <p>Baldridgeburn Pantry is a food waste project and is working hard to develop the "spade to spoon" model. Food from FareShare, combined with the community garden produce, is cooked weekly and served to those accessing the pantry. Information on how to cook from home is offered, to encourage home cooking and skills development. There have been approximately 1190 attendances with a reach of 2152 individuals.</p> <p>Dunfermline Greenspace SCIO, funded via CRF, have recruited 2 members of staff to support community led green projects across the city. They have held 6 forums, with various groups in attendance, with the aim of raising</p>

		<p>awareness for projects and increasing collaboration. Although in their infancy at the moment, their idealistic model mirrors that of Greener Kirkcaldy. A report will be completed in line with CRF evaluation.</p> <p>Crossford Community Council have extended the community allotment space and support is being provided to new allotment holders (funded via CRF). Their ambitions for a Wetland Park are still ongoing. A report will be completed in line with CRF evaluation.</p>
<p>Crisis/Cost of Living Support</p>	<p>To reduce the amount of people in Dunfermline who find themselves in a crisis- so that they become rare, brief, and nonrecurring</p>	<p>Julie Clough (Anti-Poverty Support Officer) has continued to be instrumental in coordinating anti-poverty projects across the city. This coordination has led to increased and more effective information sharing, improved project evaluations and more 1-1 support with organisations looking to deliver projects.</p> <p>The Welcome Home Dunfermline Project is a collaboration between Abbey Church, Link Church, Furniture Plus (FP), Fife Council and Kingdom Housing Association and supports individuals and families moving from homelessness into tenancies. The project provides a housing starter pack and £50 FP gift card (funded via FP), and a £20 Fife Loves Local gift card (funded via Abbey Church) with the aim of supporting sustained tenancies and reducing the financial burden that a new home can bring. To date 77 packs have been delivered to households.</p> <p>An outreach welfare support delivery model has been established using a variety of community spaces and has proved to be successful with 109 outreach welfare sessions and appointments delivered at 21 venues across the City, engaging with 947 people. Other supporting services, such as The Well, have collaborated with outreach sessions, providing a more holistic outreach support model.</p> <p>Link Church (funded via CRF) support approximately 40-60 people each week via their Community Café, offering free food as well as access for support. Approximately 400 people were assisted with warm coats, clothing/</p>

	<p>To promote a cash first response, where able, for dignity and choice</p>	<p>school clothing and shoes/trainers. On average 3 individuals/families per week are supported with emergency food support, and 70 Ukrainian people who relocated to Scotland following the war connect with the Ukrainian groups and activities. A report will be completed in line with CRF evaluation</p> <p>Welfare Support staff and key local organisations are providing Fife Loves Local gift cards and/or bus tickets for those in an immediate crisis whilst supporting them to improve their situation in the longer term.</p> <p>A Cash First pilot is currently being developed with key partners such as Kingdom Community Bank, Dunfermline Foodbank, Health & Social Care, Food For Your Future, Fife Council and Link Church. This project will increase access to key services and look to improve outcomes over a prolonged period of time, whilst using cash to support individuals.</p>
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Other grants	Amount	Spend	Outcomes	Update
Winter Welcome	£47,000	£47,000	To provide a warm welcome venue where there was refreshments, food and activities. In addition, all groups had to demonstrate they were carrying out preventative work e.g. signposting to welfare, cost of living support, Cosy Kingdom	<p>13 projects were allocated funding, with 2 key focusses running throughout (9 food projects, 3 activity-based projects).</p> <p>Sustainability and support was key from the offset, with many projects continuing to deliver beyond the winter period.</p> <p>A separate evaluation is available for this project</p>
Warmer Items	50 x electric throws		To alleviate fuel costs for most vulnerable	Packs were distributed to partners via the DPAG.

	50 x Oodies 50 x warmer packs			<p>15 different partners allocated the packs to clients in need, with additional supplies kept at key locations across the city for quick access.</p> <p>The addition of Oodies this year was favourable, with electric throws being invaluable to single occupiers in need.</p>
Community Recovery Fund (CRF)	£1.26m		<p>Projects should link to Local Community Plan priorities</p> <p>Projects should take account of Plan for Fife recovery priorities (Community Wealth Building, Tackling Poverty, Economic Recovery, Climate)</p>	<p>Various projects highlighted throughout the appendix have been funded via CRF. These projects link to various local and Fife wide priorities.</p> <p>A separate evaluation process will be carried out for these projects.</p>

Anti-Poverty Case studies (Appendix)

Healthy Homes Dunfermline – Cosy Kingdom

Situation

Cosy Kingdom gave an informal talk about their energy saving advice work to a group of elderly tenants who live in Fife Council's sheltered housing at Balfour Court in North Dunfermline. Ms M was very interested in trying to save energy and money at home, and to try to stay warmer at home. She requested a home visit to be arranged.

Support

We arranged to visit Ms M in her bungalow at Balfour Court. We discussed her situation and found out that she has a number of health issues. She used to get gas and electric supplied by People's Energy but they went out of business and she has now been passed to British Gas. When People's Energy went out of business, she was £700 in credit and she was not sure if that money had been transferred to her new British Gas account. We telephoned British Gas and checked that Ms M was on the Priority Service Register, noting markers for being mature, having health issues and having a low income. We were also able to check about her new energy supply and confirm that £700 credit has been transferred successfully from People's Energy to her new British Gas energy account. We checked that the smart meters were sending readings daily and British Gas were sending monthly bills to Ms M.

We gave energy saving advice to Ms M including using all the gas central heating controls efficiently - to help reduce the gas bills, and switching off unused electrical appliances where practical – to help reduce the electric bills. Ms M already had thick curtains in her bungalow, so we advised her to close these at dusk to help reduce heat loss from her home on cold winter nights. As there were some old inefficient light bulbs, we installed some modern low energy light bulbs – to help reduce the electric bills.

We made a referral to Citizens Advice & Rights Fife for a Benefit Check. Currently she receives Personal Independence Payment but CARF concluded that she could consider applying for Scottish Adult Disability Payment.

Outcome

Ms M appreciated the help and advice from Cosy Kingdom and Citizens Advice & Rights Fife. She is reassured that her energy supply account is set up and running and is now free from the stress and worry this had brought her. She has been advised of ways to save energy and money at

home and help keep her bungalow cosy, particularly in winter. By keeping her home warm Ms M was better able to look after her health by ensuring she was maintaining a suitable temperature in her home, and doing so affordably.

Touch Community Garden

Former Local Resident: Approached us at the garden in absolute crisis. She lived with her husband and two children in a 1 bedroom flat overlooking the garden. She had no money and neither her nor her husband were working. Her privately rented flat was in a state of disrepair and the family had no furniture in their flat and no means of buying it. We informed council officers about this and took her to speak to council officers at the Job Club up at St Margarets Church, who were able to help with welfare for her. We put her in contact with Touch Trust, who were able to arrange furniture to be delivered to her flat. She approached us at the portacabin several months later and asked for help with the living conditions again within her flat, particularly the massive mould and damp issues which made the flat uninhabitable. Again we were able to advise her what her rights were and alerted council officers to her living conditions and she was able to be successfully rehomed.

Winter Welcome

“This was a fantastic event and our kids really enjoyed it. The food which was put on at the event was really unexpected and was very much enjoyed. It felt like a proper party! We can't think of anything that could improve the event as it was so well organised and run. Thank you!”

- Community Use (Christmas Parties)

“Two of our bowlers also suffer from dementia and the venue provided excellent company for them and their partners. The health of one of these bowlers improved so much over the 8 weeks that they and their partner have now booked a 10 day European holiday.”

- Dunfermline Northern Bowling Club (Refreshments and activities)

“Our relationship with other organisations/churches offering a warm welcome space has strengthened. In particular, Touch Trust as we serve the same area and sometime the same community members use both.

We are also very grateful for the relationship we have with Fife Council and feel this has been beneficial in providing a joined-up support system for the community.”

- Embracing Life @ The Vine (Wednesday Evening Meals)

'As a pensioner I really appreciate the warm space & welcome we get and the soup + sweet helps our limited (budget)'

- Liberty Church (Weekly Lunch Club)

"One example is that a person attending the café had contact with a Fife Council welfare support team member and a representative from CARF. At that point the individual was living away from his flat following an incident and was concerned both about what was happening with his flat and issues around rent and other benefits when the flat was empty. The specialist workers were able to give advice about the housing situation but also during the discussion identified a payment he would be entitled to and which was for a significant sum of money. The welfare team arranged a follow up meeting after the cafe to take these issues forward and this was invaluable support for the person."

- Link Church (Community Café)

"Without the help of Ally at the church, I wouldn't be here. Him and the girls are so friendly and always making us laugh. When I was struggling, they would deliver food to me and check I was ok".

- Touch Trust

I like coming here, I've stayed in the community and haven't met any friends so my support worker says I might meet some friends here"

- Townhill Community Council (Townhill Together Community Lunch)

Welfare Support Outreach Work

JM was in ASDA when she met the Welfare Support Assistant (WSA). She spoke to the WSA about her state pension and wanted to know how to increase the contribution as it was a low amount. The WSA arranged to meet at a suitable location so they could login to her Gateway account and check the missed periods.

The WSA met with JM and completed a benefit entitlement checker, and this highlighted she could be getting pension credits even though she had savings. The WSA helped JM to applied for pension credits, housing benefit and council tax reduction. In total this increased her income by £155.44 per month.

Touch Evening Pantry

“Been a lifesaver and lets me shop for some provisions, lets me be able to pay rent”

“Love it, just started work and it has really helped with transition from universal credit to work”

Link Church

While chatting with a man at the cafe we discovered he had got into difficulties and had no gas or electricity. We referred him to cosy Kingdom and gave him a heated blanket, warm fleece top and a hot water bottle supplied by the community development team as well as emergency food and a voucher for some fresh food.

He returned a few weeks later and thanked us, saying he had been really unwell and confined to his bed and the heated blanket had been a 'godsend' and kept him comfortable while he recovered. This had been over the Christmas /new year period when many services were closed and the weather had been really cold and he could not afford to heat his flat.

20 August 2024
Agenda Item No. 9

Dunfermline Free Bus Travel Initiative 2024/25

Report by: John Mitchell, Head of Roads & Transportation

Wards Affected: 2,3,4

Purpose

This report seeks approval to use the budget allocated to the City of Dunfermline Area Committee for devolved parking initiatives to provide free bus travel within the city on a number of days in 2024/25.

Recommendation(s)

It is recommended that Committee:

- (1) agrees to commit the budget allocated the City of Dunfermline Area Committee for devolved parking initiatives in 2024/25 to fund free bus travel in the city on a number of days in 2024/25; and
- (2) authorises officers to confirm dates in consultation with members of this committee.

Resource Implications

The Council revenue budget for 2019/20 included a commitment to invest £100,000 to facilitate the process of decentralisation of parking, giving each Area Committee a degree of flexibility in how it approached parking charging, enforcement, and maintenance issues in its Area.

Since 2019/20 the Council revenue budget has agreed that the £100,000 budget for devolved parking initiatives will remain and is to be distributed between the Area Committees on the same basis as in 2019/20.

The City of Dunfermline Area Committee has a budget allocation of £18,000 for 2024/25.

The free bus travel initiative will be planned and managed to be delivered within the allocated budget.

Legal & Risk Implications

There are no known legal risks.

Impact Assessment

The general duties section of an Equality Impact Assessment has been completed and the Summary Report is attached to this report (Appendix 1). The Fife Environmental Assessment Tool has been completed and is attached to this report (Appendix 2).

Consultation

Legal, Finance and Communities & Neighbourhood Services were consulted in the preparation of this report. Local members and local businesses have also been consulted.

1.0 Background

- 1.1 At the 6 February 2024 meeting of City of Dunfermline Area Committee (2024 CODAC 45 para 108 refers), members approved the implementation of a free bus travel initiative for Dunfermline Area using their devolved parking budget.
- 1.2 Local bus operators provided free bus travel in the Dunfermline area on Mother's Day, Sunday 10 March 2024 and Easter weekend, 30 & 31 March 2024. The available budget was £18,000.
- 1.3 Feedback from bus operators showed take up of the free travel offer was lower than expected. In total 2,878 free bus tickets were issued at a total cost of £7,138.
- 1.4 The initiative was widely publicised on social media in the run up to and throughout the free travel period, with an estimated reach of almost 150,000 from the Our Dunfermline Facebook page which has around 6,000 followers. Local press covered the story and posters were distributed in the city, including at the bus station and on buses.
- 1.5 Lessons learned from the March 2024 free bus travel initiative include:
 - Weekend timetables, especially Sundays, offer fewer, less frequent services. Saturdays are the most attractive free travel day.
 - Take up of the free travel offer would likely be stronger in December with the attraction of Christmas shopping and other festive events in the city.
- 1.6 Feedback from members at the ward meeting of 20 May 2024 included:
 - Amend Dunfermline's free travel zone to include Kingseat.
 - Consider offering free bus travel to coincide with events, rather than during holidays.
 - Longer lead-in periods to allow more time for publicity and marketing.

2.0 Issues & Options

- 2.1 In line with members' requests for future free bus travel initiatives to coincide with events there are several suggestions for consideration:
- Sunday market days.
 - Christmas lights switch-on event.
 - Sundays from 24 November 2024 until January 2025 to support businesses during the festive period.
 - St. Valentine's weekend, Friday 14 & Saturday 15 February 2025, to encourage more people to travel for meals, theatre shows etc.
 - International Women's Day, Saturday 8 March 2025.
 - Mothers' Day, Sunday 30 March 2025.
- 2.2 From the available budget it is estimated up to 4 free bus travel Sundays or up to 2 free bus travel Saturdays could be offered. However, this would be dependent on the time of year and monitoring of passenger numbers. It is recommended that a number of preferred dates are selected, with further optional dates identified if remaining budget allows.
- 2.3 The bus operators require 4 weeks' prior notice to set up necessary procedures.
- 2.4 Free bus travel will only apply to journeys made on Stagecoach and Bay travel services within the 'Dunfermline zone' area. This includes an array of local and express services and now includes Kingseat.
- 2.5 Concessionary bus passes will operate as normal.
- 2.6 Marketing will be developed in conjunction with the bus companies to publicise free bus travel days. An allowance will be included in the budget.

3.0 Conclusions

- 3.1 Free bus travel days in Dunfermline can be implemented during 2024/25, funded from the budget allocated to the Area Committee for devolved parking initiatives.

List of Appendices

1. Equality Impact Assessment Summary Report
2. Fife Environmental Assessment Tool

Report Contacts

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Lead Consultant (Local Transport Strategy)

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Equality Impact Assessment Summary Report

Which Committee report does this IA relate to (specify meeting date)?
City of Dunfermline Area Committee 20 August 2024: Dunfermline Free Bus Travel Initiative 2024/25
What are the main impacts on equality?
The initiative offers free bus travel on selected dates which may positively impact households in areas of socio-economic deprivation, who are less likely to have access to a private vehicle. From an initial assessment, no other significant effects are expected.
In relation to a strategic decision, how will inequalities of outcome caused by economic disadvantage be reduced?
As above
What are the main recommendations to enhance or mitigate the impacts identified?
None
If there are no equality impacts on any of the protected characteristics, please explain.
The initiative will provide free bus travel for everyone so no group is expected to be disadvantaged.
Further information is available from: Name / position / contact details:
Matthew Roberts Lead Consultant – Local Transport Strategy matthew.roberts@fife.gov.uk

Appendix 2 - Fife Environmental Impact Assessment

Project name:	Dunfermline Free Bus Travel Initiative 2024/25	Committee report title:	Dunfermline Free Bus Travel Initiative 2024/25
Committee name & date:	City of Dunfermline Area Committee 20 August 2024	Have the proposals been subject to any other formal environmental assessment?	No
Completed by:	Scott Christie	Completed on:	23/07/2024

A. Wildlife and biodiversity		Answer	Comments
Fife Council is committed to protecting and enhancing Fife's natural heritage.			
1	What impact will the proposals have on wildlife (including protected sites and species)?	No impacts / not applicable	No response
B. Impacts on people		Answer	Comments
Fife Council is committed to protecting and enhancing the wellbeing of our people.			
2	What impact will the proposals have on environmental nuisance? (i.e. visual impacts, traffic, noise, vibration, odour, dust, particulates, smoke)	Beneficial impact	People switching from private vehicles to public transport may have a positive impact on traffic volumes, reducing emissions. However, given the small scale of the initiative this has not been quantified.
3	What impact will the proposals have on human health or wellbeing?	No impacts / not applicable	Project is not at a sufficient scale to allow measurement of any direct health benefits
C. Pollution		Answer	Comments
Fife Council is committed to protecting and improving air, water and soil quality.			
4	Soil and geology What impact will the proposals have on pollution (including pollution to air, water or soil)?	Beneficial impact	People switching from private vehicles to public transport may have a positive impact on traffic volumes, so emissions may be reduced as a consequence. However, given the scale of the initiative is difficult to confirm if it will: a) encourage more people to travel by bus b) whether this increase will come from people switching from private vehicles or from additional trips into town The additional monitoring which would be required to quantify this is beyond the scope and scale of the project.

D. Climate change		Answer	Comments
Fife Council is committed to cutting carbon emissions and making Fife more resilient.			
5	What impact will the proposals have on greenhouse gas emissions?	Beneficial impact	There may be a reduction in greenhouse gas emissions if people choose to leave their vehicles at home and use public transport instead
6	What impact will the proposals have on resilience to the adverse effects of severe weather events, including flooding and landslips?	No impacts / not applicable	No response
7	What impact will the proposals have on flooding and sites designated as being at risk of flooding or sea level rise?	No impacts / not applicable	No response
E. Resources and waste		Answer	Comments
Fife Council is committed to using resources efficiently and minimising waste.			
8	What impact will the proposals have on how much waste is generated or how waste is managed?	No impacts / not applicable	No response
9	What impact will the proposals have on energy use and the consumption of material resources?	No impacts / not applicable	No response
F. Cultural heritage		Answer	Comments
Fife Council is committed to protecting cultural heritage.			
10	What impact will the proposals have on cultural heritage (including designated heritage / archaeology sites or listed buildings)?	No impacts / not applicable	No response

Good practice	3
Data gaps or mixed impacts	0
Environmental red flags	0
No impacts identified	7

20 August 2024

Agenda Item No. 10

Area Roads Programme 2023/24 – Final Report

Report by: John Mitchell, Head of Roads & Transportation Services

Wards Affected: 2, 3 & 4

Purpose

The purpose of this report is to advise the committee on the delivery of the 2023-24 Area Roads Programme (ARP).

Recommendation(s)

The committee is asked to note the contents of the report and appendices.

Resource Implications

The 2023-24 ARP was funded from capital and revenue and some ring-fenced budgets. Programmes of work were adjusted, if required, to ensure expenditure remained within the Service budget.

Legal & Risk Implications

There are no known legal or risk implications arising from the report.

Impact Assessment

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

Consultation

Members were consulted on the list of projects forming the 2023-24 ARP.

1.0 Background

- 1.1 Committee agreed the list of projects forming the 2023-24 ARP on 7th February 2023 (2023 CODAC 14, Para 32 refers).

2.0 Issues and Options

- 2.1 Attached are Appendices 1-5 which details the final position on the progress of individual projects in the programme.
- 2.2 To improve information on how the programme is progressing throughout the year, an on-line system is in place and continues to be developed.

3.0 Conclusions

- 3.1 The attached appendices show the City of Dunfermline Area Programme for 2023-24. The type of works, work location and expenditure are provided for each project. Any underspend or overspend is carried through to the following years allocation for the committee area.

List of Appendices

1. Carriageway Schemes
2. Footway Schemes
3. Road Safety & Traffic Management Schemes
4. Lighting Schemes
5. Structures Schemes

Report Contact

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City of Dunfermline Area Committee

Appendix 1

Area Roads Programme 2023-24

Carriageway Schemes Outturn

Ward	Town	Street	Location/ Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
3	Crossford	A994 Main Street	Lundin Road to Meadowend incl junctions with Knockhouse and Waggon Road	£154,000	£130,771	Complete	
4	Dunfermline	Skye Road	Allan Crescent to Clunie Road	£56,376	£41,077	Complete	
3	Dunfermline	A823 Bothwell St/ St Leonards St (southbound)	Bothwell Gdns. R/A to St Leonards R/A Northbound	£169,927	£0	Postponed	Postponed - delivered as part of Traffic Signal Replacement Scheme in 2024/25
3	Dunfermline	A907 Lauder R/A	Full Extent and approaches	£150,000	£153,782	Complete	
3	Dunfermline	A907 Lynebank R/A	Full Extent and approaches	£120,000	£117,648	Complete	
2	Rural	B912	Dunfermline 30s to Kingseat 20s	£204,204	£193,570	Complete	
2	Dunfermline	Alexandra Street	From Arthur St to Victoria St	£35,144	£33,203	Complete	
TOTAL				£889,651	£670,051		

City of Dunfermline Area Committee

Appendix 2

Area Roads Programme 2023-24

Footway Schemes Outturn

Ward	Town	Street	Location/ Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
3	Dunfermline	Halbeath Road	West end of East End Park Main Stand	£25,700	£0	Postponed	Delayed due to Contractor availability and network access issues
4	Dunfermline	Turnbull Grove	Full length	£39,939	£44,193	Complete	Delayed due to Contractor availability – internal resource reassigned to road safety defects
3	Rural	A994 Ph 1	Crossford Main Street to Berrylaw Road	£91,710	£81	Postponed	Delayed due to Contractor availability – internal resource reassigned to road safety defects
4	Dunfermline	St Lawrence Street Ph 1	East side (except o/s no's 31 & 33)	£69,681	£0	Postponed	Delayed due to contractor availability – internal resource reassigned to road safety defects
4	Dunfermline	Pitcorthie Drive Ph 1 of 4	Birrell Drive to Lime Grove north side	£114,438	£404	Postponed	To be delivered as part of 2024/25 Slurry seal programme which will extend scheme.
2	Dunfermline	C53 Townhill Road	From Robertson Road to Build-out	£21,879	£0	Postponed	Delayed due to contractor availability – internal resource reassigned to road safety defects
TOTAL				£336,864	£44,678		

City of Dunfermline Area Committee

Appendix 3

Area Roads Programme 2023-24

Road Safety & Traffic Management Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn Cost	Progress at 31st March 2024	Comments
3	Dunfermline	Halbeath Retail Park / Halbeath Road	Pedestrian Crossing	£93,282	£94,196	Complete	
2	Dunfermline	Birrell Drive	Replace give/take with speed cushions	£48,589	£56,612	Complete	
3	Crossford	Waggon Road	New Footway	£40,000	£42,250	Complete	
3	Dunfermline	Kelloch Avenue	New Footway	£21,095	£39,247	Complete	
3	Dunfermline	Pitcorthie Drive	Replace give/take with speed cushions	£41,353	£51,694	Complete	
TOTAL				£244,319	£283,998		

City of Dunfermline Area Committee

Appendix 4

Area Roads Programme 2023-24

Lighting Schemes Outturn

Ward	Town	Street	Location/Description	Estimate	Outturn	Progress at 31st March 2024	Comments
4	Dunfermline	Pitcorthie Ph1 & Ph2	Elm Grove, Sycamore Grove, Spruce Grove, Cypress Grove, Larch Grove, Beech Groove, Cedar Grove, Juniper Grove, Walnut Grove	£250,000	£243,355	Complete	
3	Dunfermline	Abbey Park Place		£15,000	£1,382	Postponed	Awaiting Planning Approval. Materials and fees only
4	Dunfermline	Abbeyview	Pentland Terrace / Whitelaw Crescent / Wedderburn Crescent / Wedderburn Street / Aberdour Place	£175,000	£180,646	Complete	
4	Dunfermline	St Lawrence Street		£21,600	£1,969	Postponed	Delayed due to contractor availability
4	Dunfermline	Nith Street	Cleish PI, Mackie PI, Lomond Cres, Tinto PI, Dee PI, Tweed St	£40,000	£35,705	Complete	
TOTAL				£501,600	£463,057		

City of Dunfermline Area Committee

Area Roads Programme 2023-24

Structures Schemes Outturn

Ward	Town	Street	Location/Description	Original Estimate	Outturn	Progress at 31st March 2024	Comments
3	Dunfermline	A907 Glen Bridge	Under Glen Bridge – Landslip Stabilisation + Footway Replacement	£265,000	£9,967	On Site	Delivered over two financial years. Completed July 2024. Landscaping to be completed Autumn 2024
TOTAL				£265,000			

20 August 2024

Agenda Item No. 11

Play Strategy Implementation – Dunfermline Area

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

Wards Affected: 2,3,4

Purpose

To share proposed implementation programme for Dunfermline area and to ask committee members to approve the approach adopted and take cognisance of the issues noted.

Recommendation(s)

The Committee is asked to agree the suggested play strategy implementation programme and agree the approach to allocating investment identified.

Resource Implications

Following approval of the Dunfermline Play Space Strategy there are 17 sites identified for improvement, 16 sites to be maintained and 8 sites for repurposing to green/natural open space for play where appropriate.

Variables that impact on the programme for delivery include, but are not limited to, contractor market availability, procurement method, external funding, time sensitive funding, resources, land ownership, site viability, ground conditions, availability of community group partnerships, and inclement weather impact.

Legal & Risk Implications

It may become apparent in some cases that Fife Council are not the landowner of all play sites and/or ground conditions may not allow construction under current regulations. This information may not be discovered until site investigations are complete which may affect deliverability of play if a solution cannot be found.

Depending on value of works may require planning permissions.

There is insufficient Capital funding available to deliver the Fife Wide 10 year play park programme in full.

Impact Assessment

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

Consultation

Public consultation has concluded for the Play Space Strategy. Further consultation will be required with communities and local groups when concept designs are produced.

1.0 Background

- 1.1 The Play Space Strategy was approved at committee in 2021, devolving decisions to local area for agreement.

2.0 Proposed Implementation Plan

- 2.1 The following criteria will be applied to each site to assist project prioritisation:
 - Lifespan of equipment
 - Health & Safety of equipment
 - Availability of Community group for partnership working
- 2.2 The 2023 annual independent inspection will assist somewhat in identifying remaining lifespan of equipment, combined with frontline knowledge from the play inspectorate team in Grounds Maintenance Service (GMS) who report reactive Health & Safety issues. Applying these criteria and subsequent recommendation is denoted in the comments column in the tables below.
- 2.3 Support is required from Community Manager and Community Development team to identify potential community groups available to assist with external fundraising, consultation on concept designs and to ensure we provide play equipment appropriate for the local community.
- 2.4 With current resources and implications noted we expect circa 14 “Improvement sites” is achievable **per annum** across Fife. This approximates to 2-3 sites per committee area. It should be noted that pre-construction phase, which includes concept design and community consultation, can take around 6-12 months, therefore the projects noted in the proposed implementation plan will not likely be delivered until 2025.
- 2.5 Consideration will be given to each “natural/green open space” individually as each site is unique. We will work with members, area team and local communities to agree the future of each site. Depending on ground conditions, some sites will be naturally green, others will become open space with picnic tables/benches for all to use. Community Projects team, greenspace officers, Biodiversity Coordinator and GMS will be integrated into this partnership to ensure we provide the best possible space for our community. GMS colleagues will provide costs for repurposing each site.
- 2.6 Local Play Parks currently cost between £120,000 and £150,000 depending on the size of the site and the number of pieces of equipment. Dunfermline has 17 sites currently identified for improvement, therefore upwards of £2.000m investment is required to deliver the current programme over 10 years.

2.7 Ward 2 Implementation - Members are advised that Paton Street will be delivered in 24/25. Headwell Avenue is fully funded and should be delivered in 2025. Meanwhile, Lorimer Gardens, Milesmark and Garden Court Townhill will be repurposed when equipment reaches end of life

NAME	ward	Current categorisation	Play strategy approved	Comments	Suggestion/Info
Paton Street	2	local play park	Improve	In 24/25 programme – awaiting start date	
Headwell Avenue	2	local play park	Improve	In 25/26 programme	
Robertson Road	2	local play park	Improve		
Alderston Drive		local play park	Improve		
Broomhead Flats		local play park	Improve	FC officer engaging with TRA	
Bull Park		local play park	Improve		
Craigston Drive		local play park	Improve		
East Baldrige Drive		local play park	Improve		
Lorimer Gardens	2	Local play park	Natural/Open green space	Lifespan remaining.	
Milesmark	2	Local play park	Natural/Open green space	swing seats already removed	Repurpose to open green space,
Garden Court - Townhill	2	Local play park	Natural/Open green space	Lifespan remaining.	

2.8 Ward 3 Implementation - Members are advised that Scobie Place is a live project and will be delivered 24/25. St Leonards is fully funded and should be delivered in 2025. Meanwhile, Law Road will be repurposed to green open space as equipment is at end of life.

NAME	ward	Current categorisation	Play strategy approved	Comments	Suggestion/Info
Daviot Road	3	local play park	Improve		
Liggars Place	3	local play park	Improve		
Pittencrieff Park Carnegie	3	destination play park	Improve		
Rex Park	3	local play park	Improve		
Scobie Place	3	local play park	Improve	In 24/25 programme – tender stage	
St Leonard's	3	local play park	Improve	In 25/26 programme	
Bendachin 1	3	local play park	Natural/Green play space	Lifespan remaining.	
Bendachin 2	3	local play park	Natural/Green play space	Lifespan remaining.	
Dalcross Way	3	local play park	Natural/Green play space	Lifespan remaining.	
Law Road	3	local play park	Natural/Green play space	swing seats already removed	Repurpose to open green space

2.9 Ward 4 Implementation - Members are advised that Duloch Park South has been identified for progressing in 25/26. Meanwhile Duloch Park North/Pylon Park will be repurposed when equipment reaches end of life.

NAME	ward	Current categorisation	Play strategy approved	Comments	Suggestion/Info
Abbeyview	4	town play park	Improve		
Duloch Park (South)	4	town play park	Improve	In 25/26 programme	
Lilac Grove	4	local play park	Improve		
Duloch Park North (Pylon)	4	Local play park	Natural/Green play space	Remove at end of life	Lifespan remaining

3.0 Funding and Investment

3.1 The Scottish Government awarded Fife Council just over £4.000m in 2021, to be awarded in Tranches until 2025. Each committee area has £584,571 equal share and Dunfermline spend profile to date is illustrated in the table below.

	Scottish Govt Tranche 1	Scottish Govt Tranche 2	Scottish Govt Tranche 3	Scottish Govt Tranche 4	Scottish Govt Tranche 5	Total (7th of Fife allocation)
Allocated	20,475	0	100,000	93,945	370,000	584,571

Swing Replacement Prog	20,475					
Fife Wide H&S			20,000			
Paton Street			80,000	13,945		
Ongoing H&S				10,000		
Scobie Place				70,000		
Headwell Ave					60000	
St Leonards					80,000	
Dulloch Play Area					120,000	
Broomhead Play area					110,000	
Spend to date	20,475	0	100,000	93,945	370,000	584,420
Budget remaining	0	0	0	0	0	£151

3.2 Tranche 5 has been allocated at officer discretion based on local knowledge and information available through working with other council officers and community groups in the area.

3.3 For future programme years there are options around the way we fund projects as follows:

- a. Fully fund using Scottish Government funding/FC Capital – allows for 3 projects to be progressed to design stage and potential to tender together. However, funds depleted quickly but within timeframe of Scottish Govt funding timelines up to 25-26.
- b. Part fund future projects to allow community fundraising efforts – slower delivery as projects tendered individually however, match funding extends the lifetime of Capital fund and the potential to deliver more projects than if we were to fully fund each.

4.0 Conclusions

4.1 This approach provides a structure to prioritisation of the delivery of improvement to play parks in the Dunfermline area.

4.2 The programme of repurposing play spaces to natural/green open space is based on the criteria set out in this report.

Background Papers

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

- Dunfermline Play Space Strategy – Dunfermline Area Committee 27.03.2024.
- Play spaces strategy - Housing & Communities Committee August 2021

Report Contact

Louise Whyte

Capital Project Manager

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20 August 2024

Agenda Item No: 12

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All City of Dunfermline Wards

Purpose

To provide an overview of complaints received relating to the City of Dunfermline Committee area for the year from 1 April 2023 to 31 March 2024.

Recommendation(s)

The Committee is asked to consider the report on complaints received noting the complaints responded to in target timescales and the proportionality of Service complaints.

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area-based complaints information.
- 1.2 This is now the eleventh annual report to area Committees, this report covering complaints relevant to the City of Dunfermline Committee area.
- 1.3 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
- 1.4 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.
- 1.5 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 – City of Dunfermline Area

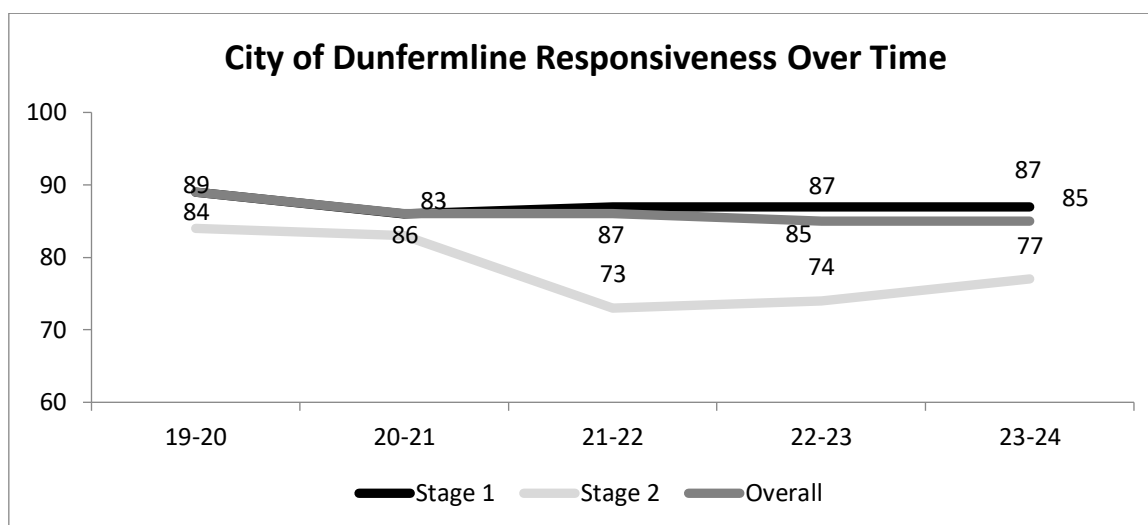
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	356	304	85% (85% 22-23)
Stage 1 (5 days)	286 (80%)	250	87% (87% 22-23)
Stage 2 (20 days)	70 (20%)	54	77% (74% 22-23)

- 350 complaints were received relating to the City of Dunfermline area in 22/23 of which 356 were closed (additional cases rolling in from the previous year). 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 immediately if we can but at least 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 been maintained from last year however stage 2 cases in timescale have improved from last year's 74%. The average time to close all complaints has taken longer at 6.4 working days compared with 5.1 working days from last year. This is better than the Council average of 6.5 working days.

Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2,836	2,385	84% (84% in 22-23)
Stage 1 (5 days)	2,301 (81%)	1,984	86% (86% in 22-23)
Stage 2 (20 days)	535 (19%)	401	75% (76% in 22-23)

2.1 The trend is one of the overall complaints in timescale in or around the Council average however some improvement since 2021-22 in stage 2 cases in target timescale back to historic levels.

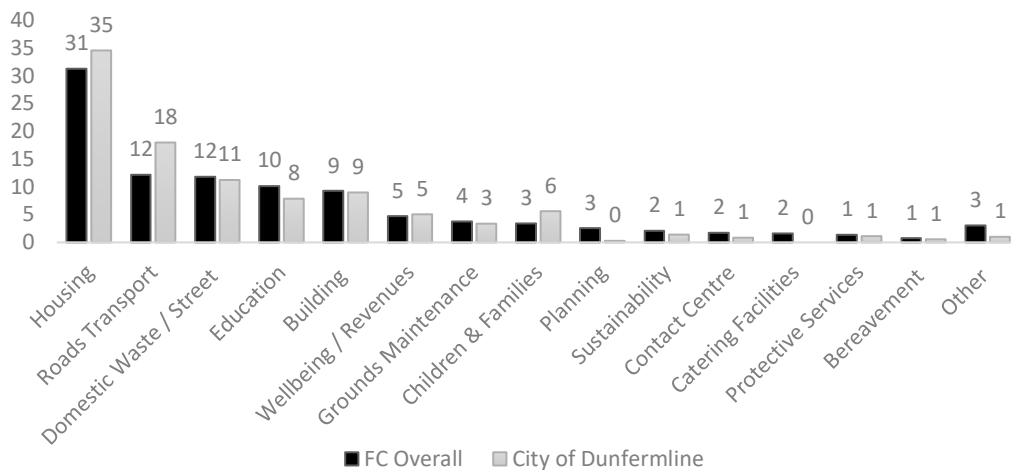


2.2 The contact channel used for complaints can be seen in the following table. There has been an reduction in the use of the website (was previously 80% in 22-23) and appears replaced by complaints arising from email (only 7% in 22-23).

Receipt Channel	City of Dunfermline	FC Overall
Web	68%	65%
Email	12%	16%
Contact Centre	10%	8%
F2F	2%	4%
Tel	4%	4%
Letter / Form	4%	3%

2.3 The following graph provides the proportionality of Service complaints (upheld as well as not upheld) compared with Fife Council as a whole.

% Service Complaint Comparison



2.4 Differences of note include that there were proportionally more complaints concerning Roads & Transportation and Housing compared to Fife overall. For Roads & Transportation the largest category was inconsiderate / inappropriate use of parking provision, and for Housing it was customer dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria.

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

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total	% All in Time
CLD	1	0.0%	0	100.0%	1	0.0%
Planning	0	100.0%	1	0.0%	1	0.0%
Children Families	12	58.3%	8	87.5%	20	70.0%
Building	29	82.8%	3	33.3%	32	78.1%
Sustainability	4	75.0%	1	100.0%	5	80.0%
Housing	97	84.5%	26	69.2%	123	81.3%
GM	11	81.8%	1	100.0%	12	83.3%
Education	13	92.3%	15	80.0%	28	85.7%
Roads	55	89.1%	9	88.9%	64	89.1%
Audit & Risk	1	100.0%	0	100.0%	1	100.0%
Bereavement	2	100.0%	0	100.0%	2	100.0%
Contact Centre	3	100.0%	0	100.0%	3	100.0%
Customer Service	1	100.0%	1	100.0%	2	100.0%
Domestic Waste	38	100.0%	2	100.0%	40	100.0%
Wellbeing	17	100.0%	1	100.0%	18	100.0%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total	% All in Time
Protective	2	100.0%	2	100.0%	4	100.0%
Grand Total	286	87.4%	70	77.1%	356	85.4%

- 2.6 Please note that from the 52 cases that ran over timescale 37 of those cases had extensions agreed with customers (71%). This means that 96% of cases were completed in agreed procedural timescales rather than target timescale (extensions are a valid application of the complaints procedure).
- 2.7 Taking account of the valid extension greatly improves the tabled results e.g., Children & Families, adjusting for the extension, would then have 85%, Building Services would have 88%, and Housing would have 97% of all complaints in procedurally agreed rather than target timescale.

2.8 Table showing the “root cause” category of main complaints received to the top x7 Services (by volume) and compared with previous year (ordered alphabetically).

Service	Complaint Category	2022-23	2023-24
Building Services	Council vehicle - driving behaviour/standards	0	1
	Delay in start / completion of work	1	0
	Failure to attend at time advised / agreed	5	3
	Failure to fix first time	6	9
	Failure to meet timescales for job	2	2
	Health & safety / dangerous occurrence	0	1
	Inappropriate staff attitude / behaviour	2	2
	Noise levels from work activities	1	0
	Poor communications - poor regarding work being/to be undertaken	9	6
	Standard of workmanship - damage	3	2
	Standard of workmanship - tenant unhappy with work	6	4
	Unsatisfactory response to previous complaint / request for service / enquiry / FOI request / reported fault	1	2
Building Services Total		36	32
Domestic Waste and Street Cleansing	Anything that doesn't fit within other categories.	0	2
	Bin not returned properly / bin is missing	0	3

Service	Complaint Category	2022-23	2023-24
	Bulky not collected / only part collected	1	2
	Collection has left spilt waste in street / at property	0	3
	Damage to vehicles / property during bin collection	2	4
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc.	68	5
	Dissatisfaction with policy / organisational arrangements (frequency of street cleaning, routes, methods etc)	2	1
	Dissatisfaction with policy / organisational arrangements including charging policy	2	1
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	1	0
	Dissatisfaction with standard of street cleanliness	1	0
	Dissatisfaction with Take Out & Return TOR service	4	0
	Failure to collect / empty bin	10	8
	Failure to respond to previous complaint / request for service / enquiry / reported fault	7	4
	Inappropriate staff attitude / behaviour	3	6
	Inconsiderate / inappropriate use of council vehicle	2	0
	Poor communications including lack of notice, consultation & engagement	0	1

Service	Complaint Category	2022-23	2023-24
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	3	0
Domestic Waste and Street Cleansing Total		106	40
Children & Families	Delays in completion of assessment - Child or Young Person	0	1
	Dissatisfaction with assessment outcome - Child or Young Person	0	2
	Dissatisfaction with assessment outcome - Parent/Carer	0	5
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	0	2
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	1	0
	Inappropriate staff attitude / behaviour	2	2
	Poor communications including lack of notice, consultation & engagement	4	8
Children & Families Total		7	20
Education	Accidents Injuries e.g., Physical education fights etc	0	1
	Anything that doesn't fit within other categories.	0	1
	Behaviour/actions of a pupil impacting on the safety/ emotional wellbeing/ educational provision of others.	0	1
	Bullying By Pupil	1	0
	Dissatisfaction with closure following industrial action	1	0
	Dissatisfaction with policy current arrangements	5	6

Service	Complaint Category	2022-23	2023-24
	Inappropriate staff attitude behaviour	1	4
	Overall standard of service and treatment of family	1	0
	Poor communications including lack of notice consultation engagement	3	9
	Poor standard condition of School Playground	1	0
	Standard of supervision	1	4
	Suitable car parking	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1
	Vandalism graffiti	1	0
Education Total		15	28
Grounds Maintenance	Anything that doesn't fit within other categories.	2	1
	Area Restoration Work	0	1
	Damage to Private Property	2	3
	Grass Cutting	6	1
	Grounds Maintenance Policy	1	0
	Inappropriate staff attitude / behaviour	2	1
	Poor communications including lack of notice, consultation & engagement	0	1

Service	Complaint Category	2022-23	2023-24
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2
	Untidy / Overgrown vegetation	0	1
	Weed Killing Areas	0	1
Grounds Maintenance Total		13	12
Housing	ASB neighbour dispute	0	1
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	1	0
	Assessment of FHR - Dissatisfaction with information/advice given	2	0
	Condition of neighbour's garden	0	1
	Damp Team	0	5
	Debt management arrangements	0	1
	Delays in Start / Completion	7	7
	Discrimination race, gender, religion etc	0	1
	Dispute with Neighbours	1	5
	Disputed Recharges	1	0
	Dissatisfaction with policy / current arrangements including allocations criteria	2	2

Service	Complaint Category	2022-23	2023-24
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	21	19
	Dog Issues	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	12	17
	Fencing	4	2
	FHR process – Dissatisfied as process not meeting applicants needs	2	1
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	2	2
	Garden Maintenance Service	0	2
	Homeless - Offer of temporary accommodation	2	1
	Housing Technical Officer	0	2
	Inappropriate staff attitude / behaviour	8	6
	Maintenance of garages / lock-ups	0	1
	Management of Communal Areas grass cutting, overgrown trees & bushes	2	3
	Mutual repairs	4	2
	Noise	1	1
	Pest control issues	2	0
	Pets & Animals	1	0

Service	Complaint Category	2022-23	2023-24
	Poor communications including lack of notice, consultation & engagement	8	8
	Poor Condition / Standard of Housing	6	5
	Poor standard / condition of property at start of tenancy	0	2
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	2	8
	Redecoration allowance	1	0
	Resettlement Programme	2	0
	Rubbish	0	1
	Staff behaviour	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	5	14
	Waiting Times	2	2
Housing Total		103	123
Roads & Transportation	Anything that doesn't fit within other categories.	0	5
	Application process such as timescale/proofs/photographs/ Mobility Assessment	1	0
	Bad attitude of Drivers	1	0
	Bus Stations: Quality, condition, layout, signage of bus stations including disabled access provision	0	2

Service	Complaint Category	2022-23	2023-24
	Card not received by customer	2	1
	Compensation claims	1	0
	Complaint about blue badge application	1	0
	Didn't get requested time for travel	0	1
	Dissatisfaction of service provided	1	1
	Dissatisfaction with car parking provision / charging policy	1	7
	Dissatisfaction with emergency response to flooding	0	1
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc	0	2
	Dissatisfaction with gritting / snow clearing e.g. delayed response, poor performance, ineffective etc	1	1
	Dissatisfaction with service provided	2	0
	Dissatisfaction with service provision	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0
	Grit bin damaged / displaced / not replaced	1	0
	Inadequate notice of road and footpath works including road closures	3	2
	Inadequate notification or consultation about installation of new street lighting	1	0

Service	Complaint Category	2022-23	2023-24
	Inappropriate staff attitude / behaviour	1	0
	Inconsiderate / inappropriate use of parking provision	0	10
	Insufficient number of grit bins provided	1	3
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc	1	3
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	1	3
	Overgrown trees and bushes	1	0
	Poor communications including lack of notice, consultation & engagement	1	2
	Poor condition of footpath / cycle path	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	1	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	2	0
	Poor standard of road repairs / maintenance work including incomplete work	1	3
	Potholes / poor condition of road surface	8	7
	School transport operation of Service i.e. late / did not arrive/condition of vehicle/driver conduct/behaviour of other passenger/route issues/timetable issues	1	1
	Street light repairs	3	2

Service	Complaint Category	2022-23	2023-24
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	3
	Use / provision of disabled parking including on-street and off-street disabled parking bays	1	1
Roads & Transportation Total		42	64

Complaint examples

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

Service Area	Top Category	Complaint (summarised / redacted)
Housing	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>My relative, was a resident at <i>address Dunfermline</i>. She sadly passed away on <i>date</i>, her flat had been unoccupied since this date but not emptied. The Wardens were quickly made aware of my relative's passing as they coincidentally called to check on her just after she had passed. The Warden spoke with the GP who had been attending to my Mum and the GP explained the situation. I left the property later that day, leaving my relative's belongings still in the flat. I am the next of kin and I am the only person with keys to the flat. I did not return to the flat until <i>date</i> when I began to sort through her belongings, on this day I noticed a letter had been picked up and laid beside my relative's keys on a shelf in the flat, I found this odd as the letter absolutely was not there previously. I left the flat and did not return until later to continue sorting through the belongings. When I left that day, I also left many personal items as I had decided I would sort them at a later date. I went to the Registrar's Office. They advised I should hand the keys back in 3 weeks and they showed me the document that confirmed this. I returned to the flat on <i>date</i> and to my horror it was clearly apparent that someone had been in the flat and removed all the Occupational Therapy aids without contacting me and allowing me to give my authorisation. This is most definitely unacceptable.</p> <p>Outcome: Complaint upheld, and apology offered. Range of measures introduced following process failure:</p> <ul style="list-style-type: none"> • All staff at sheltered housing will be spoken to around this subject and given refresher training around what should happen when a tenancy has been terminated. • We will review our operational procedures in respect of this to ensure they are clear • A written briefing will be produced for all staff across Older Persons Housing to ensure that they are clear around their responsibilities in relation to this issue.
Roads & Transportation	Inconsiderate / inappropriate use of parking provision.	I have been notified by St Leonard's Church that the car park may be out of use for 16 weeks or more. My daughter attends Guides here and my son goes to Beavers. Therefore, I use this car park twice a week to drop off and pick up. It is a

Service Area	Top Category	Complaint (summarised / redacted)
	(Many centred on St Leonard's Church car park).	<p>very busy car park, and it is currently still dark when I use it. It can be quite unsafe due to the volume of traffic and the youngsters need escorted into the building. I am really disappointed to hear that access to the church may be restricted. The other option to drop off on Brucefield Avenue isn't feasible as it is lined with cars. I cannot foresee how we can access the church safely and easily while you use it for the works that need to be carried out. I truly hope that you reconsider your plan to stop access to the church. It will affect so many young people and families and will make access almost impossible.</p> <p>Outcome: Complaint(s) not upheld. Decision was that the proposed partial closure of the car park will likely occupy less than half of the area leaving the other half free for members of the public. If at any point the car park should reach full capacity, there is an alternative car park across the road at the railway station that could be utilised by visitors and is less than a 5-minute walk from the church.</p>
Domestic Waste	Failure to collect / empty bin	<p>I wish to raise a complaint regarding the non-collection of my blue household bin on 25/01. My streets blue household bins were not collected on 25/01. Two lorries came round that day but only to collect brown bin paper waste. As the blue bins are household bins and these have now not been collected for 3 weeks and not due to be collected again until 08/01, our bins are full, and my neighbours and I will need to put our household rubbish outside which will then attract animals and quite simply unhygienic and not what I expect after paying my council tax which includes bin collection. I am not happy about this and request that our blue bins be collected along with our black paper bin which is due for collection tomorrow 01/02.</p> <p>Outcome: Complaint upheld. Apology offered and bin service provided.</p>

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 following tables provide the details of complaint decisions in the Dunfermline area compared with the Fife Council overall results.

City of Dunfermline	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	42%	19%	15%	24%
Stage 1	40%	17%	18%	25%
Stage 2	49%	24%	6%	21%

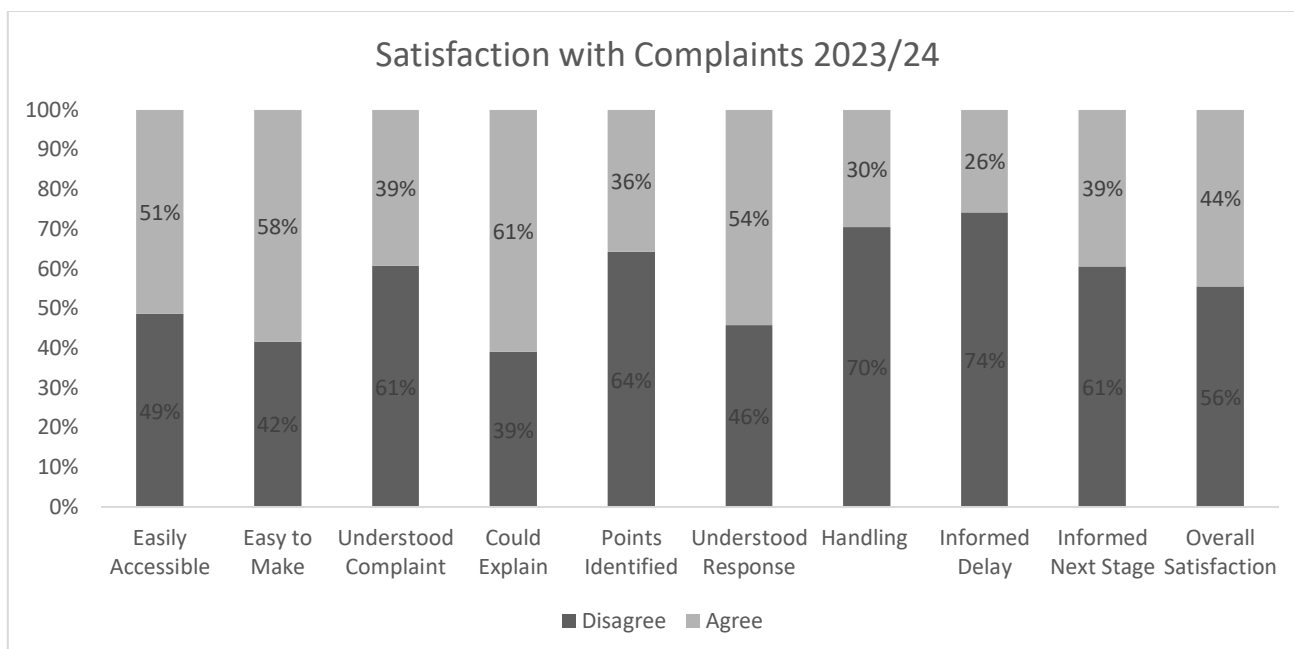
Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	35%	17%	17%	30%
Stage 1	32%	15%	20%	33%
Stage 2	50%	27%	4%	19%

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 94 replies from complainants claiming residency in the City of Dunfermline Committee area. Comments included:
- Answered fully.
 - The lady & her staff who dealt with my complaint could not have been more helpful or understanding. Everyone we had contact with was excellent and our issue was fixed very quickly.
 - I have not received any response to my complaint at all.
 - I am still waiting to be contacted regarding my complaint.
 - Complaints are not listened to or taken seriously so practice isn't going to improve or change.

Overall satisfaction remains the same as last year at 44%. This is lower than the Council overall performance of 50% overall satisfaction. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the result that improvement is required in identifying and responding to all complaint points raised, keeping complainants updated with any delay and being clear to explain the next steps in the complaint process.

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 This year there were 11 corporate cases for the City of Dunfermline 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
Housing	Damp in home	Not taken forward for investigation
Planning	Handling of an application	Not taken forward for investigation
Housing	Sale of home	Not taken forward for investigation
Roads Transportation	Pay & Display machine	Not taken forward for investigation
Planning	Completion certification	Not taken forward for investigation
Education	Parental access to records	Not taken forward for investigation
Roads Transportation	Vehicular access	Not taken forward for investigation
Children & Families	Fostering placement	Not taken forward for investigation
Housing	Fencing provision	Not taken forward for investigation

Service	Complaint Summary	SPSO Decision
Housing	Fencing provision	Not taken forward for investigation
Education	Pupil behaviour	Not taken forward for investigation (apology requested for delays)

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 Historically the following table included data on street cleaning requests, reports of illegal dumping, dog issues and abandoned vehicles amongst others. Data provided has always come with the caveat that this was a very simple database extract and likely different data from what would be expressed by owning Services The only data now available to the author is the volume of missed bins.

Enquiry Type	20/21	21/22	22/23	23/24	Note
Missed bins	1494	1465	1223	870	Actual complaints around missed bins will overlap with service requests.

- 6.3 Annual figures for customer issues such as illegal dumping, abandoned vehicles, dog issues etc. are available and likely to be included in this Committee's diet, many provided by Safer Communities.

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 34 compliments received from customers in the City of Dunfermline area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	10	I've had your tradesmen at my home this week to change my bathroom into a wet room and I feel I have to tell you of the brilliant job they have done. They were friendly, professional, and treated my house with care and respect and are a credit to Fife council. Thank you all for what can only be described as a 1st class job.

Service	Vol	Example
Catering & Cleaning	1	1st day of meals on wheels. Piping hot. Just the right size portion for me at the moment. Enjoyed lunch. Guy delivering, cheerful and helpful. THANKS!
Contact Centre	4	Spoke to member of staff called Elaine who was extremely helpful, friendly, and clear in dealing with my call. Was given clear instructions and what to do as a follow up if needed. I was extremely reassured by Elaine and would like to register my praise for her work.
Domestic Waste	10	I just wanted to send a message to say thank you. I got my bins collected today and had a couple things extra for the brown bin. I asked them if they could take it as well and they were more than accommodating. This is such a simple thing to do but it means so much to me.
Education	1	We attended the fun day at Dunfermline High today and wanted to say a huge thank you for such a wonderful event. On the back of last year, this year was so well spaced out, amazing crafts and activities, I had children from age 2-9 and they all had a ball. Really appreciate the organising these events require so huge well done, we are excited for next year.
Grounds Maintenance	4	Wanted to compliment the flowers which have been bedded at the hill at the Alhambra Theatre. Mrs Lock thinks they are beautiful.
Roads & Transportation	4	I would like to thank you for the great service you run and also the kind drivers you have. I much appreciate the lifts I get for doctors and respite appointments as my mobility is not very good these days and I am on my own now. Thank you so much.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) remains comparable with last year's performance and overall responsiveness is better than the Council average. The average working days to respond to all complaints increased from last year however again remains 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 Dunfermline area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Roads & Transportation and Housing compared to Fife overall. For Roads & Transportation the largest category was inconsiderate / inappropriate use of parking provision, and for Housing it was customer dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria.

List of Appendices

None

Background Papers

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

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20 August 2024

Agenda Item No. 13

City of Dunfermline Tourism Action Plan

Report by: Morag Millar, Service Manager – Place Programmes & Policies

Wards Affected: 2,3 & 4

Purpose

This report seeks the endorsement by the Committee of the actions in the City of Dunfermline Tourism Evaluation and Action Plan and provides an update on progress.

Recommendation(s)

Members are asked to:

- (1) Endorse the actions contained within the City of Dunfermline Tourism Evaluation and Action Plan, a multi-partner 5-year tourism action plan;
- (2) Note the progress since it was produced; and
- (3) Note that the governance for the Action Plan will be part of the City Development Plan framework and the City Development Partnership and City Alliance. This will ensure that progress by all partners will be reviewed and reported on.

Resource Implications

There are no resource implications arising from this report – all projects will be funded from core budgets or through external funding opportunities.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

Financial Services and Head of Legal and Democratic Services have been consulted in the preparation of this report.

In the process of developing the City of Dunfermline Tourism Evaluation and Action Plan, wide stakeholder consultation was undertaken with the following organisations:

Abbot House	Alhambra Theatre	Andrew Carnegie Birthplace Museum
Cruise Forth	Dunfermline & West Fife Local Tourism Association	Dunfermline Carnegie Trust

Dunfermline Greenspace SCIO	Dunfermline Heritage Partnership	Fife College
Fife Council	Fire Station Creative	Food From Fife
Historic Environment Scotland	Knockhill	Little Shop of Heroes
On Fife	Visit Dunfermline	VisitScotland

In addition, there was a tourism workshop at the Dunfermline City Conference in 2023, and the output of discussions was incorporated into the City of Dunfermline Tourism Evaluation and Action Plan.

1.0 Background

- 1.1 In 2022, as a result of the award of City status, the Council's tourism team began to investigate how to maximise the visitor potential of the City of Dunfermline as a city break destination. To ensure that the infrastructure is in place to increase visitor numbers, dwell time and spend, to ensure that businesses were in a position to work with the tourism industry to maximise the visitor experience, and to carry out effective destination marketing to raise awareness of the City of Dunfermline as a new city break destination.
- 1.2 The Local Economic Profile considered by Committee in February 2024 included Figure 38: the Volume and Value of Tourism, Jan-Dec 2022 for the Dunfermline Area based on STEAM indicators. This stated that the number of Full Time Equivalent (FTE) jobs supported by tourist expenditure was 1,368, 25% of Fife's. By 2022, visitor numbers, value and employment were still slightly below pre-Covid levels. However the STEAM indicators for 2023, indicated that the visitor economy in the Dunfermline has recovered to pre-Covid levels. The 2023 figures were: visitor numbers 956,660, value £124.1m and total supported employment 1,373.
- 1.3 To create a baseline for this ambition, Business Tourism Solutions Ltd (BTS Ltd) was contracted to carry out a tourism evaluation of the City of Dunfermline which included:
 - Market Analysis
 - A product audit to demonstrate the competitiveness of the City of Dunfermline (including a SWOT and gap analysis)
 - Consultation with travel trade (tour operators)
 - Industry engagement – face to face consultation with key stakeholders plus an online survey for the wider tourism community
 - Comparative destinations review – comparing the City of Dunfermline's tourism assets with comparable cities such Leicester, Londonderry, Durham, Stirling, Inverness, and Galashiels
 - Recommend actions and priorities to become a city break destination
 - The evaluation report was published in October 2023. This was accompanied by a Tourism Action Plan, built on the key findings of the report.

2.0 The City of Dunfermline Tourism Action Plan

- 2.1 The City of Dunfermline Tourism Action Plan is formed of four priority themes and catalyst projects. The themes include Pride of place, Dunfermline Experience, City Competitiveness, and Industry Innovators. The core propositions identified grouped into are:
 - History & Heritage
 - Creativity & Culture
 - Urban Adventure (including health and well-being)

- 2.2 A working group of key partners and stakeholders was formed with the aim of supporting the delivery of the action plan. Some of the proposed actions in the report were deemed to be unattainable or unrealistic at this stage. The group agreed on an amended version of the action plan, with timescales and lead partners identified. This action plan is included in Appendix 1.
- 2.3 Partners and stakeholders agreed that as there were already a number of groups and plans for the development of Dunfermline as a City, they did not want a separate process to set up for tourism. Therefore it is proposed that governance for the action plan sits within the City Development Partnership and the Dunfermline City Alliance and the framework for the City Plan. Most of the stakeholders who lead on actions are represented, with the Council’s Lead Officer for Tourism being responsible for collating updates and progress reports. This will ensure that the actions within the plan are completed at pace, and will help to monitor progress and manage risk.
- 2.4 The aims of the City of Dunfermline Tourism Evaluation and Action Plan align with the City Plan priorities: Building strong and resilient Communities. Making the city a Better Place to live, work and visit. Promoting and supporting Wellbeing. It also contributes to cultural ambitions for the City. The City of Dunfermline Strategic Tourism Evaluation provided evidence for interventions based on the trends shaping destination development for Cultural Cities. For example, authentic and immersive experiences, sustainability and ensuring that communities benefit directly from tourism activities while having more meaningful interactions with the people, communities, and places they visit.

3.0 Progress since October 2023

- 3.1 Since the City of Dunfermline Tourism Action Plan was agreed with partners and published in October 2023, Notable progress has been achieved. This includes the following updates.

Note: The numbers in brackets refers to the number in the tourism action plan in Appendix 1.

Table 1: Update on the City of Dunfermline Tourism Action Plan

Action Plan	Update at June 2024	Next steps
1. Catalyst Projects		
1.1 Pittencrieff Park	Designs underway.	Complete design process, secure funding and move into delivery.
1.2 City Square	Designs underway.	Complete design process, and move into delivery.
1.3 St Margaret’s House	Wind and watertight repairs were made in 2022/23.	Included in the funding bid to the UK Government for cultural projects that was provisionally awarded to Dunfermline in the Spring Budget 2024.
1.4 City Quarters	Consultation is taking place on the Dunfermline Design & Development Framework which includes the proposal	It will be reported to Committee in Quarter 3 2024/5.

	to create 'quarters' which will give areas on the City a distinct look and feel, which will be appealing to visitors.	
2. Pride of Place		
6. Accessibility	Visit by accessibility blogger Autism Adventures Abroad helped raise the social media profile of the City as an accessible destination.	He also wrote an accessibility toolkit for Welcome to Fife which can be adopted by businesses in the City.
7. Assess the public realm	'Walkarounds' by Elected Members and other stakeholders resulted in a prioritised list of improvement requirements, and a day where the community helped to tidy the City centre.	No funding has been identified yet for the streetscape improvements required. This was an unsuccessful bid to the UK Government in 2022.
13. Develop specific investment propositions for promotion to potential investors	An Invest in Dunfermline prospectus has been developed that includes a section on tourism opportunities in the City which was used at UK REIF in Leeds in May 2024.	This will be reviewed for REIF in 2025.
3. Dunfermline Experiences		
15. Develop a collaborative approach to developing existing visitor experiences and products	The City's businesses worked collaboratively to develop itineraries as part of the work on travel trade that show visitors and tour operators the breadth of the tourism offering.	Review and update in response to travel trade feedback and new products and experiences.
17. Royal cities proposition	Collaborating with Stirling and Perth to develop a three royal cities proposition which was used as an itinerary for trade visitors to VisitScotland Connect in April 2024.	Review and update in response to travel trade feedback and new products and experiences.
19. Dunfermline Travel Trade Support programme	After a workshop and one to one training for businesses, a brochure for tour operators was created, and a series of itineraries, along with product sheets for the participating businesses. There was a City of Dunfermline stand at VisitScotland Connect in April 2024. More than 40 meetings	A visit for tour operators is planned for October 2024.

	with international tour operators took place.	
20. Calendar of events and festivals	Fife Council's Town and City Centres team has been working on helping stakeholders to create and deliver new events such as Tree in the Park.	Ongoing.
4. Destination Competitiveness		
25. Prepare annual marketing plans	A marketing campaign was delivered over winter/spring 2023/24 including paid social media; online articles in the Daily Record, Chronicle Live (North East England), and Manchester Evening News; adverts and e-newsletter article in The List; and articles / online adverts in Scots Magazine and Scottish Field. In total the campaign achieved 1,663,836 impressions, 31,236 clicks to the City of Dunfermline landing page, 23,279 digital article views, and 27,365 likes/comments/shares.	2024/25 underway.
26. Encourage travel media and influencers to visit the City.	Met over 30 writers and content creators at Media Getaway. Followed up with information about the City of Dunfermline.	Potential visit by travel media and influencers later in 2024.
30. Position www.Dunfermline.com as the visitor experience marketing platform for tourism businesses in the City.	Dunfermline & West Fife Local Tourism Association is currently developing the website along with creation of content through social media channels.	Ongoing – groups can now submit their own events to the new events calendar.

3.2 Actions due to take place in year 2 of the action plan (from October 2024 to October 2025) include the following.

Note: The numbers in brackets refers to the number in the tourism action plan in Appendix 1.

Action	Planned Activity
1. Catalyst Projects	
1.4 City Quarters	From the outcomes of the city quarters feasibility work, develop a plan to create

	this as a visitor product with signage and interpretation to tell the story of the distinct parts of the city.
1.5 City Trails	Create new online trails through existing platforms, including our own and national platforms such as Geotourist. Launch of the cycling trail e-guide.
2. Pride of Place	
2.4 Accommodation	Continue to work with investors to increase the accommodation offering in Dunfermline. Ensure that the need for further accommodation is included in area planning process.
3. Dunfermline Experiences	
3.2 Travel Trade	Build on the successes of the travel trade project in year 1, ensuring that Dunfermline businesses are well represented through travel trade online platforms and at trade shows.
3.3 Events & Festivals	Support event organisers through the Strategic Events Fund, and to promote events through Welcome to Fife Channels. Promote Dunfermline as a venue for business events and conferences, and support those who bring their business events and conferences to the City.
4. Destination Competitiveness	
4.1 Dunfermline Brand Development	Develop a brand identity for the City. Continuation of the marketing campaign from year one, including bringing influencers and travel writers to the City.
4.3 Dunfermline Web	The completion of the new Dunfermline.com website. Continuation of social media campaign, and promotion of website.
5. Innovative Leadership	
5.2 Tourism Awareness	Develop a tourism ambassadors programme and use these ambassadors to promote that 'tourism is everyone's

	business' to other business leaders and community groups.
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4.0 Conclusions

- 4.1 The City of Dunfermline Tourism Evaluation and Action Plan provides an honest and broad view of how the City of Dunfermline is currently placed as a visitor destination, showing positive and negative aspects, and where the opportunities lie.
- 4.2 The City of Dunfermline Tourism Action Plan came from the recommendations in the Evaluation report and gives a framework for all partners and stakeholders to play a role in building the City of Dunfermline as a visitor destination, maximising the opportunities to increase the visitor experience and economy in the City.
- 4.3 Alignment as part of the City Development Partnership governance will provide a strong governance framework for this action plan to ensure that actions are delivered on time and to a high standard, will help to manage risk, and will ensure that partners are working together for the best outcome.

List of Appendices

1. City of Dunfermline Tourism Action Plan – working version.

Background Papers

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

- Update on the City Development Plan

https://www.fife.gov.uk/_data/assets/pdf_file/0033/591891/CODACPublicAgendaPack2024-06-18.pdf

https://www.fife.gov.uk/_data/assets/pdf_file/0021/523740/Agenda-pack-for-City-of-Dunfermline-Area-Committee-24th-October-2023.pdf

- LOCAL ECONOMIC PROFILE 2022 – includes the performance of the Tourism Sector in the City
Figure 38: Volume and Value of Tourism, Jan-Dec 2022

https://www.fife.gov.uk/_data/assets/pdf_file/0027/550197/Public_Agenda_Pack_2024-02-06.pdf

- <https://www.investfife.co.uk/publications/invest-in-dunfermline/>

- Dunfermline Strategic Tourism Evaluation Final Report October 23
- Dunfermline Tourism Action Plan Sept 23

Report Contact

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Appendix 1 – Tourism Action Plan

Action	Activity	Partners	Timescale
1. Catalyst Projects			
1.1 Pittencrieff Park	1. Support the Carnegie Trust with the plan development providing relevant visitor information data, motivations to visit etc.	FC (CC, WtF), CDT	Year 3-5
1.2 Dunfermline City Square	2. Contribute to the development plans of the new public space ensure inclusion of additional services such as power sockets and fixtures to assist in the hosting of events.	FC (CC)	Year 2-3
1.3 St Margaret's House	3. Working with key partners contribute to the development concept	FC (Com), HOD	Year 3 - 5
1.4 City Quarters	4. Scoping a brief to investigate the potential of developing new city quarters to create attractive distinctive streets and places within the city centre that are easy to navigate, car free and provide an enhanced arts, culture, retail offer (refer to previous report on this)	FC (CC, WtF), LTA	Year 2-3
1.5 City Trails	5. Scoping a brief to design and create new city walking trails that reflect and tell the Dunfermline Story.	FC (CC, WtF, Road), LTA, HOD	Year 2-3

Action	Activity	Partners	Timescale
2. Pride of Place			
2.1 Public Realm	6. Accessibility: Revisit the Living Streets Audit. Commission any additional work/research required to assess and recommend actions to ensure Dunfermline is an Accessible Tourism City.	FC (CC, Com, Road)	Year 1
	7. Assess the public realm (i.e. old, obsolete signage, out of use phone boxes etc) and cleanliness improvement requirements and priorities in City Centre.	FC (CC, CN, Road), SCIO	Year 1
	8. Assess the requirement for cosmetic / public realm works and provision of information at key arrival points i.e. Dunfermline City Station, Bus Station etc	FC (CC, WtF), NR, SR, TS	Year 2-3
	9. Lobby to improve the Dunfermline signage on the motorways and main arterial routes. – may already be in hand – refer to primary destinations work being carried out by Transport Scotland.	FC (CC, Road)	Ongoing

	10. Scope the requirements for SmartCity LED parking displays.	FC (Invest, Road)	Year 2-3
2.3 Digital Connectivity	11. Contribute to the opportunities for Dunfermline from the Smart Cities initiative to improve city-wide connectivity that enables data gathering to inform future decision making	FC (Invest, Digital Programme Manager)	Year 1
2.4 Accommodation	12. Scoping a brief to assess the accommodation demand / supply including looking at options for niche product e.g. boutique hotels, serviced apartments eCC with recommendations made as to investment required, potential partners and potential sites. The study will provide guidance to the Council on the potential for hotel development in Dunfermline, and to help inform the Council's forward approach to hotel development.	FC (Invest)	Year 2
	13. Develop specific investment propositions for promotion to potential investors (where strategic gaps in accommodation provision can be identified).	FC (Invest)	Year 2
	14. Encourage improvements in existing accommodation provision where there are identified opportunities.	FC (Invest, WtF), VS	Ongoing

Action	Activity	Partners	Timescale
3. Dunfermline Experiences			
3.1 Experiences:	15. Develop a collaborative approach to developing existing visitor experiences and products, and to create new experiences and products. Support operators to create, package and deliver compelling experiences and itineraries that fit with the 3 destination propositions (History & Heritage; Creativity & Culture; Urban Adventure), including bookable products for promotion to the travel trade market.	FC (WtF), LTA, DHP, VS, HOD, CF	Year 1
	16. Deliver a Food and Drink Accelerator programme for hotels, restaurant, bars, and cafes to develop their offer encourage providing locally sourced, quality produce in their menus.	FC (Invest, WtF), BG, LTA, VS, SCIO	Year 2-3
	17. Collaborating with Stirling and Perth develop a 3 cities Royal / Ancient Experience	HES, FC (WtF), VS	Year 1
	18. Develop a pilot project to identify vacant city centre properties suitable for use as "pop-up" venues for use as restaurant or artisan crafts offer.	FC (Invest, CC), LTA, FCC	Year 2-3

3.2 Travel Trade:	19. Building on the Dunfermline Travel Trade Support programme develop relationships with the travel trade operators and encourage and support them to package Dunfermline experiences for their clients.	FC (WtF), LTA, VS	Year 1
3.3 Events & Festivals:	20. Build a calendar of events and festivals, encouraging the development and growth of existing events, developing, and introducing new events to support communities and bring visitors into the area, and attract event organisers to host larger events in Dunfermline.	FC (CC, WtF), CDT, HOD	Year 1-3
	21. Contribute to the emerging Fife Events and Festivals Strategy and develop the events infrastructure and facilities.	FC (CC, WtF, CN), LTA	Year 1
	22. Use events to maximise PR and opportunities for building sense of place and destination branding.	FC (WtF), LTA	Year 2

Action	Activity	Partners	Timescale
4. Destination Competitiveness			
4.1 Dunfermline Brand Development	24. Work with city partners to scope, develop, test, and implement an agreed brand proposition for Dunfermline as a whole, but which is also suitable as a destination brand.	FC (WtF), LTA, HOD, DHP, VS	Year 1
	25. Marketing Plan: Prepare annual marketing plans that reach identified target markets, encouraging reasons to visit throughout the year using the themes, proposition, and emerging Dunfermline event calendar.	FC (WtF), LTA, VS	Year 1
	26. Actively encourage travel and lifestyle media and influencers to visit and experience Dunfermline and all aspects the shared story.	FC (WtF), LTA, HOD, VS	Ongoing
	27. Images: Build a portfolio of contemporary images for use by sector to support the profiling and positioning of Dunfermline	FC (WtF), VS, HES	Ongoing

4.2 Dunfermline Shared Story	28. Using the sense of place guide 'Sharing Dunfermline's Stories', ensure that common themes which capture the essence of Dunfermline, describing what makes it special and will persuade visitors to visit, are developed and used by all partners when promoting Dunfermline.	FC (WtF, Com, CC), LTA, HOD, DHP	Year 1
	29. Local Social Influencers: Identify and recruit local social media influencers to create content to promote Dunfermline in key target markets and demographics.	FC (WtF), LTA, HOD, DHP	Year 2-3
4.3 Dunfermline Web	30. Position Dunfermline.Com as the visitor experience marketing platform for tourism businesses across Dunfermline and West Fife, providing targeted marketing support for providers and connecting them directly to the visitor market.	FC (WtF), VS, LTA	Ongoing
	31. Ensure there is an ongoing digital content plan for the various 'owned' channels and is shared with the sector.	FC (WtF), LTA	Ongoing
4.4 Environmental Sustainability	32. Implement a sustainable tourism programme that encourages businesses to participate in tourism sustainability and environmental initiatives with the aim being for Dunfermline being recognised as a "Sustainable Destination" e.g. https://www.greendestinations.org/ Global Destination Sustainability Index that contributes to the Fife Climate Action Plan vision and targets.	FC (WtF), LTA, HOD, DHP, VS, SCIO	Year 3-5

Action	Activity	Partners	Timescale
5. Innovative Leadership			
5.1 Industry Leadership:	32. Make responsibility for implementing the Dunfermline Tourism Action fall under the remit of the 'Making Dunfermline a better place to live/work/visit' group in the city plan structure. Create a version of the action plan that can be accessed and updated by all partners. Encourage lead partners to form their own working group arrangements to drive forward actions.	FC (WtF), LTA, HOD, DHP, VS	Year 1
5.2 Tourism Awareness:	33. Raise local residents' awareness of Dunfermline's tourism products and experiences, through a "Tourism is everybody's business" campaign.	FC (WtF, Invest, Com), LTA, HOD, DHP	Year 2

	34. Encourage Dunfermline businesses to participate in Open Day / Doors for local residents to experience Dunfermline’s tourism products and experiences.	FC (WtF, Com), LTA, HOD, DHP	Year 2
	35. Destination Ambassadors – Develop a local tourism ambassadors programme whose role will be to represent and promote Dunfermline at industry events, trade shows, and conferences to network with travel professionals, promoting sustainable tourism practices and identifying opportunities to foster growth in the sector	FC (WtF, Com), LTA, HOD, DHP	Year 2
5.3 Evening Economy	36. Working with key partners, identify actions required to secure Purple Flag recognition. Look at what can be done to enhance the evening economy offer in Dunfermline City Centre through creating an improved look and feel for visitors.	FC (CC), LTA HOD, DHP, VS	Year 2-3

Key to Partners who lead or support delivery of a specific action in the plan. FC (CC) Fife Council Town/City Centre Team

FC (WtF)	Fife Council Welcome to Fife Team
FC (Com)	Fife Council Communities Team
FC (Invest)	Fife Council Invest Team
FC (Road)	Fife Council Transportation Team
CDT	Dunfermline Carnegie Trust
HOD	Heart of Dunfermline
LTA	Dunfermline & West Fife Local Tourism Association
SCIO	Dunfermline Greenspace SCIO
NR	Network Rail
SR	Scotrail
TS	Transport Scotland
VS	VisitScotland
DHP	Dunfermline Heritage Partnership
CF	Cruise Forth
HES	Historic Environment Scotland

20 August 2024

Agenda Item No. 14

City of Dunfermline Area Committee Work Programme

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

Wards Affected:

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

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City of Dunfermline Area Committee of 20 August 2024			
Title	Service(s)	Contact(s)	Comments
Report on Educational Outcomes 2022/23		Deborah Davidson	Deborah leaving and Alan Cumming taking up post on 12 August.
Local Community Planning Budget for the Place Based Community-Led Regeneration in Touch		Lisa Hemphill	
Supporting the City of Dunfermline Local Community Plan – Community Recovery Fund (CRF) Proposals	Communities and Neighbourhoods Service	Shirley Melville	- One Step At A Time (Lego walk) - £5,830 - Dunfermline Cocktail Week - £9,000
Supporting the City of Dunfermline Local Community Plan – Community Recovery Fund (CRF) Proposals – City Centre Clean Up	WITHDRAWN PRIOR TO AGENDA PLANNING MEETING	Shirley Melville, Sunil Varu	Deferred from 23.04.24. Author to contact members about content of report - as intimated at meeting on 23.04.24.
Supporting the City of Dunfermline Local Community Plan – Anti Poverty Work Update 2023-24	Communities and Neighbourhoods Service	Lindsay Gilfillan	
Dunfermline Free Bus Travel Initiative 2024/25	Roads & Transportation	Matthew Roberts, Susan Keenlyside	
Area Roads Programme 2023/24 – Final Report	Roads & Transportation	Vicki Storrar	
Play Strategy Implementation – Dunfermline Area	Communities and Neighbourhoods Service	Louise Whyte	
Complaints Update - 1 April 2023 to 31 March 2024		David Thomson-CRM	
City of Dunfermline Tourism Action Plan		Hilary Roberts	
City of Dunfermline Area Committee Workplan	Finance and Corporate Services	Helena Couperwhite	

City of Dunfermline Area Committee of 1 October 2024			
Title	Service(s)	Contact(s)	Comments
Update on Flood Issues in Dunfermline		Rick Haynes	
Area Housing Plan Update 2024 - 2027		Lynne Johnston	
Common Good and Settlement Trust Funds Annual Report 2023 - 2024		Eleanor Hodgson	
Speed Reduction Issue - Kingseat Road, Dunfermline	Roads & Transportation	Lesley Craig	Report due to address issues raised at CODAC meeting of 6 February 2024 (Para. 118 Refers).
UK Government Levelling-Up Funding: City of Dunfermline Culture Funding		Morag Millar	
City of Dunfermline Area Committee Workplan	Finance and Corporate Services	Helena Couperwhite	

City of Dunfermline Area Committee of 10 December 2024			
Title	Service(s)	Contact(s)	Comments
OnFife Annual Report		Michelle Sweeney	
City Plan (Dunfermline's Local Community Plan) Update		Shirley Melville	
Community Recovery Funds Projects Update		Lindsay Gilfillan	
Community Use Update		Scott Fenton	
City of Dunfermline Area Committee Workplan	Finance and Corporate Services	Helena Couperwhite	

City of Dunfermline Area Committee of 4 February 2025			
Title	Service(s)	Contact(s)	Comments
Health and Social Care Locality Planning Annual Update		Fiona Mckay	
Area Roads Programme 2025 - 2026		Vicki Storrar	
City of Dunfermline Area Committee Workplan	Finance and Corporate Services	Helena Couperwhite	

City of Dunfermline Area Committee of 1 April 2025			
Title	Service(s)	Contact(s)	Comments
Criminal Justice Community Payback Annual Report 2023 - 2024		Joan Gallo	
Domestic Waste, Street Cleansing and Grounds Maintenance Service - Annual Review 2024-25	Environment & Building Operations (AT&E)	Alexander Anderson-Es, Scott Clelland	Previous report 23.04.24 - Para 129 of 2024.CODAC.55 refers.
Justice Social Work Service - Community Payback: Unpaid Work Scheme		Joan Gallo	Previous report 23.04.24, Para 130 of 2024.CODAC.55 refers.

City of Dunfermline Area Committee of 10 June 2025			
Title	Service(s)	Contact(s)	Comments
Supporting the Local Community Plan - Operational Briefing on Policing within Dunfermline	Police Scotland		Neil McGurk Annual report - previously considered 18.06.24
Scottish Fire and Rescue Service City of Dunfermline Area Annual Performance Report	Scottish Fire & Rescue Service		Craig Robertson Annual report - previously considered 18.06.24
Report on Educational Outcomes 2023 - 2024 (tbc)		Deborah Davidson	

City of Dunfermline Area Committee of 10 June 2025			
Title	Service(s)	Contact(s)	Comments
Safer Communities Team Update Report	Housing Services	Michael Collins	Annual report - previously considered 18.06.24.
City of Dunfermline Area Committee Workplan	Finance and Corporate Services	Helena Couperwhite	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Community Events Update		Sunil Varu	Advised by Shirley M, discussed at Mega Ward meeting 09.07.24 - report no longer required.
Playspace Categorisation Update		Kevin Okane	
Update of Maintenance of Trees in Dunfermline		Sara Wilson	
Relocation of Woodmill and St Columbas High Schools - Impact on the local economy.		Gordon Mole	Workshop to be arranged for members.
School support for cost of living impact on families		Zoe Thomson, Sarah Else	
Pavement Parking Ban		John Mitchell	
Pittencrieff Park Status		Shirley Melville	tbc
Young People Health and Wellbeing (smoking)	Education	Pamela Colburn	Survey results considered 23.04.24, Para 131 of 2024.CODAC.55 refers. Members requested further report on young people smoking.
Breakfast clubs in schools, and after school clubs			Requested at meeting 23.04.24. Date and author tbc.