

Tuesday, 22 October 2024 - 2.00 p.m.

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**

In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** - Minute of the meeting of Kirkcaldy Area Committee of 27 August 2024. 4 -6
4. **REVIEW OF MOSSMORRAN AND BRAEFOOT BAY COMMUNITY AND SAFETY COMMITTEE - ANNUAL REPORT 2023** – Report by the Head of Protective Services 7 - 23
5. **EDUCATION- PUPILWISE AND PARENTWISE SURVEYS.** – Report by the Head of Education & Children’s Services (Early Years and Directorate Support) 24 - 34
6. **COMPLAINTS ANNUAL UPDATE** – Report by the Head of Customer and Online Services 35 - 57
8. **SCHOOL EXCLUSION ZONE (SCHOOL STREET) TRIAL - ST MARIE'S RC PRIMARY SCHOOL KIRKCALDY** – Report by the Head of Roads & Transportation Services 58 - 86
9. **PROPERTY TRANSACTIONS** – Report by the Service Manager - Estates and Asset Management 87 - 89
10. **KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME** – Report by the Executive Director Finance & Corporate Services 90 - 95

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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15 October, 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.

THE FIFE COUNCIL - KIRKCALDY AREA COMMITTEE- BLENDED MEETING

Small Committee Room, 1st Floor, Town House, Kirkcaldy

27 August 2024

2.00 pm – 3.15 pm

PRESENT: Councillors Ian Cameron (Convener), Blair Allan, Lesley Backhouse, Alistair Cameron, Judy Hamilton, Kathleen Leslie, Carol Lindsay, Julie MacDougall, Nicola Patrick and David Ross.

ATTENDING: Julie Dickson, Community Manager, Communities and Neighbourhoods Service; Elaine Campbell, Housing Team Manager, Housing Services; Vicki Storrar, Lead Consultant - Roads Lighting and Asset Management, Lesley Craig, Lead Consultant, Traffic Management, Roads and Transportation Services; Lesley Robb, Lead Officer Committee Services and Elona Thomson, Committee Officer, Legal and Democratic Services.

APOLOGY FOR ABSENCE: Councillor James Leslie.

112. DECLARATIONS OF INTEREST

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

113. MINUTE OF MEETING OF KIRKCALDY AREA COMMITTEE OF 25 JUNE 2024

The committee considered the minute of the meeting of the Kirkcaldy Area Committee of 25 June 2024.

Decision

The committee agreed to approve the minute.

114. APPLICATION FOR FUNDING FROM KINGHORN COMMON GOOD FUND - THE ORCHARD PLAYPARK

The committee considered a report by the Head of Communities and Neighbourhoods presenting an application for consideration from Kinghorn Playparks Group, for an allocation of funding from Kinghorn Common Good Fund.

Decision

The committee considered the application from Kinghorn Playparks Group and approved a grant award of £10,000 towards renewing the Orchard Road Playpark in Kinghorn.

115. AREA ROADS PROGRAMME 2023-24 FINAL REPORT

The committee considered a report by the Head of Roads and Transportation Services advising on the delivery of the 2023-24 Area Roads Programme (ARP).

Decision

The committee noted:

- (1) the contents of the report and appendices; and
- (2) that appendix 4 of the report detailed Smeaton Gardens and Melrose Gardens incorrectly as being within Ward 11 instead of Ward 12.

116. AREA HOUSING PLAN 2024-25

The committee considered a report by the Head of Housing Services seeking approval for a revised area housing plan setting out area performance, service delivery and highlighting key housing issues.

Decision

The committee agreed: -

- (1) the report would be further developed following a member's workshop; and
- (2) the finalised version of the Kirkcaldy Area Housing Plan would be submitted for approval to the meeting of the committee scheduled for 17 December 2024.

117. PROPERTY TRANSACTIONS

The committee considered a report by the Head of Property Services advising of action taken using the List of Officer Powers in relation to property transactions.

Decision

The committee noted the contents of the report.

118. KIRKCALDY AREA COMMITTEE FORWARD WORK PROGRAMME

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

Decision

The committee: -

- (1) noted the contents of the work plan;
- (2) noted items scheduled for the meeting of 22 October 2024 had been omitted from the report and details would be distributed to members following the meeting;

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- (3) requested a progress report on the new Templehall Community Centre be submitted to a future meeting of the committee;
- (4) requested a report from Officers within Economic Development on “Derelict and Vacant Land within the Kirkcaldy Area” with a view to see if any reduction had been made over previous years; and
- (5) noted the Convener and Depute Convener were scheduled to meet with Executive Director Place to discuss progress on the demolition of the multi-storey car parks and that members would be updated following the meeting.

Agenda Item No. 4

Review of Mossmorran and Braefoot Bay Community and Safety Committee – General Annual Report 2023

Report by: Nigel Kerr, Head of Protective Services

Wards Affected: Cowdenbeath; Inverkeithing and Dalgety Bay; Kirkcaldy; Lochgelly, Cardenden and Benarty

Purpose

The purpose of this report is to provide the findings of the latest 2023 general annual report for the operations at the Mossmorran and Braefoot Bay facilities.

Recommendation

Members are asked to:

- (i) note the contents of the general report (Appendices A-D) and, in particular, the continued large reduction in complaints following investment in improvement technologies at the complex;
- (ii) note the latest noise and air quality monitoring arrangements introduced around the complex; and
- (iii) provide feedback on what additional information could be included for future annual general reports.

Resource Implications

Production of general annual reports will be supported through existing staff resources.

Legal & Risk Implications

This annual report will ensure that any developments at the complex are known, to better brief communities on any incidents or potential future impacts and allow the views of the community to be expressed. This approach supports delivery for the Plan for Fife and, in particular, to protect and enhance health and wellbeing.

Impact Assessment

An equalities assessment has not been completed and is not necessary as no change to policy or service provision are being proposed at this time.

The Fairer Scotland Duty, which came into force on 1st April 2018, requires the council to consider how it can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions. There is no negative impacts identified as part of this review as it will aim to protect and enhance health and wellbeing for all.

The Head of Service for Finance has been consulted in the preparation of this report.

The Mossmorran and Braefoot Bay Community and Safety Committee has also been consulted.

1.0 Background

- 1.1 Members are referred to the background section of the Review of Mossmorran and Braefoot Bay Community and Safety Committee – General Annual Report 2022 as reported to Environment, Transportation & Climate Change Scrutiny Committee of Tuesday 19th March 2024 (available at [Agenda-Pack-for-Environment,-Transportation-and-Climate-Change-Scrutiny-Committee](#)). This report was well received and there was no further specific requests or actions noted at the committee meeting.
- 1.2 This latest general report for 2023 provides a relevant update to the operation and monitoring of the Mossmorran and Braefoot Bay facilities.

2.0 Mossmorran and Braefoot Bay 2023 General Report

General

- 2.1 Significant progress has been made in reducing complaints and concerns through the ongoing investment/improvements along with increased monitoring and more robust communication with communities.
- 2.2 A summary of operations, monitoring, regulation, improvements and community benefits is included in the Mossmorran and Braefoot Bay 2023 General Report provided in the Appendices of this report (Appendices A - D).
- 2.3 **Fife Expert Advisory Groups (EAGs) – Appendix A**

Summary

- The Independent Air Quality Report for 2021 was finalised in May 2023 and an elected members briefing note produced.
- The conclusions of this report were that *“Overall, based on the data available for 2021, emissions from the Shell and ExxonMobil plants at Mossmorran and Braefoot Bay have remained within the Scottish air quality objectives, minimising risk to the health of members of the local community”*.
- The 2021 report is also accompanied for the first time by a two-sided leaflet summarising the content of the report in a non-technical format. These documents are available on the dedicated Fife Council Mossmorran and Braefoot Bay web pages ([Mossmorran and Braefoot Bay | Fife Council](#)).
- The Mossmorran and Braefoot Bay Expert Advisory Group on Air Quality met on Thursday 3rd August 2023 to mainly confirm arrangements to produce the 2022 Independent Air Quality Report. The anticipated completion date for this was early Spring 2024 (Note: this was published in February 2024)
- The Terms of Reference and Constitution of the Mossmorran and Braefoot Bay Community and Safety Committee was revised to accommodate the three Expert Advisory Groups (now included as three Appendices). Approval for the revised Terms of Reference and Constitution was obtained from the relevant Council Committee in Summer 2023.
- A separate landing platform page for Mossmorran was prepared by Fife Council ([Mossmorran and Braefoot Bay | Fife Council](#)). The Fife Council web page has three sections to it: (1) Air Quality; (2) Communications and (3) Noise, Vibration and Light. It also includes relevant publications such as annual reports and minutes of meetings. Also discussed and agreed that detailed report on noise not required at this stage as enclosed ground flares will greatly reduce noise impacts on communities going forward.

2.4 ExxonMobil- Appendix B

Summary

- The new Enclosed Ground Flare (EGF) was successfully commissioned on 27th June 2023.
- The new unit is being bedded in and will take regular operational learnings each time it is used. ExxonMobil have stated that they are confident it will deliver improvements to the local community. ExxonMobil utilised the EGF on 25th July 2023 in a full operational setting when a unit was taken offline. This demonstrated that the EGF operated as designed with no discernible noise or visual impact.
- A new variation of the site Pollution Prevention Control permit was issued January 2023, which includes incorporation of Enclosed Ground Flare in preparation for start-up as well as updates to site stack monitoring.
- Ongoing regular engagement with the Scottish Environment Protection Agency (SEPA) continues in-line with the planned inspection programme covering a range of operational developments around air quality.
- Ongoing regular engagement with the Health and Safety Executive (HSE) continues in-line with the planned inspection programme.
- ExxonMobil continue to attend and input to the Mossmorran and Braefoot Bay Independent Air Quality Expert Advisory Group.

2.5 Shell Fife NGL – Appendix C

Summary

- Shell Fife NGL continued to regularly engage with SEPA on the plans for the ground flare investment.
- Routine maintenance activities were communicated via community notices.
- Shell Fife NGL continued to attend and input to the Mossmorran and Braefoot Bay Independent Air Quality Expert Advisory Group.
- Emergency planning exercises took place every month and covered a multitude of scenarios throughout the year.

2.7 SEPA- Appendix D

Summary

- Air Quality – SEPA continued air quality monitoring in 2023 and completed plans to improve both the network and how the data is shared. The network of eight indicative analysers (AQMesh analysers) deployed in local communities around the Mossmorran Complex were activated. SEPA's dedicated air quality webpages went live to share the 2023 data from the indicative and reference analysers with the public, in near real time.
- Noise – SEPA maintained continuous unattended noise monitoring at two locations in 2023. Analysis of the data from both the elevated flare and Enclosed Ground Flare (EGF) use is ongoing.
- Site Work - Desk based and site visits carried out at both Mossmorran Sites, alongside monthly online meetings with Environment staff.
- Communications - SEPA refreshed and continued to update the SEPA Mossmorran Hub with details of SEPA's work and community updates.

Complaints

- 2.8 Significant investment and improvements has seen a dramatic reduction in total complaints/queries received by the operators and the Scottish Environment Protection Agency (SEPA).

Year	Number of Complaints
2019	1421
2020	1671
2021	132
2022	42
2023	45

- 2.9 There has been a minor increase (3) in the number of complaints/queries in 2023 since 2022 but this relates more to queries received by Shell Fife NGL regarding land maintenance, requests to build structures on land owned by Shell and connection to their water supply. Complaints to SEPA have reduced from 36 in 2022 to 34 in 2023 which mostly related to the use of the Enclosed Ground Flare (EGF) between 6 – 10 December 2023. It is anticipated that there will be a lesser need to use the EGF as part of the bedding in process with improvements in maintenance procedures and therefore even less complaints in the future.

3.0 Conclusion

- 3.1 There continues to be significant improvements at the Mossmorran complex since the flaring events in 2019 and 2020. This is clearly demonstrated in the 2023 general report for Mossmorran and Braefoot Bay.
- 3.2 Investment in new technology together with improved monitoring and communication networks has reduced the number of overall complaints from over 1600 in 2020 to less than 50 in 2023.
- 3.3 The updated Constitution and Terms of Reference provide a robust framework for oversight and scrutiny for Mossmorran and Braefoot Bay going forward (includes provision of general annual reports) and a solid foundation for alleviating any concerns local residents may have.

List of Appendices

- A – Fife Council Update
- B – ExxonMobil Update
- C – Shell Fife NGL Update
- D – SEPA Update

Background Papers

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

- Mossmorran and Braefoot Bay Bay General Report (2023)– Appendices A-D
- The Plan4Fife [A Plan for Fife | Our Fife - Creating a successful, confident and fairer Fife](#)
Its Recovery and Renewal - A Plan for Fife 2021-24 Update. [Plan for Fife 2021-24 | Our Fife - Creating a successful, confident and fairer Fife](#)

Report Contact

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FIFE COUNCIL

MOSSMORRAN & BRAEFOOT BAY ANNUAL REPORT 2023

Expert Advisory Group (EAG) Meetings in 2023

1. Mossmorran and Braefoot Bay Expert Advisory Group on Air Quality

The Expert Advisory Group (EAG) on Air Quality met on Friday 24th February 2023. The primary focus of this meeting was to review and finalise the 2021 Annual Independent Air Quality Report and commence preparing the subsequent 2022 Annual Independent Air Quality Report for publication. At this meeting the following were agreed/discussed:

The Independent Air Quality Report for 2021 to be finalised and an elected members briefing note produced. The 2021 report to be accompanied by a two-sided leaflet summarising the content of the report in a non-technical format. These documents to be placed on the dedicated Fife Council Mossmorran and Braefoot Bay web pages.

The EAG on Air Quality to interact with the EAG on Communications regarding the content of the non-technical summary leaflet of the 2021 Independent Air Quality Report.

The Terms of Reference and Constitution of the Mossmorran and Braefoot Bay Community and Safety Committee now revised to accommodate the three Expert Advisory Groups (now included as three Appendices). Approval for the revised Terms of Reference and Constitution was obtained from the relevant Council Committee in Summer 2023.

A separate landing platform page for Mossmorran was prepared by Fife Council ([Mossmorran and Braefoot Bay | Fife Council](#)). The Fife Council web page has three sections to it: (1) Air Quality; (2) Communications and (3) Noise, Vibration and Light. It also includes relevant publications such as annual reports and minutes of meetings,

Fife Council worked with SEPA on the siting of an automatic continuous monitor at Auchtertool and also on the siting of portable sensor arrays around the Mossmorran and Braefoot Bay facilities. The automatic continuous monitoring equipment was installed in mid August 2022 and is now fully operational and downloading data which is currently being assessed in terms of appropriate presentation of data and other appropriate QA/QC procedures. Public dissemination of this data via SEPA web pages was achieved in Spring 2023. The installation of portable sensor arrays at representative lamppost locations (x8) was also completed with data visible on the SEPA web pages. Diffusion tubes to monitor relevant hydrocarbons have also been installed at Auchtertool and Cowdenbeath in February 2024.

In terms of the representation of Community Councils on the respective EAGs, it was proposed that EAGs would look for nominations from the Mossmorran and Braefoot Bay Community & Safety Committee.

The Independent Air Quality Report for 2021 was finalised in May 2023 and an elected members briefing note produced. The 2021 report is also accompanied by a two-sided leaflet summarising the content of the report in a non-technical format. These documents are available on the dedicated Fife Council Mossmorran and Braefoot Bay web pages.

The Institute of Occupational Medicine (IOM) now progressed the Independent Air Quality Report for 2022 with the relevant data being collated for this purpose.

The Mossmorran and Braefoot Bay Expert Advisory Group on Air Quality met on Thursday 3rd August 2023 to mainly confirm arrangements to produce the 2022 Independent Air Quality Report. The anticipated completion date for this was early Spring 2024. Discussion on the air quality monitoring regime around the Mossmorran and Braefoot Bay facilities also took place with an emphasis on knowledge sharing between appropriate parties involved. It was confirmed that the Terms of Reference and Constitution of Groups had been agreed at Council Cabinet committee of Thursday 29th June 2023. It was also confirmed by Cabinet Committee that a general report of Mossmorran and Braefoot Bay activities (including air quality) would be required on an annual basis.

2. Mossmorran and Braefoot Bay Expert Advisory Group on Noise, Vibration and Light

A meeting of this Group was arranged for 1st March 2023. This included updating the Group on the new Fife Council Mossmorran and Braefoot Bay web pages and seeking views on the non-technical summary leaflet for the MMBB 2021 Independent Air Quality Report. The EAG discussed and agreed the format for the Annual Report which will be submitted to the Environment, Transport & Climate Change Scrutiny Committee in due course.

Meeting was held on 27th February 2023 when Group updated on progress with Q&As for noise, light and vibration. Agreed that these should be posted on the new Fife Council Mossmorran web pages.

Also discussed and agreed that detailed report on noise not required at this stage as enclosed ground flares will greatly reduce noise impacts on communities going forward.

The EAG also discussed the format and content for the relevant Annual General Report on Mossmorran and Braefoot Bay facilities. Following subsequent online discussions, it was agreed further thought be given to the production of this Report at the next Safety Committee meeting of 25th May 2023.

The EAG also discussed the format and content for the relevant Annual General Report on Mossmorran and Braefoot Bay facilities. This will likely take the form of a collated summary of quarterly update reports to the Safety Committee

Q & As for noise, light and vibration were drafted and relevant sources of data/information to be sourced from relevant parties as part of this process. On completion these will be posted on the Fife Council Mossmorran web pages.

3. Mossmorran and Braefoot Bay Expert Advisory Group on Communications

A meeting of this Group was arranged for 1st March 2023. This included updating the Group on the new Fife Council Mossmorran and Braefoot Bay web pages and seeking views on the non-technical summary leaflet for the MMBB 2021 Independent Air Quality Report. The EAG also planned to discuss and agree the format for the Annual Report which will be submitted to the Environment, Transport & Climate Change Scrutiny Committee in due course.

The EAG also discussed the format and content for the relevant Annual General Report on Mossmorran and Braefoot Bay facilities. Again following subsequent online discussions, it was agreed further thought be given to the production of this Report at the next Safety Committee meeting of 25th May 2023.

The EAG on Communications were consulted on the content of NTS leaflet of MMBB Independent Air Quality Report 2022. Again, the format and content of the general report to be produced on an annual basis will also be discussed and will likely take the form of a collated summary of quarterly update reports to the Safety Committee

Views were to be sought on the non-technical summary leaflet for the MMBB 2022 Independent Air Quality Report.

Complaints

In calendar year 2023 there were two complaints received by Fife Council relating to Mossmorran facilities. One for noise and light and the other for bright light. These were referred to SEPA for appropriate action.

Appendix B

ExxonMobil
Mossmorran & Braefoot Bay
Fife Council Scrutiny Committee Report
Report covering operations at Fife Ethylene Plant 2023

Site safety

On the 9th of January we acknowledged a major accomplishment – 10,000 days without any Fife Ethylene Plant workers suffering a Lost Time Injury (LTI).

The achievement is testament to our strong safety ethic which is constantly pressed home through everyday practices, regular training and on site processes, messages and reminders.

Operations & Regulatory Updates

The new Enclosed Ground Flare was successfully commissioned on 27th June.

We are bedding in the new unit and will take regular operational learnings each time it is used. We are confident it will deliver improvements to our community.

We utilised the EGF on 25th July in a full operational setting when a unit was taken offline. This demonstrated that the EGF operated as designed with no discernable noise or visual impact. We received no complaints.

We received two noise complaints in total during the period (29th July through SEPA and 14th August direct to site). Our Shift Manager drove to meet one individual at home in Aberdour to assess the noise, which we aligned back to a routine de-coke of one of our furnaces. As an indication of our commitment to the community, we took the decision to stop the process and complete it at another time during daylight hours.

For an eight-day period between 14th and 22nd August, around 100 contracting personnel employed by three contracting companies operating on site held unofficial action. This originated from unsubstantiated safety claims in relation to troubleshooting a small number of site sounders, and subsequently became a payment dispute with their employers.

With over 160 sounders onsite and appropriate and recognised mitigations in place, safety was maintained at all times. We also proactively advised the HSE of the mitigation steps we had taken. The majority of the workforce continued working onsite as normal. There was no impact on site operations, and the matter was resolved.

A new variation of site PPCA permit was issued Jan 2023, which includes incorporation of Enclosed Ground Flare in preparation for start-up as well as updates to site stack monitoring.

Ongoing regular engagement with SEPA continues in-line with the planned inspection programme covering a range of operational developments around air quality.

Ongoing regular engagement with HSE continues in-line with the planned inspection programme.

Safety training

The shift team emergency response training is undertaken every three years and was run by the fire service at Edinburgh Airport for the first time. As experts on how to prevent and control fire hazards they shared their knowledge and led hands-on firefighting activities in which colleagues had to work as a team to extinguish fires in a controlled test environment.

Incident Controller Training has also recently taken place at the plant, teaching frontline colleagues to lead and manage a safe response to a site incident.

This training is part of our commitment to creating a workplace free of injuries and incidents.

Change of Plant Manager

Martin Burrell recently retired as Plant Manager for FEP, ending his 38 year career at the place where it all began having served here on three separate periods.

We are delighted to welcome Toby Hamblin to the helm. Toby joins us from our Beaumont complex in Texas – the company’s largest site worldwide. Toby is a qualified Mechanical Engineer and has held a number of roles in the US and Canada during a 25 year career with ExxonMobil.

Workforce

Apprenticeships

Fife Ethylene Plant took on four new apprentices this year: two maintenance engineers – Hannah Pirie and Charlie Duffy - and two business administrators – Chloe Millar and Mia Conroy.

The successful candidates and their families were invited to site on 16th August to meet with supervisors, hear from previous apprentices and become familiar with the plant.

Our new maintenance engineering apprentice Hannah Pirie said: “ExxonMobil has an amazing reputation and this was confirmed by the great work environment created by the staff at Fife Ethylene Plant. I am excited to learn more about FEP and work with the fantastic team here.”

Student Placements

We have a longstanding tradition of providing valuable first-hand experience of working in the industry for students.

Our 2022/23 Industrial Placement Students (IPS) Janki Khatri and Abigail Walters have recently returned to university to continue their studies after spending the last 12 months with us.

By working alongside experienced members of our staff, they were able to gain a wide range of practical skills and find out exactly what it takes to operate at the highest levels of our industry.

For the 2023/24 academic year we are welcoming three students to industrial placements in our Process Technical, Fixed Equipment and Environmental teams.

We are very proud of our IPS programme, which has provided the career foundations for many of our people, including a number of the company's most senior leaders.

Career Events

To promote the employment opportunities available at Fife Ethylene Plant we have been attending careers events at Glenwood High School, Carnegie Conference Centre and Auchmuty High School, Glenrothes.

Supporting our Community

Fife Ethylene Plant has a long history of providing contributions to good causes in Fife. Some recent examples of our support are shared here:

Volunteering

A team of ExxonMobil colleagues volunteered their time recently by visiting Lindsay House Care Home in Lumphinnans to renovate the residents' garden.

Our colleagues were able to help make the area somewhere residents can really enjoy.

Education

FEP sponsored Queen Anne High to enter the Industrial Cadets challenge. Our colleagues brought STEM lessons to life for a group of pupils by providing them with mentoring and insight into our operations helping the students achieve the Industrial Cadets gold award.

Our people have delivered six science sessions for pupils at Viewforth, Queen Anne and St Columba's High Schools in Fife.

These hands-on lessons saw staff from FEP going into classrooms to share the scientific fundamentals of how our plant works, while encouraging pupils to engage with the STEM subjects.

Donations

Some recent examples of our support include:

- £1,000 to Lumphinnans Community Council for the purchase and installation of a community notice board.

- £1,500 to Central Park Community Trust in Cowdenbeath to provide free Learning through Football sessions to primary school children.
- £1,000 to Crossgates Primary to purchase planters, soil and seeds to allow them to grow their own vegetables and flowers in the playground.
- £3,000 to Coastwatch West Fife in Aberdour, to purchase a mobile first aid and coastal safety station.
- £4,600 to St Andrews Court in Burntisland, to purchase an emergency lifting chair to aid residents who have fallen.
- £8,000 to Kirkcaldy Netball Club. Based at Beath High School, to renovate their court making it accessible and safe to be used.

We have worked with Craigenalt Rural Community Trust to locate a potentially life-saving defibrillator on Craigenalt Farm on the banks of Loch Leven, a popular area for walkers.

Appendix C

SHELL FIFE NGL

Fife Council Scrutiny Committee Report
Annual Operations Report - 2023 Shell Fife NGL
Mossmorran and Braefoot Bay

1. Safety & Environmental
2. Emergency Planning Exercises
3. Fife NGL Plant Activities
4. Braefoot Bay Activities
5. Workforce
6. Community, including Notices & Feedback
7. Social Investment & Community Development

About us

The 'Mossmorran complex' in Fife includes two plants operated by two separate companies: the Fife NGL plant operated by Shell U.K. Ltd. and the Fife Ethylene Plant operated by ExxonMobil.

The Shell Fife NGL Plant is operated 24/7 all year round in a system of critical national infrastructure that transports, processes and distributes gas from the North Sea (UK & Norway), enabling about 20% of UK gas supply. The plant helps meet industry and domestic power needs every day, and provides feedstock to manufacture a wide range of household products in Scotland and the UK.

During this reporting period we had a gasoline system inspection by Health & Safety Executive and SEPA which resulted in no action required.

June - August 2023

During this reporting period we had a Human Factors Health & Safety Executive inspection which resulted in no action required.

September - December 2023

During this reporting period we had a Braefoot Bay Emergency Response Preparedness Health & Safety Executive and SEPA inspection which resulted in no action required.

Environmental

January - February 2023

Committee Expert Advisory Groups

We continued to attend and input to the Mossmorran & Braefoot Bay Independent Air Quality Expert Advisory Group (EAG). We have provided our data for the 2021 annual report and we will attend the next EAG meeting on 24th February 2023 where the draft report will be considered.

March - May 2023

We continue to attend and input to the Mossmorran & Braefoot Bay Independent Air Quality Expert Advisory Group (EAG). We have provided our data for the 2021 annual report and we attended the EAG meeting on 24th February 2023 where the draft report was considered.

June - August 2023

We continued to attend and input to the Mossmorran & Braefoot Bay Independent Air Quality Expert Advisory Group (EAG). We have provided our

data for the 2022 annual report and we attended the EAG meeting on 3rd August 2023 where the development of the report was discussed.

September - December 2023

We received the draft Mossmorran and Braefoot Bay 2022 Independent Air Quality report in early November and are in the process of providing feedback.

Emergency planning exercises

Emergency planning exercises take place every month (usually the second Thursday) and cover a multitude of scenarios throughout the year.

January - February 2023

We have completed three emergency planning exercises in the period since the last report. These exercises covered a variety of scenarios at Fife NGL and Braefoot Bay. In addition to these, we also took part in a joint Control of Major Accident Hazards exercise run by Exxon which involved the emergency services.

March - May 2023

We completed two emergency response exercises since the last report. One of the exercises looked at hydrocarbon releases in a module and the other looked at a gasoline tank release and included fire team response.

June - August 2023

We completed two emergency response exercises since the last report covering low likelihood scenarios. One of the exercises was based at Braefoot Bay looking at a hydrocarbon release as well as a person overboard scenario. The other was at Mossmorran to practice a response to a gas release and casualty and casualty-handling. This quarterly exercise was postponed due to the 'Turnaround' maintenance activities.

September - December 2023

We completed three emergency response exercises since the last report covering low likelihood scenarios. One of the exercises was based at Braefoot Bay looking at a hydrocarbon release at the loading arms, testing ship to shore interfaces, casualty handling as well as a person overboard scenario.

Another was a pipeline based scenario where there was release reported in a field close to Braefoot Bay. This exercise focused on external stakeholders emergency response and management of offsite location.

The final one was at Mossmorran to practice a response to a gasoline tank release testing the teams response to manage foam distribution and escalation potential.

Fife NGL Activities

2023 NGL Processed (Tonnes)

January

NGL Processing (Tonnes) - 164,320 Planned - 157,010

Average/ Day- 5,301

February

NGL Processing (Tonnes) - 133,268 Planned - 142,746

Average/ Day- 4,760

March

NGL Processing (Tonnes)- 165,112 Planned - 148,741
Average/ Day- 5,326

April

NGL Processing (Tonnes)- 170,683 Planned - 143,387
Average/ Day- 5,689

May

NGL Processing (Tonnes)- 165,331 Planned - 160,268
Average/ Day- 5,333

June

NGL Processing (Tonnes) - 148,420

Planned - 148,776
Average/ Day- 4,947

July

NGL Processing (Tonnes) - 162,347 Planned - 152,892
Average/ Day- 5,237

August

NGL Processing (Tonnes) - 146,185 Planned - 149,872
Average/ Day - 4,716

September

NGL Processing (Tonnes) - 148,215 Planned - 163,557
Average/ Day-4,941

October

NGL Processing (Tonnes) - 156,468 Planned - 170,917
Average/ Day- 5,047

November

NGL Processing (Tonnes) - 149,640 Planned - 154,158
Average/ Day- 4,988

December

NGL Processing (Tonnes) - 157,750 Planned - 161,627
Average/ Day - 5,089

SHELL FIFE NGL

Fife Council Scrutiny Committee Report

Social Investment & community development

Shell UK continued to support a number of community development and STEM education programmes in Fife including Shell Girls in Energy, Young Engineers and Science Clubs, Career Ready and Shell Twilight.

We also made a number of donations to local charities through our community grants and annual charity awards. More information about our local initiatives can be found on our website and in our Mossmorran and Braefoot Bay quarterly committee reports that are submitted to the MMBB Safety Liaison Committee.

Appendix D



SEPA 2023 Summary

Complaints

34 Complaints received in 2023, mostly relating to the use of the Enclosed Ground Flare (EGF) between 6 – 10 December.

Monitoring

Air Quality – SEPA continued air quality monitoring in 2023 and completed plans to improve both the network and how the data is shared. The network of eight indicative analysers (AQMesh analysers) deployed in local communities around the Mossmorran Complex were activated. SEPA's dedicated air quality webpages went live to share the 2023 data from the indicative and reference analysers with the public, in near real time.

Noise – SEPA maintained continuous unattended noise monitoring at two locations in 2023. Analysis of the data from both the elevated flare and EGF use is ongoing.

Site work

Desk based and site visits carried out at both Mossmorran Sites, alongside monthly online meetings with Environment staff. The focus of this work has been on maintenance, leak detection and repair, completion of the FEP ground flare installation, reduction of nitrogen dioxide emissions from the furnaces, drainage and the FNGL ground flare construction plans. All Data returns were reviewed and a visit to both Operators at Braefoot Bay was carried out.

The permits held by the sites under the Pollution Prevention and Control (Scotland) Regulations were varied in 2023 as follows:

- ExxonMobil's permit was varied to incorporate the new EGF and update the definition of Major Flaring.

COMAH Safety Report reviews were completed for ExxonMobil (Mossmorran and Braefoot Bay) and Shell at Mossmorran.

SEPA also completed a closeout Report of the Irish EPA Review recommendations from 2021.

Communications

SEPA refreshed and continued to update the SEPA Mossmorran Hub with details of SEPA's work and community updates.

Maintenance/

Maintenance

SEPA continues to regularly assess the maintenance processes at the FEP and FNGL Sites. A specific Inspection around the operation and maintenance of the new FEP Enclosed Ground Flare (EGF) was completed in September 2024, with the processes in place being found to be satisfactory.

2023 Conclusion

SEPA are satisfied that there were no significant impacts from the MMBB facilities on local communities during 2023, with the completion of the EGF project reducing the risk of impacts in the future.

22 October 2024

Agenda Item No. 5

Education - Pupilwise and Parentwise Surveys

Report by: Angela Logue, Head of Service, Education Directorate

Wards Affected: All

Purpose This report presents a summary of the Parentwise and Pupilwise survey process undertaken across Fife in academic session 2023/24, with a focus on the Kirkcaldy area results

Recommendation(s)

The committee is asked to: -

1. **Provide comments and feedback** on the findings and considerations of next steps.
2. **Note** that schools would welcome contact from elected members to discuss their approach to engaging with parents/carers and pupils, as well as how they are responding to the findings of the ParentWise and PupilWise 23/24 surveys.

Resource Implications

N/A

Legal & Risk Implications

There are no legal or risk implications identified at this stage

Impact Assessment

An EqIA has not been completed and is not necessary for the following reasons: no change or revision to existing policies is proposed by this report.

Consultation

Work to develop the surveys has involved consultation with a range of pupils, parents/carers and staff from across sectors, including strategic leads working to evidence progress on the Education Directorate Plan. These surveys represent the largest scale consultation activities undertaken by the Education Directorate.

1.0 Background

- 1.1 The United Nations Convention on the Rights of the Child (UNCRC) has now been enacted into law in Scotland. This legislation emphasises seeking pupils' views on their

needs, involving relevant parties in discussions, and understanding how children wish to be treated. Additionally, the act acknowledges the rights and responsibilities of parents, offering support to empower them in fulfilling their roles as duty bearers within the convention.

- 1.2 As a directorate, Education is committed to ensuring that children, young people and parents/carers have their say about Fife nurseries and schools and that their views are listened to and acted upon. This paper provides information about work in Fife to gather views on a large scale using the Pupilwise and Parentwise online surveys, implemented this session for the fourth time.
- 1.3 The surveys were first introduced in session 2011/12. These were designed to complement the range of methods where views are gathered locally and nationally and as a way of encouraging pupil and parental participation to inform service evaluation and improvement planning. This approach allows schools to compare their individual profiles with the profile for their sector and cluster schools in Fife. The survey results provide data that supports the continual cycle of improvement, which in turn helps to raise standards and expectations of service provision across Fife.
- 1.4 The surveys normally take place every third school session, however, due to the global pandemic, there was no Parentwise or Pupilwise survey completed in session 20/21. Instead, schools sought views within their own establishments during this period. Gathering the information now is especially important, to help to form an accurate picture across Fife of parents and pupils' views as society recovers post pandemic.
- 1.5 The surveys have taken place four times since development, with the number of respondents increasing over time:
 - Session 2011/12: 14,249 pupils + 4,261 parents = 18,858
 - Session 2014/15: 22,962 pupils + 3,159 parents = 26,209
 - Session 2017/18: 23,440 pupils + 9,913 parents = 33,353
 - Session 2023/24: 27,418 pupils + 13,463 parents = 40,881

Pupilwise	2011/12	2014/15	2017/18	2023/24
No of responses	14,249	22,962	23,440	27,418
Total Fife Pupil Roll	35,158	54,400	55,386	54,816
Response Rate	41%	42%	42%	50%

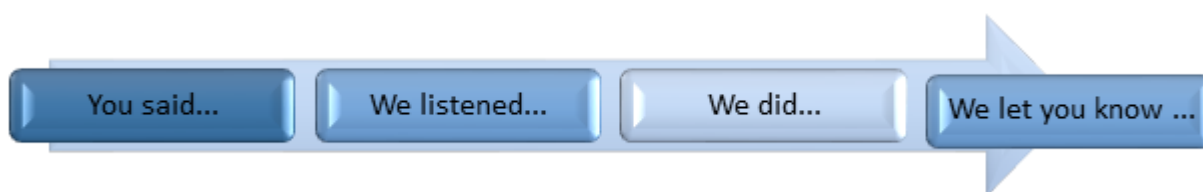
Parentwise	2011/12	2014/15	2017/18	2023/24
No of responses	4,261	3,159	9,913	13,463
Total Fife Pupil Roll	35,281	54,400	55,386	54,816
Response Rate	12%	6%	18%	25%

Figure 1: Pupilwise and Parentwise surveys - Overall Fife Response rates

During this time, and in response to feedback, the surveys have been further developed and improved to adapt to changing contexts and to enable and encourage as many

people as possible to take part. This aims to help make them more inclusive and accessible to younger children and pupils with additional support needs, as well as to ensure the questions remain relevant and worthwhile. Most recently, guidance has been devised for practitioners to support younger pupils to complete the process. Parentwise Surveys have been promoted through posters, Groupcall messages and the sharing of surveys via QR codes to promote and increase the number of parental respondents.

- 1.6 Gathering parental views is only an initial step in the parental involvement process, what happens next is what makes the difference. Parents should not only feel their views are listened to but that these are taken account of and further, it is essential that parents feel informed of what happens as a result of them sharing their views. This process can be simply described as:



2.0 Response Rates

2.1 *Pupilwise Response:*

- During the period January 2024 to March 2024, 27,418 children and young people took part in the Pupilwise survey. This is a 50% response rate which is an 8% increase in responses compared to the 17/18 Pupilwise survey.
- The number of respondents to Pupilwise can be broken down further, as follows: 1,901 children in nursery (33% response rate) 17,769 children in P1-7 (66% response rate) and 7,748 young people in S1-6 (35% response rate).
- With the majority of primary pupils responding to the survey and less than half responding in nursery and secondary, it is important to consider this when interpreting the results.

2.2 *Parentwise Response:*

- During the period January 2024 to March 2024, 13,463 parents/carers across Fife responded to the Parentwise survey, a 25% response rate which is a 7% increase in the number of responses from the 17/18 Parentwise survey.
- The number of respondents to Parentwise can be broken down further as follows: 1331 parents of children at nursery (23% response rate) 7872 parents of P1-7 children (29% response rate), 4,215 parents of young people in S1-6 (19% response rate) 45 parents of young people in Special Schools (28% response rate).
- While there was an overall increase in response since the last Parentwise survey, the response rate was less than half in all sectors. It is important to consider this when interpreting the results. Going forward, schools must continue to engage parents and carers to gather views using a variety of approaches in their parent engagement strategy.

- 2.3 *Parent/Carer responses* - This session, of the 13,463 responses, 86 identified themselves as being foster carers, 132 identified as Kinship Carers and 50 as Carer (which includes all other forms of care). There were 746 Fife looked after children at the time of the survey, as well as a further group of looked after pupils from outwith Fife, therefore an approx. 36% response rate. Work will continue to be done to look at these numbers closely and to notice patterns relating to area, individual establishment and age-group, so that follow-up work can take place.
- 2.4 The results from both surveys were shared with schools/nurseries in May 2024 to enable them to reflect on feedback and to consider next steps in their individual improvement plans for the coming session. Results will now be shared more widely, at cluster, local area level, authority and partnership levels, to ensure that the pupil and parental views influence wider self-evaluation processes and improvement planning.

3.0 Pupilwise Survey Findings

- 3.1 The Pupilwise survey poses a series of statements to children and young people relating to the Wellbeing Indicators (safe, healthy, active, nurtured, achieving, responsible, respected and included). The percentages shown below relate to the combined positive responses made to these statements from across the sectors in the Kirkcaldy area. The percentages are shown in *Italics* with the Fife-wide results shown in brackets.
- 3.2 Schools will feedback their results on surveys via their individual Parent Councils and wider parent forums and with pupils appropriate to age and stage. They will consider the data from their survey, alongside people views, direct observation and other data to inform their improvement planning.

3.3 **Safe and Nurtured**

- *75%* (73%) of pupils report that they feel safe at nursery/school.
- *47%* (47%) feel that at least one adult knows them well in school/nursery.
- *74%* (74%) say that they know who they can talk to in school/nursery if they are upset or worried about something.
- *77%* (78%) report that they learn in school how to stay safe when using technology online to communicate with others (e.g. internet, social networking, mobile phones and email).
- *52%* (51%) say that their school listens to their concerns about bullying.
- *55%* (53%) say that their school takes action following reports of bullying.

3.4 **Healthy and Active**

- *81%* (82%) of pupils report that their school encourages them to be healthy and to take part in physical activity (e.g. Physical Education, outdoor learning, extra-curricular taster sessions/events)

- 67% (67%) report that in school they learn about healthy life choices (such as healthy eating).
- 82% (81%) feel they have friends they can go to if they have a worry.
- 48% (47%) believe that school helps them to become more confident.
- 61% (58%) feel that school is helping them to make healthy life choices – sexual health.
- 80% (77%) feel school is helping them to make healthy life choices – the dangers of drugs, alcohol and smoking.
- 61% (61%) feel their school is helping them to become more resilient and to cope with challenges.
- 43% (42%) say that they like being at their school most of the time.

3.5 **Achieving and Responsible**

- 64% (64%) of pupils say that staff talk to them about how they can improve their learning.
- 71% (71%) think that they are making good progress in their learning.
- 68% (68%) report that people in school help them with their learning when they need it.
- 66% (66%) say that they can access support to enable them to achieve progress in their learning.
- 50% (49%) say that there is a positive behaviour ethos in their school which allows them to learn.
- 63% (61%) say that school has helped them know what skills they might need for a range of different careers.
- 52% (53%) believe that their school knows about the things they are good at.
- 30% (29%) believe that their school knows what they like doing when they are not in school.
- 68% (67%) report that their parents/carers talk to them about their learning at home.
- 57% (55%) feel that their school and parents /carers work together to support them (S1 to S6 only).

3.6 **Respected and Included**

- 61% (63%) of Fife pupils think that school treats them fairly and with respect.
- 65% (66%) report that staff listen to them and pay attention to what they say.

- 62% (61%) report that they feel welcome in their school.
- 73% (74%) think that school makes sure they know about their rights and responsibilities.
- 45% (45%) feel that they are treated with respect by other pupils in school.
- 51% (50%) say they get the chance to share their ideas about what they like most and least about school and how to make school better.
- 65% (63%) feel they were given help by school to feel prepared for their move from Primary to Secondary school.
- 58% (56%) feel that when they started Secondary school that their lessons were at the right level at them in most of their classes
- 63% (64%) feel that they have been given support to think about what they want to do when they leave school.
- 60% (61%) feel that they have been given help to find out about possible next steps in preparation for leaving school.
- 47% (47%) feel that their school has helped to prepare them for the world of work.
- 87% (87%) say that they are happy.
- 87% (86%) say that they enjoy learning.
- 80% (78%) say they get the chance to share their ideas and choose to do things they like to do in school.

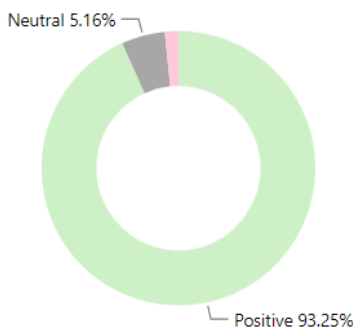
3.7 NEXT STEPS in response to Pupilwise results

Overall, in Fife, the majority of pupil responses to the survey are positive, averaging 63% positive responses across the three sectors. This suggests that pupils feel they have a good quality of wellbeing experience in Fife schools. This is echoed in the Kirkcaldy Area returns, with the majority of pupils' responses again being positive, (averaging 63% across the sectors), and with sector responses as follows:

- Nursery: 93% (82%)
- Primary: 70% (69%)
- Secondary: 54% (52%)

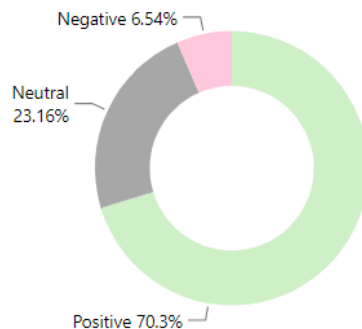
Nursery

Summary of Responses by Nursery



Primary

Summary of Responses by Primary



Secondary

Summary of Responses by Secondary

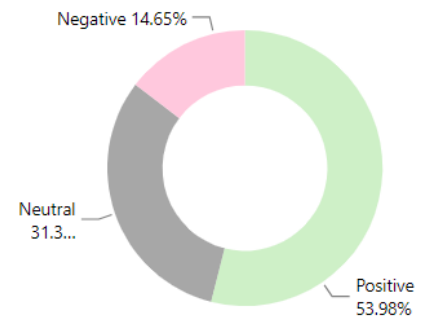


Figure 2: Pupilwise Survey 23/24: Kirkcaldy Area responses by sector.

3.8 Analysis of the data shows that most pupils (75% or above) responded positively about the following themes, these are therefore identified as **overall strengths**:

- *Safe and Healthy Environment*: Pupils feel they know who they can talk if they are upset or worried and that school teaches them effectively about how to stay safe when using technology to communicate online.
- *Promoting Healthy Life choices*: School encourages healthy living and participation in physical activities and guidance to make healthy lifestyle choices.
- *Learning and Engagement*: Pupils report feeling happy and enjoying their learning experiences. Pupils get opportunities to share ideas and engage in activities they like.

3.9 Analysis of the data shows that less than half of pupils (49% or below) responded positively about the following themes, these are therefore identified as **aspects for focused attention**:

- *Behaviour & Relationships*: There is a need to continue to promote positive relationships and learning environments. This will include awareness raising around approaches used by schools (e.g. around bullying and managing children's behaviour).
- *Achievements*: Work will be undertaken to improve recognition and celebration of both in-school and out of school achievements. This will give feedback to pupils on skills development, supporting their self-awareness and contributing to building resilience, self-esteem and confidence.
- *Positive Destinations*: We will work to support pupils' development and awareness of transferable skills to support their decision making and preparations for life, learning and the world of work.

4.0 Parentwise Survey Findings

4.1 The Parentwise survey poses a series of statements relating to the Wellbeing Indicators (safe, healthy, active, nurtured, achieving, responsible, respected, and included). The percentages shown below relate to the combined positive responses of parents with children from across all sectors in the Kirkcaldy area. The percentages are shown in *Italics* with the brackets show the Fife-wide results.

4.2 Safe and Nurtured

- 83% (78%) of parents report that their child feels safe at school/nursery.
- 71% (69%) feel staff really know their child as an individual.
- 88% (87%) know who to contact if they are upset or worried about something that is affecting their child.
- 62% (60%) of parents across all sectors feel that their child's school teaches their child how they can stay safe when using technology online to communicate with others (internet, social networking, mobile phones, and email).
- 54% (50%) of parents feel that their child's school/nursery listens to concerns on bullying.
- 49% (44%) of parents feel that their child's school/nursery takes action following reports on bullying concerns.

4.3 Healthy and Active

- 83% (82%) of parents feel that the school encourages their child to be healthy and to take part in physical activity (e.g. Physical Education, Outdoor Learning, Extra-curricular, Taster Sessions/Events)
- 66% (65%) feel that the school/nursery encourages their child to make healthy life choices – food and health.
- 67% (65%) feel that the school/nursery supports their child's emotional wellbeing.
- 61% (60%) feel that the school/nursery helps their child to learn how to make friends and develop good relationships
- 49% (45%) feel that the school/nursery encourages their child to make healthy life choices – relationships, sexual health and parenthood.
- 51% (46%) feel that the school/nursery encourages their child to make healthy life choices – substance misuse (i.e. The dangers of drugs, alcohol and/or smoking).
- 74% (71%) of parents who took part in the survey feel that their child likes being at school/nursery most of the time.

4.4 Achieving and responsible

- 79% (78%) of parents report that their school/nursery keeps them informed about their child's progress (e.g. reports cards, parents' nights).

- 76% (75%) feel that their child is making progress in school/nursery.
- 66% (64%) know what their child needs to do next to make progress in their learning.
- 65% (63%) feel that their child has access to the relevant support to enable them to achieve at school/nursery
- 62% (60%) feel that there is a positive behaviour ethos in the school/nursery which allows for effective learning to take place.
- 55% (53%) feel that the school/nursery is teaching their child resilience skills and strategies to cope with challenges.
- 57% (54%) think that the school/nursery plans/offers opportunities for wider achievement.
- 61% (61%) agree that the school/nursery recognises and values their child's achievements within and outwith school.
- 66% (64%) think that the school/nursery provides opportunities for their child to develop their personal and social skills through a wide range of activities.
- 59% (58%) think that the school/nursery provides information about how they can engage with supporting their child's learning at home.
- 49% (49%) say that the school/nursery gives opportunities for family learning, which focuses on children and parents learning together.

4.5 Respected and included

- 73% (71%) of parents report that the staff in the school/nursery treat their child fairly and with respect.
- 58% (56%) of parents report that the school/nursery asks for, and considers, their views.
- 58% (56%) of parents report that the school/nursery provides opportunities for their child to progress and achieve from outdoor learning experiences.
- 66% (64%) of parents say that their child is able to participate in all school activities and the school has measures in place to minimise the cost of the school day.
- 56% (54%) of parents say that the school has clear guidance and supports in place to ensure that no child is disadvantaged by personal circumstances.
- 75% (73%) of parents say that they feel welcome in the school/nursery.
- 83% (79%) say that the school provides regular information about the life of the school/nursery (e.g. information letters, newsletters, email, school/nursery websites etc.).
- 52% (48%) report that they know about the school/nursery priorities for improvement.
- 64% (59%) say that the school helps to prepare their child for all transitions (e.g. from nursery to primary, primary to secondary, for leaving school or for when moving

school).

- 71% (67%) say that they are given opportunities to participate in the school/nursery community.

Next steps in response to Parentwise Feedback

4.6 Overall in Fife, the majority (63%) of parental responses to the survey are positive and indicate a good level of confidence in Fife schools and nurseries. In the Kirkcaldy Area the majority (65%) of parental responses are positive.

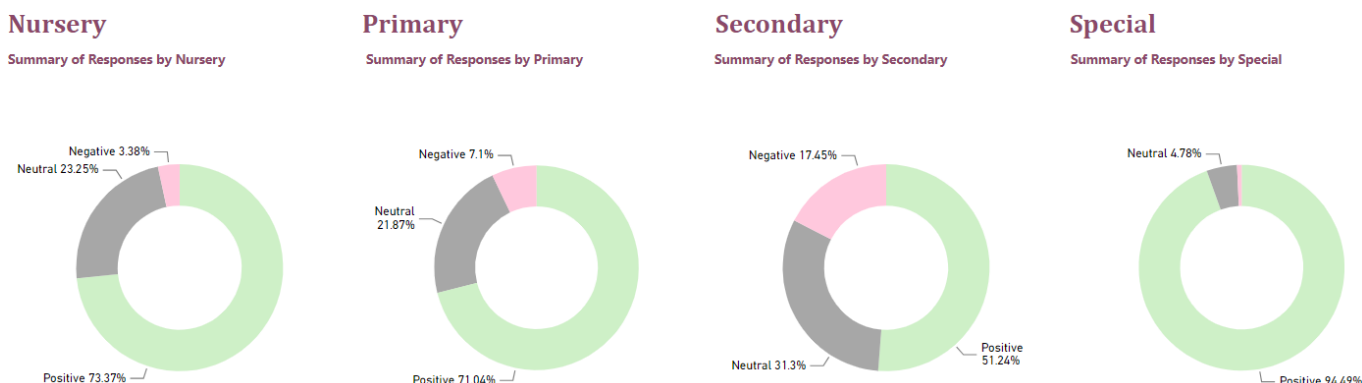


Figure 3: Parentwise Survey 23/24: Kirkcaldy Area responses by sector

The overall positive responses can be broken down further by sector (see Figure 3 above). For the Kirkcaldy area, the data is as follows with percentages shown in italics with the Fife-wide results in brackets. For the Kirkcaldy area 73% nursery, 71% primary and 51% secondary

- Nursery: 73% (74%)
- Primary: 71% (69%)
- Secondary: 51% (47%)
- Special: 95% (84%)

4.7 Analysis of the data shows that most (75% or more) parents responded positively about the following themes, these are therefore identified as **overall strengths**:

Safe and Healthy Environment: Parents/Carers feel that their child is safe in school and know who to contact if they are upset or worried about something that is affecting their child and that the school encourages their child to be healthy and take part in physical activity.

Parental Engagement: Parents report that they are kept informed about their child's progress through report cards, parents' nights and that their child is making progress. Parents feel suitably informed about the life of the school through information letters, newsletters, email and websites.

4.8 Analysis of the data shows that less than half of parents (49% or below) responded positively about the following themes, these are therefore identified as **aspects for focused attention**:

Healthy Life Choices: Further consideration needs to be given as to how the school/nursery promotes learning about healthy life choices appropriate to age and stage, for a) relationships, sexual health and parenthood, and b) substance misuse.

Communication, Relationships and Behaviour: Continued reflection is needed on how to improve communication, parental awareness and confidence in nurseries/schools' approaches to managing behaviour and building positive relationships (to include reflection on communication and handling of bullying concerns).

Parental Involvement & Family Learning: Further consideration is needed around approaches to engaging with parents, how to promote opportunities for family learning that focus on children and parents learning together and how to improve parental engagement in schools'/nurseries' priorities for improvement.

5.0 Conclusions

- 5.1 The Pupilwise and Parentwise surveys have been effective in gathering the views of a significant number of pupils and parents/carers across Fife. The results will be used to identify strengths and areas for focused attention across all sectors, at individual educational establishment level and at Fife-wide strategic level. We seek comments and suggestions from the Kirkcaldy Area Committee, regarding next steps and any other potential aspects for consideration.
- 5.2 To effectively recognise and realise children's rights, it is crucial for all educational establishments to integrate the principles of the UNCRC into their parental engagement strategies and approaches to pupil participation and engagement. Fostering a collaborative environment that prioritises the well-being and development of every child.
- 5.3 Educational establishments will build on their successes and continue to work hard to enhance parental partnership and engagement further. It is essential for all sectors to improve their approaches to parental engagement, which incorporates parental involvement and family learning, by working together, we can ensure that our children and young people in Fife thrive and flourish, supporting their learning and achievements.

List of Appendices

N/A

Background Papers

N/A

Report Contacts

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Rona Weir, Education Manager
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22 October 2024
Agenda Item No: 6

Complaints Update

Report by: Mike Enston - Executive Director Communities

Wards Affected: All Kirkcaldy Area Committee Wards

Purpose

To provide an overview of complaints received relating to the Kirkcaldy area for the period 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 Kirkcaldy Area 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 seven 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

- 2.1 The following table provides the volume of complaints and the responsiveness to target timescales for the Kirkcaldy Committee.

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	393	332	84% (85% 22-23)
Stage 1 (5 days)	339	285	84% (85% 22-23)
Stage 2 (20 days)	54	47	87% (85% 22-23)

- 2.2 392 complaints were received relating to the Kirkcaldy Committee area in 2023-24 of which 393 were closed (the remainder was a carryover from the previous year). Complaints are categorised in the system upon closure. We aim to deal with stage 1 complaints immediately if we can but at least within five 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.
- 2.3 Complaints may be treated at either stage of the procedure where a general rule of thumb would be an immediate start at stage 2 for cases that are complex or serious in nature. Occasionally a stage 2 starting point will be due to efficiency in that we

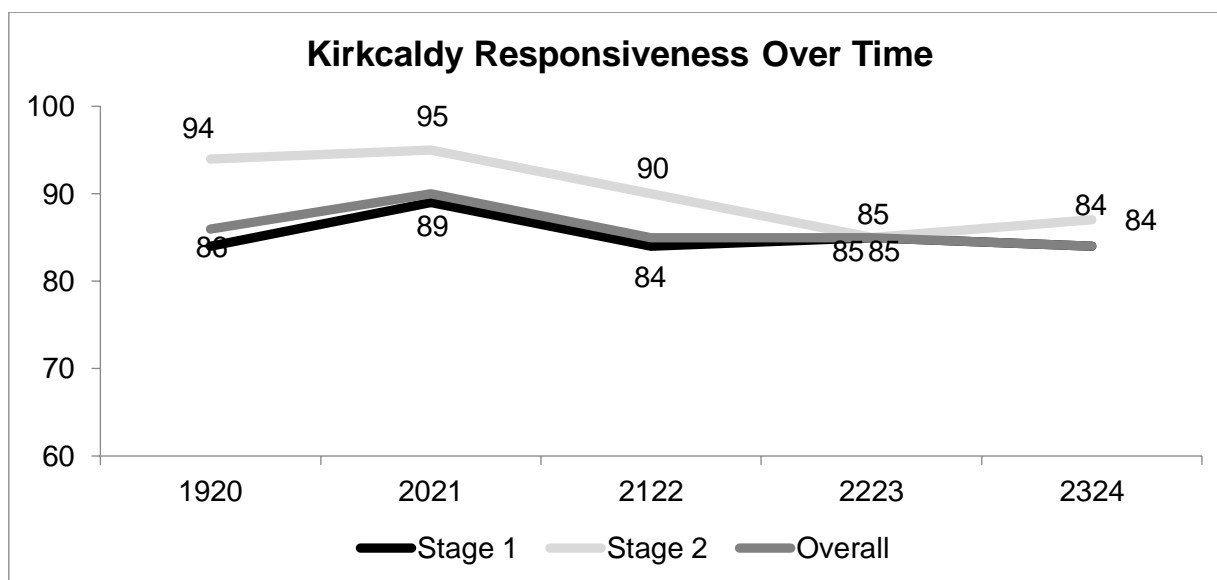
will know from experience what will likely conclude with the Scottish Public Services Ombudsman (SPSO) and its therefore pragmatic to avoid the progression from stage 1 to stage 2 and wasting a resource addressing at stage 1. The definition used for a complaint makes any complaint suitable for either stage (see Background Papers and the Complaint Procedure for definition). The SPSO is the final stage of the complaint procedure with their decision as final.

2.4 Responsiveness has generally declined when compared against last year to stage 2 cases and overall, in target timescales. The average time to close all complaints was 5.4 working days which is longer than last year's 5 working days yet better than the council average of 6.5 working days.

2.5 The following table provides the volume of complaints and responsiveness to target timescales for Fife Council overall for comparison purposes.

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)

2.6 The trend shows declining stage 2 complaints completed in target timescales.



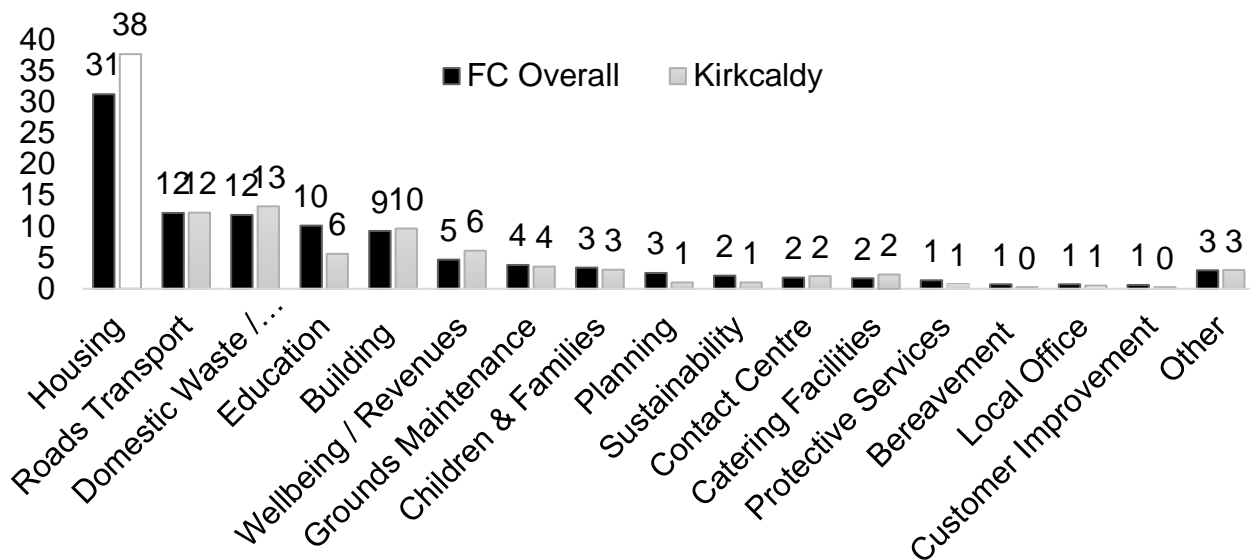
2.7 The contact channel used for complaints can be seen in the following graph. There has been a decrease in the use of the web this year (73% in 22-23) generally replaced by an increase in complaints by email and contact centre calls.

Receipt Channel	Kirkcaldy	FC Overall
Web	65%	65%
Email	10%	16%

Contact Centre	13%	8%
F2F	7%	4%
Tel	4%	4%
Letter / Form	1%	3%

2.8 The following graph provides the proportionality of complaints arising per Service (includes all complaints made, regardless of whether the decision by the investigator was upheld or not upheld) when compared with Fife Council as a whole.

% Service Complaints Comparison



2.9 Differences of note include that there are proportionally more complaints for Housing Services (expected that this is likely due to the proportionality of council houses in the Committee area). The largest category concerned poor communications including lack of notice, consultation & engagement (see 2.13 for an example). Another difference of note is that Education complaints were proportionally lower for this Committee area.

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

Service	Vol St 1	% Stage 1	Vol St 2	% Stage 2	Vol	% All In Time
Protective	0	100%	3	33%	3	33%
Children Family	8	63%	4	50%	12	58%
Housing	130	72%	18	100%	148	75%

Service	Vol St 1	% Stage 1	Vol St 2	% Stage 2	Vol	% All In Time
Sustainability	3	100%	1	0%	4	75%
Grounds	13	85%	1	0%	14	79%
Education	14	79%	8	88%	22	82%
Building	38	87%	0	100%	38	87%
Roads	41	95%	7	100%	48	96%
Domestic Waste	51	96%	1	100%	52	96%
Audit & Risk	1	100%	1	100%	2	100%
Bereavement	1	100%	0	100%	1	100%
Catering	9	100%	0	100%	9	100%
CLD	1	100%	0	100%	1	100%
Contact Centre	7	100%	1	100%	8	100%
Customer Service	1	100%	0	100%	1	100%
Wellbeing Revenue	18	100%	6	100%	24	100%
Local Office	2	100%	0	100%	2	100%
Planning	1	100%	3	100%	4	100%
Grand Total	339	84%	54	87%	393	84%

2.11 Please note that from the 61 cases that ran over the target timescales, 40 of those cases had extensions agreed with customers (66%). This means that 95% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).

2.12 Taking account of the valid extension greatly improves the tabled results e.g. Protective Services, adjusting for the extension, would then have 100% of complaints in agreed timescale, Children & Families with 83% and Housing would have 92%.

2.13 Table showing the “root cause” category of main complaints received to the top x8 Services (by volume) and compared with previous year (ordered alphabetically).

Service	Complaint Category	2022-23	2023-24
Building Services	Card left when tenant in property	0	2
	Council vehicle - driving behaviour/standards	2	2
	Council vehicle - parking	1	0
	Escalated to stage 2 based on timescale	1	0
	Failure to attend at time advised / agreed	11	3
	Failure to fix first time	14	5
	Failure to meet timescales for job	3	0
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	0	2
	Health & safety / dangerous occurrence	1	2
	Inappropriate staff attitude / behaviour	8	5
	Inconsiderate / inappropriate use of council vehicle	2	0
	Noise levels from work activities	1	2
	Poor communications - internal breakdown Building Services	1	0
	Poor communications - poor regarding work being/to be undertaken	21	7
Standard of workmanship - damage	4	2	

Service	Complaint Category	2022-23	2023-24
	Standard of workmanship - mess	2	1
	Standard of workmanship - tenant unhappy with work	11	5
	Unsatisfactory response to previous complaint / request for service / enquiry / request / reported fault	1	0
Building Services Total		84	38
Domestic Waste and Street Cleansing	Anything that doesn't fit within other categories.	0	1
	Bin not returned properly / bin is missing	2	2
	Bulky not collected / only part collected	8	4
	Collection has left spilt waste in street / at property	1	0
	Damage to vehicles / property during bin collection	2	1
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	3	0
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning, routes, methods etc)	0	3
	Dissatisfaction with policy / organisational arrangements including charging policy	3	1
	Dissatisfaction with standard of street cleanliness	1	2
	Dissatisfaction with Take Out & Return TOR service	11	6
	Failure to collect / empty bin	8	24

Service	Complaint Category	2022-23	2023-24
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	2
	Inappropriate staff attitude / behaviour	1	3
	Inconsiderate / inappropriate use of council vehicle	1	2
	Poor communications including lack of notice, consultation & engagement	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0
Domestic Waste and Street Cleansing Total		47	52
Children & Families	Dissatisfaction with assessment outcome - Child or Young Person	1	3
	Dissatisfaction with assessment outcome - Parent/Carer	1	1
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1
	Inappropriate staff attitude / behaviour	3	3
	Poor communications including lack of notice, consultation & engagement	2	4
Children & Families Total		7	12
Education	Accidents Injuries e.g., Physical education fights etc	0	3

Service	Complaint Category	2022-23	2023-24
	Anything that doesn't fit within other categories.	1	2
	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	2	0
	Dissatisfaction with policy current arrangements	1	3
	Escalated to stage 2 based on timescale	0	1
	Inappropriate parent behaviour	0	1
	Inappropriate staff attitude behaviour	3	4
	Poor communications including lack of notice consultation engagement	1	4
	Standard of care	1	0
	Standard of supervision	1	2
	Traffic management outside of Schools	0	1
Education Total		11	22
Financial Wellbeing and Revenues	Admin Error	1	4
	Disagree with Council policy	0	3
	Disagree with legislation	1	2

Service	Complaint Category	2022-23	2023-24
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2
	Inappropriate staff attitude / behaviour	0	1
	Lack of/Incorrect information	0	3
	Poor communications (including lack of notice, consultation & engagement)	0	5
	Procedures/Policy	2	1
	Time taken to process enquiry	1	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2
Financial Wellbeing and Revenues Total		5	24
Grounds Maintenance	Anything that doesn't fit within other categories.	1	2
	Damage to Private Property	1	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1
	Grass Cutting	4	2
	Inappropriate staff attitude / behaviour	3	0
	Overhanging / Damaged Trees & Shrubs	4	2
	Poor communications including lack of notice, consultation & engagement	0	2

Service	Complaint Category	2022-23	2023-24
	Quality of Park Area	2	1
	Toilet access problems	1	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	2
	Weed Killing Areas	0	1
Grounds Maintenance Total		17	14
Housing	ASB neighbour dispute	7	7
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	2
	Assessment of FHR - Dissatisfaction with information/advice given	4	3
	Assessment of FHR - Dissatisfaction with time taken	2	1
	Damp Team	0	4
	Debt management arrangements	3	0
	Delays in Start / Completion	10	4
	Dispute with Neighbours	1	5
	Disputed Recharges	1	3
	Dissatisfaction with legislative decision made	1	0
	Dissatisfaction with policy / current arrangements	4	7

Service	Complaint Category	2022-23	2023-24
	Dissatisfaction with policy / current arrangements including allocations criteria	3	1
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	2	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	12	10
	Dog Issues	0	1
	Drugs	1	0
	Escalated to stage 2 based on timescale	0	1
	Factoring	0	3
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	2	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	21	8
	Fencing	1	7
	FHR process – Dissatisfied as process not meeting applicants needs	4	1
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	4	0
	Fly Tipping	0	1
	Homeless - Offer of temporary accommodation	2	1

Service	Complaint Category	2022-23	2023-24
	Housing Technical Officer	0	4
	Inappropriate staff attitude / behaviour	4	10
	Inconsiderate / inappropriate use of council vehicle	1	0
	Internal communal areas include cleanliness, lighting etc	0	1
	Internal System issues	1	0
	Management of Communal Areas includes grass cutting, overgrown trees & bushes	3	2
	Missed from Programme	1	0
	Mutual repairs	2	2
	Noise	1	1
	Pest control issues	1	1
	Pets & Animals	2	0
	Poor communications including lack of notice, consultation & engagement	17	19
	Poor Condition / Standard of Housing	10	6
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	1	2
	Rubbish	1	3
	Sheltered Housing – use of communal lounge	0	1

Service	Complaint Category	2022-23	2023-24
	Staff behaviour	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / request / reported fault	3	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	16	23
	Waiting Times	2	1
Housing Total		151	148
Roads & Transportation	Anything that doesn't fit within other categories.	0	11
	Application process such as timescale/proofs/photographs/ Mobility Assessment	3	0
	Bus Stations. Quality, condition, layout, signage of bus stations including disabled access provision	1	0
	Commercial and Subsidised Bus Service issues lack of provision, timetable changes, driver conduct, accessibility	1	0
	Complaint about blue badge application	1	0
	Dissatisfaction of service provided	0	1
	Dissatisfaction with car parking provision / charging policy	4	7
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	1	1
	Dissatisfaction with service provision	1	0

Service	Complaint Category	2022-23	2023-24
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2
	Health & Safety / Dangerous Occurrences obstructions, spillages	0	1
	Inadequate notice of road and footpath works including road closures	1	2
	Inappropriate staff attitude / behaviour	1	2
	Insufficient number of grit bins provided	1	0
	Issues with faulty cards	1	0
	Localised flooding due to run-off from fields / land	0	1
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	1	2
	Operator Scotrail issues: Ticket issue/staff/information	0	1
	Poor communications including lack of notice, consultation & engagement	2	1
	Poor condition of footpath / cycle path	0	1
	Poor condition of road markings e.g., white lining	0	1
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	2
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	1	0

Service	Complaint Category	2022-23	2023-24
	Poor standard of footpath / cycle path repairs / maintenance work including incomplete work	0	1
	Poor standard of road repairs / maintenance work including incomplete work	3	2
	Potholes / poor condition of road surface	2	3
	Traffic concerns including traffic noise / volume / speed	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	3
	Use / provision of disabled parking including on-street and off-street disabled parking bays	4	2
Roads & Transportation Total		29	48

Complaint examples

2.14 The following table provides summarised examples of actual complaints made to the 3 largest Services by volume and these Service's most selected complaint category.

Service Area	Category	Complaint (summarised / redacted)
Housing	Poor communications including lack of notice, consultation & engagement	<p>Example: When I swapped houses the driveway was to be cleared. The previous tenant was supposed to clear it but was never organised. There is plastic, wood, slabs, metal sheets from a shed that collapsed in a storm. It looks like a dumping ground; my door has been egged as it looks like a derelict house. All garden ornaments have been stolen.</p> <p>HMO was supposed to do a follow-up visit within 4 weeks, but she got in touch to say she could not make it. I sent HMO a message explaining the situation and HMO has not been in touch since. I keep calling up and getting apologies from agents, but nothing ever gets done.</p> <p>Also, I am classed as disabled, and I am having to go out on to the main road to pick up metal sheets to avoid people getting hurt or cars damaged.</p> <p>I cannot use the driveway, The reason I swapped was for the driveway and to make it easier for me to use the car.</p> <p>Outcome: Complaint upheld, and apology offered.</p> <p>Follow-up visit was missed due to sickness absence and not picked up by colleagues. Employee reminded to add all appointments into Outlook diary and diary shared over immediate colleagues for business continuity in the event of absence.</p>
Domestic Waste and Street Cleansing	Failure to collect / empty bin	<p>Example: My bin was not emptied on <i>date</i> I reported this after 9pm on the day and have contacted the council 4 or 5 times since then about this getting emptied after waiting the timescale on the website (which should be a timescale if this cannot be fulfilled) I have been promised call backs which haven't happened as well as promised my bin would be emptied and again this has not happened either.</p> <p>Outcome: Complaint upheld, and apology offered.</p> <p>Customer's bins ultimately serviced, address on close monitor and contact details provided for a direct Service contact in the event of further issue.</p>

Service Area	Category	Complaint (summarised / redacted)
Roads & Transportation	Anything that doesn't fit within other categories.	<p>Example: We applied 10 weeks ago to be assessed for a disabled parking bay. My daughter lives at this address with me and parking is a huge issue, especially due to a neighbour's insensitive use of 'space blocking' with 3 vehicles.</p> <p>My daughter has a blue badge and we applied in January. The process it said would take up to 8 weeks. We called the contact centre today for the 3rd time to ask how things were progressing.</p> <p>Contact centre said all they can do is e mail again for the 3rd time.</p> <p>Not sure this is ideal as the situation here is dependent on this parking facility. Otherwise, I have to open up the front garden area which I can ill afford. The downstairs neighbour also challenged me regarding this which was daunting.</p> <p>Please can you advise where we are regarding this.</p> <p>Outcome: Complaint upheld, and apology offered.</p> <p>Service provided where the bay was agreed and marked out and a telephone call provided to cover the complaint. A lack of available resources and a list of similar requests had contributed to the delay.</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.
- 3.3 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 Statistics relating to complaint handling are not submitted to the Local Government Benchmarking Framework. Instead, local authorities benchmark with agreed complaint indicators through a group known as the Local Authority Complaint Handlers Network. Generally, Fife Council compares favourably with other authorities and within their socio-economic family group.

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

Kirkcaldy	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	36%	15%	18%	32%
Stage 1	33%	13%	20%	34%
Stage 2	50%	28%	4%	19%

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.

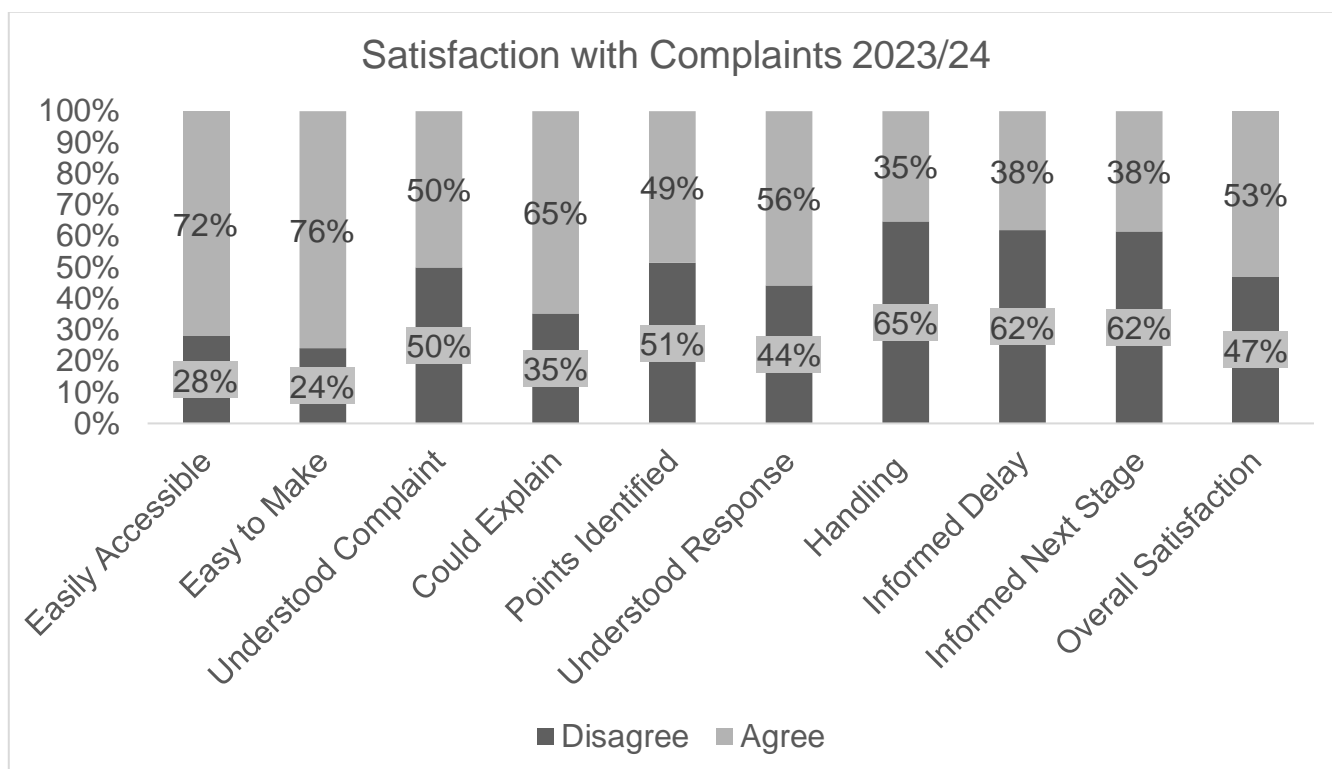
- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and 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 it does however have the added benefit over the previous 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 88 replies from complainants claiming residency in the Kirkcaldy Committee area. Comments included:

- Was dealt with efficiently and explained why it has arisen.
- Don't think the council care about its tenants at all.
- Was dealt with efficiently and explained why it has arisen.
- All had to be done online, couldn't speak to anyone. Through no fault of our own we had a lot of wasted time trying to resolve our matter.
- No one followed up regarding the complaint, finally spoke with housing officer who said nothing can be done.
- Complaint was upheld and dealt with.
- Problem has still not been resolved.
- It is very hard to have communication - updates are sparse and requests to get in touch don't materialise.

Overall satisfaction was 53% and below last year's figure of 55%. The result is however better than the Council average of 50%. Satisfaction with each question is as shown on the following graph.



- 4.6 It would appear from the graph that improvement is required in the overall handling of complaints where complaint handlers carefully respond on all issues raised in the complaint and are clear to point out the need for any delay and revised arrangements. Stage 1 complaint handlers would also benefit from including a statement that refers to stage 2 when completing a stage 1 case.

5.0 Scottish Public Services Ombudsman Cases

- 5.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 5.2 In 2023-24 there were 6 cases for the Kirkcaldy Committee 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 / Chief Executive	Disagreement with the content of a letter	Not taken forward for investigation
Housing	Poor condition of housing	Not taken forward for investigation
Roads & Transportation	Parking ticket reimbursement	Not taken forward for investigation
Education	Parental consent	Not taken forward for investigation
Building Services	Bathroom replacement	Not taken forward for investigation
Housing	Replacing a garden shed	Not taken forward for investigation

6.0 Other Customer Issues

- 6.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 6.2 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	1471	1531	923	1268	Actual complaints around missed

					bins will overlap with service requests.
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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 20 compliments received from customers in the Kirkcaldy Committee area, the Service areas complimented and some typical (redacted) examples of the type of compliments received.

Service	Vol	Example
Area Services	1	Phoned to pass on her gratitude to the janitor Aidan McGuire who went above and beyond on Saturday when she was having difficulties with keys.
Building Services	10	Customer got new heating installed today and would like to express that the team sent to do the work were very good, tidy and mindful of her property and she is very pleased with the job they did. Tenant wanted to praise and thank the Plumber and joiner who attended his property yesterday as delighted with the work that they had carried out.
Domestic Waste	5	I had a special uplift booked for today and I wanted to thank the bin crew for their service. I had put out a little more wood than I had booked in, and they lifted it all. I am very grateful and would like to pass on my thanks.
Local Office	2	Debbie got our Blue Badge sorted efficiently and smoothly, a true professional council worker. We really are grateful.
Roads & Transportation	1	Transportation has dealt with my request quick and efficiently.
Sustainability	1	A big thank you to Gary and the team at Kirkcaldy Recycling Centre Denburn Road for looking after us on Monday morning when our car locked us out with the keys in the car. They were very kind and helpful taking care of us while we waited for the AA to arrive.

8.0 Conclusions

8.1 Responsiveness (complaints in target timescales) remains like last year however there was a drop in target responsiveness to stage 1 and overall complaints. The results for the Kirkcaldy Committee area are however generally better than the Council average. The

average working days for complaints is longer than last year yet remains better than the Council average. These figures remain important as we consider responsiveness a key driver of customer satisfaction.

- 8.2 The issues customers complained about within the Kirkcaldy area are broadly like those made across Fife as a whole, however, there were proportionally more complaints concerning Housing (as per previous years) where the largest category for Housing complaints was poor communications including lack of notice, consultation & engagement. There were also proportionally lower complaints concerning Education when compared with the Council overall.

List of Appendices

None

Background Papers

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

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22 October 2024

Agenda Item No.7

School Exclusion Zone (School Street) Trial – St Marie’s RC Primary School, Kirkcaldy

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

Wards Affected: Ward No. 12 - Kirkcaldy East

Purpose

The purpose of this report is to advise the Kirkcaldy Area Committee on the results of the School Exclusion Zone (SEZ) Trial Project for the pilot site at St Marie’s RC Primary School, Kirkcaldy.

Recommendation(s)

Committee is asked to note the contents of the report and the Appendix.

Resource Implications

A further Temporary Traffic Regulation Order (TTRO) has been arranged to determine if extra efforts to improve compliance are effective. The cost to formally introduce this TTRO will be approximately £3,500 which covers Roads & Transportation Services’ and Legal Services’ staff costs, advertising, and installation. This will be met from approved Service budgets.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

An EqIA and summary form have been completed – the summary form is attached to the report.

Consultation

The local Ward Councillors, Police Scotland, and St Marie’s RC Primary School were advised prior to the introduction of the Experimental Traffic Regulation Order (ETRO).

Formal consultation required by the Road Traffic Regulation Act 1984 for the ETRO process was undertaken through the posting of legal notices in a local newspaper and on the affected length of roads. Details of the ETRO were made available on www.fife.gov.uk.

No formal objections were received during the statutory consultation period.

Consultation was undertaken through surveys with parents and guardians of children attending the school, and residents in the vicinity of the School Exclusion Zone (SEZ) before, 3 months after implementation, and one year after implementation.

1.0 Background

- 1.1 A report was considered at the Policy and Co-ordination (P&C) Committee on 4th November 2021 [Minute 2021.PC.99 Item 331 refers] where the Committee agreed to three trial School Exclusion Zones (also referred to as “School Streets”).
- 1.2 A School Exclusion Zone (SEZ) prevents non-residential traffic from using the road network outside a school entrance and selected surrounding streets, at set periods of the school day, typically during start and finish times.
- 1.3 A report was considered by the Kirkcaldy Area Committee on 20th September 2022 [Minute 2022.KAC.3 Item 11 refers] where the Committee agreed to introduce a trial SEZ at St Marie’s RC Primary School, Kirkcaldy.
- 1.4 An ETRO was implemented at MacIndoe Crescent, Kirkcaldy on 28th November 2022 for a period of 18 months and concluded on 28th May 2024.

2.0 Issues and Options

- 2.1 The School Exclusion Zones (School Streets) Trial Project Report (Appendix 1), outlines the scope and outcomes of the trial, and details the performance indicators for the project relative to:
 - any increase in active travel to and from school
 - any improved perception of road safety in the restricted street
 - the level of compliance with restrictions
 - the impact from displaced vehicles on surrounding streets
- 2.2 A summary of key points relating to the SEZ at St Maire’s RC Primary School are outlined below with comprehensive information provided in the Trial Project Report (Appendix 1).

Influence on Active Travel

- 2.3 Based on data from the Hands Up Survey undertaken annually by Sustrans there has been a slight reduction in children traveling in the active travel categories of walking, cycling, and scooting.
- 2.4 Consultations were carried out prior to the restrictions, 3 months after, and one year after implementation. Although 50% of respondents felt the SEZ would encourage active travel prior to launch, this reduced to 40% at one year of implementation.
- 2.5 No modal change to active travel is evidenced, with many parents choosing to take their children to school by car.

Perception of road safety

- 2.6 Prior to implementation, 67% of consultation respondents felt the SEZ would make the area outside the school gates safer. This reduced to 50% at one year of implementation.
- 2.7 There are mixed views from the community on improvement to perception of road safety outside the school gates with increased concern raised for other areas in the vicinity.

There is no clear indication from the community that the SEZ significantly improved their perception of road safety.

Level of compliance

- 2.8 Traffic survey data was collected to provide traffic volume data before, 3 months after, and 14 months after implementation. This data shows initial reductions in traffic volume in the restricted street.
- 2.9 Comparing traffic volume from before with 14 months after implementation the AM drop off traffic volume has significantly reduced by 63% in the restricted street, and the PM pick up traffic also saw a positive reduction of 22%.
- 2.10 Graphs showing the traffic volume trends for the AM drop off and PM pick up are shown below in Figures 1 and 2 respectively.

Figure 1: Traffic Volume – AM drop off time

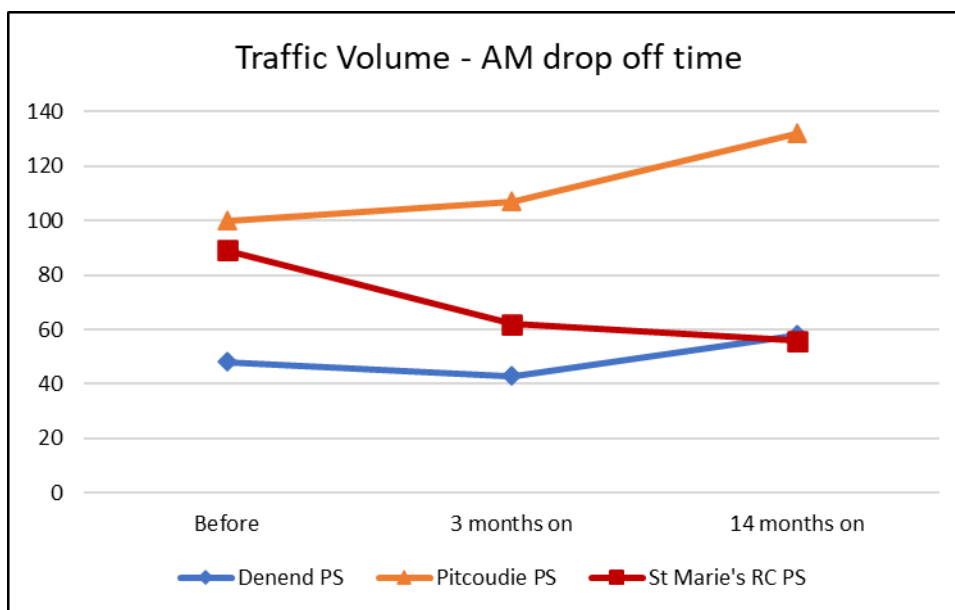
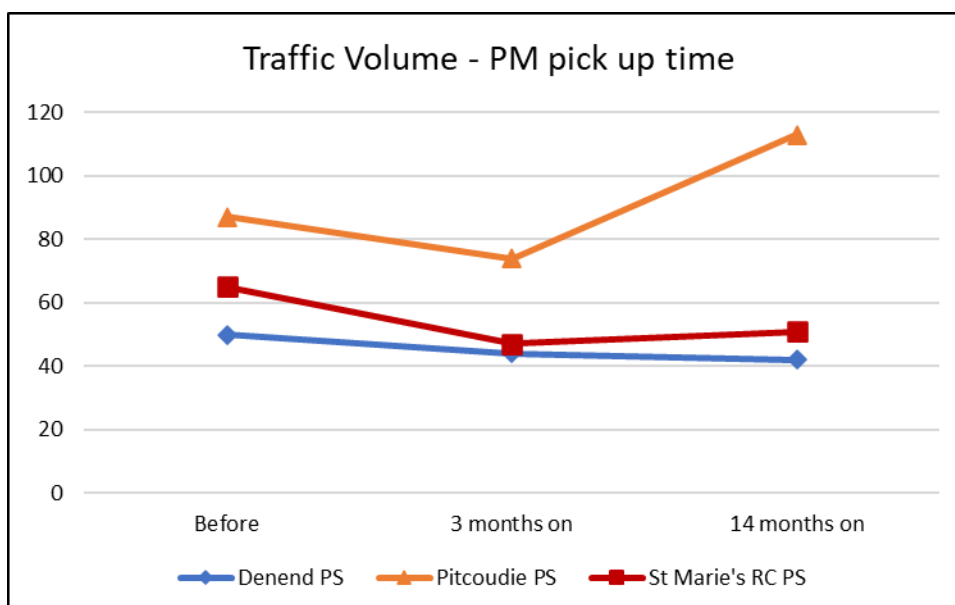


Figure 2: Traffic Volume – PM pick up time



- 2.11 The consultation on perception of compliance indicates that respondents felt there was low compliance with 62% stating there was low or very low compliance after one year of implementation.
- 2.12 As there is currently no staff resource to marshall the site, success is dependent on Police enforcement and self-regulation. As little enforcement has been carried out by the Police, some drivers choose to ignore the restrictions with impunity, resulting in compliance levels continuing to reduce over time.

Impact of displaced vehicles on surrounding streets

- 2.13 From visual monitoring of the surrounding streets there appears to be minimal displacement of vehicles, which is perhaps partly explained by the levels of traffic volumes being similar throughout the period.
- 2.14 There were some drivers choosing to park on the MacIndoe Crescent / Beatty Crescent junction and a separate Traffic Regulation Order was promoted to mitigate this as agreed by the Kirkcaldy Area Committee on 6th June 2023 [Minute 2023.KAC.21 Item 52 refers].

Public opinion

- 2.15 The consultation asked respondents if they would like to see the trial site made permanent and if they would like to see similar restrictions used at other schools in Fife. The following table provides a breakdown; however, it should be noted that the number of responses received was very low. Given the low response numbers it is inconclusive that the views reflect a consensus.

Table 1 – Survey response after one year

St Marie's RC Primary	Responses	In favour of making trial site permanent	Percentage	In favour of using SEZs at other schools in Fife	Percentage
Total	42	30	71%	31	74%
SEZ Residents	14	14	100%	12	86%
Nearby area Residents	11	5	45%	7	64%
Parents*	23	15	65%	16	70%

*Note – parents may also be counted as a resident of SEZ or nearby area.

- 2.16 It is unclear to what extent the aftereffects of the Covid period and changes to working patterns for some parents and carers has had on the results from the trial and survey results.
- 2.17 A workshop meeting took place on 7th May 2024 with Ward Councillors, the School, and Roads & Transportation Services to discuss the restrictions with a consensus that there were some positives from the trial and wished for more data to determine whether the restrictions could be more successful in achieving its objectives.
- 2.18 The workshop agreed that a further temporary SEZ should be implemented to allow there to be concentrated efforts to improve compliance with the restrictions. The school have agreed to provide more frequent marshall support at the entrance to the restriction. The

Ward Councillors have confirmed the Police will offer more enforcement support and will tie this in with increased efforts from the Fife Council Communications Team.

- 2.19 A Temporary Traffic Regulation Order (TTRO) is being arranged to begin in October 2024 for a maximum of 18 months. A future workshop will be held to determine if the concentrated efforts have improved compliance and if successful, could these efforts be sustained in perpetuity. If a permanent restriction is considered appropriate, then this would be presented to the Kirkcaldy Area Committee.

3.0 Conclusions

- 3.1 It is considered that there have been some positives from implementation of the SEZ. A further temporary restriction will be introduced to gather more data to determine if it will be appropriate to provide a permanent restriction.
- 3.2 At this site, concentrated efforts of increased enforcement support from the Police, school staff presence, and communications with parents will determine if compliance can be improved and if this can be sustained. These efforts will be made during a further temporary period to determine if a permanent restriction will likely be successful.
- 3.3 School Exclusion Zones can be introduced, but these should be carefully considered on a case-by-case basis and approved by the respective Area Committee. Any new SEZ site should be thoroughly consulted upon and implemented through an ETRO process.
- 3.4 It should be clear that a permanent SEZ at this school or at other schools will have limited success based on lack of Police enforcement, and lack of school or community resources to marshal the site.

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1. School Exclusion Zones (School Streets) Trial Project Report

Background Papers

- EqlA 2023 ETROs – (SEZ)

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Roads & Transportation Services

School Exclusion Zones (School Streets) Trial Project Report

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November 2023
Revision G (Aug 2024)

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1 - Introduction

- 1.1 School Exclusion Zones (SEZ) have been introduced in other areas in the United Kingdom and Fife Council were keen to try these in Fife. A School Exclusion Zone (also known as a School Street) is to prevent non-residential traffic from using the road network outside a school entrance gate, and / or in surrounding streets, at set periods of the school day – typically during start and finish times.
- 1.2 Fife Council introduced 3 trial School Exclusion Zones in Fife to gather local data on effectiveness and acceptance by the community. The effectiveness of the trial sites is determined by measuring: 1) any increase in active travel to and from school; 2) any improved perception of road safety in the restricted street; 3) level of compliance with the restrictions; and 4) the impact of displacement of vehicles from the Zone to other streets.
- 1.3 Three schools were chosen for the trial which began simultaneously for each site on 28th November 2022 for a period of 18 months. The schools were:
 - Denend Primary and Nursery School, Cardenden
 - Pitcoudie Primary School, Glenrothes
 - St Marie’s RC Primary School, KirkcaldyThe trial expired on 28th May 2024.
- 1.4 This report describes the trial project and how it was implemented. Traffic surveys and consultations were conducted to gather information on their effectiveness under the criteria. This report describes the practical and resource implications for introducing and managing a SEZ. This will allow the respective Area Committees to make an informed decision on if it would be beneficial to introduce a permanent SEZ.

2 - Background and School Selection

- 2.1 At a full Fife Council meeting on 10th September 2020 a motion was made concerning “School Streets”. An amendment to the motion received the majority vote and asked, “Officers from Transportation and Education Services to bring a report to Policy and Coordination in due course, which details the experiences of trials similar to School Streets for consideration.”¹
- 2.2 A report was presented to The Fife Council Policy and Co-ordination Committee (P&C) on 4th November 2021 that outlined experiences of other Local Authorities where School Exclusion Zones had been implemented, presented criteria for street selection, and obtained approval to introduce three trial sites for this initiative. Following the local elections in 2022, reorganization of the various Council Committees resulted in the P&C Committee being replaced by the Cabinet Committee.
- 2.3 Denend Primary and Nursery School, Cardenden was specifically chosen at the P&C Committee, as the Parent Council for that school had recently submitted a petition for the street to be closed to traffic during school drop off / pick up times. The school is accessed from a short cul-de-sac with limited turning space and has a small car park intended for Council Housing tenants only.
- 2.4 Pitcoudie Primary School, Glenrothes was selected in line with the selection criteria and in addition this school had attempted to stop traffic entering the street on their own initiative in the past. The school is also accessed from a cul-de-sac with several residential properties. This site has several neighbouring streets and a Park & Stride site a short walk away at Cadham shops.
- 2.5 St Marie’s RC Primary School, Kirkcaldy was selected in line with the criteria. It was important to include a Roman Catholic School in the trial due to the expanded catchment area for this type of school. At a site meeting with the school, Police Scotland, and a Councillor, various unsafe driving manoeuvres were observed and an exclusion zone for this school could address some of these specific safety concerns. This school is also accessed from a cul-de-sac and has a good remote access footpath that leads to the rear of the school. The Park & Stride site is located at a community centre on the opposite side of a busy road which has a part-time 20 mph and a TOUCAN crossing.
- 2.6 All three sites had strong support for the trial from the schools, are accessed from a cul-de-sac, and have Park & Stride options.

¹ The Fife Council meeting 10/09/2020 minute 2020.FC.219 Item 191

3 - Traffic Signs

- 3.1 Following the P&C Committee in November 2021 work began on the school selection and design for the entry sign. At this point there was no provision in the Traffic Signs Regulations and General Directions 2016 (TSRGD) for the entry sign that would be required. An application was submitted to Transport Scotland for special authorisation for the entry sign which was approved.
- 3.2 In the spring of 2022, Scottish Parliament approved legislation amending the TSRGD to allow several additional signs to be permitted in Scotland. This legislation, The Traffic Signs Amendment (Scotland) Regulations and General Directions 2022 came into force on 23rd May 2022.² This Amendment included a sign for use at School Exclusion Zones and was very similar to the approved entry sign Fife Council designed for special authorisation. The initial design was discarded in favour of the sign shown in the Amendment legislation.
- 3.3 SWARCO were selected to manufacture and supply the signs through the procurement process.
- 3.4 Within the first few days of operation, it was discovered the lights on the entry sign were difficult to see from any angle other than straight on. Given that all three sites are culs-de-sac accessed from right angle junctions this was a significant issue that required attention. To address this SWARCO were contacted to increase the brightness of the lights to the maximum setting. Any future signs will require larger LED clusters and specification for increased angle of view.
- 3.5 Even with the brightness set to maximum the entry signs were still difficult to see from a right angle. Twin amber LED flashers were procured and retrofitted underneath the signs. These are to provide an increased visual indication that the signs are operational and are viewable from a wider angle. These additional LED flashers only worked for one school term due to a programming fault within the factory. As these LED flashers are of a different make to the main entry signs there have been significant issues with reprogramming the flashers which was not rectified until after the summer holidays of 2023.
- 3.6 The LED flashers have had repeated problems, and the manufacturer has not permitted any programming software to be passed to ourselves or our maintenance contractor SWARCO. Therefore, faults and reprogramming must be addressed by the manufacturer. This is not practical nor suitable as issues cannot be resolved within an acceptable timeframe. Should the SEZ trial sites be made permanent, new entry signs should be considered providing a clearer field of view and suitability for ongoing maintenance. This would negate any need for additional LED flasher units.

² <https://www.legislation.gov.uk/ssi/2022/111/contents/made>

4 - Permits

- 4.1 It was intended to introduce the SEZs without a permit system, however following communications with the schools and residents it soon became apparent that a permit system was required to allow an element of control and to assist the Police with enforcement.
- 4.2 In Fife there is a permit system for residents parking schemes, and these are on an electronic system that Fife Council Parking Attendants access via their handheld devices for enforcement. However, as contravention of the SEZ restriction is a moving traffic offence, enforcement solely lies with Police Scotland who would not have access to our electronic permit system. Therefore, a paper permit system was required.
- 4.3 Fife Council designed the permits in-house in the style and size of an old tax disc with a holographic border to reduce possibility of counterfeit versions. These permits name the school, include the vehicle registration, and expiry date.
- 4.4 Those who qualified for a permit included residents at qualifying addresses within the SEZ, school staff, and school contract taxis. Blue badge holders are exempt from the restriction and do not require a permit.
- 4.5 Others with extenuating circumstances could also apply and this was up to the School Management Team's discretion. Several permits were issued by the schools for parents of children with additional support needs that do not have blue badges. In most cases these have been provided for children with autism.
- 4.6 There is no provision for visitor permits which caused inconvenience for individuals wishing to visit and care for infirm or elderly residents during the exclusion times. Individuals with temporary circumstances did not qualify for a permit such as pregnant mothers and those with temporary illnesses.
- 4.7 Taxi companies who have a school contract to assist a specific child often have several vehicles in their fleet, with these companies uncertain as to which vehicle will be used throughout the year. Unfortunately, this means the taxi companies apply for many permits and it is difficult to prevent them misusing permits to take a regular fare directly to the school gates.
- 4.8 Permits had to be facilitated by Fife Council's Traffic Management team and by each school which increased pressure on these staffing resources.
- 4.9 If the SEZs are made permanent or made available to other schools, there would be an ongoing resource implication. This would include a staffing resource including overheads to facilitate and provide permits. For the trial SEZs, each paper permit cost £1.64 plus other costs with issuing the permit (envelopes, postage etc). If SEZs are made available for other schools, it would be recommended to invest in an electronic system that can be used by Police Scotland and Fife Council as administrators. Any such software would have a financial implication.
- 4.10 Permits were issued free of charge, and this matches other local authorities in Scotland. Therefore, provision of SEZs will have an ongoing resource implication.

5 - Legal Order

- 5.1 There were some delays with production of the Experimental Traffic Regulation Order (ETRO) due to reduced staff levels, local elections, and priorities with preparation of other time sensitive Traffic Regulation Orders. SEZs require several exemptions that need to be defined in the legal order and required careful review by the legal team to ensure the ETRO was competent. The ETRO procedure allowed for an objection period of 6 months and no formal objections were received.
- 5.2 Any new SEZ sites would require approval from the respective Area Committee and should be thoroughly consulted upon and implemented through an Experimental Traffic Regulation Order process.
- 5.3 On review of the experimental SEZ, each respective Area Committee would decide on whether it would be of benefit to retain the restrictions and introduce a permanent Traffic Regulation Order.

6 - Information gathering

- 6.1 As School Exclusion Zones are new to Fife, consultation was carried out prior to each site's launch. This consultation served two purposes: 1) to provide information on what a SEZ is and the objectives, and 2) to gather views and opinions from the community on whether a SEZ would be effective.
- 6.2 A letter was sent to all the properties within each School Exclusion Zone boundary and to other properties in the nearby vicinity. A letter was also issued via the schools to all the parents and guardians of children attending each school. These letters invited individuals to fill in an online consultation form that was multiple choice and offered a section to provide written comments. In addition, individual webpages were provided for each SEZ including FAQs and a location plan on www.fife.gov.uk.
- 6.3 Other traffic surveys were arranged prior and after implementation and these were: traffic collision data, speed / volume traffic count, air quality survey, and the hands-up survey that is annually taken by Sustrans. Analysis of traffic data is provided in [7 - Traffic Survey Data](#).
- 6.4 Residents and parents were invited to share their views approximately 3 months after implementation and again approximately 1 year after implementation. Analysis of the consultations is provided in [8 – Consultation and public view](#).
- 6.5 It should be noted that the level of response to the consultations was low.

7 - Traffic Survey Data

Traffic Collision Data

- 7.1 Comparison of traffic collision data has been gathered, with zero reported injury collisions before and during the trial period to date. This information is based on collisions reported and logged by Police Scotland. Collisions that are damage only to vehicles or other property are often not reported to the Police and not recorded. There can be no clear indicator of road safety improvement from these statistics.
- 7.2 There are anecdotal accounts that one pedestrian collision occurred at Denend Primary where a parent was hit by a vehicle within the SEZ. However anecdotal information is unverified, does not provide complete information, and difficult to use for analysis.

Speed / Volume Data

- 7.3 Survey data was collected using a radar unit that recorded both directions of traffic with results from 5 weekdays over 24-hour periods. Below details a summary for each site.

Denend Primary and Nursery School

Before vs 3 months on

10% and 12% reduction in traffic volume in the AM drop off and PM pick up times respectively. No change in traffic speed.

Before vs 14 months on

AM drop off traffic increased by 21%, however PM pick up traffic reduced by 16%. Traffic speed decreased by 1 mph.

Pitcoudie Primary School

Before vs 3 months on

7% increase in AM drop off traffic volume. 15% decrease in PM pick up traffic volume. Traffic speed increased by 1 mph.

Before vs 14 months on

32% and 30% increase traffic volume in the AM drop off and PM pick up times respectively. No change in traffic speed.

St Marie's RC Primary School

Before vs 3 months on

30% and 28% reduction in traffic volume in the AM drop off and PM pick up times respectively. No change in traffic speed.

It should be noted the survey equipment location was placed further into the street and would not detect traffic only travelling part way into the street and turning in the road.

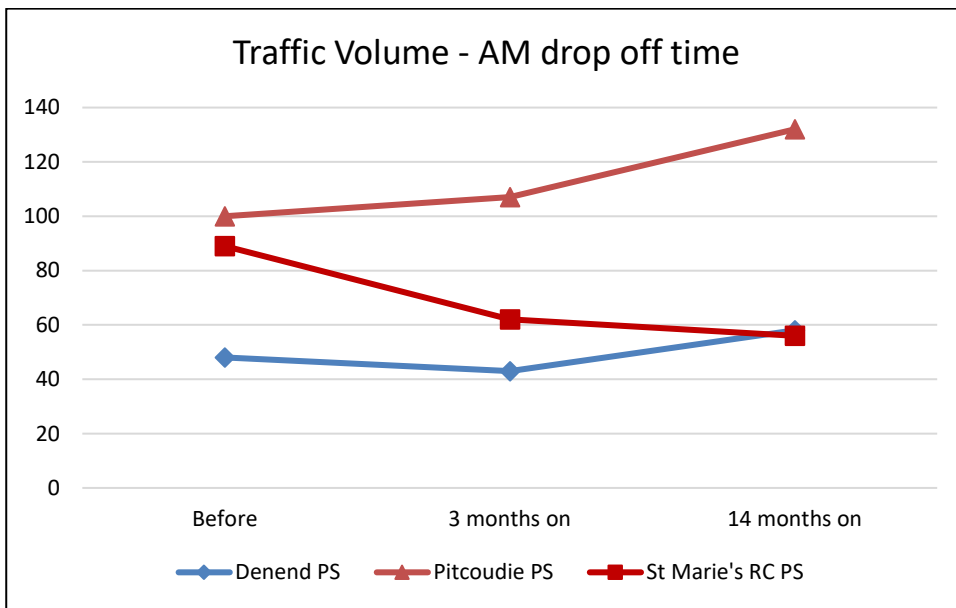
Before vs. 14 months on

63% and 22% reduction in traffic volume in the AM drop off and PM pick up times respectively. Traffic speed increased by 1 mph.

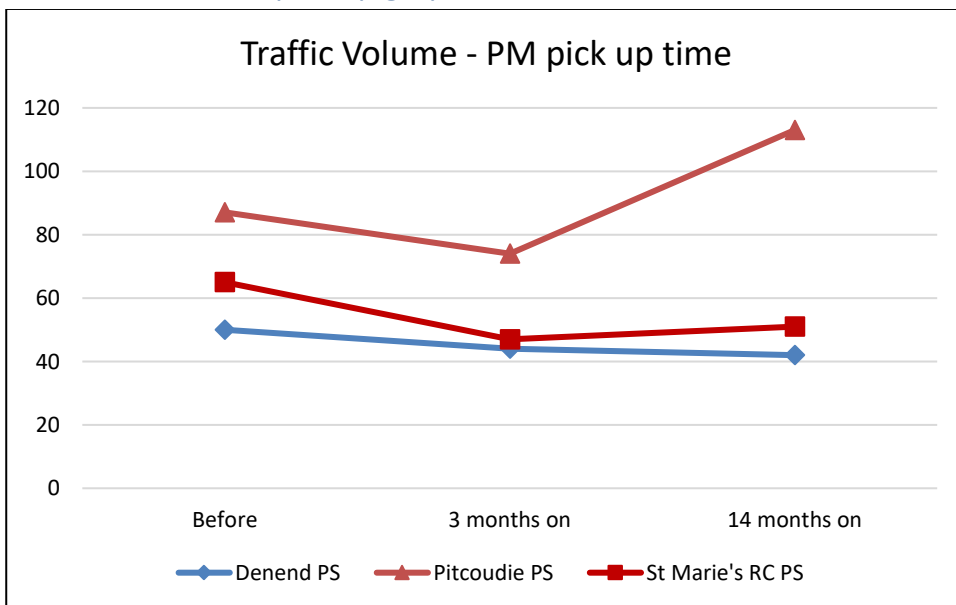
It should be noted the survey equipment location was placed further into the street and would not detect traffic only travelling part way into the street and turning in the road.

- 7.4 Traffic volume data indicates that in the initial 3 months volume has reduced at all three sites which would indicate some compliance with the restrictions. Repeat surveys 14 months following implementation provide mixed results. Denend PS has seen an increase in AM traffic, but a reduction in PM traffic. Pitcoudie Primary School has seen a significant increase in traffic volume since before the restrictions. St Marie's RC Primary School has seen a decrease in traffic volume since before the restrictions.
- 7.5 Based on resources available for the trial project it was decided that monitoring on adjacent and nearby streets would not be carried out.
- 7.6 The following graphs show the traffic volume from before implementation, 3 months and 14 months following the restriction.

Traffic Volume AM drop off graph



Traffic Volume PM pick up graph



Air Quality Data

7.7 Air quality data was collected for a period of 5 days before implementation and 5 days during the trial period. Air quality in these areas is very good with very low carbon monoxide levels.³ The following table shows data from before implementation of the SEZ and data recorded 3 months into the SEZ trial. Results provided are taken from weekdays only.

Table 1 – Air Quality Data

Denend PS	Before	During
	21/06/22 - 27/06/22	20/02/23 - 24/02/23
Max 8 hour running mean	0.25 ppm*	1.08 ppm
AM drop off	0.05 ppm	1.05 ppm
PM pick up	0.2 ppm	1.1 ppm

Pitcoudie PS	Before	During
	01/10/22 - 07/10/22	20/02/23 - 24/02/23
Max 8 hour running mean	0.11 ppm	0.08 ppm
AM drop off	0.15 ppm	0 ppm
PM pick up	0.1 ppm	0.05 ppm

St Marie's RC PS	Before	During
	01/10/22 - 07/10/22	20/02/23 - 24/02/23
Max 8 hour running mean	0.06 ppm	0.5 ppm
AM drop off	0.05 ppm	0.5 ppm
PM pick up	0.1 ppm	0.5 ppm

*Parts per million

Hands-Up Survey Data

7.8 The Hands-Up annual survey organised by Sustrans looks at how pupils across Scotland travel to school and nursery.⁴ Percentages shown in the following summary are the percentage of the respondents using a mode of transport to get to school.

Denend Primary and Nursery School

Active travel in the categories of walking, cycling, and scooting reduced from 49% to 42%.

Park & Stride use reduced from 28% to 23%.

Driven to school increased from 15% to 16%.

Bus use increased from 9% to 19%.

³ Further information on Air Quality in Fife can be found here:

<https://www.fife.gov.uk/kb/docs/articles/environment2/environmental-health/air-quality>

⁴ <https://www.sustrans.org.uk/our-blog/projects/uk-wide/scotland/hands-up-scotland-survey>

Pitcoudie Primary School

Active travel in the categories of walking, cycling, and scooting reduced from 72% to 65%.

Park & Stride use remained the same.

Driven to school increased from 6% to 11%.

Bus use increased from 3% to 6%.

St Marie's RC Primary School

Active travel in the categories of walking, cycling, and scooting reduced from 28% to 24%.

Park & Stride use increased from 35% to 38%.

Driven to school decreased from 4% to 3%.

Bus use remained the same.

All three sites saw a reduction in active travel under the walking, cycling, and scooting categories.

8 – Consultation and public view

- 8.1 Prior to each site launch, parents and residents were invited to take part in an online consultation. This consultation gave an indication of the community views on the proposal and whether individuals felt it would be successful.
- 8.2 Generally consultation respondents felt the SEZ would improve safety outside the school, however there was uncertainty over how drivers would obey the restrictions and the effect on active travel.
- 8.3 While some feel that safety outside the school gates has improved, many express concerns that risk has increased at other locations.
- 8.4 Key points from the consultation feedback are highlighted below for each site. These are grouped into the objective headings of 1) perception of road safety; 2) compliance of the restrictions; and 3) influence on active travel.
- 8.5 It should be noted that the level of response from the consultations was low.

Denend Primary and Nursery School

Pre-SEZ consultation responses: 43

3-month consultation responses: 44

1 year consultation responses: 17

Perception of safety

Prior to the SEZ, 76% of consultation respondents felt that the SEZ would make the area outside the school gates safer. 3 months into the SEZ trial this reduced to 30% of consultation respondents agreeing the area outside the school gates is safer. After 1 year, only 12% of respondents felt the area outside the school gates was safer.

Compliance of restrictions

Prior to the SEZ 60% of respondents felt that motorists would not comply with the restrictions. 3 months into the SEZ trial 80% stated there was low or very low compliance. After 1 year, 94% stated there was low or very low compliance.

Influence on active travel to school

A key objective for the SEZ is to encourage more active travel to and from school. Although 51% felt that the SEZ would encourage more active travel prior to launch, 3 months in this reduced to 5%. However, after 1 year 18% of respondents felt the SEZ has encouraged more active travel.

Pitcoudie Primary School

Pre-SEZ consultation responses: 15

3-month consultation responses: 72

1 year consultation responses: 40

Perception of safety

Prior to the SEZ, 60% of consultation respondents felt that the SEZ would make the area outside the school gates safer. 3 months into the SEZ trial this reduced to 32% of consultation respondents agreeing the area outside the school gates is safer. After 1 year, only 17% of respondents felt the area outside the school gates was safer.

Compliance of restrictions

Prior to the SEZ 53% of respondents felt that motorists would not comply with the restrictions. 3 months into the SEZ trial 74% stated there was low or very low compliance. After 1 year, 92% stated there was low or very low compliance.

Influence on active travel to school

A key objective for the SEZ is to encourage more active travel to and from school. Although 33% felt that the SEZ would encourage more active travel prior to launch, 3 months in this reduced to 15%. However, after 1 year 5% of respondents felt the SEZ has encouraged more active travel.

St Maries RC Primary School

Pre-SEZ consultation responses: 12

3-month consultation responses: 52

1 year consultation responses: 42

Perception of safety

Prior to the SEZ, 67% of consultation respondents felt that the SEZ would make the area outside the school gates safer. 3 months into the SEZ trial this reduced to 52% of consultation respondents agreeing the area outside the school gates is safer. After 1 year, 50% of respondents felt the area outside the school gates was safer.

Compliance of restrictions

Prior to the SEZ 42% of respondents felt that motorists would not comply with the restrictions. 3 months into the SEZ trial 35% stated there was low or very low compliance. After 1 year, 62% stated there was low or very low compliance.

Influence on active travel to school

A key objective for the SEZ is to encourage more active travel to and from school. Although 50% felt that the SEZ would encourage more active travel prior to launch, 3 months in this reduced to 21%. However, after 1 year 40% of respondents felt the SEZ has encouraged more active travel.

- 8.6 The consultations allowed respondents to provide written comments. The general theme of these comments expressed concerns with lack of enforcement and poor compliance of the restrictions. Some mentioned how risk has increased in other locations and driver behaviour is poor.
- 8.7 It was highlighted that increased time is required to carry out the school run which is affecting work. The SEZ makes it more challenging for working parents to get their children to school and then get to their place of work and vice versa.
- 8.8 The online consultation asked respondents if they would like to see the trial site made permanent and if they would like to see similar restrictions used at other schools in Fife.

72% of respondents are in favour of the trials being made permanent and 70% are in favour of SEZs being introduced at other schools in Fife. Despite the concerns raised with lack of enforcement, poor compliance, and underwhelming influence on perceived road safety and active travel, it seems that the public are in favour of this initiative. 23% of the respondents were residents within a SEZ. Throughout the trial period, various telephone conversations with residents revealed that some residents have the mistaken view that the objective of the SEZ is to reduce inconsiderate parking outside their homes.

- 8.9 [Table 2 – Consultation Results on Opinion of making SEZ permanent / using across Fife](#) on the next page provides a breakdown of responses for each school along with combined figures for all three schools. These results are taken from the consultation carried out one year after implementation of the trial. However, given the low response numbers it is inconclusive that the views reflect a consensus.

Table 2 – Consultation Results on Opinion of making SEZ permanent / using across Fife
(results are taken from the consultation taken one year after implementation of the trial)

Combined Results	Responses	In favour of making trial site permanent	Percentage	In favour of using SEZs at other schools in Fife	Percentage
Total	99	71	72%	69	70%
SEZ Residents	23	21	91%	19	83%
Nearby area Residents	28	18	64%	18	64%
Parents*	63	43	68%	42	67%

Denend Primary	Responses	In favour of making trial site permanent	Percentage	In favour of using SEZs at other schools in Fife	Percentage
Total	17	12	71%	11	65%
SEZ Residents	2	1	50%	1	50%
Nearby area Residents	4	3	75%	3	75%
Parents*	14	10	71%	9	64%

Pitcoudie Primary	Responses	In favour of making trial site permanent	Percentage	In favour of using SEZs at other schools in Fife	Percentage
Total	40	29	73%	27	68%
SEZ Residents	7	6	86%	6	86%
Nearby area Residents	13	10	77%	8	62%
Parents*	26	18	69%	17	65%

St Marie's RC Primary	Responses	In favour of making trial site permanent	Percentage	In favour of using SEZs at other schools in Fife	Percentage
Total	42	30	71%	31	74%
SEZ Residents	14	14	100%	12	86%
Nearby area Residents	11	5	45%	7	64%
Parents*	23	15	65%	16	70%

*Note – parents may also be counted as a resident of SEZ or nearby area

9 - Enforcement issues

- 9.1 In the first few weeks of operation, all three schools provided staffing support at the entry into the SEZ to inform drivers of the restriction and encourage compliance. While effective, this is not a resource that can be maintained in perpetuum, and occasionally verbal abuse and disregard by drivers led to a reduction in staffing presence.
- 9.2 It has been repeatedly reported by residents and others that there has been very little Police presence and claim no penalties were issued. Lack of enforcement seems to be the primary concern expressed. Traffic Management have requested enforcement on several occasions from the Police.
- 9.3 Confirmation from the Police has been received that during the trial period no fixed penalty notices were issued and that regular deployments to schools cannot be committed to. The Police cannot provide a specific number of deployments or warnings issued regarding the SEZ as this is not a statistic generally recorded.
- 9.4 As school staff cannot be allocated to marshal the SEZ and combined with low Police involvement, it is observed that compliance with the restrictions is reducing.
- 9.5 Although the Police still attend schools wherever possible, it should be made clear that if permanent or new SEZs are introduced, there would be negligible to zero enforcement by the Police.
- 9.6 In England there is different legislation⁵ that gives local authorities powers to enforce certain traffic restrictions such as banned turns and yellow box junctions. Restrictions that have higher severity remain as criminal offences (red-light violations, speeding) and these remain with the Police to enforce. Even if similar legislation is introduced in Scotland, it is unlikely Fife Council would be able to introduce and maintain an automatic enforcement facility as the cost would outweigh income received from fines. It is anticipated that automatic number plate recognition (ANPR) enforcement camera installations will cost somewhere in the region of £25k to £35k per site⁶ (plus initial set up of an ANPR system). Such a system would operate at a significant financial loss to the Council.
- 9.7 Research literature on SEZs or School Streets indicates that low compliance and enforcement are key pushbacks with many councils in England resorting to ANPR technology. Others use some engineering measures to encourage compliance, however as access must be maintained for exempted vehicles, these have low effect. Without daily marshalling or very regular Police presence compliance is low.

⁵ <https://www.gov.uk/government/publications/bus-lane-and-moving-traffic-enforcement-outside-london/traffic-management-act-2004-statutory-guidance-for-local-authorities-outside-london-on-civil-enforcement-of-bus-lane-and-moving-traffic-contravention>

⁶ <https://www.pacts.org.uk/wp-content/uploads/Moving-Traffic-Briefing-Note-PACTS-MWiltshire.pdf>

10 – Costs

- 10.1 An important factor in determining if Fife Council should use SEZs going forward is the financial implication. Estimated costs to provide the trial project is £54,525. This works out at approximately £18,000 per site. It should be noted that the trial sites only had one entry sign each and any new sites would have multiple signs covering all entry points. It would be reasonable to estimate an approximate cost of £25,000 - £30,000 to introduce any future SEZ. This cost does not include ongoing maintenance, staff time, and electricity costs.
- 10.2 Introducing a SEZ has a staff resource implication. To have an effective SEZ requires the site to be marshalled by school staff. During the trial, school staff initially marshalled the entry points, but this could not be sustained. School staff were reallocated from other essential duties to try to make this work, however without a dedicated staff resource it must be accepted that any future SEZ projects will not have on-site marshalling support.
- 10.3 In Roads & Transportation Services, staff would need to be reallocated from other essential work and priorities to introduce and manage SEZ projects. Additionally, a staffing resource would need to be provided to manage a permit system.
- 10.4 Each SEZ site requires electronic signs that are connected by mains power and incur electricity costs. Solar powered signs were investigated; however, it was determined that insufficient solar power could be generated during winter months to activate the sign for the entire exclusion time.
- 10.5 As a comparison Edinburgh Council produced a report to their Transport and Environment Committee on 30th August 2016 which evaluated a School Streets pilot project at nine schools. The report detailed a total cost of the trial of £186,218 which covered various costs including sign works, permits, surveys and consultation work. This is approximately £20,690 per site. It should be noted that inflation costs have risen significantly since 2016.
- 10.6 As mentioned in the permits section [4.9](#) an electronic permit system would need to be investigated and developed for future SEZ roll out. Introducing this could be very costly and would likely incur annual subscription costs to a software provider.
- 10.7 A permanent SEZ would require ongoing communications and engagement with the community to inform and encourage compliance. Branding and a strong identity are required for a SEZ to achieve greater buy-in from residents and parents.⁷ This will require a committed staff resource and strong support from the school for the life of the project (ongoing).

⁷ School Streets and Traffic Displacement Practitioner's Guide – Birmingham City Council

11 – Similar Schemes in Scotland

- 11.1 Numerous Scottish Councils have introduced SEZs with the same objectives to promote active travel, reduce vehicular traffic around schools, and improve air quality. Unfortunately, there are limited details available for these online to determine what level of success these schemes have had particularly in the long term. However, many Councils have made their trial sites permanent and introducing more sites in their areas.
- 11.2 A report by Edinburgh Napier University⁸ reviewed existing literature on the impact of school street closures with semi-structured interviews. The report focused on whether any traffic displacement brought about by schemes was associated with negative safety issues in surrounding streets. The report considered sites across the UK, including sites in Edinburgh, Perth & Kinross, and East Lothian. Key points from the report are explained in the below sections.

Edinburgh

- 11.3 The Napier University report provided a summary of sites in Edinburgh where one-third of parents and one-quarter of peripheral residents still perceive non-compliance as an issue. Although the Police had issued numerous warnings to motorists disobeying the restrictions, insufficient resources were cited as the reasons for their irregular presence in the vicinity of schools.
- 11.4 Although survey results indicated a reduction in traffic volume in the restricted streets, the Edinburgh pilot project identified a need for infrastructure provision including works in peripheral streets to accommodate displaced traffic movements, can contain appropriate parking capacity and safe Park and Stride sites.
- 11.5 The evaluation of the Edinburgh pilot project identified that there was a reduction in vehicles and speed, improvements to air quality, and an increase in active travel.

Perth and Kinross

- 11.6 The Napier University report focused on data from one of the trial sites in Luncarty which is a small village north of Perth (similar in size and population to Balmullo, Fife). It found that traffic volume decreased, and active travel increased. A majority of those surveyed wished for the restriction to be made permanent. There seemed to be concern with displaced vehicles causing an issue, however the Council explained this was “a diluted version of the parking congestion and very localised around a junction.”

East Lothian

- 11.7 East Lothian Council was one of the first authorities in the UK to introduce a SEZ and already has a very high percentage of children travelling using a sustainable form. Survey data compared traffic volume between a restricted time and an unrestricted time (when a nursery afternoon session began) to provide an indication of difference in traffic volume. A report to East Lothian Cabinet⁹ focused on the aims of SEZs and explained the road

⁸ Davis, A. 2020. School Street Closures and Traffic Displacement: A Literature Review and semi-structured interviews. Transport Research Institute, Edinburgh Napier University.

⁹ East Lothian Council Cabinet Report “School Streets – Traffic Prohibition TROs – An Assessment Policy”

environment and problems are different outside each school. Key selection criteria were recommended to rank schools for treatment.

East Ayrshire

11.8 East Ayrshire Council provide snapshot data to indicate substantial vehicular traffic reduction based on traffic surveys carried out in the third week of the trial. They reported that the community wished for their two trial sites to be made permanent (84% and 60% respectively in favour).¹⁰

¹⁰ <https://newsroom.east-ayrshire.gov.uk/news/school-streets-trials-deemed-a-success>

12 – Similar Schemes in London

- 12.1 A Transport for London (TfL) report on school streets¹¹ stated: “There was little evidence of mode shift to walking, cycling or scooting as the main mode of transport to school in either the Intervention [SEZ] or Control [unrestricted] group.” The report detailed that the way children and adults travel to school is relatively unchanged. Although the Fife trial is a much smaller scale than what was introduced in London, there is a clear similarity where no modal shift to active travel has occurred in Fife.
- 12.2 The same report stated that schools with a SEZ “also claim to see the benefits of reduced traffic / congestion and are happier with the greater ease and safety in which they can participate in active travel to and from school. Respondents at Intervention Schools [SEZ] also reported less dissatisfaction with air quality than at Control Schools [unrestricted].” The report indicated that active travel has increased however this was in conjunction with changes due to the Covid-19 pandemic where public transport usage reduced by up to 30%. The report stated that active travel increase is not due to School Streets alone. In Fife the Hands-Up survey has shown a decrease in active travel to school and traffic survey data indicates a small reduction in traffic within the street. This would suggest there are initial benefits of a slight reduction in traffic within the restricted street, however vehicular traffic has dispersed to other nearby streets. At a time of post-pandemic recovery, changes to methods of working and increased fuel costs may have influenced travel choices.
- 12.3 As particular concerns raised with Fife SEZ sites relate to enforcement the following quote from the TfL report is of note: “Although significantly lower than Control Schools [unrestricted], Intervention Schools [SEZ] still claim they face challenges of parking, onward journeys, and danger from traffic. They also spontaneously voice concerns around the perception that some School Streets are not fully enforced and continued frustration with congestion.” The report highlighted that 40% of respondents to their consultation felt that there were more parking problems in the surrounding streets than previously. This is similar to the consultation responses we have received for our Fife sites. Many respondents expressed concerns that parking problems have increased in the surrounding area and there is a high percentage expressing their view that the level of compliance is low.
- 12.4 Although some positives were found to introduction of SEZs in London, lack of enforcement is the main pushback to achieving their goals. In Fife, the level of enforcement has been minimal resulting in very low compliance.
- 12.5 In a report by the FiA Foundation¹², it outlined various means of enforcement that are used across the world. These include using temporary barriers that are closed and sites marshalled by volunteers. Some sites used more significant physical measures and London use automatic number plate recognition (ANPR) cameras extensively. Use of such cameras can fuel opposition if they are seen as a ‘cash cow’, primarily motivated by raising money.

¹¹ Transport for London: School Streets: Intervention Sites vs Control Sites Full Report January 2021 (unclassified report)

¹² FiA Foundation: School Streets: Putting Children and the Planet First: A Political Economy Analysis of the Rise of School Streets in Europe and Around the World April 2022

13 – Conclusions

- 13.1 Various reports from other locations in Scotland and beyond encourage introduction of School Exclusion Zones to improve perception of safety for children, improve air quality, and increase active travel. Successful schemes are reliant on severely restricted access into the street, significant support with marshals continually on site, and strong enforcement.
- 13.2 Determination of the success of the three trial SEZ sites is measured under the following criteria: 1) any increase in active travel to and from school; 2) any improved perception of road safety in the restricted street; 3) level of compliance with the restrictions; and 4) the impact of displacement of vehicles from the Zone to other streets.

Influence on Active Travel

- 13.3 No increase in active travel has occurred with many parents choosing to take their children to school by car. Based on the Hands-Up Survey active travel has reduced. Parents that have onward journeys have now found life to be more challenging with introduction of a SEZ. As no modal change to active travel is evidenced, any future SEZ introduced on a through route would result in increased vehicle mileage.

Perception of Road Safety

- 13.4 There are mixed views from the community on improvement to perception of road safety outside the school gates with increased concern raised for other areas in the vicinity. There is no clear indication from the community that the SEZ trial sites have significantly improved their perception of road safety.

Level of Compliance

- 13.5 The trial sites in Fife were intended to operate realistically in terms of level of enforcement and staffing presence available. As there is currently no staff resource to marshal each site, success is dependent on Police enforcement and self-regulation. As little enforcement has been carried out by the Police, some drivers choose to ignore the restrictions with impunity, resulting in compliance levels continuing to reduce over time. According to the consultation responses, other correspondence received, and engineer observations low compliance is observed. It is expected that if the number of SEZ sites increased Police enforcement support would be spread thinner with negligible to zero enforcement taking place.

Impact of Displacement of Vehicles

- 13.6 Some displacement of parking has occurred, and this is dispersed over an area with specific locations directly outside the SEZ identified as causing further issues. Some mitigating measures have been implemented to address road safety concerns. This echoes what was stated in a report by Edinburgh Napier University on School Street Closures and Traffic Displacement¹³: “Strong and consistent evidence that traffic displacement does not cause road safety issues of any significance and that mitigating measures, where needed, have been applied successfully.”

¹³ Davis. A. 2020. School Street Closures and Traffic Displacement: A Literature Review and semi-structured interviews. Transport Research Institute, Edinburgh Napier University.

Feedback from St Marie's Headteacher

- 13.7 Feedback from the three school headteachers was requested with the following received from St Maries RC Primary School:
- "In St Marie's the SEZ has made a difference compared to the issues we had previously. There are less cars and it is safer for children, but we would say only marginally. Initially school staff were going out to police the road and when this happened there was good compliance with the restrictions, however, this could not be sustained. When staff are not out on the road the restrictions are not adhered to in the same way and this leads to unsafe incidents occurring. We still have local residents and parents complaining to school about the volume of cars and to report unsafe incidents. In terms of rolling out this initiative across Fife, we feel this is a good initiative in theory but without someone to police the restrictions it has very little impact."*
- 13.8 Although there have been some positives from implementation of the SEZs, they have fallen short of the desired objective goals with diminishing return over time. A credible SEZ is dependent on good compliance, and this cannot be achieved without a daily marshal presence and enforcement support. There is no indication that SEZs influence a mode change to active travel. A significant funding source would need to be identified for implementation, on-going costs, and human resources to manage and marshal each site.

14 – Recommendations

- 14.1 School Exclusion Zones can be introduced, but these should be carefully considered on a case-by-case basis, approved by the respective Area Committee, and funded from the Local Area Budgets. Any new SEZ site should be thoroughly consulted upon and implemented through an Experimental Traffic Regulation Order process.
- 14.2 It should be clear that any future SEZ will have limited success based on lack of ongoing resources available in terms of Police enforcement, lack of marshal presence, and competing priorities for Roads & Transportation Services.
- 14.3 It is further recommended that no additional SEZ site is introduced until the resource implications for implementing and managing a permit system have been further explored.

22 October 2024

Agenda Item No. 8

PROPERTY TRANSACTIONS

Report by: Alan Paul, Senior Manager – Property Services

Wards Affected: 9, 12

Purpose

The purpose of this report is to advise members of action taken using the List of Officer Powers in relation to property transactions.

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

An EqIA is not required and is not necessary for the following reasons: the items in this report do not propose a change or revision to existing policies and practices.

Consultation

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

1.0 Background

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

2.0 Transactions

2.1 Acquisitions

2.1.1 36 Ravens Craig, Kirkcaldy

Date of Acquisition: 19 July 2024
Price: £77,000

2.1.2 55c Veronica Crescent, Kirkcaldy

Date of Acquisition: 16 July 2024
Price: £100,000

2.2 Leases by the Council – New Leases

2.2.1 Unit 5 Enterprise Centre, Myregormie Place, Kirkcaldy

Term: 5 years
Rent: £2,480 per annum
Tenant: Stone & Lime Co Ltd

2.2.2 Unit 33 Business Incubator, Myregormie Place, Kirkcaldy

Term: 3 years
Rent: Yr 1 £2,721.60 and yrs 2 and 3 £3,888 per annum
Tenant: Dale Swan

2.2.3 Unit 17 Enterprise Centre, Myregormie Place, Kirkcaldy

Term: 5 years
Rent: £4,150 per annum
Tenant: George Fair Joiners & Contractors Ltd

2.2.4 Ground Floor Offices, Skills Development Centre, Midfield Road, Kirkcaldy

Term: 3 years
Rent: £12,000 per annum
Tenant: Raeburn Training Ltd

2.2.5 Unit 1 Station Yard Industrial Estate, Station Brae, Kinghorn

Term: 5 years
Rent: £3,400 per annum
Tenant: Max Foy t/a Foy All Trades

3.0 Conclusions

- 3.1** These transactions are reported back in accordance with the List of Officers Powers.

List of Appendices

1. N/A

Report Contact

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22 October 2024

Agenda Item No. 9

Kirkcaldy Area Committee Workplan

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

Wards Affected: 9, 10, 11 and 12

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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Kirkcaldy Area Committee of 17 December 2024			
Title	Service(s)	Contact(s)	Comments
Parking Charges in Kirkcaldy	Roads & Transportation	Andy Paterson-ts	Original report requested at KAC meeting 24.8.21 as part of submitted motion (Para. 278 of 2021. KAC.121 refers). 27.2.24 - Convener requests that report be submitted to committee after other car parking reports have been considered i.e. ISG report and report re demolition of multi storey car parks.
Common Good and Settlement Trust 2023-24 Annual Report	Finance and Corporate Services	Eleanor Hodgson	Annual progress report to be presented post April 24. Per EH report will not be available until after annual account sign off.
Domestic Waste, Street Cleansing and Grounds Maintenance Service Annual Review	Environment & Building Operations (AT&E)	Alexander Anderson-Es, Scott Clelland	Annual report last presented 19.12.23.
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Area Housing Plan 2024-25	Housing Services	Elaine Campbell	

Kirkcaldy Area Committee of 25 February 2025			
Title	Service(s)	Contact(s)	Comments
Supporting the Community Plan - Kirkcaldy Area Local Budgets Review 2024-25	Communities and Neighbourhoods Service	Julie Dickson	
Supporting the Local Community Plan - Plan 4 Kirkcaldy Area 2023-2026 Progress Review	Communities and Neighbourhoods Service	Julie Dickson	Annual progress report and new year budget allocations. Last report 27.2.24.
Area Roads Programme 2025-26	Roads & Transportation	Vicki Storrar, Lesley Craig, Alistair Donald	Annual report last presented February 2024.

Kirkcaldy Area Committee of 25 February 2025			
Title	Service(s)	Contact(s)	Comments
Local Area Economic Profiles Annual Report	Business and Employability	Peter Corbett	Annual report last presented February 2024.
Health & Social Care Locality Planning - Kirkcaldy	Health and Social Care	Jacquie Stringer-fc	Annual report last presented February 2025.
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Annual Area Anti Poverty Review 2024-25	Communities and Neighbourhoods Service	Julie Dickson	

Kirkcaldy Area Committee of 22 April 2025			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Report on Educational Outcomes - 2023/24	Education	Jackie Funnell	Annual report - last presented 30 April 2024.
Supporting the Community Plan Kirkcaldy Area Local Budget Proposal 2025-28	Communities and Neighbourhoods Service	Julie Dickson	

Kirkcaldy Area Committee of 24 June 2025			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	
Operational Briefing on Policing Activities within Kirkcaldy Area - 2024-2025	Police Scotland		Annual report last presented 25.6.24. Contact Inspector Kim Stuart, Police Scotland.
Scottish Fire and Rescue Service - Kirkcaldy Area Annual Performance Report - 2024-2025	Scottish Fire & Rescue Service		Annual report last presented 25.6.24. Contact Niall Miller, Scottish Fire and Rescue Service.

Kirkcaldy Area Committee of 24 June 2025			
Title	Service(s)	Contact(s)	Comments
Safer Communities Team Annual Update Report - 2024-2025	Safer Communities	Dawn Jamieson, Suzanne Scobie	Annual report last presented 25.6.24.

Kirkcaldy Area Committee of 26 August 2025			
Title	Service(s)	Contact(s)	Comments
Annual Area Anti Poverty Review 2024-25	Communities and Neighbourhoods Service	Julie Dickson	
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	

Kirkcaldy Area Committee of 28 October 2025			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	

Kirkcaldy Area Committee of 9 December 2025			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	

Kirkcaldy Area Committee of 24 February 2026			
Title	Service(s)	Contact(s)	Comments
Kirkcaldy Area Committee Forward Work Programme	Legal & Democratic Services	Elona Thomson	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Supporting the Local Community Plan - Kirkcaldy Area Local Budgets 2023/24	Communities and Neighbourhoods Service	Julie Dickson	Report last presented 7.2.23. (Update report only required if variation to any funding previously approved).
Capshard Play Park Development and Enhancement Progress Report	Communities and Neighbourhoods Service	Andy Maclellan	Progress report to be presented to committee (date TBC) as agreed at KAC 29.8.23 (Para 65 of 2023 KAC 27 refers). Andy Maclellan advised Members will be issued with briefing note in the first instance and committee report may not then be required.
Review of Experimental Traffic Regulation Order on High Street Kirkcaldy (between Kirk Wynd and Oswald's Wynd)	Roads & Transportation	Andy Paterson-ts	Experimental TRO approved by committee 25.6.24 (Minute Reference 2024 KAC 43 Para. 105) for 18 months. Further report to be presented to committee following conclusion.
Director of Public Health Report and Health and Wellbeing Survey Results	NHS Fife	Pamela Colburn	Annual report last presented 2024. Contacts Joy Tomlinson NHS and Pamela Colburn.
Area Roads Programme 2024-25 Final Report	Assets, Transportation and Environment	Vicki Storrar	